



泉源輔導中心  
Living Water Counselling Centre

# 2020 年報

## ANNUAL REPORT

疫流中傳送愛與關懷  
Delivering Love & Hope  
in a Time of Pandemic



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## Offering Love and Hope in the Midst of a Pandemic

### 愛在疫情風暴間、播送希望展新生

Kit-ming Koo, M.R.E., M.A., R.P., R.M.F.T. AAMFT Approved Supervisor, Executive Director

古潔明女士，宗教教育碩士，輔導學碩士，註冊心理治療師，個人、婚姻、家庭治療師及認證督導，總幹事

2020年是個非比尋常的一年。疫情以其迅猛之勢席捲全球，人類經歷著共同的恐慌、焦慮、喪失和哀傷，加上全球經濟和政局的動盪不安，全人類都被陷落在不明確的世態中，無論是性命、財產、精神、關係及心靈等，都受到嚴峻的震撼和威脅。活在大時代的夾縫中，我們的身心靈及生活都無奈地承受著隔離、孤單、焦慮、無助以致無望的磨難。作為疫情中必需的輔導服務，「泉源」不忘初衷，秉承著一貫的謙遜自省的態度，一方面堅守信念及召命，同時亦以嶄新的思維和角度，去洞察世情，回應時需。

回顧一年間走過的抗疫日子，找到的仍是非凡的恩典，只能懷著感恩的心，與「泉源」諸位非凡伙伴，分享2020非一般的發展精粹：

(一) 轉化疫情為提升視野，敏銳時需，開闢新常態而適切應時的新服務項目。配合政府防疫措施及規則，善用資訊科技之效能，全面更新設施及服務形式，能以跨越時空的限制，為社群開創急需的電話和視像輔導服務，並網上心理和婚姻家庭健康和人際連結教育，強化心理、精神及心靈素質，創建社區抗疫知識及抗逆能力。

(二) 壯大臨床心理及婚姻家庭治療團隊，整合並加強多個實務的治療取向，提升服務素質。自成立以來，「泉源」堅守以聖經真理價值為本，以專業知識為用的原則，融會中西文化之特質，貫徹全人關懷及治療的取向，體驗到家庭系統理論運用於個人、婚姻及家庭治療的重要及果效。

2020 was an extraordinary year. With the pandemic sweeping rapidly across the globe, mankind universally experienced fear, anxiety, loss and grief. Furthermore, political and economic instability added to the uncertainty we faced. Lives, property, mental health and relationships were all seriously threatened. Under such circumstances, we inevitably suffered from isolation, loneliness, anxiety, helplessness and hopelessness. As an essential service in the pandemic, LWCC did much reflection and re-affirmed our core beliefs and our mission, creatively responding to the times.

The past year was filled with extraordinary blessings, some of which we will gratefully share below with you, our extraordinary partners.

**1. Timely and new services.** In compliance with the government-directed protocol, we made good use of technology and moved to video and tele-counselling, and implemented multi-faceted online public education programs in mental, marital and family health and interpersonal relationships, strengthening holistic health in the community, and their ability to fight the pandemic.

**2. Strengthening of human resources.** We strengthened our team of psycho and marital therapists and enhanced our approaches in therapy, further elevating our level of service. Since our inception, LWCC has upheld biblical values, applied professional expertise and assimilated Chinese and Western cultures in our practice, taking a holistic approach and incorporating concepts of the family system into individual, marriage and family therapies.



近幾年來，「泉源」得著更多同懷抱負和熱誠，並各備專長的專業同儕加入，不但壯大我們的臨床治療團隊，同時也提升了治療素質與成效。包括但不限於：情緒取向婚姻療法(Emotion Focused Therapy, EFT); 辯證行為療法 (Dialectical Behavior Therapy, DBT); 正念認知治療 (Mindfulness-Based Cognitive Therapy, MBCT); 正念自我關懷療法 (Mindful Self Compassion, MSC); 聚焦解構治療 (Solution Focused Brief Therapy, SFBT)等多種治療模式，為備受疫情衝擊下的家庭結構及婚姻關係(如角色、期望、界限、價值觀)並個人及羣體心理/精神，和人際健康，提供適時和實效的療法，激活抗疫潛能。

