

ANNUAL REPORT

2021-2022



COMMUNITY TRANSCULTURAL SUPPORT
SERVICES
跨文化社區健康
服務機構



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2021-2022



COMMUNITY TRANSCULTURAL SUPPORT
SERVICES

跨文化社區健康
服務機構

ANNUAL REPORT FOR THE YEAR END MARCH 31, 2022
2022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

Compiled by: Cody Cheng
Cody Cheng 鄭德灝

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Message from the Chair of the Board

CTSS is the distribution of broad-based health education information and services is a frontier operation for Community Transcultural Support Services' core health goal (CTSS). Year to year, primary health support services change and are unstoppable. Because of social and employment isolation, mental health experiences associated with health and employment loss and mourning have increased during the post-covid-19 crisis (CAMH, July 2022). According to the Mental Health Commission of Canada (2022), managing the long-term impacts of a mental illness is a competing priority; WHO (April 2022) noted that educating the public about climate change and how it affects our overall health and wellbeing is a competing goal. According to the Government of Canada's Senior Action Report from February 2021, in less than two decades, seniors will number over 9.5 million and account for 23% of Canadians. The government is working to encourage seniors' healthy and active aging by providing federal programmes and services to help them age in place. While recreational use of cannabis is common among adults and young adults in Canada, health professionals have addressed the therapeutic use of medical marijuana and medical cannabis for pain, which has caused significant concern among chronic pain patients about its effectiveness and regulatory policy. In the search for community support and assistance, the never-solved social issue of "anti-racism" remains the social problem. All of these have been emerging quickly. These are new challenges that primary health care providers and community leaders should be aware of.

We can service and accomplish its aims and health goals for wellness demands with the CTSS team's work abilities in terms of adequate educational training and practice capabilities. Given newly funded programmes such as the seniors' programme (NHSP 2022-2023) and the summer work programme in 2022, as well as "Engaging diversity of Canadian Heritage 2022-2024, "the team will deliver programmes and services in communities using a cross-cultural health care approach. Sustainability Development Goal (SDG) and Embracing Diversity, two previously supported programmes, have been emphasized as ways to provide basic health care to young people. Young individuals understand the importance of self-awareness and personal development to be prepared for future leadership.

The year ahead will focus on seniors' independent living and engaging various communities to promote social and health equity while providing educational information resources on race, ethnicity, respect and compassion. The CTSS programme will provide psychosocial information and service resources based on people's particular development goals, preventing disability exacerbation in many ways, as requested. For primary health awareness and chronic illness prevention, educational information resources "understanding about pain and its pain treatment with a multidimensional approach" will be provided in the future year. CTSS's work team has adapted to emergent change and significant challenges, such

as the presence of public health issues and different communities with well-meaning self-health development.

As part of our collective giving and efforts to improve community health, the team will continue to use our work connections with governments, organization partners, and medical and health partners to contribute to united way, support the destitute, serve the aged, and comfort the sick.

Thank you to everyone who has had a good impact on community health and well-being through their unique efforts.

Amy Ng, Doctor of Health Administration
President and Founder
Community Transcultural Support Services (CTSS)

董事長致辭

廣泛的健康教育信息和服務的分發是社區跨文化支持服務核心健康目標 (CTSS) 的前沿操作。每年，初級衛生支持服務都會發生變化並且勢不可擋。由於社會和就業孤立，在 COVID-19 後危機期間，與健康和失業以及哀悼相關的心理健康經歷有所增加 (CAMH, 2022 年 6 月)。根據加拿大精神衛生委員會 (2022) 的說法，管理精神疾病的長期影響是一項相互競爭的優先事項；世衛組織 (2022 年 4 月) 指出，向公眾宣傳氣候變化及其如何影響我們的整體健康和福祉是一個相互競爭的目標。根據加拿大政府 2021 年 2 月的老年人行動報告，在不到 20 年的時間裡，老年人的數量將超過 950 萬，佔加拿大人的 23%。政府正在努力通過提供聯邦計劃和服務來幫助老年人健康和積極地老齡化。雖然在加拿大成年人和年輕人中娛樂性使用大麻很常見，但衛生專業人員已經解決了醫用大麻和醫用大麻治療疼痛的問題，這引起了慢性疼痛患者對其有效性和監管政策的極大關注。在尋求社區支持和幫助的過程中，“反種族主義”這個從未解決的社會問題仍然是社會問題。所有這些都迅速出現。這些是初級衛生保健提供者和社區領袖應該意識到的新挑戰。

憑藉 CTSS 團隊在充分的教育培訓和實踐能力方面的工作能力，我們可以服務並實現其健康需求的目標和健康目標。鑑於新資助的計劃，例如老年人計劃 (NHSP 2022-2023) 和 2022 年暑期工作計劃，以及“2022-2024 年加拿大政府資產基金會的多樣性”，該團隊將使用跨-文化保健方法。可持續發展目標 (SDG) 和擁抱多樣性這兩個先前支持的計劃已被強調為向年輕人提供基本醫療保健的方式。年輕人了解自我意識和個人發展的重要性，以便為未來的領導做好準備。

