



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**





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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)

董事會主席關於可持續發展的致辭

時光飛逝。2023 年是 CTSS 進入社區服務的第 13 個年頭，同時我們將繼續提供我們的合作努力，以儘可能地爲人們和社區帶來積極影響，以獲得初級健康福利。

我們如何維持這一切？

在選擇衛生目標和信息/服務傳播作爲相關政府的衛生優先事項之前，我們首先全面評估以深入瞭解緊急的社會和衛生問題，這些問題往往是加拿大衛生政府的優先事項。確保其可持續性的適應過程是社區跨文化支持服務可以體現的最重要的力量之一。

在適應方法中，我們回顧研究文獻並選擇信息作爲知識-行動方法加以應用。我們邀請社區成員參與實踐，促進爲初級衛生發展制定明智的目標。

我們也努力從以往的健康事件或活動中重新利用所學的材料，如果我們必須量身定製的健康信息資源，以最適合個人獨特的健康需求，從長遠來看，以人爲本的醫療保健支持資源。

我們分享了初級衛生保健的定義，可以促進專業人員之間的跨專業協助和溝通。

我們爲更廣泛的社區衛生需求提供初級衛生保健信息資源。例如，CTSS 支持因疾病、死亡或分離而遭遇絕症和個人損失的社區成員。

我們也喜歡爲那些未接觸到的人提供服務，但需要虛擬活動，使我們能夠溝通，教育和參與。

CTSS 有何貢獻？

- 。完全依靠政府資助的資源。
- 。志願者的貢獻
- 。社區成員的捐款
- 。堅持、決心、堅定的信念(例如，通過彌合跨文化衛生差距，可以實現初級保健機會的平等，等等)。

我們期待着即將到來的挑戰，這些挑戰可能使我們通過集體努力和貢獻對社區衛生發展產生更大的影響。

每一位團隊成員在帶領 CTSS 社區事工走到今天這一步的過程中，都是衷心的感謝。

非常感謝！

艾米·吳博士，衛生管理局
創始人兼總裁
社區跨文化支援服務

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

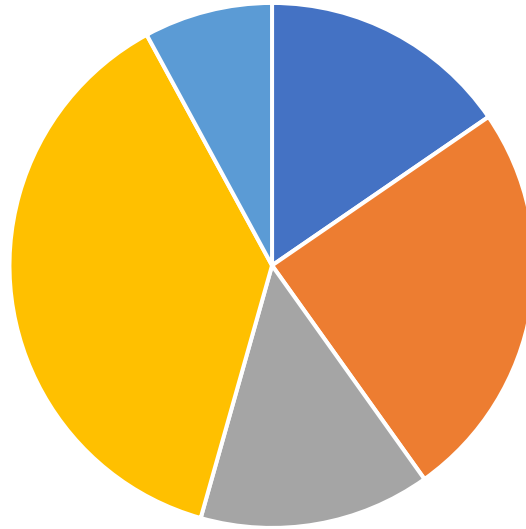
Donation	15,608.40	
Service Canada – NHSP 2022-2023	25,000.00	
Service Canada - Summer Job Program 2022	14,411.00	
Federal Government – Engaging Diversity 2022-2023	38,137.00	
Other Revenues	8,016.07	
Total Revenue		101,172.47

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

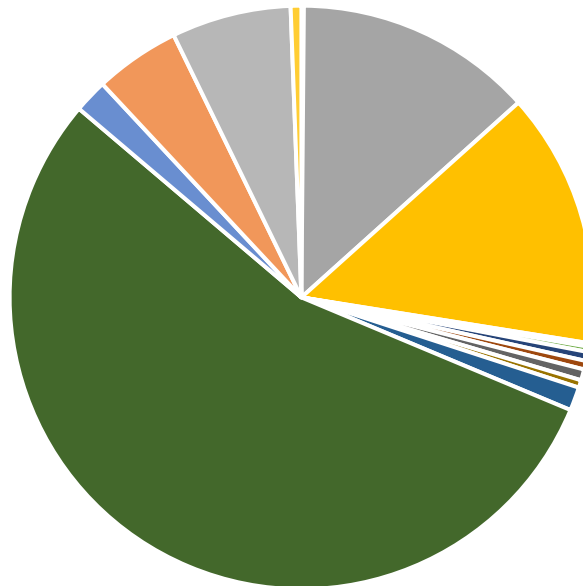
CTSS Statistics of 2022-2023 2022 - 2023 年統計

