



Community Transcultural Support Services
跨文化社區健康服務機構

ANNUAL REPORT

2022-2023



 <https://www.communitytransculturalsupportservices.org/>

 info.ctss@gmail.com

2022-2023



**Community
Transcultural
Support
Services**

跨文化社區健康服務機構

**Annual report for the year
end March 31, 2023
2023年3月31日年度報告**

**Faith Communities, Hope
Best, Love Support
信心社群, 展望更好, 愛心支持**

**Calgary, Alberta, Canada
卡加利市, 阿伯塔省, 加拿大**





TABLE OF CONTENTS (篇目)



Message from the Chair of the Board (董事會主席致辭).....	4-5
CTSS Mission and Vision Statement (機構的使命及願景).....	6
Board of Directors of 2022-2023(董事會 2022 - 2023 年).....	6
CTSS Year-End Financial Statement (機構年度財務報告).....	7
CTSS Statistics of 2022-2023 (2022 - 2023 年統計).....	8
CTSS Staff Members & Volunteer Leads (機構的員工和志願者).....	9-11
CTSS Project Report (項目報告).....	12-13
CTSS Project Highlights (項目亮點).....	14
Message from Contract Workers and Volunteers (合同同工和志願者的分享).....	15
Messages from Student Employees (學生實習心得分享).....	16-23
Review of 2022-2023 Programs & Services (2022-2023 年計劃與服務回顧).....	24-25
Photo Gallery (照片庫).....	26-30



Message on Sustainability from the Chair of the Board

Time flies very fast. CTSS is entering the 13th-year to serve in community in 2023 while we keep offering our collaborative efforts to make the positive impact of people and community for primary health benefits as much as possible.

How do we sustain this?

- We start by assessing thorough for an in-depth understanding the emergent social and health problems that are often the Canada Health governments' priority before choosing both the health objectives and information/service dissemination as serving the related governments' health priority. The adapting processes to ensure it is sustainable is one of the most important strength Community Transcultural Support Services can manifest.
- With an adaptation approach, we review research literature and select information to apply as knowledge-action approach. We invite community members to practice, fostering to develop smart goals for primary health development.
- We also make an effort to repurpose learnt materials from the previous health events or activities, and if we would have to produce tailor-made health information resources to best fit to individual's unique health need resources as person-centered health care support perspective in the long run.
- We shared definition of primary health care that can foster interprofessional collaboration and communication between professionals.
- We provided primary health care information resources for broader community health needs. For example, CTSS supports community members who encounter terminal illness and personal loss due to sickness, death, or separation.
- We also like to offer services to those who are unreached but on-demand virtual activity that allow us to communicate, educate and engage.

How can CTSS contribute?

- . Solely rely on governments' funded resources.
- . Volunteers' contributions
- . Community members' donations
- . Perseverance, determination, unwavering beliefs (e.g., equality of primary healthcare access is achievable through bridging cross-cultural health gaps, etc).

We look forward to the upcoming challenges which may lead us to have a greater impact on community health development through our collective efforts and contributions.

Each of the team members' heartfelt services to lead the CTSS' community ministry to this far is deeply appreciated.

Thank you very much!

Dr. Amy Ng, Health Administration
Founder and President
Community Transcultural Support Services (CTSS)

董事会主席关于可持续发展的致辞

时光飞逝。2023年是CTSS进入社区服务的第13个年头，同时我们将继续提供我们的合作努力，以尽可能地为人们和社区带来积极影响，以获得初级健康福利。

我们如何维持这一切？

在选择卫生目标和信息/服务传播作为相关政府的卫生优先事项之前，我们首先全面评估以深入了解紧急的社会和卫生问题，这些问题往往是加拿大卫生政府的优先事项。确保其可持续性的适应过程是社区跨文化支持服务可以体现的最重要的力量之一。

在适应方法中，我们回顾研究文献并选择信息作为知识-行动方法加以应用。我们邀请社区成员参与实践，促进为初级卫生发展制定明智的目标。

我们也努力从以往的健康事件或活动中重新利用所学的材料，如果我们必须生产量身定制的健康信息资源，以最适合个人独特的健康需求，从长远来看，以人为本的医疗保健支持资源。

我们分享了初级卫生保健的定义，可以促进专业人员之间的跨专业协助和沟通。

我们为更广泛的社区卫生需求提供初级卫生保健信息资源。例如，CTSS支持因疾病、死亡或分离而遭遇绝症和个人损失的社区成员。

我们也喜欢为那些未接触到的人提供服务，但需要虚拟活动，使我们能够沟通，教育和参与。

CTSS有何贡献？

- 。完全依靠政府资助的资源。
- 。志愿者的贡献
- 。社区成员的捐款
- 。坚持、决心、坚定的信念(例如，通过弥合跨文化卫生差距，可以实现初级保健机会的平等，等等)。

我们期待着即将到来的挑战，这些挑战可能使我们通过集体努力和贡献对社区卫生发展产生更大的影响。

每一位团队成员在带领CTSS社区事工走到今天这一步的过程中，都是衷心的感谢。

非常感谢！

艾米·吴博士，卫生管理局
创始人兼总裁
社区跨文化支援服务

OUR MISSION

Community Transcultural Support Services exist to alleviate, reduce, and prevent socio-health disparities and promote socio-health access equity for all in various languages.

我們的使命

通過提供多種語言的健康綜合信息和服務指引及緩解，減少並預防社會健康差距，加強社區中的加拿大公民，新移民和難民的健康意識，從而促進社會健康發展。

OUR VISION

Creating the healthiest and disease-free ethnic communities in Calgary, Alberta.

