

CALGARY CHINESE COMMUNITY SERVICE ASSOCIATION

ANNUAL REPORT 2018-2019



A CHARITABLE ORGANIZATION SERVING THE COMMUNITY SINCE 1978

TABLE OF CONTENTS

MESSAGE FROM THE CO-CHAIRS	2
MESSAGE FROM THE INTERIM EXECUTIVE DIRECTOR	4
ABOUT CCCSA	6
CCCSA'S PROGRAMS	7
THE BRIDGE PROGRAM (INTEGRATION & CIVIC ENGAGEMENT (ICE))	8
FINANCIAL COACHING PROGRAM (ICE)	14
FINANCIAL EMPOWERMENT FOR WOMEN (ICE)	15
FRONT DESK AND INTERPRETATION SERVICES (ICE)	17
DIGITAL LITERACY EXCHANGE PROGRAM (ICE)	18
NEW HORIZONS FOR SENIORS PROGRAM (ICE)	19
STEPPING STONES ESL PROGRAM (ICE)	20
AFTERSCHOOL PROGRAM - WORLD CULTURE SOCIETY (CHILDREN & YOUTH)	22
CCCSA SUMMER CAMP 2019 (CHILDREN & YOUTH)	23
CCCSA SPRING CAMP REVIEW (CHILDREN & YOUTH)	27
COMMUNITY HELPERS PROGRAM (CHILDREN & YOUTH)	36
LAW & ADVOCACY	38
FAMILY & WELLNESS	40
BY THE NUMBERS	41
THANK YOU TO OUR FUNDERS	42
THANK YOU TO OUR DONORS & SUPPORTERS	43
THANK YOU TO OUR STAFF	44
THANK YOU TO OUR BOARD OF DIRECTORS	45

Cover photo: a CCCSA Hiking Trip, August 31, 2019



CCCSA 2019 Holiday Party (L-R): Keith Ong, Adrena Tan, Mae Chun, Board Secretary Sunil Gurung, Bess Yang, Peter Wong, Jing Yang, Board Member Elena Kim (in Santa hat!), Winnie Wu, Board Co-Chair Thomas Cheuk, Coco Yuen, Board Vice Chair Danica Wah (in Santa coat!), David Khan, Iva Bai, Robson Yuen, Board Co-Chair Norman Poon, David Tam

MESSAGE FROM THE CO-CHAIRS

Dear Friends, Stakeholders, and Supporters of the Calgary Chinese Community Service Association (CCCSA),

The theme from this past year was change. Calgarians continue to navigate a sea of uncertainties, whether it is related to the economy, job market, and the new and not-so-new governments.

CCCSA was also not immune to changes. We continue to face the challenges of funding reductions and uncertainties over this past year and for the foreseeable future. However, CCCSA will continue to deliver innovation and improvement on our programs and services.

One of the main focuses of the Board over this past year was to create a strategic plan and establish the fundamentals to set up CCCSA to continue to grow and position itself to be a leader in the Calgary community. Over the upcoming year, the Board, along with our new Chief Executive Officer, will establish an aggressive agenda to publicly roll out the next phase of our plan to allow CCCSA to thrive for another 40 years & more.

One thing that will not change will be the Board's continued commitment to invest in the staff and volunteers of CCCSA, as we believe they are the foundation of CCCSA's programs and services.

Many people might describe Calgary's current situation as rainy; however, we prefer to see it, and to quote a 2019 popular song, as it's only when it rains that we grow.

The Board, staff, and volunteers continue to be very grateful for the support and trust of the donors, funders and supporters of CCCSA over the past year.

The Board would also like to thank all the staff and volunteers for their commitment and hard work.

We look forward to continuing growing with you over the upcoming year.

**DR. THOMAS CHEUK AND
NORMAN POON**

Co-Chairs



RBC Foundation presenting their generous donation to CCCSA (L-R): David Tam, Board Co-Chair Norman Poon, Adrena Tan, Lily Kwok, RBC Royal Bank Business Account Manager Ryan Sowtis, David Khan, Keith Ong

董事會共同主席致詞

親愛的華人社區服務中心的朋友, 支持者及關注我們的讀者, 你們好!

過去的一年, 我們生活環繞在一個極具影響力的標題之下 - 轉變。卡城市民在某程度上都受到亞省未明朗的政治及經濟環境所影響; 無論是就業, 經貿或是其他各方面, 也是如此。

華人社區服務中心也不能倖免。在過去的一年和可預期的未來, 我們將繼續面臨政府對各服務團體削減資金, 減少和不穩定的資源分配所影響。即使面臨這些不尋常的挑戰。我們仍然堅守服務社會的承諾, 我們將繼續為卡城社區的服務發展範圍提供創新和先進之計劃。

華人社區服務中心理事會在過去一年中花費了不少時間聚於研討及策劃未來的服務焦點。繼續將中心發展成為卡城社區服務領域中一個基本之服務團體, 扮演一個更重要的角色。

在來年, 理事會將密切與新任之首席行政官製定積極的服務目標, 將華人社區服務中心之服務理念推進更高處。與此同時, 我們沒有忘記過去華人社區服務中心之成功是建立於員工和義工們不遺餘力, 努力合作而所得之基礎上。

或許有些人會將卡城華人社區服務中心目前所遇到的狀況描述為煙雨迷濛。但是, 我們則以一個樂觀的態度去引用2019年一首英文流行歌曲: "因為只有在下雨的時候我們才會繼續成長。"

理事會, 員工和各義工均非常感謝各位在過去的一年中給予我們的支持和信任。

理事會非常感激所有員工和義工的投入和辛勤工作。

我們期待在來年繼續與您一起成長。

卓秉強博士及潘樂民華人社區服務中心理事會共同主席

**DR. THOMAS CHEUK AND
NORMAN POON**

理事會共同主席



Board Co-Chair Norman Poon, Interim ED David Khan, Alberta Minister of Seniors & Housing Josephine Pon, Board Co-Chair Thomas Cheuk, & ICE Program Coordinator David Tam

MESSAGE FROM THE INTERIM EXECUTIVE DIRECTOR

The last few years have been very difficult ones for Calgarians. The slump in oil prices and economic downturn have hit everybody hard, including our fellow citizens, families, non-profit organisations, corporations, & our city & provincial governments. In the face of adversity, Calgary Chinatown Community Service Association has shone!

Despite funding challenges which have hit almost all of our funders, 2019 has seen CCCSA manage to grow, diversify and serve more clients and communities than ever before.

The Law & Advocacy program continues to serve unmet demand across the city – and especially in the Chinese community – for legal advice and assistance navigating the mainstream legal system. Our program has vastly expanded its public education programming, online, on the radio, and on TV. Congratulations are in order for Winnie Wu, our Law & Advocacy Program Coordinator, for obtaining her Qualified Mediator designation from the ADR Institute of Canada. I'm told she is just the second Chinese-speaker in Calgary to achieve this!

Our Children & Youth programs have thrived, especially our "World Culture Society" afterschool programs, which have expanded to four more Calgary-area high schools. We're excited about the interest from other schools, as well as our growing partnership with other immigrant-serving organisations such as Centre for Newcomers to expand our services to vulnerable youth in north and northeast Calgary. Every year, students across the city look forward to our Spring and Summer Camps! Our Community Helpers Program is into its second full year, helping youth develop skills to support their peers experiencing mental health issues, so prevalent amongst our kids today.

