

Chapter 6

Volunteering Skills





Section I Basics of Decorum

Good manners and politeness is an influential recommendation letter. Manners are a reflection of a person's education and character, enhancing all human relationships. To provide excellent services for the 2008 Olympic Games, volunteers have to maintain good appearance and etiquette as well as possess specific knowledge of decorum so as to practice good manners.

I. Rules

The following rules are guidelines for establishing and developing social relationships basic to the practice of manners. By possessing these basic rules of decorum, Olympic volunteers will provide good service and effectively manage different situations.

1. Fine Image

Olympic volunteers are ambassadors of the Beijing Olympic Games and will mirror and reflect China. When they make contact with people, they need to show a fine appearance and gentle manners, speak politely and work with a dedicated spirit.

2. Appropriate Attitude

Volunteers should be confident enough in their abilities and qualities in order to behave decently: not overly restrained, but graceful and confident. They should present active spirits and positive attitudes.

3. Respect Others

“One who has manners is one who respects others.” (Translator: Confucius.)



Volunteers should be modest and gentle, showing respect and hospitality and creating a harmonious environment by not hurting people's dignity or insulting them.

4. Kind Acceptance

The world is full of diversity. Different countries or regions have different religions and customs. Volunteers need to accept the differences of foreign friends, admitting those differences, being strict on themselves but lenient with others.

5. Respect Privacy

Respecting privacy is a golden rule when socializing with international friends. Volunteers should avoid private issues such as age, income, marriage, faith and politics when dealing with foreign friends.

6. Being Honest

Volunteers should be honest and sincere. This is the best way to truly and fully express their hospitality and friendship, which will be better understood and accepted by foreigners.

7. Appropriate Relationships

“How very glad we are to welcome friends from afar.” (Translator: Confucius—*The Analects*) Though we are very glad to welcome foreign friends, we should have proper limits for our speech and action. We should:

- Act appropriately — not exceed acceptable limits;
- Keep an appropriate distance—not exceed acceptable distance limits;

able distance limits;

- Show an appropriate interest — not exceed acceptable conversation limits.

8. Ladies First

Men should by all means respect women, showing their understanding, giving help and solving problems when needed.



II. Graceful Posture

Francis Bacon said, “Deeds are clothes of the heart.” Graceful postures are beautiful, charming and affecting. They are expressions of good manners and sublimity. Postures include sitting, standing and walking.

1. Sitting

An elegant sitting posture presents calmness, seriousness and serenity. It is an important statement of one’s manners.

A good sitting posture should be:

- Walk in light and leisurely steps to the seat. Sit from the left side quietly and steadily. The left foot and right foot should be placed naturally. A lady should slightly hold her skirt under her thighs when sitting.

- Sit with a straight back and push chests forward. Lean the upper body slightly with center of gravity uprightly down. Smile with two eyes looking forward. Slightly close the lips and hold the chin a little inward.

- Hold the two knees together or slightly separated. Depending on the situation, one can lean to one side.

- Two feet should be placed evenly, with both hands naturally placed on the knees or the chair arms. Generally do not place one leg on another.

- Draw the right foot backward first, then stand up and steadily leave the seat.

Avoid:

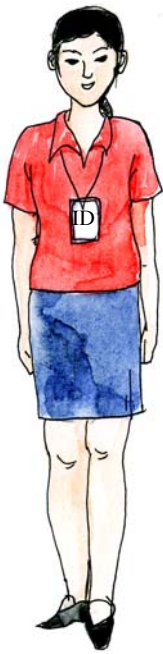
- Hiding feet under the seat or hooking the chair with one foot. (Low-class and boorish)

- Separating the two legs and stretching them out. (Rough)

- Crossing the legs in a “4” shape, with two hands catching the upper leg, shaking foot top. (Cocky and impolite)

- Sitting while moving back and forth, continually changing positions from left to





right. (Underbred)

- Sitting or standing up violently and making loud noises.

2. Standing

A graceful standing posture indicates a person's good manners and gentle style. The basic requirements are: standing still, stretching out the body, presenting an attractive outline and showing a positive spirit.

