



A Glimpse into the Missions
and Spirit of Tzu Chi

Honorary Publisher
Dharma Master Cheng Yen

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Preface

“What is Tzu Chi Foundation?”

“Who founded Tzu Chi and why?”

“What does ‘Tzu Chi’ mean?”

“How many volunteers does Tzu Chi have?”

“How is Tzu Chi funded?”

.....

These are just a few of the questions most frequently asked by people who first come across Tzu Chi.

For those of you who are keen to learn more about Tzu Chi, we have compiled this booklet with nearly 90 questions complete with answers to help you get a quick glimpse of Tzu Chi’s work and values, as well as how it started over 50 years ago with scarce resources in Hualien, eastern Taiwan and developed into a global NGO today that has brought aid to over 90 countries and regions around the world.

The questions and answers in this booklet are categorized by the type of missions carried out by Tzu Chi since it was founded in 1966. While one question may lead to the next and you can read the booklet in order of how these questions are arranged, each question also stands alone and you are welcome to pick the ones that most interest you to read first. At the beginning of each chapter, we share with you a teaching of Dharma Master Cheng Yen, the founder of Tzu Chi Foundation. Photos, tables, and illustrations are also included to make your reading experience more enjoyable.

It is our humble hope that after reading this booklet and learning how a young, poor Buddhist nun’s compassion for the needy has rippled and gradually turned into a global collective effort that has helped transform numerous lives worldwide, you’ll be inspired to take action and reach out to those in need around you. With more people doing good, there’ll be less suffering in the world. When everyone pays love forward, the world will eventually become a better place for all.

Tzu Chi members met with Pope Francis in the Vatican City at the invitation of the Pontifical Council for Interreligious Dialogue.	2016		
Da Ai TV's HD channel was launched.	2012	2013	Suzhou Tzu Chi Clinic was inaugurated in China.
Tzu Chi became the first overseas NGO allowed to register in China by the Chinese government.	2008	2010	The UN Economic and Social Council granted special consultative status to Tzu Chi.
Taipei Tzu Chi Hospital was opened.		2007	Taichung Tzu Chi Hospital was opened.
Center for Tzu Chi's mission of culture was inaugurated.	2005		
Master Cheng Yen met with Dalai Lama in Taiwan.	2001	2003	Tzu Chi became an NGO associated with the UN Department of Public Information.
Yuli Tzu Chi Hospital was opened.	1999	2000	Guanshan Tzu Chi Hospital and Dalin Tzu Chi Hospital were opened.
Tzu Chi's first TV program was broadcast.	1995	1998	Da Ai TV was founded. <i>Rhythms Monthly</i> magazine was published.
Tzu Chi Marrow Donor Registry was set up, the predecessor of Tzu Chi Stem Cells Center.	1993	1994	Tzu Chi College of Medicine was founded, the predecessor of Tzu Chi University.
Tzu Chi's mission of environmental protection unfolded.	1990	1991	Tzu Chi's international relief effort began.
Hualien Tzu Chi Hospital was opened.	1986	1989	Tzu Chi Junior College of Nursing was founded, the predecessor of Tzu Chi University of Science and Technology.
Tzu Chi set up a free clinic in Hualien.	1972	1985	Tzu Chi's first radio program, <i>The Tzu Chi World</i> , was aired.
Tzu Chi was founded in Hualien, eastern Taiwan.	1966	1967	Tzu Chi's biweekly newsletter was issued, which became <i>Tzu Chi Monthly</i> magazine in 1968.

*With love,
we can all make a difference in the world.*

— **Dharma Master Cheng Yen**



正
會 精 思 靜

General Information

1-1

What is Tzu Chi Foundation?

Tzu Chi Foundation is a Buddhist non-profit organization based in Taiwan and also an NGO under the UN umbrella.



Founded by Dharma Master Cheng Yen in Hualien, eastern Taiwan, the Jing Si Abode is the spiritual home of all Tzu Chi members.

(Tzu Chi Foundation)

1-2

What does “Tzu Chi” mean?

“Tzu” means “compassion” and “Chi” means “relief” in Chinese. Together, “Tzu Chi” means “relieving suffering with compassion.”

1-3

Who founded Tzu Chi and why?

Tzu Chi was founded in 1966 by Dharma Master Cheng Yen in Hualien, eastern Taiwan.

One day in 1966 when the Master was visiting a patient at a clinic, she saw a pool of blood on the floor. She was told that the blood was from an indigenous woman who suffered from labor complications but was carried away because she couldn't pay a required fee in advance. Feeling deeply for the woman, the Master asked herself what she could do to help the poor.

Not long after that, three Catholic nuns visited the Master. During their conversation, the nuns mentioned the work Catholics had done for society and asked the Master what Buddhists had done. The nuns' words struck a chord with her. In May 1966, the Master founded Tzu Chi and started guiding her followers to do charitable work.



Dharma Master Cheng Yen
Founder of Tzu Chi Foundation

1-4

Who is Dharma Master Cheng Yen?

Coming from a well-to-do family, at the age of 25, Dharma Master Cheng Yen renounced the lay life in pursuit of life's meaning and purpose after her father's sudden death. In 1963, she took refuge in Ven. Yin Shun, a prominent monk and scholar in contemporary Chinese Buddhism. Throughout her monastic life, Master Cheng Yen has been living out her master's words, "Work for Buddhism and for all living beings," by spreading the Buddha's teachings and carrying out Tzu Chi's missions to benefit humanity and the world.

1-5

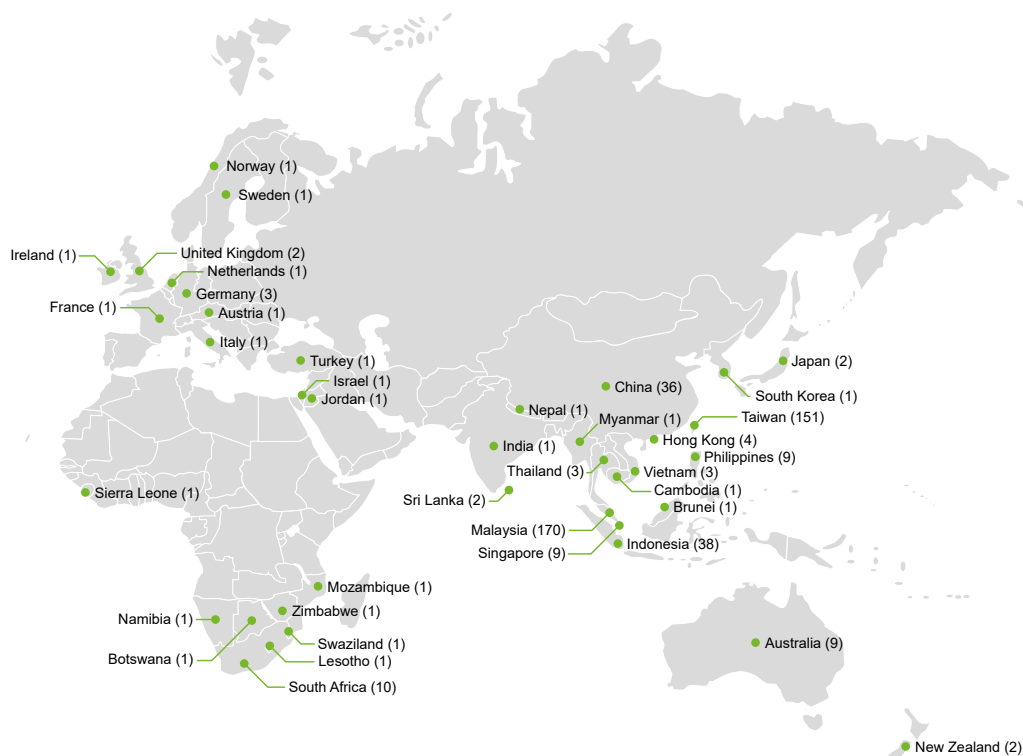
What is the main focus of Tzu Chi's work?

Tzu Chi has Four Missions: charity, medicine, education, and culture, which have later extended to include international relief, bone marrow donation, community volunteerism, and environmental protection. These eight endeavors are the major areas of work of Tzu Chi Foundation.

1-6

How many Tzu Chi offices are there around the world?

As of 2016, Tzu Chi had 622 chapters, branches, offices, or contact points in 56 countries and regions around the world. Please see the map below for the number of Tzu Chi locations in each country.



1-7

How is Tzu Chi funded?

Tzu Chi is mostly funded by small donations from its donating members, who can decide for themselves which of Tzu Chi's missions they are going to support.



1-8

How many donating members does Tzu Chi have?

As of 2016, the number of Tzu Chi's donating members had accumulated to over 10 million across the world.

1-9

What is the significance of the Tzu Chi logo?

The Tzu Chi logo is a lotus flower in full bloom with a ship at the heart of the flower. The flower represents enlightenment, and the ship signifies ferrying living beings across the sea of suffering to the shore of peace and safety.



1-10

What is the story behind Tzu Chi's coin banks?

When Tzu Chi was first founded and had scarce resources, Master Cheng Yen asked the 30 housewives who followed her to each save 50 NT cents (approximately 1 US cent) from their grocery money in a bamboo coin bank every day, and then they pooled their savings together to help those in need.

As the word spread, more and more people were inspired to take up the practice of saving 50 NT cents a day, and Tzu Chi was able to help more people in need.

Up to this date, saving a little every day in a coin bank is still being practiced by Tzu Chi members and many people around the world.

As Master Cheng Yen often says, everyone, rich or poor, can give what they can to help others. It's not the amount of donation that counts, but the heart to give. By



School children in Singapore drop money into large bamboo coin banks to help the needy. (Liu Su-fang)

donating a little every day, people will give rise to a thought of goodness and do a good deed every day. With more people harboring kind thoughts and doing good, the world will eventually become a better place.



A Tzu Chi's aid recipient in Australia donates his spare change after learning of the story behind Tzu Chi's coin banks from a volunteer.
(Huang Cong-di)

*Giving is like drawing water from a well;
as water is drawn, more will flow into the well.
In the same way, it is by giving that
blessings continue to flow in.*

— Dharma Master Cheng Yen



Charity

2-1

What is the core spirit of Tzu Chi's charitable work?