We continue to offer Family & Wellness services such as our Infant Massage and "Triple P Positive" Parenting" programs, Women's Screening Day

breast cancer exams, and emotional management, and supportive counselling services for the Chinese community, in partnership with Calgary Immigrant Women's Association (CIWA).

Our Integration & Civic Engagement (ICE) programs continue to diversify. I've seen first-hand how valued our programs and groups provided under our "Bridge Program" are for newcomers and immigrants, both young and old. Especially needed these days are our Financial Coaching and Financial Empowerment for Women programs! The Digital Literacy Exchange Program, now funded by the Government of Canada, is in the midst of a multi-year mission to facilitate and encourage the participation of underrepresented groups in the digital economy. Our ESL "Stepping Stones" programs serve hundreds of clients in the Chinese and Afghan communities each year, supported by Calgary Learns.

Of course, we couldn't achieve any of this, and serve our communities, on our own. We rely on the hard work, trust and collaboration of our donors, community partners, funders, volunteers, dedicated staff and clients. I am so thankful for and impressed with the passion and dedication of all involved.

There are big changes afoot in 2020! We are preparing to re-brand, to recognize the diversity of clients and communities CCCSA has served for many years. We will continue to rely on the support of the Chinese community in Calgary as we embark on this journey.

It's been a real honour to be involved as Interim Executive Director in helping CCCSA during this transition. I'm grateful to the Board and CCCSA staff for giving me this opportunity.

DAVID KHAN

Interim Executive Director



Our CCCSA staff (L-R): Keith Ong, Coco Yuen, David Tam, Adrena Tan, Robson Yuen, Jing Yang, Peter Wong, Bess Yang, Winnie Wu, Ivy Bai, David Khan, Kevin Yau

臨時執行董事韓大衛的致詞

過去的幾年對卡加利人來說是非常艱難。油價的暴跌和經濟不景氣對每個人都造成了沉重打擊，包括我們的市民、家人、非牟利團體，大公司以及我們的市和省府。面對這逆境，卡城華人社區服務中心仍然發揮其作用！

儘管在資助者資金短缺之下，CCCSA在2019年仍然維持增長，發展多元化服務及服務更多社區及人群。

“法律援助及諮詢服務”繼續為市內有需要的人士求提供服務，尤其是在華人社區內提供法律諮詢和幫助了解主流社會法律系統。我們的法律諮詢服務廣泛地發展公共教育計劃，提供資訊在網上、電台及電視。我們的法律部主任 Winnie Wu，獲得加拿大ADR協會的專業調解員資格，她是卡加利第二位可提供中文調解服務專業資格的華人！

我們的“青少年及兒童計劃”蓬勃發展，特別是我們的“World Cultural Society”課外活動，已經擴展到卡加利社區四所高中。我們感到很興奮在獲知其他學校此項目也感興趣，以及我們與其他服務移民務機構的夥伴關係日益增長，例如與新移民中心合作，將我們的服務擴展至卡加利北部和東北部的弱勢青少年。每一年我們都有很多學生期待參加我們舉辦的春令與夏令營！我們的“與你同行青少年關懷計劃”計劃已經進入第二年，這計劃提升青少年對於精神健康的認識及經驗分享技巧，青少年健康問題是現今社會非常之普遍。

我們的“家庭健康計劃”提供“嬰兒按摩”、“親子正策課程”和“免費婦科檢查”等等。我們還與卡加利移民婦女協會(CIWA)合作為華人社區提供情緒管理支援及輔導服務。

我們的“社區共融及發展計劃”(ICE)持續多元發展。我親身經歷到我們的“橋樑計劃”對於年青及年長的新移民是十分之需要。目前，社區特別需要的項目有--“財智策劃家理財服務”和“女性理財樂”、由加拿大政府資助的多年計劃“DLEP 科技認知文化計劃”，這計劃宗旨在於鼓勵大眾參與數碼經濟、由Calgary Learns支持的“邁向成功英語課程”提供服務給予過百人數，服務對象包括華人及阿富汗社區。

當然，我們的成功除了我們機構全體員工的努力以外，也離不開一直可靠的資助者、社區合作機構、資助方及義工。我十分感謝所有參與者的熱情和奉獻精神，這一切給我留下了深刻的印象。

CCCSA于2020年將有巨大的改變，我們正準備去重塑品牌。我們需要確認在多年來不斷向不同族裔提供服務。當我們踏上這段旅程時，我們將繼續依靠卡加利華人社區的支持。

我感到非常榮幸作為臨時執行董事參與幫助CCCSA，我很感謝董事會和CCCSA的工作人員給我這個機會。

DAVID KHAN

代理總幹事



A Women's Group hiking trip to Fish Creek Park, led by ICE Program Coordinator Kevin Yau

ABOUT CCCSA

CALGARY CHINESE COMMUNITY SERVICE ASSOCIATION

Established for 41 years, the Calgary Chinese Community Service Association (CCCSA) is a charitable, community-based organization with a mission to create a vibrant and integrative community through bridging the Chinese community, other ethnic communities, and mainstream society.

Though we are rooted in the Chinese community, the populations we serve are broad-based. There are four primary objectives that underpin all our programs and services. These are:

1. To facilitate individual and community integration and civic participation;
2. To reduce social isolation and provide support to marginalized families and individuals experiencing cultural and/or linguistic barriers;

3. To encourage and empower volunteers to become active participants and future leaders; and
4. To promote culturally-responsive service delivery by coordination and collaboration with mainstream agencies and stakeholders to enhance access to services.

Our services to the immigrant population are categorized under four pillars:

- **Integration and Civic Engagement (ICE);**
- **Children and Youth;**
- **Family and Wellness; and**
- **Law and Advocacy.**



Women's Group visit to the Calgary Central Library, with ICE Program Coordinator Coco Yuen

CCCSA'S PROGRAMS

The **Integration & Civic Engagement (ICE)** program is client-centred support designed to reduce social isolation to culturally, socially and economically marginalized immigrants experiencing barriers to integration. Staff utilize two types of strategies to achieve our goals.

The first focuses on increasing social connection and social support using a group approach, while the second is connecting immigrants to needed information and resources to increase access to services. Direct client services include social support groups, basic English literacy classes (Foundational through Phase 2 Literacy to CLB benchmark of 1), interpretation and translation, one-on-one support, information sessions and workshops, referrals, and assistance with filling out forms.

The **Family and Wellness** program implements a culturally-sensitive health education model to provide equitable access to health information and services with a special focus on women's health and mental wellness.

The **Law and Advocacy** program provides culturally-sensitive services with capacity to serve newcomers in their first language.

Our **Children and Youth** program targets immigrant and Canadian-born (bi-cultural) youth facing a myriad of issues from self-esteem, impoverished life skills, bullying, and cultural isolation. Our programs aim to increase their exposure to positive factors to increase confidence, self-esteem and resilience and reduce risky behaviours.



a CCCSA BBQ, June 8, 2019

THE BRIDGE PROGRAM

INTEGRATION AND CIVIC ENGAGEMENT (ICE)

Since we restructured all of our group activities into “The Bridge Program” under the Integration & Civic Engagement (ICE) last year, staff members & clients are more clear about our objective to act as a bridge for newcomers to mainstream institutions and organizations and help them to build positive social ties and networks. It has been an excellent change for ICE as the Buddy Group, Women’s Group and Immigrants Circle under the Bridge Program all work well.

