



佳頤中心

GAIA Community Care and Wellness Society – GAIA Cares 佳頤中心

Volunteer Training Manual: Skills for Helping Vancouver Seniors Who Speak Chinese

義工培訓手冊：

協助居於溫哥華社區之華語長者的服務
技巧

community care &
wellness society

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Introduction 介紹

Welcome 歡迎

Hello, and welcome to this comprehensive manual for volunteers at GAIA Community Care and Wellness Society (“GAIA” in below). We deeply appreciate your commitment to our mission of enhancing the well-being of Chinese-speaking seniors in Vancouver.

你好，歡迎瀏覽「佳頤中心」義工培訓手冊。我們非常感謝您支持我們以居於溫哥華地區華語長者的福祉提升為使命。

Our Mission 我們的使命

GAIA is devoted to serving the needs of Chinese-speaking seniors in Vancouver. Our mission is to provide holistic support, foster inclusivity, and enhance the quality of life for seniors in our community.

「佳頤中心」致力服務溫哥華社區的華語長者的需求，並(1)提供全面支援，(2)促進包容性，及(3)提高其於社區生活的生活質素。

Our Core Elements 我們的核心要素

At GAIA, our core elements include compassion, respect, cultural sensitivity, and community engagement. These values guide our interactions with seniors and volunteers, shaping the foundation of our work.

在「佳頤中心」，我們的核心要素，包括：同情心、尊重、文化敏感性和社區參與。此核心價值指導住我們與長者和義工之互動，構建機構的工作基礎。

Why Training Matters 培訓的重要性

Training is the cornerstone of our success. It equips you with the skills and knowledge needed to make a meaningful impact on the lives of our senior friends.

我們相信培訓乃成功的基石。它將為您提供必要的技能和知識，以對我們的長者朋友的生活產生具意義的影響。

Understanding Our Chinese-Speaking Seniors

了解我們的華語長者群體

Diversity Among Chinese-Speaking Seniors 華語長者群體的多樣性

Did you know that there are almost 1/5 of our city's seniors speaking Chinese as their first language? This vibrant community adds a rich cultural tapestry to our city. Our seniors come from different parts of the world where Chinese is spoken. They bring with them a rich tapestry of customs, traditions, and experiences. Understanding and celebrating this diversity is essential.

你是否知道溫哥華有近五份之一的長者以華語作為母語，並在這充滿活力的社區裡為我們增添著豐富的文化色彩。他們來自世界各地同樣以華語作主要語言的地方，當中豐富多彩的習俗、傳統及經歷，構成至關重要的文化多樣性，值得我們理解和欣賞。

Register as a Volunteer 登記成為義工

Criteria 條件

We welcome all people aged over 16, who is dedicated and compassionated to serve the Chinese-speaking Seniors in our community of Vancouver.

