A Project for Disabled South Asian & Chinese Women and Carers

A collection of stories from the Chinese Community affected by disabilities in Scotland

細說感受 ..............
華人殘障人士及照護者的心聲
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Foreword

Project Empower is one of the fourteen Multiple and Complex Needs (MCN) projects funded by the Scottish Government. The aim of the MCN projects is to work with vulnerable groups to improve service delivery. The learning from the projects, through engaging with and implementing specific interventions will be disseminated across Scotland.

The West Glasgow Community Health & Care Partnership is hosting Project Empower. The Project has a remit to address the needs of women from the South Asian and Chinese communities who either have a disability or a caring role. Homecare Services, Transport and Health Information are being reviewed to ensure that they are more responsive, effective and culturally sensitive.

Disability within the Chinese community can be associated with cultural taboos including stigma and a lack of understanding can isolate both carers and the cared for. There is reluctance to access services due to a lack of knowledge about what is available from key providers. This results in extra burden being placed on carers and families without adequate respite or additional support from organisations.

The storytelling competition provided an avenue for those with a disability or a caring role to share their own personal experiences. Sharing such personal information can be very difficult and this demonstrates the close-working
relationship that was built up with staff from Project Empower. The stories will enable service providers to gain an insight into the lives and personal circumstances as well as the barriers that exist for the Chinese community. The majority of the stories were recorded on tapes and transcribed into Chinese. The stories have been translated into English to ensure that a wider range of stakeholders are able to appreciate the content of the stories.

Each of the participants in the storytelling competition has taken time to express their concerns in a very personal and eloquent manner and I would like to congratulate and thank them for their efforts.

I would also like to express my gratitude to the judges who were involved in assessing the entries and to Carrie and Benny for their assistance and support to produce this booklet.

I hope that these stories will raise awareness of disability and carers and increase understanding of and act as a catalyst to tackle the underlying stigma within the Chinese communities. I also hope that service providers will become more aware of the cultural issues and dilemmas associated with disability and the need to address these.

Uzma Rehman
Health Improvement & Inequalities Manager
West Glasgow Community Health & Care Partnership
序言

Project Empower 是由蘇格蘭政府資助十四項「多種類及多元化需要（MCN）計劃」的其中一環。MCN 計劃的目標，在透過弱勢群體對服務的參與及使用，作出適當改善，並將有關經驗於全蘇格蘭廣泛傳播。

Project Empower 是由西格拉斯哥社康合作伙伴所主辦的。其職責乃為改善家居護理服務、交通及保健資訊，在文化及使用上能更有效、更敏銳地提供給華裔及南亞裔殘障婦女和她們的照護者。

在華人社團中，殘障是恥辱，在文化上是禁忌，無人討論；這導致殘障人士本身及其照護者感到孤獨無門。加上對外間機構所提供的小休等額外服務缺乏認識，加重了他們的身心負擔。

「細說感受比賽」為殘障人士及照護者提供一個分享他們個人經歷的機會。分享這些個人經歷可以是十分困難的，這正表明了 Project Empower 的員工跟參賽者所建立的緊密工作關係。這些個人感受，反映了華人社團在蘇格蘭的生活及所遇到的困難和障礙。

大部份的故事都是先錄音，再抄錄成文的。所有參賽故事亦已翻譯成英文，與各界人士共賞。

每一位「細說感受」的參賽者，他們撥出寶貴的時間，以個人的態度、令人心悅誠服的技巧，來表達他們的關注。本人在此感謝他們在這比賽中所作出的努力。
本人亦為評判團的參與評選，還有家麗和舜英在編纂這小冊子上的
協助及支持，表示萬分感激。

希望這些故事能提高各界對殘障人士及照護者的認識；也能在華人
社團對此之誤解上，作出正面的影響；更能讓服務提供者，對華人
殘障人士背後的文化和困難，有進一步的了解。

Uzma Rehman
改善健康及不平等經理
西格拉斯哥社康合作伙伴
Chinese Storytelling Competition

Background

Project Empower aims to improve the accessibility, sensitivity and effectiveness of services such as Health and Social Work for disabled Chinese and South Asian women and/or their carers. In order to meet the needs for the target group, Project Empower would like to encourage the Chinese community to participate in the Chinese Storytelling Competition to share their stories and experiences as a disabled person or as a carer.

A Storytelling Contest was organised in order to:

1. Raise the awareness of how disabilities and/or caring issues affect the lives of Chinese people.
2. Create an opportunity for disabled Chinese women and/or their carers to unleash their feelings, difficulties and expectations in their own language whilst many of them have difficulties in understanding English.
3. Create an opportunity for disabled Chinese women and/or their carers to build up their confidence by sharing their stories in coping with disabilities and/or caring roles.
4. Find out their service needs and the barriers in accessing mainstream services through their stories.
5. Find out what kind of support does or does not work through the stories.
Judges’ Panel

Project Empower has invited representatives from the Steering Group and professionals who have experiences in working with the Chinese community to sit in the judges’ panel.

The proposed list of the panel was:

1. Stephani Mok, Manager Chinese Healthy Living Centre
2. Marie Liu, Chairperson Chinese Carers Project
3. Christopher Homfray, National Projects Manager
   Equalities & Planning Directorate NHS Health Scotland
4. Wai-yin Hatton, Chief Executive NHS Ayrshire & Arran
5. Linda Lee, Multicultural Officer West Glasgow
   Community Health and Care Partnership
6. Anthony Chu, Older People Service Co-ordinator Trust/
   Hanover (Scotland)/Bield Housing Associations

The Judges’ Panel on the day (from left):
Christopher Homfray, Wai-yin Hatton, Linda Lee, Anthony Chu
Methods

All disabled Chinese women and/or their carers were invited to take part. Invitations were sent to all Chinese community organisations in Glasgow and all Project Empower’s Chinese clients. They were encouraged to tell what they have experienced as a disabled person or as a carer with or without support from Project Empower. Contestants’ names will not be disclosed without their consent. No matter what kind of method they had chosen to use, Project Empower provided support as required.

Contestants could choose to write the stories themselves or have their stories recorded and transcribed by Project Empower. In order to encourage the Chinese community to take part, contestants could choose to remain anonymous throughout the competition and their stories would be read by either Project Empower’s staff or volunteers.

Prizes

1st Prize: £50 cash
All other participants received £25 cash prize.
細說感受比賽

背景

Project Empower 的目標是為改善提供給予少數民族殘障婦女和/或她們的女性照護者的服務，例如健康和社工服務，使服務更容易獲得，更敏於他們的需要和更有效率。為了更明白目標團體的需要，Project Empower 籌辦「細說感受比賽」，鼓勵華人残障人士或照護者分享他們的故事和經歷。

「細說感受比賽」的設立，目的為：

1. 提高對殘障及 / 或照護問題如何影響華人生活的認識。
2. 給予華人殘障婦女及 / 或她們的照護者一個用他們的語言來表達感受、困難、及期望的機會；當他們中間有很多人對理解英語感到困難。
3. 讓華人殘障婦女及 / 或她們的照護者，從分享他們如何克服殘障上的困難及 / 或扮演照護者的角色中，增強他們的自信心。
4. 從他們的故事中，了解他們對服務的需要，及獲取主流服務的障礙。
5. 透過他們的故事，尋找怎樣的支持，能夠或不能夠發揮效用。
評判團

Project Empower 邀請程序委員會代表及專業人士擔任評判，他們都是對華人社團有實際工作經驗。評判團提名名單如下：

1. 莫嘉鈞，華康中心經理
2. 廖日紅，華人照護者計劃主席
3. 漢克圖，蘇格蘭國家健康服務，國家平等及設計部門計劃經理
4. 瀚鍾偉妍，Ayrshire & Arran 國家健康服務首長
5. 李何婉菱，西格拉斯哥社康合作伙伴多文化主任
6. 朱理江，Hanover（蘇格蘭）基金／Bield 房屋協會，長者服務聯絡主任