### (三)匯聚非凡伙伴及擴充資源

- 1) 成功地申請到聯邦政府的長者新視野基金 (New Horizon for Senior Grant), 得以策動關懷長者計劃。共培訓了關懷長者義工近30位, 另編制了長者心理健康及生活30單元短片, 作關顧長者之實用材料。
- 2) 成功獲公益金社區緊急援助基金 (United Way Community Emergency Fund), 為處於疫情中的個人、夫婦和家庭, 提供多至六次的免費電話或視像輔導服務。需求甚殷, 果效顯著。
- 3) 繼續透過與會眾輔助計劃—多種語言 (Congregational Assistance Program - Multi-lingual), 於教牧關顧及專業輔導間取得相輔相成的果效, 滋養會眾全人及家庭健康, 對社區有著正向的影響和見證。

或許有人認為這是個最壞的時代, 然而這亦可以成為最好的時代, 只需要你我結連天賦的仁慈, 活出人性的光輝面, 轉化疫情為逆境自強, 愛人如己的機遇, 不吝嗇愛心與善意, 彼此關愛, 相互尊重, 共同建構和諧康寧的社會。既可為新生代樹立楷模, 亦可為他們預備茁壯成長的好土壤, 足以改變世界的未來。我們常以為自己的付出是為了助人, 其實是在幫助自己, 因為愛的付出就是體現生命的滿足。

In recent years, like-minded professionals have joined LWCC, further enhancing the quality and effectiveness of our therapies. Some examples of approaches we use include Emotion Focused Therapy (EFT), Dialectical Behaviour Therapy (DBT), Mindfulness-Based Cognitive Therapy (MBCT), Mindful Self Compassion (MSC) and Solution Focused Brief Therapy (SFBT). They help clients cope with issues of family structure and marital relationship (e.g. roles, expectations, boundaries and values), individuals and groups, interpersonal relationships, etc. concepts of the family system into individual, marital and family therapies.

### 3. Extraordinary partnerships and additional resources.

- (i) We secured the federal government's New Horizon for Seniors Grant, which enabled us to implement our plan for seniors, training 30 volunteers in seniors care and developing a series of 30 short videos on seniors' living and psychological health, which is a very practical resource in senior care.
- (ii) We also obtained access to the United Way Community Emergency Fund, to provide up to 6 free telephone or video sessions for individuals, couples and families who required counselling during the pandemic. The demand was great and the positive results were very evident.
- (iii) The Congregational Assistance Program – Multi-lingual continued to effectively complement pastoral care in churches, nurturing individual and family health of their congregations, and contributing to a positive testimony and a healthy impact in the community.

Some may consider this to be the worst of times, but it can also become the best of times, if we join together our innate kindness and the positive side of human nature, and turn the crisis into an opportunity – an opportunity to love our neighbour as ourselves, respecting and caring for each other, to build a harmonious society. That will set a good example for the next generation and prepare the ground for them to grow strong and make a difference in the world. We often think that our efforts are to help others, but actually we are helping ourselves as we benefit from ultimate gratification when we help others.



# A New Milestone in Social Health in the Face of a Rising Pandemic

## 疫流而上, 開創社康新里程

Rose Mary Chan, Chair of Board of Director 陳盧道賢女士, 董事會主席

因著新冠病毒疫情的爆發並肆虐全球，2020年全球歷經磨難，不單經濟受創，多國專家更表示疫情對人們的心理健康有著深遠的影響。更多更長的社交隔離和孤獨，易引發焦慮症和憂鬱症；更預計自殘、自殺、酗酒、使用藥物、賭博及無家可歸者等問題，會有上升的風險。

作為提供心理及婚姻家庭治療和健康教育的必需服務，「泉源」隨即響應政府防疫措施及規例，並以審慎樂觀的態度，洞察當前急務，無懼疫情威嚇，定意讓愛心化作實際行動，與備受壓迫的社群同行，開創抗疫和建構社康的新里程。

(一) 以創新的服務形式，建構社區抗逆能量。更新資訊科技設施，加強及增添網上專業輔導及心理和人際健康等核心服務，讓社群不受疫情居家隔离的影響，能更方便地取得所需的服務。另一方面向政府申請適切的緊急資助基金，讓經濟有困難者和家庭，同樣可獲取服務，喜見成效甚佳，人們身心靈等方面的抗疫能力得以強化，家庭得以創造和適應生活新常態，社群間的人際連繫機會亦相應增加，消除孤單，減少焦慮，能發揮相互關懷，守望相助的能量，愛人如己成為更有效的疫苗。

Due to the outbreak of the new coronavirus pandemic that is raging around the globe, hardships were experienced around the world in 2020. Not only has the economy suffered, experts from many countries have also pointed out that this pandemic has had a profound impact on people's mental health. More and longer social isolation and loneliness can easily lead to anxiety and depression. It is also expected that problems such as self-harm, suicide, alcoholism, drug use, gambling, and homelessness may continue to rise.

