

Volunteers' Sharing

1.

We are pleased to acknowledge big achievements completed by CTSS under the leadership of Amy Ng as well as the efforts and hard work of all the members of CTSS. I hope that CTSS will provide an increasing amount of support and services to all ethnic groups and communities across Calgary in future.

David Hao, a volunteer of peer health educator of CTSS
Former medical internist in People's Republic of China

2.

Thank you very much for providing us with such a good platform to bridge ethnic communities with government and non-government health service sectors. CTSS definitely plays an important role in enhancing diversities and increasing mutual-communications and support to ethnic groups, government and non-government health organizations in Calgary. Through the work of CTSS the objective of cultural diversity of Canada can be achieved.

Yours truly,

Shu-ju (Suzana) Chen, a volunteer of peer health educator of CTSS
Respiratory technician candidate in SAIT
Former pediatrician in People's Republic of China

3.

Touched by my heart, acted with passion

As a new comer came from Taiwan to Calgary in 2005,

I have been pleased to know Amy Ng and the community health support services in Community Transcultural Support Services.

When I adapted to live in Calgary, Alberta, I felt being a volunteer in the community health support service organization had enhanced my ability to adjust to Canadian culture in my daily life.

I used to work in Department Health Kaohsiung City Government as a Chief of Health Education. During the period of my adaptation living in a foreign land, I realized my language was challenged because my native language is Mandarin. I did not have friends or relatives living nearby. Serving as a volunteer with my expertise health education practices and the privilege of my Mandarin speaking ability, and serving with Amy in community health support services among ethnic populations, allowed me to leave my enclosed life style in Calgary.

Through my volunteering services in Community Transcultural Support Services, I have been very happy to learn about Canadian culture and Canada's health approach in health promotion and disease prevention. I had had a few opportunities to participate into a funded education program of breast cancer prevention screening, and community-based child's dental health service program. In addition serving ethnic seniors for providing their unique health information needs for Canadian government health services in Chinese (or another ethnic) language was meaningful and useful in my new life in Canada. At this, I also perceive that linguistic relevant health access information is important for people whose English proficiency is low. The Community Transcultural Support health services may meet the needs of people who have low health literacy and low language proficiency.

From a cross-cultural health perspective, there are differences in health care systems between Canada Health and Taiwan Health. For people with ethnic backgrounds, language barriers may be one of the delaying factors in people seeking health and medical services or information in local or government health environment which could consequently result in negatively affecting one's health. The development of Community Transcultural Support Services is to provide a cross-cultural health platform. This cross-cultural health approach, comprised volunteers and professional staff members from ethnic communities, allows mutual-communication and support. This effectively facilitates health service and information access between ethnic populations and government health service organizations. Serving with love, heartfelt and passion for multicultural health through CTSS could be a means of working towards universal health access.

Shu-I Lee, a volunteer of peer health educator, health research assistant of CTSS

A currently active Chief of Health Education Department of Kaohsiung, DOH.