該日的評判團（由左起）：

漢克圖，瀚鍾偉妍，李何婉菱，朱理江
方法

所有華人殘障婦女及 / 或她們的照護者均歡迎參加。鼓勵他們談論作為殘障婦女或照護者的經歷，無論有沒有獲得 Project Empower的支持。參賽者的姓名在未經同意絕不向外發表。不管他們選擇什麼參與方法，Project Empower 會提供所需要的支持。

參賽者可選擇寫下他們的故事，或將他們的故事錄音，並由 Project Empower 編輯。為了鼓勵華人社團參與，參賽者可選擇在整個參賽中保持匿名，而他們的參賽作品，將由 Project Empower的職員或義工代為讀出。

獎品

冠軍：現金獎 50 鎊
所有參賽者均各得現金獎 25 鎊
The Competition Event

The competition was held on 22 September, 2008 at Nye Bevan House. There were twenty-eight people from the Chinese community attending the event. Both the judges and the audiences involved in casting a vote for the winner. The judges carried 60% of the final score and the audience carried 40% of the final score. The criteria for judging was very simple, it was based on an individual’s feelings on the story. Since the majority of the articles were recorded on tapes and transcribed by Project Empower, the written style or skill was not considered as a criterion.

Nine contestants entered the competition. Two contestants used their real names and the rest remained anonymous.

The order of the event was:

1. Honour your parents................................. Fung
2. Accommodate and Tolerate ........... An illiterate person
3. Cultural Excellence or Cultural Baggage ....... A loner
4. Panic and Worries........................................ Mui
5. Unity.................................................. Kwok Chung Yung
6. Be a happy woman............................... Happy Woman
7. Hidden Elder.......................................... Daughter
8. A breath of warmth ............................ An old lady
9. The forgotten one ............................... Han Rong Zha
Volunteers read out the articles on behalf of the contestants.

The winner of the Story Telling Competition was 'Cultural Excellence or Cultural Baggage' written by A loner. The winner was thrilled and surprised to learn that she has won the competition.
比賽的程序

比賽已於 2008 年9月22日在 Nye Bevan House 舉行。有 28 位來自華人社團的觀眾出席。評判及觀眾均有權投票，選舉優勝者。計分方式，評判佔 60% 而觀眾則佔40%。評審的標準很簡單，只根據各人對參賽作品的個人的感受來決定。由於大部分的作品皆由 Project Empower錄音及編輯，故寫作的方式及技巧，並不包括在評審的標準當中。

九位參賽者進入比賽。有兩位參賽者使用真實姓名，其餘的皆選擇以匿名參賽。

該項目的次序如下：

1. 你要孝順父母 .................................................... 亞鳳
2. 包容與忍耐.........................................................文盲人
3. 傳統美德？文化包袱........................................天地一孤客
4. 驚慌和憂慮..................................................亞妹
5. 大同社會................................................翁國忠
6. 做個開心快活人.............................................快活人
7. 隱蔽老人..................................................亞女
8. 一股暖流..................................................老太婆
9. 被遺忘的..................................................趙漢榕
義工代表參賽者讀出他們的作品。

「細說感受比賽」的優勝者是「傳統美德？文化包袱」的天地一孤客。該優勝者得知獲勝後，感到異常興奮並驚奇。
Cultural Excellence? Cultural Baggage?

Author: A loner

傳統美德？文化包袱？

作者：天地一孤客
Life as a carer is lonely and poor. The Government only gives an allowance of £55 per week. How to live on the £55? Looking after an elder with chronic illness, I do not have time to socialise - I have lost my social life completely. I do not know where to get help. I cannot afford to pay for a private agency because it is too expensive. I felt the services provided by the state had made things worse due to the language barrier and the cultural difference. Hence I have to do everything by myself. I cannot afford to be ill - If I am ill, what is going to happen? When a carer is ill, the carer needs to be looked after as well. However, a sick carer still has to fulfil the role as a carer. The role as a carer is inhuman. I do not have any choice in looking after my family. To get a job I will be protected by the law on minimum payment. But as a carer, I do not have this protection. In order to receive carer’s allowance, a carer has to provide at least thirty-five hours of caring duties per week. In reality a carer spends 24/7 in looking after people, it cannot be just thirty-five hours. Getting a job I can choose how many hours to work, whereas a carer does not have this choice. If I had the choice, I would not choose to be a carer. That’s why I said this responsibility is inhuman.

There is nowhere to get help on a carer’s burden. Who will offer help? Even family members might not able to help. They have to work, looking after their own families – having a heart but no strength. I am younger and do not have a family of my own. I understand some English - therefore I am taking up the responsibility as a carer. Although this responsibility is huge, as a daughter, I cannot ignore my
frail elderly parents who have been tortured by chronic illnesses.

I feel the British Government Policy is very inhuman. It provides a good health service for the elderly, so that they can live long. But there are no other relevant supports for them. They are actually suffering - they are not living happily in their later life. A lot of the elderly have received health care services to live longer, but they are just sitting in care homes doing nothing. Some of them are incontinent and have been sitting on their own waste the whole day. Nobody pays any attention to them, this is a torture. I look after my parents by providing a one to one service; care homes cannot provide this service. But a carer is a normal human being, there is a limitation on how much the body and the mind can take. If there is no way to put down this caring baggage, I would have no time and space for myself. I can only continue to be lonely and to withstand my situation.

I have no friends and no social life. I have not got many friends. If I can have time to spend with my friends, I wish I can put caring at the back of my mind so that I can enjoy the precious time truly. But this is only a dream; I always have my families on my mind. Because of this, my life and social circle have become smaller and smaller. I talked to my old friends but they found me boring. I discussed things with other carers; we always focused on caring issues which made things even more troubled. It is because our circles are very small and at the end it felt meaningless again.
The lives of Chinese carers in Britain are even worse, they have no information. They dare not to speak up on difficulties and tend to bottle them up. There are supports from the Government, but they do not know how to access them and cannot find anyone to help. They have to find it out themselves. They found it because they were lucky. If they could not find any help, they really do not know what to do. There is nowhere that we can get help. Statutory services can provide interpreters, but the problem is where to find out the appropriate services then ask for interpreters. There is not enough publicity from the Government, and with the language and cultural barrier, it made things even more complicated. Also, Chinese elders feel that asking for help is shameful. They prefer not to have help than to ask for help. They take it for granted that children have to look after parents and children have to solve every single problem for the parents. As son and daughter, even though it is out with our capability, we still feel that we should be looking after our parents. Is this cultural excellence or it this cultural baggage? It really depends.

The only method that a carer can relax is to be relieved from the caring duties, to have their freedom back. Before this I can only look at things in a wider aspect, or else I will be having mental health issues. Sometime I felt as if I was going to ‘explode’. I would scream and have a tantrum. Then I would feel better afterwards. I took part in the stress management course organised by Project Empower, I have learned how to handle the ‘explosive’ situation. I have also learned to think of other methods to help me to relax.
This ‘exploding’ feeling happens every single day. I have to be strong to face it, so that I can tolerate day after day. I cannot leave my caring role, even counselling is not able to help. Because the elderly’s physical and mental health is deteriorating, I have to adjust my mind accordingly. I hope the day when I need someone to look after me, ‘euthanasia’ has become legal so that I can choose and do not linger in pain.
照護者的生活是孤單、貧窮的。政府只給每星期五十五鎊的津貼，
怎夠生活？要照顧一個有長期病患的老人，我不會有時間接觸其他人，
也沒時間外出，根本就是失去一切的樂趣。我又不知道往那裡
找幫助。找私人的幫助，費用太昂貴，付贖不起。政府所提供的服
務，由於語言及文化障礙，只覺越幫越忙。故凡事都要自己來做，
連生病都不可以。如果生了病，你說怎麼辦？照護者生病也需要別
人照顧，但在患病中仍舊要擔待照護者之職責。故我認為照護者這
職務，簡直是不人道。無奈照顧自己的親人，是沒有選擇的。出外
找一份工作，至少能賺到最低工資，也有勞工條例保護。但作為照
護者，就沒有這份保障，只能領取照護者津貼。政府要求領津貼之
照護者提供每周達三十五小時的照護，但實際上，照護工作是每天
二十四小時、每周七天的，不可能只是三十五個小時。出外打工我
可選擇做幾個小時，但作為照護者就沒有選擇。如果我能選擇，
我就不會是照護者；故此我說這責任是不人道的。