未來一年，他將專注於老年人的獨立生活，並讓各個社區參與促進社會和健康公平，同時提供有關種族、民族、尊重和同情的教育信息資源。CTSS 計劃將根據人們的特定發展目標提供社會心理信息和服務資源，根據要求以多種方式預防殘疾惡化。對於初級健康意識和慢性病預防，未來一年將提供“了解疼痛及其疼痛治療的多維方法”教育信息資源。CTSS 的工作團隊已經適應了緊急變化和重大挑戰，例如公共衛生問題的存在和具有良好自我健康發展的不同社區。

作為我們改善社區健康的集體捐贈和努力的一部分，該團隊將繼續利用我們與政府、組織合作夥伴和醫療衛生合作夥伴的工作聯繫，為團結的方式做出貢獻，支持貧困人口，服務老年人，安慰生病的。

感謝所有通過他們獨特的努力對社區健康和福祉產生良好影響的人。

Dr. Amy Ng 博士

主席兼創始人

跨文化社區健康服務機構 (CTSS)

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 2021– 2022 董事會 2021– 2022

Dr. Amy Ng	Chair (董事長)
Ms. Suzanne Wu	Treasurer (財務主管)
Mrs. Teresa Chow	Secretary (秘書)
Ms. Shu-Ju (Susanna) Chan	Administrator, Board advisor (行政人員)
Mr. Joseph Tse	Secretary, Board advisor (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, 2021 - March 31st, 2022)
(2021年4月1日至2022年3月31日)

Statement of Operation
For the Year Ended at March 31, 2022
(Unaudited)

REVENUE

Donation	30,879.38	
Service Canada - NHSP	23,500.00	
Service Canada - Summer Job Program	28,234.00	
Service Canada - SDG	99,717.00	
Other Revenues	16,095.24	
Total Revenue		198,425.62

EXPENSES

Bank Charges	199.50	
Wages-Summer Job	25,220.77	
Receiver General	26,447.61	
Volunteers Honorarium	1,481.23	
Medical/Health & Education	500.00	
IT and/or Arts Design	545.00	
Licences & Membership	436.70	
Insurance	531.00	
WCB	2,156.93	
Contract and Consultation	102,562.50	
Transportation & Travelling	2,905.93	
Office Supplies	6,282.87	
Rent	14,387.15	
GST	823.72	
Professional development	1171.50	
Total Expenses		185,652.41
Excess of Expenses Over Revenues		12,773.21

CTSS Statistics of 2021-2022



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)

Riley Li

Megan Feng

Sophia Siu

Contract Workers (合同工)

Helen Cheng - Accounting Administrator (會計管理員)

Sarah Tao - CTSS Program Assistant, 2021 (機構的節目助理)

Cody Cheng – a Physical Exercise Facilitator, a mentor, and a leader of young adult groups

(導師，青年領袖，體育鍛煉促進者).

Neil Ying – Infographic designer, Mandarin speaking translator

(信息圖表設計師，普通話翻譯)

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

Jeny Gonzales – Filipino Community Representative, program assistant

(菲律賓社區代表，項目助理)

Grace Luu – Vietnamese Community Representative, program assistant

(越南社區代表，項目助理)

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)

Michelle Chan - Project assistant, 2021 (節目助理)

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

Joshua Chau - SDG2030 Project Lead, 2021 (青年領袖項目負責人)

Kelvin Lee - SDG2030 Project Lead, 2021(青年領袖項目負責人)

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)

Sarah Tao (BA, B.Ed.) - Community-based Socio-health Education, 2021

(社區社會健康教育)

Shu-Ju Chan - Peer Health Education Programs and Support Services

(同行健康教育計劃和支持服務)

Tevin Ma (RN) – Community Health education in Mental health promotion and management, 2021 (精神健康促進和管理方面的社區健康教育)

Michelle Chan - Program assistant (節目助理) 2021

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)

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 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
(2021-2022)
(2021 年至 2022)

Sustainable Development Goals (SDG) Funding Program (2021-2022)

Youth-led advocates for promoting youth health and Well-being: Developing future leaders

We raised awareness of the Substantial Development Goals (SDGs) among community organisations by using health education workshops, training, mentorship, and national SDG networking. We identified and integrated knowledge relevant to youth development, and we supported the 2030 Agenda's implementation for youth health development and future leadership. Brain health and its management for youth, lung health and proper drug use, leadership training, financial stewardship, career navigation, and self-confidence development were among the youth health learning subjects. The funded project was completed with 398 activities, involving 108 organisations, over 1250 participants, 84 volunteers, and four contract workers.

Thank you to everyone who helped with SDG activities, especially the team leaders.

SDG Initiative of CTSS.

最終報告：可持續發展目標（Sustainable Development Goals）資助計劃（2021-2022 年）

促進青年健康和幸福：培養未來領導者

我們通過健康教育研討會、培訓、指導和全國聯網提高了社區組織對可持續發展目標（SDG）的認識。我們認出和整合了與青年發展相關的知識，並支持 2030 年議程的實施，以促進青年健康發展和未來領導力。青少年健康學習科目包括青少年的精神健康及其管理、肺部健康和適當用藥法、領導力培訓、財務管理、職業導航和助長自信。該項目共完成 398 項活動，涉及 108 個組織、1250 多名參與者、84 名志願者和 4 名合同工。

感謝所有幫助 SDG 活動的人，尤其是團隊領導。

跨文化社區健康服務機構的 SDG 倡議。

New Horizons for Seniors' Program (2021-2022)

