

Community Transcultural Support Services

跨文化社區健康服務

CTSS Annual Report for the Year Ended March 31, 2016



FAITH COMMUNITIES

HOPE BEST

LOVE SUPPORT

Compiled by: Christina (Haiyu) Lin

Calgary, Alberta, Canada

AGM September 17, 2016

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MESSAGE FROM THE CHAIR OF THE BOARD

I am pleased to share the progress of CTSS' community service development in the 2015/2016 annual report with all our supporters.

During the first five years of the establishment of CTSS, we laid the foundations of our community-based health support services by setting our goals, and examined the types of services required to meet the participants' health support needs. As we enter to the sixth year, we want to continue to tailor CTSS services with each of the clients needs. As the numbers of seniors' health support services have increased in demand, we will continue to strive to offer an exceptional experience to each of our clients.

Between 2015 and 2016, most of our resources were focused on collaboration efforts with community leaders to advance the full continuum of health support services towards the goal of improving quality and equality of health information and service access. We have served ethnic minorities, with a focus on older seniors speaking languages other than English, who live in mainstream environments. We have reached the unreached by offering free government social and general health information workshops in various languages; we made friendly visits to the socially exclusive clients by listening to their life stories and sharing in their life experiences; we related to the neglected, who are seen as socially excluded, by expressing our care through visitations to nurture their sense of social inclusion. Cross-cultural health support services are an instrument for outreach to address the importance of social and health information and service needs of diverse minorities. We strive to mitigate health information and service inaccessibility to promote the health of our clients.

The cross-cultural health support service strategy of CTSS is an action by integrating government social and health service organizations and community leaders with ethnic minorities living in mainstream communities. The participation of leaders from government organizations and minority communities is a collective effort to build health communities.

CTSS community health support services is a ministry of community health, which is impactful on health and wellbeing of all. I look forward to continuing to work with all our partners in 2016 to achieve a common goal "health together".

Dr. Amy Ng, Health Administration, RRP

THE THEMES OF COMMUNITY TRANSCULTURAL SUPPORT SERVICES

- Response to growing recognition of individuals' self-health care role in community environments;
- A commitment to collaborate on strengthening community health services;
- Increase healthcare professionals' ability to engage in community program and advocacy activities in cross-cultural health environment; planning and implementation of programs and services are related to general health.

MAIN OBJECTIVES OF THE COMMUNITY HEALTH SUPPORT SERVICES IN CTSS

- Increase capacities of communities (including ethno-cultural communities) to contribute the development of community health support services, policies and programs;
- Provide health care professionals with opportunities to share challenges and possible innovative health service practices to improve cross-cultural health care services for strengthening and involving in advocacy and service quality improvement in the regional and local health systems;
- Provide a training platform for lay health workers, community stakeholders and university students as representatives from local communities, involving in service delivery (blood pressure measurement, cancer screening service navigation, chronic illness survivorship supports, nutrition, health related-language learning projects);
- Increase human resources (employment opportunities) in health and community service sector, especially ethno-cultural communities. CTSS health support initiatives recognize that a qualified and equitable distribution of health work force is critical for the achievement of promoting and improving health and community services. A priority of objective of CTSS' partnership' strategy is to address the importance of increasing human resources, and to strengthen general work force during the national and Alberta's economic down turn over the year; for instances, Canada summer job program, mentorship and leadership programs as well as others.

THREE LEVELS OF PARTICIPATORY COMMUNITY ACTIVITIES

To achieve the above mentioned objectives, CTSS community health support services has divided into three levels of participatory community activities:

1. General health program activities included health education information workshops, health supportive care (recreation and group programs) and service navigations in various languages if needed.
2. Interactions between and among the health partners within health care organizations.
3. The community service implementation defines local health and community services. By using the community service plan containing an evaluation scheme, we, evaluators of CTSS, examined impacts of the community-based health support activities, and provided analysis on how the services influenced community members' long term health, as well as the development health partners over time.

BOARD OF DIRECTORS 2016-2017

| | |
|---------------------------|------------------------------|
| Dr. Amy Ng | Chairman |
| Mr. Joseph Tse | Treasurer, Board advisor |
| Mrs. Teresa Chow | Secretary, Board advisor |
| Ms. Shu-ju (Susanna) Chan | Administrator, Board advisor |

CTSS STAFF MEMBERS/VOLUNTEERS

Employee(s)

Amy Ng, Doctor in Health Administration (major in public health), RRP.

Yvonne Chan, summer student employee (from May – July, 2015)

Contract workers

Aurora Qleynick, low-income children program assistant of CN funded project (Ended January, 2016); university student

Austin So, health program and service support; Senior High School Graduate

Eunice Christen, health programs and service assistant (Ended September, 2015)

Grace Han, health support

Hue Minh Luu, Vietnamese speaking health support service assistant

Janice Chan, community health information workshop presenter; registered nurse of Alberta Health Services

Julie Lee, bookkeeper (Ended April, 2015)

Marilyn Tan, bookkeeper (Began October, 2015); former financial administrator

Pei Zhong Qiu, health service support

Thomas Wong, IT

Tsz Yu Wendy Chua, health program and service assistant of CTSS; university nursing student

Winnie Wu, health program and service assistant; college graduate in legal assistance major.