我們歡迎任何年滿 16 齡，並願意全心全意服務我們溫哥華社區裡華語長者的人士。

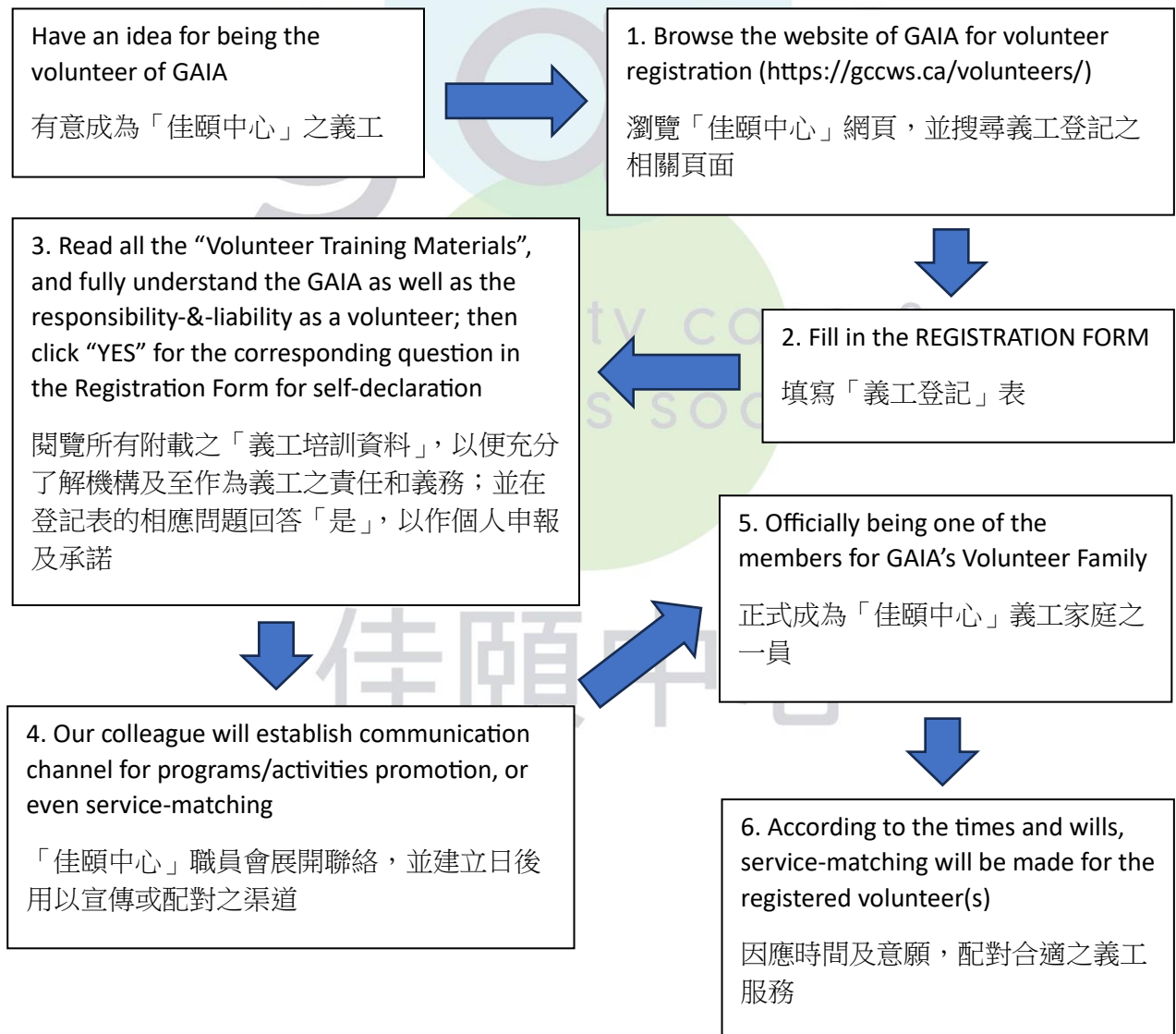
Procedure 步驟

- 1) Browse our website and open the page of “PROGRAMS” → “VOLUNTEER TRAINING AND DEVELOPMENT”.
瀏覽「佳頤中心」之機構網頁，並按 **活動** → **義工發展及培訓** 前往相關頁面。
- 2) Click the **Registration Form** for filling up the required personal information for our follow-up.
點選 **登記表格** 以填寫相關資料，以便職員與您聯絡跟進。
- 3) In the meantime, volunteer should read detail on the attached VOLUNTEER TRAINING MATERIALS (i.e. Volunteer Training Manual & Code of Practice for Volunteers). And then click “YES” for the corresponding question in the registration form, as a SELF-DECLARE procedure with your compliance.