我們的願景

我們有信心在阿省卡城構建一個健康，無疾病的多元化和諧社區。

Board of Directors 2022– 2023 董事會

Dr. Amy Ng	Chair of the board director (董事長)
Ms. Suzanne Wu	Treasurer , Board director (財務主管)
Mrs. Teresa Chow	Secretary , board director (秘書)
Ms. Shu-Ju (Susanna) Chan	Administrator, Board director (行政人員)
Mr. Joseph Tse	Secretary, Board director (秘書)
Ms. PatJoe Hui	Administrator, Board director (行政人員)

CTSS Year-End Financial Statement
跨文化社區健康服務機構年度財務報表
 (April 1st, 2022 - March 31st, 2023)
 (2022年4月1日至2023年3月31日)

Statement of Operation
 For the Year Ended at March 31, 2023
 (Unaudited)

REVENUE

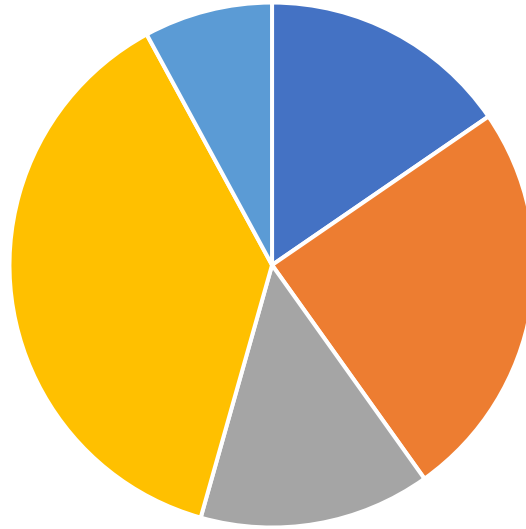
Donation	15,608.40	
Service Canada – NHSP 2022-2023	25,000.00	
Service Canada - Summer Job Program 2022	14,411.00	
Federal Government – Engaging Diversity 2022-2023	38,137.00	
Other Revenues	8,016.07	
Total Revenue		101,172.47

EXPENSES

Bank Charges	135.00	
Wages-Summer Job	13,210.36	
Receiver General	14,142.81	
Volunteers Honorarium	195.00	
Community Care Program	288.52	
Spiritual Health Support	500.00	
IT and/or Arts Design	475.00	
Licences & Membership	609.57	
Insurance	420.02	
WCB	1,303.38	
Contract & Consultation	54,834.44	
Transportation & Travelling	1,855.90	
Office Supplies	4,727.61	
Rent	6,615.00	
GST	591.32	
Total Expenses		99,903.93
Excess of Revenues Over Expenses		1,268.54

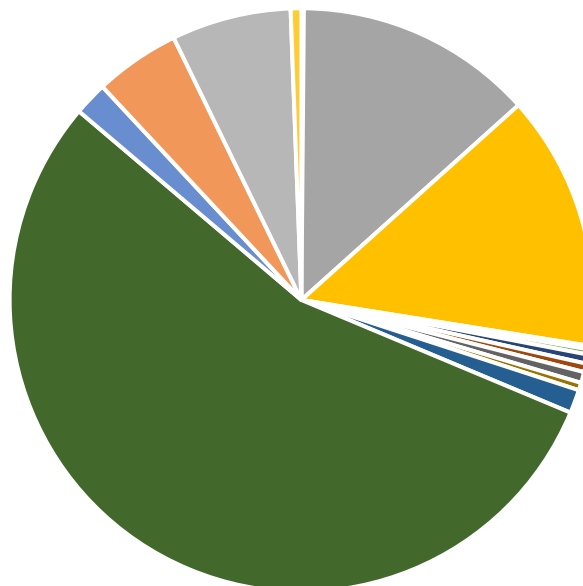
CTSS Statistics of 2022-2023 2022 - 2023 年統計

- Donation
- Service Canada - NHSP 2022-2023
- Service Canada - Summer Job Program 2022
- Federal Government - Engaging Diversity 2022-2023
- Other Revenues



CTSS Revenue (收入)

- EXPENSES
- Bank Charges
- Wages-Summer Job
- Receiver General
- Volunteers Honorarium
- Community Care Program
- Spiritual Health Support
- IT and/or Arts Design
- Licences & Membership
- Insurance
- WCB
- Contract and Consultation
- Transportation & Travelling
- Office Supplies
- Rent
- GST



CTSS Expenses (费用)

CTSS Staff Members & Volunteer Leads
跨文化社區健康服務機構僱員與志願者領導

Employee (僱員)

Amy Ng, Doctor in Health Administration (Major in Public Health), RRP, a Certified provider of progressive goal attainment program, a graduate certificate holder in pain management program at the University of Alberta

Summer Student Employees (夏季學生僱員)

Cody Cheng – a Mentor in Summer Job Program of Service Canada

Xiaoqiu Ren – Integration of rehabilitation into primary health financing and accounting

Neil Yang – Technical support for Health promotion and data management

Sophia Su – Strategic engagement and advocacy in multicultural communities for health promotion

Amy Xia – Innovative health education programming

Contract Workers (合同工)

Helen Cheng - Accounting Administrator (會計管理員)

Jeny Gonzales - CTSS Program Assistant (機構的節目助理), Filipino Community Representative (菲律賓社區代表)

Grace Luu – Vietnamese Community Representative, program assistant
(越南社區代表，項目助理)

Cody Cheng – CTSS Program Assistant, a mentor, and a leader of young adult groups
(機構的節目助理, 導師，青年領袖).

Neil Ying – Infographic designer, Mandarin speaking translator (信息圖表設計師，普通話翻譯)

Harry Hao - CTSS Program Assistant (機構的節目助理)

James Chan - CTSS Web Developer (機構網絡的開發人員)

Shu-Ju Chan - General Health Peer Education Support Services; Simplified Chinese Translator (一般健康同伴教育支持服務；簡體中文翻譯)

Mark Ng - Photographer (攝影)

Andy Zhang – Computer-basic and ESL instructor (基础电脑和英语第二语言教员)

Cecilia Liu – Mentor in youth group (青年組導師)

CTSS Volunteer Leads (跨文化社區健康服務機構志願者領導):

Health Education Programs and Services (健康教育計劃與服務)

Cody Cheng - Community-based Peer Health Education, physical exercise instructor
(社區同行健康教育, 體育鍛煉教練)

Shu-Ju Chan - Peer Health Education Programs and Support Services
(同行健康教育計劃和支持服務)

David Hao - Peer Health Education Programs and Support Services
(同行健康教育計劃和支持服務)