Yvonne Chan, health program and service assistant, a mentor in mentorship program; university student, chemistry science major

CTSS Volunteers

Mandarin speaking volunteers in community health promotion

David Hao, health promoter; current allied health service employee of Alberta Health Services; M.D. in the People's Republic of China.

Christina (Haiyu) Lin, finance office of CTSS; university student, accountant major

Jing Wen Lu, health promotion support; university student

Shu-ju (Susanna) Chan, health promoter, health information resource translator, medical and health interpreter; current allied health service employee of Alberta Health Services, registered interpreter of Alberta Health Services; M.D. in the People's Republic of China.

Tian Chan, health promoter of CTSS; university nursing student

Cantonese speaking volunteers in community health education, health promotion

Annie Lo, health educator; former registered speech pathologist in Alberta

Angela Wong, registered yoga instructor; current health service associate

Janice Chan, health educator; registered nurse of Alberta Health Services

Wendy Chu, health educator; university nursing student

Susan Hui, integrator for recreation programs; former registered laboratory technologist in Alberta Health Services

Yenifer Zeng, university student, health programs and a mentor in mentorship program

Sylvia Lee, university student with biology science major, health program assistant, health education information workshops

Rachel Wong, university student with health science major, health program and services assistant

Vietnamese volunteers in Vietnamese communities, health promotion and supports

Henry Ngo, Vietnamese health promoter, M.D. in Vietnam

David Nguyen, B.A, health promotion, program assistant

Spanish speaking volunteers in community health promotion and supports

Yenifer Zeng, health program and service assistant; university student

CTSS Spiritual Health Ministry Team

Mr. Andrew Pond (Inactive after August 2015)

Rev. Josef Chu (Ended February 2016)

Ms. Karen Lee (Inactive after December 2015)

Rev. Tim Fung, accredited and ordained minister

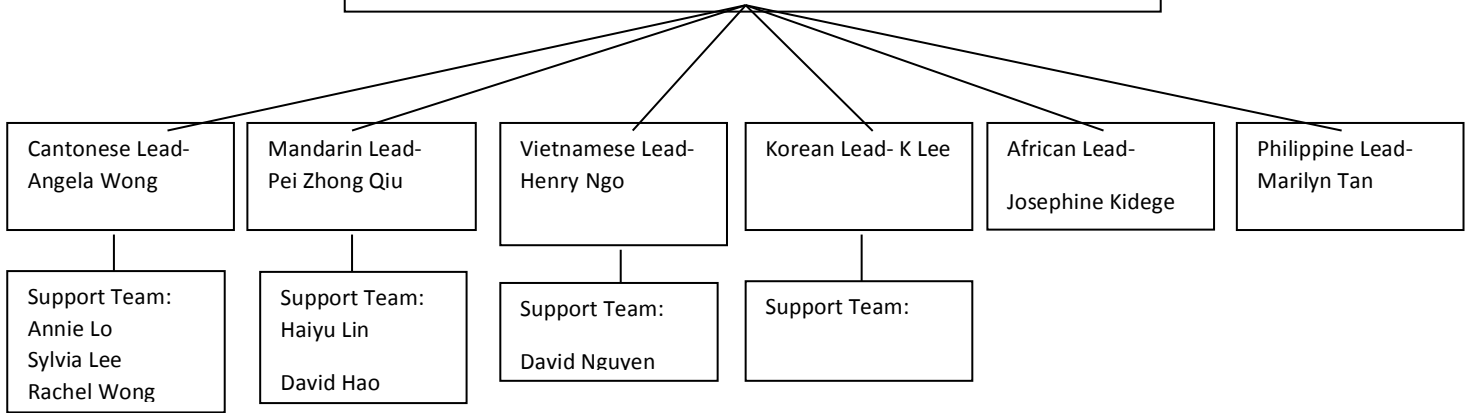
Pastor Tim Lee, accredited spiritual health minister

Rev. Tom Lo, accredited and ordained minister

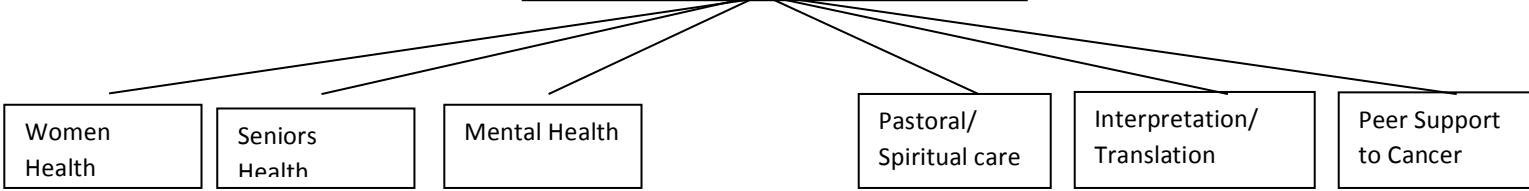
Ms. Betty Chan, accredited spiritual health minister