Besides creating a safe environment for community members and a platform to expand their social networks, our Buddy Group also includes a lot of information on retirement and social benefits that (potential) retirees are interested in. By word of mouth, we are proud to have our Buddy Group becoming well-known in the Chinese community, and we’re looking forward to expanding in other ways.

Our Women’s Group is another great program for women to take a break and take some personal time from their busy family life. We aim to create a safe environment for these ladies to discuss a variety of health issues while doing some fun activities. To empower our ladies, we engage 1-2 previous group members as volunteers to share their knowledge with new group members.

Our Immigrants Circle not only shares knowledge about Canadian culture to newcomers, it is also a safe environment to practice their English. Before we bring our group members out for field trips, we talk about the transit system in Calgary and teach and guide them in different ways to get to our meeting point. There are a lot of topics that newcomers can learn about in our Immigrants Circle.

Our Bridge Program has served 221 unique clients and has had 16,022 client contacts.

Besides our Bridge program, we also have other seminars, events, & activities for the community. Since Calgary is surrounded by the Canadian Rockies, lots of Calgarians travel to small towns or National parks for a break. We have noticed that there is a need to support vulnerable individuals to “live like a Canadian” in Calgary as a lot of them do not have a car or are not able to drive, don't know where to go, and worry about getting lost in an unfamiliar environment. Therefore, CCCSA organizes hiking activities for our community members every summer to support vulnerable individuals who experience these challenges.

In the past few years, participants having been returning to our hiking activities with their family and friends to explore Alberta in a safe environment. In 2018, we found that there were limited spaces for new community members to join our hiking activities. Beginning in 2019, we have tried to prioritize our spots for new members and set up a lucky draw system for those who have previously joined our hiking activities. We also organized more hiking activities than before and attracted more community members.

Mural Tours and Jane's Walk, led by Peter Wong, ICE Program Coordinator



Dear Peter,
 Thank you for supporting the 2019 Jane's Walk Festival!
 We are grateful for your passion in reflecting Chinatown's brilliant culture and exuberant history; thank you for taking the time to lead a walk featuring the fantastic pieces in Chinatown!
 All the best from the Calgary Foundation's Jane's Walk team (Tina Janet Lindu Kelvin).

Dear Peter Wang,
 the grade 4 students would like to say thank you for giving us a tour around Chinatown. Thank you for also showing us the Chinese murals like the robot with bubble tea, and for giving us lessons on the murals. We hope you have a great day.
 Sincerely,
 Grade 4 students
 Highwood School

MURAL TOURS

We have served 147 participants this year, which includes four classes of elementary school students, newcomer students from The Immigrant Educational Society (TIES) and local Calgarians on Jane's Walk. There will be more mural tours in the next few months, introducing Chinese culture and the history of Chinatown to local Calgarians. We hope the mural tours will bring in more people to Chinatown and local society will have more understanding about Chinese culture.



An Immigrants Circle visit to a museum, led by Peter Wong

IMMIGRANTS CIRCLE

We have held three groups of Immigrants Circle this year. There were 24 people participating in the programs. By introducing Canadian culture, Calgary's transit system, simple English and other settlement services providers, we hope newcomers get settled into local society and contribute to Canada in different ways.

“ Success Story: Mrs Y

Mrs Y immigrated to Canada in 2016 through family sponsorship. She lived by herself in Chinatown and had a lot of spare time every day because her son and daughter-in-law worked during the day and had their own schedules on the weekends.

Mrs Y had a limited social network in Canada and felt lonely all the time. She learned of our programs at CCCSA, and decided to join the Immigrants Circle. In the group, she learned about the transit system, Canadian culture, history, daily English and legal information. She met friends with similar backgrounds. They are from China and speak the same language and are of similar age. They started interacting in the group and even hung out after the end of the group. Mrs Y told our program coordinator that the group has changed her life in Canada. She started joining other activities at CCCSA as well as other through organizations. She has met more friends and often explores the city with them.



An Immigrants Circle visit to Calgary Chinese Cultural Centre, led by Peter Wong, ICE Program Coordinator



GREENDAY

This program provides low-income families with groceries. We are currently serving 17 small families and 10 large families. We had a few families withdraw from this program due to different reasons such as having more stable employment. We have also broadened the sources of food donation. This year, we have built a relationship with Leftover which is an organization rescuing food and pastry in Calgary. With the help and coordination of Leftover, we have more pastry donations from Starbucks and Bootsma Bakery, and we hope to get more food donations from local supermarkets next year.



COUNSELLING

We have served 35 clients by referring them to our partner organization and counselling agencies. In the statistics, we can see that mental health issues are more common in the Chinese community. Many suffer from anxiety and depression and language barriers when seeking counselling. We hope to connect to more counselling agencies that provide stable, professional and reliable counselling services for the Chinese community.

SOCIAL MEDIA PROMOTION

For our Wechat communication channel and Radio program, we have put a lot of effort into providing community resources such as health information and promoting our programs on these two platforms. The articles and public service announcements published on our Wechat official account were read over 10,000 times - a very efficient way to reach our clients, especially those from mainland China.

2019 CHINATOWN COMMUNITY CLEANUP



"MY HOME IN CALGARY" RADIO PROGRAM

In partnership with Fairchild radio, CCCSA delivers radio programs every Friday from 10:15 AM to 11:00AM for the Cantonese audience and Saturday 9:30 AM to 10:00 AM for Mandarin speakers. The show is called "My Home in Calgary" and is broadcast on channel FM94.7 in Calgary.

The topics of our radio programs range from discussion of issues like legal information, civic participation, career, emotional health and other health topics, workers' rights and resources, and anything that relates to a citizen's well-being. Through the radio channel, CCCSA reaches out to the community and delivers resources that are beneficial for them.



Winnie Wu, Law & Advocacy Program Coordinator, and David Tam, ICE Program Coordinator, on air



"CONNECT & "Basic English Conversation" Seniors' Groups, led by Mae Chun & Peter Wong

SENIORS' GROUPS: "BASIC ENGLISH CONVERSATION" AND "CONNECT"

We hold "Basic English Conversation" and "CONNECT" classes once a week in the Panorama Hills community (at Panorama Hills Community Centre) and in the Kincora community (at Symons Valley United Church). Approximately 25 seniors attend each group. The groups are run in 10-week sessions to allow time for recruitment of new participants, curriculum development and volunteer recruitment and development.

In the Conversation group, seniors are able to learn practical spoken English in three levels: beginner, intermediate and advanced. At the CONNECT group, seniors take part in physical activities, followed by table games and friendships. Through these initiatives, seniors are able to make new friends and build supportive social networks. These programs are funded by a generous grant from the Government of Alberta, Ministry of Seniors and Housing.