Patti-Jo Hui - Community service assistant (社區服務助理)

Po-Yi Cheng – Mandarin speaking interpreter, Mandarin speaking senior-lead in seniors' program, physical exercise instruction lead
(普通話翻譯員 · 普通話高級主管 · 長者項目主管 · 體育鍛煉指導主管)

Yiu-Leung Cheung – Cantonese speaking senior lead, caring support lead
(粵語資深領隊 · 愛心支援領隊)

Mrs. Lee – Senior-led physical exercise instruction (體育鍛煉指導)

Mr. Poon Chi-Lok – General support in both Mandarin and Cantonese senior Groups (总体支持 普通話粵語長者項目)

Medical Advisory Committee (醫療諮詢委員會)

Dr. Amy Ng (D.H.A) - Health care support for clients living with chronic disease or cancer disease; Rehabilitation Support Services
(慢性病或癌症患者的健康護理支持, 康復支持服務)

Dr. Edward Cheng (D.M.D.) - Dental Health Promotion (促進牙齒健康)

Dr. R. T. Mangat (M.D.) - Women Health Promotion (婦女健康促進)

Dr. Sing-Chi Lam (M.D.) - Primary Health Education Programs and Services
(初級衛生教育計劃和服務)

CTSS Retired Health/Nursing Professionals (退休健康/護理專業人員)

Annie Lo – Registered speech pathologist

Erica Lee – Registered Nurse (specialized in transition services of Alberta Health Services)

CTSS Spiritual Health Ministry Team (跨文化社區健康服務機構心靈健康部隊)

Rev. Tim Lee, accredited spiritual health minister - Chinese Communities
(認可和按立聖職人員)

Rev. Tim Fung, accredited and ordained minister - Mandarin-speaking Communities
(認可和按立聖職人員)

Rev. Tom Lo, accredited and ordained minister - Elderly Chinese Communities
(認可和按立聖職人員)

CTSS Project Report
跨文化社區健康項目報告
(2022-2023)
(2022 年至 2023)

The government of Canada- Employment and Social Development Canada: New Horizon for Seniors' Program (2022-2023)

Topic: Motivational socio-health behaviour promoting independent living

The project team of CTSS and senior-leaders of NHSP provided 87 activities with at least 1500 participants. The project targeted specific senior groups (e.g. visible minority seniors, seniors with disabilities, ethno-cultural seniors, new immigrant seniors, low income seniors, socially isolated seniors, geographically isolated seniors).

The activities included:

- 1). Seniors' weekly network/connections were made either through one-on-one phone calls, in-persons, and/or emails to update the current well-being of each elderly especially post-COVID-19 pandemic recovery period.
2. Education information resource delivered with learning topics: (i) "Sleep hygiene; (ii) Skin health; (iii) Healthy diet/nutrition; iv) Obesity and diet; (v) Pain; (vi) Basic-computer learning; (vii) Mobile device learning/online phone/scam information; (viii) Trouble shooting learning-one-on-one; (ix) Ability thought practices.
3. Recreation activities among seniors (i.e. folk songs singing, movies appreciations, storytelling).
4. Special events: Mother's Day, Father's Day, Christmas, and New Year celebrations.

The project activities increased social participation and social inclusion of seniors. The project also supported seniors to increase bonding and unity among seniors in the community that enabled the continuation of the NHSP as a legacy project for seniors in community.

The government of Canada -Community Support, Multiculturalism, and Anti-Racism Initiative Program: Engaging Diversity 2022-2023

The initiative team is pleased to share our success in the funded project from April 2022 till March, 2023. The project team included Filipino, Vietnamese, Mandarin, and English-speaking team members, who designed and implemented outreaching, engaging, promoting activities: Outreaching and engaging people with different ethnic and socio-economic backgrounds; engaged individuals included Pakistani, Indians, East Indians, Eritreans, Arabs, Bangladesh, Sri-Lanka, Vietnamese, Chinese and Filipino; and delivering group discussions for educational purposes to learn and raise awareness of racism and discrimination issues. The team developed and disseminated anti-racism knowledge and skills in various languages for diversity appreciation, such as colorful pamphlets, two posters, two video clips -“Say no to racism.mp4”; “Stop stereotyping other people”; and developed LinkedIn and Twitter accounts for posting/disseminating anti-racism resources. The estimated total number of direct participants were more than 422 in more that 90 activities, excluding the numerous booth visitors in the two information booth events.

Programs Highlights: Moving Forward 2023-2024

節目要點: 邁進 2023-2024

The government of Canada- Community Support, Multiculturalism, and Anti-Racism Initiative Program: Engaging Diversity 2023-2024

Outreach, engagement, and discussion activities will be on-going activities to promote and deliver educational information in various languages. In the year to come, we will host educational workshops on various occasions. There will be an extensive and in-depth discussions both in-person and in virtual environments, promoting intercultural understanding and fostering an inclusive and respectful attitude in diversity.

The government of Canada- Employment and Social Development Canada Topic: Seniors-led to social prescribing activities for independent living with social supports

The purpose of the project would be attainment by all seniors to obtain the high possible level of psychosocial health through senior-leaders', senior-mentors', and volunteers in understanding and meeting seniors' unique social and health support needs. Through including all seniors and others from different age groups, the initiative team and senior leaders will integrate the seniors to provide social support and personal psycho-emotional supports. The senior-centered program is a set of comprehensive educational and action resources impacting seniors to processing in brain and further impact the seniors' self-motivation continue usual life roles and avoid impaired and dependent living.

Message from Contract Workers and Volunteers

Throughout the summer program, my role focused on overseeing this year's summer students and facilitating their educational presentations, while also promoting a project titled "Engaging Diversity: Anti-Racism."

The summer student program enabled significant growth and learning opportunities for both the students as well as me. I worked closely with them to ensure a positive work experience and open discussion.

In addition to the summer student program, I collaborated with the team on the "Engaging Diversity: Anti-Racism" project. The initiative sought to create a more compassionate and diverse space where everyone feels accepted. Our educational workshops and outreach provided fundamental insight practical strategies to promote inclusivity and equality.