照護者的重擔是求助無門的，那裡會有人願意幫忙？縱然是家人，
也未必有能力幫助。他們有自己的工作，也要照顧家庭，實在是有
心無力。我比較年輕又無家庭負擔，且略懂英文，所以便擔負起照
護者的責任。雖然責任沉重，但當雙親年老體弱、惡疾纏身，為人
子女者，怎能忍心掉下他們呢？

我覺得英國政府有些政策真是很不人道的；提供好的醫療給老人，
令他們長壽，但卻沒有相應地為他們提供其他支援。他們實際上是
在受苦受難，並不是安享晚年。有不少老人得到醫療幫助，令他們
長壽，但卻在老人院整天呆坐。有些更因失禁，整天坐在排洩物
上，無人理會，這簡直是虐待。我照顧雙親是一對一的服務，這是
老人院不能提供的。然而，照護者也只是普通人，身體和精神上所能負擔的實在有限。奈何這個照護包袱是不可能放下的，放不下就沒有自己的時間和空間；只有繼續忍耐、繼續孤單。

我沒有好的社交生活，朋友亦不多。如果我能抽空和朋友相聚，我希望能把照護重責拋諸腦後，真真正正地享受那珍貴的時間。但這只是個夢想，因我的心仍是記掛著家裡的人。就是這樣，生活與社交圈子便越來越窄，本來的朋友沒有興趣聽我的照顧「嘮嗑」。其他照護者的話題，也只是環繞著照護者的艱辛苦惱，便沒有其他話題了。大家的社交圈子都是那麼窄，到頭來，也是感到沒意思。

華人照護者在英的生活更糟，他們甚麼都不知道，有問題又不敢出聲，總是收起來。其實政府有提供幫助，他們並不知道往那兒求助，又找不到人來協助，唯有硬著頭皮自己亂碰。碰得到是好運，碰不對就不知道怎樣，因實在是求助無門！政府機構是可以提供翻譯，但問題是往那兒找到正確的部門，再要求翻譯服務。政府的宣傳不足，加上語言和文化的隔膜，事情便更加複雜。再者，老華僑總覺得求人是不體面的事。他們情願得不到幫助，都不願去求助。

他們更認為兒女照顧雙親是理所當然的，兒女應該為父母解決一切難題。作為兒女的，縱使力有不逮，亦覺得應當照顧父母。這究竟是傳統美德，抑或是文化包袱？真是見仁見智了。

作為照護者唯一能輕鬆的辦法，就是脫離照護崗位，回復自由。在此以前，唯有靠自己看開些，否則精神真可能會出現問題。有時我會感到如快要「爆炸」一樣；我會大叫幾聲、發一陣脾氣，情緒便慢慢地平伏下來。我參加了 Project Empower 所舉辦的「應付壓力
訓練」，學習怎樣幫助自己應付「爆炸」的時候。我也會想一些方法，去舒緩自己的情緒。這「爆炸」的感覺每天都發生，我需要堅強的意志去應付，才能一天一天地捱下去。不能離開照護崗位，就算心理輔導亦無補於事。由於老人家的身體和精神都越來越差，因此我要自我調節心態以適應改變。希望當自己需要別人照顧時，「安樂死」已成合法。好讓我能選擇，無須將痛苦延續下去。
A Breath of Warmth
Author: An old lady
Even though there is no war, no major chaos, it is still sad when it comes to death and dying. We cannot escape from growing old, growing weak and dying. My loved one is ill and requires me to provide care; however, I am suffering from chronic illnesses as well. We are relying on each other, supporting each other.

Ups and downs in life happen all the time, but bad luck does not only happen to you. There is no need to blame others, and it is not worthwhile by being depressed and negative. What really seems to matter is whether your faith is strong enough, and how you are going to handle everything.

Fortunately, there is a well established state benefits scheme for our support. But there are also some disgraceful people, who sometimes bully the innocent, obstructing the way. We can be looked down on, treated like a human football; kicked from one place to the other. A lot of the innocents have nowhere to get help; do not know the channel. They cried out to God and the universe but no one heard.

At this precise moment, Project Empower came with Carrie and Benny. Two angels gave us - the older and frail disabled women and carers - a helping hand to improve the quality of life. They also gave us support and direction in our mental well being. Project Empower has helped us to apply successfully for state benefits - Concession Bus Pass, Blue Badge and Home Care Services. Project
Empower has also run information events and training and we have benefited a lot from these events and training sessions. We have both received support and help from Benny and Carrie. The sun is shining; we could feel the enthusiasm in our lives, adding smiles on our faces.

With this breath of warmth, hopefully this year's winter will not be too cold. But what about next winter?
就算沒有戰亂，沒有大時代的的動盪，生老病死固然為悲傷，但亦無可避免。伴侶有病需要我照顧，但自己亦患長期病患。倆夫婦相依為命，彼此扶持。

環境順逆周常有，但噩運並不只是你才會有，怨天尤人無補於事，抱沉消極更為不值。主要在乎你信心堅定與否，亦在乎你如何面對。

幸好在這國家，有一定的福利制度和協助。但是有些無良份子、欺侮無知，借故阻撓。曾遭機構員工奚落、白眼、如人球一樣、踢左踢右。許多苦主求救無門，未識門徑，叫天不應，呼地罔聞。

就在這個時候，Project Empower 出現了家家和英英。兩位安琪兒，給我們老弱婦孺、殘障人士和照護者在生活質素上提供援手，亦給我們精神上的開解和指引。Project Empower 幫助我們申請到國民福利金、乘車証、殘疾人仕泊車証及家居護理服務。Project Empower 所舉行的資訊講座、訓練課程更我們受益不少。我們夫婦倆人在身心上都得到家家和英英的幫助。在這段陽光映照之下，使我們這班人開始體驗到生命的熱忱，臉上也添增幾分笑意。

就憑著這一股暖流，今年的嚴冬應該不會太冷。但是，明年呢？
Accommodate and Tolerate
Author: An Illiterate Person

包容與忍耐
作者: 文盲人
I used to think it was nothing to be a carer, not until now that I have become a carer with long term illnesses, now I understand that there is huge difficulty in it. To a person suffering from long term illness, difficult tasks have become impossible to finish, easy tasks have become difficult to finish. Added on to that having to look after someone - the stress is clear. The person being cared for has a certain amount of physical difficulties, but it is not fair to take it out on the carer. However, this does happen commonly to every carer.

I don’t know why. The person requiring care loses their temper very easily at anything. They would find someone to take it out on, and the carers become the first to be targeted. If this happened all the time, any normal human being would become crazy.

I participated in the Stress Management Course organised by Project Empower. In the group discussion, we talked about the experience of tolerance. We have been tolerating in silence, this is the tradition of Chinese women. Or is it better understood as ‘tolerance has turned into gold’ (This is a Chinese idiom - it means patience is a virtue)? Or can stress over a period of time become an excuse as it is beyond imagination? Or it could become a serious illness or even a nervous breakdown, who can predict? Finally we have thought of a constructive solution – to accommodate all these difficulties - to accept others’ attributes and the sudden lost of temper. Be active, talk to them when they are calm. Let them know our feelings and avoid stressful
situations. Have a plan to help ourselves to reduce stress so that when others are not co-operative, we can still help ourselves to release our emotions. Certainly, it is easier to say than to do - it would not be easy in practice. But we are traditional Chinese women; we would like a happy family where everyone is tidy and safe. We would never wish for break ups of relationships.

