



## **Community Transcultural Support Services**

跨文化社區健康服務

### **CTSS Annual Report for the Year Ended March 31, 2015**

**FAITH COMMUNITIES**

**HOPE BEST**

**LOVE SUPPORT**

Calgary, Alberta, Canada

AGM August 28<sup>th</sup>, 2015



## **Community Transcultural Support Services**

### **CTSS MISSION**

- CTSS promotes and strengthens the access of people with diverse ethnic backgrounds to health services and information through social and health resource development in various languages, and health service navigation.

### **CTSS VISION**

- Cross-cultural health support services of CTSS playing a major role in the Canadian health care systems, creating the healthiest and diseases-free communities, Calgary.

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**MESSAGE FROM the board chair:**

- May 2015 has marked the 5th anniversary of CTSS. Reflecting on our volunteering efforts in various services for communities in the past year, our volunteer team has come onto the journey of exploring the possibilities for a charity CTSS in Calgary.
- We have had special privileges to serve in a couple of essential funded projects, such as Bell Let's Talk, Post-flooding strategies of provincial government. In addition CTSS' funded programs, we offered cross-cultural services to a number of health service sites through serving immigration and senior groups. Hence, people in different age and language demographics can gain access to social health related information, and supportive services to foster individual and community health development.
- As mentioned previously, funded projects and the extended community services accomplished in the last year informed that CTSS could timely respond to provincial and community supports needs. This was achieved by coordinating grant fund projects with written proposals, planning and implementation to adapt to the changing needs, while also maintaining a clear sense of purpose and direction.
- We look forward to developing a new vision for CTSS that extends beyond our strategic plan and will provide a guide to our service development in the coming years.
- Having this opportunity, on behalf of CTSS, I would like to express my sincere thanks to our funders, volunteers and partners and sponsors; their support makes our work useful and effective in health service sectors. A special thanks to our Board of Directors and the volunteer contributions of the financial experts for meeting high expectations in both government and non-government service sectors.

Dr. Amy Ng, Health Administration, RRP

Board chair and founder.

**Board of Directors**

Dr. Amy Ng	Chairman
Mr. Johnny Tsang	Treasurer, Financial advisor
Mrs. Sylina Leong	Administrator, Board advisor
Mrs. Teresa Chow	Secretary, Board advisor

## **CTSS Staff Members/Volunteers**

### Employee:

Amy Ng, Dr. in Health Administration (major in public health), RRP

### Contract workers:

Eunice Christen, health service support

Wendy Chua, nursing student in university, health service support

Yvonne Chan, university student, health service support

Pei-Zhong Qui, health service support

### CTSS Volunteers:

#### *Mandarin speaking volunteers in community health promotion:*

Susanna Chen, current health service associate, health promoter

David Hao, current health service associate, health promoter

Tian Chan, nursing student in university, Calgary, Alberta

Pei Zhong Qui, health promoter

#### *Cantonese speaking volunteers in community health education:*

Annie Lo, former registered speech pathologist in Alberta; health educator

Angela Wong, current health service associate, registered yoga instructor

Janice Chan, bachelor nursing graduate, health education.

#### *Cantonese volunteers in community health promotion and supports:*

Winnie Wu, college student, health promoter.

Ingrid Mok (ended in the end of March)

*Vietnamese volunteers in Vietnamese communities for health promotion and supports:*

Henry Ngo, former Vietnamese medical physician, Vietnamese health promoter, health information.

Minh Luu, health promoter and information.

*Spanish speaking volunteers in community health promotion and supports:*

Yenfier Zeng, college student, health promoter.

Ingrid Gaw, registered respiratory technician, Calgary, Alberta.

*CTSS Health Support Team-Spiritual Health Ministry:*

Rev. Tim Fung

Rev. Josef Chu

Rev. Tom Lo

Pastor Tim Lee

Pastor Andrew Pond

### **ACHIVEMENTS of CTSS in community health promotion**

1. Offer health support services to all who experience linguistic and cultural barriers.
2. Increase health care service access
3. Promote equity of health care services through volunteerism in various age populations, and ethno-cultural communities.