I would like to express my gratitude to the entire team for their amazing support and dedication to make these initiatives a success. Their commitment and enthusiasm made for an impactful experience to the community participants.

Thank you CTSS for the opportunity to serve as a mentor and contribute to these valuable educational endeavors!

Cody Cheng
Mentor/Leader of Young Adult Group

合同同工和志願者的分享

在整个暑期项目中，我的职责主要是监督今年的暑期学生并促进他们的教育演讲，同时还推动了一个名为“参与多样性：反种族主义”的项目。

暑期学生计划为学生和我提供了显着的成长和学习机会。我与他们密切合作，以确保获得积极的工作经验和公开讨论。

除了暑期学生计划外，我还与团队合作开展了“参与多样性：反种族主义”项目。该倡议旨在创造一个更富有同情心和多样化的空间，让每个人都感到被接受。我们的教育研讨会和外展活动提供了促进包容性和平等的基本见解和实用策略。

我要感谢整个团队的大力支持和奉献，使这些计划取得成功。他们的承诺和热情为社区参与者带来了有影响力的体验。

感谢 CTSS 给我机会担任导师并为这些宝贵的教育事业做出贡献！

鄭德灝
青年領袖，體育鍛煉促進者

Message from Summer Employees

As my summer job at Community Transcultural Support Services (CTSS) comes to a close, I take a moment to reflect on the past few weeks. This experience has been truly transformative, leaving a lasting impact on both my personal and professional growth. I am overwhelmed with gratitude and a newfound appreciation for the crucial work carried out by CTSS. From the very beginning, I was struck by the unwavering dedication and passion displayed by Dr. Ng, founder and President of CTSS. Her commitment to improving the lives of individuals affected by health challenges was incredibly inspiring. This motivates me to give my best each day and make a meaningful difference in the lives of others.

I was given the opportunity to choose and conduct research on a health topic I believed increased awareness, where I delivered health information workshops and taught health literacy to facilities such as Carter Place. One of the most rewarding aspects of my role, Innovative Health Education Programming, was the direct interaction with various senior groups. It reminded me of the importance of empathy, understanding, and genuine human connection. Each task presented its own set of challenges, but I embraced them with enthusiasm and a thirst for knowledge. These experiences helped me refine my organizational skills, improve my ability to multitask, and develop keen attention to detail. The supportive environment fostered by my colleagues at CTSS allowed me to seek guidance, ask questions, and continually enhance my skills.

Moreover, my time at CTSS deepened my understanding of the healthcare landscape and the complex issues faced by those affected by health conditions. I became acutely aware of the systemic barriers that exist and the need for advocacy and policy changes to ensure equitable access to healthcare services. Witnessing this firsthand during our visits to Carewest Dr Vernon Fanning Centre and the hemodialysis clinic, motivates me to continue change even after the end of my summer job period. Beyond the professional growth, this summer job provided me with a valuable network of connections. The relationships I formed with my colleagues, mentor, and the individuals we served have been priceless. They have offered guidance, support, and mentorship that will extend far beyond my time at CTSS. The bonds I have forged during this experience have solidified my belief in the power of collaboration and teamwork in achieving meaningful outcomes. Working for CTSS has expanded my knowledge of the healthcare sector, heightened my empathy for those facing health challenges, and ignited a passion for making a positive impact in their lives. I am grateful for the lessons learned, the connections made, and the memories created throughout this journey.

Lastly, I express my heartfelt appreciation to everyone who made this summer job at CTSS possible: the dedicated team, my supportive colleagues, and the individuals and families we served. Their unwavering commitment to improving the lives of others has left an indelible mark on my heart. As I move forward, I carry with me the valuable lessons and experiences gained, confident in my ability to contribute to the well-being of individuals and the betterment of our society through the mission of CTSS.

Amy Xia
Innovative Health Education Programming

暑期學生員工分享

随着我在社区跨文化支持服务（CTSS）的暑期工作即将结束，我花点时间回顾过去几周。这种经历确实具有变革性，对我的个人和职业发展都产生了持久影响。当我准备说再见时，我对 CTSS 开展的重要工作充满了感激和新的感激之情。从一开始，我就被 CTSS 创始人兼总裁吴博士所表现出的坚定不移的奉献精神和热情所打动。她对改善受健康挑战影响的个人生活的承诺令人难以置信地鼓舞人心。这激励我每天尽我所能，为他人的生活带来有意义的改变。

我有机会选择一个健康主题并对其进行研究，我认为这个主题可以提高人们的认识，在那里我举办了健康信息研讨会，并向卡特广场等机构教授健康知识。我的角色最有价值的方面之一，创新的健康教育计划，是与各种高级团体的直接互动。它让我想起了同理心、理解和真正的人际关系的重要性。除了这些直接互动之外，我的暑期工作还为我专业成长和发展提供了充足的机会。每项任务都提出了自己的一系列挑战，但我以热情和对知识的渴望接受了它们。这些经历帮助我提高了组织能力，提高了处理多项任务的能力，并培养了对细节的敏锐关注。CTSS 同事营造的支持性环境使我能够寻求指导、提出问题并不断提高自己的技能。

此外，我在 CTSS 的时间加深了我对医疗保健领域以及受健康状况影响的人所面临的复杂问题的理解。我开始敏锐地意识到存在的系统性障碍以及宣传和政策变化的必要性，以确保公平获得医疗保健服务。在我们访问 Carewest Dr Vernon Fanning 中心和血液透析诊所期间亲眼目睹了这一点，这激励我即使在暑期工作结束后也要继续改变。除了职业发展之外，这个暑期工作还为我提供了宝贵的人脉网络。我与同事、导师以及我们所服务的个人建立的关系是无价的。他们提供的指导、支持和指导将远远超出我在 CTSS 的时间。我在这段经历中建立的纽带巩固了我对协作和团队合作在取得有意义成果方面的力量的信念。当我的暑期工作接近尾声时，我充满了深深的成就感。在 CTSS 工作扩展了我对医疗保健行业的了解，加深了我对那些面临健康挑战的人的同情，并激发了对他们的生活产生积极影响的热情。我很感激在这段旅程中吸取的教训、建立的联系以及创造的回忆。