填寫義工登記表之同時，請務必閱覽附載於相同頁面之「義工培訓資料」〔包括：(1) 義工培訓手冊、(2) 義工服務守則〕；並於登記表之相應問題中回答「是」，以示充分了解並承諾遵從。

- 4) Our colleague will contact you according to your filled information, and further establish communication channel for the promotion of programs or activities.
本機構職員/聯絡人，會因應閣下填寫之聯絡資料進行聯絡，並建立日後有關活動或其他宣傳資料之渠道。
- 5) While connection had been well established, you are officially one of the members for GAIA's Volunteer Family.
成功建立連繫後，將正式加入成為「佳頤中心」之義工家庭。
- 6) We will contact you further, while there are services that fit your times and wills.
假若有義工服務之需要，並切合您的時間和意願時，我們會聯絡您以作出相應配對。

Flowchart 流程圖



Section 1: Effective Communication Skills

第一部份：有效的溝通技巧

OBJECTIVE 目標 1: Listening and Speaking 聆聽與表達

Listening Skills 聆聽技巧:

Effective communication starts with active listening. When working with Chinese-speaking seniors who may face language barriers, attentive listening is key. Be patient and encourage them to express themselves.

有效的溝通由積極傾聽開始。在與可能面臨語言障礙的華語長者一起相處時，仔細的聆聽至關重要。請耐心聆聽，鼓勵他們多表達自己。

Reflective Listening 反饋式聆聽:

Reflecting their feelings and thoughts back to them helps build trust and rapport. It shows that you genuinely understand and care.

把他們的情感和思維反映，有助於建立信任和融洽的關係；從而表明您真正理解並關心他們。

Asking Open Questions 提出開放性問題:

Instead of yes-or-no questions, use open-ended questions that encourage them to share more about their experiences, needs, and preferences.

提出開放性問題鼓勵他們分享更多屬於他們的經歷、需求和偏好，而非只能回答「是或否」的問題。

OBJECTIVE 目標 2: Working Together as a Team 團隊合作

Understanding Teamwork 了解團隊合作:

Our volunteer team is like a family. Each member brings unique strengths and abilities. Some may excel in cooking, while others have green thumbs for gardening. We all work together to create a harmonious environment for our seniors.

我們的義工團隊就好似一個大家庭，每個成員都具備獨特的長處和能力。有些人可能擅長烹飪，而其他人則可能擅長園藝；共同的努力，可以為服務的長者創造和諧的環境。

Resolving Conflicts 緩解衝突:

In any family, conflicts may arise. When they do, we resolve them as a team, just as we would with friends. Conflict resolution is an essential skill that helps maintain a positive atmosphere.

在任何家庭中，都可能發生衝突。當衝突發生時，我們會作為一個團隊致力去解決，就與朋友相處一樣。因此，衝突緩解係一項重要的技能，有助於維持積極的氛圍。

Supporting Each Other 相互支持:

In our volunteer family, we lend a helping hand when needed. If someone faces challenges or needs assistance, we step up to provide support. When someone achieves something remarkable, we celebrate their success together.

在義工家庭當中，我們於需要時會伸出援手。如果有人面對挑戰或需要幫助，我們會主動提供支援。當有人取得突出成績時，我們亦會一齊慶賀其成功。

OBJECTIVE 目標 3: Leadership and Problem-Solving 領導和解難

Taking Initiative 採取主動:

Leadership means taking the first step, like the early bird that catches the worm. If you notice something that needs to be done, be proactive and take action.

「領導」意味著採取第一步，就似「早起的鳥兒有蟲吃」一樣。如果你注意到有事情需要做，就應該主動採取行動。

Effective Decision-Making 有效決策:

Making informed decisions is crucial. It involves setting clear goals, considering different options, and discussing decisions with fellow volunteers and seniors. We make decisions collectively to ensure they align with our mission.

做出明智的決策亦為重要。它涉及到設定明確的目標、考慮不同的選擇，並與義工和長者討論決策。我們共同做出決策，以確保符合我們的使命。

Dealing with Challenges 應對挑戰:

Challenges are a part of life. When they arise, we tackle them head-on, just like navigating through rough waters. We learn from each challenge, grow stronger, and adapt to overcome future obstacles.

挑戰乃生活的必然部分。當出現時，我們要「逆水行舟」的堅決態度去應對。我們從每一個挑戰中汲取教訓，變得強大，並適應以克服未來的障礙。



Section 2: Practical Skills

第二部份：實用技能

OBJECTIVE 目標 1: Managing Tasks and Time 任務和時間管理

Prioritizing 優先考慮:

Identify tasks that are crucial for the well-being of our seniors. Allocate your time wisely, ensuring that essential tasks are completed promptly.