Master Cheng Yen believes that everyone shares the same great compassion and selfless love as the Buddha's and has the capacity to give. Therefore, Tzu Chi's charitable work is not only about providing relief to those in need, but even more about awakening the innate goodness in people. To this end, apart from inspiring the rich to give, Tzu Chi also encourages the poor to do what they can to help those worse off than them. Through giving, everyone will become wealthy spiritually no matter if they are rich or poor materially.



2-2

How does Tzu Chi decide to provide aid to someone and for how long?

Upon learning of people in need, Tzu Chi volunteers will pay them a visit to better understand their conditions and see if they've received any form of aid from the government or other charity groups. After assessment, Tzu Chi will then decide what type of aid to provide to people based on their individual needs.



Tzu Chi volunteers in Taipei, Taiwan visit a lady in need of aid to better understand her living and health conditions and see how Tzu Chi can help. (Lin Jin-zuo)

What types of aid does Tzu Chi provide to people?

- (1) Long-term care and financial assistance for the less fortunate, such as the poor and ill.
- (2) Regular support and care to those who do not need financial aid but require emotional support or guidance, such as the elderly living alone, people with a disabled or ill family member, and those who have lost their loved ones.
- (3) Care for people in institutions, such as nursing homes, schools for the disabled, children's homes, prisons, and juvenile detention centers.



Tzu Chi volunteers in Durban, South Africa visit and care for an elderly lady who is Tzu Chi's regular aid recipient. (Frank Chu)

- (4) Short-term crisis aid to people who experience a natural disaster, accident, or sudden misfortune. The aid includes money for basic living needs, tuition assistance for children, medical care, home repairs, and help with funeral arrangements. Depending on people's conditions, sometimes these cases will become the recipients of Tzu Chi's long-term care and financial assistance.
- (5) Large-scale disaster relief, such as providing those affected with comfort and care, hot meals, emergency cash, material aid supplies, and medical treatment. In case of a major disaster, Tzu Chi volunteers will help with cleaning up affected areas and assess the disaster conditions to determine whether mid- or long-term aid projects, such as rebuilding damaged schools or building permanent houses for disaster survivors, are needed.



Tzu Chi volunteers from eight countries work together to clean up a school in Santa Ana, Manabí, Ecuador after it was affected by flooding caused by torrential rains.
(Tzu Chi USA)

2-4

How many permanent houses has Tzu Chi built for disaster survivors and the poor around the world?

As of 2016, Tzu Chi had built 18,387 houses in 15 countries and regions around the world.

Before people move into their new homes, Tzu Chi volunteers will prepare “housewarming gifts,” which may include furniture, electric appliances, kitchen utensils, food supplies, blankets and items of daily necessities, based on their needs.



The permanent houses Tzu Chi built for Typhoon Morakot survivors in Taiwan are fully furnished with furniture, a TV set, a refrigerator, home appliances, and other daily necessities. (Michael Xiao)

2-5

What are Tzu Chi's winter aid distributions?

Tzu Chi's winter aid distributions are held to support the needy through the winter.

After Tzu Chi was founded in 1966, it began to give out aid supplies to the needy once every month. In 1969, at the monthly aid distribution right before the Chinese New Year, Tzu Chi prepared additional aid supplies, new year gifts, and a reunion meal to wish its aid recipients a happy Chinese New Year. Since then, this special aid distribution has become a regular event every year. As it is held before the Chinese New Year, which falls in winter, it is usually referred to as the winter aid distribution. Over the years, the event has spread across Taiwan and to other parts of the world.



Tzu Chi's first winter aid distribution in 1969 benefited more than 200 people in 40 families. (Tzu Chi Foundation)

Apart from winter aid distributions, before major holidays, such as Thanksgiving, Christmas, the end of Ramadan, or other important festivals in countries where Tzu Chi volunteers live, the local volunteers will bring aid supplies and gifts to those in need to wish them a happy holiday.



Tzu Chi volunteers in Batam Island, Indonesia give out aid supplies to those in need before the end of Ramadan.
(Tzu Chi Batam, Indonesia)



Parents choose gifts for their children at a distribution event co-organized by Tzu Chi Toronto, Canada and a local food bank to give out aid supplies to low-income families before Christmas Day. (Li Jia-xiang)

2-6

How are Tzu Chi's winter aid distributions conducted?

Every year, before winter comes, Tzu Chi volunteers across the world will visit those in need from door to door to see what aid they may need to tide them over the winter. After assessment, the volunteers will then make a roster of the needy, purchase supplies, and hold distribution events or personally bring the supplies to people.

In some countries, such as Japan, Canada, the U.S., Australia, and New Zealand, Tzu Chi volunteers give out winter aid supplies not only to low-income families, but also to the homeless. After the Syrian Civil War broke out, Tzu Chi volunteers also hold winter aid distributions for Syrian refugees. In 2016, Tzu Chi held winter aid distributions in 24 countries and regions around the globe, benefiting 201,354 families.

2-7

How many countries have benefited from the rice distributions held by Tzu Chi?

Since 2003, Tzu Chi has been distributing the rice provided by Taiwan's Council of Agriculture to people in need around the world. As of 2016, 17 countries had received the rice through Tzu Chi, namely South Africa, Lesotho, Swaziland, Zimbabwe, Mozambique, Botswana, Sierra Leone, Indonesia, the Philippines, Myanmar, Cambodia, Iran, Jordan, Sri Lanka, Honduras, Haiti, and Sint Maarten.



A lady in Zimbabwe beams with a big smile after receiving from Tzu Chi the rice provided by Taiwan's government.

(Zhu Jin-cai)



Tzu Chi volunteers from Cambodia and Singapore hold a rice distribution for the poor in Phnom Penh. (Tzu Chi Cambodia)

2-8

Apart from providing aid and care to those in need, what else does Tzu Chi do to lift people out of poverty and help them stand on their own two feet?

Besides providing supplies, financial aid, and emotional support to those in need, Tzu Chi volunteers also do what they can to help them learn a skill and earn a living.

For example, in South Africa, Tzu Chi volunteers not only set up sewing classes and other vocational training centers for the local Zulu people, but also went to homes for the physically challenged or orphaned children to teach them how to garden and farm.



Tzu Chi volunteers in South Africa organize vocational training classes to teach the local women how to sew and make handcrafts.

(Liao Mei-ling)

In Indonesia, Tzu Chi volunteers taught the students of a Muslim boarding school to collect recyclables and, with the money from selling recyclables, hire professionals to teach them bakery and farming.

In the Philippines, Tzu Chi volunteers in Zamboanga established a prosthesis manufacturing and rehabilitation center and trained those who had once received free custom prostheses from the center to learn the skill of making prostheses.



With Tzu Chi volunteers' help, students of the Al-Ashriyyah Nurul Iman Islamic Boarding School in Indonesia learn bakery to support themselves.

(Anand Yahya)



After receiving free prostheses from Tzu Chi prosthesis manufacturing and rehabilitation center in Zamboanga, Philippines, Rico has learned the skill to make them and is now a technician at the center.

(Michael Xiao)

2-9

How do I inform Tzu Chi about someone who is in need?

You can contact a Tzu Chi office near you. For information about Tzu Chi offices around the world, please see the *Directory of Tzu Chi Offices Worldwide* in Appendix III.

*Humane doctors respect patients as teachers
and treat them as family.*

— **Dharma Master Cheng Yen**



3-1

How did Tzu Chi start its medical mission?

When visiting the poor in Tzu Chi's early years, Master Cheng Yen came to realize that many people became poor due to illness or vice versa, so she concluded that, to end poverty, illness needed to be taken care of first. Therefore, in 1972, Tzu Chi set up a free clinic in Hualien to provide medical services to the poor twice a week. The free clinic remained in service until the first Tzu Chi Hospital opened in 1986.



Master Cheng Yen started Tzu Chi's mission of medicine to relieve the suffering of the ill. (Tzu Chi Foundation)

3-2

How many hospitals does Tzu Chi have in Taiwan?

All around Taiwan, Tzu Chi has set up six hospitals in Guanshan, Yuli, Hualien, Taipei, Taichung, and Dalin.



3-3

What is the primary value of Tzu Chi hospitals?

Tzu Chi hospitals value humane, whole-person care. Apart from providing integrated medical services, they also strive to care for patients with love and respect while also supporting their emotional and spiritual needs so as to inspire hope in them and enhance their lives.

3-4

What are the special features of Tzu Chi hospitals?

Tzu Chi hospitals are not run for profit, so they treat the poor, in Taiwan and from abroad alike, for free. After these patients are discharged, if they live in Taiwan, the hospital staff will visit them at home for follow-up care and support. For those from abroad, after they return to their countries, local Tzu Chi volunteers will continue to care for them and arrange further treatment at local hospitals if need be.

All year round, there are Tzu Chi volunteers serving in the hospitals, caring for patients and their families as well as serving as a bridge between the medical staff and patients.



All year round, there are volunteers serving in Tzu Chi hospitals to help care for patients and their family members. (Zeng Xiu-ying)

To serve their surrounding communities, Tzu Chi hospitals frequently hold health-related talks for local residents. Yuli Tzu Chi Hospital even starts its outpatient service at 6 a.m. to accommodate early-rising farmers in town, while doctors from Guanshan Tzu Chi Hospital regularly go to the mountain areas to provide the indigenous people with medical care from door to door.



Twice a week, the medical staff from Guanshan Tzu Chi Hospital travel to the mountain areas to provide medical care to the indigenous people. (Yan Lin-zhao)

3-5

Does Tzu Chi have medical facilities in other parts of the world?