I personally felt the state benefits from the Government are not bad. I have many illnesses - this is due to the occupational hazard from my previous employment, it is inevitable. The most difficult problem is that I have to take early retirement due to my health issues. I was in lots of emotional and financial difficulties. However, this has all past; I would like to face the future lightly. Even though I have retired, I am still determined. I have just finished the Basic Computer Skills Training organised by Project Empower. I can now get access to the internet for information. It has also proved that I have advanced with the society together. Isn’t that wonderful?
以前認為做照護者沒有什麼大不了，及至今天自己作為長期病患者兼照護者，才明白當中實有很大的學問。長期病患者所面對的，是以前已不輕易完成的工作，今天做不來；以前輕而易舉的事情，今天感到吃力。若加上要多照顧一個人，那份壓力，無需說也明白。被照護的當然在身體上也有某程度的困難，但若把所受痛苦而產生的負面情緒發洩在照護者身上，那豈不是很不公平嗎？但這種情況卻是普遍地發生在每個照護者身上。

不知是什麼原因？被照護的無論面對什麼事情，都容易鬧情緒，隨之便找發洩對象；照護者便首當其衝，做其箭靶。若長期處於這種境況，更正常的人也被迫得發狂。參加了 Project Empower 的「應付壓力訓練」，在小組討論中，大家彼此傾訴忍耐的經驗。我們一直默默地忍耐，這是中國婦女的美德。然而百忍真能成金嗎？抑或是長期的積壓，最終以無法想像的方法來尋求解脫？或許是重病，或許是精神崩潰，誰能估計得到？最後，大家彷彿想出一個更有建設性的解決方法，就是要包容。接納對方的性格及偶然的情緒失控；採取主動，在對方情緒穩定時傾談解決的方法；向對方表達自己的感受，避免抑壓；預先想出為自己減壓的方法，那即使對方不合作時，也能舒緩自己的情緒。當然，實行出來沒有說的那麼容易，但我們傳統中國女性，總希望一家人齊齊整整、平平安安，動轟轟分手、脫離關係，這絕非我們所願呢！

我個人認為，這個國家給我們的福利已是很不錯。自己一身病痛，也只因以前所做行業所帶來的職業病，那是無可奈何！最難過的日子，是因健康狀況出問題而要提早退休，無論在情緒與經濟上都陷入困境。然而，一切都已過去，只希望輕鬆面對將來，縱然是退
休，仍可自強不息。剛完成了 Project Empower 的「基本電腦課程」，可以上網多知天下事，也證明自己仍可隨社會一起進步，豈非樂事麼？
Be a Happy Woman
Author: A Happy Woman

做個開心快活人
作者：快活人
Looking back thirty years ago, when I first arrived in Britain I felt very cold. Scotland is at the north of Britain - even though it was the end of April, the weather was still very cold. Apart from the weather, there were other different areas to adjust to. The pace in Hong Kong is faster, people even walk faster. It is different here; everything is slow and has to wait. It takes a few days to have an appointment to see the doctor.

Commodities are expensive, whether it is the clothing, food, living or transport, everything is expensive. Since we first came over from Hong Kong, we always used the exchange rate to compare and it was very scary. However, the major difficulty is there are not many Chinese; it is so difficult to find someone to talk to, not to mention to find a friend. It feels like dreaming. Because of this, I have been through lonely, difficult and helpless times as an immigrant. I used to cry a lot. Those were the days that a day felt like a year.

It might be because of living under pressure, my health started to have problems. First, it was the imbalance of the endocrine system, and then followed by high blood pressure, thyroid problems, arthritis etc, and all those long term illnesses. I had to take medication daily; it is not a nice feeling at all. There was a time I felt very low and there was nothing that I could do about it.

I am a very traditional Chinese woman - I put my family first. I spend all my time looking after my children and doing
household chores. Every day I do the washing, cooking, tidying.....and without knowing it, thirty years flew by. My children are grown up now; they are all independent and busy at their studies, work and families.

I have entered a different stage of my life, I have my own time but I do not know what to do with it. I have tried to participate in different community events to increase my horizons and my social circle. I attended the health information events organised by the community to increase my medical knowledge. I joined the exercise class to keep myself active. I have also participated in the first aid training to enhance my knowledge in first aid. A while ago, I came in contact with Project Empower and have become a volunteer. I have learned how to help others and help myself as well. I attended their Stress Management Course and learned how to handle unhappy events. I have got to know some new friends, how wonderful this can be? I have just completed the Basic IT Skills organised by Project Empower, I have learned how to use the internet. In the cyber age, it definitely has helped me to increase my vision. I am now practicing using the internet at home and find it very interesting.

I feel I have changed a lot. I have become more optimistic. Unhappiness can be changed. I hope in the future, I can live every day fully and meaningfully.
回想三十年前，初到英國的感覺是好凍。因為蘇格蘭位於英國北部，雖然已是四月底，天氣仍然是很寒冷。除了天氣，還有地方需要適應。香港的生活節拍比較快，香港人就是行路也比人快。這裡就不同，每樣事情都慢，都要等；有病要見醫生，也要等幾日才可以見。物價又昂貴，無論是衣、食、住、行，樣樣都貴。加上剛從香港來，常常用匯率比較，就更感駭心了。然而，最大的困難乃是中國人太少，想找個人談談話都困難，何況是找個朋友傾訴，簡直是造夢！就是這樣，過著孤單、困難及無助的移民生活，常常以淚洗臉，那些日子，真是度日如年。

或許是長期生活在抑鬱的情緒下，我的健康漸漸地出問題。先是內分泌失調，然後又有高血壓、甲狀腺問題、風濕關節炎等等長期病患。每天都要吃藥，那種感覺真不好受。有一段日子，情緒非常低落，只感到無可奈何！

我是個很傳統的中國女性，凡事以家庭為第一位，全部時間都用來照顧兒女、打理家務；每天洗衫、煮飯、打掃……，不知不覺間，三十年便過去了。現在兒女都長大、獨立，各自忙碌他們的學業、工作及家庭。

進入人生的另一階段，有自己的時間，但卻有何去何從的感覺。我嘗試多方面參與社區的活動，以求廣闊視野，擴大生活圈子。我參與社區所舉辦的健康講座，增加自己的醫學常識；參加健體班，保持身心活躍；又參加救傷課程，提高急救知識。早些時候，接觸到ProjectEmpower，成為他們的義工，學習怎樣去幫助別人，亦幫助自己。我參加了他們的「應付壓力訓練」，學習如何面對不開心的事
當中又認識到一些新朋友，何樂而不為呢？剛剛完成他們的「基本電腦課程」，學會上互聯網。如此資訊時代，確實擴闊了我的視野。現在常在家中練習上網，實覺樂趣無窮。

我發覺自己明顯地改變了，變得開朗又開心。原來不開心是可以改變過來的，希望未來的歲月，每天都能活得更精彩及更有意義。
Hidden Elder
Author: Daughter

隱蔽老人
作者: 呀女
As a daughter and a carer I cannot say no, and I have no choice. This is the most basic duty as a Chinese person, and it is a responsibility. I don’t know how the Council can help us? I have lots of problems myself and I don’t know how to solve them. Standing at my position, I have no choice. Every day I have tasks that I have to finish. I don’t know how to manage them properly? As a Chinese person in Britain, communication is a problem; communicating with older people again is a problem; that they have to face the outside society is another problem as well. Basically they do not understand English and they become hidden. They can be called the hidden elder. They have no social life and they have illnesses. They can only stay at home; it feels like being locked up. Whether there is a carer or not, there is no difference.

