

Volunteers as Persistent Supporters

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Taipei Tzu Chi Hospital has been one of the hospitals in New Taipei City that make the most neonatal deliveries since its opening in 2005. You can hear the sounds of new-borns' cries mixed with their mothers' and families' marveling all the time. In the shared fridge, you will also see plenty of leftovers from the family visitation. One day, during my bed rounding, I saw two volunteer sisters crouching in front of the fridge and the food warmer. I then realized that they were Yi Te Moms from Tzu Chi. They were cleaning the interiors and carefully labeling food containers, removing one-week old leftovers and organizing the fridge space.

When asked why not leave the tasks to the cleaning ladies, they replied, "We would like to make an example on cleaning because hospital hygiene is very important. Then we'd assist the cleaning ladies from the side out of respect and gradually share with them the Master's spirit of founding this hospital." Later I found the cleaning ladies always do a good job in cleaning the food warmers and refrigerators. I am also very touched by the Yi Te Moms because of their teaching by example. In our busy time, Yi Te Moms always "look for something to do" to help the unit.

Both Yi Te Moms and Tzu Cheng Dads are a unique addition to Tzu Chi medical organization. Not only do they visit to every corner of the hospital to comfort the patients and their families but also commit themselves to caring for every medical staff.

Hospitals always have turnovers. We all hope to train new nurses to become



Tzu Cheng Dads and Yi Te Moms always care for the nursing staff and spontaneously treat them as their children.

the best right-hand persons and see Tzu Chi Hospital as their second home. “For a fresh graduate, the first year in hospital is a lot of pressure. One would be very fortunate to have the position in Tzu Chi Hospital as their first job, not only because of the care they would receive from senior staff but more importantly, the support from Yi Te Moms and Tzu Cheng Dads, along the demanding workload and countless evaluations. Although Yi Te Moms and Tzu Cheng Dads are not medical professionals, it is great to have few days a month to see their warm smile, inquire our well-being, and provide us with delicious and nutritious snacks and lunches. They always worry that we skip meals for work and urge us to find time to

eat. I am still moved by them even after working in Tzu Chi Hospital for seven years. Whenever I was in setbacks or at cross points, their smiles and earnest concern would encourage me to continue. It is really a blessing to work in Tzu Chi Hospital and to have so much attention from our Yi Te Moms and Tzu Cheng Dads,” said Shin Wen, Deputy Head Nurse.

I still remember my first Mother-Baby Friendly Hospital evaluation on October 11, 2006, two months immediately after my first day with Tzu Chi Hospital in August. In such a short time I must make sure all my colleagues learn the related information and skills and complete the preparation for various evaluations. Yi Te Moms and



Tzu Cheng Dads offered to help but were declined. In spite of this, they said, “We are also a part of the unit, of course we should be counted in the evaluation as well.” For the next three years, they had served up abundance of tea, snacks, and fruits in every evaluation and amazed the committee by their unsurpassed tea ceremony and floral arrangement.

In 2009, we did not ask for support from Yi Te Moms and Tzu Cheng Dads for the certification evaluation reception. When they happened to visit and tried to calm everybody’s nerve, they found that we had not prepared flowers in the conference



Taipei Tzu Chi Hospital holds a year-end dinner party to show gratitude to all Tzu Chi medical volunteers. The administrators of Nursing Dept. even sing for these unselfish dads and moms.

room. Within the short two hours before the arrival of evaluation members, they pulled the magical wands and came with all the helpers mobilized. Shortly, beautiful flower arrangements were laid out and the conference room was ready. It touched my heart seeing their dedication and efforts. Despite the evaluation pressure, it made me tear up being rooted for by Yi Te Moms saying, “We are here with you!” I do believe good performance takes team work.

We have been getting excellent reviews in the certification of Mother-Baby Friendly Hospital since 2006. In 2009, with the helps from all, we won a Taiwan’s premium award for the Mother-Baby Friendly Hospital. We thank all the Yi Te Moms and Tzu Cheng Dads for being our strongest backing for the Tzu Chi’s medical team.