



# 卡城華人耆英會 2014 年報

## Calgary Chinese Elderly Citizens' Association Annual Report 2014

總人次  
**632**  
Contacts

### 參與水災復原工作 Flood Recovery Work

個人緊急應變導師訓練  
個人緊急應變工作坊  
災後居民情緒支援  
華埠水災紀念會



### Flood Anniversary

On June 7, 2014, CCECA hosted an open house to celebrate the reopening of our basement after a year's restoration work. On the same day, we invited Canadian Red Cross and Alberta Health Services to conduct an Emergency Preparedness Workshop for 200 Chinatown residents to provide training on personal emergency preparedness for possible disasters in the future.

A Chinatown Flooding memorial event was held in collaboration with a number of Chinese-serving organizations on June 21, 2014. The event was attended by 130 participants, including representatives from the three levels of government, in celebration of the contributions and achievements of the volunteers and stakeholders of the Chinese community in the June 2013 flooding.

### 水災週年

2014 年 6 月 7 日，耆英會為了慶祝地庫經過一年維修後而重新啟用，舉辦了一天開放日，並邀請加拿大紅十字會及亞省醫管局於當天為華埠 200 名居民舉辦一個緊急應變工作坊，為日後可能出現的災難提供個人緊急應變訓練。

2014 年 6 月 21 日，本會與數個華人服務機構合辦華埠水災紀念會，回顧在 2013 年水災中，義工和華埠機構的貢獻和成就。當天共 130 人參加，包括三級政府代表。

### Flood Recovery

In collaboration with two Chinatown social service organizations and one of our Way In partners, CCECA conducted five personal emergency preparedness workshops for 212 senior apartment residents in June and July. We completed emergency contact cards for the seniors and provided them with bags for important documents to help them prepare for future emergencies or disasters. Through the workshops, the seniors became more aware of CCECA services, and our workers were able to build relationships with isolated seniors. Moreover, the seniors were given opportunities to share stories about the flood, and many of them expressed gratitude for the support provided by the agencies, volunteers and the government.

### 水災復原

本會與華埠兩個社會服務機構和卡城長者服務一路通計劃其中一名合作伙伴合作，在六月和七月期間，為居住於華埠長者大廈的 212 名居民舉辦了 5 次個人緊急應變工作坊。我們為他們製作了緊急聯絡咭，並為參加長者預備了緊急事故重要文件袋，以便日後在災難發生時使用。長者透過上述工作坊，對本會的服務有更多的認識，而會方的工作人員亦得以在過程中與孤立的長者建立關係。同時，長者獲得機會與他人分享渡過水災的經歷。許多長者都對各機構、義工和政府提供的支援表示感謝。



## Advocacy and Civic Engagement

Advocacy is one of the activities of civic engagement. We have demonstrated in 2014 that CCECA is a recognized place to access information about advocacy and a place to influence policy. Last year, CCECA collaborated with a few senior and immigrant serving agencies to advocate for elderly citizens against the huge fee increase in senior transit passes. We collected a total of 2,259 petition signatures and 552 letters and submitted them to the City of Calgary Councilors. More than 100 older adults attended two city council meetings to voice their concerns. As a result of our efforts, the cost of senior transit passes will remain unchanged until September 2015.

CCECA also worked with some of Chinatown's core agencies to raise objections against having the Macleod Trail cycle track run through Chinatown. We participated in the petition and mobilized Chinatown residents to attend the information session and council meeting to express their opinion. As a result of our efforts, that particular section of the cycle track was removed from the plan.

In addition, we worked closely with a tenants' advocacy group to defend the rights of subsidized tenants living in government funded low cost housing. CCECA assisted the tenants to get access to the housing regulations and contractual documents and empowered them to speak up and seek justice through legal procedures.

## 維權與公民參與

維權是公民參與的其中一個項目。於 2014 年耆英會展示了服務成效，獲公認在搜集維權資訊及促成政策改變的有效地方。去年，本會與數個耆英及移民服務機構合作，就耆英公車車票大幅加價提出倡導，合共收到 2,259 個請願簽名和 552 封信件，其後一併提交卡城市議員。此外，超過 100 名長者參加兩次市議會會議，以表達其關注。在我們的努力下，成功爭取長者公車年票直至 2015 年 9 月維持不變。

同時本會亦與華埠數個核心機構合作，反對在 Macleod Trail 增建單車徑，以穿越華埠。我們發起請願行動，且動員華埠居民參加有關的公聽會及市議會會議去表達意見，結果成功爭取在計劃中刪除該段單車徑。