### **Acknowledgment from Community Partners**

"The volunteers with CTSS have only recently become a part of the lives of the residents at Wentworth Manor, however, their presence in itself is a present. While our Chinese resident population is low, it is imperative that they are able to interact with those who understand them. Noticeable changes occur in our residents when they visit with the volunteers; their smiles are a mile wide, eye contact is maintained, and they have a have a sense of self worth and importance that is often lost with language barriers. Family members have also stated that they are so happy that the volunteers come in to visit with their parent(s) or spouse because it helps to alleviate some of their anxiety with language barriers.

All residents at Wentworth Manor have had experience with CTSS as they have provided us with a multi-cultural event when the Guo-Zheng players came in to perform. Many of the residents thought that this was wonderful and to see such talented young artists share their gifts.

Wentworth Manor is lucky to have such contacts within the community and we hope to continue working with CTSS for many years to come."

Thank you,

Teri Vander Heyden, RT  
 Director of Recreation Therapy  
 WENTWORTH MANOR  
 The Brenda Strafford Foundation  
 5717 – 14th Ave SW,  
 Calgary AB T3H 3M2  
 Phone: 403.686. 8777 ext. 8608



Clifton Manor is a long term care facility situated in the community of Forest Lawn in SE Calgary. Our resident population is very diverse with approximately 30% of our residents speaking English as a second language.

As Manager of Recreation Therapy and Volunteer Services, an essential role of mine is connecting volunteer groups with our residents. The CTSS Organization plays a fundamental role in maintaining quality of life to our Asian residents. By providing individual visits, facilitating special cultural programs, and educating staff, the volunteers truly assist my Recreation Therapy Team in providing cognitive and social type therapeutic interventions through leisure.

On behalf of our residents, and staff, we would like to say a sincere, "Thank you" of appreciation for the time donated in regard to the CTSS program at Clifton Manor.

Sincerely,

Erin Bates, Rec T

Manager of Recreation Therapy and Volunteer Services.

Clifton Manor

August 5, 2015

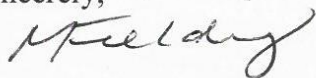
To Whom It May Concern:

Trinity Place Foundation of Alberta is a not-for-profit organization that manages and develops affordable housing for low income seniors. We believe seniors are a vital and important part of our communities and are valued as such. Trinity looks to enrich the quality of life for TPFA residents.

Trinity has had the privilege of partnering with Community Transcultural Support Services (CTSS). The dedicated staff and volunteers from CTSS have reliably provided innovative health services, to our tenants at Carter and Edwards Place, with a focus on those who do not speak English and face challenges accessing healthcare. In addition to providing weekly programs and facilitating discussions, CTSS has arranged for health professionals to provide in-house Oral and Dental Health workshops as well as blood pressure measuring services.

The welcoming and flexible approach of Community Transcultural Support Service staff enriches the lives of seniors, reduces linguistic and cultural barriers, and contributes greatly to a community atmosphere of equality. Trinity Place Foundation of Alberta is pleased to have CTSS as a partner.

Sincerely,



Mary Ann Fielding MA, CCC

Tenant Resource Coordinator-Counsellor

Trinity Place Foundation of Alberta

403-269-3185

maryannf@tpfa.ca

## Acknowledgment from Community Partners

Harmony Guzheng Ensemble Association

快樂古箏樂團

Harmony Guzheng Ensemble Association has been a partner with CTSS organization since Feb 2014. Our ensemble is a non-profit music group that performs by playing a traditional Chinese musical instrument called Guzheng or Chinese Zither. To date, we have provided eight musical performances consisted of both Western and Chinese music to various senior care centres through CTSS.

Performing for the seniors is very delightful. It is great to be able to put a smile on their faces through our music. The support from the residents and the staffs are very encouraging and we hope to provide service for them again in the future. We must give our sincere thanks Dr. Ng and CTSS for their hard work in providing these great opportunities for us. Not only have you given us a chance to serve the Calgarian communities, you also helped nurture good citizenship in our youths by exposing them to the joy of giving back to the community. It has been our great pleasure to cooperate with CTSS over the past one and a half years and we earnestly look forward to continuing our relationship in the future.

Thank you for your invitation. I am looking forward to participating in the CTSS annual meeting.