As a necessary service that provides psychological, marriage and family treatment and health education, Living Water was quick to respond to the government's anti-pandemic measures and regulations. Armed with a cautious and optimistic attitude, we have examined the urgent tasks ahead, and moved decisively to turn love into practical actions, regardless of the threat of the pandemic, to walk with the community-in-stress, to create a new milestone in fighting the pandemic while enhancing social health.

**1. Strengthening community resilience against COVID with innovative service modalities.** We have updated our information technology facilities, strengthened and added core services such as online professional counselling and psychological and interpersonal health programs, so that the community would not be affected by the COVID stay-at-home legislation in obtaining services they need. On the other hand, we have applied for appropriate government emergency funding, to assist people and family in financial difficulty, so they can continue to access needed services. The results are very encouraging: Clients' COVID resilience capabilities in physical, mental, and other aspects are strengthened, and families are able to adapt to the new normal in creative ways. As a result, opportunities for interpersonal connections between communities have increased, further reducing loneliness and anxiety, while increasing the energy for the caring and helping of one another, proving that loving others as yourself is a more effective vaccine.



(二) 以創新的策略，建構中心更強的實力。要持守異象，實踐使命，又能切實時需，為社群提供有果效的專業服務，對事工發展作定期性的反思、評估和計劃，是「泉源」成立以來例必實施的事務。檢視過去三年實踐的發展計劃，成果既在情理之中，亦有意料之外，只因有著眾董事，同工，會員，義工及非凡夥伴們的委身和支持，上下一心，各盡其職，各展所長，臨危不亂，使事工得以有效地發展，更得到受眾正面的回饋，著實欣賞各人的貢獻，感激你們的並肩作戰。能與全球一同經歷這世紀大疫情，成為「泉源」的成長和充實力量的機遇，事工亦因此加速發展，並得以提升到另一新高峰，奇妙之處亦只能讚嘆慈愛恩主的恩情，學會更多感恩和謙卑。展望未來，預計將遇到的更大的挑戰，「泉源」將會聚焦於：1)專業服務質素；2)資源拓展運用；3)效能政策實施等三大方面，製定未來三年的發展策略。

雖然面對著幻變莫測的明天，但經此疫情的歷練，抗逆力得以強化，加上你們真摯的相伴同行，自當剛強壯膽，迎接新挑戰。讓我們繼續凝聚愛的力量，結連親友、鄰舍、社群、教會及社區護理專業同儕、手牽手，心連心，發揮彼此的感染力和滲透力，賦予社區關愛、接納、和希望，一起開創新新的互聯通達之康莊大道，建構壯健、安康及和諧的社區，帶給社會和世界積極而長遠的影響。

**(2) Using innovative strategies to build a stronger Center.** Maintaining the vision, fulfilling the mission, and providing effective professional services to the community in real time, as well as regular reflection, evaluation and planning for the development of the ministry are matters that have been routinely implemented since the establishment of LWCC. As we reviewed the strategic plan for the past three years, though most goals have been achieved as expected, we also have a few pleasant surprises. This is made possible only because of the commitment and support of the many directors, co-workers, members, volunteers and extraordinary partners, each exercising their strength, operating steadily in the face of the looming pandemic, so that the ministry can continue to operate effectively, with very positive feedback from our stakeholders. I really appreciate the contributions of each and everyone and thank you for your partnership. Experiencing the global pandemic of the century gave LWCC an opportunity to grow and to refine her strength, forcing the ministry to develop at an accelerated pace and reaching new heights. As we marvel at these turns of event, we humbly expressed our gratitude to the mercy and grace of our Lord. Looking forward we are expecting greater challenges to come, so LWCC will focus further on: 1) the quality of professional services; 2) the expansion and utilization of resources; 3) the implementation of efficiency policies, and the formulation of a strategic plan for the next three years.

Although the future is as uncertain as ever, but after experiencing this current epidemic, our resilience has been strengthened. Together with your faithful partnership, we pled to remain strong and courageous, facing the new challenges head-on. Let us continue to agglomerate the power of love, joining hands with relatives and friends, neighbors, communities, churches and social service professionals, in order to saturate our community with prevailing love, care, acceptance, and hope. Together, we can create a new way of connectivity and prosperity, building a stronger, healthier and harmonious community, bringing long-term positive impact on society and the world.