CTSS ORGANIZATION SERVICE CHART

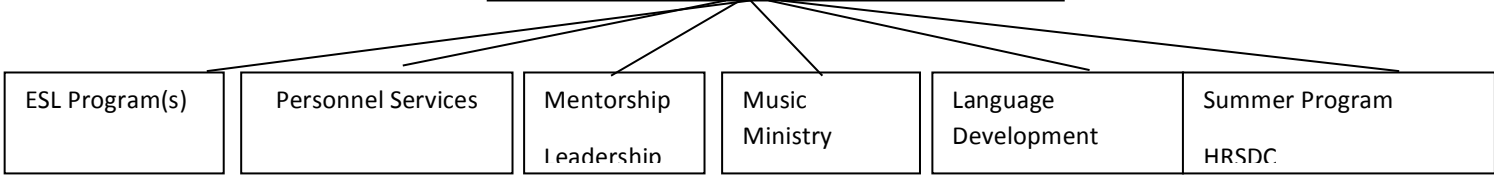
CTSS Board of Committee
Chair: Dr. Amy Ng
Treasurer: Joseph Tse
Secretary: Teresa Chow
Administrator: Susanna Chan



Health Programs/Service



Non-Related Health Community Services



ACKNOWLEDGEMENTS FROM COMMUNITY LEADERS

Oi Kwan Foundation

Programs and Services in Chinese Communities. Oi Kwan Foundation has the opportunity to work with CTSS for advancing the social participation of seniors in everyday living. The staff that they sent were very professional yet helpful and resourceful.

The Oi Kwan Foundation is a management body under the Alberta Housing Act. We manage an independent government subsidize seniors' building on behalf of the Government of Alberta. One of our mandates includes engaging the senior residents by allowing them to interact among the other residents as well as in the society in general.

With the assistance of Community Transcultural Support Services (CTSS), we were able to organize an American Sign Language program that teaches the seniors to be familiar and able to use the language of signing. As senior ages, the natural decline of their hearing ability is well documented. Our hope is that by that time, the seniors that had gone through the course would be comfortable to sign to express their needs. Our goal is that after the initial class, those who complete the introductory course would be able to instruct other seniors to sign as well.

Community Transcultural Support Services (CTSS) was able to help us achieve the first phase and we have 7 graduates that are eager to share with their neighbors what they have learned.

Community services of Community Transcultural Support Services (CTSS) are commendable and be supported which would allow them to continue their much-needed work in the communities.

Francis Liu, Chief Administrative Officer
Oi Kwan Foundation

Silvera for Seniors

Volunteer Services. Volunteers of CTSS have been wonderful to have within our communities and are very eager to make a difference within the lives of the residents.

The students of Dr. Amy, as volunteers, assisted with our Days of Caring, which included helping the resident's plant the gardens throughout our communities. The students also connect with residents for volunteer visits, health support service and education workshop presentation opportunities. The service locations under Silvera Foundation included Valley View, Spruce Meadow, Aspen Lodge and Mountain View. One of the presentation topic was "Knowing your neighbour with different culture and linguistic background" which was very well received by the residents.

CTSS exemplifies the spirit of community service not only through their willingness to go above and beyond for the residents of Silvera but with the innovative ideas they brought to our communities including the "Knowing your neighbour with different culture and linguistic background". They showed on a continual basis, the importance of community through introducing residents to one another and helping to engage residents that were isolated.

CTSS demonstrates initiative, leadership and creativity in their volunteer activities through going above and beyond to take on additional tasks including gardening assistance, which took place on the weekends. They took on leadership and creative roles, especially when it came to their presentations and how they were delivered to the communities. The research involved and the work behind this project is something they should be very proud of.

CTSS serves as a model for others in their community by showing the residents that just because they may be of different ethnic background does not mean that they do not share a common ground and interest in aspects of life. They helped show both residents and staff the importance of bringing those of different cultures together in order to improve their quality of life.

The efforts of the volunteers contributed to improving quality of life for several residents by introducing them to others within the community, introducing them to activities of their interest, which ultimately increases their social involvement and enhances their quality of life. We have seen several residents begin to take part in activities which is an amazing improvement as they were somewhat isolated prior to the volunteer involvement."