WOMEN'S GROUP

Pictured: our Women's Group volunteering at the WINS (Women In Need Society), and a handcraft session taught by a member of a previous Women's Group, facilitated by Coco Yuen, ICE Program Coordinator



“ Appreciation Letter: Women's and Buddy Groups - July 2, 2019

Hello! Summer is finally here in Calgary; the smell of lilacs are everywhere and sunshine makes us smile. We visited Fish Creek, the largest park in city, with the Women's and Buddy Groups organized by CCCSA staff (Kevin and Coco) as well as summer interns from Hong Kong (Sugar, Yan, Jacquelyn and Florence). Their thoughtfulness has given us great joy; they interpret for us from English to Chinese, not only patiently explaining the details of various plants in the park, but also searching for related information and pictures for us to explore the wonders and fun of the nature; learning the traits and habits of the animals in the park; and showing us photos of birds we saw along the way. They have helped us explore nature while learning about environmentalism.

With the heat during the trip, there was a small accident during our break as one of the elder got heat stroke. It was lucky that your staff and interns were able to notice the matter right away, immediately helping the elder avoid a head injury from falling.

This elder insisted on continuing the journey with us once he felt better; we were so moved that our eyes were full of tears! We deeply felt the care from your team, like we were your loved ones.

Again, we appreciate the caring and kindness from this group of staff and interns; glad to have such a group of angels serving our community. We wish that the works of CCCSA can be widely promoted by the government and in our community. ”

BUDDY GROUP





Alberta Minister of Seniors & Housing, the Honourable Josephine Pon, visiting David Tam's financial seminar

FINANCIAL COACHING PROGRAM

INTEGRATION AND CIVIC ENGAGEMENT (ICE)

Financial Coaching is one of our new programs this year. This program combines income tax clinics, low-income subsidy applications, and one-on-one financial coaching, and delivers financial seminars.

During the 2019 tax season, we held 14 tax clinics on weekends plus a tax drop-off service. Our 40 volunteers contributed 622 hours and helped file more than 750 tax returns. The aggregate tax refund our program generated for our clients was \$405,481, according to a report from Aspire Taxation and Benefits Community of Patrice Group.

Our Financial Coaching Program served 33 individual clients in 2019 and delivered eight seminars with 247 participants.

DAVID TAM

ICE Program Coordinator

“ Success Story: Madam T

Madam T approached us in May for our one-on-one financial coaching. She was in financial difficulty because of her unsteady work and didn't have a fixed income. In the coaching session, we analyzed Madam T's expenses and found that there was no room to reduce them. The only way for her to resolve her situation was to increase her income. So instead of helping to lower her expenses, we worked hard to find her another job. When we looked into her current job and analyzed her skill set, we discovered that her current employer was not paying according to the Alberta Labour Standard. She was often told to work longer without pay, and wasn't provided her hours of rest according to the standard. Through our connections with employers and career coaching, we were able to find her another job successfully. Not long after she started her new job, we also helped her file an employment standards complaint. She was able to recover over \$3500 of overtime pay. Madam T has a stable income now & can take care of herself financially.





Financial Empowerment for Women in the Afghan Community, delivered in Farsi

FINANCIAL EMPOWERMENT FOR WOMEN PROGRAM

INTEGRATION AND CIVIC ENGAGEMENT (ICE)

“Financial Empowerment for Women” is a free program that empowers immigrant women to gain economic security by providing the tools and resources so they can take control of their financial lives. This program targets immigrant women who experience difficulty in accessing the Canadian financial system and products due to lack of proficiency in the English language, cultural differences, and lower levels of income and education. Some of the challenges for this group include: inadequate understanding of the system and processes, lack of trust, and language barriers. The goal is to support these immigrant women to build a financial foundation for social and economic inclusion and long-term financial security.

Program Objectives:

- Increase immigrant women's knowledge of money management skills
- Increase understanding of resources that are appropriate for financial empowerment
- Increase immigrant women's confidence to make important financial decisions

Program Outcomes:

- Increased attention to personal finances, more conscious and deliberate in financial behaviours
- Increased awareness of resources and tools available to help with financial planning
- Increased awareness of government benefit programs

COCO YUEN

ICE Program Coordinator



Financial Empowerment for Women in the Chinese Community, delivered in Mandarin

Program Curriculum:

“Financial Empowerment for Women” is a four-session program. Modules are selected from the Momentum Financial Literacy Curriculum that help participants learn about managing and saving money, budgeting, accessing appropriate services and investing for the future. Participants have the option to decide on the number of sessions they would like to attend. For participants who decide to complete all four sessions of “Financial Empowerment for Women”, they will receive a certificate of completion. Childcare and busing support will be provided if necessary.

Program Delivery:

“Financial Empowerment for Women” is designed to reduce barriers and increase accessibility; therefore, this free program will be delivered in participants’ community, in their first language. In order to provide the most suitable service to participants, we ask each of the partnered communities to recommend 4-5 potential facilitators specifically for their own communities. These facilitators will be interviewed and invited to a briefing session for the Facilitator Training. Final candidates will be hired as facilitators for their community based on their performance in the Facilitator Training session. Facilitators will also be invited to support the Program Coordinator in developing a custom plan for each community based on their cultural needs.



FRONT DESK AND INTERPRETATION SERVICES

INTEGRATION AND CIVIC ENGAGEMENT (ICE)

"The Front Desk Service at CCCSA is one of the most important gateways to our centre. Clients will receive the first-hand information and assistance from our volunteers at the Front Desk area. Our Service includes:

- Information and Referral
- Program Introduction and Registration
- Volunteer Registration
- Application for Government Programs/ Services

CCCSA also offers an interpretation service for members, provided by a group of trained interpreters who devote their time to offer assistance to Chinese speakers with language barriers.



KEVIN YAU

ICE Program Coordinator



a DLEP program at the Calgary Central Library

DIGITAL LITERACY EXCHANGE PROGRAM

INTEGRATION AND CIVIC ENGAGEMENT (ICE)

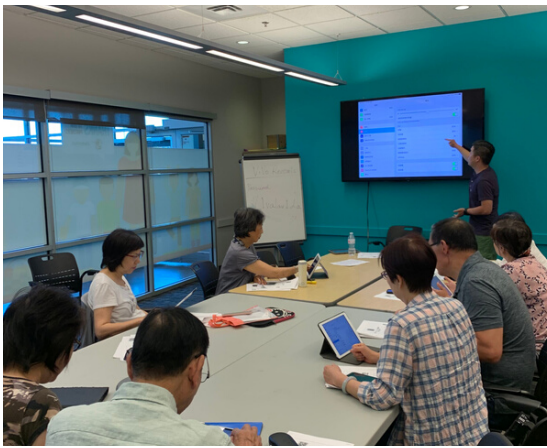
Back in 2013, we started our Technology Group which aims to facilitate and encourage the participation of underrepresented groups in the digital economy by investing in initiatives that provide them with the necessary digital tools, access, and skills development opportunities. In the past six years, the Technology Group has had great success as it is very well-known in the community, with a long waiting list. Although we are running four sessions every three months for about 60 participants, we always have over 200 on the waitlist. Beginning in early 2019, CCCSA began receiving funding from the Digital Literacy Exchange Program (DLEP) under the Government of Canada's Innovation & Skills Plan, and we have renamed it the "Technology Engagement Group."

CCCSA's "Technology Engagement Group" helps under-represented groups more easily use the internet, computers and mobile devices in a safe and effective manner. The program targets two groups of clients:

- 1) Clients who are language minorities with no/low English proficiency and lack of access to information and services.
- 2) Seniors who because of their age and lack of digital skills find it difficult to embrace modern technology. The program aims to increase their knowledge of digital technology, so they can be engaged in the digital world safely and effectively.