Yours sincerely,

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Shirley Wong  
President of  
Harmony Guzheng Ensemble Association

## Acknowledgment from MLA Rick Fraser, Calgary-South East

I am sorry I couldn't be in attendance today. I want to thank you for the great work you are doing in serving minority communities. The health and wellness information , as well as service navigation center is a great asset to those who access your services. I wish you great success for the upcoming year and hope to meet with you all in the future.

MLA Rick Fraser, Calgary-South East

## Acknowledgment from Ethnic Community Members

Mr. Cheng 鄭先生—words of encouragement

“I started joining CTSS health support programs from the summer of 2014, and I love being part of this community. I learnt a lot in CTSS activities, such as, medical terms and medical knowledge. Although I cannot memorize all these knowledge, they helped me in my daily life. For example, once I was in a clinic waiting to get my blood test done and I waited for a long time. I suddenly felt light headed and I remembered I learnt the word “dizzy” from CTSS; I told the nurse right away and I subsequently received the help from the nurse. CTSS also organized lots of different health workshops, like, blood pressure measuring, and dental education workshop. I learnt a lot through these workshops and obtained information to all of the health related questions I had in my language. I really appreciate the works CTSS have done; I felt lots of love and companion from CTSS. Both of my spiritual life and health knowledge have grown a lot through CTSS activities.”

我從 2014 年夏天開始參加 CTSS 的活動。從 CTSS 的活動中，我得到很大的幫助，例如：學習醫學詞彙和知識。雖然我不能夠把所有的知識都記下，但我的生活仍得到大大的幫助。有一次我到診所驗血的時候我等很久也不能得到協助，然後我突然感到頭暈，幸好我記起頭暈的英文是 dizzy，所以我便能立刻跟護士說我的情況我才能得到協助。我從 CTSS 的活動中學會了很多，而 CTSS 又能夠解答我對健康所有的問題。我非常感謝 CTSS 的探訪，我得到很多的關心，陪伴和愛，令到我的心靈和知識都有增長。我必定會邀請我的朋友來參加這些很好的活動。

Mr. Cheung, 張先生

I, Cheung, Yiu Leung, have been very glad to join CTSS's activities since 2014 summer at Senior Residence, Carter Place. Volunteers and staff members from CTSS came to offer education workshops, such as nutrition and health knowledge with care and love, and passion. At the same time, they also shared the Canadian government's seniors' health benefits in my language Chinese. Therefore, I asked my wife and friend, who live in this building, to join into the programs regularly. My friends and I learned a lot from these activities, we are really thankful for what CTSS have offered and served.

本人 Cheung Yiu Leung 很榮幸由 2014 年 7 月逢星期五開始參加 CTSS 跨文化社區健康服務的人員來我居住的 Carter Place 講座。聚會時有愛心人員分享有關日常飲食健康的食物，醫藥用藥常識等重要問題。不厭其煩，解釋清楚，服務精神難能可貴。同時又分享有關向政府部門申請福利的機構。因此我亦叫我太太一同去參加這個有益身心健康的聚會。也邀請同樓居住的朋友參與，獲益良多，殊深感謝。