Sincerely,



Danielle Rodney

Active Aging Coordinator — Volunteer Program

Faith Community

在 CTSS 義務工作的感想 (English translation follows after the Chinese version)

Calgary Transculture Support Service (CTSS) 是個服務跨文化族群的健康支援機構，筆者認同該機構的願境及使命 – 為有需要人士提供身、心、靈的全人健康關懷支援服務，故自 2013 年加入成為該機構義務工作人員行列，主要前往主流的護老院探望入住的華人長者。

筆者到訪過的護老院有 Bow View Manor, Clifton Manor, Beverly Centre 與及 Carewest Colonel Belcher，這些護老院分別均有或多或少華人長者入住接受照顧。若是英語能力不足的，他們都面對著相同處境，就是與院方及有關員工的溝通困難，可以說他們處於一種長期孤單無助的境況。CTSS 有見及此，在能力範圍內為他們提供中文節目活動，給予他們有一定的社交活動機會；又有一些如筆者般的義工人員作探訪問候，關心他們的個別需要，盡量對他們的身心靈三方面作出關懷，送出人間暖意。

筆者所接觸的只是寥寥幾所護老院，接觸的亦只是局限於華人長者中，環顧卡城尚有很多不同護老中心，相信內中還有不同族裔人士長者的需要，盼望 CTSS 得到政府及社會更大的支持，向著她的願境，履行所領受的使命。

A reflection from a spiritual health volunteer. Calgary Transcultural Support Services (CTSS) is an organisation that provides health support to ethno-cultural communities. I agree and identify with the mission of CTSS in caring for the needy by offering them with a holistic health support services in communities. The unique mission of cross-cultural health support services then inspired me to join into the volunteer team of CTSS since 2013, serving by visiting Chinese seniors who reside in Caucasian senior homes.

I have served a number of Chinese seniors living in the Bow View Manor, Clifton Manor, Beverly Centre, and CareWest Colonel Belcher. Since the English proficiency of these Canadian-Chinese seniors is low, the seniors experience difficulties in communicating with other residences as well as the staff members in senior homes. So, they are under a situation of prolonged helplessness and loneliness. CTSS understands the Chinese-Canadian seniors' predicaments, and therefore within CTSS' resource availabilities, initiatives of CTSS provide the seniors with Chinese group programs, giving them socialization activities in their language. There are other CTSS volunteers like me reaching out the seniors and caring for the seniors' holistic needs, and delivering warmth to them.

I have served merely a handful of senior homes in Calgary with CTSS, reaching to the Chinese-speaking seniors. Considering there are still many other sensor homes around Calgary, there living many non-English speaking minority seniors. I do hope that the governments and Calgary as a society can provide more supports to these seniors through CTSS' operations, fulfilling the mission of moving towards a better future in building health communities.

Pastor Tim Lee

SHARING FROM ETHNIC COMMUNITY MEMBERS

Words from a Cross-Cultural Broker: While I served with CTSS, I provided health education workshops in both Mandarin and Cantonese to ethnic seniors in various care facilities and senior homes. The health education workshops not only served to present information that developed greater knowledge and self-awareness in health, the workshops also aided in the mental wellness as the seniors were challenged to learn and to memorize the materials. I had presented diverse topics related to health, including: Health services that composed of homecare service, transition services, and emergency ambulatory services; common health concerns such as basic understanding of osteoporosis, stroke, heart attacks and sleeping problems; and dietary related health information that explored carbohydrates and proteins. I chose these topics to present as they were everyday concerns to the ethnic seniors. Through the workshops I hoped to help the seniors to gain better access to healthcare services; to be able to recognize warning symptoms for severe disorder, thus active prevention of life-threatening diseases and pre-mature death; and to understand dietary influence on their health. I believed that these are all issues related to old age that many had sought help for. In many of the workshops, the seniors will listen very attentively and some would actively participate with questions. Overall, the workshops do benefits the seniors greatly as the seniors have growing anxiety and uncertainty with age. It was in their best interest to learn about basic medical knowledge and medical services available to them. With growing knowledge, our health information workshop participants with chronic health problems can ensure better prognosis. Especially since many of the Chinese seniors have lower education background, it was extremely important to be able to deliver the information in an easily understood context, which was the purpose of the health education information workshops. The workshops is a major strategic approach to help the seniors to gain better health awareness in the context of their own language and culture, thus better reinforced in their lifestyle. Although the information that I presented in these workshops seems to be simple (or basic) information that can be acquired easily, in reality many ethnic seniors do not gain access to them due to language and cultural barriers. Therefore, the workshop presented in their own native language are a very important tool to empower seniors in their own health development and maintenance, and to access health services that are entitled to them as residents in Alberta.

Sylvia Lee, current university student in Calgary, Alberta

Words from a Community Integrator: As I look back at the work I have done under CTSS, vivid images of the struggles of some of my clients stick out. Each of these clients had something in common, they were all non-native English speaking residents living in an English speaking community. My focus as Community Integrator was to bridge the divide between different languages and cultures, in order for all residents to receive equal care. The main obstacle in my job was that non-native English speakers did not have their social needs met, and therefore did

not obtain equal health services. I observed the difficulties they faced on a daily basis, as residents were unable to speak about how they were feeling (emotionally and physically) because the community lacked a diversity of languages and translation resources. Beyond not having health and comfort needs met, residents who did not speak English had a lesser quality of life. I took note of many times in which residents isolated themselves because they had minimal entertainment and interactions due to language barriers. Understanding your neighbours with different cultural and linguistic barriers was an important goal of mine during my work under CTSS. Awareness about this issue must be spread and there must be more of an effort done to give our non-English speaking neighbours equal treatment and a more enjoyable environment. With Canada continuing its appreciation for multiculturalism, I hope that health care providers and communities are able to find ways for non-Native speakers to feel as if they are at home.