Yes. Tzu Chi has set up hospitals, clinics, dialysis

centers, or free clinics in the U.S., Malaysia, the Philippines, Singapore, Indonesia, China and Turkey:

Country	Medical Facilities
U.S.A.	Buddhist Tzu Chi Medical Foundation, S. El Monte, CA
	Buddhist Tzu Chi Medical Center, Alhambra, CA
	Buddhist Tzu Chi Alternative Medicine Clinic, S. El Monte, CA
	Buddhist Tzu Chi Community Dental Clinic, S. El Monte, CA
	Tzu Chi Community Clinic, Wilmington, CA
	Buddhist Tzu Chi Free Clinic, Hawaii
Malaysia	Buddhist Tzu Chi Free Clinic (Malacca)
	Buddhist Tzu Chi Free Clinic (Klang)
	Buddhist Tzu Chi Free Clinic (Kuala Lumpur)
	Buddhist Tzu Chi Dialysis Centre (Penang)
	Buddhist Tzu Chi Dialysis Centre (Kedah)
	Buddhist Tzu Chi Dialysis Centre (Butterworth)
Philippines	Buddhist Tzu Chi Clinic, Manila
	Tzu Chi Great Love Physical Rehabilitation and Jaipur Foot Prosthesis Manufacturing Center, Zamboanga City Medical Center
	Tzu Chi Great Love Eye Center, Zamboanga City Medical Center
Singapore	Tzu Chi Free Clinic (Singapore)
	Lakeside Family Medicine Clinic
	Tzu Chi Free Health Screening and Medical Clinic
Indonesia	Tzu Chi Hospital, Cengkareng, West Jakarta
	Tzu Chi Bandung Free Clinic Center
China	Suzhou Tzu Chi Clinic
Turkey	Tzu Chi Free Clinic Center, Istanbul

3-6

Whom do Tzu Chi's free clinics serve?

Tzu Chi's free clinics and medical outreaches serve disadvantaged members of society and those who are affected by disasters or live in out-of-the-way places where medical resources are insufficient.



Tzu Chi's medical team from Taiwan treats those injured in a strong earthquake in Pakistan. (Lin Yan-huang)

What is TIMA?

TIMA, or Tzu Chi International Medical Association, is a global network of licensed doctors, nurses, medical technicians, and pharmacists who volunteer with Tzu Chi. Excluding non-medical volunteers, there are now over 10,000 TIMA members in 15 countries and regions around the world. In their countries of residence, they routinely conduct medical outreaches and make home visits to serve those in need of medical attention. In times of disaster, war, or crisis, they'll come together to provide medical relief to those affected. As of 2016, TIMA members had provided free medical services to over 2.8 million people in 50 countries and regions.



TIMA members in the Philippines hold a large-scale free clinic at Tzu Chi's eye center in Zamboanga.

(Michael Xiao)

*The purpose of education
is to impart not only knowledge,
but also moral character and propriety.*

— **Dharma Master Cheng Yen**



Education

4-1

How did Tzu Chi start its mission of education?

When Tzu Chi Hospital in Hualien opened in 1986, it was very difficult to recruit nurses in eastern Taiwan. Moreover, during those years, indigenous girls from poor families in eastern Taiwan were often sold into involuntary servitude. To solve both problems at the same time, Master Cheng Yen set up a nursing college in 1989, providing free nursing education to indigenous girls so they could train to become nurses.



In 1989, Tzu Chi Junior College of Nursing opened, marking the beginning of Tzu Chi's mission of education.
(Tzu Chi Foundation)

In the following years, Tzu Chi further set up a university, secondary schools, elementary schools, and kindergartens in Taiwan, completing an education system from preschool to doctorate programs in 2000.

4-2

What are the core values of Tzu Chi's schools?

All schools set up by Tzu Chi strive to instill moral values, virtues, character and propriety in their students so as to help them develop correct views and conduct. At the same time, the school motto shared by all of Tzu Chi's schools—loving-kindness, compassion, joy, and equanimity—is mindfully woven into the academic and extracurricular activities for students at all levels of Tzu Chi's schools. Through these efforts, it is hoped that the students will learn to benefit others with a sense of mission and contribute to the greater good of the world in the future.



The children of Tzu Chi's kindergarten in Tainan, Taiwan are learning how to express gratitude in sign language from their teachers.

(Yang De-you)

Apart from passing on knowledge and professional skills to students, how else do teachers at Tzu Chi's schools guide their students?

Based on the core values of Tzu Chi's schools, the teachers not only encourage their students to contribute what they've learned to society, but also guide them to abide by common decency, take care of their daily living, and nurture compassion for others.

For example, all Tzu Chi students are taught to have proper table manners, decent attire, and respectful behavior. At school, they are asked to help with serving food, washing dishes, cleaning the campus, and tidying up their



A Tzu Chi student feeds pudding to a resident of an elderly home in Hualien.

(Xu Rong-hui)

classrooms and restrooms. During their field trips, they'll visit hospitals and homes for children or senior citizens as well as take part in other volunteer services, such as street or beach cleanups. When disasters strike, they'll be encouraged to raise funds

for those affected, and learning of children in need in other parts of the world, they'll collect and donate stationery and other supplies to them.



Tzu Chi elementary students and their parents work together to clean up a beach in Hualien, as part of Tzu Chi's Earth Day activities.

(Xu Rong-hui)



Children from Tzu Chi's kindergarten in Hualien sell bath muffins to fundraise for Syrian refugee children in Jordan.

(Chen Pei-zhu)

4-4

What are Tzu Chi moms and dads?

Tzu Chi moms and dads are Tzu Chi volunteers who “adopt” students of Tzu Chi’s schools and care for them as if they were their own children. They provide support and guidance to the students, playing the roles of mentor, counselor, and friend.



A Tzu Chi mom braids the hair of a Tzu Chi university student who has just finished a road running event. (Xu Rong-hui)

4-5

What is the silent mentor program of Tzu Chi University?

Silent mentors are people who donate their bodies to Tzu Chi University’s medical college for use in

anatomy class or surgical simulation training. These body donors teach medical students and doctors without words. That’s why they’re referred to as “silent mentors.”



Before a surgical simulation training, medical students of Tzu Chi University put their palms together to show their gratitude and respect to body donors. (Xu Rong-hui)

4-6

How many people have signed up for Tzu Chi’s silent mentor program?

As of June 2017, nearly 38,000 people had signed up to donate their bodies to Tzu Chi, while 324 bodies had been used in anatomy class and 448 in surgical simulation training.

4-7

Why are Tzu Chi University's medical students required to visit the families of body donors before their anatomy classes begin?

By visiting the families of body donors, the students are able to learn more about the lives of the body donors and, because of this, feel connected to them as if they truly knew each other. Later, when the students practice on the body donors, they'll be inspired to treat them as real patients with love, respect and gratitude. Years later when they become doctors, it is hoped that they'll care for their patients with the same love, respect and gratitude.



Tzu Chi University medical students visit a body donor's family to better understand the donor's life. (Medical Simulation Center, Tzu Chi University)

4-8

Do Tzu Chi's schools have partnerships with other schools outside Taiwan?

Since 2001, Tzu Chi's schools have been establishing partnerships with schools in other parts of the world. In 2016 alone, Tzu Chi University, Tzu Chi University of Science and Technology, and Tzu Chi's senior high schools had either established sister school partnerships or conducted exchange programs with schools in Japan, South Korea, China, Macau, the Philippines, Thailand, Malaysia, Indonesia, Australia, Finland, and the U.S.



Tzu Chi high school students from Tainan, Taiwan interact with the students of a Tamil school in Selangor, Malaysia. (Wen Bao-qin)

4-9

Does Tzu Chi have schools in other parts of the world?

As of 2016, Tzu Chi had set up 102 educational institutions in seven countries:

Country Education Facility	Indonesia	Malaysia	Singapore	Thailand	Australia	Canada	U.S.A.
Elementary School	1						1
Elementary and Middle School	1						
Elementary and Secondary School				1			
Secondary School	1						
Senior High School	1						
Vocational High School	1						
Tzu Chi Academy		34			3	8	24
Preschool and Kindergarten	2	18	1				4
College						1	

4-10

What is a Tzu Chi Academy?

A Tzu Chi Academy is a weekend school set up by Tzu Chi offices overseas. These schools teach their students Mandarin and share Chinese culture and wholesome values with them through programs on flower arrangement, tea ceremony, recycling, community service activities, and Master Cheng Yen's aphorisms. As of 2016, there were 69 Tzu Chi Academies in the U.S., Canada, Australia, and Malaysia.



The students of Tzu Chi Academy in Chicago, Illinois, USA serve tea to their teachers to show their gratitude. (Chen Zheng-xuan)

4-11

How many schools has Tzu Chi helped build around the world?

As of 2016, Tzu Chi had built 206 schools in 16 countries and regions around the globe. Most of the schools were rebuilt after they were damaged by natural disasters or simply because they were too dilapidated to use, while others were built for children in impoverished areas.

4-12

What is Tzu Chi's tuition aid program?

Master Cheng Yen often says that education cannot wait. Upon learning of students in need from school teachers or during their visits to impoverished families and to Tzu Chi's care and aid recipients, Tzu Chi volunteers will provide tuition aid to these students to help them complete schooling. In 2016, 48,420 students in 16 countries and regions around the world had received tuition aid from Tzu Chi.

Tzu Chi volunteers in Hualien, Taiwan, together with those who had completed education with the help of Tzu Chi's tuition aid, present tuition aid to students in need. (Xu Zheng-yu)



In some countries, Tzu Chi volunteers also organize after-school tutorial sessions for students in need, pay for their computer classes and other extracurricular activities, or provide breakfast, stationery, books, uniforms, and transportation expenses to them.



Tzu Chi volunteers in Taichung, Taiwan help children from disadvantaged families with their studies. (Bai Ming-de)

Purity of mind creates purity of land.

— Dharma Master Cheng Yen



MCR 1

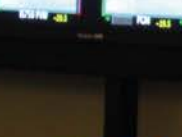
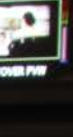
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MCR 3

MCR 4

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5-1

What is Tzu Chi's mission of culture? And what is its aim?

Tzu Chi's cultural mission encompasses different forms of media, all dedicated to spreading the ideals of truth, goodness, and beauty. Through truthful reporting and programming that promote wholesome values and highlight the brighter side of humanity, Tzu Chi's media strive to inspire the innate selfless love in people, so as to purify everyone's hearts and minds, create a cycle of goodness in society, and eventually bring about peace and harmony in the world.

In 2005, Tzu Chi's cultural center, home to the print and electronic media of Tzu Chi, opened in Taipei, Taiwan. (Tzu Chi Foundation)



5-2

What media does Tzu Chi have?

