



AGE-FRIENDLY COMMUNITY

JOCKEY CLUB AGE-FRIENDLY CITY PROJECT



賽馬會齡活城市
Jockey Club Age-friendly City

AGE-FRIENDLY 18 DISTRICTS

Jockey Club Age-friendly City Project

The elderly in the various districts have different needs. So, what's the most effective way to cater to their individual requirements to improve their quality of life?

The Hong Kong Jockey Club Charities Trust ("the Trust") launched the Jockey Club Age-friendly City Project ("JCAFC Project") in 2015. In order to gauge the age-friendliness of Hong Kong, the Trust partnered with four local gerontology research institutes, including CUHK Jockey Club Institute of Ageing, Sau Po Centre on Ageing of The University of Hong Kong, Asia-Pacific Institute of Ageing Studies of Lingnan University and Institute of Active Ageing of The Hong Kong Polytechnic

University, to conduct a baseline assessment in each of the city's 18 districts.

With the baseline assessment results as a reference, the four partnering institutions along with the 18 District Councils devised action plans, while the Trust provided funding for the community organisations to enhance the age-friendliness of the districts.

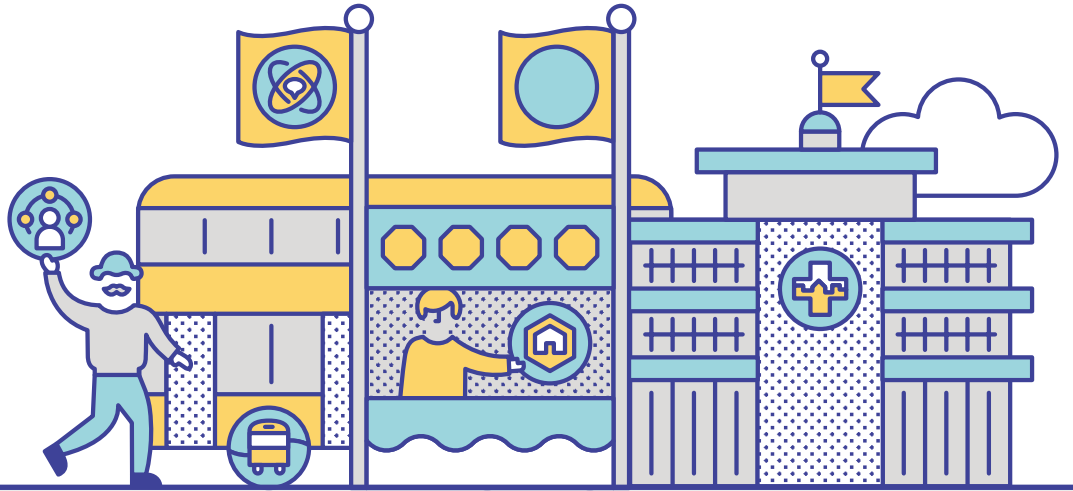
To date, more than 120 district-based programmes have been implemented across 18 districts, benefiting over 110,000 people.

Would you like Hong Kong to become an age-friendly city where citizens of all ages can thrive? The JCAFC Project is where to start.



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THE EIGHT DOMAINS OF AN AGE-FRIENDLY CITY

The design of the JCAFC Project’s baseline assessment is based on the World Health Organization Age-friendly City Framework and Guidelines. The four local gerontology research institutes launched the baseline assessments in 18 districts to gauge the level of age-friendliness in these areas.

According to the World Health Organization (WHO), an age-friendly city provides a range of services for the elderly based on their individual needs and abilities so that they can live a healthy and active life. An age-friendly city is not just “elderly-friendly”, but also cater for the needs of all ages.









In 2006, the WHO initiated a study on the concept of an age-friendly city, it identified eight domains of age-friendliness, including Outdoor spaces and buildings, Transportation, Housing, Social participation, Respect and social inclusion, Civic participation and employment, Communication and information, as well as Community support and health services.

The cross-district baseline assessment found the three lowest scoring domains were Community support and health services, Housing, and Civic participation and employment. Based on the findings, the district-based programmes targeted these three domains to maximise the impact of enhancing the lives of the elderly.