識別與長者福祉攸關重要的項目。明智地分配時間，確保及時完成相關任務。

Time Management 時間管理:

Efficiently balance your time to prevent feeling overwhelmed. Create schedules that allow you to allocate time for volunteering while maintaining a healthy work-life balance.

高效地平衡您的時間，以防止過勞的感覺出現。制定時間表，使您能夠在保持健康的工作與生活平衡的同時，分配時間進行義工工作。

Setting Clear Goals 設定明確的目標:

Define specific, measurable goals for your volunteer activities. Regularly track your progress and celebrate milestones and achievements along the way.

為您的義工活動設定具體、可衡量的目標。定期跟進您的進展，並在過程中慶祝里程碑和成就。

OBJECTIVE 目標 2: Being Organized 組織能力

Planning and Executing Events 規劃及執行活動:

Successful events require thorough planning. Research seniors' interests, needs, and preferences to create detailed plans that ensure the event's success.

成功的活動需要全面的規劃。研究長者之興趣、需求和偏好，制定詳細的執行計劃，以確保活動成功進行。

Resource Management 資源管理:

Use available resources efficiently to maximize your impact. Seek opportunities for collaboration and resource sharing within the community to enhance the availability of resources.

高效地利用現有資源，以增強相關的影響力。於社區內尋求合作和資源共享的機會，以增加資源之可用性。

Documentation and Reporting 文檔和報告:

Maintain accurate records of your interactions and activities. Transparent reporting contributes to organizational improvement and ensures accountability.

紀錄您的互動和活動的詳細信息。具透明度的報告有助於機構的改進，並確保問責制。

OBJECTIVE 目標 3: Basic First Aid and Emergency Response 基本急救及危急應變

First Aid Techniques 急救技能:

Learn essential first aid skills, including recognizing common health issues seniors may face and administering basic first aid when necessary.

學習基本急救技能，包括識別長者可能面對的常見健康問題，並於必要時提供基本急救。

Emergency Protocols 應急程序:

Understand and follow the organization's emergency procedures. Stay calm and composed during crises, providing reassurance and support to seniors and fellow volunteers.

瞭解並遵守機構的應急程序。在危機中保持冷靜和鎮定，為長者和義工提供安慰和支持。

Staying Calm 保持冷靜:

Practice composure during stressful situations, as your ability to remain calm can provide stability and reassurance to those around you.

在緊急情況下保持鎮定，因為您保持冷靜的能力可以為周圍的人提供穩定和安慰。

Section 3: Culturally Sensitive Outreach Skills

第三部份：具有文化敏銳性的外展技巧

OBJECTIVE 目標 1: Understanding Cultural Diversity 了解文化多樣性

Cultural Awareness 文化意識:

Demonstrate respect for the diverse cultural backgrounds of seniors you interact with. Challenge personal biases and stereotypes, fostering an inclusive environment.

表現出對互動中長者多樣化文化背景的尊重；嘗試放下個人的偏見和刻板印象，營造一個包容性的環境。

Effective Cross-Cultural Communication 有效的跨文化溝通:

Adapt your communication style to be culturally sensitive. Actively listen to seniors from different cultural backgrounds, seeking to understand their unique perspectives and needs.

調整您的溝通風格，以具有文化敏感性。積極傾聽來自不同文化背景的長者，努力理解他們獨特的觀點和需求。

Avoiding Cultural Insensitivity 避免文化敏感性問題:

Continuously educate yourself about cultural norms and practices to avoid actions that may be culturally insensitive. Cultivate an environment of learning and respect.

持續教育自己有關文化規範和做法，以避免可能具有文化敏感性的行為；並培養一種學習和尊重的環境。

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OBJECTIVE 目標 2: Tailoring Programs for Specific Communities 為特定社區度身訂做活動計劃

Researching Local Customs 研究當地風俗:

Learn about the customs and traditions of the specific cultural communities you are serving. This knowledge allows you to tailor programs that resonate with their cultural preferences.