Senior-led promotion of multigenerational seniors' enablement activities with pandemics recovery

The NHSP initiative was able to achieve its intended results through more than 50 activities involving over 2100 older adults. Phone and email contacts were made as well as compassionate assistance for seniors who had to undergo an emergency surgery or medical intervention in the hospital during the covid-19 crisis. The NHSP programme effort supplied instructional information resources in both physical and online workshops. Dr. Lam Sing-Chi (M.D. in Alberta) discussed the COVID-19 vaccine and its harms and benefits, and “primary health care information” such as memory and communication techniques, “Seniors’ transition services of the Alberta Health Services,” “Brain health awareness and its management,” and “Online and phone scam information resources were distributed among seniors.” Seniors’ activities also included seniors-led physical exercise program and seniors-led staying safe and vigilant activities to prevent from COVID-19 infection (e.g., wearing a face mask, personal hygiene maintenance, and social-distancing). The seniors’ program increased social participation and social inclusion for seniors that enabled the continuation of seniors’ social support in communities.

最終報告：2021 至 2022 年老年人新視野計劃

項目名稱：老年人牽頭推動多代老年人的支持活動，大流行恢復

NHSP 倡議舉辦了老年人的活動，通過 50 多項涉及 2100 老年人實現了預期的結果。NHSP 在個人和在線研討會上提供了教學信息資源。Lam Sing-Chi 醫生（阿爾伯塔省臨床醫生）討論了 COVID-19 疫苗的危害和益處，以及“初級衛生保健信息”，如記憶和溝通技術、“阿爾伯塔省衛生服務局老年人過渡”、“腦部健康意識及其管理”、和“向老年人分發在線和電話詐騙信息資源”。老年人在保持安全和警惕下辦了活動（例如，戴口罩、保持個人衛生和社交距離），還包括老年人領導的體育鍛煉和老年人領導的的活動，以防止新冠病毒感染。NHSP 增加了老年人的社會參與和社會包容，使老年人能夠在社區繼續獲得社會支持。

Programs Highlights: Moving Forward 2022-2023
節目要點: 邁進 2022-2023

The government of Canada: Seniors-led to motivated socio-health behaviour encouraging independent living of elderly

The proposed activities are designed to help programme participants develop the necessary abilities to integrate into life roles that will allow them to keep their sense of independence, meaning and purpose. The participants work on their memory abilities and learn a few positive statements to help them think optimistically and be proactive in a variety of situations (i.e., doing house chores, engaging social events, learning basic computer and digital device skills, and others). Seniors' thinking can be re-modelled to be more positive, which can help them avoid cognitive or emotional degeneration in their daily lives.

As a regular living skill, seniors create a physically active lifestyle, (i.e. group exercise, 20-minute walks, gardening, doing handcrafts and more others). This would be a bio-psycho-social drive for good health. The seniors' programme emphasizes promoting the quality and quantity of restorative sleep among elders. Sleep deprivation in seniors must be avoided to maintain a high quality of life. The curriculum also gives fundamental pain education and self-management skill with a psychosocial approach, assisting seniors in developing a common sense of self-care knowledge and dealing with pain in psychosocial context. Seniors will be provided educational information resources through NHSP's social support environment to enable them to connect with community resources and government services.

The NHSP seniors will lead educationally prepared events, and programme participants will be mutually encouraged to give, care and support, ensuring that the spirit and skill of volunteerism will be alive and well. As the significant aim the senior participants would attain, the seniors reach out and help with compassion and sacrifice, as if they were ordinary people who hear a call and answer in extraordinary ways (Mother Teresa's words).

項目名稱：鼓勵老年人獨立生活的社會健康行為激勵。

提議的活動旨在是幫助計劃參與者發展必要的能力，以融入生活角色，使他們能夠保持獨立感、意義感和目標感。參與者在活動時鍛煉他們的記憶能力並學習一些積極的陳述，以幫助他們樂觀地思考在各種情況下保持積極主動（例如做家務、參與社交活動、學習基本的計算機和數字設備技能等）。老年人的思維可以重塑為了更積極，這可以幫助他們避免生活中的認知或情緒下降。

作為一種有規律的生活技能，老年人可以創造一種身體活躍的生活方式，（例如集體運動、二十分鐘步行、園藝、做手工等）。這將是一種促進健康的生物心理社會動力。這個計劃強調提高老年人恢復性睡眠的質量和數量。必須避免老年人睡眠不足，以保持高的生活質量。這個課程還通過心理社會方法提供基本的疼痛教育和自我管理技能，幫助老年人發展自我保健知識的常識和在心理社會背景下處理疼痛。老年人能通過 NHSP 的社會支持環境獲得教育信息資源，使他們能夠與社區資源和政府服務建立聯繫。

NHSP 老年人會領導有教育意義的活動，項目參與者能相互鼓勵給予、關心和支助，確保志願服務的精神和技能得以能延續。作為年長者所要達到的重要目標，年長者能伸出同情心和犧牲精神來幫助他們，就好像他們是普通人一樣，聽到召喚並以非凡的方式回答（特蕾莎修女的話）。

The government of Canada: Engaging Diversity 2022-2023/2023-2024

The project team of CTSS will deliver engaging diversity information resources (e.g. project promotion materials, coordinating project activities -group discussions, storytelling or cultural music or art sharing, etc.) among variously ethnic community members. The project will be collected efforts made by different ethnic groups to increase awareness of the issues affecting Albertans' perceptions and behaviours towards racism and discriminations in a positive way. The project contents may challenge some project participants' human nature with ethno-centralism mindset but encourage and empower to live together with differences by having people to take time to learn about the fundamental a likeness of people and voluntarily choose to belong, recognized, and truly accept differences.