最后，我衷心感谢让 CTSS 的这份暑期工作成为可能的每个人：敬业的团队，支持我的同事，以及我们服务的个人和家庭。他们对改善他人生活的坚定承诺在我心中留下了不可磨灭的印记。在我前进的过程中，我将获得宝贵的经验教训，并坚信自己有能力通过 CTSS 的使命为个人福祉和社会进步做出贡献。

夏晴
创新的健康教育规划

Message from Summer Students

Over the course of my 8-week summer job, I had the opportunity to engage in a wide range of activities and experiences that have not only helped me grow personally and professionally but also fostered a deep sense of self-reflection. Throughout this period, I was involved in various tasks such as translation work, budget planning, and providing educational workshops. These experiences have provided me with valuable insights and have helped shape my understanding of the importance of compassion, cultural sensitivity, and effective communication.

One of the highlights of this summer program is my contribution with the Engaging Diversity: Anti-Racism project. This session opened my eyes to the prevalence of racism in our society and the need for continuous efforts to promote equality and inclusion. I realized the significance of my role in challenging stereotypes and being an advocate for social justice.

Visiting Carter Place, a senior residency, was a heartwarming experience. It made me appreciate the wisdom and life experiences that seniors possess. Spending time with them and participating in exercises helped me understand the importance of physical and mental well-being in later stages of life. Additionally, my visit to Carewest provided valuable knowledge on how to take care of seniors and the challenges they face. These experiences reinforced the importance of empathy, patience, and respect when working with older adults.

During my summer job, I had the opportunity to collaborate with Helen on budget planning. This experience taught me the significance of financial management and the importance of setting clear goals and priorities. Graphing the annual revenue and cost of CTSS further enhanced my understanding of financial analysis and the need for sustainable budgeting strategies.

Presenting the health promotion presentation at Carter Place on the financial impact of arthritis on retirement planning was a rewarding experience. It allowed me to combine my research and communication skills to deliver valuable information to seniors. The workshop I attended expanded my knowledge on various health-related topics, and I realized the importance of continuous learning and professional development.

As I reflect upon my 8-week summer job, I am grateful for the diverse experiences and the valuable lessons they have imparted. This period has reinforced my passion for promoting social justice, empathy, and cultural understanding. It has also highlighted the importance of effective communication, continuous learning, and personal growth. I believe that the skills and knowledge I have acquired during this summer job will serve as a solid foundation for my future endeavors, both personally and professionally. I am confident that the lessons learned and the experiences gained will continue to shape me into a more compassionate, culturally aware, and socially responsible individual.

Xiaoqiu Ren
Integration of rehabilitation into primary health financing and accounting

暑期學生員工分享

在我为期 8 周的暑期工作期间，我有机会参与了广泛的活动和体验，这些活动和体验不仅帮助我个人和专业成长，而且培养了深刻的自我反省意识。在此期间，我参与了翻译工作、预算规划和提供教育研讨会等各种任务。这些经历为我提供了宝贵的见解，并帮助我理解了同情心、文化敏感性和有效沟通的重要性。

这个暑期项目的亮点之一是我对 Engaging Diversity: 反种族主义项目的贡献。这次会议让我看到了种族主义在我们社会中的普遍存在，以及需要不断努力促进平等和包容。我意识到我在挑战刻板印象和倡导社会正义方面所扮演的角色的重要性。

参观长者住所卡特广场 (Carter Place) 是一次温馨的经历。让我体会到前辈们所拥有的智慧和人生阅历。我用时间和他们在一起并参加锻炼帮助我了解了在生命的后期阶段身心健康的重要性。此外，我对 CareWest 的访问提供了有关如何照顾老年人以及他们面临的挑战的宝贵知识。这些经历强化了与老年人一起工作时同理心、耐心和尊重的重要性。

在暑期工作期间，我有机会与海伦合作进行预算规划。这段经历教会了我财务管理的重要性以及设定明确目标和优先事项的重要性。绘制 CTSS 的年收入和成本图表进一步加深了我对财务分析的理解以及对可持续预算策略的需求。

在 Carter Place 举办关于关节炎对退休计划的财务影响的健康促进演讲是一次有益的经历。它使我能够结合我的研究和沟通技巧，向老年人提供有价值的信息。我参加的研讨会扩展了我对各种健康相关主题的知识，我意识到持续学习和专业发展的重要性。

当我回顾我为期 8 周的暑期工作时，我很感激他们传授的各种经历和宝贵的教训。这段时间增强了我促进社会正义、同理心和文化理解的热情。它还强调了有效沟通、持续学习和个人成长的重要性。我相信，我在这个暑期工作中获得的技能和知识将为我未来的个人和职业努力打下坚实的基础。我相信，吸取的教训和获得的经验将继续把我塑造成一个更有同情心、文化意识和社会责任感的人

任啸秋
将康复纳入初级卫生金融和会计

Message from Summer Students

In my summer job at CTSS, I created health materials which I promoted and delivered in diverse communities throughout Calgary. My job duties included outreaching to other Calgary organizations for the purpose of promoting workshops. I was able to deliver workshops to new communities through my outreach work, as well as continue to serve communities with long-standing relationships with CTSS. I was also responsible for researching health topics for the purpose of creating presentation materials.

By outreaching to other organizations, I was able to establish meaningful partnerships with other organizations. I am especially happy about the positive impressions I made with the Calgary Catholic Immigration Society and the Alexandra Centre, and I hope I have paved a path for future collaboration. With these organizations I was able to establish communication and schedule workshops that served their communities. Along the way I had many positive interactions with staff and participants. The search for outreach partners increased my knowledge of needs in the community as well as resources available to address those needs. Overall, my outreach experiences helped me develop meaningful professional relationships and made me more knowledgeable about community resources.