瞭解你正提供服務的特定文化、社區風俗與傳統，這些知識使您能夠制訂符合他們文化偏好的活動計劃。

Adapting Outreach 調整外展活動:

Customize outreach programs to meet the unique needs of each cultural community. Involve community members in program planning to ensure cultural relevance and inclusivity.

根據每個文化社區的獨特需求製訂相應外展計劃。讓社區成員參與計劃，以確保文化的相關性和包容性。

Avoiding Cultural Insensitivity 避免文化敏感性問題:

Stay open to feedback from seniors and community leaders to continually improve cultural sensitivity in your outreach efforts.

保持對長者和社區領袖的反饋抱持開放態度，以不斷改進您外展工作中的文化敏感性。

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Section 4: Additional Considerations

第四部份：其他注意事項

Confidentiality and Privacy 保密性和私隱

Always respect the confidentiality and privacy of the seniors you work with. Do not share personal information without explicit consent and keep any record in all means including pictures, videos, or etc.

經常要留意尊重您服務長者的保密性和私隱，未經明確同意，請勿分享個人信息和保存任何形式之紀錄，包括：相片、錄像或其他。

Language Barriers 語言障礙

Understand that language barriers may exist. Use clear and simple language when communicating and consider utilizing interpretation services when necessary.

了解可能存在的語言障礙，並在溝通時盡量使用清晰簡單的語言，必要時考慮尋求他人協助翻譯。

Safety First 安全第一

Prioritize safety in all interactions. If you encounter any situation that appears unsafe or uncomfortable, seek guidance from your volunteer coordinator or supervisor.

在所有互動中應優先考慮安全。如果遇到任何疑似不安全或不舒適的情況，應尋求義工協調員或機構職員的指導。

Cultural Sensitivity in Practice 文化敏感性的實踐

Practice cultural sensitivity not only in words but also in actions. Be mindful of cultural customs and practices during your interactions.

不僅在言辭上，還要在行動中體現文化敏感性，並在互動中時刻注意文化和習俗上的異同。

Feedback and Improvement 反饋和改進

Encourage feedback from seniors and fellow volunteers. Constructive feedback can lead to continuous improvement in your volunteer efforts.

鼓勵長者和義工提供反饋，因建設性的反饋可以促使義工工作的不斷改進。

Cultural Celebrations 文化慶典

Embrace opportunities to celebrate cultural holidays and traditions with the seniors. These moments can create meaningful connections and foster a sense of belonging.

把握與長者一起慶祝文化節日和傳統的機會，同時可以建立有意義的聯繫，並培養歸屬感。

Building Trust 建立信任

Trust is essential in your interactions. Consistency, reliability, and respect are key components of building and maintaining trust.

在互動中建立信任是必要的。而貫徹、可靠和尊重都是建立和保持信任的關鍵部份。

Self-Care 自我照顧

Remember to take care of yourself. Caring for others can be emotionally taxing, so prioritize self-care to ensure you are at your best when helping seniors.

記住要照顧自己。因為照顧他人可能在情感上會耗費精力，因此亦需優先考慮自我照顧，以確保在幫助長者時有著最佳的狀態。

Record Keeping 保存紀錄

Maintain accurate records of your volunteer activities and interactions. These records are valuable for reporting, evaluation, and future planning.

保持義工活動和互動的準確紀錄，並對於未來報告、評估和規劃均有參考之價值。

Staying Informed 保持信息更新

Stay informed about community resources, services, and developments that may benefit the seniors you serve.

了解可能有利於您服務的長者之社區資源、相關服務及其他動態的發展。

Adaptability 適應性

Be prepared for unexpected situations. Flexibility and adaptability are valuable traits for a volunteer.

為意外情況做好準備，而靈活性和適應性都是義工的珍貴資產。

Long-Term Commitment 長期承諾

Consider making a long-term commitment to volunteering. Consistency in your presence can have a lasting positive impact on seniors.