ROBSON YUEN

ICE Program Coordinator



a DLEP program at Vivo for Healthier Generations



a DLEP program visit to the Apple Store

“ Success Story: Mrs W

For Mrs W., who is in her 90s, CCCSA's Technology Engagement Group has changed her life. Before she attended the program, she basically had no idea about how to operate her electronic tablet, given to her by her grandson as a gift.

When she experienced difficulties with her device, her grandson was the only source of support she had available for help. However, they couldn't communicate effectively due to the language barrier. Therefore, her grandson could only perform a task on the tablet, but not teach her how to do it herself. Mrs W. decided to give up because she did not want to bother her family members over and over again.

After joining the CCCSA Technology Engagement Group, the program not only gave her a strong fundamental background in the digital world, but it also allowed her to solve her own problems step-by-step. All of her family members are amazed by how she can now use email for communication, search for information online and use her Apple ID for downloading media. Mrs W is now enrolled in our Digital Ambassador training and hopes to volunteer as a teaching assistant in the future. ”

NEW HORIZONS FOR SENIORS PROGRAM

INTEGRATION AND CIVIC ENGAGEMENT (ICE)

This project promotes volunteerism among seniors and is based on the value that recognizes the strengths of our seniors and leveraging these assets to support other members in the community. CCCSA's project starts with the training of a group of seniors and assists them to understand and gain knowledge of the operation of technological devices, the iPad and the Android tablet, so that they can have the ability to independently operate the device to gain access to the many available community resources in the digital world. In becoming our senior Digital Ambassadors upon finishing their iPad training, they then engage in society and share their skills and knowledge with their peers.



STEPPING STONES ESL PROGRAM

INTEGRATION AND CIVIC ENGAGEMENT (ICE)

Our Stepping Stones Program is getting more recognition by other communities since it is the only bilingual English as a Second Language program that utilizes the learner's mother tongue in conjunction with English instruction when teaching multi-barriered learners who have CLB 4 or lower (those who encounter difficulties in learning and in furthering their education due to dispositional, situational and institutional barriers). The bilingual facilitators use both the learners' mother tongue and English to help them gain confidence when speaking and accessing community services and employment in Canada. Learners from diverse ethnic backgrounds, who are either Canadian citizens or landed immigrants, can develop practical English skills in the four strands: reading, writing, listening and speaking.

Stepping Stones is wonderfully positioned to act as a bridge between mainstream Canadian society and institutions and isolated barrier learners. By ensuring that our bilingual facilitators relate to the learners' culture, we can identify the barriers that our learners face faster and take action to alleviate or eliminate them.

During 2018-2019 year, many of our almost 300 learners were very proud and grateful that their skills had improved and they can achieve their educational goals. As a result of their English improvement, most of our graduate 2018-2019 learners had the chance to successfully join a Language Instruction for Newcomers to Canada (LINC) program with YMCA and Centre for Newcomers, and some other students were able to find a job that they like.

NAZIFA HAKEMY

ESL Program Coordinator

Stepping Stone ESL class is comprised of three levels ranging from beginner, intermediate and advance. Depending on the students' level, they will be allocated into different classes. In addition, we also offer a pre- and pro-test to track students' performance and improvements.

Recruitment for ESL Stepping Stone Class usually starts every February, May, September and each semester is 3 months long.

Should you are interested in joining our ESL classes; please call (403)265-8446 for further information and registration.

کلاسهای ابتدای Stepping Stone
بلدیت و فهمیدن زبان انگلیسی یکی از اولین مشکلات هست که ،مهاجرین که تازه به کانادا سفر
مینمایند، روبرو میشوند
بدین لحاظ کلاسهای ستپینگ ستون، که
توسط جامعه چینی شهر کلگری ساخته میشوند، سه بار در سال برگزار میگردد
این کلاسها مخصوصاً به کسانی که برای اولین بار زبان انگلیسی را میآموزند
تهیه میگردد که در این دوره معلمین به زبانهای انگلیسی و دری برای فهمیدن
اصول زبان انگلیسی به شاگردان کمک مینمایند
علاوه بر این، هدف این کلاسها بهبود مهارت شنوای، صحبت نمودن، خواندن و نوشتن دانش آموزان
میباشد
ثبت نام برای این کلاسها در ماههای فبروری، می و سپتامبر برگزار میگردد
برای معلومات بیشتر و یا ثبت نام با فرد مسول به تماس شوید
نظیفه حکیمی
هماهنگ کننده برنامه
شماره تلفون : +1-639-571-0423

“ Success Story: Mr X

Mr X is a foundational learner who immigrated to Canada 10 years ago, and he was referred to us through the Immigrant Language and Vocational Assessment - Referral Centre (ILVARK). When he joined our Stepping Stones program, he was only able to have a basic conversation in English but was not able to read or write. He joined our program with a goal to improve his reading and writing skills and get his Canadian citizenship. After being in our program for about a year, with our carefully planned curriculum and his own hard work, Mr X was able to gain admission into a Language Instruction for Newcomers to Canada (LINC) program to continue his education and improve his English language skills further. ”



AFTERSCHOOL PROGRAM- WORLD CULTURE SOCIETY

CHILDREN & YOUTH

This year marks the third year since we rebranded all our high school afterschool programs and called it “World Culture Society”. This allows us to have a clearer representation of what the program stands for. World Culture Society is a Calgary Afterschool program that welcomes all participants that want to learn about diversity, culture, socio-emotional and coping skills apart from engaging in fun activities as well as field trips where they get to experience and have a taste of Canadiana. To many of them, World Culture Society is more than a club in school, it is a community and a support system. It remains to be part of the 24 agencies in the city of Calgary that provides free or low-cost programming to children and youth. Ever since we revamped the curriculum, we have seen great successes in the number of attendees as well as the number of schools which we have a presence in.

In September 2018, we increased our number of high schools that we reached out to from an existing 3 to 4 with the addition of Joanne Cardinal Schubert High School in Seton.

This tally increased again in 2019 as we welcomed 4 more high schools into the World Culture Society family. Currently, we are proud to announce that there is a World Culture Society running every single day of the week in various parts of Calgary during the school year which in turn extends our outreach to the youth.

Currently, World Culture Society is present in the following schools:

- Dr. Ep Scarlett High School
- Crescent Heights High School
- Joanne Cardinal Schubert High School
- Centennial High School
- Lester B Pearson High School
- Winston Churchill High School
- James Fowler High School

To find out more about World Culture Society, kindly contact keith.ong@cccsa.ca

KEITH ONG & ADRENA TAN

Children & Youth Program Lead & Coordinator



CCCSA SUMMER CAMP 2019 – ONE PARENT'S PERSPECTIVE

“ In North America, summer is a big thing for children. There are a variety of summer camps that children can choose from. Last year, a friend of mine recommended CCCSA's Summer Camp to me. Apart from the camp's very attractive price, the camp has a lot to offer in terms of activities. CCCSA organized many amazing activities for the campers which led to my kids insisting that I enroll them again this year.

What touched me the most was that my elder daughter told me at the end of this year's camp that she hoped she could be one of the camp volunteers when she is older. She told me that the team of camp leaders allowed the campers to be free in a controlled environment. For example,

the campers can use their allowance to buy snacks when they are on field trips, which is a big deal in a kid's world. My daughter also enjoyed overnight camping without parents. Last year, my elder daughter enjoyed every activity such as kayaking, rock climbing, zip lining, as well as chit chatting with friends under the starry night sky.