The GP would like to help but again the language barrier is an issue. State resources are another issue. Hence there isn’t any practical help provided. I feel the demands in getting help set up by the Government are too harsh. It seems that to be qualified to receive the benefits, people have to be lying in the bed not able to move. I know very little in this area, but this is how it came across to me. They cannot provide real help to Chinese people.

I feel we Chinese are the forgotten group. We cried out loud but nobody heard us. Some individuals were willing to offer help; however, the bureaucracy of service providers has passed cases from one department to another one as if kicking a football. At the end things just
went astray. There were some professionals who knew that I am a carer and can speak English, they simply put the responsibilities back onto my shoulders. I have to look after two patients and almost every single day I have to go to hospitals and clinics. If I don’t help them with follow ups and appointments, no health care professionals would be able to help them. Did the Government not assign lots of resources to provide services for older people? Why is it that the two elders that I am caring for did not receive any help? I am not saying I am not willing to help. However, the Government said they have resources and good services for older people. Why do the older people that I am caring for not receive any service at all?

As a carer, I am so busy that I feel as if I am out of breath. On top of that, every single day my stress level is increased by the procedures from the Government and the Health Care Services. In addition, the health care professionals always make mistakes and I cannot be sure of their services. The Government does not provide any support to carers. For providing twenty-four hours of care a day and only received allowance of less than a hundred pound, this is seen as a huge grace. I really feel angry about it. Not to mention the carer’s centres, I have not got any support from the Government. Where can I have the time to attend the centres? Also, there is no Chinese Carers Centre for the Chinese carers. If the Government is not going to change the policy on carers to let Chinese carers have a break, it will contribute to more sick people that will put strains on the health services.
My health is not very good, I have a number of problems and I have to look after my frail elderly relatives; I cannot describe the burden on my shoulders. Traditionally Chinese elders feel that children must look after their parents, and they have never thought of the difficulties that the children might have and the limitations that the children are facing. As a child in the Chinese society, certainly I will respect my parents and understand my basic responsibilities. This is deeply implanted in our culture. However, when the responsibilities have become bigger and bigger and without direct communications, understandings, cooperation and help, how much longer can I endure all by myself? How deep will the long term impact be? I dare not to think about it. I am hoping that one day I can have my freedom back, leading a normal life and being respected as a normal person.

I learned about Project Empower in April this year. They help Chinese disabled people and carers in providing different appropriate services. I attended the Stress Management Course and the First Aid Training organised by Project Empower, and I have benefited a lot from it. The only reservation is Project Empower is a Glasgow based project and the support that they can offer to the carers that live outside Glasgow is not comprehensive as the ones that are living in Glasgow city. I hope in the future the Government will consider giving funding to provide support to Chinese people that are scattered all over Scotland so that the support can reach all the hidden Chinese.
作為女兒，又是照護者，我覺得我不可以說不，也沒有選擇。這是中國人最基本要做的事，是一份責任。我不知道市政府可以為我們做些什麼？我本身亦有好多問題，我不知道怎樣才能得到解決。站在我的立場，我沒有選擇。每天都有一定要做的事要完成，我不知道怎樣才能處理得好？處於英國的華人，溝通是一個問題，和老人家溝通又是一個問題，他們面對外界社會又是另一個問題。基本上，他們不懂英文，就變得很隱蔽，可以說是隱蔽老人。他們全無社交，加上有病在身，只好留在家中，就好像被軟禁一樣。有沒有照護者，在這方面也是沒有分別了。

家庭醫生方面，他們想幫，無奈言語溝通是一個問題，政府資源又是一個問題；故未能提供實質的幫助。我覺得政府所定提供支援的標準太苛刻，似乎要求人真的要躺着動不了才可得到照顧。我對這方面的認識不多，但就給我這樣的感覺；他們不能提供真正的幫助給中國人。

我覺得我們中國人是被遺棄的一群，叫天不應，叫地不聞。某些個別人士願意提供幫助，然而官僚作風的部門，把個案從一個部門踢到另一個，結果事情就不了了之。有些工作人員知道我是照護者，又能跟他們溝通，就索性把責任卸回我的肩上。我要照顧兩個病人，幾乎每天都要進出醫院和診所。我不幫他們跟進和預約，根本就沒有醫護人員會幫他們。政府不是撥了很多資源去提供老人服務嗎？何以我所照顧的老人卻沒得到幫助呢？我不是說我不願意做，只是，既然政府說他們有資源，有良好的老人服務，何以我照顧的老人卻一點也享用不到？
作為一個照護者，我已忙得透不過氣來，還要整天讓政府、醫療等
等程序來增加我的壓力。加上醫療服務人員實在亦常有錯漏，這也
叫我無法安心。政府對我們照護者的支援卻一點也沒有。只是幾十
磅的津貼而做廿四小時的工作，還認為是皇恩浩蕩，我真的感到很
煩怒。更別提什麼照護者中心；政府沒有支援，我還可能抽空去參
與這些嗎？况且，根本就沒有華人的照護者中心。市政府若不改變
這方面的政策，讓華人照護者有喘息的空間，只會製造多一群病人
及更重的醫療擔子而已。

我本身的身體狀況不是很好，有不小毛病。加上要照顧兩名老弱親
人，身心的擔子真不知如何形容！傳統中國老人，認為照顧他們是
子女必須做的，卻沒有想過兒女的困難及能力有限。作為中國人的
兒女，我當然亦尊重我的父母及明白基本的責任，這是根深蒂固的
文化思想。只是，當責任越來越大，卻欠缺正面的溝通，又得不到
體諒、合作和幫助的時候，單方面的支撐，究竟可以維持多久？長
遠的影響會深到那個程度？我不敢再想下去。只盼望有一天能重獲
自由，過正常人的生活，有正常人的尊嚴。

今年四月開始接觸到 Project Empower，他們為華人殘障人士及照
護者提供各種適切的服務。我参加了他們所舉辦的「應付壓力訓
練」和「基本急救課程」，獲益良多。唯一不足之處，在於他們是
一個格拉斯哥市的項目。對於我這住在鄰市的照護者，所得到的協
助，相對上就不及住在格拉斯哥市的人了。希望將來政府撥款此等
項目，考慮到華人散住各處，讓有關項目能達各區的隱蔽華人。
Honour your parents
Author: Ah Fung

你要孝順父母
作者: 亞鳳
Today's weather was very nice especially because the sun was shining. I took the photo album out; I looked at a scenery picture, and bits and pieces of memory floated in my mind. I remembered the days that Dad took me to the Tiger Balm Garden in Hong Kong. I was so ecstatic when I looked at all that new scenery. All of a sudden, I saw a statue that scared me and I screamed. It was a fierce man holding an axe in his hand; he cut another person into two halves from the waist. I asked Dad why that person was cut into two halves. Dad replied, “That person did not honour his parents when he was alive, hence he was punished after his death.” Thinking back to what Dad said about honouring the parents - it is easy to honour the parents. But to look after parents who are constantly sick and disabled, it is easier said than done.

In the past few years, Dad had lots of health problems. His attitudes and behaviours have changed tremendously; his health is up and down as well. There were two critical situations that the Doctor told us to be prepared for. Fortunately, Dad managed to get through. Ever since Dad had a stroke, I have been living in fear. I dreaded hearing the phone ringing in the middle of the night; my heart was filled with fear.

Dad’s behaviours have become unpredictable; it always made me feel anxious. He could not remember what he had said. I tried to remind him, but he denied that he had ever said it. Sometimes we had arguments and I did not know how to handle it. I have thought about giving up, because the stress is too much to cope with. Fortunately
I met a friend who is also a carer. She encourages and supports me endlessly, which helps me to stand up again and again under that huge caring responsibility. If it was not because of her encouragement and support, I believe I would have given up already.