加拿大政府：參與多元化（2022-2023 年/2023-2024 年）

CTSS 的项目团队将在不同种族的社区成员之间提供具有多样性信息资源（例如项目宣传材料、协调项目活动-小组讨论、讲故事或文化音乐或艺术分享等）。该项目将收集不同种族群体所做的努力，以提高人们对影响阿尔伯塔人对种族主义和歧视的看法和行为的问题的认识。项目内容可能会以民族中心主义的心态挑战一些项目参与者的人性，但通过让人们花时间了解人的基本相似性，并自愿选择归属、认可和真正接受差异，鼓励和授权与差异共存。

Messages from Program Leaders

I am grateful to have an opportunity to work with CTSS as a Facilitator for New Horizon Seniors Program (NHSP).

Our group meets every Friday. CTSS provides all information needed to these two objectives which are: to enhance seniors' physical mobility (self-care) and communication ability through socializing in physical activities and facilitate their advocacy for themselves as well as others. Furthermore, providing the Computer Literacy Program allows the program participants to increase their knowledge and practice on how to use the computer (or related digital) tools to interact with each other in physical and virtual learning environments.

Throughout the program, I see the true care and love that CTSS provides to help seniors improve their day-to-day life.

CTSS leaders' always listen to the senior group's needs and concerns and are willing to put efforts to bring in healthy and useful information to meet their needs.

CTSS not only takes care of the senior's group activities but also takes care, guiding and motivating all the volunteers and myself included to see the true value of our work by serving seniors.

I am looking forward to and would love to continue serving with you all in CTSS's vision and mission.

Grace Luu
NHSP Program Facilitator

計劃負責人的致詞

我很高興有機會與 CTSS 合作，擔任新視野老年人計劃的促進者。

我們小組每週五開會。CTSS 提供這兩個目標所需的所有信息，即：通過體育活動中的社交來提高老年人的身體活動能力（自我保健）和溝通能力，並促進他們為自己和他人進行宣傳。

此外，提供計算機素養計劃允許計劃參與者增加他們關於如何使用計算機（或相關數字）工具在物理和虛擬學習環境中相互交互的知識和實踐。

在整個項目中，我看到了 CTSS 為幫助老年人改善日常生活所提供的真正關懷和愛。

CTSS 領導總是傾聽高層群體的需求和關注，並願意努力引入健康和有用的信息來滿足他們的需求。

CTSS 不僅照顧長者的團體活動，也照顧、引導和激勵所有的志願者和我自己，讓他們看到我們工作的真正價值，服務長者。

我期待並願意繼續在 CTSS 的願景和使命中與大家一起服務。

Grace Luu
NHSP 節目主持人

Messages from Health and Community Leaders

It has been a huge delight to be able to work with CTSS this past year! I am inspired to see the heart that they have to be able to serve their community. Amidst all the challenges these past two years have put forward, they have demonstrated such clear determination to uplift and strengthen the people around them, and are clearly a positive force within the city. I am looking forward to seeing their work in the years ahead and am hopeful for more opportunities to work with them in the future.

Dr. Aulora Oleynick
MD in Alberta

衛生和社區領導人的致詞

这过歷年, 跟 CTSS 服務对我感觉很喜樂! 我很高兴看他们服务他们的社区。过这两年的难过侍寝, 他们展示了明确的决心, 提升和加强服务旁边的人, 并且也是城市内的正能量。我期待未来几年看他们的工作, 和希望未来有更多与他们工作的机会。

Dr. Aulora Oleynick
艾伯塔省的醫生

Messages from Health and Community Leaders

Community Transcultural Support Services (CTSS) continues to expand their efforts to provide cross-cultural programs and services to residents of Calgary. This stand-alone primary health organization relies on funding from all levels of government, and business, to serve a diverse range of community members.

CTSS moved to provide information regarding COVID-19 during the pandemic “with linguistic and cultural” appropriateness, which was of assistance in overcoming barriers in information sharing at a critical time. They work with communities of all ages, from youth to seniors, and are dedicated to addressing service gaps and providing ‘bridges’ between vulnerable groups and the Alberta Health System.

I look forward to hearing of the continued efforts, and growth, of CTSS.

Stephanie Kusie
Member of Parliament, House of Commons, Canada

衛生和社區領導人的致詞

跨文化社区健康服务机构（CTSS）继续努力的讲跨文化项目和服务对卡尔加里的居民。这个独立的初级卫生组织依靠各级政府和企业的资金来为各种社区成员提供服务。CTSS 在大流行期间“以语言和文化”的适当性提供有关 COVID-19 的信息，这有助于在关键时刻克服信息共享的障碍。 他们与从青年到老年人的各个年龄段的社区合作，致力于解决服务差距并在弱势群体之间架起“桥梁” 和阿尔伯塔卫生系统。

我期待听到 CTSS 的持续努力和成长。

Stephanie Kusie
加拿大联邦议员

Messages from Contract Workers and Volunteers

Being one of the program facilitators for Engaging Diversity Program is an excellent opportunity to shape my knowledge in developing community resource materials for hybrid communication with the target participants. Amazingly, the program activities of CTSS moved me closer to a diverse population which lead me to a wider connection. In a step by step process, this program had become a pathway for me to develop awareness about the humanistic values, collaborative approach and philosophy of outreaching.

