

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 can be of assistance.

- 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 between you and the healthcare staff in order to communicate 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 have questions about municipal healthcare services. If you need advice and clarification, the resource person will do one's very best to help you. The resource person is available for conversation and the provision of advice and support, either face-to-face or over the phone. The resource person 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 of the City of Copenhagen (i.e. Sundheds- og Omsorgsforvaltningen).

The staff members of the Ethnic Resource Team 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 need 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. 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 any questions, feel free to contact the coordinator of the Ethnic Resource Team at tel. no.: 23 81 74 25, or by e-mail to: [etniskressourceteam@kk.dk](mailto:etniskressourceteam@kk.dk)

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