A good standing posture should be:

- Even shoulders, straight neck, slightly hold the chin inward; stand with both eyes looking forward, smiling brightly.
- Stand still, push chest forward, draw the abdomen inward, and slightly hold the hips up.
- Stand with two arms naturally down and fingers naturally drooping; two hands can be crossed in front of the body, usually right hand covering left hand with elbows a little bowed outward. When necessary, a man might place his one hand or both hands behind his back.
- Two legs should stand straight with knees relaxed and thighs held up slightly; the center of gravity should be placed on the front foot.
- Stand with two feet separated; distance between the feet should be the same as the shoulder; one foot might withdraw a small pace with the upper part holding still.
- Women's feet should be placed in the shape of "V"; hold knees and heels together and lift the center of gravity as high as possible.

Avoid:

- Shaking any part of the body. (Careless)
- Putting two hands in pockets. (Frivolous or restrained; if necessary, can put one hand in front pocket.)
- Standing with two arms crossed. (Positive, defensive)
- Standing with two arms or one arm akimbo. (Offensive)
- Standing with two legs crossed (Too easygoing).

3. Walking Posture

In public places, walking postures are the most noticeable body language. They are

also the best expressions of one's grace and vigor.

A good walking posture should be:

- Steady steps, natural paces with rhythms. Woman's skirt will move with footsteps.

- Slightly forward center of gravity.

- Hold upper torso still, raise head and level the chin with the ground.

Look forward with a bright smile.

- Walk with two hands gently swinging with 10 ~ 15-degree angle between the arms and the body.

- Step equally, with one or a half foot distance between the two feet.

- Top of the foot can be slightly outward, but tops and heels should be parallel.

- Use waist when walking, hold the waist tight.

- Step up and down with straight upper part and light and steady steps.

Generally do not put one hand on the handrail.

Avoid:

- Shaking of body. (Frivolous)

- Walking with two hands crossed on the back, palms up. (Stiff)

- Taking steps too large or too small. (Strained)



III. Manners that Communicate

“If there is no learning of rules of propriety, no character is established.” (Translator: Confucius—*Analects*.) The process of serving voluntarily is also a process of communicating. Considerate manners are an effective form of communication, and also the key to warm and effective service.

1. Shaking Hands

Posture:

Stretch forward the right arm naturally, with a 60 - degree angle between body and arm. Palm should be up and a little leftward down. Thumb is separated from other 4 fingers; naturally hold other's hand slightly for 3~5 seconds. Look into the eye of the

Taboo Terms When You Shake Hands.

Do not use your left hand.

Do not shake hand with gloves on. If you have to wear gloves, apologize and explain.

Do not hold too tight, neither too light.

Do not hold too long.

other with a sincere smile and greeting.

Order for Shaking Hands:

- Elder first. Wait until the elder person offers his/her hand.

- Lady first. Wait until the lady offers her hand.

- Higher official first. Official of lower grade

can shake hands with ones of higher position only when the latter offers hand first.

- Shake hands standing, unless you cannot stand because of sickness or other reason.

- Generally do not shake hands with a desk in between.

- Do not cross-shake hands if there are many people. Hold equal time with everyone.

- When meeting an elder, woman or person for the first time, do not offer your hand too soon or too often.



2. Conversations

(1) Eye contact

- Sincerely look into the eyes of your partner when making conversation, showing respect and politeness.

- Keep frequent eye contact. Do not avoid your partner's eyes too long or look at other things or people. Do not stare at your partner. Make eye contact on time with changing of your conversational topics.

- Usually, on social occasions, staring at the area between the eyes and upper lips will make your partner feel comfortable.

(2) Appropriate distance

Physical distance is spatial language used by people when communicating. People of different backgrounds and cultures have different definitions of appropriate distances. On a social occasion, an appropriate distance generally should be 1.2~3.6 meters. 1.2~2.1 meters is proper for people in a working place or between colleagues. 2.1~3.6 meters is good for strangers. Special reminder: Do not try to make body contact

with strangers to show fraternity.

3. Manners when making phone calls

- Take the phone call on time when it starts to ring. Offer greetings first then report your work unit and your name.