Last year I came across the staff from Project Empower - I knew about the Project’s work in supporting people in accessing the Social Work Services and also I heard about the recruitment of Chinese Home Carers. This could solve the difficulty in accessing the services due to language barriers faced by the frail and disabled Chinese elders. It was like gospel to me who has to look after my own frail elderly parents. However, after the appointment of the Chinese Home Carers, I found out that my parents cannot use this service because the service is only available to residents in Glasgow. I felt very frustrated.

Dad has what they call ‘long term conditions’; he is tortured both physically and mentally. Therefore he can be ill tempered at times, especially being picky. I do not blame him. When I was little, I asked him about everything. Dad explained to me about everything patiently. Now we have swapped our roles, once upon a time he looked after me, and I am looking after him now. I asked him about everything, and I have now learned to be patient in answering his questions.

As a carer, I need to be strong and patient, particularly in controlling my temper. I am still learning every single day.
今日陽光普照，天氣十分好。拿本相簿出來看看，看到一張風景照片，在這瞬間腦海浮現一段段回憶。想起當年父親帶著我們到香港的虎豹別墅遊覽。跳蹦蹦的我看到新景物高興到不得了。忽然看到一個人雕像，把我嚇得大叫起來 — 一個高大兇惡的人，手持利斧，將另一個人從腰間切開。問爸爸這個人為何被切割成兩段？爸爸說：「他生前不孝順父母，所以死後受到懲罰。」回想這番說話—
爸爸希望我們做孝順父母的兒女；要做一個孝順的女兒很容易，但要照顧長期患病的父母卻則談何容易。

近年來，父親身體出現很多問題，他的思想與行為出現很大的改變，病情也反反覆覆。曾經有兩次病情很嚴重，醫生對我們說：
「要有心理準備。」幸好父親順利渡過。父親自從中風後，這幾年間我都在驚恐裡面過日子。最怕是深夜聽到電話鈴聲響起，心裡很是驚慌。

父親的性格變得很難捉摸，往往令到我們很難受。他自己說過的話往往記不起來，我嘗試提醒他，然而他說他沒有說過。有時出現爭辯，更不知道應如何處理。我曾經想過放棄，因為壓力太大，感到無法承擔。幸好當時認識到一位朋友，她同樣是照護者。她不斷的鼓勵和支持我，使我能在照護的重責下一次又一次地重新振作。假如沒有她的鼓勵和支持，相信我已經放棄了。

去年接觸到 Project Empower 的職員，知道他們協助社會工作署及家居護理部聘請華人護理員。此舉可解決長久以來殘障及老弱華人因語言障礙而得不到家居護理服務的問題。對於我這需要照顧年老雙親的人來說，實在是佳音。可惜在成功聘請了華人家屬護理員
後，才發覺由於父母住在格拉斯哥市以外，無法享用該項服務，確
實感到無奈。

父親是一位長期病患者，他身心同樣地飽受折磨，所以父親有時脾
氣不好，諸多挑剔，我並沒有怪他。在我年幼時總是每事問，父親
亦總是不厭其煩地向我一一解答。現在我和父親調換了角色，當年
他照顧我，現在我照顧他。當年我每事問，現在我學習耐心地一一
為他解答。

作為一個照護者，我需要有堅強、忍耐的心，尤其是在控制自己的
脾氣上。直至現在，我每一天仍然都在學習。
Panic and Worries
Author: Mui

驚慌和憂慮
作者: 呀妹
I have been suffering from high blood pressure, panic attacks, sleeping problems, depression, osteoporosis and urinary problem for a long time. My left ear had an operation, but the loss of hearing could not be saved. I always have excruciating pain at night which made me unable to sleep. I have been having medication for more than ten years. I feel anxious all the time. If I had not done something, I would have been very worried. Since I am not able to speak in English, it made things even worse. I was worrying and panicking all the time.

I do not know how to communicate with the GP, everything is so difficult. At my age and this stage of my life, it is so difficult not being able to speak English. I am not well, I would like to go and see a Doctor but I do not know how to tell the Doctor. I have had the urinary problem for a long time; I would like to see a Doctor. However, I am too scared to go. If I ask for an interpreter, I don’t know much about that person. I don’t want people to know about it. I have bottled up a lot and it has made me really unwell.

I have been having the sleeping problems for more than ten years - the Doctor used to give me sleeping pills. I am now on herbal medication as well as the prescribed medication from the Doctor. The Doctor gave me another drug, not a sleeping pill and it helps. Now I can have a few hours sleep at night, which is so much better than before. I have not had a clue on how long I have been suffering from osteoporosis; I only know I have pain all over my body. I did not know what’s wrong with me. The Doctor
gave me pain killers, I took them but there were quite a lot of side effects which made me feel really unwell. Not until I went abroad to visit my son, did my son take me for investigations - then I was told that my bone density is a lot lower than a normal person. I came back to Glasgow and told my GP. He made referrals for me and now I am having the correct treatment for osteoporosis. If only I had been given the correct treatment earlier, my health would be much better than today. You cannot imagine the pain that I have had and the restless nights that I have been through.

I had many problems, but lucky enough I got help from Benny. She helped me in all aspect - things about home and my personal issues. She read letters for me. I came to Benny for help with Council Tax, telephone bills, anything... I asked Benny to read every single letter for me. Benny helped me a lot, if there was no Benny, I would have many difficulties. For example the Pension Credit, I did not know we are entitled to claim this benefit. Project Empower has helped us a lot. Benny and Carrie, they are both very nice and they are very caring and willing to help. They worked very efficiently and diligently. They helped people thoroughly, on everything. They helped us a lot.

I sometimes asked my sons and daughters to help, but they said they haven’t got the time. I felt hurt and unhappy. Fortunately, Benny is able to help me to read letters and I felt better with the support from Benny. But I am still suffering from panic attack and I cannot sleep well. I am very anxious all the time. Because I cannot speak English it made me feel confused. But now with Benny’s support,
I felt better; I did not feel as bad as before. I was under lots of stress, I was very unhappy. I have learnt a lot from the Stress Management Course organised by Project Empower, I have learnt some techniques and exercise that I can do at home; it was good that I was able to talk to others in the training. The training helps me to understand myself more, and if I am unhappy I will stop thinking about it. I used to think a lot about my children that they weren’t able to help me despite the fact that I brought them up. I was very unhappy and I cried a lot. I felt really lonely.

One son is living abroad and he is not able to help. The others are around but they are too busy. The one that is working in the restaurant has no days off to help. The other two are working Monday to Friday nine to five and do not have time to help. I used to think why they could not help; it was only little things that I asked for help. They always said they haven’t the time and hung up on me. But ever since I have the support from Benny, I felt a lot better and I am not as worried as before. I know I can count on her. I did not know who to get help from to read letters for me. Project Empower offers advocacy and casework support and it is reassuring for me.

I have not got a clue on many things and I am old. I am very unhappy. I have also learnt how to swim and go for a swim every single day. It made me feel better. I used to be very unhappy, I asked my children to help, they did not say no, but they said they haven’t time to help. What does that mean? I felt hurt.
We do not know how to speak in English. We do not have any information on state benefits; we do not know there are cheaper telephone packages. Each month we pay £200 on council tax and other expenses as well, we did not know we can claim for council tax benefit. It has been very difficult. We are poor. Living in the UK not able to speak English makes things very difficult, and it is very difficult to get help. Project Empower has helped me a lot.
我本人身體好差，有血圧高、神經衰弱、失眠、骨質疏鬆和小便等問題。我的左耳曾做過手術，但無法回復聽覺，還經常於晚上產生劇痛，叫我無法入睡。這些問題已有好多年，我食藥超過十年，時時覺得好緊張。如果我忘記做事，我會好擔心。因為我不懂英文，令事情變得更差。我時時都感覺驚慌和憂慮。

我不知怎樣和家庭醫生溝通，每樣事情都是好困難。以我的年紀和人生階段，不懂英語是非常困難的。我感覺不適想去求診，但不知怎樣告訴醫生。我患有小便問題已有多年，我好想去看醫生，但這種事實難於啟齒。找個翻譯，又不知會是甚麼人，也不想給別人知道我的病。我把這些事情抑壓在心中，使我感到很不安。