此外，我們亦與一個租戶維權小組密切合作，捍衛居於政府資助廉租屋居民的權利。在本會協助取得房屋條例和合約文件後，居民挺身表達意見及透過法律程序討回公道。



# THE WAY IN 403-SENIORS (403-736-4677)

*Helping you to connect with  
services and support for older adults*



## **The Way In – Calgary Older Adult Services**

In 2014, the Way In Program conducted a satisfaction survey with 200 older adults. The overall satisfaction rate was 94%. One of our clients stated in her thank you letter: “I could not sleep for a few days because of a problem. I did not know how to handle it ... CCECA enables me to live a worry free life in Calgary ... I approach CCECA for assistance when I have difficulties; no problem is too big for them.” We recognize the needs of seniors and hope to help them live a worry free life through our outreach services. One of the cases in 2014 concerned a 60 year old man who had to stop working because of medical issues. He asked a friend to help him apply for EI sickness benefits, but never got any reply. He was in financial difficulty and had no family support in Calgary. He then sought help from the Way In Program. After learning about his chronic illness, the service coordinator knew that he would not be able to return to work even after the EI benefits has ended. Therefore, she helped him apply for AISH and CPP disability benefits in addition to EI benefits. Eventually, all three benefits were approved. His life had improved tremendously as a result of our assistance, as it enabled him to receive a stable monthly income and have a peace of mind during his convalescence.

The Way In English hotline : 403-SENIORS (403-736-4677) was launched on October 1<sup>st</sup>, 2014. Older adults can call this number to get connected with supportive services in their local communities.

## **卡城長者服務一路通**

二零一四年“長者服務一路通”向二百個長者發出服務調查問卷，整體滿意度為百份之九十四。我們亦收到長者的來信，感謝外展服務：「在這幾天，為了這個問題非常困擾，晝夜不眠，不知如何處理…耆英會使我在卡爾加里無憂無慮生活…有困難找耆英會，沒有解決不了的難處」。耆英會外展服務一直重視長者生活需要，希望透過服務令長者能在卡城生活無憂，安享晚年。去年一個案例為一個卡城沒有親人的六十歲人士因身體有病不能工作。他請朋友替他申請聯邦政府的病假金，但申請後一段時間仍收不到回覆，因沒有收入生活困苦。他到耆英會尋求協助，工作人員詳細了解他情況後，知道他的病患是長期的，在病假金發放完後他也沒能力重返工作崗位，就協助他申請聯邦政府及省府的傷殘金，最終三種福利都獲得批准。他得到耆英會的幫助後，收入得到保障，能安心養病，生活得以大大改善。

卡城長者服務一路通英語熱線電話403-SENIORS(403-736-4677)已於2014年10月1日正式投入服務。凡需要外展服務的長者只要打這電話就會被轉介到所屬居住區域的長者服務機構。



## Special Needs Support Group

The “Special Needs Support Group” is a day program specially designed for Chinese-speaking seniors with special needs. Both the clients and their family caregivers can benefit from our program. Mrs. Chan’s case is a prime example. Mrs. Chan lives with her son’s family. Her son and daughter-in-law are very busy making a living and taking care of their two young children. Mrs. Chan used to be a very active, but after suffering a stroke, she developed dementia and started to wander aimlessly in the neighborhood and in Chinatown. Her son and daughter-in-law became very concerned about her safety, fearing that she might get lost or get into an accident one day. When they found out about our day program, they immediately enrolled Mrs. Chan. Now Mrs. Chan participates in our program once a week and greatly enjoys all the activities, which are designed to enhance the participants’ physical and mental well-being. Her son and daughter-in-law now feel very relieved because they have respite and support, and know that Mrs. Chan is safe and that her quality of life has improved.