- Before dialing the numbers first make sure of the telephone numbers, names and work unit of the one you intend to call. Knit your words and topics well. Call during working time unless an emergency occurs.

- Use a medium volume tone and be sure to pronounce accurately. When the conversation is over, the one who calls should hang up first. When a man talks to a woman, he should let the woman hang up first.



IV. Taboo Terms

“Ask about taboos when entering another territory; ask about customs when going to another country; ask about unmentionables when visiting a family.” (Translator: Confucius—“*Liji - Qulishang*”) Different nations have different customs and taboos because of different traditions, cultures and religions. Volunteers should fully understand these taboo terms and respect them.

1. 6 General Rules

- In many countries, such as Thailand, Myanmar, India, Malaysia, Indonesia and Arabian countries, people believe the left hand is unclean. It is not appropriate to use one’s left hand to hold food, touch others or pass items. Using your left hand will be interpreted as an insult.

- It is not appropriate to point at others with your finger. One should not speak for



long without giving a chance to the others. Interrupting is impolite.

- In many countries in Latin America, people of the same gender should not hold hands or clasp shoulders.
- Some Westerners may be offended if you touch their personal belongings.
- Some elderly Western people may be offended if you attempt to assist them without their request to do so.
- In many countries or regions in Asia, touching somebody's head is not welcome, even touching a child's head is not proper.

2. 5 Taboos on Color

- Black. This color is regarded as the color for funerals in Europe and America so people should be cautious when they wear black.
- White. Moroccans generally do not wear white. They believe white represents poverty. Indians do not welcome white, either.
- Yellow. Ethiopians wear yellow dresses when they mourn their dead. Brazilians believe yellow means desperation.
- Blue. People in Belgium avoid the color blue. Iraqis hate blue because they think blue represents the devil. They do not use this color.
- Greenish blue. Uruguayans dislike this color as they think it is related to darkness.

3. 2 Taboos on Numbers Drinks

- “4”. In China, Japan and South Korea, “4” is pronounced like “death”, so many people believe the number “4” brings bad luck.

- “13”. Some westerners avoid using the number of “13” because they believe it is unlucky. Friday the thirteenth is also considered unlucky by some.



4. 3 Taboos on Food and Drinks

- Hindu believers do not eat beef or pork.
- Islam people do not eat pork and swine is

an unmentionable. In their month of Ramadan, they are not allowed to eat or drink after sunrise or before sunset.

- Muslims do not drink alcohol.

5.5 Taboos When Giving Gifts

- Handkerchiefs. Brazil, Italy and Pakistan people do not give handkerchiefs as gifts. They believe a handkerchief is closely connected with tears and bring quarrels and undesired things, so it is not a gift for a friend.

- Knives or swords. People in Cuba, Venezuela and Chile do not welcome knives and swords. In their customs, knives or swords means cutting off a friendship.

- Perfume. In France and America, it is inappropriate to give perfume from a male guest to the hostess. Traditionally, giving perfume to a woman is intimate and implies “special intentions”, unless the two are a couple.

- Combs. Combs are a very sensitive thing in Japan. Japanese do not give a comb as a gift because it is pronounced like “bitter death”. So if you give a comb, you are giving something bitter and deadly.

- Alcohol. Alcohol is a forbidden gift in western and middle Asia. Muslims do not allow believers to drink alcohol.



Section II How to Manage an Emergency

When the Olympic Games are held, visitors from all over the world will gather in Beijing. During the summer many spectators will come and various kinds of emergencies could happen. Accidents during the Olympics happen suddenly and can affect people seriously and security can become a serious issue. When faced with an emergency, what should volunteers do?

I. Heatstroke

Beijing summers can be very hot, and someone could have heatstroke. If someone exhibits symptoms of a headache, dizziness, suffocation, extreme thirst, weakness, rapid breathing, or even a sudden state of immobility, the following actions should be taken immediately:



- Transfer the patient to a cool place with a breeze. Make him/her lie down and loosen their clothing if possible.

- Give some refreshing beverage to the patient, such as tea, green bean soup or cold salty water. A patient under serious conditions should not drink too much at a time. Drink often but just a little (not more than 300 ml.) each time.