我患有失眠已有十年多，醫生以前給我安眠藥。我現在服用中藥和醫生給我的藥。醫生給我另外一種藥，不是安眠藥，這種藥能幫助我。現在我每晚都能有幾個小時睡眠，比起從前好得多。我不知道自己患有骨質疏鬆症多年，只知道全身都感到疼痛。醫生給我止痛藥，這些止痛藥引起好多副作用，使我很不適。直至我去探望住在外地的兒子，他帶我去見專科，專科醫生說我的骨質密度比正常的一減很多。我返回格拉斯哥告訴家庭醫生，他轉介我到專科。現在我獲得適當治療。如果我能一早接受到適當的治療，我的健康狀況會比現在好得多。你是無法想像到我所受的痛楚及每晚不能入睡的感受。

我有很多困難，幸好得到呀英的幫助。她在多方面都願意幫助我，無論是在家居方面或在私人事情上。她幫助我閱讀信件、申請地稅減免、申請電話減費，任何事情都願意幫。我要求呀英幫我閱讀所有信件，她幫我好多。如果沒有她的幫助，我會有很多困難。例如
退休福利金，我不知道我們可以申請這福利。Project Empower 給我們很多幫助。呾英和家麗，她們倆人都很好，非常有愛心及樂意助人。她們做事非常仔細及有效率，在任何事情上貫徹地幫助人，幫了我們好多。

我有時叫我的兒女幫忙，但是他們說沒有時間。我覺得受傷害及悲傷。幸好有呾英的幫助，有了她的幫助我覺得好許多。但是我仍然會感到驚慌及失眠，也時常感到緊張。因為我不懂英文，所以我覺得很迷惘。但現在有呾英幫忙，我覺得好好多，沒有以前那麼壞。我有很多壓力，我非常不愉快。我在 Project Empower 所舉辦的「應付壓力訓練課程」中學習了好多。我學習到一些技巧和運動，我可以在家中使用。可以和其他人在訓練課程中傾談，已經好好。這訓練幫我更加明白自己，不要老想著不愉快的事情。我以往時常想到我的兒女不給我幫助，儘管我養育他們。我覺得非常不愉快，也時常哭泣，並感到好孤單。

一個兒子住在外地，他不能夠幫忙。其他都很忙；在餐館做的，沒有休假；其餘的星期一至星期五早上八點上班，沒有時間幫忙。我曾想到為何他們不能幫忙？我只是要求他們幫忙細微的事情，他們總是說沒有時間及掛斷電話。但自從有了呾英幫助，我覺得好好多，沒有那麼擔心。我知道我可以依靠她。從前我不知道誰人可幫助我閱讀信件，Project Empower 卻提供各方面的幫助，對於我這是很安慰的。

我年事已高，但對所有事情都一竅不通，我好不愉快。我學會游泳後，便每天都去游泳；游泳使我暢快。我以前感覺不愉快，因我叫
儿女幫忙，他們沒有拒絕，但他們說沒時間。這是甚麼意思？我感到傷害。

我們不懂英語，沒有國家福利的資料，也不知道有電話優惠。每個月我們繳納£200 地稅，還有其他開資。我們不知道可以申請減地稅，生活好困難。處身英國不懂英語是好困難，亦好難尋找幫助。Project Empower 幫助了我好多。
The Forgotten One
Authour: Han Rong Zhao

被遺忘的
作者：趙漢榕
I was very ill several years ago; it has changed my life with a 180° turn. I used to be independent, active and healthy, and now I have become a wheelchair user. I have problems in using both of my hands as well; I have lost control of my life and have to rely on others in my day-to-day living. I cannot manage the simplest household work - there is nothing that can describe my feelings. Fortunately there are health and social care services provided by the state - it offers certain kinds of support to disabled people. When I was discharged from the hospital, I was allocated to a residential home. The residential home has trained staff to assist; it slowly helps me to adapt to the physical changes of my body. In facing these tremendous changes, this support is like hot coal in winter.

I am a determined person. I enjoy being independent. After staying in the residential home for some time, I asked to live independently. After many difficulties, I was given a flat in sheltered housing. The home carer comes to visit me every single day, and transport is provided to take me to the day centre. The arrangement appears to be perfect. But it fails to consider individual needs. Due to the language barrier, I feel I have nowhere to make my voice heard and it would be pointless to make a complaint. The staff at the sheltered housing cannot understand me at all. I cannot communicate with the home carer, so there are many unnecessary misunderstandings and conflicts. Hence the day centre has become the only help, because I can communicate with the staff. They understand me and are willing to offer me a helping hand.
Is it just because of the language barrier? I have been staying in sheltered housing for a few years. The responsible department has still not installed handrails inside the flat. I am so scared that one day I am going to fall and not be able to get up again. Also the so called front garden is overgrown with weeds, nobody takes care of it. Insects and mosquitoes breed there and crawl into the flat; I can do nothing about it. The adaptation to the bathroom has undergone a long process to complete; however, it is still not suitable. I cannot take a shower in hot summer days. I made complaints to the authority, but they passed on the buck to one another and the problem remains unresolved. It was only a trivial problem, but it escalated into a big issue due to the ‘could not care less’ attitudes from different departments. It has caused a huge inconvenient to me.

Last year I have learned about Project Empower and the work on recruiting bilingual home carers in order to break down the language barrier. This was good news to me. A few months ago, Project Empower informed me of the appointment of bilingual Home Carers. People can apply for the service either through Project Empower or Home Care Services. I applied for it immediately. I can now communicate with the Chinese Home Carer which is so much better than before.

In the past few years, I have been through a lot. Being disabled, especially being disabled Chinese with a language barrier we are the neglected and forgotten ones.
We cried out loud but nobody heard. The emotional stress that we have suffered is unspeakable. I would like to ask the mainstream service providers to pay attention to the disabled Chinese on their physical and emotional needs.
幾年前一場大病，令我的生命起了一百八十度的變化。從一個獨立、活躍、康健的人，轉眼變成一個輪椅使用者。加上雙手的活動亦有一定程度的困難，生活頓時失去控制，每天必須依靠別人照顧起居飲食。最簡單的家務也無法勝任，那份感覺實非筆墨言語所能形容。幸好這個國家尚有保健及護理服務，為殘障人仕提供某程度上的支援。在出院時，我隨即被分配入住老人院，院內有受訓員工協助，讓我能慢慢適應身體上的改變。面對此巨大轉變，這些支援亦可算是雪中的一點熱炭。

我是個意志堅強的人，亦喜愛獨立。在老人院療養了一段日子後，我要求自住。幾經波折，結果獲分配一房的老人屋，並有家居護理員每天上門照料，也有專車接我到日間中心。如此安排，驟眼看來很是順到，實質沒有認真考慮到使用者的需要。由於語言障礙，只感到投訴無門，抗議無效。老人屋的職員全不明白我，家居護理員亦無法溝通，更常因此產生不必要的誤會與衝突。故日間中心便成為唯一的幫助，因為可和職員溝通，他們明白我，且願意伸出援手。

然而問題是否只在於語言障礙呢？我入住此老人屋已有數載，有關部門仍未能在屋內安裝扶手，真怕有一天，跌了再無法起來。還有窗外那片方數呎的所謂前園，雜草叢生，無人處理。蚊蟲滋生，爬進屋內，自己卻無能為力。還有浴室不適宜，要求改裝，幾經轉接，終於完工。結果仍是不適用，大熱天時，洗澡無望。投訴當局，部門與部門之間缺乏溝通，更互相推卸責任，到頭來，問題仍是沒有解決。一件一件的小問題，日積月累，各部門置之罔聞，還大張旗鼓，要為使用者提供適切之服務。
去年得知有一項目 Project Empower，與社會工作服務部合作聘請華人家居護理員，以解決一直以來的溝通障礙。對於我來說實在是好消息。數月前，Project Empower 再通知華人社區，已成功招聘華人家居護理員，有需要者，可透過他們或直接聯絡家居護理部申請這項服務。我便立刻要求，現在能與家居護理員溝通真是好多了。