- 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 (基礎電腦和英語第二語言教員)

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 than 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

在整個暑期項目中，我的職責主要是監督今年的暑期學生並促進他們的教育演講，同時還推動了一個名為“參與多樣性：反種族主義”的項目。

暑期學生計劃為學生和我提供了顯着的成長和學習機會。我與他們密切合作，以確保獲得積極的工作經驗和公開討論。

除了暑期學生計劃外，我還與團隊合作開展了“參與多樣性：反種族主義”項目。該倡議旨在創造一個更富有同情心和多樣化的空間，讓每個人都感到被接受。我們的教育研討會和外展活動提供了促進包容性和平等的基本見解和實用策略。

我要感謝整個團隊的大力支持和奉獻，使這些計劃取得成功。他們的承諾和熱情為社區參與者帶來了有影響力的體驗。

感謝 CTSS 給我機會擔任導師併為這些寶貴的教育事業做出貢獻！

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

隨着我在社區跨文化支持服務（CTSS）的暑期工作即將結束，我花點時間回顧過去幾周。這種經歷確實具有變革性，對我的個人和職業發展都產生了持久影響。當我準備說再見時，我對 CTSS 開展的重要工作充滿了感激和新的感激之情。從一開始，我就被 CTSS 創始人兼總裁吳博士所表現出的堅定不移的奉獻精神和熱情所打動。她對改善受健康挑戰影響的個人生活的承諾令人難以置信地鼓舞人心。這激勵我每天盡我所能，為他人的生活帶來有意義的改變。

我有機會選擇一個健康主題並對其進行研究，我認為這個主題可以提高人們的認識，在那裏我舉辦了健康信息研討會，並向卡特廣場等機構教授健康知識。我的角色最有價值的方面之一，創新的健康教育計劃，是與各種高級團體的直接互動。它讓我想起了同理心、理解和真正的人際關係的重要性。除了這些直接互動之外，我的暑期工作還為我的專業成長和發展提供了充足的機會。每項任務都提出了自己的一系列挑戰，但我以熱情和對知識的渴望接受了它們。這些經歷幫助我提高了組織能力，提高了處理多項任務的能力，並培養了對細節的敏銳關注。CTSS 同事營造的支持性環境使我能夠尋求指導、提出問題並不斷提高自己的技能。

此外，我在 CTSS 的時間加深了我對醫療保健領域以及受健康狀況影響的人所面臨的複雜問題的理解。我開始敏銳地意識到存在的系統性障礙以及宣傳和政策變化的必要性，以確保公平獲得醫療保健服務。在我們訪問 Carewest Dr Vernon Fanning 中心和血液透析診所期間親眼目睹了這一點，這激勵我即使在暑期工作結束後也要繼續改變。除了職業發展之外，這個暑期工作還為我提供了寶貴的人脈網絡。我與同事、導師以及我們所服務的個人建立的關係是無價的。他們提供的指導、支持和指導將遠遠超出我在 CTSS 的時間。我在這段經歷中建立的紐帶鞏固了我對協作和團隊合作在取得有意義成果方面的力量的信念。當我的暑期工作接近尾聲時，我充滿了深深的成就感。在 CTSS 工作擴展了我對醫療保健行業的瞭解，加深了我對那些面臨健康挑戰的人的同情，並激發了對他們的生活產生積極影響的熱情。我很感激在這段旅程中吸取的教訓、建立的聯繫以及創造的回憶。

最後，我衷心感謝讓 CTSS 的這份暑期工作成為可能的每個人：敬業的團隊，支持我的同事，以及我們服務的個人和家庭。他們對改善他人生活的堅定承諾在我心中留下了不可磨滅的印記。在我前進的過程中，我將獲得寶貴的經驗教訓，並堅信自己有能力通過 CTSS 的使命為個人福祉和社會進步做出貢獻。

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

在我為期 8 周的暑期工作期間，我有機會參與了廣泛的活動和體驗，這些活動和體驗不僅幫助我個人和專業成長，而且培養了深刻的自我反省意識。在此期間，我參與了翻譯工作、預算規劃和提供教育研討會等各種任務。這些經歷為我提供了寶貴的見解，並幫助我理解了同情心、文化敏感性和有效溝通的重要性。

這個暑期項目的亮點之一是我對 Engaging Diversity: 反種族主義項目的貢獻。這次會議讓我看到了種族主義在我們社會中的普遍存在，以及需要不斷努力促進平等和包容。我意識到我在挑戰刻板印象和倡導社會正義方面所扮演的角色的重要性。