- Lower body temperature: clean patient's body with cool water or ethanol; place an ice bag or wet towel under patient's head or use a fan to cool him/her.

- After taking the aforesaid measures, the patient should see a doctor or go to the hospital if there is no improvement.

II. Cataplexy



Before the doctor arrives or the patient gets to the hospital, the following steps can be taken to save a person in cataplexy:

- Move the patient as little as possible. Make him/her lie down, unbutton the shirt, take off the belt and keep warm. If a patient has asthma or difficulty in breathing, you can slightly raise his/her head.

- If a massive hemorrhage causes cataplexy,

you should try to create equilibrium. Raise the lower part of the patient's body and put a quilt or a pad under the legs, so blood in legs can flow back to heart.

- Keep respiratory smooth. If the patient loses consciousness, you should raise his/her chin to avoid choking.
- If the patient is sober, you can give him/her some thin salty water or sweet water, but no food, otherwise it might block the trachea.
- When taking the above-mentioned steps, you should send the patient to the hospital ASAP.

III. Crowded Places

Crowded conditions may occur during opening or closing ceremonies or while entering or exiting sports stadiums. Volunteers should take care in evacuating people to avoid trampling.

What might produce trampling?

- People who stand in the front fall, while nobody stands in the back notice this and they just keep walking forward.
- People panic because they hear bomb or gunshot and they lose control. They escape without orientation and organization, and then trampling occurs.

- Riot (because of excitement or anger) will easily create trampling.

- Curiosity often drives people to crowded places and trampling occurs.

How to prevent from trampling? How to evacuate people when it happens?

- Acquaint yourself with safe exits of the working place. Once emergent incident occurs, you can evacuate people with an understanding of your surroundings.
- Call 110, 119 or 120 for help when trampling occurs.
- If people panic in a crowd and run in to you, quickly escape to one side or squat in a corner nearby. Leave after the crowd passes.



- When you are in a crowd, try to stand steadily and grasp something fixed (for an example: column or handrail), but stay far away from glass windows or glass doors.
- Tightly hold one wrist with another hand. Placed your arms on your chest with elbows bowed outward. Slightly stoop so you can have some space to guarantee smooth breathing and avoid asphyxia. Protect your toes from being hurt.
- Do not panic, if you are pushed, fall to the ground. Work your way to a corner or any other underlay. Crouch with your hands crossed on the back of your head. In this way, though your arms, back or legs might be injured, important parts and organs will be protected.

IV. Blackout

- First, you should keep calm and do not panic. Call 95598 and inquire at the Beijing Electricity Service Center for reason, scope, and duration.
- Plug off and roll up problematic wire to preventing stumbling in the dark.
- If back-up generator is available, immediately start it up. Make sure the safety pass is unblocked, start emergent illumination and assist with safe evacuation.

V. Stalled Elevator

- If an elevator stalls midway, be sure to remain calm. Use the inner phone to call for help and press the alarm bell on the board.
- Beat on the door to send out signals for help. If there's no response, stay calm. Maintain strength and wait for help.
- Do not use force to open the door, nor open the safety window on the elevator.

VI. Fire

- Acquaint yourself with escape routes and learn escape methods. Try your best to be familiar with building structure and location of fire-control equipment.
- Keep a clear head and attempt to put out the fire. Use the fire extinguisher as soon as possible and call other people to help control the fire or call the police. Divide your

When you pass through smoke, use a towel or clothes as temporary filters. A wet towel is better than dry ones for blocking the smoke and irritants, but overly-wet towels cause difficult breathing. If possible, pour water on your head and body and wrap yourself with wet clothes, sheets or blankets before you pass the smoky area. Special reminder: Do not remove your towel from your mouth or nose, otherwise you might inhale toxic gases.

work to prevent or reduce the fire.

- Seek the best escape route depending on the situation. Slightly touch the door lock and if it is hot, do not open the door. Close all the doors and windows and put towels or quilts underneath. Pour water to keep the temperature down, if possible. Call the police if you have a cell phone.