After completing the baseline assessment, professional support teams from the four universities collaborated with the District Councils to devise a 3-year action plan to implement the age-friendly initiatives.

World Health Organization Eight domains of an age-friendly city

EIGHT DOMAINS

Domains	Definition	Cross-district Baseline Assessment Score*
 SOCIAL PARTICIPATION	Opportunities for the elderly to participate in leisure, social, cultural and other activities will allow them to use their skills, build self-confidence, gain respect and, in the long run, improve their physical and mental well-being. Before they retired, many of the participants were professionals and therefore have a unique insight on social issues. If they can convey their opinions and suggestions to the District Councils, they can directly impact policy and the community, and can continue to contribute to society.	4.29
 TRANSPORTATION	Accessible, safe and affordable public transport is a key enabling factor for the elderly to engage in community life, and access health care and other services. With adequate bus routes and services across even remote areas, the elderly would not have to worry about standing and waiting uncomfortably for long periods for transportation, or expose themselves unnecessarily to bad weather. This will encourage the elderly to remain active in community life, attend medical appointments and enjoy other services.	4.27
 RESPECT AND SOCIAL INCLUSION	There are many ways to create an inclusive society which recognises and fosters respect for the elderly which makes them feel that they have a place in the family and the community. For instance, developing the silver market to offer products for the older generation; or people could slow down on the streets when they are near an elderly person so that they will not worry about being knocked down or bumped into. These kinds of changes will encourage the elderly to participate in social, civic and economic activities.	4.10
 COMMUNICATION AND INFORMATION	Providing practical and relevant information helps the elderly in meeting their daily needs. For example, what’s the best way for the elderly to access medical services if they are feeling unwell, what courses are available in the community to help them learn new skills, etc. Effective dissemination of information, and a conduit for their queries is essential for elderly to be able to maintain a healthy and active lifestyle.	4.06
 OUTDOOR SPACES AND BUILDINGS	A clean, pleasant, convenient, and safe environment will help the elderly live on their own comfortably. Installing lifts and escalators along major walkways in the community will reduce risks and help the elderly be more mobile. This also includes well-designed outdoor spaces and structural facilities which allow the elderly to move around in the community and maintain a healthy social network.	4.04
 CIVIC PARTICIPATION AND EMPLOYMENT	Ample employment opportunities for the elderly give them the choice of working after retirement. Those with management experience can use their organisational skills and expertise in decision making to supervise elderly associations which strive to improve the welfare of their peers.	3.87
 HOUSING	It is crucial for elderly people to have a safe and comfortable place to live. A good housing design can create room for the elderly to move around freely indoors and cater to their individual requirements. Those with limited mobility may need non-slip mats in bathrooms and some may even need to use handrails for support. There should also be adequate healthcare facilities and community services within the vicinity of the elderly homes.	3.71
 COMMUNITY SUPPORT AND HEALTH SERVICES	Good community support and health services should be offered at a range of price points with various types of service. This has a direct impact on the elderly’s ability to maintain their well-being and live independently in the community. Affordable dental services encourage the elderly with dental problems to seek prompt medical care or install dentures which will help them sustain their quality of life and social participation.	3.67

* Respondents of the survey were asked to give their score to 53 items of the eight domains of an age-friendly city on a 6-point scale, with 6 being the highest score indicating the most age-friendly.

HONG KONG ISLAND

Central and Western

1. Central and Western District Age-friendly City Expo: Better Life for the Elderly
2. Age-friendly City Promotion Programme
3. Elderly Ambassador Training
4. Age-friendly City Promotion Programme
5. Age-friendly City Commencement Ceremony cum Carnival
6. Age-friendly Family
7. Neighbourhood Care Scheme for Elderly Carers
8. Joyful Living in Central and Western District
9. I'm Smart of Road Safety in Age-friendly City

Wan Chai

1. Home Sweet Home Programme for the Elderly
2. Age-friendly Community Care Programme for the Elderly
3. We Build Age-friendly City in Wan Chai Together
4. New Employment Journey for Senior Citizens

