



International Domestic Workers Federation

International Labour Organization
Organisation internationale du Travail
Organización Internacional del Trabajo

VISIONING EVENT: BUILDING A COMMUNITY OF PRACTICE ON DOMESTIC WORK

Hong Kong, 27-29 April 2014

I. INTRODUCTION AND CONTEXT

The International Domestic Workers Federation (IDWF), in cooperation with the Hong Kong Confederation of Trade Unions (HKCTU) and the International Labour Organization (ILO) organized a visioning event for its members in Hong Kong SAR. These included domestic workers and organizers from Bangladesh, Cambodia, China, Hong Kong, India, Indonesia, Nepal, Pakistan, the Philippines, Sri Lanka, South Africa, South Korea, Tanzania, and Thailand. The visioning event was organized under the ILO PROMOTE Project ‘Strengthening domestic workers organizations to end child domestic work’ which is supported by the US Department of Labor (DOL).

The IDWF is the first global federation of domestic worker organizations. It was founded in Montevideo, Uruguay in October 2013 with 48 domestic workers organizations (DWOs) from 42 countries that constitute the current IDWF membership. The organization aims to: organize domestic workers, promote the ratification of Convention 189, and campaign for legal change towards decent work for domestic workers and the elimination of child labour. Through numerous initiatives and organizing campaigns taking place in many countries, DWOs have learned a great deal and have thus created strong momentum for future activities and actions. Since IDWF members have built up a significant body of knowledge and experience, they need to be able to

- effectively share experiences, good practices and valuable resources among domestic workers and their organizations
- reach out to the outside world to mobilize support for strengthening and accelerating their organizing and advocacy work.

This visioning event served to jointly develop and strengthen the network and outreach of IDWF members from Asia by electronic means, and this was the first attempt of its kind to establish a Community of Practice for domestic workers. See *Annex 1: Information Note on the IDWF Visioning Event*.

II. AIMS AND OBJECTIVES

The visioning event for IDWF participating members, held from 27 to 29 April 2014, at the Good Lab in Sham Shui Po, Kowloon, Hong Kong aimed to:

- Define the mission and vision for a Community of Practice (CoP) on Domestic Work
- Outline the main content of the CoP and the process of its development. (See *Annex 2: Final Agenda of IDWF-HKTCU Visioning Event*).

A CoP is of strategic importance for DWOs. It will allow for the sharing of the many experiences of organizing, providing a platform through which to share good practices, common challenges, and valuable resources so that domestic worker organizations can strengthen their advocacy and organizing work. The main points that a DW CoP aims to facilitate and strengthen for domestic workers and organizers via knowledge-sharing include:

- Facilitating dialogue and catalysing new thinking and approaches to domestic work issues in the Asia Pacific region.
- Acting as a ‘knowledge bank’ and providing access to policy research, technical manuals and tools, training programs, and other resources related to domestic work.
- Promoting events and news on domestic workers.
- Encouraging collaboration and the development of joint initiatives to further regional and multilateral cooperation on domestic work.

As discussed at the event, a network is only as good as the network members make it. Thus a successful CoP relies on the engaged participation of its membership. For this reason, the workshop was structured in a highly participatory and consultative manner among the Asian IDWF members, allowing these members to both create the CoP together as well as decide its content, design, and future success. See Annex 2: *Final Agenda of IDWF-HKTCU Visioning Event*.

III. PARTICIPANTS

A total of 69 people (60 women and 9 men) attended the visioning event over the course of the three days, representing numerous organizations across 16 countries. Out of these 69, 44 were participants (4 men) from IDWF members from 12 countries throughout Asia, 10 were interpreters of Khmer, Tamil, Korean, Nepali, Hindi, Bengali, Thai, and Bahasa Indonesia, 2 were IDWF representatives from South Africa and Tanzania, 5 were IDWF staff from Hong Kong and the US, 1 was from the US DOL, and 5 were ILO staff from Bangkok and Jakarta. (See Annex 3: *Final participant list*.) As English was the main language of the visioning event, the presence of these skilled, flexible interpreters was quite crucial in order to allow all participants to genuinely engage in the dynamic and creative workshop sessions.