Conducting workshops for seniors at Carter Place was an enriching experience that supported intergenerational dialogue. These workshops helped seniors to learn new skills, promote their well-being, and socialize with others. The joy of seeing seniors actively engage in the workshops, acquire new knowledge, and form new friendships was truly heartwarming. I had many opportunities to communicate personally with the seniors, which allowed me to appreciate our participants on an individual level, hear about their life experiences, and learn about challenges faced by senior and immigrant communities. My experiences at Carter Place were a reminder of the importance of creating inclusive spaces that celebrate and honour the experiences and contributions of older generations.

During my time at Carewest Dr. Fanning Centre, I learned about the impacts of chronic illness, patient-professional interactions in a healthcare context, as well as ways to support the all-around well-being of patients. I had opportunities to connect with patients and staff, as well as witness healthcare practices. It was humbling to witness the individuality of the patients, as well as the resilience and strength exhibited by the care center's staff. This position also provided me with opportunities to attend educational meetings and workshops. This summer, our team leader made and presented a workshop on diversity and anti-racism. The team participated in the creation process and attended the workshop. This experience helped me to learn about the importance of being an anti-racist as well as ways to support diversity in my community.

Looking ahead, I am inspired to continue my journey in healthcare by using my skills and experiences to address the needs of communities. The time I spent at CTSS has reinforced my commitment to making a difference, and I am grateful for the lessons learned and the connections made. I am confident that the skills gained during my time in this role will enable me to contribute effectively and passionately to my future in the healthcare sector.

Sophia (Yanran) Su
Strategic Outreach, Engagement and Advocacy in Multicultural Communities for Health Promotion

暑期學生員工分享

在 CTSS 的暑期工作中，我制作了健康材料，并在卡尔加里的不同社区进行推广和分发。我的工作职责包括与其他卡尔加里组织联系，以促进研讨会。通过外展工作，我能够为新社区举办研讨会，并继续为与 CTSS 有着长期合作关系的社区提供服务。我还负责研究健康主题以创建演示材料。

通过接触其他组织，我能够与其他组织建立有意义的伙伴关系。我对我在卡尔加里天主教移民协会和亚历山德拉中心留下的积极印象感到特别高兴，我希望我为未来的合作铺平了道路。通过这些组织，我能够建立沟通并安排为他们的社区服务的研讨会。一路上，我与工作人员和参与者进行了很多积极的互动。寻找外展合作伙伴增加了我对社区需求的了解以及可用于满足这些需求的资源。总的来说，我的外展经历帮助我建立了有意义的专业关系，并使我对社区资源有了更多的了解。

在 Carter Place 为老年人举办研讨会是一次丰富的经历，支持代际对话。这些工作坊帮助老年人学习新技能，促进他们的幸福感，并与他人交往。看到年长者积极参与工作坊、获取新知识、结交新朋友的喜悦，真的很暖心。我有很多机会与老年人进行个人交流，这让我能够从个人层面欣赏我们的参与者，了解他们的生活经历，并了解老年人和移民社区面临的挑战。我们的参与者非常友善，感谢我们的努力，并经常表示赞赏。我在 Carter Place 的经历提醒人们，创造包容性空间以庆祝和尊重老一辈的经历和贡献的重要性。

暑期团队在 Carewest Dr. Vernon Fanning 长期护理机构做志愿者。在那里的时间里，我了解了慢性病的影响、医疗保健环境中患者与专业人士的互动，以及支持患者全面健康的方法。我有机会与患者和员工建立联系，并见证了医疗保健实践。看到患者的个性，以及护理中心工作人员表现出的韧性和力量，我感到很荣幸。这个职位也让我有机会参加教育会议和研讨会。今年夏天，我们的团队负责人举办并举办了一场关于多元化和反种族主义的研讨会。该团队参与了创作过程并参加了研讨会。这段经历帮助我了解了成为反种族主义者的重要性以及支持社区多元化的方法。

展望未来，我受到鼓舞，将利用我的技能和经验来满足社区的需求，继续我在医疗保健领域的旅程。我在 CTSS 度过的时光加强了我做出改变的承诺，我很感激学到的教训和建立的联系。我相信，在我担任这个职位期间获得的技能和观点将使我能够有效和热情地为我在医疗保健领域的未来做出贡献。

苏嫣然

多元文化社区的健康促进战略外展、参与和宣传

Message from Summer Students

Working at Community Transcultural Support Services has been an incredibly rewarding experience for me, both personally and professionally. Throughout my time here, I had the opportunity to engage with the senior residents at Carter Place, conduct mental health assessments, and present workshops focused on mental health and well-being. These experiences not only deepened my passion for helping others but also greatly influenced my academic pursuits in psychology.

One aspect of my role at Community Transcultural Support Services that brought me immense joy was interacting with the seniors at Carter Place. Being able to provide support and companionship to these individuals was truly fulfilling. Whether it was engaging in conversations, assisting with daily activities, or simply lending a listening ear, I felt a genuine connection with the residents. Witnessing their gratitude and seeing the positive impact of my presence reinforced my desire to make a difference in the lives of others.

Conducting mental health assessments for the elderly population was another significant aspect of my work. It allowed me to apply the knowledge and skills I acquired through my psychology studies. The assessments provided valuable insights into the residents' mental well-being, enabling me to identify potential areas of concern and recommend appropriate interventions. The experience taught me the importance of empathy, active listening, and understanding the unique needs of each individual. It deepened my understanding of mental health issues in the aging population and broadened my perspective on the challenges they face.

Presenting workshops related to mental health and well-being was a highlight of my time at Community Transcultural Support Services. These workshops provided an opportunity to educate the senior residents about various aspects of mental health, such as stress management, self-care, and coping strategies. It was incredibly fulfilling to witness their engagement and see the positive impact the workshops had on their overall well-being. Additionally, the experience honed my public speaking and presentation skills, which will undoubtedly benefit me in my future academic and professional endeavours.

Working at Community Transcultural Support Services not only allowed me to make a difference in the lives of others but also significantly influenced my academic journey in pursuing a psychology degree. The hands-on experience I gained through interacting with seniors and conducting mental health assessments provided valuable real-world insight that complemented my theoretical knowledge. The practical skills I developed, such as active listening, empathy, and conducting assessments, will undoubtedly serve me well in my future studies and career as a psychologist.