Central and Western

P.6

Wan Chai

P.8

Eastern

P.12

Southern

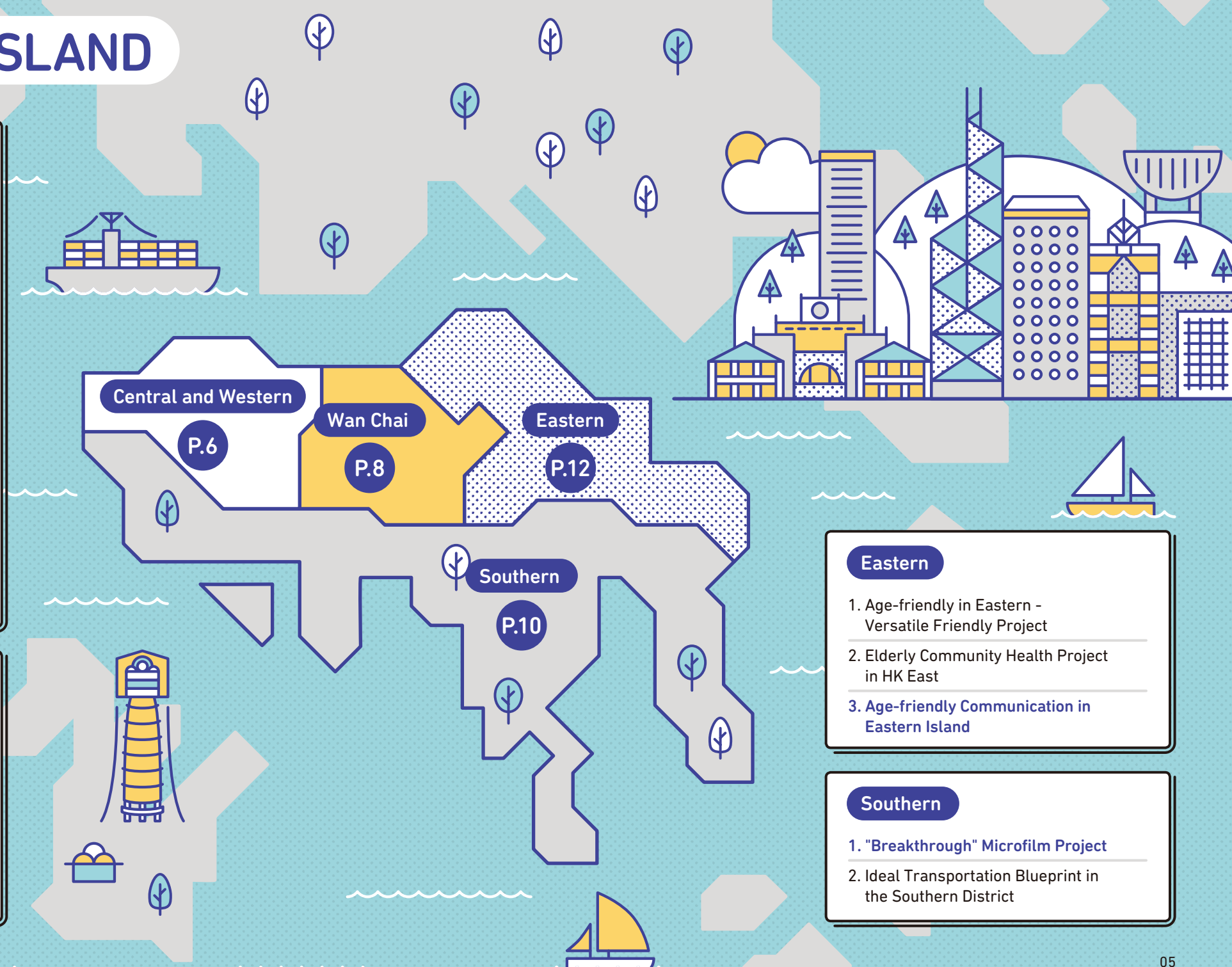
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Eastern

1. Age-friendly in Eastern - Versatile Friendly Project
2. Elderly Community Health Project in HK East
3. Age-friendly Communication in Eastern Island

Southern

1. "Breakthrough" Microfilm Project
2. Ideal Transportation Blueprint in the Southern District



CENTRAL AND WESTERN



(Left) Tsang Kwok-kwong, JCAFC project ambassador
(Right) Wing Cheng, Social Worker of St James' Settlement Central and Western District Elderly Community Centre

Elderly Ambassador Training

Peer supporters help others to be self-sufficient

JCAFC project ambassador Tsang Kwok-kwong came across a singleton elderly who was 100 years old. "He is in good physical condition. He can walk around easily without a cane. He told me his determination to carry on living is what kept him going at this impressive age."