參觀長者住所卡特廣場 (Carter Place) 是一次溫馨的經歷。讓我體會到前輩們所擁有的智慧和人生閱歷。我用時間和他們在一起並參加鍛鍊幫助我瞭解了在生命的後期階段身心健康的重要性。此外，我對 Carewest 的訪問提供了有關如何照顧老年人以及他們面臨的挑戰的寶貴知識。這些經歷強化了與老年人一起工作時同理心、耐心和尊重的重要性。

在暑期工作期間，我有機會與海倫合作進行預算規劃。這段經歷教會了我財務管理的重要性以及設定明確目標和優先事項的重要性。繪製 CTSS 的年收入和成本圖表進一步加深了我對財務分析的理解以及對可持續預算策略的需求。

在 Carter Place 舉辦關於關節炎對退休計劃的財務影響的健康促進演講是一次有益的經歷。它使我能夠結合我的研究和溝通技巧，向老年人提供有價值的信息。我參加的研討會擴展了我對各種健康相關主題的知識，我意識到持續學習和專業發展的重要性。

當我回顧我為期 8 周的暑期工作時，我很感激他們傳授的各種經歷和寶貴的教訓。這段時間增強了我促進社會正義、同理心和文化理解的熱情。它還強調了有效溝通、持續學習和個人成長的重要性。我相信，我在這個暑期工作中獲得的技能和知識將為我未來的個人和職業努力打下堅實的基礎。我相信，吸取的教訓和獲得的經驗將繼續把我塑造成一個更有同情心、文化意識和社會責任感的人

任嘯秋
將康復納入初級衛生金融和會計

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，我製作了健康材料，並在卡爾加里的不同社區進行推廣和分發。我的工作職責包括與其他卡爾加里組織聯繫，以促進研討會。通過外展工作，我能夠為新社區舉辦研討會，並繼續為與 CTSS 有着長期合作關係的社區提供服務。我還負責研究健康主題以創建演示材料。

通過接觸其他組織，我能夠與其他組織建立有意義的夥伴關係。我對我在卡爾加里天主教移民協會和亞歷山德拉中心留下的積極印象感到特別高興，我希望我為未來的合作鋪平了道路。通過這些組織，我能夠建立溝通並安排為他們的社區服務的研討會。一路上，我與工作人員和參與者進行了很多積極的互動。尋找外展合作伙伴增加了我對社區需求的瞭解以及可用於滿足這些需求的資源。總的來說，我的外展經歷幫助我建立了有意義的專業關係，並使我對社區資源有了更多的瞭解。

在 Carter Place 為老年人舉辦研討會是一次豐富的經歷，支持代際對話。這些工作坊幫助老年人學習新技能，促進他們的幸福感，並與他人交往。看到年長者積極參與工作坊、獲取新知識、結交新朋友的喜悅，真的很暖心。我有很多機會與老年人進行個人交流，這讓我能夠從個人層面欣賞我們的參與者，瞭解他們的生活經歷，並瞭解老年人和移民社區面臨的挑戰。我們的參與者非常友善，感謝我們的努力，並經常表示讚賞。我在 Carter Place 的經歷提醒人們，創造包容性空間以慶祝和尊重老一輩的經歷和貢獻的重要性。

暑期團隊在 Carewest Dr. Vernon Fanning 長期護理機構做志願者。在那裏的時間裏，我瞭解了慢性病的影響、醫療保健環境中患者與專業人士的互動，以及支持患者全面健康的方法。我有機會與患者和員工建立聯繫，並見證了醫療保健實踐。看到患者的個性，以及護理中心工作人員表現出的韌性和力量，我感到很榮幸。這個職位也讓我有了機會參加教育會議和研討會。今年夏天，我們的團隊負責人舉辦並舉辦了一場關於多元化和反種族主義的研討會。該團隊參與了創作過程並參加了研討會。這段經歷幫助我瞭解了成為反種族主義者的重要性以及支持社區多元化的方法。

展望未來，我受到鼓舞，將利用我的技能和經驗來滿足社區的需求，繼續我在醫療保健領域的旅程。我在 CTSS 度過的時光加強了我做出改變的承諾，我很感激學到的教訓和建立的聯繫。我相信，在我擔任這個職位期間獲得的技能和觀點將使我能夠有效和熱情地為我在醫療保健領域的未來做出貢獻。