### **Why Does CTSS Offer Services**

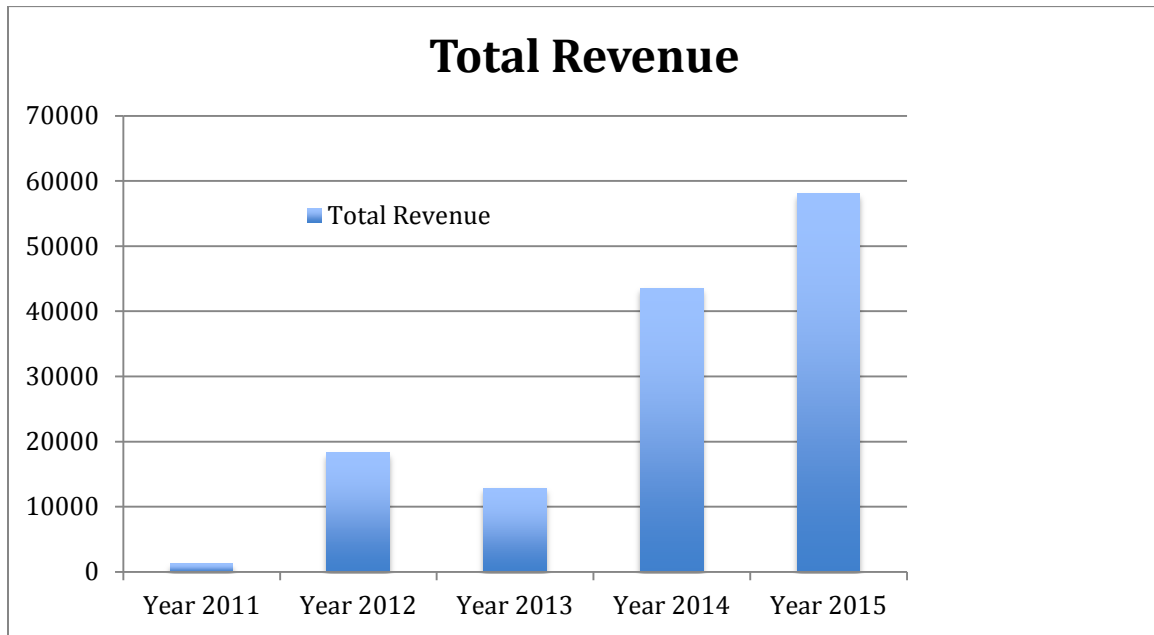
- Offer cross-cultural services in social and health fields by using appropriate languages and cultures to reduce social and health disparities between diverse ethnic populations and government social and health systems.
- Based on feedbacks and demands from community members and community leaders, CTSS provides evidence-informed practices.

### **What Resources and Expertise CTSS Can Offer**

- 1). Building bridge resources- each ethnic community group has been sought out for their unique cultural and linguistic ways of health and social practices, beliefs and values. Based on their inputs, we tailor made cultural and linguistic relevance information and support services.
- 2) Women's health resources –Breast cancer, ovarian cancer, cervical cancer, best beginning information, pre-natal and infant care resources.
- 3) General health – emotional and mental health; healthy diet, heart health, diabetes, others (i.e. prostatic cancer, visual health issues).
- 4). Child health resources in low-income communities; child health speech development offered by a registered speech pathologist.
- 5) Seniors' health support and services resources with graduated and student nurses, serving as contract workers/volunteers with CTSS.
- 6) Through interpreter services and translation information resources of the long term care facility, we speak to seniors and their family members about history and regulations of the LTC to break the communication and policy barriers.
- 7) Assisted newly admitted residents in Caucasian long term care center to complete new residents' background forms due to their experiences in language barriers.
- 8) Cultural music and recreation program resources, such as Chinese opera music, Guozheng music, lion dance, ethnic tv programs to celebrate cultural related festival and preserve Southeast Asian culture.