Rachel Wong, current university student, Calgary Alberta.

Words from a Community Liaison: Through working with CTSS for the past months, I was able to explore the worlds of senior care and health care specifically those of ethnic minorities in several different communities ranging in socioeconomic status as well as racial demographic. My colleagues and I given this opportunity were able to observe both the living conditions of the English speaking and non English speaking populations in these communities and although the physical health needs of both parties were more or less being equally met, the sizable disparity in the meeting of their social needs was evident. This imbalance in the facilities' abilities to cater to the non-English speaking minorities are in no part due to their lack of effort in implementing targeted programs for this demographic but rather has to do with the social infrastructure of these senior homes and health facilities. My colleagues and I had observed the difference between the social behaviour of the non-English speaking residents in several environments and had found that a major factor between residents having a healthy social life and withdrawing into their personal spaces had to do with their freedom and the resources they had available to them to create a social community. Those living in unassisted care provided with a communal semi-private space where they can meet with others that speak the same language seem to have the best social health. In contrast, those living in assisted care without the proper means to gather tend to gravitate towards their personal private spaces. Something we found through CTSS programs was that most of the time the residents participated in part for the education but mostly for the social gathering and for the opportunity to interact with those they can communicate with in their own private space whether that be a small chapel or an atrium. Seeking to better the overall care of these non-English speaking ethnic minority communities for the long term is not simply going to be a matter of implementing programs but will require a much more deep rooted solution in the social infrastructure of the health care system.

David Nguyen, BA in Psychology, Alberta, Canada

Mentorship Program: This summer I am pleased to have a precious opportunity to mentor summer students, as my mentees. At first, I thought that mentoring activities were to make my mentees work harder so that they could accomplish their tasks as assigned. But in the process of my mentorship, I learned that my mentees possessed different knowledge and skills. The mentees' unique work abilities led them to perform according to their own expectations in their individual achievement goal. At this, I re-thought that mentorship should be a given platform of learning together to achieve a group-learning goal. Then, I learned to be assertive by sharing my mentorship principles with mentees to follow the rule of the summer job project so as to meet the group project objectives when working through mentoring relationship. The encouraging part of the months of my mentorship program was when I saw my mentees learned and grew, and they were willing to overcome their fears by facing difficulties in the mid of their work struggles. The endurance and hard working attitudes have resulted in making my mentees to become independent workers that was my joy. My mentoring experience also comprised an humble experience when I did not know what the best knowledge I should provide for my mentees to assure finding solutions to their problem so that they might be confident in continuing their work performance. Notwithstanding my combined mentoring experience, mentorship is invaluable for me. Not only was I able to acquaint with the awesome and intelligent mentees as my friends, who are high achievers and have life dreams, but we also developed a mentor/mentee relational model with a family-tie relationship where when we got closer together, we share success and failed experiences together by supporting each other in the mentorship journey.

Yenifer Zeng, a university student, Calgary, Alberta.

Feedbacks from Minority Seniors in Communities: CTSS had provided cross-cultural health support services in community environments since May 2010. Our service provided visitation, translation services and providing entertainment programs to the ethnic seniors that resided in the mainstream communities. Our responses to health support service needs were mostly from the Chinese-Canadian senior groups with only Cantonese speaking abilities, but we hope to expand our services to all different vulnerable groups that experiences language barriers. The followings were the information that was shared by the ethnic seniors whom we served during our programs and services. (Notes: the mainstream communities may refer to long-term care service environments, semi-assist living environments, or low-income housing environments.)

Communication issues. Majority of the ethnic seniors had expressed that they experience language barriers with the health care providers in the health care environment. Many of the seniors cannot speak or understand English. Only one out of eight Chinese residents in the health service unit understand and speak English. Many Chinese-Canadian seniors said that they often cannot convey their needs to the health care providers and they do not understand what the health care providers need or want to communicate to them.

Community support. The Chinese-Canadian seniors were very grateful to our volunteers' health support services in their living environments and often said our health support services had been useful to them. They were able to communicate their needs to the staffs more accurately. They also exclaimed that the health care providers treated them better when our presence were there, this was exclaimed by two residents on the health service unit.

English programs. The residents did not express any interest at all when we offered English entertainment programs in their living environment. They expressed that they would not understand any of the English materials, thus would not benefit the English program anyway. Therefore, the Chinese program that CTSS offered were greatly valued by the residents there.

CTSS community services. With our services, the Chinese-Canadian residents said that we improve their quality of life as they have someone that they can talk too. The interaction was extremely valued by the residents as they often suffer from loneliness and isolation in the living environment where they cannot communicate with those around them.