The DWOs present were the following, organized by country:

- Bangladesh: National Domestic Women Workers Union (NDWWU)
- Cambodia : Cambodia Domestic Workers Network (CDWN)
- Hong Kong: Hong Kong Federation of Asian Domestic Workers Unions (FADWU), Hong Kong Confederation of Trade Unions (HKCTU)
- India: National Domestic Workers Trade Union Federation (NDWTUF), National Domestic Workers Movement (NDWM), Self Employed Women Association (SEWA)
- Indonesia: Tunas Mulia Domestic Workers Union, Jala PRT
- Nepal: Home Workers Trade Union of Nepal (HUN)
- Pakistan: Homenet Pakistan
- Philippines: represented by Lilibeth Camag Masamlog
- Sri Lanka: Domestic Workers Union (DWU)
- South Africa: Labour Research Service

- South Korea: National House Managers' Cooperative (NHMC)
- Thailand: Network of Thai Domestic Workers (TDWN).

A large number of locally organized domestic workers from the FADWU-UNDW, the FADWU-HKGWGU, the FADWU-ODWU/PU, the FADWU-HKDWGU, and the FADWU-TMWU participated mainly on Day 1, Sunday, 27 April as they had to return to work in Hong Kong on Monday and Tuesday. However, these participants helped to organize Sunday's field visits. Their local knowledge of Hong Kong's labor history and contemporary political context allowed for domestic workers from other countries to interact with DWOs located throughout the city. (See Annex 3: *Final participant list*).

The staff and organizing team consisted of Elizabeth Tang, General Secretary of the IDWF, Fish Ip, IDWF Regional Coordinator for Asia Pacific; Vicky Kanyoka, Regional Coordinator for Africa (Tanzania), Saliem Patel, Labour Research Service (South Africa), Cat Mak, Administrative Staff of IDWF, Meredith McBride, IDWF Intern, and Katherine Maich, IDWF Research Assistant; Angela Peltzer, US Department of Labor; Nelien Haspels, Senior Specialist on Gender Equality and Women Workers' Issues, Simrim Singh, Senior Child Labour Specialist and Johan Arvling, Senior Programme Officer for Knowledge Management from ILO Bangkok; and Arum Ratnawati and Irham Ali Saifuddin from the PROMOTE project in ILO Jakarta. Johan Arvling was the knowledge management facilitator for the event, while Elizabeth Tang, Fish Ip, Nelien Haspels, Simrin Singh, Arum Ratnawati, Irham Ali Saifuddin, Vicky Kanyoka, and Saliem Patel provided technical inputs.

IV. WORKSHOP ORGANIZATION AND PROCESS

The visioning event agenda spanned three days for participants, with pre- and post-sessions by IDWF and ILO on the days before and after the event. Each workshop session was dynamic and participatory with many exercises and active question-and-answer sessions with dialogue and feedback.

Day 1

The first day of the visioning event workshop focused on creating a sense of community among IDWF members as well as talking through the basics of a Community of Practice/Knowledge Management Network. Those present at the event had a total of more than 560 years of domestic worker experience. This icebreaker (a socio-gramming exercise) recognized the years of collective experience and fostered solidarity across language barriers in the room. Participants were divided into five groups and made up their own team names, resulting in the *Friends* group, *Red Domestic Workers for Change*, *A square*, the *Bird* group, and *137 Unite*, with each group representing a cluster of domestic workers from several countries. Participants then made a graph on how IDWF communicates with its members and how it could expand communication in the future.

In the afternoon of Day 1, participants learned about Hong Kong's legal framework to protect international and local domestic workers from Phobsuk Gasing's (Dang)'s introduction to the field visits. They shared successful ways of organizing and providing services to domestic workers first through participation in a demonstration, "Stop exploitation against migrant domestic workers now" around the case of Erwiana Sulistyaningsih. A petition with over 100,000 signatures was handed over to a representative of the Central Government Office of Hong Kong SAR China.

