

超越種族的大愛 楊龍寶娟贏得敬重



楊龍寶娟
Ms. Judy Yeung

36年前一位來自香港九龍石硤尾的小女子，負笈萬里隻身來到加拿大求學，一生謹記父母生前留給她「助人不望回報」的教誨，受益良多，在主流的貝爾(Bell Call Center)電話公司工作了17年，擔任銷售部門多名經理之一，職位雖然不高，但她贏得上至總裁兼CEO，下至僚屬同仁的敬重，對於一名華人移民來說，這種精神上的回報，比金錢和物質的贈予更難能可貴。

母親告誡：莫忘本 走正路

龍寶娟(Judy Yeung)1955年出生在香港石硤尾，有六個兄弟姐妹，她排行第二，「父親在當地以替富人清理汽車為業，收入不豐，但他非常兢業，清晨三點鐘天沒亮就出門開工，風雨無阻，在我的印象中，父親從來沒請過病假。」母親在家打理家務和帶孩子，物質生活艱苦，但一家人安貧樂道。父親最早以港幣一千元的代價買了一間石屋「安家」，1965年全家遷往慈雲山徙置區，入住政府為窮人興建的公共房屋。對於小時候經歷過苦難的人來說，童年往事往往是刻骨銘心，難以忘懷的。龍寶娟的母親因小時候家境貧困送給別人家為養女，但她嫁人自己有了家庭之後，卻時時不忘生娘家，自己省吃儉用，經常打包往番禺鄉下娘家寄些像驅風油、八卦丹、衣物之類的東西。母親不識字，需要識字的女兒龍寶娟在包裹上填寫郵寄的地址，有一回龍寶娟問母親：「既然娘家把你送給別人做養女，你為什麼還要往娘家寄東西，惦記著娘家？」她清楚的記得母親告訴她：「人不能忘本，要飲水思源，當初娘家把我送給別人做養女，是因為家裡負擔重，養不起這麼多孩子。」

「母親從來都不捨得為自己花費一分錢，但是她卻捨得慷慨大方去幫助有需要的人。曾經有一次陪母親上墳掃墓，我在墳場四週又蹦又跳，母親告誡我必須走正路，不要忽左忽右走偏道，

我當時不懂這句話的含意，多年後才明白不識字的母親告誡我的苦心。」

「我是1975年以簽證學生的身份來多倫多讀書的，當時家裡環境不好，但是姑媽建議父親應該送一個孩子到加拿大讀書，我上頭有位兄長，但是當時他已經出來工作，而我剛讀完大學預科第一年，在九龍協同中學英文部的學習成績也不錯，家人商量後決定讓我出國，湊足了機票和第一個學期的學費，隻身踏上征途，我迄今仍非常感謝當時已移民多倫多的表姊江麗珠及表姐夫林偉忠，由於他們的支持及鼓勵，我踏出了第一步，我和我的家人才有機會移民加拿大，改變一生的命運。」

貴人相助順利讀完大學

「來到陌生的多倫多，由於公立中學不收簽證學生，我找到Toronto Matriculation College入讀13班，這是一所私立學校，一年後申請入讀多倫多大學士嘉堡分校。」初來乍到，人生地不熟，註了冊之後身上沒剩下幾個錢。「我曾經在華人經營的餐館打過3天工，但是政府嚴格規定簽證學生不能打工，每見到警察來餐廳吃飯，我總是心驚膽跳，擔心被查獲，擔心連累東主。這可能是福報吧，我這一生之中碰到許多貴人相助，不久認識了一位住在Forest Hill的猶太人律師，他聘請我做他家的Babysitter，地點離我讀書的多大士嘉堡校區雖然頗遠，但對我而言，是個難得的機會，後來再經人介紹認識多大醫學院著名的教授Dr. Charles Hollenberg，Hollenberg對我隻身來加求學的毅力相當佩服，當即請我住到家裡擔任輕鬆的管家工作。」由於Hollenberg在學術界的地位崇高，被稱為多大醫學院的「教父」，家裡經常宴請朋友，龍寶娟負責準備酒水食物招呼賓客，事後Hollenberg都會付給她額外的工資，既不勞累，亦不擔心會被移民部的人員查緝，就這樣安穩穩的讀完大學。