積極考慮長期參與義工，因為您的持續存在可以對長者產生持久的正面影響。



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Section 5: Examples of Inappropriate Behavior

第五部份：不適當的行為示例

Disrespectful Language 不尊重的用語:

Using derogatory language, racial slurs, or offensive jokes is strictly prohibited. Treat all seniors with dignity and respect.

使用貶低性的言辭、種族歧視性用語或冒犯性笑話都是嚴格禁止的。請尊重所有長者的尊嚴並予以尊重。

Ignoring Boundaries 忽視界線:

Respecting personal boundaries is crucial. Do not invade seniors' personal space or ask intrusive questions.

尊重個人界線亦至為重要，因此不要侵犯長者的個人空間或提問過於深入越界的問題。

Unwanted Advances 不受歡迎的行為:

Any form of unwanted advances or harassment, whether verbal or physical, is unacceptable. Always seek consent and maintain appropriate professional conduct.

任何形式的不受歡迎的行為或騷擾，不論是口頭還是肢體的，一概都是不可接受的。時常需尋求同意並保持適當的操守。

Discrimination 歧視:

Discriminating against seniors based on factors such as age, gender, race, or religion is against our values. Treat everyone fairly and equally.

基於年齡、性別、種族或宗教等因素，對長者帶來歧視乃違背我們機構的價值。因此要公平對待每個個體。

Neglecting Responsibilities 忽視責任:

Failing to fulfill your volunteer responsibilities, such as not showing up for scheduled activities, can negatively impact seniors' trust and well-being.

未能履行義工職責，例如不按計劃推行/協助活動，可能會對長者的信任和福祉產生負面影響。

Sharing Personal Information 分享個人信息:

Sharing your personal contact information or disclosing personal details about seniors without their consent is a breach of privacy.

在未經長者同意的情況下，分享您的個人聯繫信息；或透露他們的個人信息，均是侵犯私隱的行為。

Inappropriate Touching 不當觸碰:

Any form of physical contact should be respectful and within the boundaries of consent. Inappropriate touching is never acceptable.

任何形式的身體接觸都應該是互相尊重的，並需在彼此同意的範圍之內。而不恰當的觸碰均是不能接受的。

Ignoring Feedback 忽視反饋:

Disregarding feedback or complaints from seniors or fellow volunteers is detrimental to our mission. Take concerns seriously and address them promptly.

忽視長者或義工提出的反饋或投訴，乃是不利於我們機構的使命。因此需認真對待並及時予以解決。

Disruptive Behavior 擾亂行為:

Disruptive behavior that interferes with the peace and harmony of our programs and activities will not be tolerated.

我們不會/不應容忍干擾活動計劃和平進行的任何行為。

Non-Compliance with Policies 不遵守政策:

Failure to adhere to the organization's policies and guidelines, including those related to safety and conduct, can lead to consequences.

未能遵守機構的政策和指南，包括與安全和操守有關的政策，可能會導致嚴重後果。

Section 6: Volunteer Engagement and Retention Strategies

第六部份：義工參與和保留的策略

Building a Strong Volunteer Community 建立強大的義工社群

- **Orientation 迎新培訓:**
Welcome new volunteers with open arms. Provide them with the necessary guidance and mentorship to integrate seamlessly into our volunteer family.
用開放的懷抱新義工，為他們提供必要的指導和支持，使他們能夠順利融入我們的義工大家庭。
- **Regular Check-Ins 定期跟進:**
Maintain open communication channels with volunteers. Regular check-ins ensure they feel supported, heard, and valued. It's an opportunity to gather feedback and make improvements.
與義工保持的溝通渠道，定期跟進以確保其感到支持、被聆聽和受重視。這亦是一個收集反饋並進行改進的機會。
- **Recognition and Appreciation Events 認可和讚賞活動:**
Celebrate our volunteers' dedication and accomplishments. Recognition events are a way of expressing our gratitude for their selfless contributions.
認可義工的奉獻和成就，而表揚活動可以是我們表達和感激其無私貢獻之方式。