REVIEW OF 2015/2016 PROGRAMS AND SERVICES

- Mentorship and leadership training team– Yenifer Zeng and Yvonne Chan
- Seniors' health support team – Rev. Tom Lo, Rachel Wong, David Nguyen
- Peer cancer health support team – Angela Wong, Amy Ng
- IT, webpage development – Thomas Wong
- Health promotion – Henry Ngo (M.D. in Vietnam), David Hao (M.D. in PRC), Haiyu Lin, Sylvia Lee, Rachel Wong, David Nguyen, Pei Zhong Qiu, Wendy Chua
- Music ministry – Mark Ng, Wendy Chua
- Integration for recreation programs – Susan Hui
- Physical instructor – Angela Wong
- Volunteer program development – Yenifer Zeng

SERVICES IN SENIOR HOMES IN CALGARY, ALBERTA

1. Bow Views (4628 Montgomery Blvd NW)-Visited every 2nd &4th Wed/month.
2. Clifton Manor (4726 8 Ave. SE) –alternate Saturday/month.
3. Eau Claire (301 7th Street, SW) –once Friday pm/month.
4. Aspen Lodge (1171 Bow Valley Lane NE) every Wednesday pm.
5. Carter Place (602 1st Street SE) –once Friday morning per month
6. Edwards Place (9th Ave. SE)- visited as needed.
7. Wai Kwan Manor (120 2nd Ave. SW)- every Monday pm /month.
8. Wentworth Long Term Care Facility-once Tuesday pm/month.
9. Beverly Lake Midnapore Care Centre-every Thursday pm/month
10. Greenview Nursing Home –visited as needed.
11. Glenmore Agecare –visited as needed.
12. Colonel Belcher of Carewest - once Monday/month
13. Spruce Meadow senior home – visit as needed
14. Valley View senior home – visit as needed
15. Mountain View senior home – visit as needed
16. Dr. Vernon Fanning Centre of Carewest – once Saturday or Sunday/month

EDUCATIONAL WORKSHOPS

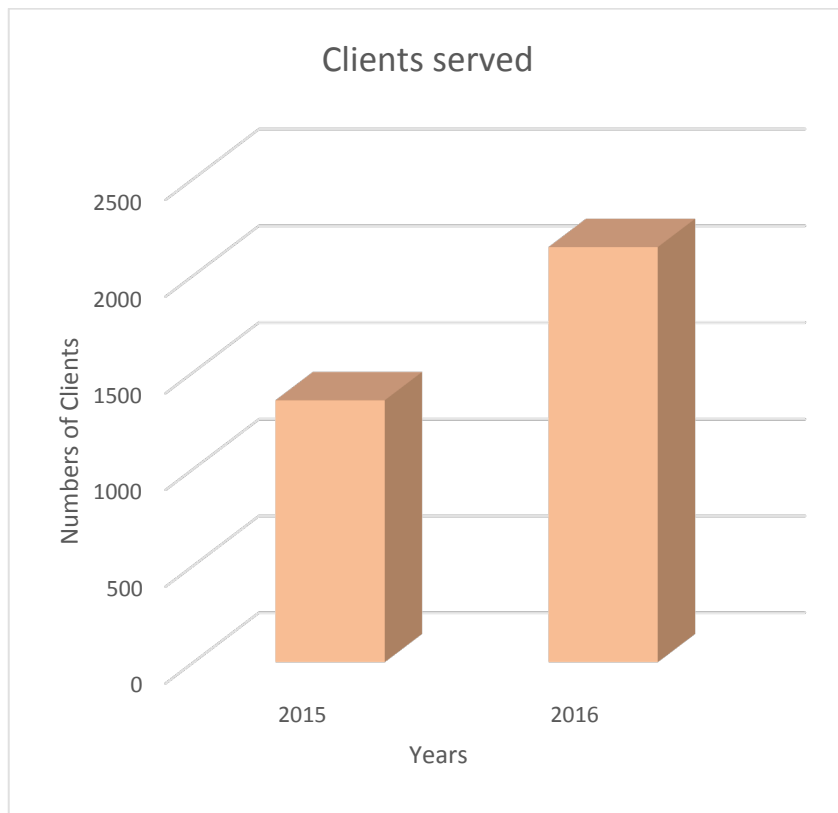
| <i>Educational Workshops</i> | Location | Staff member |
|---|-------------------------------|---|
| Last Testament and Will Part 1 | Carters Place, Aspen Lodge | Winnie Wu (Legal aid) |
| Last Testament and Will Part 2 | Carters Place, Aspen Lodge | Winnie Wu (Legal aid) |
| Fall Prevention Part 1 | Carters Place, Aspen Lodge | Winnie Wu (Legal aid) |
| Fall Prevention Part 2 | Carters Place, Aspen Lodge | Winnie Wu (Legal aid) |
| Common Medications for the Seniors | Carters Place, Aspen Lodge | Steven Xie (Pharmacist) |
| Common Diseases for the Seniors Part 1 | Carters Place, Aspen Lodge | Dr. Amy Ng (public health); Winnie Wu (Legal aid) |
| Common Diseases for the Seniors Part 2 | Carters Place, Aspen Lodge | Dr. Amy Ng (public health); Winnie Wu (Legal aid) |
| Common Diseases for the Seniors Part 3 | Aspen Lodge | Dr. Amy Ng (public health); Winnie Wu (Legal aid) |
| Bone Health Talk – Osteoporosis | Carters Place, Aspen Lodge | Dr. Amy Ng (Public health), Sylvia Lee |
| Exercise in Chair | Aspen Lodge | Winnie Wu (Legal aid) |
| Mindful Aging | Aspen Lodge | Winnie Wu (Legal aid) |
| Blood Pressure Program and Services | Carters Place | Wendy Chau, student nurses |
| Blood Lab Workshop | Carters Place | Susanna Chan (Registered laboratory technician) |
| Basic knowledge of constipation for seniors | Wai Kwan, Carters Place, MCC, | Haiyu (Christina) Lin, Yenifer Zeng, Sylvia Lee |
| Emergency Medical Services | Wai Kwan, Carters Place | Haiyu (Christina) Lin, Yenifer Zeng, Sylvia Lee |
| Basic understanding of osteoporosis | Wai Kwan, MCC, Fanning | Haiyu (Christina) Lin, Yenifer Zeng, Sylvia Lee |
| Heart attack and strokes | Wai Kwan. MCC, Aspen Lodge | Haiyu (Christina) Lin, Yenifer Zeng, Rachel Wong, Sylvia Lee |