If the lock is not too hot or there is no heavy smoke coming in, open the door and check outside. Use your foot against the door to withstand the hot air. If you are sure there is no danger, try to flee ASAP.

- Use a wet towel to cover your mouth and nose if there is heavy smoke. Bend, lower your head and quickly escape. When you pass an area with dense smoke, try to avoid shouting and keep your nose and mouth covered with the wet towel. Walk with your head low or crawl. Do not escape to a narrow corner or enter an elevator.

- If you are on fire, do not run. Roll on the ground and put heavy clothes on your body.

VII. Subway

1. Sudden Power Cut

- When the train stops in the tunnel, wait patiently for rescue. Do not try to open the door.

- Do not presume to use the “Emergent Handler” on the door.
- During evacuation, passengers should step down into the tunnel and follow the direction of rescuers.



- Follow the evacuation signals in the station and inside the tunnel. Avoid congestion and keep calm. You will arrive at a safe place.

2. Fire on the Train

- Call the police. You can use your cell phone or press the emergency button inside the train.
- Use the solid CO₂ fire extinguisher to put out the fire.
- When the train gets close to the station, follow the direction of station operation staff. Cover your mouth and nose with towels or clothes, bend your

body low, and evacuate in an orderly manner.

3. Toxic Gas

- As soon as toxic gas is identified, immediately cover your mouth, nose, and bare skin with a handkerchief, napkins or clothes. If you are carrying water or any beverage, pour on your handkerchief, napkins or clothes.
- Carefully judge the source of poison gas. Run in the opposite direction and find a place of ventilation.
- Wash the exposed parts of your body after arrival at a safe place.

Section III Skills for Helping the Disabled

Paralympic athletes and disabled spectators are a special group. They have unique personalities and ways of thinking. To be a qualified volunteer, you need to understand their ways of thinking and acting in order to provide considerate and efficient services.

I. Basic Skills

1. Understand Their Thinking

(1) Optically Disabled

Often the optically disabled are introverted. They have deep and implicit feelings and seldom show strong emotions. Comparatively they have more sensitive auditory abilities. Because they touch to connect with the outside world instead of using their eyes, they have very sensitive hands. Most visually disabled people rely on their memories to locate furniture and daily utensils. To set up a good relationship with them you need to establish trust. Help familiarize them with their surroundings and serve them with respect.

Remember: When you communicate with optically disabled people, try not to use the word “blind” when you meet them for the first time. You can tell them about yourself as much as possible so they can trust you and feel safe, and when you come up to them or leave, be sure to let them know by language or actions. And when you show directions, try to be accurate and clear (for example: say “Put the glass in front of you,” not “Put the glass there,” say “It is about 1 meter ahead from your left,” not “It is there”). It will also help if you try to tell them what’s going on around them.

(2) Physically Disabled

Physically disabled people are often mentally healthy. They show no differences in sensation, reaction, memorization and thinking mechanism from other people, but they might have unusual personalities because of disfigurement and disability. For example, some physically disabled are isolated, unsocial, and introspective; they usually do not volunteer to contact people. They can be stubborn and controlling; they may be sensitive and struggle with trust issues. Sometimes they are overly protective of themselves, especially when they are called “crippled” or “paralyzed”. It is not



Blind Passes



Special Passes for the Disabled

acceptable for others to hurt their dignity, so volunteers should make extra efforts to assist with due respect.

When you assist the physically disabled, the same rules apply as when you treat other people: build a relationship with a positive and friendly attitude. There are also some special rules listed as following: Treat them with extra understanding, care and patience; master basic communication methods and skills.

- When you make eye contact with them, do not fuss or show unusual curiosity, and never stare at their disfigurement. A

patronizing or condescending attitude will be easily sensed by them, even for a brain damaged patient (though he cannot control his limbs, he is able to see and understand like other people). Like most, he can read your body language.