苏嫣然
多元文化社區的健康促進戰略外展、參與和宣傳

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 跨文化社區支持服務 工作對我來說是一次非常有益的經歷。在該組織工作期間，我有機會與 Carter Place 的老年人接觸，對老年人進行心理健康評估，並就與心理健康和福祉相關的各種主題舉辦研討會。這項工作不僅提供了成就感和目標感，而且還對我攻讀心理學學位的學術旅程做出了重大貢獻。

我發現我的工作中特別有趣的一個方面是幫助 Carter Place 的老年人。與他們互動讓我建立了有意義的聯繫，並對他們每天面臨的挑戰有了更深入的瞭解。看到我的幫助對他們的生活產生的積極影響，我感到很溫暖。無論是幫助完成日常任務、進行有意義的對話，還是隻是傾聽他們的同理心，當我知道我正在改變他們的生活時，我感到一種強烈的成就感。

為老年人進行心理健康評估是我工作的另一個重要方面。它為我提供了評估和評估個人心理健康的寶貴第一手經驗。這些評估使我能夠識別潛在的問題並提供適當的建議以獲得進一步的支持。見證老年人在面對各種心理健康挑戰時的韌性和力量，既令人謙卑又鼓舞人心。這段經歷加深了我對心理健康問題複雜性的理解，並增強了我攻讀心理學學位的熱情。

除了直接與老年人打交道外，我還有機會舉辦與心理健康和幸福相關的研討會。這些研討會涵蓋的主題包括壓力管理、應對策略以及保持健康的工作與生活平衡。能夠與他人分享我的知識和專長是非常令人欣慰的。見證參與者的參與以及研討會對他們的生活產生的積極影響是值得的。教育和授權個人管理他們的心理健康的機會進一步加強了我對心理學領域的奉獻。

此外，我在社區跨文化支持服務中心的經歷對我的學術生涯產生了深遠的影響。與老年人一起工作並進行心理健康評估為我提供了寶貴的實踐經驗，補充了我在心理學課程中獲得的理論知識。這種實踐經驗加深了我對主題的理解，增強了我將理論概念應用於現實場景的能力。與不同的人互動並滿足他們獨特需求的機會也擴展了我的文化能力，這是心理學領域的一項重要技能。

此外，舉辦研討會讓我提高了我的溝通和演講技巧。通過這些經歷，我培養了以清晰和引人入勝的方式傳遞複雜信息的能力。從研討會參與者那裏收到的積極反饋增強了我對自己能力的信心，並重申了我對教育他人心理健康的熱情。

總的來說，我在社區跨文化支持服務的時間是變革性的。協助 Carter Place 的老年人、進行心理健康評估和舉辦研討會的機會為我提供了深刻的成就感和目標感。這段經歷不僅讓我對他人的生活產生了積極影響，而且對我的個人和學術成長也做出了重大貢獻。它鞏固了我對心理學的熱情，增強了我的技能，併為我未來在該領域取得成功奠定了基礎。我非常感謝有機會成為這樣一個有意義的組織的一員，並期待繼續我支持和倡導心理健康的旅程

杨颜
健康促進數據管理技術支持

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
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Erica Lee.	Dr. Lam (Singchi)
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Photography (攝影)

Mark Ng

Physical Instructors (體能指導員)

Mr. Cheng, Po-yi	Mrs. Lee
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Recreation Program (康樂計劃部)

Neil Yang
Grace Luu

Harry Hao

Spiritual Health Support Ministry (心靈健康部隊)

Rev. Tim Lee
Rev. Tom Lo

Rev. Tim Fung

Volunteer Development Program (志願者發展計劃)