The existing concern about racial discrimination, exclusion and inequity in Calgary is starting to fade in my mind with optimism that diverse community can possibly work together and would even be more fun and engaging.

It is a rewarding experience. Thank you CTSS, you let me live with purpose.

More power to CTSS!

Jeny Gonzales
Program Assistant
Filipino Community Representative

合同同工和志願者的分享

作為參與多樣性計劃的計劃促進者之一，這是一個很好的機會，可以讓我在開發社區資源材料以與目標參與者進行多元化交流方面形成知識。令人驚訝的是，CTSS 的計劃活動讓我更接近多元化的人群，這讓我建立了更廣泛的聯繫。在一個循序漸進的過程中，這個項目已經成為我培養對人類文化價值觀、合作方法和外展理念的認識及途徑。

對卡爾加里種族歧視、排斥和不平等的現有擔憂開始在我的腦海中消退，我樂觀地認為，多元化的社區可會一起工作，甚至會更有趣、更有吸引力。

這是一次有益的經歷。謝謝 CTSS，你讓我活得有目的。

為 CTSS 提供更多動力！

Jeny Gonzales
機構的節目助理
菲律賓社區代表

Messages from Contract Workers and Volunteers

The fundamental goal for CTSS is to provide primary health access for populations who cannot readily retrieve important credible information due to the prevalence of language barriers. As a mentor for this year summer students, my role was to offset this issue by facilitating and guide health educational workshops through every step of the process from the research to the day of presentation.

In addition to this, I also lead the novel Engaging Diversity: Anti-Racism program aimed at addressing and discussing major topics of discrimination and racism that plagues the community. The aim of the program is to provide a space for reflection and mutual understanding to help foster a more considerate and accepting society.

Throughout the program, I believe that the work of CTSS has made a positive impact not only on the target communities but also on the staff and volunteers as well. It has been a pleasure to work with CTSS and help contribute to serving the community to foster acceptance and compassion.

Cody Cheng
Mentor/Leader of Young Adult Group

暑期學生員工分享

CTSS 的基本目標是為由於普遍存在語言障礙而無法輕鬆檢索重要可信信息的人群提供初級衛生保健服務。作為今年暑期學生的導師，我的職責是通過促進和指導健康教育研討會完成從研究到演講當天的每一個步驟來解決這個問題。

除此之外，我還領導了小說參與多樣性：反種族主義計劃，旨在解決和討論困擾社區的歧視和種族主義的主要話題。該計劃的目的是提供一個反思和相互理解的空間，以幫助建立一個更加體貼和接受的社會。

在整個項目中，我相信 CTSS 的工作不僅對目標社區產生了積極影響，也對員工和志願者產生了積極影響。很高興與 CTSS 合作並幫助為社區服務以促進接受和同情。

Cody Cheng
青年領袖，體育鍛煉促進者

Messages from Summer Students

It has been a privilege to work with CTSS this summer. During this time I have expanded my knowledge of healthcare through preparing, promoting, and delivering workshops. I have also learned about the relation between well-being and social issues through interactions with minority groups and anti-racism workshops. The work I have done for CTSS aims to bridge these concerns through accessible workshop content.

In my position as Socio-Health Information Management and Program Data Support, I have delivered presentations on primary healthcare topics to groups. I refined my existing knowledge of biology, presentation, and graphic design by finding practical applications for each. I did a series of presentations on sleep where I learned to collect relevant research, present information in concise and accessible formats, and overcome my nerves about public speaking. Because I presented on sleep to different demographics, I had to consider how demographic factors impact health. The presentations were done in person and online and I optimized my materials to separate delivery methods. Altogether, making presentations for the public taught me about the role delivery plays in delivering content.

I have also grown as a person through my interactions with attendees, workshop leaders, and community leaders. In working with minority communities to deliver primary healthcare education, I have learned about bridging theory to practice. Factors such as language barriers, culture shock, and social customs affect perceptions of health and willingness to seek care. My understanding has been broadened by anti-racism workshops, where I learned to recognize and address biases in society as well as in myself. In these workshops I had thought-provoking discussions with my colleagues and workshop leaders about current issues. Being bilingual has also allowed me to reach a wider audience and connect on a personal level with communities.

My time at CTSS has provided me with invaluable opportunities to serve communities and grow my knowledge. I am grateful for this opportunity.

