



## 我的義工經驗 My Volunteer Experience

2014 年耆英會我最欣賞義工獎得主吳寶玲  
Becky Tsu, 2014 CCECA My Favorite Volunteer Award Winner

來加差不多有 40 年，自少受家人的影響，斷斷續續在西人社區裡做義工，例如送餐，賭場籌款，嘉年華會等等。直至 2006 年，一個機會，於是去參加耆英會的探訪老人院和家居探訪。

最初做老人院時很開心，但是當建立了友情後，情況很不同，當你得知他們死了時，很是痛苦，到最後放棄了這工作。在這段時間，很痛苦的掙扎，停了也有一年多。終於我勝利了，重新再開始。很幸運他們還記得我，也很慶幸我繼續做下去，不單只我幫他們，原來他們也幫了我哩！我從他們身上也學了很多，不是書本裡有的。有很多國民教育，例如孫中山的三民主義。這些故事很有意義，而且令我看到老人家的積極樂觀態度也影響了我對生命的看法，明白了活在當下的意義。

我也參加公民權益小組，為他們抱不平，甚至去有關歧視部門去理論。從中也學了很多，也明白一個道理，就是不平則鳴！

亦有幸也是外展部接待員，也是最幸運的一員。看似沒有什麼東西要做，其實真的很忙。事無大小，也要經過我們前線，也讓我們學了很多寶貴的知識，尤其是國語。耆英會聯絡不同的組織及政府部門，保障長者福利。我們擔任義工的過程，同時也增進了他們的關係，讓他們互相分享及提醒，並學習彼此欣賞。現在長者的生活很充實和快樂，亦是其他人的好榜樣。

I have immigrated to Canada for almost 40 years. Since I was a child I have learned from my family about helping others by doing volunteer work. In the past, I occasionally volunteered in the Caucasian community by engaging in activities such as providing meal delivery service, helping in fund-raising for charity at casinos, and helping at carnivals. In 2006 I got an opportunity to work for CCECA as a volunteer and had visited the elderly at their own homes as well as care centres.

## 義工之我見 My Volunteer Work

我認識耆英會是從得益於它的職員和義工的關心與幫助開始的。在許許多多華人長者的心目中，耆英會是全心全意為華人長者服務的，是值得信賴的。這正如慶祝卡城華人耆英會三十年標語口號比賽的一個獲獎作品所說：“耆英是我家，幸福你我他。”如今我成了耆英會義工隊伍中的一員，對此更深有體會。

由於所處的崗位，我接觸到不少長者，他們因語言不通等各種困難，需要耆英會的幫助。雖然我們只是一個義工，倘若我們能設身處地，把他人的困難當作自己的困難，儘自己所能幫助有需要的人，便能協助耆英會的職員使前來求助的長者得到滿意的服務。

做義工，雖然是義務性質的服務，但它也是一份工作，要認真真真去做；不要因為自己的疏忽，給別人帶來不便，給耆英會的服務造成損失。

總之，做一個義工，看似不經意，實則一份責任。既然是責任，就要把它做好。要使眾多長者都把耆英會當作自己的家，喜歡這個家，義工也責無旁貸。

I knew of CCECA when I first benefited from its service. CCECA is well known for providing quality services for the Chinese seniors

In the beginning I was very happy as I met with the seniors and made friends with them. However, as time went by, I felt very sad when some of my senior friends passed away. Eventually I quit the job. After quitting for more than a year, I was able to overcome my emotional conflict. I therefore went back to my volunteer work at CCECA. I am pleased that my senior friends still remember me. I am glad that I have returned to this volunteer work because not only can I help the seniors, but I can also learn a lot from them. The knowledge I learn from them is not found in books. For example, they taught me about national education and about Mr. Sun Yat-sen's Three Principles of the People. The stories they told me are very meaningful. Their positive and optimistic attitude let me understand the meaning of life better.

I am also in the civic engagement group which helps those who have experienced discrimination to file complaints by contacting the appropriate government department. From this experience I learned that we should fight against injustice.

In addition, I am the receptionist of the Way In department. Although it seems there is not much to do in this position, there is a lot of work to do as the receptionist is the front line of providing the outreach service. Since CCECA works with different organizations and government departments to safeguard the benefits of the seniors, I am able to gain a lot of experience during the process and I have improved my Mandarin a lot. Also, my role gives me the opportunity to learn and share with the seniors. The senior has set a good example for us by leading a happy and meaningful life.

through its trustworthy staff and volunteers. It is just like what the award-winning slogan of their 30th anniversary slogan contest says, “CCECA is my home. Joy is here for everyone.” Now as a member of its volunteer team, I can greatly experience its happiness.

As a volunteer at CCECA, I have met many seniors who came to CCECA for help because they have language barrier. As volunteers, if we could put ourselves into the shoes of those people who were in difficulties and try our best to help them, we would then be able to assist the CCECA staff in providing the elderly with quality service.

To me, this volunteer work is a job and I have to perform my duties conscientiously. I will not want to cause any inconvenience to people or any damage to CCECA due to my negligence.

It is my responsibility to perform well in my volunteer work so that the seniors will treat CCECA as their home and love this home.

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