Amy Ng
Jeny Gonzales

Grace Luu

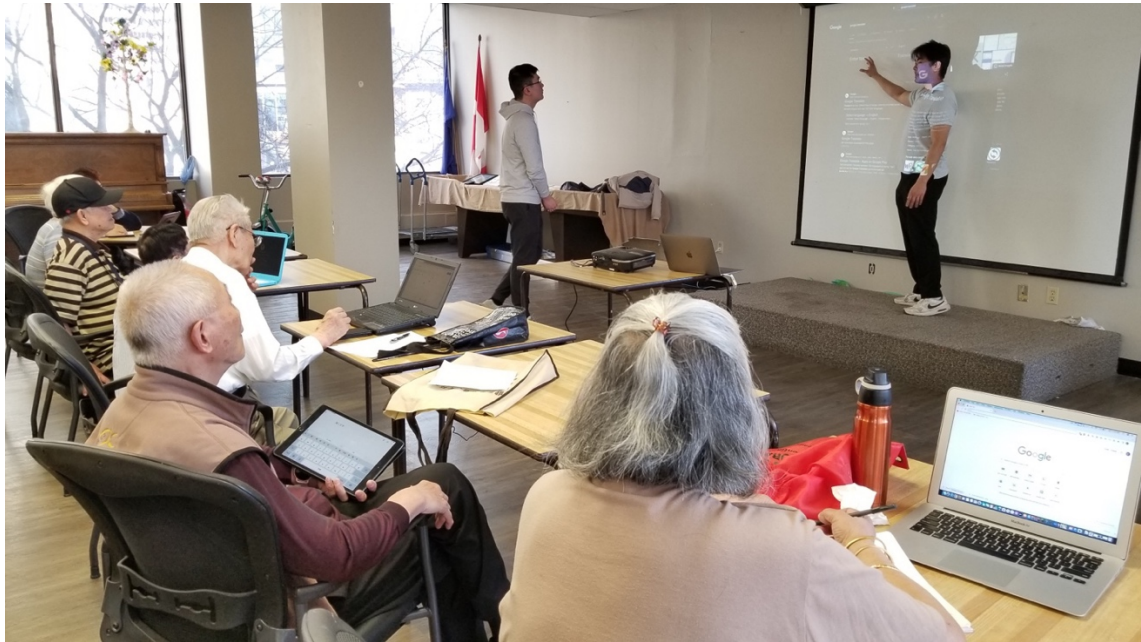
2022-2023 Photos
2022-2023 年照片



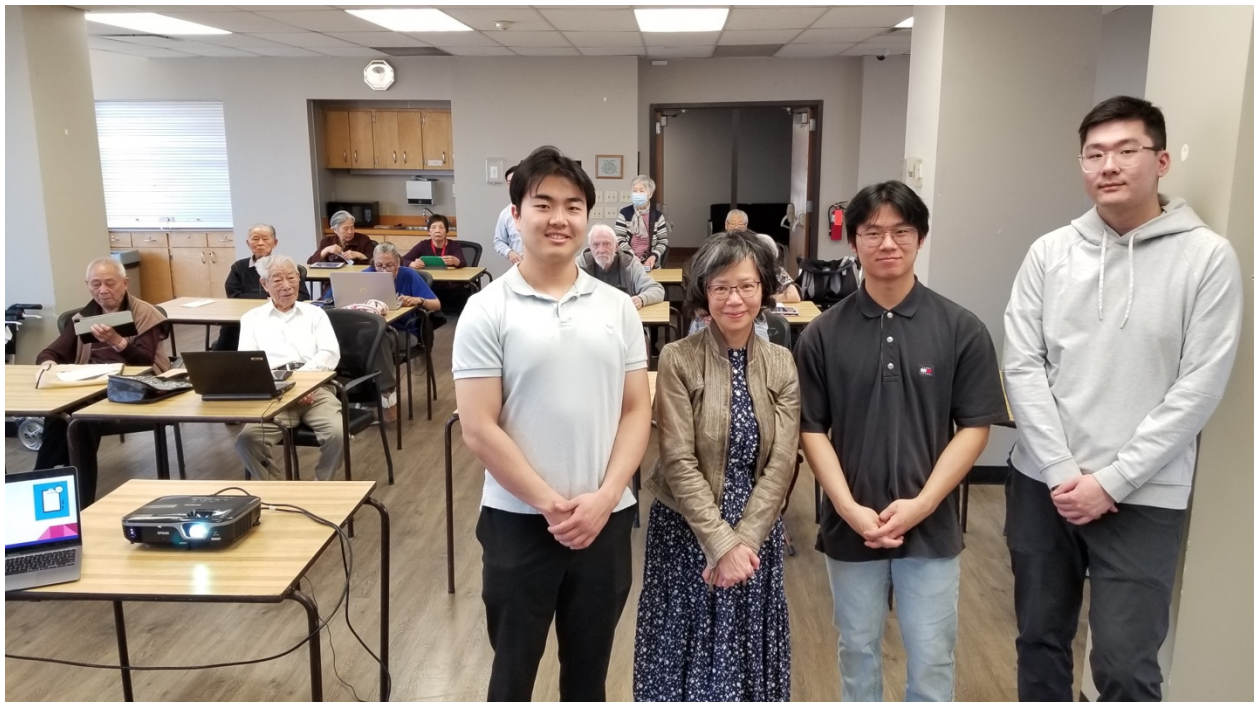
Visit with Federal Minister Ahmed Hussien, 2022
訪問聯邦部長 Ahmed Hussien