My younger daughter is usually shy and timid. During 2018's Summer Camp, she tended to tear up right before some activities, but still took part in all of them. This year, the camp leader told me she has changed. There's no more tears and she is smiling all the way. My timid, shy girl has grown up at this camp!



CCCSA Summer Camp is a great choice. My kids have informed me that for summer of 2020, they want to come back again! They also hope that their cousin from Taiwan can join them to experience summer in Canada. Today we passed by the front door of CCCSA and my kids were so excited and insisted on going in to say Hi! to Keith. I guess this team must have planted a happy seed in the hearts of my kids. Thanks to CCCSA, thanks to Keith!

-Angel Hung



We have limited spots for our annual six-week CCCSA Summer Camp in 2020. Registration will open in March of 2020. Please check out www.cccsa.ca/summer or email summercamp@cccsa.ca for inquiries.

See you in 2020!



《CCCSA 夏令營2019完 畢篇·家長有話說》

“ 在北美暑假是小朋友的一大盛事。有著五花八門的夏令營可以選擇。去年因為朋友的推薦CCCSA，除了價錢誘人重點是活動非常精彩。去年孩子參加夏令營結束後，孩子們就耳提面命的今年夏天要再參加一次。

今年夏令營結束的時候，令我感動的是大女兒跟我說，等她長大的時候，她也想要成為營隊中的義工姐姐。她跟我說這個營隊讓她感受到的是，規矩中的自由。譬如說當她們到不同的地點去旅遊時，她們可以利用自己的一點零用錢買自己喜歡吃的零食。在大人的世界這是一件小事在小孩的感受這是一件大事。女兒們也享受沒有父母親的露營，去年大女兒非常的開心，盡全力地參與每個活動泛舟、攀岩和拉繩索……，晚上的時候和同伴一起在星空下談天。

二女兒像公主般總是比較膽小怯懦。去年參加的時候總是在有些活動前掉些眼淚但隨後就參與所有的活動。今年營隊的老師告訴我，他發現孩子變得不一樣了，沒有眼淚只有微笑。媽媽知道我的小女孩這個營隊裡長大了。



CCCSA的夏令營真的是一個很棒的選擇。孩子已經跟我說了2020的夏天她們還要再參加一次。她們也希望她們遠在台灣表妹們，可以一起過來和她們感受，在加拿大的美好。今天我們經過CCCSA辦公室的門口，孩子興奮的說要去跟Keith說哈囉。我知道這個營隊肯定在孩子的心裡面種下一顆開心的種子

Thanks to CCCSA; Thanks to Keith!

- Angel Hung ”

2020年，6周夏令營的名額有限。報名將在2020年3月開放，敬請留意。如有意詢問，請查閱cccsa.ca/summer或電郵到summercamp@cccsa.ca。

我們2020見！



CCCSA SPRING CAMP REVIEW

Every year at spring break, CCCSA runs Spring Camp for kids six to 12 years old. We help working parents by providing fun and educational activities for kids during this period of school break. This year, a total of 27 children attended our annual Spring Camp! Let's review these five days!

Day 1: the kids got to know their teammates and designed their own team flag! Our creative participants not only gained a sense of belonging, but also contributed their ideas and thoughts. The campers passed different challenges, by building tall and stable towers using clothes hangers, building bridges using clothes pins, and they even made kites which they flew in the sky! These activities helped kids learn different principles in a fun way.

Day 2: a field trip to the TELUS Spark Science Museum. The participants gained lots of science knowledge and experiences as little scientists.

MAGGIE IP

Children & Youth Program Coordinator



Day 3: our participants learned how to make volcano, friendship bracelet and marshmallow launcher. We explained the principles of how a volcano works and the meaning of the friendship bracelet to the children. Our little campers also learned how a launcher works and the importance of varying angles and tension.





Day 4: we organized a visit to the SpacePort located inside the Calgary International Airport. Our little campers had chance to make and launch rockets under the supervision of an instructor. They also got to understand the basics of space and the universe. The SpacePort instructor gave a wonderful talk about space knowledge inside the space lab. In addition, the campers had the opportunity to be part of a scavenger hunt inside the airport!



Day 5: last day of camp, we returned back to Bridgeland to colour our volcano which we made on Day 3, and the volcanoes were ready to erupt! The campers learnt how to mix different liquid material to make playdough, and it was a huge favourite!

We did a review of the concepts, principles and theories they had learned in the past five days, and this piqued their curiosity in science! This also wraps up the entire STEM week!

Spring Camp 2020 registration will open in January 2020! Please check out our website at www.cccsa.ca/spring or email adrena.tan@cccsa.ca with any inquiries.



CCCSA 春令營 2019 回顧篇

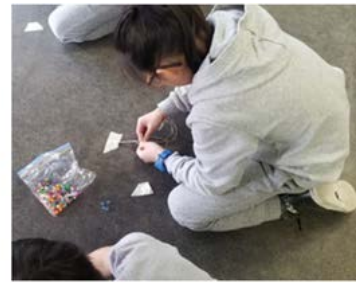
每一年學校春季假期，卡地華人社區中心都會為6至12歲的小朋友提供春令營。除了可以為小朋友提供一連五天的充滿學術性及有趣的活動，亦為上班而不能陪伴子女的家長們消除煩惱。我們27位小朋友的家長就作出了明智的選擇，把子女帶到我們的春令營，享受5天的春令營活動。現在讓我們一起回顧我們精彩的5天活動吧!

第一天的春令營小朋友第一件事情需要做的當然是認識自己的組員及製作自己的隊旗! 我們的小朋友們都很有創意，製作隊旗除了可以培養他們的創意感，亦可以增加他們對自己組的歸屬感。當日小朋友接受不同的考驗，包括用衣夾疊出高而穩的塔、用衣夾併出一條穩固的橋樑以及製作風箏並且到戶外飛行他們自製的風箏。這些活動都能夠令小朋友們學習不同的原理及結構

第二天我們帶小朋友到卡城科學館 - Telus Spark 學習不同的科學知識及概念之餘，又可以親身體驗成為一位小小科學家。

MAGGIE IP

Children & Youth Program Coordinator



第三天我們讓小朋友學習如何製作火山、友誼手繩以及棉花糖發射器。我們向小朋友解釋火山的原理、友誼手繩的意義以及發射器的結構及發射棉花糖的角度、力度等重要性。





第四天我們去到卡加里國際機場內的空天站 - SpacePort。小朋友有機會在指導及監督下製作及發射火箭。他們亦能夠體驗館內不同與太空有關的機械。館內職員亦在星空實驗室內向小朋友講解星空知識。小朋友更加有機會遊走整個機場進行機場職員設計獨一無二的尋寶遊戲。



最後一天的春令營我們回到營地為我們第三天製作的火山上色以及正式令火山爆發。我們亦教小朋友如何混合不同的材料，令原本液體狀的材料變成小朋友至愛的橡皮泥。當然我們會總結及重溫5天內小朋友們學到的東西，希望他們會記得學到的不同科學原理、概念、以及知識等等

2020年的春令營報名將會在2020年1月份開放，如有興趣參與或任何查詢，請留意我們的網頁<https://www.cccsa.ca/spring/> 或電郵到adrena.tan@cccsa.ca



“ Success Story: Ginny L

I first started to volunteer with CCCSA when I was thirteen. I was part of the team that restored the murals in Chinatown. I was in awe of how murals are painted in the alleyway so that it increases human traffic which results in a safer Chinatown. It was a three-day job in the gruelling summer heat but to see dark alleyways brighten up through the colourful murals - it was worth it. During that time, I was able to discover the hidden sides of Calgary's Chinatown. I never knew that there were murals so rich with history in the alleyways and so much hidden beauty that often gets overlooked. This also became the start of my volunteering experience with CCCSA.