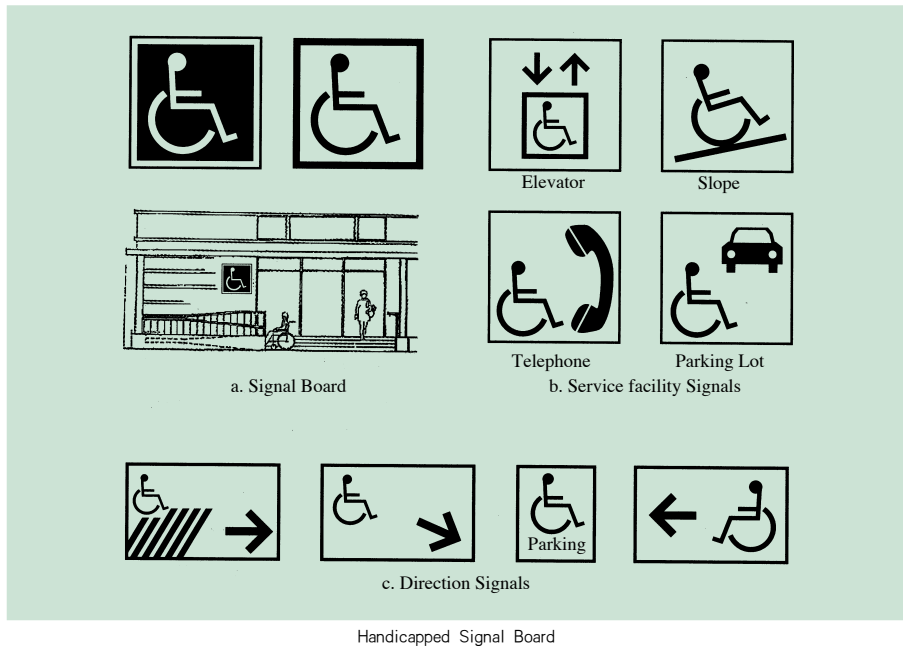
- Show respect when you talk with them. Do not use “cripple” or “lame”, even if you are just joking. Be friendly, kind and patient.

If they can do something independently, be sure to let them. If you arrange everything for them because of their disabilities, their independence and dignity will be hurt. Ask for permission before helping. For example, if a person in a wheelchair tries to enter the elevator, you should go to his side with full respect, introduce yourself, and then ask him, “Which floor? May I help?” After getting his permission, you can push him inside.

2. Learn about Handicapped Facilities and Commonly Used Terminology of the Disabled

Handicapped facilities are built or installed on streets and in buildings for the convenience of the disabled, elderly citizens, children and other people with physical difficulties. These facilities can help them participate just as others do. They include: slope pass, stone edge slope pass, blind pass, handicapped-elevator, lifter, warning

signals, audio signals, indicators, low-position facilities, handicapped parking lot, specially-designated seat, safe handrail, handicapped restroom and toilet, handicapped signals, etc.



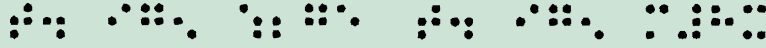
Blind passes are specially built for optically disabled people. It is a vividly colorful path made of bricks with a design beneath the surface. It is only wide enough for one person to pass.

There are 3 kinds of intaglio bricks: strips, dots and squares. Strips stand for going straight, dots, for changing direction, and squares, for a changing land form.

Disabled people have their own commonly used language. Volunteers should learn these terms and use them appropriately.

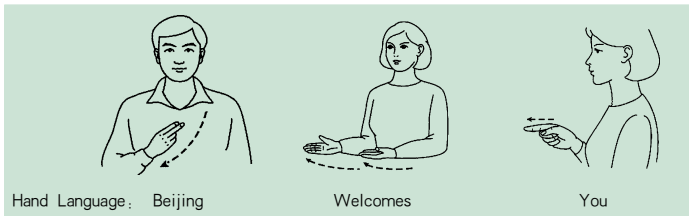
(1) Braille. This is specially designed for visually impaired or sightless people. It is different from other languages since it is read by hands not eyes. Currently it is used worldwide and composed of varied arrangements of raised dots.

Braille: "One World One Dream"



(2) Hand language. It is a language tool created for people who have hearing disabilities. It includes gesture language and finger language. Usually people call gesture language “silent language” or “hand gestures”, which has basic language functions, and is composed of a specific vocabulary and grammar system. Each gesture language unit is constituted by hand gestures, face expressions, body posture and

meaning. Finger language uses varied arrangements of fingers to represent Pinyin alphabets, and then in order spell out the words.