1977年對她而言是個人生的轉折，這一年她透過Hollenberg認識了一個商場上非常活躍的猶太人家族Slaters，Mrs. Elaine Slater與

她相當投緣，邀她參與當時一個專門協助大多倫多地區越南難民安置的組織「行動生命線」- Operation Life Line擔任義工和中文翻譯，因而認識了華社的知名人物王裕佳醫生。「因緣際會，我後來參與許多重大的社區活動，除了越南船民的安置計劃以外，我參與了抗議W5電視節目歧見華生入讀多大醫學院的行動、爭取平反人頭稅、為搶救小麗莎找尋合適骨髓、為籌建頤康籌款、史維會抗議日本篡改二戰史實等。我從不忘本，但是當我從新聞報導上獲悉有人因為自然的災害、悲劇或醫藥罔效而喪失一切，甚至喪失生命時，不論對方是什麼族裔，我的心立刻就飛到他們的身邊。」

加入貝爾公司做華人銷售

過去電話公司是獨門生意，沒有競爭，自從開放民營企業競爭以後，加拿大貝爾（Bell Canada）電話公司不再獨佔市場，電話公司的競爭越來越激烈。「我是1994年加入加拿大貝爾（Bell Canada）電話公司的，自從開放電話市場之後，公司發覺華人市場對電話和手機的需求量相當大，在業務競爭上，我是公司華人市場成績最好的銷售員，我是貝爾電話公司聘用的第一位華人銷售市場的經理（Call Centre Manager），17年來一直是在銷售部門任職。」

她回憶最令人難忘的是，2005年初為南亞大地震引發海嘯造成數十萬人傷亡的電話籌款，當時透過王裕佳醫生等人在電台的呼籲，貝爾電話中心（Bell Toronto Call Centre）預定1月8日和9日分成兩天，舉行長達20小時的電話馬拉松籌款，透過大氣電波徵求義工，在預定的時限內，沒想到大門口竟湧現逾千人應徵義工的盛況，令主辦單位和電話公司大吃一驚，慶幸的是為期兩天的電話籌款頗為順利，沒有出現任何意外，這項包含39個不同族裔的電話籌款行動，一共籌到了加幣630,000萬元，加上聯邦政府的配對捐款，共籌得1,260,000元，悉交加拿大紅十字會及有關慈善機構轉贈災區，這項籌款讓她的頂頭上司和公司其他同事看到了

龍寶娟做事的能力。BCE的首席執行長（CEO）Michael Sabia對她統業的精神十分讚賞，曾在公司高層主管的會議上，以她慷慨助人，敬業樂群的故事為例，與大家一起分享。

龍寶娟亦參與2003年防治非典肺炎-SARS，救助2008年四川大地震、華東、華南水災、救助2010年海地震災、巴基斯坦水災、以及較早前日本大地震和海嘯等慈善活動。在各種電話慈善籌款活動中，每年三月間的「加港星輝耀頤康」最具歷史性，從2003年開始，明年三月即將邁進10週年。

龍寶娟家住密西沙加，13年前就成為「密西沙加華人專商協會」的一員，是現任的副會長，對於該會每年舉辦的「鳳宴」、「中華藝萃耀密城」及「健而樂」健康展覽都鼎力支持，鳳宴過去曾為頤康、祈德醫院、延齡草健康中心籌款，老市長參加蓮對該會讚賞有加。

埋頭苦幹 不計較名利

以龍寶娟做事的認真和為公司帶來的聲譽，或許有人認為她應該升任更高的職位，也有人認為，吃苦耐勞、埋頭苦幹，這些東方崇尚的優秀品質在西方卻是少數族裔致命的弱點，成了進取的絆腳石。這一點，時常有人認為應體現在職場往管理層上爬的經歷，但龍寶娟認為，職場上最重要的是工作勝任愉快，與同事相處融洽。她說：「我對於目前的職責很滿意，不會刻意追逐名利。」大學畢業進入職場後，優秀亞裔儘管很多進入大公司，收入不菲，但是能夠達到高層管理的寥寥無幾。若按照這些亞裔在其領域的百分比和能力，這被認為是不公平的，對許多優秀亞裔來說，這被認為是一層難以逾越的「竹屋頂」-Bamboo Ceiling。對於這種世俗的看法，她不以為然。她從不曾有過被歧視的感覺，做人處事都心安理得。她永遠記得父母生前的教誨：「記得別人對我的好，忘記別人對我的不好。」

她雖然是一名女流，但是在啟動公司電話系統為慈善籌款的義工行列中，她永遠是走在前端，是一名女強人，她不會因害羞

怕醜膽小而躲在背後，更不會斤斤計較工作量的多與少，雖然星期六還要上班，但她很清楚Call Center必須有人輪更，沒有埋怨公司的輪更制度。筆者訪談的兩個多小時中，龍寶娟臉上總是洋溢著樂善助人的親切笑容，難怪有人封給她「包搞掂」的外號。當她憶及1975年籌錢讓她來加拿大讀書、現已去世的雙親；講到曾經幫助過她的貴人；講到永遠在背後支持她做善事的工程師丈夫；講到兩個女兒一直以她為楷模，龍寶娟都哽咽得說不出話來。

