

For citizens

Engelsk



The Ethnic Resource Team

promotes linguistic and cultural understanding




Introduction

Linguistic and cultural differences sometimes make it difficult to navigate amongst the municipal healthcare services, and to figure out how they work. The Ethnic Resource Team provides you support.

- Do you experience difficulties when in contact with the municipality?
- Is there something you do not understand, or are unsure of, in relation to the municipal healthcare services and the help you receive?
- Are you in need of a liaison to tell the healthcare staff about your life history, your cultural background, or something else regarding your life circumstances?

If so, you can get help from a staff member of the Ethnic Resource Team who is familiar with your cultural and/or linguistic background and who has been sworn to a duty of confidentiality.



Ethnic Resource
Team can help you
find your way

What does a resource person do?

A resource person can facilitate communication when you are in need of municipal healthcare services. If you are in need of advice and clarification regarding questions, the resource person will do his/her very best to help you. The resource person is available for conversation, and the provision of advice and support, face-to-face and over the phone. He/she is not allowed to pass on the content of your conversations to anyone else.



A resource person
can provide you with
support when you are
in contact with the
municipality




What is the Ethnic Resource Team?

The Ethnic Resource Team is a service aimed at citizens from a non-Danish ethnic background. The team covers the Health and Care Administration's Copenhagen South District which consists of Amager, Vesterbro, Kongens Enghave and Valby (i.e. Sundheds- og Omsorgsforvaltningens område Kbh Syd). The resource persons have been selected on the basis of their interpersonal and linguistic skills in terms of speaking with other people in their mother tongue.

What do you have to do if you want to make use of the Ethnic Resource Team?

If you would like to talk to a resource person, you have to contact the staff of the retirement home, home care service, activity centre, Health Clinic (i.e. Sundhedshuset) or wherever else you are in contact with the Health and Care Administration in Copenhagen South. They will subsequently contact the coordinator of the Ethnic Resource Team on your behalf.

Be sure to provide details of your linguistic and cultural background, as that will make it easier for us to match you with the right resource person.



We will match
you up with the right
resource person



Contact

If you have questions, feel free to contact Coordinator Ayse Döner Toplu at tel. no.: 23 81 74 25, or by e-mail to: Etniskressourceteam@kk.dk

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