Personal and Professional Development 個人和職業發展

- **Training Opportunities 培訓機會:**
Offer continuous training opportunities to help volunteers enhance their skills. These sessions empower them to excel in their roles and contribute more effectively.
提供持續的培訓機會，幫助義工提昇其技能，更能使他們能夠昇華自己的角色，並更有效地貢獻所能。
- **Skill Diversification 技能多樣化:**
Encourage volunteers to explore different roles within the organization. This diversification helps them grow personally and professionally while offering valuable contributions to our mission.
鼓勵義工在機構內探索不同的角色，而多樣化的執行有助於他們在個人和職業方面的成長，同時亦為我們的使命提供了寶貴的資源。
- **Flexible and Meaningful Roles 靈活而有意義的角色:**
Assign roles based on volunteers' strengths and interests. Incorporate their feedback to continually refine and improve their experiences.
根據義工的專長和興趣去分配角色。活用其反饋，以不斷完善和改進彼此的經驗。

Promoting Social Connections 促進社交聯繫

- **Networking Events 網絡活動:**
Organize events that encourage social interaction among volunteers. These gatherings foster camaraderie and build lasting friendships within our volunteer community.
組織和鼓勵義工之間的社交互動，從而培養團體之間的友情，並在義工家庭內建立更持久的關係。
- **Cross-Team Collaboration 跨團隊合作:**
Promote collaboration among different volunteer teams. Encourage volunteers to learn from each other, share experiences, and contribute to a sense of unity and purpose.
促進不同義工團隊之間的合作，鼓勵彼此相互學習，分享經驗，並為增強共同感作出貢獻。
- **Effective Communication 有效溝通:**
Keep volunteers informed about organization updates and opportunities for involvement. Provide channels for them to express ideas and concerns, ensuring their voices are heard.
向義工提供機構的更新和信息，並為他們提供表達意念的渠道，確保相關的聲音有機會被聆聽。

Recognition and Long-Term Engagement 認可和長期參與

- **Service Milestones 服務里程碑:**
Acknowledge volunteers' significant contributions and service milestones. Offer continued learning opportunities and support to help them reach new heights.
適時表彰義工的重大貢獻和服務里程碑，同時提供持續的學習機會和支持，協助他們不斷提昇。
- **Continuous Learning 持續學習:**
Provide advanced training to volunteers looking to expand their skill sets or take on leadership roles. Foster a culture of continuous improvement and learning within the organization.
為希望拓展技能或擔任領導角色的義工提供進階培訓，在機構內培養一種持續改進和學習的文化。
- **Feedback Loop 反饋循環:**
Maintain an open feedback loop where volunteers can provide suggestions, voice concerns, and share ideas for improvement. Their insights are invaluable for our growth.
保持開放的反饋循環，促使義工可以提供建議，表達關切，並分享改進意念。因為他們的見解，對於機構成長亦為重要。

Conclusion 結論

In this training manual, we've covered essential skills and knowledge needed to support Chinese-speaking seniors in Vancouver effectively. Remember that our collective commitment to GAIA's mission is what drives us forward.

在本培訓手冊中，我們涵蓋了幫助溫哥華華語長者所需的基本技能和知識；並請各人謹記，一起以「佳頤中心」的使命推動義工們努力。

Our commitment to improving the lives of Chinese-speaking seniors in Vancouver is unwavering. It's rooted in the values of GAIA, including compassion, respect, cultural sensitivity, and community engagement.

讓我們改善溫哥華華語長者的生活，有著堅定不移的承諾，並植根於「佳頤中心」的價值，包括：同情心、尊重、文化敏感性和社區參與。

We extend our heartfelt gratitude to each volunteer for your dedication and selflessness. Your efforts are making a significant difference in the lives of our seniors. We wish you all the best in your future endeavors.

我們衷心感謝每一位義工的奉獻和無私。您的努力正幫助我們協助改善社區上長者的生活。因此，也祝願您在未來的努力中一切順利！

佳頤中心