# 2020 Mental Health & Spirituality Awareness Campaign Accomplishments

## 『精神與靈性健康』關注運動的成果

Nature 形式	Topics 課題	Sessions 次數	Hours 小時	Attendance 出席人次
Events/ Seminars/ Courses 講座/研習會/ 專題課程	LWCC Virtual Open House 2020 (C,E&M) 講座/研習會/專題課程「泉源」網上開放日(國/粵/英)	1	2	89
	Connecting Immigrant Seniors with Families and Communities-Volunteer Training (C & M) 關懷孤單長者-義工領袖培訓(國/粵)	8	24	490
	Connecting Immigrant Seniors with Families and Communities - Volunteer Recruitment (C&E) 關懷長者服務義工招募(國/粵)	90	45	90
	COVID-Connecting Isolated Immigrant Seniors with Community and Family at Pandemic - Curriculum Committee (C & M) 「銀髮八寶, 化逆為安」籌委會(國/粵)	2	4	10
	Parenting - Communication, Mindfulness Series (C) 短播: 父母與子女溝通, 正念/靜觀系列(粵)	21	10.5	84*
	Pandemic Heart Warming Stories (C) 抗疫減壓短播故事: 疫本無情人有情(粵)	10	5	70*
	Spiritual Formation Podcasting (C & M) 暴風雨中的靈靜(國/粵)	12	6	24*
	Info Session for Mindfulness Courses Promotion (C) 正念/靜觀系列課程體驗堂(粵)	4	8	125
	Scotiabank Toronto Waterfront Virtual Marathon/Walkathon (C & E) 豐業銀行多市湖濱網上馬拉松/步行籌款(粵/英)	15	30	15
Groups 小組	Mental Health Psycho-Education - Women's Support Group Fall Term (C) 活得精彩婦女互助小組(粵)	7	14	336
	Mindful Self-Compassion Courses (C) 正念/靜觀自我關懷課程(粵)	16	40	254
	Mindfulness Based Social Emotional Learning for Parents (C) 培育正念子女課程(粵)	16	40	206
	Mindfulness-based Cognitive Therapy (C) 正念/靜觀認知治療課程(粵)	16	40	245
	Deepening Mindfulness Practices (C) 正念/靜觀進深操練習班(粵)	12	30	156
Training 培訓	Women Support Group Volunteer Meetings (C) 活得精彩婦女互助小組(粵)	7	11	28
Counselling / Psychotherapy 輔導/心理治療	Free Consultation and Single Session Counselling/Psychotherapy Service (M, C & E) 單次免費諮詢及輔導服務(國/粵/英)	262	191	182
*Attendance is based on production team only 人次數字根據工作人員會議出席表		<b>Total 總共</b>	<b>499</b>	<b>501</b>
			<b>2374</b>	