In Taiwan, Tzu Chi's cultural center in Taipei is home to Da Ai TV, Da Ai e-Radio, *Tzu Chi Monthly* magazine, *Rhythms Monthly* magazine, periodicals in English and Japanese, and Jing Si Publications, the Jing Si Abode's publishing house.

Outside of Taiwan, Tzu Chi offices worldwide publish their own Tzu Chi periodicals and video programs. In Indonesia, DAAI TV Indonesia has three licenses to broadcast as a terrestrial TV station in Jakarta, Medan, and Prabumulih. Since July 2016, it has been broadcasting digitally in Jakarta, West Java, Central Java, South Sulawesi, and North Sumatra.



A host of Da Ai e-Radio is on air sharing messages of goodness with her audience. (Yan Lin-zhao)

5-3

How many channels does Da Ai TV have?

Da Ai TV has two HD channels and a worldwide channel, which can all be viewed on:

<p>Da Ai TV's mobile app</p> 	
<p>YouTube https://goo.gl/E52bua</p> 	
<p>Dailymotion https://goo.gl/JDVVM3</p> 	
<p>Daaimobile Website https://goo.gl/LTepvm</p> 	

5-4

What kind of programs does Da Ai TV produce?

Da Ai TV offers a variety of high-definition programming, including news, dramas based on true stories, children's programs, and other programs on education, health and wellbeing, science and Nature, arts and culture, environmental protection, music, religion and ethics, as well as select documentaries from around the world.



A channel suitable for viewers of all ages, Da Ai TV offers a wide variety of programs for its audience to choose from. (Da Ai TV)

5-5

Does Da Ai TV have English programs?

Several of Da Ai TV programs have English subtitles, including *Life Wisdom*, *Wisdom at Dawn*, *Essence of the Bodhi Mind*, *Living Bodhisattvas*, and *Stories Told by Dharma Master Cheng Yen*. There are two programs produced in English: *Da Ai Headlines* and *Tzu Chi This Week*.

5-6

Does Da Ai TV have commercials?

Da Ai TV is a non-profit television station and has no commercials, only public service announcements broadcast in-between programs.

5-7

What publications does Tzu Chi have?

Tzu Chi publishes books, periodicals, CDs, DVDs, and other multimedia materials. For information about Tzu Chi's English books, please go to <https://goo.gl/PLlksm>. For DVDs with English narration or English subtitles, please visit a Jing Si Books & Café or a Tzu Chi office near you.



English periodicals published in Taiwan and other parts of the world include *Tzu Chi English Bimonthly* (Taiwan), *Tzu Chi USA Journal*, *Singapore Tzu Chi World Journal*, *The World of Tzu Chi* (Malaysia), *Tzu Chi Express* (Philippines), *Tzu Chi Publication* (Philippines), and *Tzu Chi Medical & Nursing Care* (Taiwan), all of which are available online.



Tzu Chi publishes books, CDs, DVDs, and many other multimedia materials, all of which are available at Jing Si Books & Café.
(Chen Li Shao-min)

What are Tzu Chi's documenting volunteers?

Similar to members of the general public who contribute news, images, and stories to the platforms of mainstream media, such as CNN's iReport, Tzu Chi's documenting volunteers around the world record Tzu Chi's work and events in their countries of residence and contribute their articles, photos, and videos to Tzu Chi's media. These volunteers spend time to learn documenting skills and purchase photography equipment or filmmaking gear out of their own pocket, helping Tzu Chi's media spread messages of goodness around the world.



A Tzu Chi's documenting volunteer is filming a fire site in the rain. Tzu Chi's documenting volunteers are major contributors to Tzu Chi's media. (Chen Yu-ping)

What are Jing Si Aphorisms?

“Jing Si” means “still thought” in Chinese. Jing Si Aphorisms are Master Cheng Yen's words compiled from her speeches and dialogues with her disciples or visitors. Written in concise phrases like quotes, they are easy to comprehend and pleasantly inspirational to many who have come across them. As of 2016, Jing Si Aphorisms had been translated into 18 languages with over 4 million copies being printed worldwide, reaching schools, government agencies, hotels, stores, restaurants, prisons, and so on.



First published in 1989, Jing Si Aphorisms speak right to the hearts of their readers. (Michael Xiao)

*Living in this world, we are all family.
Care for one another in times of peace,
and help one another in times of disaster.*

— Dharma Master Cheng Yen



International Relief

6-1

When did Tzu Chi start its international relief work?

In 1991, Tzu Chi took its first step in international relief when it provided aid to children orphaned in the Persian Gulf War and those affected by flooding in Bangladesh and China.



In 1991, Tzu Chi made a donation through the American Red Cross to help with the flood relief effort in Bangladesh.

(Tzu Chi Foundation)

6-2

How many countries has Tzu Chi provided aid to?

As of 2016, Tzu Chi had brought aid to 94 countries and regions across the five continents of the world.

6-3

What are the principles of Tzu Chi's disaster relief?

Timeliness: to deliver relief supplies in the shortest possible time.

Directness: to personally bring the supplies hand-to-hand to those affected.

Priority: to focus on the worst-hit areas and those most in need of aid.

Respect: to respect the local customs, cultural traditions, lifestyles, and religions.

Practicality: to offer aid that disaster survivors need.

6-4

How does Tzu Chi usually conduct its international relief projects?

Tzu Chi's international relief has been carried out in four ways:

(1) Tzu Chi works independently to carry out disaster or poverty relief work.

Examples:

■ Eastern China flood, 1991

■ Mongolia winter relief, 1992

- Nepal flood, 1993
- Aid to Chinese veterans in Northern Thailand, since 1995

As Tzu Chi has expanded globally, most of its international relief work is now carried out in the following three ways:

- (2) Tzu Chi and its overseas offices work together to carry out disaster relief.

Examples:

- Bam earthquake in Iran, 2003
- Indian Ocean earthquake and tsunami, 2004
- Cyclone Nargis in Myanmar, 2008
- Sichuan earthquake in China, 2008
- Chile earthquake, 2010
- Haiti earthquake, 2010
- 3/11 Earthquake in Japan, 2011
- Typhoon Yolanda in the Philippines, 2013



After Nepal was hit by severe flooding in 1993, Tzu Chi built 1,800 permanent houses in four villages for those affected.

(Huang Jin-yi)



Quake survivors in Chile receive blankets, tarpaulins, and other aid supplies from Tzu Chi after a massive earthquake struck the country.

(Hong Jia-ying)

- (3) Overseas Tzu Chi offices work independently to carry out relief work in their countries of residence.

Examples:

- Charitable work in Africa since 1992, including South Africa, Mozambique, Swaziland, Zimbabwe, Lesotho, Botswana, and Namibia
- Angke River cleanup project in Indonesia, 2002
- Malaysia flood, 2015
- Alberta wildfire in Canada, 2016



In 2002, Tzu Chi volunteers in Indonesia worked with the locals to clean up a section of the Angke River in Jakarta.

(Yan Lin-zhao)

- (4) Tzu Chi works together with other international charity organizations to help people in need of aid.

Examples:

MDM (Médecins du Monde, or Doctors of the World):

- War victims of Ethiopia, 1993
- War victims of Rwanda, 1994



Volunteers of MDM and Tzu Chi worked together to provide medical care to children orphaned in the 1994 genocide in Rwanda.
(Tzu Chi Foundation)

- War victims of Chechnya, 1995
- Homeless children in Ivory Coast, 1996
- Kosovar refugees, 1999

Knightsbridge International:

- Quake survivors in Afghanistan, 1998
- Kosovar refugees, 1999
- Afghan refugees, 2001

Red Cross:

- Poverty and disaster relief in Vietnam, since 1998
- 9/11 attacks, 2001 (along with Salvation Army)
- Hurricane Katrina, 2005 (along with FEMA)
- Hurricane Sandy, 2012

CARE (Cooperative for Assistance and Relief Everywhere):

- Gujarat earthquake in India, 2001

Healey International Relief Foundation and Caritas Freetown Foundation:

- Ebola epidemic in Sierra Leone, 2015-2016

6-5

What is Tzu Chi's cash-for-work relief program?

When a disaster strikes, Tzu Chi will pay those affected and work hand-in-hand with them to clean up their own communities and other disaster areas. As a form of relief, this program not only brings hope to disaster survivors by allowing them to rebuild their lives with the money they earn, but also helps the affected areas recover sooner as a result of collective effort.



People affected by flooding in Santa Ana, Ecuador take part in Tzu Chi's cash-for-work program to help clean up a local school. (Zheng Wei-yuan)

How does Tzu Chi help disaster survivors, especially those who are impoverished to begin with, start life anew?

Apart from providing emergency relief to people in the immediate aftermath of a disaster or building temporary or permanent housing for them, Tzu Chi will further look at ways to help disaster survivors living in poverty become self-reliant.

For example, after constructing a village for Typhoon Yolanda survivors in Palo of Leyte Province in the Philippines, Tzu Chi volunteers have been guiding the villagers to grow vegetables, bake bread, make



Typhoon Yolanda survivors in Palo, Leyte Province, Philippines make handbags to help support their families. (Chen Zhong-hua)

vegetarian meal sets, and sew handbags to make a living. The volunteers also purchase used tricycles and loan them to the villagers interest-free so they can work as tricycle taxi drivers to support their families.



Tzu Chi volunteers purchase used motor tricycles for Typhoon Yolanda survivors in Palo, Leyte Province, Philippines so they can make a living as tricycle taxi drivers. (Cai Juan-hua)

What is TIHAA?

TIHAA, or Tzu Chi International Humanitarian Aid Association, was founded in 2004 by a group of entrepreneurs from various industries in Taiwan to provide logistical support to Tzu Chi's disaster relief efforts and to develop goods for use in times of disaster.

For example, as disaster areas often lack electricity, TIHAA has developed instant rice that can be prepared just by adding cold water. It has also developed technologies to process recycled plastic bottles into fiber, which is then made into blankets and clothing to be given out to the needy and disaster survivors.