Field visits

After this collective action, each small working group undertook a field visit to Hong Kong-based organizations—the Joint Secretariat for Indonesian Migrant Workers Alliance (AMCB-IMA), the Hong Kong Domestic Workers General Union, the Union of Nepalese Domestic Workers in Hong Kong, the Overseas Domestic Workers Union & Progressive Labour Union of Domestic Workers in Hong Kong, the Thai Migrant Workers Union and the Hong Kong Domestic Workers General Union. In each group, participants learned a lot about DW organising and advocacy efforts conducted by each DWO, including local campaigns, support of Indonesian DW Erwiana and upcoming May Day preparations.

Day 2*Importance and examples of knowledge sharing networks*

Day 2 began with group presentations on the field visits, which showcased a range of organizing and outreach strategies all over Hong Kong. This underlined the importance of knowledge sharing and the growing use of technologies for organizing purposes. Participants then were introduced to two knowledge networks, the newly-launched Asia Pacific Forced Labour Network of the ILO and the Child Labour Information, Communication and Knowledge Sharing System from a network against child labour in the Philippines.

Participants from China, Saliem Patel from South Africa and Irham Ali Saifuddin from Indonesia demonstrated how their organizations use social media to:

- 1) Reach out to domestic workers, including children with simple phones.
- 2) Share knowledge, reach out and support women and domestic workers and their organizations
- 3) Gain support from policy makers and the outside world.

The South African example showed how this online workers' education can build an online global network of grassroots worker educators, while the Indonesian experience demonstrated how Facebook and Twitter can reach the 'unreached people': people have an opportunity to learn the issue without any need to attend a workshop, meeting or training on domestic workers. Twitter can also be a communication breakthrough in which conversation to public figures such as ministers, parliament members, or even the president can be made. In Mainland China, an organization uses microblogging through “Weibo” (China's alternative to Twitter) and street marketing campaigns with panda bears and songs to advocate for decent work for domestic workers.

Decent work for domestic workers

In the afternoon, the working groups discussed current concerns and future priorities for promoting decent work for domestic workers both in their working groups and in the plenary sessions. These main questions included:

- What are the 3 most important issues/challenges for domestic workers and DWOs?
- What are the DWOs doing to address these issues?
- What are the successes, failures, and future priorities?

The main concerns were: Lack of protection under the law and lack of respect and recognition by society, wages and the importance of at least applying minimum wages and

work intensity as well as the number of working hours, violence against women, social security, the lack of organizing and right to form unions and associations, as well as lack of data and thereby visibility.

Actions by domestic workers organizations included awareness raising, advocacy and networking campaigns as well as building alliances. Practical examples related to development of employment contracts, recruitment drives to organize domestic workers, and decentralization of activities, identification of ways to organize as unions and cooperatives, especially to organize part-time domestic work and day-care systems and reach out to young domestic workers. Future priorities are: Adoption of laws, raising awareness and lobbying for change, organizing membership drives, strengthening domestic workers structures, and building alliances with multiple stakeholders.

Child labour in domestic work

In the next session on ending child labour in domestic work, participants discussed the “not normal” situation of children under 15 working in households, such as one of our participant colleague who started work at age 6 in Bangladesh. Participants learned how some work by young people is okay if these youth have the correct protections and are above 15, but for the vast majority, IDWF members should identify types of domestic work that, by their nature or circumstances, are likely to harm the health, safety, or morals of children, and should prohibit and eliminate such child labor. There are least 11.5 million children in domestic work globally, and this number is highly underreported. Boys are also quite vulnerable, as 40% of children under the age of 12 in domestic work are boys. However, between the ages of 5-17 the percentages change to 20% boys and 80% girls.