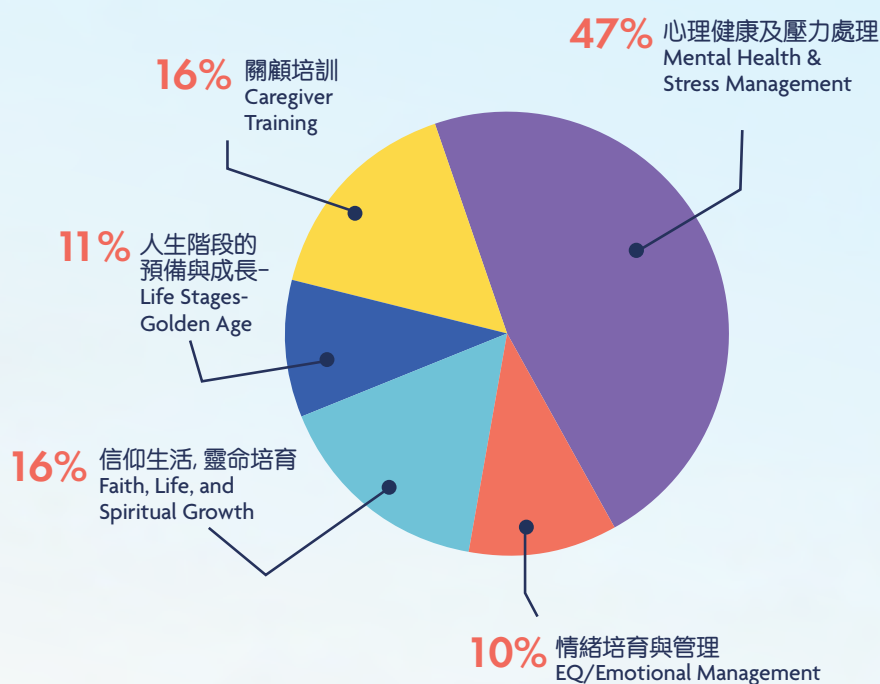
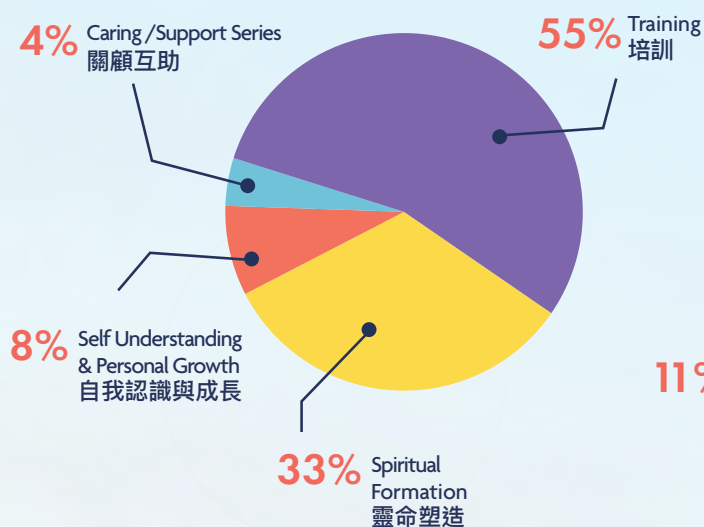
# 2020 Statistics for Wholistic Education/ Training/Spiritual Formation Programs

## 全人教育、培訓及靈命塑造項目

### 1 Courses/Trainings/Group Work Held by LWCC 「泉源」課程 / 培訓 / 小組

% of time spent on activities held by LWCC

### 2 Seminars / Trainings / Retreat / Sunday School - By Invitation from Church & Community 應教會及社區邀請的講座/培訓/營會/主日學/ 退修會「泉源」課程 / 培訓 / 小組



	Sessions 次數	Hours 小時	Attendance 出席人數
Sub-total 小記 1	71	146	689
Sub-total 小記 2	7	9.5	476
Grand Total 總記	78	155.5	1165

## 2020 Invited/Collaborative Churches & Community Agencies 年應邀/合作的教會及社區機構

士嘉堡華人浸信會 Scarborough Chinese Baptist Church  
 北約華人浸信會 North York (Chinese) Baptist Church  
 北約恩典福音堂 Grace Chinese Gospel Church of North York  
 加拿大華人基督教禮賢會 Rhenish Church of Canada  
 加拿大華福中心 CCCOWE Canada  
 多倫多中華循道會 Toronto Chinese Methodist Church  
 多倫多宣信華人宣道會 Toronto Simpson Chinese Alliance Church  
 恩福幼兒園 Grace Christian School Day Nursery  
 美城華人浸信會 Mississauga Chinese Baptist Church

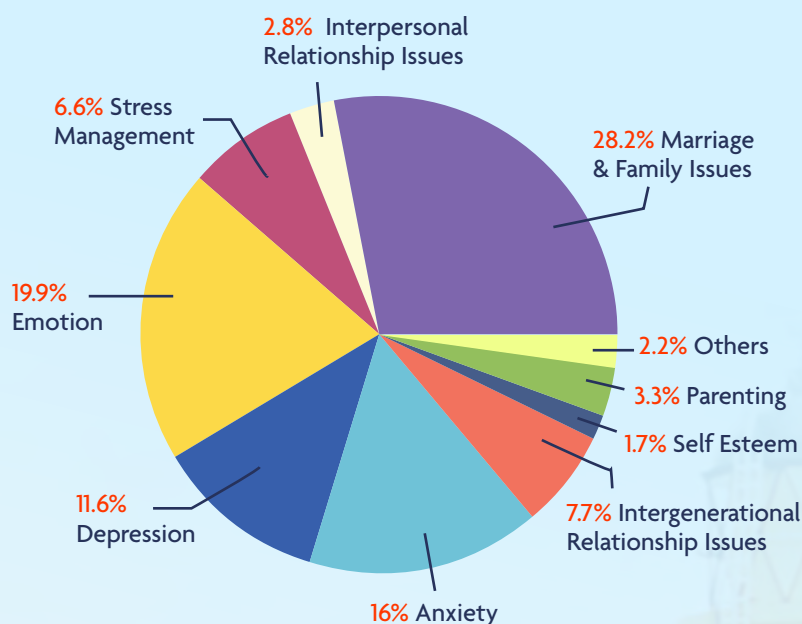
約克區華人精神健康計劃 Chinese Mental Health Initiative of York Region  
 城北華人基督教會 Richmond Hill Christian Community Church  
 美城華人浸信會 Mississauga Chinese Baptist Church  
 基約宣道會 New Covenant Alliance Church  
 麥城衛斯理社區中心 Markham Wesley Community Centre  
 華人精神健康網絡 Chinese Mental Health Network  
 聖公會聖約翰堂 St. John's Anglican Church  
 愛靜閣社區中心 Agincourt Community Services Association