The thermal blanket, a product of DA.Ai Technology, is made from recycled PET bottles. (Li Jia-xiang)



Tzu Chi's instant rice comes in different flavors and can be prepared simply by adding cold water.

(Bai Kun-ting)

*Embrace all,
even those who are not related to us by blood,
and feel their suffering as our very own.*

— Dharma Master Cheng Yen



Bone Marrow Donation

7-1

Why did Tzu Chi set up a bone marrow registry?

In January 1993, a Taiwanese student in the U.S. suffering from leukemia visited Master Cheng Yen and pleaded with her to set up a bone marrow registry in Taiwan. However, at the time, bone marrow transplant from unrelated donors was not allowed in Taiwan.

In May the same year, the Taiwanese government amended the law to lift the legal restriction on marrow donation. After making sure that donating bone marrow was harmless to health, Master Cheng Yen accepted the Taiwanese government's commission and set up a bone marrow registry in October 1993. In 2002, the registry was renamed Tzu Chi Stem Cells Center.



Tzu Chi Stem Cells Center has helped over 4,600 people in 30 countries with stem cells collected from bone marrow, peripheral blood and umbilical cord blood.

(Tzu Chi Stem Cells Center)

7-2

Is Tzu Chi Stem Cells Center internationally accredited?

Yes. Tzu Chi Stem Cells Center received benchmark accreditation in 2010 and full accreditation in 2015 from the World Marrow Donor Association (WMDA), a voluntary organization overseeing the international exchange of blood stem cells and promoting the interest of volunteer donors. With the accreditation, Tzu Chi Stem Cells Center has become an international marrow database. It is now one of the largest marrow registries in the world.

7-3

How many potential donors have registered with Tzu Chi Stem Cells Center?

As of June 2017, Tzu Chi Stem Cells Center had listed over 414,000 potential donors.

7-4

How many people have found a matched donor from Tzu Chi Stem Cells Center?

By June 2017, more than 4,700 people in 30 countries have found a matched donor and received bone marrow or peripheral blood stem cells from Tzu Chi Stem Cells Center.



At a “Meet Your Donor” event organized by Tzu Chi Stem Cells Center, a bone marrow recipient from Vietnam expresses his deepest gratitude to his donor in Taiwan. (Wang Xian-huang)

7-5

What support does Tzu Chi offer to a potential donor once a match has been confirmed?

Tzu Chi has a care team of volunteers in Taiwan who provide support to donors throughout the donation process. For example, should potential donors or their family members have concerns about the procedure, the care team will provide them with information or help to communicate with the donors’ families. Before the procedure, the care team will look after the donors’ health by often bringing them nutritious food. After the procedure, they’ll give

whatever help is needed, such as taking the donors’ children to and picking them up from school, doing laborious house chores on their behalf, and so on.



During a peripheral blood stem cell donation procedure, Tzu Chi volunteers massage the donor to alleviate the discomfort of numbness in his fingers. (Lin Li-tang)

7-6

Who is eligible to become a potential donor on Tzu Chi Stem Cells Center?

Anyone aged 18 to 45 with good health conditions is welcome to join Tzu Chi’s bone marrow registry. For more information, please go to <https://goo.gl/JZeBem>.



7-7

How do I know when and where a Tzu Chi's bone marrow donor registry drive is held?

Tzu Chi's bone marrow donor registry drives are held at irregular intervals in different parts of Taiwan. To find out the date and place of a registry drive, please visit <https://goo.gl/JZeBem>.

If you live in the U.S., please visit Tzu Chi USA's Website at <https://goo.gl/ERCLgK>.



7-8

Whom should I contact if I have registered with Tzu Chi Stem Cells Center but moved to another country?

You can inform Tzu Chi Stem Cells Center about your new contact information. With your permission, the center will forward your information to a marrow donor registry in your country. The center will also keep your blood test information and contact you when there's a match.

*Bodhisattvas are not the wooden or clay statues
in temples that we worship,
but people who reach out to others
in their time of need.*

— Dharma Master Cheng Yen



Community Volunteerism

8-1

How are Tzu Chi volunteers organized?

Tzu Chi volunteers are organized by their areas of residence so when disasters strike, the volunteers living nearby are able to quickly team up to provide aid to those affected. It is also easier for the volunteers to hold activities to bond people in the same community together and offer them a chance to contribute to their communities. In fact, it is through these Tzu Chi events at the community level that many people have been inspired to volunteer with Tzu Chi.

8-2

What activities do Tzu Chi volunteers usually organize for people in their communities?

Throughout the year, Tzu Chi volunteers hold various activities in the community, such as book clubs, inspirational talks, parent-child activities, neighbor-



At an event for senior citizens in Burnaby, Canada co-organized by Tzu Chi and a local community center, Tzu Chi volunteers warmly interact with the elderly.

(Shi Kai)

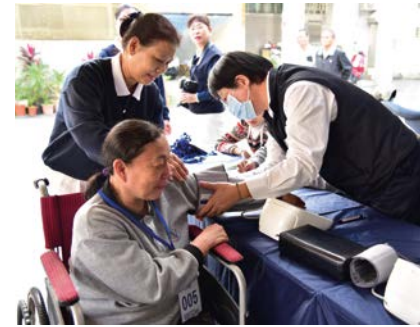
hood cleanups, recycling programs, bone marrow drives, vegetarian food promotion, health check-ups for the elderly, and so on. These activities help to promote family values and wholesome principles as well as foster a greater sense of community.

8-3

Why do Tzu Chi volunteers wear different uniforms?

Tzu Chi volunteers wear different uniforms for different occasions and events. The uniforms also indicate whether a volunteer is certified or not:

- (1) Blue-and-white uniform: for certified volunteers when taking part in events that involve physical activities, such as carrying out relief work, helping at aid



Tzu Chi volunteers in Kaohsiung, Taiwan hold an early dementia screening for the elderly in their community. (Li Feng-yue)



Blue-and-white uniform for certified Tzu Chi volunteers. (Hong Wen-qing)

distribution events, promoting recycling on the streets, serving as culinary volunteers, cleaning up beaches or mountains, and so on.

(2) Blue dress: for certified female volunteers when serving as hospital volunteers, visiting Tzu Chi's care recipients, or attending meetings, training classes, book clubs, and so on.

(3) Mandarin gown: for certified female volunteers when attending important occasions or formal gatherings.



Blue dress for certified female Tzu Chi volunteers.
(Yan Lin-zhao)



Mandarin gown for certified female Tzu Chi volunteers. (Guo Bao-tai)

(4) Suit with a Tzu Chi necktie: for certified male volunteers when taking part in events listed in (2) and (3).

(5) Grey-and-white uniform: for trainee volunteers or the general public who help out at a Tzu Chi event.



Suit with a Tzu Chi necktie for certified male volunteers.
(Han Jia-hui)



Grey-and-white uniform for trainee Tzu Chi volunteers.
(Wang Qiu-lian)

8-4

How are Tzu Chi volunteers trained?

For those who wish to become certified Tzu Chi volunteers, they'll need to receive at least two years of training.

During the first year, a trainee volunteer is required to attend training courses, help recruit donating members, and take part in Tzu Chi's events, such as caring for the poor, serving as a volunteer at Tzu Chi hospitals, helping with Tzu Chi's recycling work, and so on.

After the first year of training, those who identify with Tzu Chi's values and are willing to commit to Tzu Chi's work can then enter into the second year of training where they'll attend more intensive classes and take part in regular volunteer work in order to get a deeper sense of Tzu Chi's missions.



All newly certified Tzu Chi volunteers wear a ribbon with the words "With Buddha's heart and Master's convictions." (Chen Cong-lin)

After completing two years of training and passing the evaluation by senior Tzu Chi volunteers, the trainee volunteers can then be certified by Master Cheng Yen.



Master Cheng Yen pins a Tzu Chi badge to Gladys Ngema from Durban, South Africa, certifying her as Tzu Chi's first Zulu volunteer in Africa. (Tzu Chi Foundation)

8-5

How many certified volunteers does Tzu Chi have? And are they all Taiwanese?

Tzu Chi volunteers come from different countries, cultures, races, and religious faiths. As of 2016, Tzu Chi had 94,365 certified volunteers in 42 countries and regions around the world.

8-6

As Tzu Chi volunteers, are there any rules they have to abide by?

All trainee and certified Tzu Chi volunteers are required to uphold Tzu Chi's Ten Precepts:

- (1) Do not kill.
- (2) Do not steal.
- (3) Do not fornicate.
- (4) Do not lie.
- (5) Do not drink alcohol.
- (6) Do not smoke, use drugs, or chew betel nuts.
- (7) Do not gamble or speculate.
- (8) Be filial to parents and gentle in demeanor.
- (9) Follow traffic rules.
- (10) Do not partake in political activities or demonstrations.

8-7

Does Tzu Chi pay for its volunteers' trips when they go on relief missions?

No. Tzu Chi volunteers have to pay for their own travel expenses and other personal cost incurred during their relief missions.

8-8

What requirements do I need to meet in order to become a Tzu Chi volunteer?

A heart to give and a mind to serve.



Inspired by Tzu Chi volunteers' love, Molia Tandi (right), who used to receive aid from Tzu Chi, is now a certified Tzu Chi volunteer in Zimbabwe. (Tzu Chi Zimbabwe)

*Walk gently so as not to hurt the earth.
This is how we should cherish the land we live on.*

— **Dharma Master Cheng Yen**



Environmental Protection

9-1

When did Tzu Chi start promoting environmental protection?

In August 1990, Master Cheng Yen was invited to give a speech in Taichung, central Taiwan. When she was there, she passed through a street littered with trash everywhere and became very concerned about the environment of Taiwan. During her speech later that day, when being constantly interrupted by applause, Master Cheng Yen thought of the trash-strewn street she saw earlier and took the chance to encourage the audience to collect recyclables from trash with the hands they were applauding her with. A woman took her words to heart and started collecting recyclables and encouraging her neighbors to do the same. Her example inspired many Tzu Chi volunteers across Taiwan to follow suit, setting forth Tzu Chi's effort in environmental protection.

9-2

How many recycling stations and recycling volunteers does Tzu Chi have?