公司最高層撰函讚賞她

正因為她這種無私的態度，公司的高層很欣賞她，當得知龍寶娟獲得提名為今年「紅楓傳奇」人物的候選人時，Bell Media Inc.的總裁兼首席執行長Kevin W. Crull二話不說，親自打了一封介紹Judy Yeung的信給「華商網絡」，特別提到她曾被評為公司最有價值的員工，總分高達96%，是歷來得分最高者。她曾於2005年Bell公司成立125年獲頒Bell英雄獎。介紹信特別讚揚她多年來對社區多個慈善組織無私的奉獻；她曾幫助遭遇不幸的同事，使他們渡過難關；每當有需要的時候，她會盡快把手下的銷售團隊轉變為高效率的義工組織，發揮最大的功能去幫助有需要的人。通常一個大企業的最高領導人不會輕易替屬下寫介紹信，Judy Yeung有此榮幸，完全是她長年積累的努力，贏得上司對她的肯定。

當年石碇尾的小龍女，經過多年的努力和奮鬥，建立了幸福美滿的家庭，她對自己的工作非常有成就感。丈夫楊華匡是當年她來多倫多讀13班的同學，如今是一位電機工程師，兩個女兒楊鏗墀（Ginni Yeung）和楊煒墀（Naomi Yeung）均已大學畢業，她的家人包括兄弟姐妹亦早於80年代末移民多倫多，在加拿大這片樂土上落地生根，開枝散葉。



家庭照攝於1966年，Judy 在六兄弟姊妹中排行第二
Family portrait taken in 1966, Judy is the second child of 6 children.



家庭照：Judy 與丈夫Lawrence，女兒 Ginni，Naomi及愛犬Rambo
Recent Family portrait: Judy, her husband, Lawrence, their two daughters, Ginni & Naomi and their dog, Rambo.



Judy 和表姐林江麗珠(中)及表姐夫林偉忠(右二)，Lawrence(右一)及Chara(左)於1979年多倫多大學Judy畢業典禮
Judy's cousin, Lai-Chu Lam (middle) and her husband, Wai-Chung Lam (2nd right), Lawrence (right) and Chara Wong (left) at Judy's graduation at University of Toronto in 1979.



Judy 與Charles Hollenberg醫生，太太Mimi 及他們的孫兒，Adam
Judy with Dr. Charles Hollenberg, Mrs. Mimi Hollenberg and their grandson, Adam.



Judy及義工們在“加拿大多元文化—海地地震”馬拉松電話籌款活動
In 2010, Judy and a team of volunteers at the Multicultural Canada for Haiti Telethon.



Judy於2005年貝爾公司125週年慶典上獲得了貝爾英雄獎，右側是貝爾公司前任CEO，Michael Sabia，稱讚Judy為貝爾傑出員工
In 2005, Bell's 125th Anniversary Celebration; former CEO of Bell Canada Enterprise, Michael Sabia congratulated Judy for winning the Bell Hero Award.



Judy獲得安大略省十年義工服務獎，左側為前MPP of Scarborough-Agincourt, Gerry Phillips右側為MPP of Scarborough Rouge-River, Bas Balkissoon
Judy received Ontario Volunteer Service Award for 10 years of service, (left) Gerry Phillips, former MPP of Scarborough-Agincourt and (right) Bas Balkissoon, MPP of Scarborough Rouge-River.



Judy與黃嘉勝(左二)，為2009年鳳宴共同主席，與密市麥巧蓮市長(中)，黃家海醫生(右一)和密西沙加華人專業協會主席蔣婉笙(左一)攝於2009年鳳宴
Judy and Albert Wong co-chaired Phoenix Ball 2009, with Mississauga Mayor Hazel McCallion, Dr. Joseph K. Wong and CPB's Chair, Audrey Chiang.



Judy 為 2010年多倫多史維會籌款晚宴共同主席，與創辦人暨主席王裕佳醫生，董事們，嘉賓及義工們合照。
Judy Co-Chaired the 2010 Toronto ALPHA Fundraising Dinner, taken Founder and Chair, Dr. Joseph Y.K. Wong, the board of directors, guests and volunteers.

Ms. Judy Yeung

Thirty-six years ago, a young girl came from Hong Kong to study in Canada as a visa student carrying a message from her parents, "Don't expect anything in return when you help others." Since 1994, she has been working at Bell Canada for more than seventeen years, and is currently a sales manager at their Toronto call centre. Although her position as a manager is not the highest, she has won widespread respect throughout Bell, from its President and Chief Executive Officer to her peers and staff. For a Chinese immigrant, this is far more important and more precious than any money or possessions that she could get in return for her good work.