NHSP Senior Computer Class, 2022-2023
為老年人開設的 NHSP 電腦課



NHSP Senior Computer Class, 2022-2023
為老年人開設的 NHSP 電腦課



NHSP Senior Computer Class, 2022-2023
為老年人開設的 NHSP 電腦課

Summer Student Program
暑期學生研討會和項目



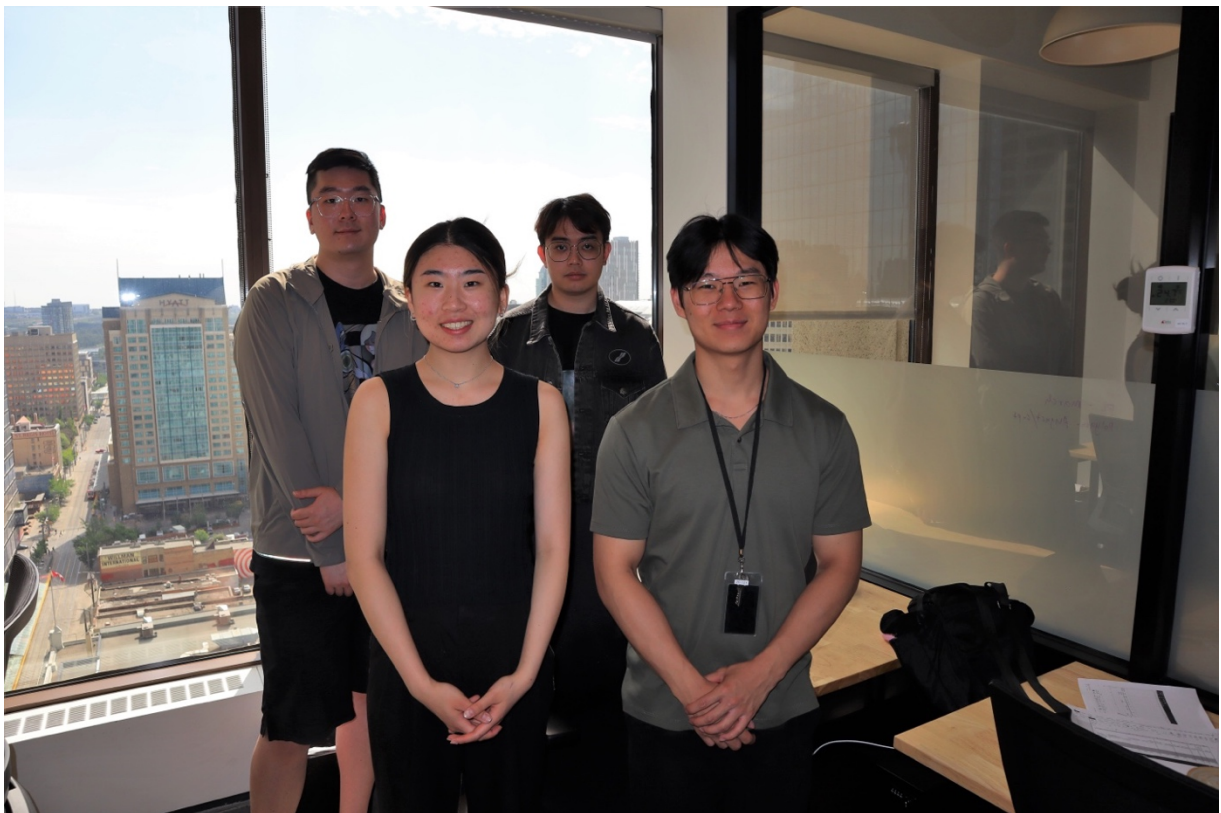
Individual Intergenerational Interviews, 2022
個人代際訪談



Health Services Workshop, 2023
衛生服務講習班, 2023



Health Services Workshop, 2023
衛生服務講習班, 2023



Summer Student Team, 2023
暑期學生團隊, 2023



Summer Student Team, 2023

暑期學生團隊, 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/>