## 特別需要小組

「特別需要小組」是一個專為有特別需要的長者提供日間護理服務的項目。組員和他們的家人都能受惠於這個小組。其中一個個案：陳太太與她的兒子一家人住在一起，兒子和兒媳都忙著生活和照顧兩個幼兒。陳太太在中風前是一位很活躍的長者，但如今她患有腦退化症和開始不自覺地徘徊於社區和唐人街內，兒子和兒媳很擔心她的安全，怕她有可能某天會迷路或甚至於發生意外。當他們得悉耆英會這個老人日間護理服務，便馬上為陳太太登記。陳太太現在每星期參加小組一天，她非常喜歡小組所有的活動。小組所有的活動都是為了促進組員的身心健康。自從陳太太參加這個小組後，她的兒子和兒媳也能放心，得到舒緩和支持，他們知道陳太太很安全，生活素質得以改善。





# Collaboration Programs 合作項目

**Chinese Community Response to Family Violence (CCRFV)** is funded by Alberta Solicitor General and Public Security. CCRFV provides support to victims of family violence to help these individuals and their families to regain safety and re-establish life. In the past year, we offered assistance when they met with lawyers and police as well as attended court; provided emotional support and interpretation services; and assisted in finding housing, applying for income support and addressing other identified needs. Victims found these services crucial to the restoration of family stability and family functioning.

## 家庭暴力支援服務

家庭暴力支援服務是由亞省司法及公共安全撥款資助，家庭暴力支援服務提供幫助給家庭暴力受害者和他們的家庭，以恢復個人安全和重建生活。在過去的一年裡，我們幫助受害者會見律師和警察，出席法庭聆訊，給予情緒支持和提供口譯，找到住房，申請收入津貼和處理其他確切需求。受害人覺得這些服務對於他們恢復家庭的穩定和家庭功能是至關重要的。

## The Emotional Health Committee (EHC)

The Emotional Health Committee (EHC) is a partnership of nine organizations collaboratively supporting programs to promote emotional health in the Chinese community. In the past year, EHC provided workshops at two Chinese Language schools to educate children and parents on the issue of bullying and how to respond to such situations appropriately.

## 情緒健康委員會

情緒健康委員會是九個機構組成的社區合作夥伴計劃，目的是促進華人社區的情緒健康。在過去的一年，情緒健康委員會在兩所中文學校為學童和家長舉辦欺凌講座，讓他們認識有關校園的欺凌問題及學習應對欺凌技巧。

情緒健康委員會2014

### 子女欺凌怎麼辦？

粵語家長座談會  
粵語人士與文化服務中心  
學校或前華僑的欺凌問題

**3月8日 (星期六)**  
上午9:15 - 10:45

**亞省中文學校**  
地址：Sir John A. MacDonald School  
6600 - 4 Street N.W., Calgary

**報名辦法：**  
社團人士請於三月三日以前致電查詢  
(403-269-6122)  
亞省中文學校家長請向校方報名 (見校方通告)

**費用全免**

合辦機構：  
亞省華僑服務中心卡城區  
卡爾加里華裔社區基金會，駐校安樂項目  
卡爾加里天主教教區  
卡爾加里華人服務中心  
卡爾加里華人服務中心  
卡爾加里華人服務中心  
卡爾加里華人服務中心  
卡爾加里華人服務中心  
卡爾加里華人服務中心

傳媒關注：  
星島日報  
94.7



# Accreditation Update 認證的最新消息

## Accreditation Update

We have completed the new by-laws, strategic plan, business plan and board governance policy. Most of the operation policies have been approved by the board. It is anticipated that CCECA will be accredited in 2016.

## 認證的最新消息

本會已完成新版本的會章、工作策畧、服務計劃和理事會監管政策。理事會已通過大部分的執行政策，而本會期待於2016年取得認證。

# New in 2015 2015 年新消息

## Emergency Management Plan – Internal Plan

An Emergency Management Plan will be completed in 2015 to provide guidelines and training to staff and volunteers of CCECA to raise emergency awareness and enhance their immediate response capacity when emergencies happen in CCECA.

## 緊急管理計劃 — 對內計劃

緊急管理計劃將於 2015 年完成，為耆英會的職員和義工提供指引和訓練，以提高對任何發生於耆英會內的緊急事故的警覺和應變能力。

## Emotional Support Response Guidelines – External Plan

CCECA is one of the many community organizations which will receive a call from the Calgary Emergency Management Agency (CEMA) to provide support to citizens in the event of a disaster. CCECA is a long established social service organization in Calgary with a large number of trained front line staff to support Chinese-speaking Calgarians in need. We have developed the Emotional Support Response Guidelines to provide psychosocial support to Chinese-speaking Calgarians who are impacted by disasters in order to mitigate their distress and support them in their recovery process while continuing to provide resources for other critical CCECA activities during the disaster response.