II. Good Attitudes and Requirements

1. Good Attitudes

Volunteers primarily need a good attitude to serve the disabled; they should be sincere, honest, warm-hearted and lenient, and treat them with equality. Only in this way, can they build trust, which is the basis of good service and friendship.

(1) Sincere and honest. Though life has handed many difficulties to them, disabled people are often independent and self-reliant. Volunteers should offer assistance on a basis of equality and mutual respect. A patronizing or superior attitude will hurt their feelings.

(2) Warm-hearted and diligent. Volunteers should be: “Willing to run”—run to provide thoughtful services for disabled athletes; “Willing to talk”—actively consult disabled athletes and get to know their needs; “Willing to watch”—be careful and timely to discover and solve problems; “Willing to do”—serve with a warm heart and skillful hands; “Willing to think”—select the best way to serve the disabled athletes and calmly manage emergencies.

(3) Helpful. Disabled people can be defensive and have a strong sense of inferiority. Sometimes volunteer's own sincere actions might be regarded as disrespectful or demeaning and cause unintentional harm. Volunteers should respect disabled athletes and assist when asked.

(4) Understanding and patience. Some of the disabled are very sensitive. Other's intentional words or actions might cause strong emotions. Volunteers should offer their understanding, patience and acceptance to avoid offense.

2. Serving the Disabled Is Different from Serving Other People

Please see the following requirements:

(1) Optically Disabled

The best way to guide a blind person is: let him put one hand on your shoulder and walk slowly behind you. When entering an unfamiliar area, help the blind to get acquainted with their surroundings. When necessary, guide him/her to touch what is nearby. For example, if the surroundings are different, volunteer to lead the disabled to touch the bed, chair, television, remote control, water faucet, bathtub, towel rack and his/her own possessions. After arriving at the training site, give them the opportunity to touch the equipment they will need to be familiar with for competition.

Never leave the blind alone in a strange place. If you need to leave, contact other volunteers to help and leave after they arrive. If possible, assign the same volunteer to serve the same blind athlete and leave contact numbers for timely connection or in case of an emergency.

(2) Physically Disabled with Wheelchair

A wheelchair is like legs for limb disabled or brain damaged people. Take good care of the wheelchair and do not sit on it or use it to satisfy your curiosity. If you meet a person in a wheelchair, do not stand too close to the front because you will block his view. If you push a person sitting in a wheelchair on flat ground, hold the handles, secure the seat belt, and push forward. Watch for uneven places and try your best to make the wheelchair go steadily. When it goes down a slope, you should face the back of the wheelchair and step backwards, but be aware that it requires a lot of strength. When going up or down stairs, two or more volunteers are needed to move the wheelchair. When going up, press down on the upper chair and support the chair using the larger



Volunteers helping Disabled

wheels, leaning the chair backward until the front small wheels safely touch the upper stairs. If you go down, wait until the front small wheels run steadily on the down stairs, then go forward. If the stairs are high, volunteers should lift the chair.

Unless requested, do not support a person who has artificial limb(s) or who walks with crutches. Remember you

have to walk slowly and offer necessary support. When walking a long distance, offer a wheelchair.

When you accompany a disabled athlete with one arm or even none, protect them or properly support them when going up and down stairs or taking elevators unless they tell you they do not need assistance.

III. How to Help Disabled Athletes

As a volunteer, you need to master related knowledge and skills to help the disabled, and you also need to know how to help disabled athletes.

1. Major sport events of Paralympic Games. Categories and classifications of disabilities, involved contests and characteristics of athletes of respective teams: Beijing Paralympics will hold 20 Sports. Visually disabled athletes can attend: Athletics, Swimming, Cycling, Judo, Goalball, Football, Sailing, Riding Horses and Rowing. Limb disabled athletes (standing) can attend: Swimming, Shooting, Archery, Table Tennis, Cycling, Volleyball Sitting, Sailing, Riding Horses and Rowing. Sports for limb-disabled, spinal cord impaired and brain-damaged athletes include: Swimming, Shooting, Archery, Power Lifting, Table Tennis, Wheelchair Fencing, Wheelchair Tennis, Wheelchair Basketball, Wheelchair Rugby, Boccia, Sailing, Riding Horses and

Rowing.