# 2020 Statistics of Counselling/Psychotherapy

## 輔導服務統計

### Nature of Counselling



### 總共 Total

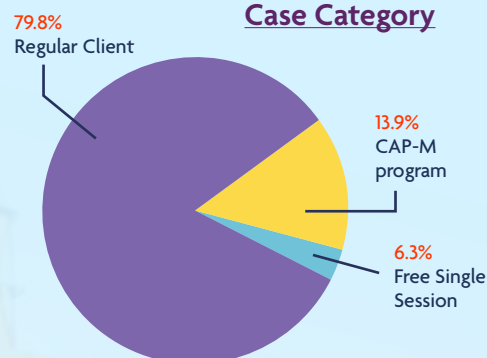
總輔導小時 Counselling Hours : 1054

全年新個案 New Cases in 2020 : 149

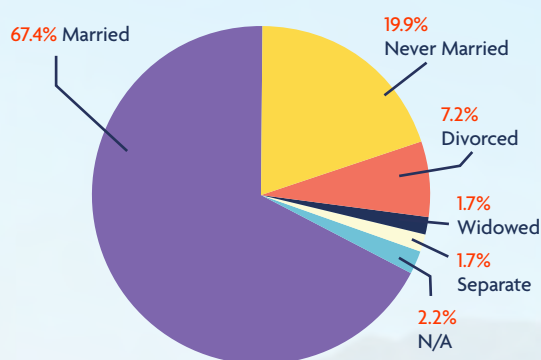
教會會眾輔助服務 - 多種語言

CAP-M # of Churches/Schools : 6

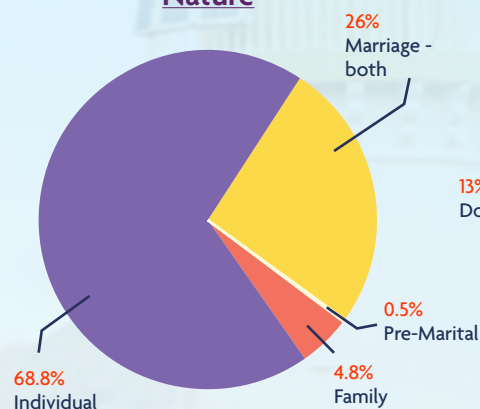
### Case Category



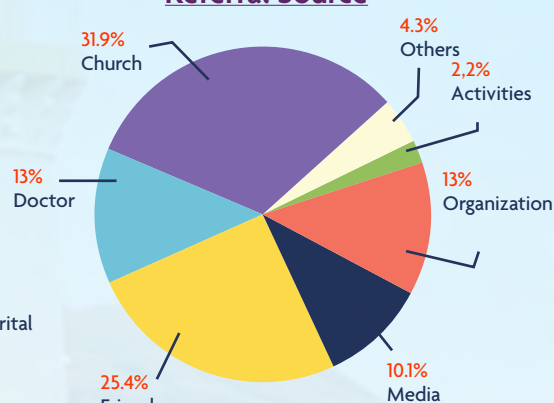
### Marital Status



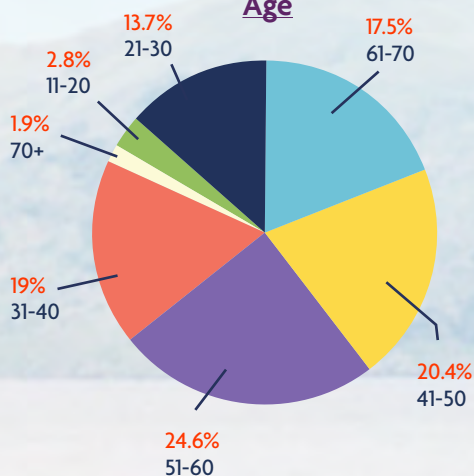
### Nature



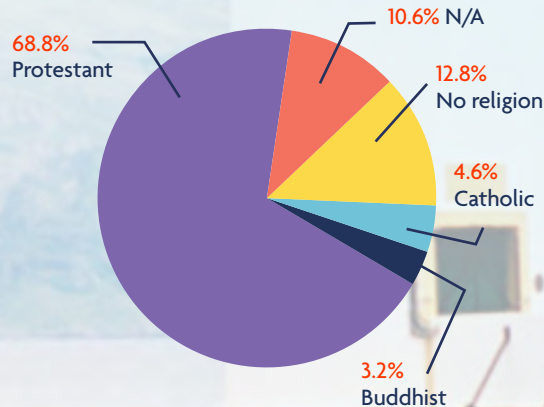
### Referral Source



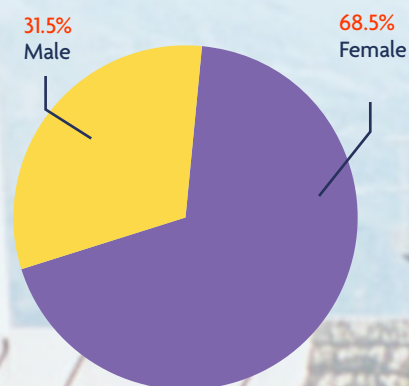
### Age



### Religion



### Sex



# 2020 Supporters and Sponsors 支持者和贊助商

Living Water Counselling Centre would like to express our heartfelt gratitude to the individuals, families physicians, churches, companies and organizations for their referrals, donations and sponsorships. Their generous supports are vital to the ongoing operation of our services.

## Short Term Grant Funders

Federal Government:  
New Horizon for Seniors  
Employment and Social Development Canada  
Canadian Emergencies Wages Subsidies  
Canadian Emergencies Business Account Loans  
UWGT-Emergency Community Support Fund

## Organizations, Corporations & Charities

ACEM  