| | | |
|---|--|---|
| Sleeping problems | Wai Kwan, MCC | Haiyu(Christina) Lin, Yenifer Zeng, Sylvia Lee |
| Basic understanding of arthritis | Wai Kwan, MCC, Carters Place | Haiyu(Christina) Lin, Yenifer Zeng, David Nguyen, Sylvia Lee |
| Carbohydrate and health | Wai Kwan, MCC, Aspen Lodge | Haiyu(Christina) Lin, Yenifer Zeng, Rachel Wong, Sylvia Lee |
| Protein and health | Wai Kwan, MCC | Haiyu(Christina) Lin, Yenifer Zeng, Sylvia Lee |
| Knowing about home care services | Wai Kwan, MCC | Haiyu(Christina) Lin, Yenifer Zeng, Sylvia Lee |
| Nutritional facts and health | Wai Kwan, MCC | Haiyu(Christina) Lin, Yenifer Zeng |
| How much you know about dementia and memory loss | Caters Place | Haiyu(Christina) Lin, David Nguyen, Sylvia Lee |
| Food choices and health | Carters Place | Rachel Wong |
| Knowing your neighbors with different culture and linguistic backgrounds. | Edward Place, Spruce Meadows, Aspen Lodge, Silvera Housing Carters Place | Rachel Wong, David Nguyen |
| American Sign Language Program | Wai Kwan | Wanda Warkentin from Deaf and Hear Alberta; Haiyu(Christina) Lin, Yenifer Zeng |

Workshops are provided in Mandarin, Cantonese, Vietnamese and English. All workshop materials and presentations were supervised by Dr. Amy Ng.

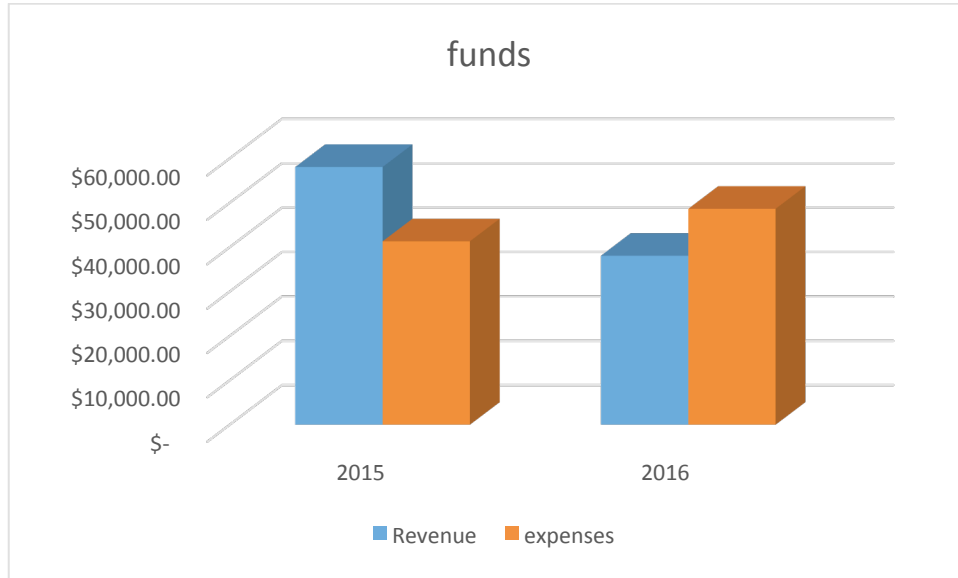
CLIENTS STATISTICS

Between 2015 and 2016, our team have served a total of 2146 clients, though over 50 workshop presentations and one on one visitations provided by our staff and volunteers.