Child migration stories and cultural factors were discussed; the pull factor of more and more women entering the labor market who then need domestic workers to take care of their children if both parents are working is important. Often, however, they cannot afford to pay or negotiate with empowered domestic workers, so they go for “the cheap ones, and those are children.”

The story of Lilibeth

Lilibeth Camag Masamlog, a former child domestic worker, talked about working since age 6 and not knowing how to operate electricity in her employer’s home. A Philippines NGO rescued her, put her in a shelter, and trained Lilibeth to become a domestic worker leader. She even testified during the creation of C189 to represent child domestic workers, who are often excluded from the broader conversation about domestic worker rights.

The situation in Tanzania

Vicky Kanyoka also spoke about the child domestic worker situation in Tanzania being very serious. Yet these workers are not “hidden,” she explained to us; this is not a hidden issue. Children working in the mines, Vicky pointed out—those are the ones who are hidden. But child domestic workers are visible to their local leaders and communities, so Vicky urged building alliances with the ILO, with unions, and with teachers who will know when absenteeism is happening, etc. to combat widespread employment of children as domestic workers and get those children back into school.

Priorities for eliminating child domestic labour

Key intervention areas include awareness-raising and advocacy to change social attitudes on domestic work and promoting Convention No. 138 on minimum age for admission to

employment, as an entry point since all Asian countries have ratified this convention. Convention No. 182 on the worst forms of child labour and Convention No. 189 on decent work for domestic workers were additional tools in the struggle against ending child domestic labour.

Paper tower building exercise

The groups wrapped up by conducting a team-building exercise of competing to build the tallest structure possible out of twenty sheets of paper.

Following the day's activities, all participants enjoyed a tour of the Hong Kong Legislative Council followed by an evening of songs, guitar playing, dancing, food, and relaxation.

Day 3

Day 3 kicked off with groups thinking through the future of the CoP itself, including its goals and direction. Participants then made a graph on how the IDWF CoP communicates with its members and how it could expand communication in the future.

Sinking boat exercise

Participants worked together, pretending they were on a sinking boat and could only save one item to aid their survival on a desert island. There was a range of answers including knives, waterproof matches, and a life jacket, as well as one group's unique response, "We also had self-confidence that could be not categorized as an item, so we said with self-confidence you just bring yourself and you'll be okay," which was well-received by other participants. Overall, this activity allowed participants to learn to listen to each other and see different points of view, even if they differed from other participants' perspectives, an overall useful tool in creating a CoP with many resources for various groups of people.

Building the story board for the IDWF CoP

For the remainder of the day, participants built the story board for the CoP setting its motto and, fleshing out ideas for its goals, including those short-term, medium-term, and long-term, its messages, areas of work, products, services, and topics for discussion. Each group identified 5 priorities for each of these categories and posted them on the voting wall. All participants were given 5 coloured dots per cluster and voted. The most popular top five in each category won, and thus the foundational guidelines and next steps for the CoP on Domestic Work were collectively created. (See Section V below).

The IDWF members ended the workshop with a travel metaphor exercise, simulating the tight squeeze of airline seats and a conversation with a fellow passenger about what took place during these three days in Hong Kong, which was an appropriate way to conclude and prepare for goodbyes before everyone departed back to their home countries and DWOs.

V. MAIN OUTCOMES AND ACHIEVEMENTS

Summary of Main Achievements

Our motto – Uniting for domestic workers rights.

The IDWF management and members welcomed the building of a knowledge network for and on behalf of domestic work and domestic workers. The event brought about a greater

understanding with respect to steps in creating an online network and the basic requirements needed to manage it and leverage its full potential. The motto of the COP/network is: *Uniting for domestic workers' rights*. The network aims to be a voice of domestic workers and their organizations. It will help facilitate dialogue and catalyze new thinking and approaches to domestic work issues in the Asia Pacific region. The CoP will act as a 'knowledge bank' by providing access to policy research, technical manuals and tools, training programs and other resources related to domestic work. It will promote events and news on domestic workers, and mobilize internal and external support to promote decent work for domestic workers and end child labour.