Chinese Family for Christ USA  
Investor Group  
Lao's Family Charitable Trust  
Ontario Chinese Christian Medical Fellowship  
Operation Dawn Canada  
The IBM Canada Employees' Charitable Fund  
S.W.J. Pun Family Fund  
Wa Jee Food Package

## Supporting Churches

Brampton Evangelical Missionary Church  
Calvary Logos Baptist Church  
Good Shepherd Christian Community Church  
Hallelujah Chinese Evangelical Free Church  
Logos Baptist Church (Miliken)  
Mississauga Chinese Baptist Church  
North York Chinese Baptist Church  
Richmond Hill (Chinese) Baptist Church  
Scarborough Chinese Baptist Church  
Toronto Chinese Methodist Church  
Toronto Emmanuel Church

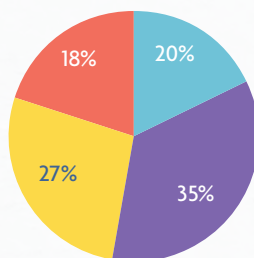
## Sponsors

Pegasus Enterprise Solutions

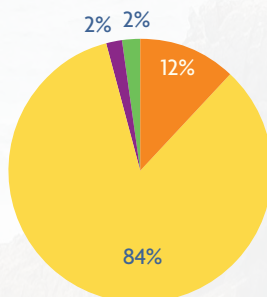
# Financial Statement 2020 and Budget 2021 2020年收支及2021年財政預算

- 捐獻  
Donations
- 服務項目  
Services & Programs
- 項目資助  
Program Grants
- 其他收入  
Miscellaneous
- 贊助  
Sponsorships
- 推廣籌款  
Promotion & Fundraising
- 行政常費  
Administration & General
- 物業管理  
Office & Maintenance

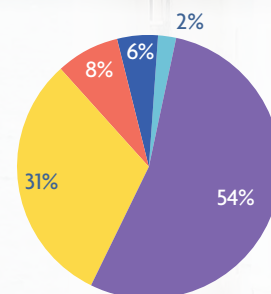
**2020 收入**  
**Actual Revenue**  
**\$371,381**



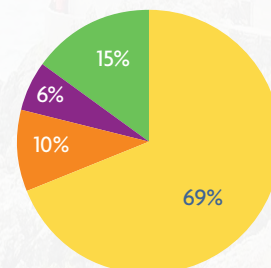
**2020 支出**  
**Actual Expenses**  
**\$265,243**