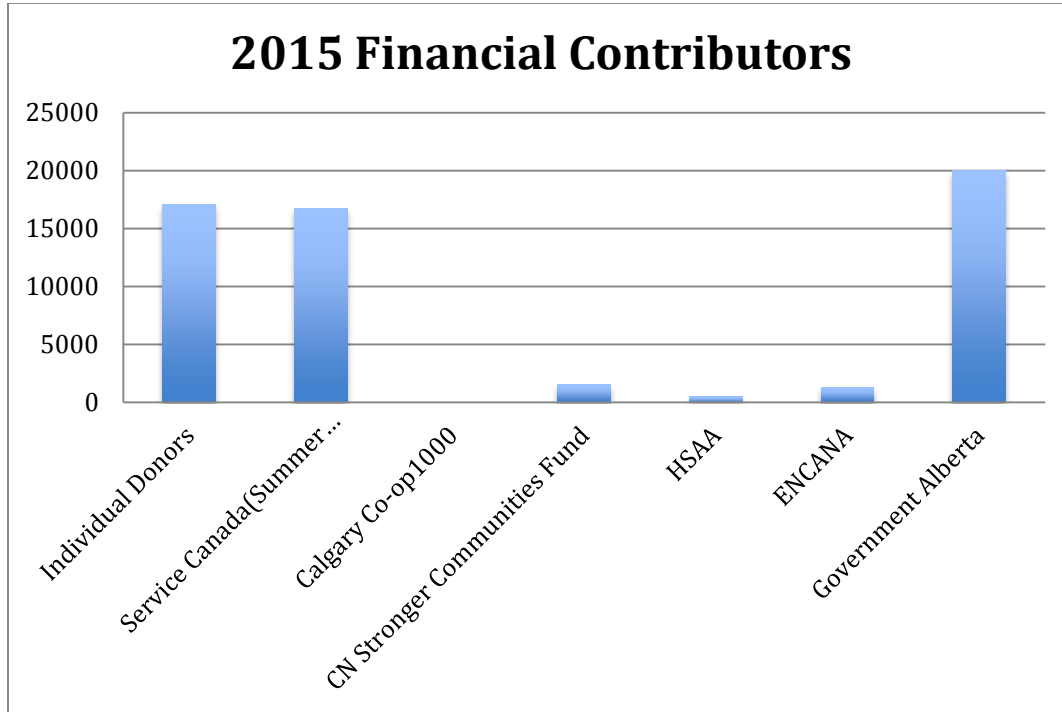
- 9) Spiritual health support resources: as there is a request for spiritual health supports, accredited ministers with CTSS, who possess various languages skills (i.e. Vietnamese, Cantonese, Mandarin, etc.), will attend the requestor's spiritual health support needs by responding their questions or concerns, (i.e. meanings of life, sickness, death issues, and family relationship).
- 10) General health education workshop resources: government seniors' health benefits, fall prevention among seniors; safe guarding, older seniors from abuse; hand hygiene, hand-wash practices; definition of outbreak, influenza, stomach upset; safe and healthy eating.
- (11). Fitness resources- Chinese physical exercises-8 movements, Yoga, and general physical exercises.
- (12). Socialization – focus group (Chinese tea party); and one-on-one visits.

### Review of Financial Report 2011 - 2015



Accumulated total \$140,000.

**2015 Year End March 31 Financial Contributors**





**Financial Statement (April 1,2014-March 31,15)-Expenses**

• Bank charges	\$81.18
• Summer Job Program	\$16,683.00
• Payroll-CTSS	\$1,766.16
• Payroll - Receiver General	\$2,404.68
• Volunteers Honorarium	\$3,855.20
• Contract Expenses	\$10,887.20
• Spiritual Health Support	\$1,620.00
• Child Safety and Health	\$678.85
• Licenses and Membership	\$254.68
• WCB	\$254.68
• I.T.	\$270.

**Achievements of CTSS Programs**

	April 1, 2014 - March 31, 2015	April, 2015 – August, 2015
Activities	Total # of participants	Total # of participants
Health Ed./government information resources	2319 (approx.)	63 (approx.)
Seniors' health support	1230 (approx.)	461
Children health support (CN funded programs)	163	0
Interpretation/ Translation	20	19
Music programs	37	90
Mental health support project (funded program)	35 (one-on-one cancer and mental health victims); 156 (workshop participants).	Project Ended with 191 program participants in total.

**Review of CTSS Services**

	<b>April 1, 2014 – March 31, 2015</b>	<b>April, 2015 – August, 2015</b>
Activities	Total # of participants	Total # of participants
Physical exercise (Yoga; 8 movements & general)	8 (staff members of community organizations)	58 participants in retirement communities/nursing homes.
Community and phone service, and emails for health concerns	24 (approx.)	17 (approx.)
Visits for spiritual health supports in senior homes /communities	31 visits/39 p (approx.)	28 visits/62 p (approx.)
Health Fair Event in East Calgary Community Health Center	>60 booth visitors	At least 36 booth visitors expressed interest in health education and service information resources in various languages.
Christmas Carol	80	TBA
Easter Celebration	NA	37
New Year & Chinese New Year Celebrations	125	

**Review of CTSS General Business**

	<b>April 1 2014- March 31 2014</b>	<b>April 2015 – August 2015</b>
Activities	Total # of participants	Total # of participants
Networking with community stakeholders	7	7
Special meeting	Bell Let's Talk –Event with the funder. MLA in Southeast region, Calgary through emails.	2 (i.e. CCM & Society for Treatment of Autism)
Recruitments	Summer students: 3	Summer students:1 Contract workers: 4
Volunteer recruitment	13	4 Total: 75