這幾年來，實在經歷不少冷暖。殘障人士—特別是華人，身體殘障加上語言障礙，是被冷落、遺忘的一群。可謂叫天不應，呼地不聞，所承受的精神壓力實不足以為外人道。在此呼籲有關當局，重視並加強華人殘障人士身心上的真正需要。
Unity

Author: Kwok Chung Yung

大同社會

作者：翁國忠
My name is Kwok Chung Yung. I am a member of the Chinese Carers Group. My health started to give me some problems ten years ago. It was due to the effect of having high blood pressure for a long time. It caused kidney failure and I did not know anything about it at that time. I went to see my GP but he could not find out the problem. It happened that I went back to Hong Kong to visit my family, I paid for a health check and the doctor said the kidney’s function was failing, fortunately it was not serious. I came back to Glasgow and told my GP, he did not believe it and did not perform any investigation. It lingered on for two years. Eventually I lost my temper and I got a blood test. When the blood result came out, I was admitted to the hospital immediately. Unfortunately the doctor said it was too late, the illness had been left for too long and there was nothing that they could do to help.

Then I went home and started to have dialysis. I was on dialysis for three years and I received a kidney transplant. I thought I could have returned to a normal life, however, I was having side effects from one of the drugs that I had to take after the transplant. The doctor said one in three transplant patients would have diabetes side effects from the drugs. No wonder my weight dropped drastically in one week! The doctor examined me and my blood sugar level was more than twenty. My mood dropped to the bottom of the valley. I contemplated it for three days and it shook me up. This had already happened - face it bravely was the solution. I had to continue to take the medication, pay attention to my diet, and exercise more. After a few months,
the blood sugar level eventually dropped. There was a time that my knee was not quite right; I had to rely on myself and nobody else.

Not long after that, there was a problem with my heart and I had an operation. I had two major operations in two years. My youngest son has learning difficulties and still requires care. My wife does not understand English and cannot help. I am the sole support to the family; I had to rely on myself to face everything. I requested to see a psychiatrist so that I can talk about the stress that I am having. The psychiatrist acknowledged my feelings. Given the same difficulties, if it happens to someone else, they would already have required others to look after. But I know I have to help myself and not to affect those that are around me. I believe if someone is ill, whether it is mental or physical, they have to ask for treatment as soon as possible. There is no need to worry about other people’s views, you have to be brave and stand up to face it.

Ever since I was ill and could not work, my wife suggested I increase my social circle so that I am not sitting at home thinking nonsense. I then joined the Chinese Carers Group and have become active in the Chinese community. After sometime, I felt the services provided by the Chinese community organisations are limited; they require improvement in different aspects. Since last year the Chinese community has received enthusiastic support from Project Empower. This is very clear to everyone who has used their services. Project Empower’s staffs are very
responsible. People who have used the services all receive support and help. However, the Government only gave a year’s funding, even though we would like to support the project, we can do nothing when the project finishes. I feel frustrated.

I hope the Chinese community can receive funding from the Government to develop services for the needy. The services have to be comprehensive, fair and transparent. If the Government could build a Chinese centre so that Chinese people can get appropriate support from the centre - that would be ideal. Compared to other ethnic minorities, the Chinese community still has a long way to travel. But if we are united and have endurance, put behind us the days of discrimination, we can build a united and harmonious society.
我的名字是翁國忠，是「格拉斯哥華人照護者組」的成員。十多年前，我的身體狀況開始出現問題。那是由於受到長期血壓高的影響，引至腎功能衰退，我當時完全不知情。我去見家庭醫生，但他找不出問題。剛巧回香港探親，自費作一檢查。醫生說腎功能開始出問題，幸好情況並不嚴重。回來告訴家庭醫生，他不相信及不做任何檢查。一拖兩年，直至我「發火」，才肯幫我驗血。驗血報告出來，立刻安排我入院檢查。可惜院方說為時已晚，病情拖得太久，沒有得救。

之後，我開始在家洗腎，洗了三年多便有機會換腎。本以為換腎後可回复正常的生活，誰知換腎後所服用的其中一種藥物產生副作用。醫生說每三名換腎病人，其中一名會有此副作用，因而導致糖尿病。難怪一星期內體重驟降，醫生檢查，發現血糖高達廿多度。我的情緒隨之跌到谷底，在家苦思三天，從新振作。事情既己是這樣，勇敢面對才是解決的方法。藥還是要繼續吃，再加上留心飲食，多做運動，幾個月後血糖終於降下來。有一段時間，膝蓋也出現問題，唯有靠自己，沒有人幫得上。

不久，心臟也出現問題，要做搭橋手術。兩年內面對兩個大手術；小兒子天生有學習困難，仍需要照顧；太太不懂英文，幫不上忙；整個家仍然需要我的支撐，我覺得我必須靠自己去面對。我主動提出要見心理醫生，將心裡的抑壓盡訴；心理醫生也認同我的感受。同様的苦難，若是發生在一般人身上，他們早已需要人照顧。但我知道要幫自己，不要影響身邊的人。我認為人若有病，無論身體或心理，都必須盡早求診。無須顧慮別人的看法，必須勇敢地站出來面對。
自從有病不能工作，我太太建議我擴闊社交圈子，免得呆在家中胡思亂想。我便參加了「華人照護組」，在華人社區中活躍起來。時間久了，發覺各華人機構所提供之服務都只是有限度的，在多方面還需改進。從去年開始，Project Empower 積極地在華人社區內提供幫助，接觸他們的都很清楚，Project Empower 的員工很盡責，求助的人都得著幫助。然而政府只供一年多的撥款，縱然值得支持，也要眼睜睜看著它閉幕，實為無奈。

我希望日後華人社區若能從政府那兒得到資源，發展有需要人士的服務，必須要全面、公道及有透明度。若政府能為華人社區建立一個總會所，華人到那兒便能得到適切的幫助，那便是最理想的了。比較其他的少數民族，我們華人實在仍有一段路要走。然而，只要我們團結、努力，以往那些受歧視的日子已過，必能同心合力創造一個和諧的大同社會。
Acknowledgements

Project Empower would like to thank all the participants who have made the competition possible by sharing their experiences as disabled persons or as carers. It has been a huge challenge to Project Empower to take forward this competition in raising the awareness of both disability and the role of a carer in the Chinese community. It is not uncommon that Chinese people are reluctant to talk about their personal experiences as disabled persons or as carers. However, the success of the competition has proven that a correct and appropriate channel can empower the Chinese community to share their most personal experiences with each other.

Project Empower would also like to thank the Judges’ Panel: Mr Christopher Homfray, Mrs Wai-Yin Hatton, Mrs Linda Lee and Mr Anthony Chu for their support in the competition.

We hope this booklet is able to raise awareness on disability and caring issues affecting the Chinese community both in the Chinese community itself and in the wider community – the Scottish community.

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致謝

Project Empower 對所有參賽者的參與表示感激。他們的積極參與，分享他們作為殘障人士或照護者的經驗，令這次比賽得到很大的成功。籌辦這次比賽，提高華人社團對殘障及照護者的認識，對 Project Empower 是一個很大的挑戰。眾所週知，華人素來不願意談論他們作為殘障人士或照護者的個人經歷。然而，這次比賽的成功，證明了採取正確及適當的渠道，確能促進參與，並鼓勵參賽者分享他們極個人的經歷。

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我們希望這小冊子，能夠增加各界對影響華人社團，在殘障及照護問題上的認識；不僅在華人社團，更達至整個蘇格蘭社團。

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