**2021 預算收入**  
**Budget Revenue**  
**\$363,000**



**2021 預算支出**  
**Budget Expenses**  
**\$363,000**



**剩餘 (赤字) Surplus or (Deficits): \$106,138\***

\*聯邦政府資助: CEWS \$48,694.00  
Federal Government: CEBA \$10,000.00



## Board of Directors

**Chairman:** Ms. Rosemary Chan

**Treasurer:** Mr. William Hui

**Secretary:** Mr. Alven Choi

**Directors:** Dr. Thomas Choy\*, Dr. Alan Fung\*

## Corporate Members

Ms. Bertha Chang

Ms. Eva Wong

Ms. Iris Tsui

Mr. Samuel Ip

Mr. Colin So\*

Ms. Hilda Chow

Rev. Kelvin Luong\*

Ms. Sandy Ho

## Staff

**Executive Director/Therapist:** Kit-Ming Koo\*, M.C.E., M.A., Registered Psychotherapist, Registered Marriage & Family Therapist, Clinical Fellow and Approved Supervisor AAMFT

**Director of Resource Development:** Lucetta Lam\*, M.S.W., Registered Social Worker, Psychotherapist

**Clinical & Holistic Health Therapist:** Judy Wu\*, M. Ed., Registered Psychotherapist, Registered Marriage & Family Therapist

**Clinical Therapist & Mindfulness Instructor:** Natalie Cheung\*, M.S.W., R.S.W., Certified Mindfulness Instructor

**Intake Coordinator:** Julia Chen\*, M.A., OAMHP

**Office Administrator & Program Assistant:** Lesley Kwok, B.A./Econ.

## Spiritual Directors

Angelina Lim\* Dip. of S.D. (Voluntary Spiritual Director)

Carman Ho\* E.C.E., M.T.S., Certified Spiritual Director

Karina W.S. Luk\* B.Soc.Sc., M.C.S., M.A.,

Viola Lee\* Dip. of S.D., D.Min.

## Speaker Faculty

Dennis Mok M.Eng., M.Div., D. Min..

Rev. Nelson Yiu M.Div., M.T., D.Min., D.D.

Star Ying Tao Yu B. Mgmt., M.C.S.

Dr. Vincent Poon MD, DMin, PsyD, FABMP, CCFP, FCFP, Approved supervisor AAMFT

Names with \* are also our speakers

## Clinical Faculty/Therapists

Agnes Chen

Asanda Cheung\*

Cindy Li\*

Joanne Chan

Merrin Ng\*

Patricia Chan\*

Polly Hui

Ramee Whittle

Shirley Pun\*

Shirlin Cheung\*

Vivien Tsoi

M.Div., R.P., RMFT

M.A., R.P.

M.Div., R.P.

M.S.W., R.S.W.

M.Div., R.P., Clinical Fellow & Approved Supervisor AAMFT

M.Div., R.P.

M.Div., R.P., RMFT

M. A., R.P.

M.Div., R.P.

B.S.W., M.T.S. R.S.W.,

M.Div., M.S.W., R.S.W.

## Consultants

Dr. Alan Fung\*

Ling Ling Hui\*

Dr. Patrick Lo\*

MD, ScD., FRCPC, FAPA

M.S.W., R.S.W., MCAPCT, SIPA, Toronto Psycho Analytic Society

Member MD, FRCPC, M.Div., Member of CAMFT

# Our Vision

A caring and healthy community that people grow towards the wholeness of life with physical, mental, spiritual, and social wellness.

一個充滿關愛和康健的社群，人們可以邁向整全的身心靈和人際健康。

我們的異象

我們的使命

Our mission is dedicated to help individuals, couples, and families with life situations to grow towards wholeness of life through Counselling/Psychotherapy, Spiritual Formation, Education, and Training. In addition, we endeavor to build a caring and healthy community through partnerships with social services networks, Christian communities, and multi-disciplinary professionals.

致力以輔導/心理治療、靈命塑造、教育及培訓，協助處於人生不同境遇中的家庭、夫婦及個人，邁向整全融和的生命。同時藉著與社會服務網絡、基督團體及多元化專業人仕等結成夥伴，合力建構有關愛及健康的社區。

# Our Mission



泉源輔導中心  
Living Water Counselling Centre

165 East Beaver Creek Road, Unit 9,  
Richmond Hill, ON L4B 2N2  
Tel: 905-763-0818 Web: [www.livingwater-counselling.org](http://www.livingwater-counselling.org)