As of 2016, Tzu Chi had 105,457 recycling volunteers as well as 548 recycling stations and 10,204 recycling points in 16 countries and regions around the globe.

Tzu Chi's recycling stations welcome schools, businesses, or government agencies to organize trips for their students or employees to learn more about environmental protection and experience sorting recyclables firsthand.



A Tzu Chi volunteer explains Tzu Chi's recycling work to Stan Shih (standing second from right), founder of Acer Inc., at Tzu Chi's recycling station in Neihu, Taipei, Taiwan.
(Zeng Dong-yang)

9-3

How many recyclables do Tzu Chi volunteers collect a year?

Take Taiwan for example, in 2016 alone, Tzu Chi's recycling volunteers collected over 95,000 metric tons of recyclables, including paper, glass, iron, aluminum, copper, plastics, second-hand clothing, and so on.

Parents take their children to learn how to sort recyclables at one of Tzu Chi's recycling stations in New Taipei City, Taiwan. (Lin Wen-zhi)



If recycling 50 kg of paper can save a 20-year-old tree, then Tzu Chi volunteers in Taiwan have saved more than 26 million big old trees by recycling over 1.3 million metric tons of paper over the past 20 plus years.

9-4

What do Tzu Chi volunteers do with the recyclables they collect?

Tzu Chi volunteers will first clean and sort the recyclables by material. If the recyclables cannot be used again, the volunteers will sell them to professional recyclers. For recyclables that can still be used, they will make the best of them. For example, they make patchwork handbags or trinkets with clothing items that can no longer be repaired. For Mother's Day, they make carnations out of used plastic bags. They also turn the canopies of broken umbrellas into



Tzu Chi volunteers in Malaysia weave the packaging bags for Tzu Chi's food products into baskets as shown in the photo. (Pan Yan-tong)



For Mother's Day, Tzu Chi volunteers in Taiwan make carnations out of used plastic bags. (Cheng San-ling)

aprons, capes, or ponchos, sew advertising flags into grocery bags, and use recycled cans, bottles, newspaper, etc. to make items to be displayed at Tzu Chi's exhibitions on environmental protection.

Tzu Chi volunteers in the Philippines once used 1,138 plastic bottles to make a lifeboat, while the volunteers in Taiwan also made a lifeboat with Styrofoam to deliver relief supplies to people in areas affected by flooding.







Tzu Chi volunteers in the Philippines try out a lifeboat built with over 1,000 recycled PET bottles. (Wang Su-zhen)


9-5

What do Tzu Chi volunteers in Taiwan do with all the PET bottles they collect?

Tzu Chi volunteers will clean and sort the PET bottles by color before sending them to the non-profit DA.AI Technology to process and spin into yarn, which is then woven into fabric to be made into various items of clothing as well as blankets for Tzu Chi to give out to those in need or affected by disaster. Many of the products are available for sale, with all proceeds donated to Tzu Chi.

For the number of PET bottles needed to make a clothing item, please see the table below:

Polo shirt (short sleeves)		8
Polo shirt (long sleeves)		11
Pants		13
Pair of socks		3

Shoes		2
Light jacket		11
Scarf		23
Blanket		44

9-6

What do Tzu Chi volunteers do with the unwanted items, such as furniture, people bring to Tzu Chi's recycling stations?

In an effort to help conserve the Earth's resources, Tzu Chi volunteers do their best to reuse, reduce and recycle. If the items people discard, such as furniture, clothing, gadgets, or electronic devices, are still usable, Tzu Chi volunteers will examine them carefully and repair the broken parts to make sure they are in good shape and can be shared with people in need, such as Tzu Chi's aid or care recipients. If the discarded items are unusable, the volunteers will tear them apart and sort the disassembled parts by material.

9-7

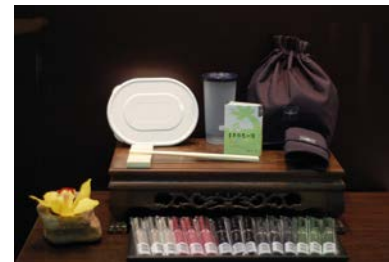
How are the proceeds from selling recyclables used?

In Taiwan, the proceeds fund Da Ai TV. In Malaysia, they support Tzu Chi's free dialysis centers there. In China and many other countries, the money is used to help people in need, such as the poor or students from impoverished families.

9-8

Apart from recycling, what else does Tzu Chi do to help protect the environment?

In an effort to reduce carbon emissions, Tzu Chi volunteers use public transportation and carpool as much as possible. They also promote vegetarianism and bring their own eating utensils instead of using disposable ones when eating out. To raise environmental awareness, the volunteers often organize talks on environmental issues, beach and mountain cleanups, and tree-planting activities.



Tzu Chi members bring reusable eating utensils with them to reduce the amount of waste created after each meal. (Dai Yu-ling)

Most of Tzu Chi's buildings have rainwater collection systems and solar panels, and the grounds are paved with interlocking bricks, instead of concrete or asphalt, on top of gravel so rainwater can seep into the earth.



Most of the buildings Tzu Chi builds are paved with interlocking bricks on top of gravel so rainwater can seep into the earth. (Yan Ren-peng)

Apart from Tzu Chi volunteers, who else are helping with Tzu Chi's recycling work?

Take Taiwan for example. Tzu Chi's recycling volunteers come from all walks of life—entrepreneurs, government officials, foreign government representatives stationed in Taiwan, school children, the elderly who don't want to sit home and idle their time away, ordinary people who want to do their part to protect the environment, as well as Tzu Chi's aid or care recipients who have been inspired to give by Tzu Chi volunteers' love.

The recycling volunteers care for one another like family. They encourage and support one another, especially those who had once gone astray or those who are recovering from mental conditions. Through volunteering at Tzu Chi's recycling stations, they are given a chance to interact with others and gradually open their hearts. To these volunteers, they are not only doing physical recycling to help safeguard Mother Earth, but also spiritual recycling to purify their hearts and minds.



Raphael Gamzou, Israeli representative to Taiwan from 2006 to 2010, often helped with Tzu Chi's recycling work during his tenure in Taiwan.

(Zhou Zhen-bang)



Two girls are sorting PET bottles by color on the monthly recycling day organized by Tzu Chi in their community in New Taipei City, Taiwan.

(Huang Fang-bi)

*When the goodness in everyone is awakened,
world peace and harmony shall be possible.*

— **Dharma Master Cheng Yen**



10-1

Tzu Chi is a socially-engaged Buddhist group. What does that mean?

Tzu Chi volunteers put the Buddha's teachings into action by going amongst people to serve. Instead of focusing on self-cultivation and pursuing personal spiritual growth, they learn and experience Buddhist teachings by putting them into practice in their everyday life and giving of themselves to benefit others.

10-2

Tzu Chi is now one of the largest NGOs in the Chinese-speaking world. How does Master Cheng Yen manage such a big organization?

When asked how she manages Tzu Chi, Master Cheng Yen always replies, "With precepts and love."

With precepts in mind, Tzu Chi members will be able to discipline themselves. And with love in their hearts, they will have self-respect and further love others around them.

10-3

As Tzu Chi is a Buddhist organization, will Tzu Chi volunteers try to convert the people they help to Buddhism?

No. In carrying out Tzu Chi's missions, all that Tzu Chi volunteers hope is to relieve the suffering of others. They do so regardless of race, religion, or nationality and will never ask for anything in return. They believe that love is a universal value shared by all religions and they respect everyone's religious faiths.

10-4

Why do Tzu Chi volunteers bow 90 degrees when they hand out supplies to their aid recipients?

Tzu Chi volunteers bow to people who receive Tzu Chi's aid supplies in order to show their deep respect to them. They do this because they are grateful to their aid recipients for giving them the opportunity to serve and for reminding them to count their blessings.



Tzu Chi volunteers bow in gratitude and respect to see off a quake survivor in Nepal after she has received Tzu Chi's aid supplies. (Michael Xiao)

10-5

Why do Tzu Chi volunteers prostrate themselves in the presence of Master Cheng Yen?

Prostration is a gesture used in Buddhist practice to show reverence to persons or other elements of Buddhism. In Chinese culture and tradition, prostration is also used to show respect to social elders or superiors. So, just as how Master Cheng Yen would prostrate herself to other venerable Buddhist Dharma masters, Tzu Chi volunteers prostrate themselves to Master Cheng Yen to show their respect, not to worship her as a divine figure.

10-6

Do Tzu Chi offices in other parts of the world receive financial support from Tzu Chi Taiwan?

Tzu Chi volunteers around the world usually raise funds themselves and use the local resources they can gather to carry out Tzu Chi's missions in their countries of residence. However, when a disaster strikes, Tzu Chi volunteers close to the affected country will go to offer support. In case of a major

disaster, Tzu Chi volunteers around the world will all mobilize to fundraise for the affected country.



A pianist performs at a charity concert held by Tzu Chi volunteers in Long Island, New York, USA to fundraise for Japan after it was hit by the 3/11 Earthquake in 2011. (Hong Da-wei)

10-7

Do people's donations also go to support Master Cheng Yen and the monastic practitioners at the Jing Si Abode?

No. Every penny of donations to Tzu Chi Foundation goes to support Tzu Chi's missions as specified by donors themselves.

Living by the motto "No work, no meal," Master Cheng Yen and her monastic disciples at the Jing Si Abode work



Monastic practitioners at the Jing Si Abode are making candles, one of the tasks they do to support themselves. (Huang Xiao-zhe)

to support themselves and do not accept offerings in any form from others. Instead, they provide free meals and accommodation to all visiting Tzu Chi volunteers and staff working at the Jing Si Abode.



All year round, Tzu Chi's monastic practitioners can be seen farming in the fields around the Jing Si Abode. (Zhou Xing-hong)

10-8

What do the monastic practitioners at the Jing Si Abode do to support themselves?

In the early days, they farmed, sewed baby shoes, made candles and contracted various kinds of manual work to support themselves, such as knitting sweaters, assembling toy parts, woodcarving, and

making gloves, clothes, baby diapers, necklaces, plastic flowers, etc. Nowadays, in addition to farming and making candles, they make and sell handmade soap, hydrosols, pottery products, and many food products, including multigrain drink mix, roasted nuts and berries, baked rice crust, cocoa powder, dried vegetables, burdock root powder, and instant rice, which is often used in disaster relief. These products are available at Jing Si Books & Café.