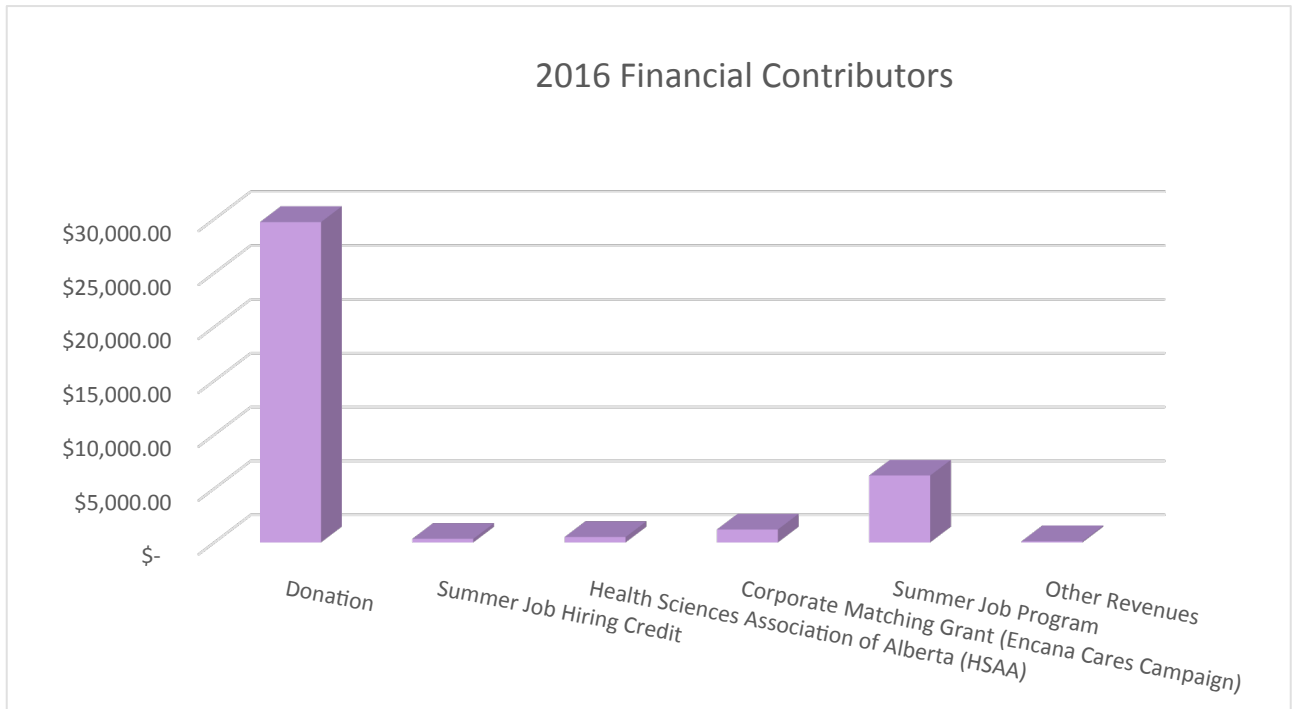


FINANCES

This chart represents the revenue and expenses in the 2015 and 2016



FOR THE FINANCIAL YEAR OF 2015- 2016:



MEDICAL/HEALTH/RESEARCH INSTITUTION PARTNERS

NE Calgary Women's Clinic, Alzheimer Society of Calgary, Access Mental Health, Canadian Mental Health Association, Calgary region, World Parkinson Coalition, East Calgary Health Centre, the Partnership for Maternal, Newborn & Child Health in WHO, Lymphoma Canada, International Union Health Promotion Education (IUHPE), Canadian Cancer Society, Canadian Partnership Against Cancer and National Collaborating Centre for Methods and Tools, and Rehabilitation Vocational Association of Canada

COMMUNITY PARTNERS

Immigrant Service Calgary, Eau Claire Retirement Residency, Senior Homes of Calgary of Silvera Foundation, Trinity Place Foundation of Alberta, Oi Kwan Foundation, Dr. Vernon Fanning Centre, Colonel Belcher of Care West- Alberta Health Services, nursing homes of the Brenda Stafford Foundation, AgeCare Calgary Senior Care Centers.

2015-2016 Board of Directors
of
Community Transcultural Support Services (CTSS)

Dr. Amy Ng / Chairman and Founding President (Continuing)

Mr. Johnny Tsang / Treasurer (Departing)

Mrs. Sylina Leong / Administrator (Departing)

Mrs. Teresa Chow / Secretary (Continuing)

Thanks all for precious contributions in the past year.