Judy Yeung was born in 1955 in Shek Kip Mei, Hong Kong, the second child in a family of six siblings. From humble beginnings, Judy credited her father for providing her with a strong work ethic. "My father made a living cleaning cars for rich people. He did not make a lot of money, but was very respectful of his work. Every morning at 3 a.m., no matter how bad the weather was, he would leave home to start his job. My impression was that my father never took a day off sick in his entire life." Judy's mother was a homemaker. Although their life was difficult, the family was happy. Her father had bought a little stone house with HK\$1000 a long time ago, and in 1965, the family resettled at Tsz Wan Shan, a government housing complex.

For those who have been raised in poverty under difficult circumstances, their childhood is often ingrained in their consciousness. At an early age, Judy's mother taught her the importance of family and the need to have a generous spirit. Judy's mother was given up for adoption when she was very young because her family could not afford to keep her. But after she had her own family, she did not forget her parents, and often sent packages of medicine and clothing to her birth family. Judy's mother was illiterate as she never had the luxury of attending school, and Judy was the one who wrote the mailing address of her mother's

family on the parcels. One time, Judy asked her mother why she would send packages to her family when they gave her away. She remembers clearly what her mother said, "One should never forget one's roots." Her mother added that when she was given away for adoption, it was only because her birth family could not support all the children in the family. Judy's mother never wanted to spend a penny on herself, but was very generous in helping those in need. She also stressed to Judy the importance of integrity and perseverance. Once, when Judy went with her mother to the cemetery to pay respect to her ancestors, she was running around, walking to the right and to the left. Her mother stopped her and preached to her that she must always walk straight and in the middle of the road. At that time Judy did not understand the meaning of those words, and only many years later, did she realize that her mother, who did not know how to read or write, was trying to give her a very important message: "One should not take sides; be a fair person and do not compromise one's integrity."

Judy came to Toronto on a student visa in 1975. "At that time, despite our poor circumstances, my aunt suggested to my father that one child should be sent overseas to study. Since my older brother was working already, and since I, with one more year of high school left, could enter an overseas university on my good grades, my family decided that I should be the one to go abroad. My father borrowed just enough money for my plane ticket and tuition fees for the first school term. To this day, I am still very thankful to my cousin, Lai-Chu Lam and her husband Wai-Chung Lam, who had already moved to Toronto, for their support and their encouragement. Because of their help, I made the first step, and my family and I had the opportunity to emigrate to Canada where our lives were changed for the better forever." After arriving in Toronto, and since public high schools did not take visa students, Judy enrolled in Grade 13 at the Toronto Matriculation College, a private school. This proved to be fortunate for Judy since she met her future husband, Lawrence, at this school. A year later, she was admitted to the University of Toronto.

It was at this time that Judy experienced financial issues in Canada, knowing only a few people, and not having much money left after registering for courses. “I worked in a Chinese restaurant for three days, but it was illegal for visa students to work. Every time when I saw policemen in the restaurant having their meals, I was scared and worried that I would be arrested, or worse, getting the owner into trouble with the law.” Throughout her life, Judy has been blessed to come across ‘angels’ who have helped her along the way. Soon afterwards she met a Jewish-Canadian lawyer living in Forest Hill who hired her to be a babysitter for his children. Although the house was quite far away from the U of T Scarborough Campus, it was too valuable an opportunity not to be taken. Later she was introduced to Dr. and Mrs. Charles Hollenberg. Dr. Hollenberg was a Professor of Medicine at the University of Toronto. He was impressed by Judy’s perseverance and immediately hired her to be his housekeeper. Since Dr. Hollenberg was a prominent academic, he often had friends over for dinner, and Judy assisted them with hosting parties. Afterwards, Mrs. Hollenberg always paid her extra wages. The work was not difficult, and Judy no longer had to worry about being caught by the immigration authorities. She also did babysitting in the Forest Hill neighbourhood. With housekeeping and babysitting income, Judy was able to complete her university studies without burdening her parents.