## 情緒支援指引 — 對外計劃

當有災難事故時，卡城緊急聯絡機構(Calgary Emergency Management Agency)會致電多個社區機構，以便為市民提供支援，耆英會就是其中一個社區機構。耆英會在卡城是一個歷史悠久的社會服務機構，轄下有眾多曾受訓練的前線職員，為有需要的卡城華人提供支援。會方訂定了情緒支援服務指引，為受災難影響的卡城華人提供社會和心理支援，以便在應付災難期間一面繼續提供資源予耆英會核心活動，一面在復原過程中紓緩災民的情緒壓力。



## 營運收支及資金結存表 ( 2013-2014 年度)

Statement of Operations and Changes in Fund Balances for the Year ended December 31, 2014

	2014	2013
REVENUE 收入	\$	\$
Grants for community programs 政府撥款收入	905,859	917,662
Cultural, social and educational program fees 活動收入	81,727	74,834
Membership dues and donations 會員費及捐款	55,514	58,066
Rent and interest 租金及利息	36,839	15,665
Casino funds spent 卡仙奴賭場撥款	35,640	56,494
Amortization and deferred capital contributions 裝修撥款	8,335	114,650
	1,123,914	1,237,371
EXPENSES 支出		
Community programs 政府撥款支出	905,859	893,431
General and administration 行政支出	122,441	116,940
Cultural, social and educational program fees 活動支出	74,299	88,907
Rent 租金	42,000	42,000
Amortization 裝修折舊	10,013	27,865
Write-down of equipment 升降機減除	—	87,407
	1,154,612	1,256,550
Deficiency of Revenue over Expenses 全年度超支	(30,698)	(19,179)
Unrestricted net assets, start of year 上年滾存	70,445	89,624
Unrestricted net assets, end of year 本年滾存	39,747	70,445



## 二零一四年度工作統計 2014 Programs Statistics

總人次

**43,564**

Contacts

社交康樂活動  
Social &  
Recreational  
Program

耆獅團 千歲合唱團  
社交舞 煮食組  
門球組 聯歡會  
粵曲組 健康廚房  
旅行 同樂日  
展覽



總人次

**8,172**

Contacts

保健服務  
Health Services

各類慢性疾病講座/  
班組/輔導  
優質生活運動課程  
生活模式班  
更好的選擇, 更好  
的健康課程  
感冒疫苗注射  
保健中心  
流動化驗室  
腳部護理  
社區健步行



總人次

**8,255**

Contacts

文教活動  
Educational  
Program

各類福利及文化  
講座 訓練課程  
電腦上網班  
耆英園地  
圖書館及閱覽  
入籍班 英文班  
中國畫班 書法班  
水彩畫班



總人次

**62,440**

Contacts

「卡城長者服務  
一路通」  
"The Way In –  
Calgary Older  
Adult Services"

來電 諮詢 輔導  
翻譯 轉介 填表  
陪同 評估 報稅  
監督 寫信 家訪  
醫院探訪  
關懷小組



總人次

**2,102**

Contacts

長者日間護理服務  
(特別需要小組)  
Adult Day  
Program  
(Special Needs  
Support Group)



總人次

**84**

Contacts

在家照顧腦退化  
症家人技巧訓練  
小組  
CARERS  
Program



## 卡城華人耆英會第二十屆理事會名單 20th Board of Directors (2013-2015)

### Board of Directors 理事

Lyn Chow	周仕柏	George Shiu Yung Woo	胡兆鏞	So Ying Wong	黃素影
Bing San Ye	葉秉三	Claudia Lam	林李美玲	Patrick Kwan	關國權
Desmond Lai	黎遠勝	Guo Cheng Yu	俞國成	Roy Lau	劉振勇
Jack Charles Yee	余策源	Eugene Yew King Chieng	錢有金		
Meranda Lui	呂四英	Zhi Hong He	何志洪		

### Advisor 顧問

Kwok Hung Choi	蔡國雄	Hung Thu Cho	卓漢濤	Dominic Hon	韓晚良
Yuk Tong Cheung	張毓棠	Kwing Kwong Lee	李炯光	Stella Hon	韓梁麗霞
Pei Hua Huang	黃佩華	Wai Hang Yu	余偉行	Winston Chow	周永達

\* 排名不分先後 Not in particular order

### 撥款機構 Funders :



Government of Alberta  
Solicitor General and Public Security



卡加利華埠獅子會  
Calgary Chinatown Lions Club



111 Riverfront Avenue S.W. Calgary, AB. T2P 4Y8

Tel: (403)269-6122 Fax: (403)269-1951 Email: cceca@cceca.ca Website: www.cceca.ca

Charitable number : 126698018RR0002