Overall, my time at Community Transcultural Support Services has been transformative. The opportunity to help the seniors at Carter Place, conduct mental health assessments, and present workshops has deepened my passion for psychology and solidified my commitment to making a positive impact in the lives of others. I am grateful for the experiences and lessons I gained during my tenure, and I am confident that they will continue to shape my personal and professional growth moving forward.

Neil Yang
Technical Support for Health Promotional Data Management

暑期學生員工分享

在 跨文化社区支持服务 工作对我来说是一次非常有益的经历。在该组织工作期间，我有机会与 Carter Place 的老年人接触，对老年人进行心理健康评估，并就与心理健康和福祉相关的各种主题举办研讨会。这项工作不仅提供了成就感和目标感，而且还对我攻读心理学学位的学术旅程做出了重大贡献。

我发现我的工作中特别有趣的一个方面是帮助 Carter Place 的老年人。与他们互动让我建立了有意义的联系，并对他们每天面临的挑战有了更深入的了解。看到我的帮助对他们的生活产生的积极影响，我感到很温暖。无论是帮助完成日常任务、进行有意义的对话，还是只是倾听他们的同理心，当我知道我正在改变他们的生活时，我感到一种强烈的成就感。

为老年人进行心理健康评估是我工作的另一个重要方面。它为我提供了评估和评估个人心理健康的宝贵第一手经验。这些评估使我能够识别潜在的问题并提供适当的建议以获得进一步的支持。见证老年人在面对各种心理健康挑战时的韧性和力量，既令人谦卑又鼓舞人心。这段经历加深了我对心理健康问题复杂性的理解，并增强了我攻读心理学学位的热情。

除了直接与老年人打交道外，我还有机会举办与心理健康和幸福相关的研讨会。这些研讨会涵盖的主题包括压力管理、应对策略以及保持健康的工作与生活平衡。能够与他人分享我的知识和专长是非常令人欣慰的。见证参与者的参与以及研讨会对他们的生活产生的积极影响是值得的。教育和授权个人管理他们的心理健康的机会进一步加强了我对心理学领域的奉献。

此外，我在社区跨文化支持服务中心的经历对我的学术生涯产生了深远的影响。与老年人一起工作并进行心理健康评估为我提供了宝贵的实践经验，补充了我在心理学课程中获得的理论知识。这种实践经验加深了我对主题的理解，增强了我将理论概念应用于现实场景的能力。与不同的人互动并满足他们独特需求的机会也扩展了我的文化能力，这是心理学领域的一项重要技能。

此外，举办研讨会让我提高了我的沟通和演讲技巧。通过这些经历，我培养了以清晰和引人入胜的方式传递复杂信息的能力。从研讨会参与者那里收到的积极反馈增强了我对自己能力的信心，并重申了我对教育他人心理健康的热情。

总的来说，我在社区跨文化支持服务的时间是变革性的。协助 Carter Place 的老年人、进行心理健康评估和举办研讨会的机会为我提供了深刻的成就感和目标感。这段经历不仅让我对他人的生活产生了积极影响，而且对我的个人和学术成长也做出了重大贡献。它巩固了我对心理学的热情，增强了我的技能，并为我未来在该领域取得成功奠定了基础。我非常感谢有机会成为这样一个有意义的组织的一员，并期待继续我支持和倡导心理健康的旅程。

杨颜
健康促进数据管理技术支持

Review of 2022 - 2023 Programs and Services
2022 - 2023 年計劃與服務

Community Partnership Strategic Team (社區夥伴關係戰略團隊)

Cody Cheng	Neil Yang
JenyGonzales	Harry Hao
Grace Luu	Cecilia Liu

Health Promotion (健康促進部)

Megan Feng	Sophia Su
Riley Li	Cody Cheng

IT Literacy & Web Page Development (信息技術與網頁發展)

James Chan

Mentorship & Leadership (導師與領導)

Cody Cheng - Summer Job Program of Service Canada; and the funded program of Community Support, Multiculturalism, and Anti-racism Initiative Program of Canadian Heritage of Canada (CSMARI)

Mr. Yiu-Leung Cheung - Cantonese-Speaking Elderly Communities

Mr. Po-Yi Cheng - Mandarin-Speaking Elderly Communities

Music Ministry (音樂部)

Mark Ng

Peer Cancer Health Support Team (癌症健康支援小組)

Amy Ng	Annie Lo
--------	----------

Erica Lee.	Dr. Lam (Singchi)
------------	-------------------

Photography (攝影)

Mark Ng

Physical Instructors (體能指導員)

Mr. Cheng, Po-yi	Mrs. Lee
------------------	----------

Recreation Program (康樂計劃部)

Neil Yang

Harry Hao

Grace Luu

Spiritual Health Support Ministry (心靈健康部隊)

Rev. Tim Lee

Rev. Tim Fung

Rev. Tom Lo

Volunteer Development Program (志願者發展計劃)