The five **priority thematic areas of work** selected were:

- 1) policy and legislation
- 2) mobilization of domestic workers
- 3) social protection
- 4) ending child labour in domestic work
- 5) migration and domestic work

The proposed **products** were:

- 1) audio and video materials
- 2) training materials
- 3) case studies and good practices
- 4) membership database

The top 5 **services** rendered to CoP members included:

- 1) being able to ask an expert and receive a response with quick turnaround
- 2) the ability to connect with another member/domestic worker
- 3) the provision of a newsletter on a regular basis to keep strong community tie
- 4) the provision of organized and informative content related to domestic work and domestic workers
- 5) the service of hosting an updated calendar and online discussions.

The top 5 **topics** for discussion in the Community of Practice/Knowledge Network were decided as follows:

- 1) How do we make domestic work more respected in society?
- 2) Should domestic workers under the age of 18 be permitted to join unions?
- 3) What are successful strategies for campaigning for the ratification of C189?
- 4) Are there examples of successful implementation of C189 principles?
- 5) How can we ensure that social protections are extended to domestic workers?

The IDWF members agreed that the success of this CoP depends upon the active participation of those who created it together, and much of that is determined in the first few months. The IDWF members left the CoP event feeling hopeful and positive about honing this new resource and strengthening the DWO community together.

VI. FOLLOW-UP

The IDWF and the ILO plan to continue to develop the first CoP on domestic work and hopefully launch it in October 2014 in Asia and in Africa, spreading awareness, resources, and community to its many members organizing in different political and social contexts across regions and continents.

Follow-up actions/next steps

1. The visioning event set out a number of short, medium and long-term targets.
2. The IDWF-ILO follow-up meeting held on 30 April agreed on the following activities to be undertaken within a determined time period:

Short-term: (1 week to 3 months)

- Finalization of the workshop report by mid-May, 2014
- Start the development/building process of the technological platform for the community e.g. identification of use cases, business needs and user requirements as well as solicit a programming team to help realize agreed plans
- Organize a Skype call to examine the progress status on agreed follow-up activities by end of May
- Commission a follow-up mission to Hong Kong in mid-June to introduce the selected programming team and begin the development process
- Establish a brief communications strategy to help identify the target groups, audience, frequency and type of communication and products needed for the community
- Agree on a growth strategy for the community (as identified in the consolidated outputs attached)

Medium-term: (3 – 6 months)

- Set in motion the communications and growth strategy
- Undertake membership drive/campaign to ensure that all IDWF members are signed up
- Organize the first online discussion as part of the October 2014 launch of the community in Asia and Africa

The IDWF Community Membership Growth Strategy was decided as follows:

Stage 1: Membership by invitation. All affiliates and founding members can invite whomever and however many new members they want to register: allows for a sequences/regular flow of new members. Membership is referred by a member and is approved by the facilitator.

Stage 2: Membership by open registration. ‘Free for all’ registration, but membership is still approved by the facilitator.

A few key things that the IDWF-ILO team can do over the following weeks immediately after the CoP meeting is to really keep people engaged. They can do this by reporting back, remaining vocal, and ensuring that people have a sense of belonging, that they were really a part of something in Hong Kong and it wasn't just photos snapped on their phones, but was the beginning of an important collective creation.

Upon reflection, the IDWF-ILO team felt that at times, the CoP and its planning became lost in translation, but the team can overcome this with good, consistent follow-up to these participating members. Elizabeth noted that there are ways to talk about the CoP in a simpler way, by starting from what domestic workers already know, rather than describing it as something completely new. Fish has some core leaders in mind that could help with the follow-up in the weeks following the visioning event. Fish also mentioned that in these CoP discussions the planning team should be sure that domestic workers' voices are central and the researchers/learned/outside do not start to dominate the knowledge network; some of these concerns can be addressed by thoughtfully curating the information and handling and sharing it among the appropriate groups through the site, [for instance, releasing certain reports only to DW members, or releasing privileged information to DWs earlier than other members, etc.] so that the IDWF maintains control and thus the team does not have to be fearful of cultivating a mixed membership of the CoP.