2. Venue volunteers should also master the features of sports, facilities, rules and judging methods.

3. If you help carry possessions or equipment for disabled athletes, you need to possess certain repair skills. For example, simple maintenance of a bicycle before competition, fast installation and removal of wheelchair and throwing stool, etc.

A Volunteer's Story

A Sign Language Volunteer — HAO Yue

HAO Yue, a sign language volunteer, is a quiet girl with an open mind. She is a student at the Special Education College of Beijing Union University, and in March of 2006, she was awarded the honor of being one of the top ten volunteers in Beijing during the previous year. She was acclaimed for her warm, persistent dedication and selfless voluntary services.

True love can be found around every corner in the world. A heart full of love opens her wings and makes us fly over the mountains and seas, forests and creeks, fields and grasslands. These are the wings of love that took HAO Yue to the Special Education College of Beijing Union University.

The first time she stepped in the gate of this College and observed the staring and childlike eyes of the deaf, watched their lovely faces, heard their sweet singing, and enjoyed their childish but diligent dances, her heart was so touched. The children's pains have left irremovable scars, but they still love to sing. At that moment, HAO Yue realized her responsibilities yet felt so limited. She started to meditate. Maybe her shoulders were weak and her strength was small, but she decided to help with their problems and bring them joy.

The first step was to diligently study sign language, and with persistence her skills improved quickly. She shared her joyous and sad moments with her deaf friends and they did the same; soon she became a trustworthy friend to each of the children.

Through communicating with them, HAO Yue started to realize that they needed



to express their pain and joys, and they needed more knowledge, more communication, and more love. And they also needed a special language “bridge”, so she started to plan a program called “College Students Learning Sign Language”.

In November of 2002, she began to take advantage of her spare time at night and on weekends to organize seminars and teach sign language. She had no financial support at the time, but she worked on it for 4 years, step by step. Eventually she won people’s support and understandings. When she taught, her honest heart and beautiful smile touched everybody’s heart. She taught people to use their smile to express their heart, their hands to communicate their desires, their sincerity to build relationships. Students followed her and waved their hands, with smiles flowing out of their hearts. Their smiling faces were her satisfaction and fulfillment.

Her diligence was rewarded as her love began to affect more and more people. Now many universities are inviting her to teach sign language seminars. Some colleges now conduct sign language training to newly enrolled Red Cross volunteers or voluntary teams every year. Through these seminars, many schools also organized related activities. For instance, Renmin University of China organized students to help deaf people plant trees on Tree-Planting Day. On the way they communicated with newly learned sign language. Their hands waved beautifully and their smiles reflected their good wishes. During the Day for the Disabled, students at The Communication University of China organized special donation events for deaf children. Each student wrote down his/her wishes on a card and hung it up on the wish trees on campus.

So far, HAO Yue has given numerous seminars in more than 20 colleges, including Tsinghua University, Peking University, Renmin University of China and The Communication University of China. Many schools have established sign language groups and a group of students joined the team of sign language volunteers. Her love has touched others, forming a stream of love that’s grown into a flowing river.

In the past 4 years, HAO Yue couldn’t stop thinking about how to give her love to her deaf friends and she never stopped her volunteer services. Almost every night and on weekends she arranged sign language lessons or visits to orphanages or nursing homes. She says she has decided to be a volunteer who is honest, effective and persistent. This is her pursuit in life, her understanding of life, and her practice of love. No matter what comment others make to her, she has no regret or complaint. Instead, she is content

and happy.

“I use my skills to serve society” is HAO Yue’s motto, and it overflows from a heart of love that inspires us to soar on wings leading to a new beginning, a new day, a new world.

 Questions:

1. Do you know the basic rules for establishing social relationships?
2. What are the basic requirements for good walking posture?
3. What should you do when you are in a congested place?
4. How can you escape from fire?
5. What are the basic mental features of the physically disabled?