Sophia Su
Socio-health Information Support and Management

暑期學生員工分享

今年夏天能与 CTSS 合作是我的荣幸。在此期间，我通过准备、宣传和举办讲座，扩展了我的 医疗保健知识。通过与少数群体的互动和反种族主义活动，我还了解了健康与社会问题之间 的关系。我为 CTSS 做工作的意义是用易懂的讲座将这些话题联系起来。

作为社会健康信息管理和项目数据支持的一员，我做了关于初级保健主题的讲座。我使用了 关于生物、演示和图形设计的知识找到实际应用，完善了我现有的知识。我做了一系列关于睡 眠的演讲。在那里我学会了收集相关的研究，以简洁易懂的形式呈现信息，克服了我对公共 演讲中的紧张。因为我向不同的人口统计学介绍了睡眠，所以我不得不考虑了人口统计学因 素在健康上的影响。有些讲座是亲自做的，有些事在网上做的。我改变了我的材料以适应 不同的交付方式。总之，做讲坐让我了解了初级保健的重要。

通过与与会者、研讨会领导和社区领导的互动，我的理解得到了成长。在与少数民族社区的 合作中，我学会了如何将理论与实践联系起来。语言障碍、文化冲击和社会习俗等因素会影响 人们对健康的看法和寻求帮助 的意愿。反种族主义活动扩大了我的理解：在那里我学会了真么 认识和处理社会和我自己的偏见。在这些活动中，我与同事和研讨会领导人进行了发人深省 的讨论。双语也让我接触到更广泛的人群，与社区建立了更有意义的联系。

我在 CTSS 的时间给我提供了为社区服务和增长知识的宝贵机会。我很感恩这次机会。

Sophia Su
社會健康信息支持和管理

Messages from Summer Students

Through my eight weeks of experience working with CTSS this summer, I have been introduced to the primary level of health care and the accessibility challenges that many disadvantaged groups, such as racialized groups, seniors, and new immigrants have when it comes to health care. I have been able to see the cultural and linguistic barriers that can prevent people belonging to one of these disadvantaged groups from knowing about or seeking adequate health care, and the potential impact that it can have on their quality of life. I am truly grateful for the opportunity that CTSS has provided for me to become aware of and effectively address this issue, through the creation of well-researched, tailored presentation material and through the presentations I led together with the presentations of my peers that I aided in. Through my position as Psycho-social Health Promotion and Marketing Assistant, I was able to find my own unique primary health care issue that I believed was important for seniors and new immigrants with cultural or linguistic barriers to know about. In presenting and aiding in the presentations of others, I was able to experience first-hand some of the challenges that Mandarin and Cantonese speaking seniors had when managing their health, as some had poor English proficiency and thus less access to public health resources and information. Being able to aid in answering their questions about healthy choices and discuss with them some of the health advice they had heard online or from friends was truly fulfilling, as I was able to see the information about their own health that they gained from our conversations and presentations that they might not have learned from English resources.

Through the technology workshops, I was also able to have a very visible impact on many Chinese seniors by helping them work through computer and phone technology that they had never been able to learn or had forgotten how to use. Aiding seniors in learning about how to send messages, how to set an alarm, and how to video call their family and friends was another very fulfilling experience I'm glad to have had during my eight weeks at CTSS, as I could fill their needs that could allow them to more easily connect to their loved ones. In one case, I helped somebody who needed an alarm the next day to not miss a flight but had never set an alarm before, and as I was able to set their alarm I felt fulfilled knowing that I directly helped this person's life when without me there might have been unfortunate results.

The creation of the anti-racism program mid-way through the summer job program also helped with my social justice and equity thinking, something I wish I had thought about more before. Through having multiple hour long meetings per week, we were able to go through the deconstruction of our currently held social biases and misconceptions and reconstruct a view of society that is more equal and just in the way we think and treat others. We were able to discuss

the origins of racism and how it is still a prevalent issue in society, through which I was able to learn a lot about my own preconceptions and address my own biases.

Overall, I very much appreciate my time spent at CTSS, as it has provided me more than I had ever expected, giving me communication, leadership, problem solving, and determination skills, all developed through a medium that I had never considered much before but found so much fulfillment in, as I am able to support those most in need and directly have an impact on their lives and their health. Working towards primary health care and education for all, no matter their background or barriers, is something that I have a strong drive towards achieving through my first-hand experiences here at CTSS, and I would highly recommend anybody who feels the same way or has not considered it much to take on this high impact opportunity.

Riley Li
CTSS Psycho-social Health Promotion and Marketing Assistant

暑期學生員工分享

通过今年夏天在 CTSS 工作的八周经验，我了解了初级医疗保健水平以及许多弱势群体（例如种族群体、老年人和新移民）在医疗保健方面面临的可及性挑战。我已经看到了阻碍属于这些弱势群体之一的人们了解或寻求适当医疗保健的文化和语言障碍，以及它可能对他们们的生活质量产生的潜在影响。我非常感谢 CTSS 让我有机会了解并有效地解决这个问题，通过创建经过充分研究、量身定制的演示材料，以及通过我与帮助的同行的演示一起领导的演示通过我作为心理社会健康促进和营销助理的职位，我能够找到自己独特的初级卫生保健问题，我认为这些问题对于有文化或语言障碍的老年人和新移民很重要。在演示和协助他人演示时，我能够亲身体会讲普通话和粤语的老年人在管理健康时所面临的一些挑战，因为有些人的英语水平较差，因此无法获得公共卫生资源和信息。能够帮助回答他们关于健康选择的问题并与他们讨论他们在网上或朋友那里听到的一些健康建议真的很充实，因为我能够看到他们从我们的谈话中获得的关于他们自己健康的信息，并且他们可能没有从英语资源中学到的演示文稿。

