

All Booked Up!

Moose Jaw CSTs Deliver Books to New Canadian Family

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CST Kristian Sjoberg delivers books to a customer's home in Moose Jaw.

During a working day, SaskTel Customer Service Technicians (CSTs) interact with a variety of people and see many different things.

On 11 Oct 2018, CSTs in Moose Jaw were working on an install in a home that belonged to a family that was new to Canada. It was during this visit that one of the CSTs (Ekamjot Singh) noted that there were three children (along with their dad) in the house that might be able to use some reading material.

“We run across these types of situations on occasion, and Ekamjot brought the family to our attention,” said fellow CST Kristian Sjoberg. “The SaskTel Pioneers have a great solution for these types of situations. We have made up about a dozen prepackaged used books.”

The books come to the Pioneers from the First Book Canada program. The program’s mission is to transform the lives of children in need by improving access to educational opportunities. They deliver books to the Pioneers who then have volunteers sort them and add ‘Donated by the SaskTel Pioneers’ stickers to the books.

“We communicated with the family using Google Translate, since we were unable to speak in English,” said Kristian. “We asked if we could deliver some books for the kids, and of course they were happy to let us do so.”

The books were delivered the same day as the install. When they arrived, the kids were delighted.

“It was kind of neat to watch kids stop whatever they were doing and go straight for the books!” said Kristian. “The family was very moved and thankful for the donation. The kids were busy reading books and going through them all as we worked and even after we left.”

Kristian would like to hear about more situations like these where books could make a difference in the lives of young people.

“We really don’t hear about these types of situations very often,” he said. “If our employees are aware of families who might benefit from the delivery of books, we would love the opportunity to help more people!”