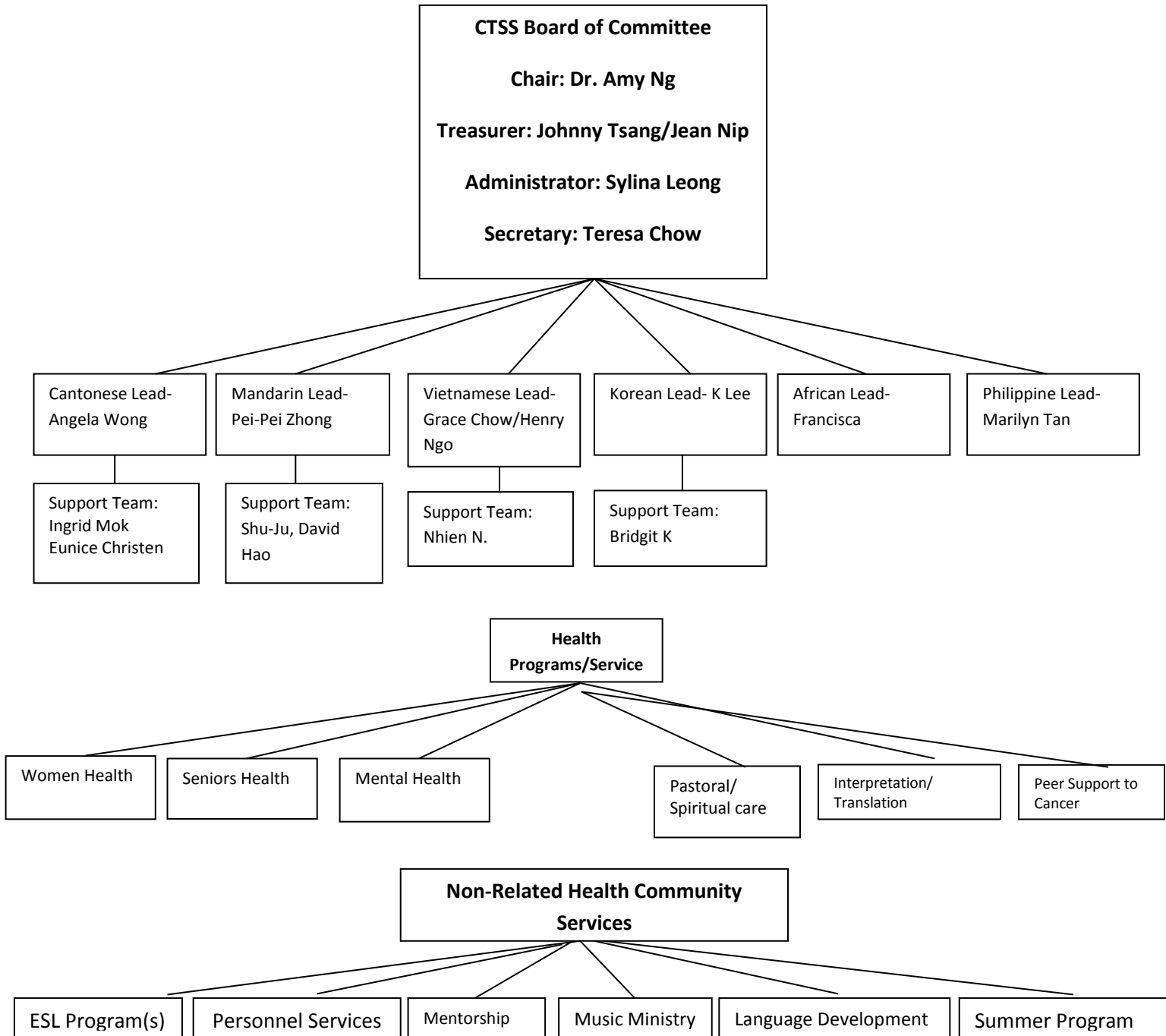
**Medical/Health/Community Partners**Medical/Health Partners:

NE Calgary Women's Clinic; Alzheimer Society of Calgary; Access Mental Health; Canadian Mental Health Association – Calgary Region; World Parkinson Coalition, East Calgary Health Center; National Collaborating Centre for Methods and Tools; Canada Public Health Association (CPHA); the Partnership for Maternal, Newborn & Child Health in WHO, Lymphoma Canada, International Union Health Promotion Education (IUHPE), World Congress on Public Health (WCPH), Canadian Cancer Society, and Canadian Partnership Against Cancer.