In 1977, another turning point came in her life. That year, Judy met the Slater family through Dr. and Mrs. Hollenberg. Mrs. Elaine Slater was very impressed with Judy’s courage and her passion to help people; she invited her to participate in Operation Life Line – an organization which helped Vietnamese refugees to settle in the GTA area – as a volunteer and translator. Through that work, she met Dr. Joseph Yu-Kai Wong, with whom she would be working on many worthwhile charitable and community projects for many decades to come. “With Dr. Wong, I was able to participate in many important community activities. Aside from the Vietnamese refugee settlement work, I participated in the W5 protests of discrimination against Chinese-

Canadians, the Chinese head tax reparations project, the bone marrow registry for Elizabeth Lue, The Toronto ALPHA work and of course, fundraising for the Yee Hong Centre for Geriatric Care. Although I never forget my Chinese roots, when I hear about disasters in other areas of the world, my heart goes to them regardless of our differences in culture or origin.”

In December 2004, hundreds of thousands died in the Tsunami in South-East Asia and Judy merged her professional life with that of her community work. At that time Dr. Wong made an appeal for donations on the radio. Judy convinced the executives at Bell to let her use the call centre facilities for the Tsunami Fundraising Telethon, and on January 8th and 9th, 2005, she spearheaded a 20 -hour fundraising marathon telethon. “We asked for volunteers but could not imagine that over one thousand people would show up at the door to volunteer over the two days. Even Bell was taken aback.” The fundraising marathon, which was a group effort of 39 organizations, was a huge success. The project raised \$630,000 in total. Together with the matching funds from the federal government, \$1.26 million was donated to the Red Cross and Oxfam for their recovery work. Through this fundraising project, Judy’s superiors and her peers were able to recognize her capability, and Bell’s CEO at that time, Michael Sabia, was so impressed that he shared her story of generosity with others at a Townhall meeting of senior executives and stock holders. Judy’s story was posted on the Bellnet and was accessible to over 45,000 employees.

Judy also participated in fundraising for the SARS outbreak in 2003, the Szechuen earthquake in 2008, the Southeast China flooding, the Haiti earthquake in 2010, the flooding in Pakistan, and most recently, the Japan earthquake and tsunami. Of all the telethons that Judy has organized, the annual Yee Hong All Star Telethon is the most historical. The tradition began in March 2003 and will enter its 10th year in March 2012.

Judy is currently a Director and one of the Fundraising Co-Chairs of Toronto ALPHA (Association for Learning and Preserving the History of WWII in Asia). She is also the Executive Vice-Chair of the Mississauga Board of Chinese Professional and Businesses (CPB), and has been a director for over 12 years. Through the years with Judy's involvement, CPB has raised over \$1 million for charities in Mississauga, and received numerous praises from Mayor Hazel McCallion. It is no surprise that with all of her volunteerism, Judy's nickname is "Can Do".

Judy's success in community work is mirrored in her professional life. Since deregulation, Bell Canada no longer has a monopoly in the telecommunications industry, and there is fierce open competition. "I joined Bell Canada in 1994. Since the market opened up, Bell has found that there is a strong demand for cell phones in the Chinese-Canadian market, where I was one of the best-performing salespeople in the company. I was also one of the first Chinese-Canadian managers, having been in the sales area for the last 17 years."

Judy thinks that the most important aspect for professional success is to enjoy one's job, and to get along with one's peers. She also disagrees that there is an invisible 'Bamboo Ceiling' preventing Asian-Canadians from advancement. In Judy's experience, she has never been discriminated against, and she is very comfortable with her superiors, peers and her team members. She recites her parents' teaching, "Always remember when others treat you well. Forget when others treat you badly."

Bell's executives are also very impressed by her attitude. When Judy was nominated for this year's Chinese Canadian Legend Award, the President and CEO of Bell Media Inc, Kevin W. Crull, wrote a letter of recommendation to the Asian Business Network Association. He mentioned specifically that Bell had named Judy a most valued employee with a score of 96%. The letter also praised her work with

the many charity organizations, and that she had often helped her colleagues who ran into difficulties. It is not often that a CEO of a major organization would write a letter of recommendation for one of his managers, but then again Judy is not your usual manager.

The young girl from Hong Kong, after many years of struggle and hard work, has now built a happy family with her husband Lawrence, an electrical engineer, who is extremely supportive of her volunteer work. Their beautiful daughters, Ginni and Naomi, are both university graduates who treat their mother as their role model.

Judy was inspired by her father who was the head coach of his community's soccer team. At the young age of 13, she joined the Girl Guide team at school. The Yeung family of four as well as Judy's friends and colleagues often work as a team at community and fundraising initiatives. To Lawrence, Ginni and Naomi, volunteer work is a family affair. To everyone Judy comes in contact with, she is a strong leader who has a unique ability to mobilize and inspire people to volunteer for any good cause. They are touched by her passion in wanting to give back and to make a difference to humanity.

Judy helped her entire family emigrate to Toronto in the early 1980s, and her siblings are now leading productive and prosperous lives in Canada. This is one immigrant story with a happy ending!