



中僑互助會
S.U.C.C.E.S.S.

S.U.C.C.E.S.S.
Chinese Help Lines
中僑心理熱線

We need your **HELP!!!**

我們需要您

如果您願意透過電話傾聽別人的
困擾
如果您願意接受挑戰透過訓練
走向專業

請聯絡我們

您將會 You will :

- ◆ 接受 40 小時專業心理熱線義工訓練
Receive 40 hrs professional help lines
volunteer training
- ◆ 選擇自己方便的時間為大眾提供服務
(一星期四小時 -- (a) 10a.m.-2p.m., (b)
2p.m.-6p.m., or (c) 6p.m.-10p.m)
Volunteer 4 hours a week -- (a) 10a.m.-
2p.m., (b) 2p.m.-6p.m., or (c) 6p.m.-10p.m.
- ◆ 提供來電者精神上的支持及解決問題的
幫助
Render emotional support/problem
solving
- ◆ 回應來電者的詢問及提供所需的資源
Respond to enquiries and provide
necessary information/resources
- ◆ 為來電者提供轉介服務
Make proper referral
- ◆ 為來電者提供緊急支援
Conduct emergency intervention

新進義工需要接受義工訓練。訓練課程會
在 Richmond 舉行。學費為 \$70。新進義工
需提供無犯罪紀錄。

Training session will be provided to successful
candidates. The course will be conducted in
Richmond and the fee is \$70. Trainees have
to go through criminal record check.

資格 Qualification :

1. 基本英語水平。可以用簡單英文溝
通。Basic English standard, able to
converse in simple English.
2. 國語或廣東話流利。
Fluent in Cantonese or Mandarin
3. 良好的書寫，溝通及解決問題能
力。Good writing, communication
and problem solving skills
4. 熱心。Enthusiastic
5. 可以獨立作業。
Able to work independently
6. 有合作精神。Good team player

有興趣者請致電查詢 Johnson Ma 或 Casey
Lam at (604) 270-8611，或 e-mail Casey
Lam (casey.lam@success.bc.ca)
申請表格可在中僑的網頁下載
(www.success.bc.ca)。

Interested person please call Johnson Ma or
Casey Lam at (604) 270-8611 for details.
Casey Lam can also be reached at
casey.lam@success.bc.ca
Application can also be downloaded from
SUCCESS website (www.success.bc.ca).

義工的經歷

中僑心理熱線粵語線義工 – 文心

各位朋友，大家好！我是文心，中僑心理熱線粵語線義工。由 2002 年 11 月 27 日開線起一直服務至今。

加入中僑心理熱線，主要是秉承一貫服務社會的熱誠，而更重要的是希望在以洋人爲主的社區裡，爲華人同胞盡一點力。在熱線服務中，使我領悟到人生的喜、怒、哀、樂和生、老、病、死。我比從前變得更有容忍力和耐性，凡事懂得易地而處，試圖從對方的立場和角度去看每件事物。

人生的劇變，並不單單發生在熱線的求助朋友身上。在過去一年多的時間裡，也出現在自己的家庭裡。

還記得 2003 年三、四月期間，香港正受著非典型肺炎的肆虐，人心惶惶。此時我的妹夫正值癌症末期，入住了公立醫院。透過了電話，我和妹妹經常保持接觸。我從熱線工作中吸收到的東西，不期然地啓發著我與妹妹家人溝通時應保持的關懷、冷靜和協助找尋解決問題的方法。不幸地，我的妹夫終於離開了。除了傷痛外，我也開始懂得安慰妹妹和兩個外甥，按部就班地讓她們從喪失親人的哀傷中恢復過來。

除了妹妹，我還有一位高齡的母親身在香港。在熱線上我會聆聽不同的公公婆婆傾訴他們日常生活的瑣事，面對著我的母親，我這個遊子變得更加馴如羔羊，重拾我的童真。這種母子間的心靈相通，無疑是我投入了熱線後的一項意外收穫。

這一年多寶貴的經驗，正是把「百鍊鋼」也變成了「繞指柔」。我以前當警察是提著槍桿子，現在拿起了電話聽筒，人生是更加充實了。

在熱線的義工行列裡，我結交了一位學識淵博，待人誠懇的退休法官，這種際遇又是如斯的幽默啊！

Chinese Help Lines Mandarin Volunteer – Vicky

Hello, this is Vicky, volunteer for the Mandarin line. I am now double-majoring Psychology and Family Studies at University of British Columbia, and I have been working on the line since last May.

My first intention for being a line volunteer was to get some “hand-on” experience. I believe that this experience would allow me to explore the rich and unique psychological and cultural characteristics of Chinese community as well as to apply textbook theories to real life situations. With enthusiasm, I also invited my friends to join the training with me. Unfortunately, their feedbacks were not as positive as I anticipated.

I was at the point of no return: the registration form had been turned in! So, there I was, trembling in anxiety and doubt, starting the two-month training.

Through sharing and learning with other volunteers, my uncertainty and doubt were quickly replaced by greater self-understanding and empathy for others. The actual online experience broadened my understanding for life. I heard how different age groups were affected differently by the same social event or news. At the same time, I observed the techniques and attitudes different individuals utilized in dealing with their crisis and problems. This was my very first close-up of “people” and the very first time I learned about society in such a great depth. Besides online conversations, much inspiration was from my fellow volunteers and coordinators. Their generous contributions of time and effort in helping to build a better community and their conscientious efforts in achieving self-actualization and growth had fascinated me.

By volunteering, I have come to understand that imperfection and crisis were just parts of a normal life process, and that upheavals can bring traumas as well as foster resiliency and strength within us. All these valuable leanings, the wonderful volunteer friends I’ve got and their wise suggestions are all beautiful stories of serendipity in my volunteer journey. I am very glad for being here. ☺