Community Partners:

Immigrant Service Calgary; Eau Claire Retirement Residency; Senior Homes of Calgary under Silvera Foundation; Trinity Place Foundation of Alberta; Oi Kwan Foundation; Harmony Guzheng Ensemble Association.

## CTSS Organization Service Chart



**Review of 2014 Volunteer Services**

- Mentorship and leadership –Amy Ng
- Seniors' Health Support Team Lead – Eunice Christen
- Peer Cancer Health Support Team Member – Amy Ng
- IT, Webpage development – Thomas Wong
- Health Promotion, Marketing – Amy Ng, Henry Ngo, David Hao, Eunice Christen, Yvonne Chan, Janice Chan, Wendy Chua, and Pei Zhong Qiu
- Music Ministry – Mark Ng, Monica Kim-Lee (Korean pianist), Shirley Wong with Harmony Guzheng Ensemble Association; Ming Hu and team (Chinese Opera Singing), Wendy Chua.
- Physical Instructor- Angela Wong-yoga, Eunice Christen-8 movements.
- Administration Support – Vacant

**Services in Senior Homes in Calgary, Alberta**

1. Bow Views (4628 Montgomery Blvd NW)-Visited every 2<sup>nd</sup> & 4<sup>th</sup> Wed/month.
2. Clifton Manor (4726 8 Ave. SE) –every 1<sup>st</sup> & 3<sup>rd</sup> Tuesday pm/month.
3. Eau Claire (301 7<sup>th</sup> Street, SW) –every 1<sup>st</sup> & 3<sup>rd</sup> Friday pm/month.
4. Aspen Lodge (1171 Bow Valley Lane NE) every Wednesday pm.
5. Carter Place (602 1<sup>st</sup> Street SE) –every Friday morning, in general
6. Edwards Place (9<sup>th</sup> Ave. SE)- every Thursday morning.
7. Wai Kwan Manor (120 2<sup>nd</sup> Ave. SW). 3rd Monday pm /month.
8. Wentworth Long Term Care Facility-every Tuesday pm/month.
9. Beverly Lake Midnapore Care Centre-every Thursday pm/month
10. Greenview Nursing Home –once/month.



**Services Strategies in Community and Senior Health**

- **Service Model:** The Multi-disciplinary model involves health care staff members in service sites, participants, and other allied health providers (i.e. occupational therapists, physio-therapists, dietitians, pharmacists and dental health professionals).
- **Service Approach:** The Collaborative approach involves a number of regional senior health delivery service organizations, working together in partnership to implement effective health support practices effectively, and to achieve better health support outcomes for ethnic seniors, community members living with chronic diseases, and their families.

### **Forward-Looking Information**

- Financial aspect –CTSS’ forward-looking information would associate with the CTSS’ development expenditures, project and service growth, view, outlook toward future community health support condition and demands for its health information and medical and health service navigations in various languages.
- General operation aspect- forward-looking information would also contain ideas related to health support applicable to collaborative work between provincial health services and community services (i.e. Chinese seniors with language barriers living in Caucasian long-term care centers).

### **Forward-looking Statement Assumptions Pertaining to the followings:**

- CTSS’ ability to keep improve/maintain health education information and navigation services as a leading position in health support environment, to affect health growth of ethno-cultural communities.
- Pursuing external and internal funding to raise financial revenues to add to health information and services deliverable.
- Adaptability to future changes in health finance and technologies.
- Planning health programs in ethno-cultural communities.
- Health support and services of CTSS would be innovative ideas for Canadian federal and provincial government regulations on the charity.
- Expected levels of financial support from government departments.
- Ability of CTSS continues to be able to identify health needs of communities, and recruit more health experts to manage health support.

***Thanks all for your heartfelt contributions in the past year.***