A couple of years ago, I volunteered at a Chinatown cleanup event where we got involved. Apart from cleaning up the community, one thing I remembered was picking up garbage alongside a police officer and riding in his police truck after. Such events humanize people who are in dangerous lines of work and show that they have a good heart, even if they look intimidating at first. It was empowering to see people from different walks of life giving back to the community through CCCSA. I lived most of my life in Canada and through CCCSA, I was able to experience a wonderful blend of Canadian and Chinese cultures.

A pivotal experience with CCCSA was volunteering for the Children and Youth Program for the past four years. Volunteering for the Supercool Afterschool program and camps helped me develop my confidence and communication skills. I participated in the CCCSA Supercool Afterschool Program where I was assigned to run the program for children residing in Calgary low-income housing. It was a great feeling being able to give back to the community and to encourage the kids to be open and enjoy an afternoon of activities that promote socio-emotional learning. My supervisor encouraged me to run sessions by myself, so I was able to practise setting up, timing, and how to get the children's attention. Through the sessions, I've see the change in the children as well as in myself. Having to lead the children and speak in front of a group was a far cry from how I used to be. I was a very quiet child. When I was in Grade 4, the entire class gave me a standing ovation when I raised my voice for the first time.

With the support of CCCSA and the camp leaders, I have learned to interact one-on-one with the kids and eventually grew confident enough to be a leader myself in 2019. I learned a lot about the children and how my leaders would have felt when I was a participant at CCCSA. Each child, no matter how rowdy they get, just wants to enjoy their time in the program. Some participants need more attention than others, but it feels rewarding when they can wholeheartedly enjoy themselves during activities that I helped plan. There is a sense of pride seeing all my hard work come to fruition. I'm thankful for the opportunity to experience this. Canada is a land of diversity and kindness and I'm pleased to say that CCCSA exemplifies these values that improve the lives of citizens every day.



COMMUNITY HELPERS PROGRAM

CHILDREN & YOUTH

Last July I had facilitated a Community Helpers Workshop for the Telus Spark summer camp volunteers. I had a wide range of participants that were quite diverse, not only in age but culture as well. One participant, in particular, stands out in my memory more vividly than the others. Her name is Emma and she was 16 at the time. I would describe Emma as very lively, cheerful and vibrant. As we went through the workshop Emma was very active and engaged. She asked lots of questions and was very eager to learn. At the end of the workshop on the first day, Emma stayed behind to help me clean up and was very quiet which was different from her bubbly self. As we were cleaning up she opened up to me about her dad and his mental health challenges. She had told me that her dad had attempted suicide a few years ago and that she didn't understand why he would and how to talk to him. I checked in with her at the end of the second day of the workshop; after learning about mental health and suicide in the Community Helpers program she was able to better understand her father and talk to him about it. From her emails these days, it sounds like they have a better bond and have grown closer. They are doing more father-daughter trips and activities. Recently, Emma has been helping friends to support their friends that are going through mental health challenges.

The Community Helpers Program has provided Emma with the skills she needs to be able to support her peers and has sparked a passion within her to be an advocate for mental health. We hope to continue to empower more youth like Emma with the Community Helpers Program.

This is a short excerpt from her email:

“ I was approached by a school-mate (also) in summer school, asking if I would be willing to chat with one of their friends who is dealing with a LOT - death of both parents by drug overdose, physical abuse by the biological parents, breaking up with girlfriend who attempted suicide when he didn't want to get back together with him and now self-harming. He is getting professional help/seeing a psychologist but doesn't share or feel comfortable talking to them yet. We are now chatting and hopefully connecting with me will be baby steps in his healing process. I must admit that while it is nice to know that people see me "safe" (empathetic and non-judgmental) it is also a bit overwhelming some of the challenges my peers are facing. I had someone else earlier in the summer share with me a rape issue that she (thankfully) was not directly involved with but is aware of at our school. I am upfront about my concerns and lack of "expertise", but reassure the people that I am there to listen and will be there no matter what including connecting with school, hospital etc. resources to support them. Thank you again for all your support and starting me on my journey exploring mental health/therapy career possibilities. - Emma

”

BESS YANG

Children & Youth Program Coordinator



Community Helpers Program at a Glance!

The Community Helpers Program (CHP) year begins in April and end in March. This is our first full year facilitating this program in our communities and partnering organizations! We have had many milestones but are proud of how much we have grown and our impact in a year. We have provided individuals with the skills they need to support youth and young adults, worked towards creating dialogue about mental health to decrease stigma and connected participants with mental health resources within the city.

OUR IMPACT FROM APRIL 2018-MARCH 2019

124

We have had 124 participants this year.

32

Of the 124 participants, 32 have received certificates and 92 participants have come to learn specific skills.

512 hrs

Participants have volunteered 512 hours of their own time to learn the skills taught in the Community Helpers Program.

“A child’s mental health is just as important as their physical health and deserves the same quality of support.”

– Kate Middleton

MAKE A DIFFERENCE, LEARN HOW TO SUPPORT YOUR LOVED ONES
join us **FOR A FREE WORKSHOP**

FOR MORE INFORMATION OR TO BOOK A WORKSHOP EMAIL
COMMUNITY.HELPERS@CCCSA.CA



The Annual Legal Quiz, organized by Winnie Wu, and hosted at Immigrant Services Calgary, November 15, 2019

LAW & ADVOCACY

CCCSA's Law & Advocacy Program has entered its seventh year serving the Calgary community. The Program assists individuals who have difficulty accessing mainstream legal resources. Some barriers include having a lack or limited knowledge of Canadian laws and the legal system, cultural and social differences, lack or limited proficiency in the English language, and the affordability of private legal service.

CCCSA acts as a bridge to connect these individuals to the mainstream legal system, conduct educational programs to promote and increase the legal knowledge of the general public, and help facilitate easier navigation. The goals of the Program are to: (a) increase access to legal information and educational resources; (b) bridge clients with mainstream legal and advocacy organizations; and (c) increase capacity to offer first language support to clients through trained volunteer forces.



WINNIE WU

Law & Advocacy Program Coordinator

CCCSA's Law & Advocacy funding for 2020 from the Alberta Law Foundation has been approved!

In 2019, our Law & Advocacy program fielded 699 inquiries; held 23 legal clinics with 111 clients; provided one-on-one advocacy/ support to 72 clients; held 2 legal interpreter's training workshops for 20 volunteers; broadcast 24 Mandarin/Cantonese radio programs; filmed two Cantonese video dramas; held 20 Public Legal Education seminars totalling 388 participants; held 2 Parenting After Separation Workshops with 16 participants; held 4 Law Day Court House Tours for 80 participants; conducted 2 Legal Knowledge Competition Quizzes with 65 participants; posted 1 webinar, 12 legal articles, 1 online quiz, and 2 translated brochures on the CCCSA website; translated 2 brochures and distributed 100 copies each; and translated and published 12 external articles in the Chinese Newspaper.

