

To citizens and their closest relatives

Engelsk

# The Ethnic Resource Team

promoting linguistic and cultural understanding



PEDER LYKKE CENTRET




# Introduction

Sometimes, linguistic and cultural differences make it difficult to navigate amongst the municipal services on offer and figure out how they work. At times like this, the Ethnic Resource Team can help you find your way.

- Have you experienced difficulties when in contact with the municipality?
- Do you find yourself wondering and being uncertain about things in relation to the municipal services and the help you receive from them?
- Do you, or your close relatives, feel a need to speak with someone about spiritual or individual matters in connection with your, or your close relatives', current situation?

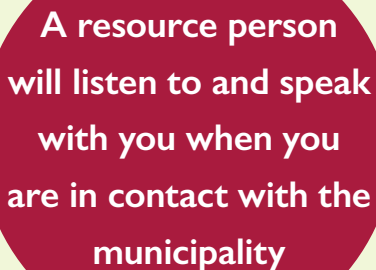
If so, you can get help from a member of the Ethnic Resource Team. You will be allocated a team member who is familiar with your cultural and/or linguistic background. He/she has sworn to maintain confidentiality.



**Ethnic Resource  
Team can help  
you find your  
way**

# What is the Ethnic Resource Team?

The Ethnic Resource Team is a service aimed at citizens from non-Danish ethnic backgrounds currently living in Amager, and their close relatives. It is also aimed at the staff of Amager's Health and Care Administration (i.e. Sundheds- og Omsorgsforvaltningen på Amager). The members of the Resource Team have been selected based on their interpersonal and linguistic skills with a view to speaking with other people in their native language.



**A resource person  
will listen to and speak  
with you when you  
are in contact with the  
municipality**






## **What does a resource person do?**

A resource person is both willing, and has the time, to listen and talk about whatever challenges you are experiencing in connection with the municipal services. If you are in need of advice and clarification on various matters, 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, both face-to-face and over the phone. He/she is not allowed to pass on the content of your conversations to anyone else.

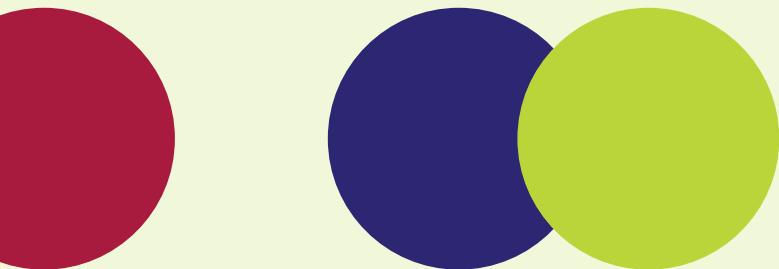
# **How do you get in contact with the Ethnic Resource Team?**

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



**We will match  
you up with the  
right resource  
person**





## Contact

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

If you have any questions, please feel free to contact Coordinator Ayse Döner at tel. no.: 23 81 74 25, or by e-mail to: [Etniskressourceteam@suf.kk.dk](mailto:Etniskressourceteam@suf.kk.dk)

Selvejende Institution  
Peder Lykkes Vej 63-65  
2300 København S

Telefon: +45 32 34 43 39 / 23 81 74 25  
Email: [jgl8@suf.kk.dk](mailto:jgl8@suf.kk.dk)  
Web: [www.pederlykkecentret.dk](http://www.pederlykkecentret.dk)