通过技术研讨会，我还能够对许多中国老年人产生非常明显的影响，帮助他们使用他们从未学会或忘记如何使用的计算机和电话技术。帮助老年人学习如何发送信息、如何设置闹钟以及如何与家人和朋友进行视频通话，这是我在 CTSS 的八周期间的另一个非常充实的经历，因为我可以满足他们的需求这可以让他们更轻松地与亲人建立联系。在一个案例中，我帮助了一个第二天需要闹钟的人，以免错过和飞行，但之前从未设置过闹钟，当我能够设置他们的闹钟时，我感到很满足，因为知道我在没有我的情况下直接帮助了这个人的生活可能会有不幸的结果。

在暑期工作计划中途创建的反种族主义计划也有助于我的社会正义和公平思维，我希望我之前能多考虑一下。通过每周举行多个小时的会议，我们能够解构我们目前持有的社会偏见和误解，并重建一种更加平等和公正的社会观，以我们思考和对待他人的方式。我们能够讨论种族主义的起源以及它如何仍然是社会中的一个普遍问题，通过这些我能够了解很多关于我自己的先入之见并解决我自己的偏见。

总的来说，我非常感谢我在 CTSS 度过的时光，因为它为我提供了超出我预期的东西，给了我沟通、领导力、解决问题和决心的能力，所有这些都是通过我以前从未考虑过的媒介发展起来的，但找到了如此多的满足感，因为我能够支持那些最需要帮助的人，并直接影响他们的生活和健康。努力为所有人提供初级卫生保健和教育，无论他们的背景或障碍如何，我都有强烈的动力通过我在 CTSS 的第一手经验来实现这一目标，我强烈推荐任何有相同感受或有相同感受的人没有考虑过接受这个影响巨大的机会。

李泳朴

跨文化社区健康服务机构，心理社会健康促进和营销助理

Messages from Summer Students

While working with CTSS, I was given a multitude of opportunities to work with marginalized groups, most often with that of the senior population. Despite a language barrier, I was able to work with many of the participants and help them through any questions they may have had after presentations. The presentations that I developed aimed at improving lifestyle and daily routines. Specifically, by introducing actionable routines to encourage independence in thinking abilities (Ability Thoughts for Seniors), as well as recommending ways to protect and care for one's skin (Skincare).

My experiences in CTSS in setting up the presentation helped me gain understanding in creating user-friendly powerpoints and handouts, as well as simplifying information for ease of access. Moreover, I would say that my communication skills, particularly in Mandarin, improved when talking with the seniors, as I couldn't simply substitute unknown words with English. The interaction with participants also gave me a better understanding of communicating and relaying information in another language. I would say that the time I spent in CTSS greatly benefited me, most particularly in communication, but also in relaying research, setting up presentations, and interacting with an audience.

Megan Feng

Network and Engagement Coordinator for new immigrant/refugees in communities

暑期學生員工分享

在與 CTSS 合作期間，我獲得了許多與邊緣化群體合作的機會，其中最常見的是與老年人群體合作。儘管存在語言障礙，我還是能夠與許多參與者一起工作，並幫助他們解決他們在演講後可能遇到的任何問題。我開發的演示文稿旨在改善生活方式和日常生活。具體來說，通過引入可操作的例程來鼓勵獨立思考能力(老年人能力思考)，以及推薦保護和護理皮膚的方法(皮膚護理)。

我在 CTSS 中設置演示文稿的經驗幫助我了解創建用戶友好的幻燈片和講義，以及簡化信息以方便訪問。此外，我想說我的溝通技巧，尤其是普通話，在與老年人交談時得到了提高，因為我不能簡單地用英語代替生詞。與參與者的互動也讓我更好地理解用另一種語言交流和傳遞信息。我想說的是，我在 CTSS 度過的時光讓我受益匪淺，尤其是在交流方面，而且在傳播研究、設置演示文稿和與觀眾互動方面也是如此。

冯纤骅

社區新移民/難民的網絡和參與協調員

Review of 2021 - 2022 Programs and Services
2021 - 2022 年計劃與服務

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

Dominik Ho Linda Tu
Joshua Chau Kelvin Lee
Neil Yang

Health Promotion (健康促進部)

Megan Feng Sophia Su
Riley Li Cody Cheng
Neil Yang

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

James Chan Cecilia Liu
Michelle Chan Dominik Ho
Grace Luu

Mentorship & Leadership (導師與領導)

Cody Cheng, Amy Ng - Summer Job Program of Service Canada
Mr. Yiu-Leung Cheung - Cantonese-Speaking Elderly Communities
Mr. Po-Yi Cheng - Mandarin-Speaking Elderly Communities
Joshua Chau - Youths and Young Adults Lead in SDG Program
Kelvin Lee - Youths and Young Adults Lead in SDG Program
Cody Cheng – Youths and Young Adults Lead and Mentor

Music Ministry (音樂部)

Mark Ng

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

Amy Ng Angela Wong

Dr.Lam (Sing-chi)

Photography (攝影)

Mark Ng

Physical Instructors (體能指導員)

Cody Cheng

Cecilia Liu

Recreation Program (康樂計劃部)