Tzu Chi's instant rice is often used in disaster relief, as it can be conveniently prepared with cold water when there is no electricity.
(Jing Si Publications)



Tzu Chi's handmade soaps are made from natural ingredients through a non-polluting process.
(Jing Si Publications)



The cocoa drink mix is one of the many food products made by the monastic practitioners at the Jing Si Abode.
(Jing Si Publications)

10-9

What is a Jing Si Hall?

The Jing Si Hall is a place where people can visit and learn about the Buddhist spirit and Tzu Chi's missions and ideals. It is also where Tzu Chi volunteers gather for spiritual cultivation and hold activities for people in their communities. There are Jing Si Halls across Taiwan and in other parts of the world. In times of disaster, Jing Si Halls also serve as disaster relief coordination centers and shelters for those affected.



Jing Si Halls welcome people to come and get a glimpse of the Buddha's teachings and Tzu Chi's work. (Tzu Chi Foundation)

10-10

How can I make donations to Tzu Chi?

You can go to a Tzu Chi office near you, contact a Tzu Chi volunteer, send a check, wire your donation, or donate online at <https://goo.gl/aBY5Tj>.



*Facts and figures in this booklet are correct as of December 31, 2016.

Appendix I

International Awards and Honors to Dharma Master Cheng Yen

Year	Awards
2016	<ul style="list-style-type: none"> ● Sri Sathya Sai Award for Human Excellence in the category of Health from the Sri Sathya Sai Loka Seva Trust, India ● Honorary Member Award from the National Academy of Sciences of Ukraine
2015	<ul style="list-style-type: none"> ● Personality of the Year Award from the Better Malaysia Foundation ● Honorary citizenship of Finale Emilia, Italy ● Honorary doctorate in social development from Naresuan University, Thailand
2014	<ul style="list-style-type: none"> ● Award of Honor from Rotary International
2012	<ul style="list-style-type: none"> ● Highest state title, Datuk Seri, from the Malaysian government ● Honorary doctorate in social welfare from Mahachulalongkornrajavidyalaya University, Thailand
2011	<ul style="list-style-type: none"> ● One of the 100 Most Influential People named by the U.S. news magazine <i>TIME</i> ● Honorary degree of Doctor of Humanities from the University of the East, Philippines ● Franklin D. Roosevelt Distinguished Public Service Award from the Roosevelt Institute, U.S.A. ● Dharma Master Cheng Yen Day on October 21 proclaimed by the City of Vancouver, Canada
2009	<ul style="list-style-type: none"> ● Individual Merit Award in International Charity from the 3rd International Charity Forum, China
2008	<ul style="list-style-type: none"> ● Grand Medal of Honour from the World Fellowship of Buddhists

2007	<ul style="list-style-type: none"> ● 2007 World Peace Prize from the Chinese-American Elected Officials, Los Angeles, U.S.A. ● Niwano Peace Prize from the Niwano Peace Foundation, Japan
2004	<ul style="list-style-type: none"> ● 2004 Asian American Heritage Award for Humanitarian Services from the Asian American Federation of California, U.S.A.
2002	<ul style="list-style-type: none"> ● Outstanding Women in Buddhism Award from the World Buddhist University, Thailand
2001	<ul style="list-style-type: none"> ● Honorary doctorate in social sciences from the University of Hong Kong ● National Medal of the Second Order from the President of El Salvador
2000	<ul style="list-style-type: none"> ● One of the Heroes from Around the World honored by the National Liberty Museum, Philadelphia, U.S.A. ● One of the 50 Stars of Asia named by the U.S. magazine <i>Business Week</i> ● Life Award from the Noël Foundation, U.S.A.
1998	<ul style="list-style-type: none"> ● International Human Rights Award from the Unrepresented Nations and Peoples Organization
1995	<ul style="list-style-type: none"> ● One of the 20 Outstanding Women in Asia named by the Hong Kong magazine <i>Asia Weekly</i>
1994	<ul style="list-style-type: none"> ● Eisenhower Medallion from the People to People International, U.S.A.
1993	<ul style="list-style-type: none"> ● Nobel Peace Prize nominee ● Honorary doctorate in social science from the Chinese University of Hong Kong
1991	<ul style="list-style-type: none"> ● Ramon Magsaysay Award for Community Leadership from the Ramon Magsaysay Award Foundation, Philippines ● Honorary citizen of Texas, honorary mayor of San Antonio, and honorary consul of San Antonio, Texas, U.S.A.

Appendix II English Resources

Tzu Chi English websites:



Tzu Chi Foundation http://tw.tzuchi.org/en/	
Tzu Chi USA http://www.tzuchi.us	
Tzu Chi USA Medical Foundation http://www.tzuchimedicalfoundation.org/	
Tzu Chi Canada http://en.tzuchi.ca/index.php/en/	
Tzu Chi Malaysia http://eng.tzuchi.my/	

Tzu Chi Singapore http://www.tzuchi.org.sg/eng/	
Tzu Chi Philippines http://www.tzuchi.org.ph/	
Tzu Chi Zamboanga, Philippines http://www.tzuchizam.org/	
Tzu Chi Australia http://www.tzuchi.org.au/en/	

Da Ai TV programs with English subtitles:

Life Wisdom http://www.daai.tv/daai-web/master/content.php?u=6-2	
Wisdom at Dawn https://www.youtube.com/playlist?list=PLTYmjGkPDfxg_qRAyfUo_hUtgNaaYgHv2	
Essence of the Bodhi Mind https://www.youtube.com/playlist?list=PLYffOvcvKb2TdZE4d_hwskVwkstndEMcF	
Stories Told by Dharma Master Cheng Yen https://www.youtube.com/playlist?list=PLYffOvcvKb2SjeXBJt7q3LsiaQVVFLxMF	
Living Bodhisattvas https://www.youtube.com/playlist?list=PLYffOvcvKb2Somc4lqFLhq9dItw3V3whi	
Grassroots Bodhi https://www.youtube.com/playlist?list=PLYffOvcvKb2QCeeuX-MSK595lm_tWSEY	

Da Ai TV programs in English:



Da Ai Headlines https://www.youtube.com/playlist?list=PLVXnt2LdKDtULMAeYUZ9UerCpZtJuMabM	
Tzu Chi This Week https://www.youtube.com/playlist?list=PLYffOvcvKb2Q_A3tbOo9BF3r3KVuQoFuc	

Tzu Chi English videos:

2016 Tzu Chi in Review https://www.youtube.com/watch?v=5qQZhrUScVQ	
The Story of Tzu Chi https://www.youtube.com/watch?v=iwAeeWcEgH8	
USA 360 https://www.youtube.com/user/USTC360	

Tzu Chi English publications:

<i>Tzu Chi English Bimonthly</i> http://www.tzuchiculture.org.tw/page-media-en.html	
<i>Tzu Chi: Inspiring Great Love Around the World</i> http://tw.tzuchi.org/en/html/intro/	
<i>Tzu Chi USA Journal</i> https://www.tzuchi.us/journal/	
<i>Singapore Tzu Chi World Journal</i> http://www.tzuchi.org.sg/index.php?option=com_content&view=article&id=448&Itemid=575	
<i>The World of Tzu Chi</i> http://eng.tzuchi.my/index.php/culture/monthly-journal	
<i>Tzu Chi Medical & Nursing Care</i> http://www.tzuchi.com.tw/tcmed/index.php/english	

<i>Tzu Chi Express</i> http://tzuchi.org.ph/tzu-chi-express-english/	
<i>Tzu Chi Publication</i> http://tzuchi.org.ph/tzu-chi-publication-english/	

Appendix III

Directory of Tzu Chi Offices Worldwide

* This directory is not intended to be a comprehensive list of all Tzu Chi offices worldwide. For detailed information, please visit:
<http://tw.tzuchi.org/en/html/offices/index.htm>.

Taiwan

Hualien (Headquarters)