Success Story: Mrs C

A half year ago, CCCSA received an inquiry from Ms. C in the area of mental health. Due to the nature of her concerns, staff from the Family and Wellness Program referred her to consult a social worker on this matter. However, Ms. C continued to experience challenges with her mental wellness. This led us to refer her to seek additional help from social work and health professionals. In an effort to provide her with further support, our Staff offered her the opportunity to join Green Day, a service delivered through the Family and Wellness Program at CCCSA.

After some time, Ms. C also revealed that she had been experiencing some trouble in recovering a sum of money she loaned to an acquaintance. Upon learning of this, staff from the Law & Advocacy Program suggested that she seek the advice of a lawyer and arranged for her to attend the evening Legal Clinic. After discussing this matter with a lawyer, seeking further guidance and information, Ms. C decided to start a civil claim in Provincial Court. While she was able to file an application in Court, she faced several challenges in the process that contributed to increased stress and delay in finding a solution. During this time, our staff continued to provide her with social and interpretation support, help in identifying, understanding and filling out the appropriate court forms, and connect with other professionals.

With the help and encouragement of CCCSA staff, Ms. C was able to access the Court system, mainstream organizations and services. Moreover, she began to see improvement in her mental health, and take steps forward in resolving some of her concerns. At CCCSA, we recognize that many of our clients experience language, cultural, social, and economic barriers that limit their ability to access mainstream services, and connect with community resources. We hope that by designing and delivering services that are linguistically and culturally appropriate, fostering an environment that allows and encourages clients to share their experiences and struggles, promoting legal awareness and knowledge of services available in the community, we can help enable better access to justice.





A Health Seminar held at CCCSA

FAMILY & WELLNESS

The Family and Wellness program implements a culturally-sensitive health education model to provide equitable access to health information and services with a special focus on women’s health and mental wellness.

Programs include:

- Infant massage
- Triple P Positive Parenting Program
- Women's Screening Day for breast cancer checks
- Men's Prostate Cancer Screening Day
- Emotional Management and Supportive Counselling Services

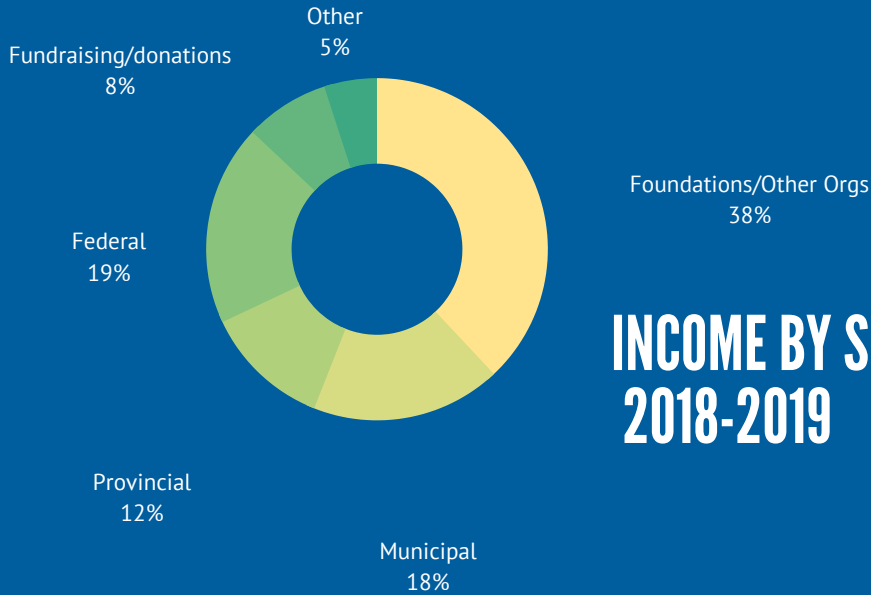


An Infant Massage Seminar held at CCCSA



A Prostate Cancer Screening clinic held in May 2019 at CCCSA. One in seven men will be diagnosed with prostate cancer in their lifetime. However, it is very treatable if it is detected early. We have collaborated with Man Van, a non-profit organization that provides free PSA (Prostate Specific Antigen) tests for men aged over 40 in Calgary and rural southern Alberta. At the clinic we served 33 clients and provided related health information. By participating in our program, we hope the community will increase their awareness of prostate health.

BY THE NUMBERS



INCOME BY SOURCE: 2018-2019

	VOLUNTEERS	VOLUNTEER HOURS	UNIQUE CLIENTS
ICE PROGRAM	307	5820	771
SKIPPING STONES (ESL)			276
LAW & ADVOCACY	50	814	129
CHILDREN & YOUTH	25	1100	345

A visit from Parliamentary Secretary of Immigration, Muhammad Yaseen, on January 21, 2020 (L-R): CCCSA Volunteers Yvonne and Janet, Board Co-Chairs Thomas Cheuk and Norman Poon, Parliamentary Secretary Yaseen, and Interim Executive Director David Khan



THANK YOU TO OUR FUNDERS:

Alberta Gaming, Liquor & Cannabis

Alberta Health Services

Alberta Law Foundation

Calgary Chinatown Lions Club

Calgary Foundation

Calgary Learns

Department of Justice Canada

Employment & Social Development Canada

Innovation, Science and Economic Development
Canada

Government of Alberta – Culture, Multiculturalism and
Status of Women

Government of Alberta – Seniors and Housing

RBC Foundation

The City of Calgary – FCSS (Family & Community
Support Services)

The City of Calgary – Community Standards Fund

TD Canada Trust

The Excellence in Literacy Foundation

United Way – Calgary and Area

THANK YOU TO OUR DONORS & SUPPORTERS:

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ROCKIES IMMIGRATION SERVICES
Shon Yee Benevolent Association of Calgary
Sien Lok Society of Calgary
The Chao Chow Community Benevolent Society
Wu Yi Association of Calgary

THANK YOU TO OUR STAFF:

DAVID KHAN	<i>Interim Executive Director</i>
IVY BAI	<i>Finance & Administration Coordinator</i>
DAVID TAM	<i>Integration & Civic Engagement Coordinator</i>
JING YANG	<i>Integration & Civic Engagement Coordinator</i>
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JING YANG	<i>Integration & Civic Engagement Coordinator</i>
KEITH ONG	<i>Children & Youth Program Lead</i>
ADRENA TAN	<i>Children & Youth Coordinator</i>
BESS YANG	<i>Children & Youth Coordinator</i>
MAGGIE IP	<i>Children & Youth Coordinator</i>
WINNIE WU	<i>Law & Advocacy Coordinator</i>
NAZIFA HAKEMY	<i>ESL-Stepping Stones Coordinator</i>
CATHERINE CHAN	<i>ESL & Language Teacher</i>
CHARLIE WANG	<i>ESL & Language Teacher</i>
VICTORIA CHU	<i>ESL & Language Teacher</i>
SAEIDEH KHAJEH	<i>ESL & Language Teacher</i>
FAUZIA KHEDRI	<i>ESL & Language Teacher</i>
SEYEDEHMITRA MOTTAGHI	<i>ESL & Language Teacher</i>

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CCCSA 2019
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