Amy Ng

Grace Luu

Jeny Gonzales

2022-2023 Photos
2022-2023 年照片



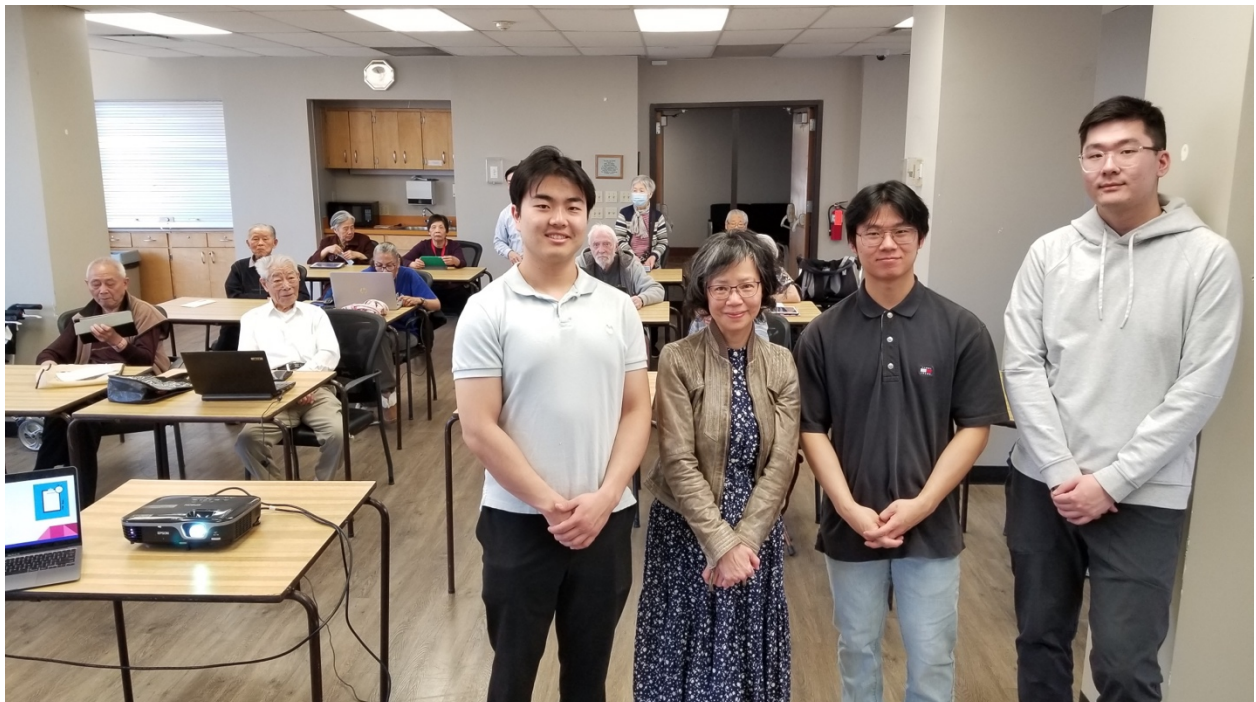
Visit with Federal Minister Ahmed Hussien, 2022
访问联邦部长 Ahmed Hussien



NHSP Senior Computer Class, 2022-2023
为老年人开设的 NHSP 电脑课



NHSP Senior Computer Class, 2022-2023
为老年人开设的 NHSP 电脑课



NHSP Senior Computer Class, 2022-2023
为老年人开设的 NHSP 电脑课

Summer Student Program
暑期学生研讨会和项目



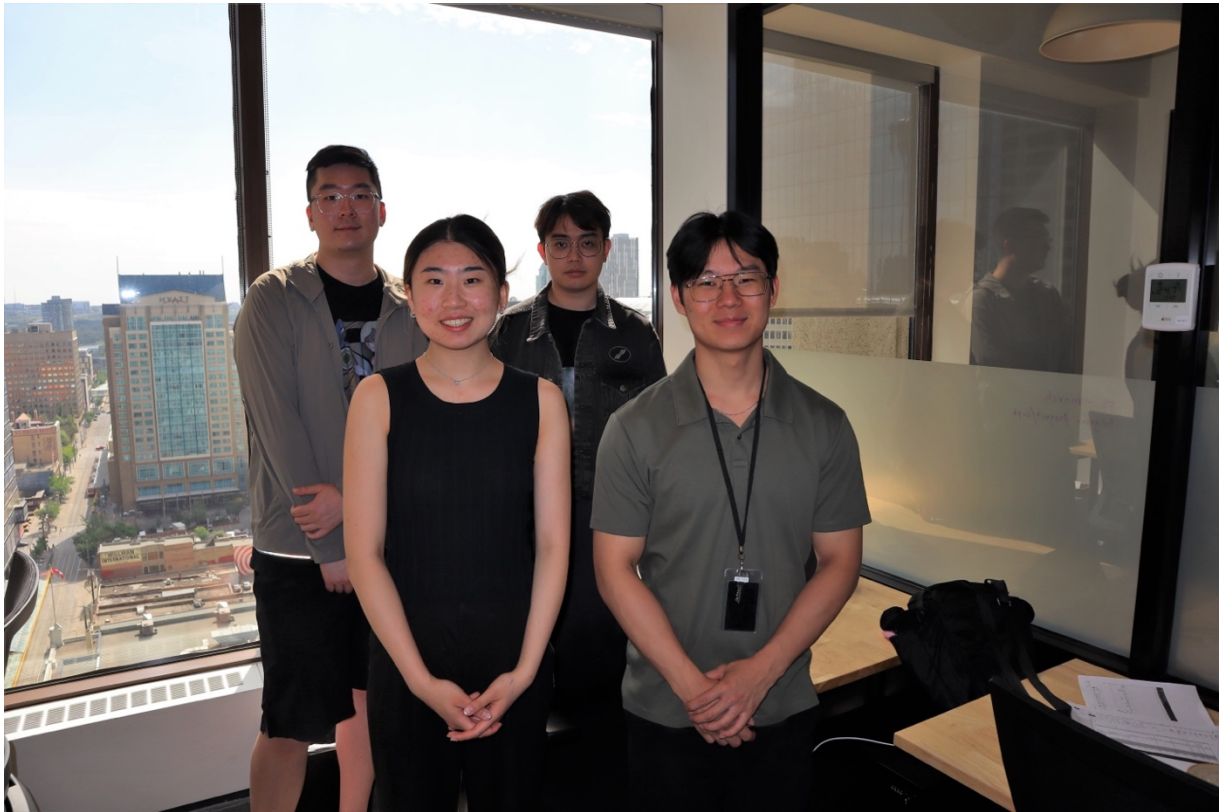
Individual Intergenerational Interviews, 2022
个人代际访谈



Health Services Workshop, 2023
卫生服务讲习班, 2023



Health Services Workshop, 2023
卫生服务讲习班, 2023



Summer Student Team, 2023
暑期学生团队, 2023



Summer Student Team, 2023

暑期学生团队, 2023



Community Transcultural Support Services
跨文化社區健康服務機構



**THANK YOU
EVERYONE FOR YOUR
WONDERFUL
CONTRIBUTIONS IN
THE PAST YEAR!**

感谢大家在过去一年中的
的寶貴貢獻!

<https://www.communitytransculturalsupportservices.org/>