Tel: 886-3-8266779

Fax: 886-3-8267776

Taipei

Tel: 886-2-2776011

Fax: 886-2-27761244

Taichung

Tel: 886-4-40510777

Fax: 886-4-24735483

Kaohsiung

Tel: 886-7-3987667

Africa

Lesotho

Tel: 266-22327025

Fax: 266-22321877

Mozambique

Tel/Fax: 258-21-492088

South Africa

Bloemfontein

Tel/Fax: 27-51-4333082

Cape Town

Tel: 27-21-9137082

Fax: 27-21-9137057

Durban

Tel: 27-31-5636428

Fax: 27-21-5644438

East London

Tel/Fax: 27-43-7222866

Johannesburg

Tel: 27-11-4503365

Fax: 27-11-4502256

Ladysmith

Tel: 27-36-6354397

Fax: 27-36-6341261

Port Elizabeth

Tel: 27-41-5836437

Fax: 27-41-5860860

Pretoria

Tel/Fax: 27-12-8070645

Zimbabwe

Tel: 263-772-908608

America

Argentina

Tel: 54-11-48625770

Fax: 54-11-43140252

Bolivia

Tel: 591-3-3432284

Fax: 591-3-3434224

Brazil

São Paulo

Tel: 55-11-55394091

Fax: 55-11-55391683

Rio

Tel: 55-21-25739005

Fax: 55-21-22704893

Canada

Calgary

Tel/Fax: 1-403-8896579

Edmonton

Tel/Fax: 1-780-4639788

Montreal

Tel/Fax: 1-514-5442074

North Toronto

Tel/Fax: 1-647-9313092

Ottawa

Tel: 1-613-2184660

Fax: 1-613-5966177

Richmond

Tel: 1-604-2319889

Fax: 1-604-2667659

Surrey

Tel: 1-604-2667699

Fax: 1-604-2667659

Toronto

Tel: 1-416-8868886

Fax: 1-905-9471182

Vancouver

Tel: 1-604-2667699

Fax: 1-604-2667659

West Toronto
Tel: 1-416-6217996
Fax: 1-416-6219419

Chile

Chillán
Tel: 56-42-221788
Fax: 56-42-228782

Santiago
Tel/Fax: 56-2-22114704

Costa Rica

Tel: 506-88-289801

Dominican Republic

Tel: 1-809-5300972
Fax: 1-809-5475559

El Salvador

Tel/Fax: 503-7-7293905

Guatemala

Tel: 502-2-2327648
Fax: 502-2-3675872

Paraguay

Asunción
Tel/Fax: 595-21-333818

Ciudad del Este
Tel/Fax: 595-61-512506

Sint Maarten

Tel: 1-721-5863019
Fax: 1-721-5420523

United States

Albuquerque
Tel: 1-505-3320352
Fax: 505-332-0473

Arlington
Tel: 1-682-3237000

Atlanta
Tel: 1-770-4581000

Austin
Tel: 1-512-4910358
Fax: 1-512-9261373

Boston
Tel: 1-617-7620569
Fax: 1-617-4314484

Brooklyn
Tel: 1-917-9090682

Central New Jersey
Tel: 1-908-4205218
Fax: 1-973-8578666

Cerritos
Tel: 1-562-9266609
Fax: 1-562-9261603

Charlotte
Tel: 1-704-2818060
Fax: 1-704-9431031

Chicago
Tel: 1-630-9636601
Fax: 1-630-9609360

Cincinnati
Tel: 1-513-2933329
Fax: 1-513-4692161

Cleveland
Tel/Fax: 1-440-6469292

Columbus
Tel: 1-614-4579215
Fax: 1-614-4579217

Dallas
Tel: 1-972-6808869
Fax: 1-972-6807732

Dayton
Tel: 1-937-4318292
Fax: 1-937-4318192

Detroit
Tel/Fax: 1-586-7953491

Fresno
Tel: 1-559-2984894

Hawaii
Tel: 1-808-7378885
Fax: 1-808-7378889

Houston
Tel/Fax: 1-713-9818966

Indianapolis
Tel: 1-317-5800979

Kansas
Tel: 1-316-3235798

Lansing
Tel/Fax: 1-517-3496441

Las Vegas
Tel/Fax: 1-702-8805552

Long Island
Tel: 1-516-8736888
Fax: 1-516-7460626

Madison
Tel: 1-608-2687692

Manhattan
Tel: 1-212-9651151
Fax: 1-212-9651152

Miami
Tel: 1-954-5381172
Fax: 1-317-6459907

Milwaukee Office (WI)
4790 Shagbark Ct.
Brookfield, WI 53005

Minneapolis
Tel: 1-651-4939388

Modesto
Tel/Fax: 1-209-5292625

Montgomery County
Tel: 1-301-3398870
Fax: 1-301-3398872

New Jersey
Tel: 1-973-8578666
Fax: 1-973-8579555

New Orleans
Tel: 1-504-7825168
Fax: 1-504-8322022

New York
Tel: 1-718-8880866
Fax: 1-718-4602068

Northridge
Tel: 1-818-7277689
Fax: 1-818-7279272

Oakland
Tel/Fax: 1-510-8790971

Oklahoma
Tel: 1-405-7013927

Orange County
Tel: 1-949-9164488
Fax: 1-949-9165933

Orlando
Tel/Fax: 1-407-2921146

Philadelphia
Tel: 1-215-6271915
Fax: 1-215-6271916

Phoenix
Tel: 1-480-8386556
Fax: 1-480-7777665

Pittsburgh
Tel: 1-412-5318343
Fax: 1-412-5318341

Point Comfort
Tel: 1-361-9877130
Fax: 1-361-9877139

Portland
Tel/Fax: 1-503-6432130

Raleigh
Tel: 1-919-8023728

Reno
Tel: 1-775-7701138
Fax: 1-775-7701148

Richmond
Tel: 1-804-3066037
Fax: 1-804-3783527

Sacramento
Tel: 1-916-5685800

San Antonio
Tel: 1-210-4793368
Fax: 1-210-5663970

San Diego
Tel: 1-858-5460578
Fax: 1-858-5460573

San Dimas
Tel: 1-909-4477799
Fax: 1-909-4477948

San Francisco
Tel: 1-415-6820566
Fax: 1-415-6820567

San Gabriel Valley
Tel: 1-626-4481362
Fax: 1-626-4481325

San Jose
Tel: 1-408-4576969
Fax: 1-408-9438420

Santa Rosa
Tel: 1-707-5461945

Seattle
Tel: 1-425-8227678
Fax: 1-425-8226169

St. Louis
Tel/Fax: 1-314-9941999

Stockton
Tel/Fax: 1-209-9577800

Torrance
Tel: 1-310-6844465
Fax: 1-310-6844460

Ukiah
Tel/Fax: 1-707-4622911

Washington D.C.
Tel: 1-703-7078606
Fax: 1-703-7078607

West Los Angeles
Tel: 1-310-4735188
Fax: 1-310-4779518

Asia

Brunei

Tel: 6-73-3336779

Cambodia

Tel: 855-2-3212647

China

Beijing
Tel/Fax: 86-10-51162598

Changfeng
Tel: 86-21-31108791

Chengdu
Tel: 86-28-84393882

Dongguan
Tel: 86-769-88187799
Fax: 86-769-88183978

Foshan
Tel: 86-757-85219996

Fuding
Tel: 86-593-7966365
Fax: 86-593-7997939

Fuzhou
Tel: 86-591-87581019

Guangzhou
Tel: 86-20-34522987

Hangzhou
Tel/Fax: 86-571-87827477

Jiading
Tel: 86-21-69152131

Kunming
Tel: 86-871-63622629

Kunshan
Tel: 86-512-86176182

Nanjing
Tel/Fax: 86-25-83207622

Pudong
Tel: 86-21-38970269

Shenzhen
Tel: 86-755-25910774

Shifang
Tel: 86-838-8701332

Suzhou
Tel: 86-512-80990980
Fax: 86-512-65162885

Tianhe
Tel: 86-20-38250402

Tianjin
Tel: 86-22-87356632

Wuhan
Tel: 86-27-82809370

Xiamen
Tel: 86-592-5717706

Yiwu
Tel: 86-579-85541102

Hong Kong

Kowloon
Tel: 852-28937166
Fax: 852-28937478

Tai Wai
Tel: 852-23370158
Fax: 852-26871889

Tin Shui Wai
Tel: 852-23363601
Fax: 852-23363681

Wan Chai
Tel: 852-28922578
Fax: 852-28922598

Indonesia

Bali
Tel: 62-361-759466

Bandung
Tel: 62-22-2534020
Fax: 62-22-2534052

Batam
Tel: 62-778-7037037
Fax: 62-778-450332

Biak
Tel: 62-0981-23737

Jakarta
Tel: 62-21-50559999
Fax: 62-21-50556699

Lampung
Tel: 62-721-486196
Fax: 62-721-486882

Makassar
Tel: 62-411-3655072
Fax: 62-411-3655073

Medan
Tel/Fax: 62-61-6638986

Padang
Tel: 62-751-841657

Palembang
Tel: 62-711-375812
Fax: 62-711-375813

Pekanbaru
Tel/Fax: 62-761-857855

Singkawang
Tel/Fax: 62-562-637166

Surabaya
Tel: 62-31-8475434/35
Fax: 62-31-8475432

Tangerang
Tel: 62-21-55778371
Fax: 62-21-55778413

Tanjung Balai Karimun
Tel: 62-777-7056005
Fax: 62-777-323998

Japan
Tel: 81-3-32035651/52/53
Fax: 81-3-32035674

Jordan
Tel/Fax: 962-6-5817305

Malaysia
Ayer Itam
Tel: 60-12-4939893
Fax: 60-4-2261013

Balakong
Tel/Fax: 60-3-62563800

Batu Gajah
Tel: 60-5-2551013
Fax: 60-5-2421013

Batu Pahat
Tel: 60-7-4311013
Fax: 60-7-4337013

Bayan Lepas
Tel: 60-12-4219091
Fax: 60-4-2261013

Bercham
Tel: 60-5-2551013
Fax: 60-5-2421013

Bukit Mertajam
Tel: 60-19-4481211
Fax: 60-4-2261013

Bukit Tambun
Tel: 60-12-4151909
Fax: 60-4-2261013

Butterworth
Tel: 60-4-3231013
Fax: 60-4-3241013

Farlim
Tel: 60-12-5560145
Fax: 60-4-2261013

Georgetown
Tel: 60-12-5289093
Fax: 60-4-2261013

Greenland
Tel: 60-12-4115852
Fax: 60-4-2261013

Guar Chempdak
Tel: 60-16-4226679

Gunnung Rapat
Tel: 60-5-2551013
Fax: 60-5-2421013

Ipoh
Tel: 60-5-2551013
Fax: 60-5-2421013

Jelutong
Tel: 60-19-4457415
Fax: 60-4-2261013

Jitra
Tel: 60-4-9179013
Fax: 60-4-9170117

Johor Bahru
Tel/Fax: 60-07-5547703

Kedah
Tel: 60-4-7311013
Fax: 60-4-7321013

Kelantan
Tel: 60-9-7433013
Fax: 60-9-7439013

Kepala Batas
Tel: 60-12-4299923
Fax: 60-4-2261013

Keningau
Tel/Fax: 60-87-333893

Klang
Tel: 60-3-51612048
Fax: 60-3-51617686

Kluang
Tel: 60-7-7736115
Fax: 60-7-7711266

Kota Kinabalu
Tel: 60-88-381779
Fax: 60-88-383013

Kota Tinggi
Tel: 60-7-8827736
Fax: 60-7-8827737

Kuala Kangsar
Tel: 60-5-2551013
Fax: 60-5-2421013

Kuala Lumpur
Tel: 60-3-78809048
Fax: 60-3-78808158

Kuantan
Tel: 60-09-5132969
Fax: 60-09-5139062

Kuching
Tel: 60-82-344706/07
Fax: 60-82-349707

Kulai
Tel: 60-7-6634809
Fax: 60-7-5571703

Kulim
Tel: 60-19-4463488
Fax: 60-4-2261013

Langkawi
Tel/Fax: 60-4-9666008

Malacca
Tel: 60-6-2810818
Fax: 60-6-2812796

Manjung
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