Cecilia Liu

Linda Tu

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

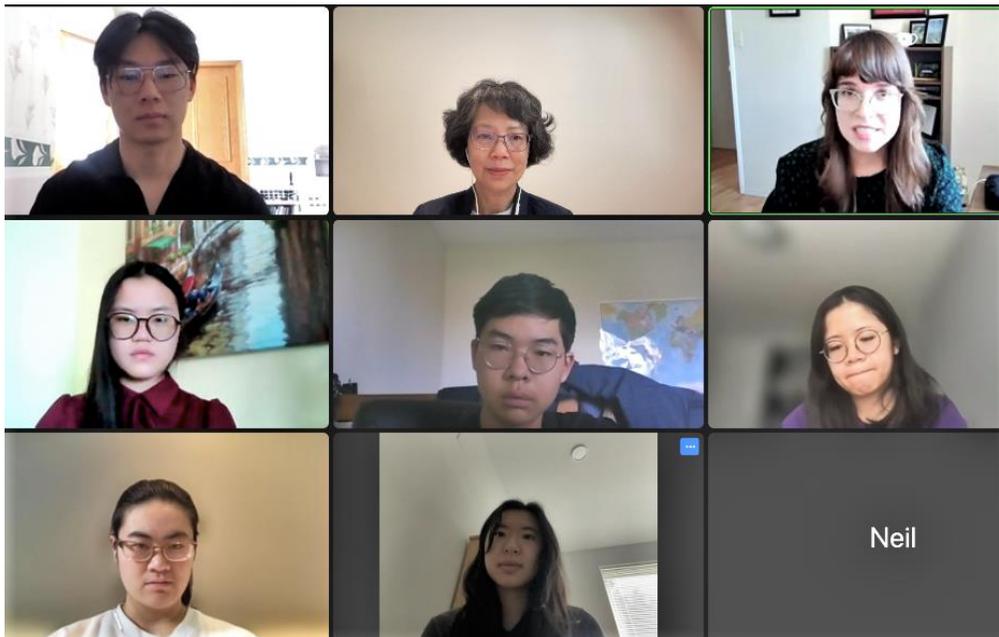
2021-2022 Photos

2021-2022 年的照片



Mentoring Program, 2022

策劃輔導



Zoom Discussion with Dr. Aulora Oleynick, CTSS Summer Team, and Volunteers, 2022

2022 CTSS 夏季團隊和志願者與 Aulora Oleynick 醫生的討論



CTSS Summer Team Building, June 2022
2022年6月, CTSS 夏季團隊建設



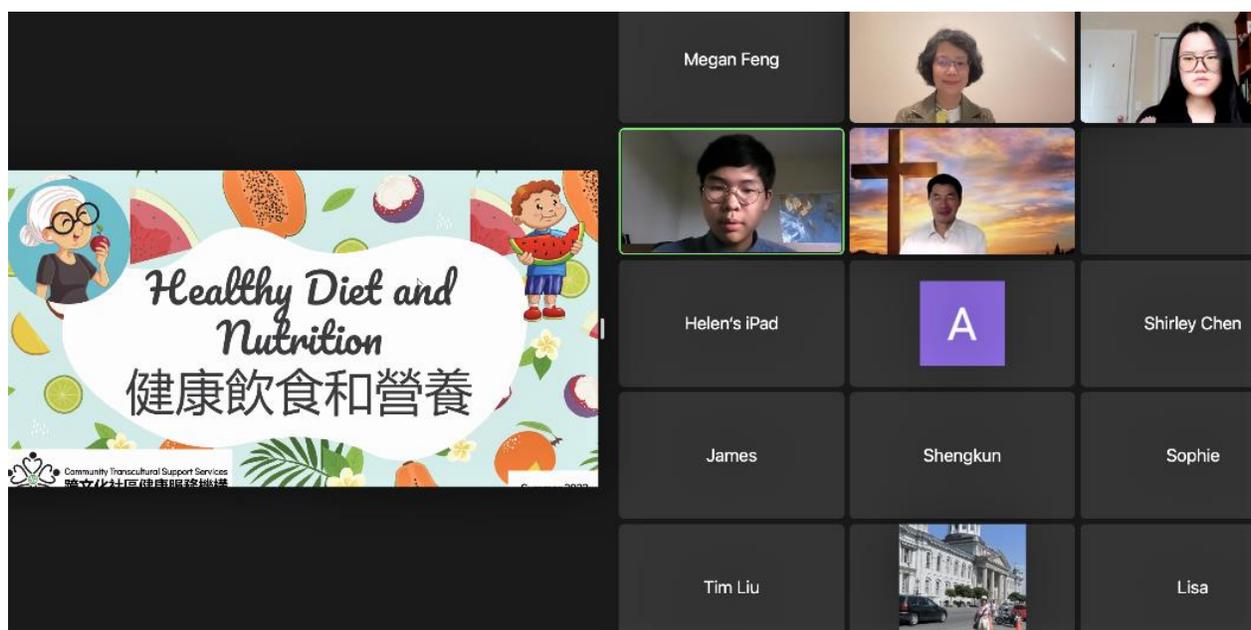
Intergenerational Activities 2022
年長人和青年人活動



Senior-led Exercise 2022
年長人主領運動



Sleep for Health Workshop 2022
睡眠健康研討會



Healthy Diet Workshop 2022
健康飲食和營養講座

2021-2022

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

感謝大家在過去一年寶貴的
貢獻!



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