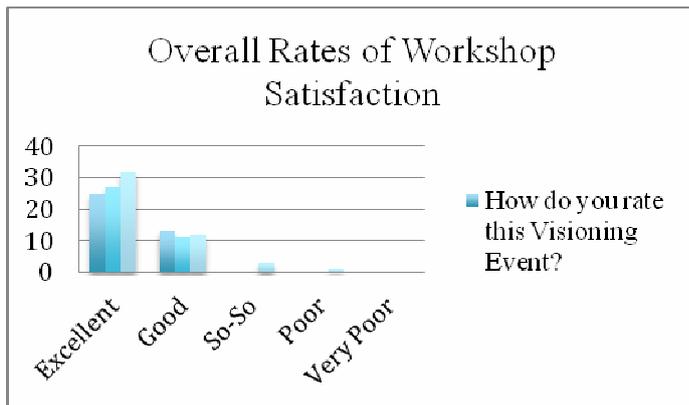
EVALUATION OUTCOMES

Based on the training evaluations, the expected results of the visioning workshop were achieved successfully. The participants overall indicated that they:

- Largely thought that the Visioning Event was excellent. Very few negative marks (3 total) were offered out of a possible 117 responses found in all 38 respondents' evaluations.
- **Found the facilitator to be excellent**, with many enthusiastic comments
- Greatly valued the **interpreters for their good, inclusive work**
- Enjoyed the **field visits, areas of work discussion, CoP introduction session, and country-sharing and engagement between DWs from different countries** the most out of any other sessions
- Disliked some of the lecture-type talks during long, busy days
- Did not completely feel as though **they were adequately equipped to participate in the CoP** in the future. Some remedies for this include spending more time on the explanation of the CoP to alleviate some vagueness, as well as passing out a handout to visual learners to be able to read, study, and reference.
- Offered a reminder to ensure dietary requirements of all members are met, i.e. vegetarian/halal options for Indian and Muslim participants

The *Building a Community of Practice on Domestic Work Feedback Form Responses* indicate the following break-downs. Low response rates can potentially be attributed to general exhaustion of the participants by the conclusion of three participatory workshop days, paired with the timing of when the evaluation was distributed, and the availability of English-only forms in addition to a lack of interpreters' time to sufficiently assist all those speaking, writing, and reading other languages. For more detailed responses, see *Annex 5. Written Responses to Evaluatory Questions and General Feedback*.

Question 1, 5, and 6 on overall rates of satisfaction with the visioning event, facilitators' overall performance, and overall organization of this workshop (e.g., accommodation, breaks for refreshments, interpretation, administrative and logistical support, etc.):



$N = 38$

5. Remarks regarding the facilitators' overall performance:

- *The facilitation was good and it gives us clearer views*
- *Well done!*
- *Johan is excellent 😊*
- *It would have been better if the sessions would have been more interactive*
- *Facilitation performed good and facilitated in a easy way*
- *Facilitation is good and helpful*
- *Too excellent, so happy with facilitators*

6. Remarks regarding the overall organization of the workshop:

- *Thanks for everything, I'm thrilled to have participated*
- *I like the modesty in the logic which not effect the quality of the workshop in its content*
- *It was expensive on the part of the organizations, they have saved some money for other important tasks*
- *The meeting place far from the hotel*

4. Length of Workshop:

Of the 38 respondents, 81% believed that the event was the right length.

7. Do you feel adequately equipped to contribute to the Community of Practice in the future?

Of the 37 respondents, 78% felt sure they could contribute to the future CoP.

Comments:

- *"Pending more info on specific tools."*
- *"It would be helpful if we would have got some printed materials."*
- *"Not yet"*
- *"With my capability limitation"*
- *"Not adequate. Need to study more."*



International Domestic Workers Federation

www.idwfed.org

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