Tsang Kwok-kwong is in his 70s and has been actively participating in community activities. He is a JCAFC project ambassador and a member of the Central and Western Concern Group, which holds monthly meetings with the elderly from 11 district centres to promote age-friendly initiatives. "I participate in the concern group to find ways to improve and help the community. We identify issues and bring them to the attention of the District Councillors. I am also a JCAFC project ambassador and foremost to serve the people." He believes that we should help others while we still can. It's an attitude that can enhance one's confidence and slow down ageing.

He received training in photography, interviewing, social media, public speaking, and using the computer, along with more than 20 project ambassadors. "I learnt PowerPoint in five to six lessons. It is very practical and there is still room to pick up plenty of new skills." Although Tsang was involved in computer-related professions before his retirement, he humbly admits that, "Continuous learning prevents us from becoming obsolete. Besides, we can meet people from all walks of life and acquire new knowledge."

Project ambassadors conduct field trips to survey neighbourhoods. They interview the senior

Key components of Elderly Ambassador Training programme



1 Organise talks on the concept of an age-friendly city



2 Conduct field studies and neighbourhood interviews after receiving training



3 Disseminate field study findings and advocate the concept of an age-friendly community



4 Organise day camps for elderly ambassadors to acknowledge their contribution and share their experience

members of the community and record their stories, while gauging the age-friendliness of their areas. After Tsang met the 100-year-old man, he realised that "Elderly people are not necessarily helpless. We should carry on with the way we live and stay strong."

Fond of children

"There are many older people like Tsang in the Central and Western district, who are highly committed to community work. I hope the public will not regard the elderly as a burden, requiring people to give up their seats or to have to speak loudly to converse. I hope we can start appreciating each other and recognise their abilities," says Wing Cheng, the social worker of St James' Settlement Central and Western District Elderly Community Centre.

The project ambassadors share the findings of their age-friendly research and investigation with primary and secondary schools, and community groups. They disseminate the information through education programmes, photo galleries and road shows, with an aim to promote an age-friendly community. Some of them once organised a bazaar in a school. The students were surprised to see the elderly participants speaking to their South-Asian classmates in English. Wing Cheng says, "They

realised that elderly could be pretty sophisticated."

Other project ambassadors performed short plays in a kindergarten and discussed topics like how to take care of the elderly in need with the young children. "The elderly participants were certainly thrilled because they love kids. They are still talking about their experience and wanting to do it again."



(Above) Project ambassadors of the Central and Western district
(Below) Ambassadors conducting field study and interviewing community members

WAN CHAI



(Left) Andy Wong, Manager of Wan Chai District Elderly Community Centre
(Right) Au Kan-yan, Elderly beneficiary

Home Sweet Home Programme for the Elderly

Improves the elderly's physical and mental wellness

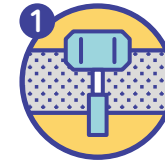
The Manager of Wan Chai District Elderly Community Centre, Andy Wong, says, "The most popular type of equipment provided by the scheme are handrails in the toilets. In the winter, older people are usually constricted by layers of warm clothing and therefore are more prone to falls. Installing safety railings can help reduce the chance of accidents."

Another major issue is wear and tear of the buildings in Wan Chai, which can affect both the exterior and the interior of the elderly person's home. While most of them just put up with the problems, some attempted to carry out the repairs themselves in order to save money and avoid troubling others.

"My husband used to deal with all the household maintenance in the past. When he fell ill, I had to take care of him and did not have enough time to repair the broken items. After my husband passed away, I had a heavy heart and felt that nothing mattered anymore," 86-year-old Au Kan-yan pensively recalls. Au had been living on her own for more than a decade. When her toilet seat broke, she replaced it without the proper tools, instead just used a piece of string to install it. Her doorbell wasn't working either, but she thought it would be too expensive to install a new one, which meant that visitors would have to pound on the door.

This is the reason that the Home Sweet Home Programme was set up. Andy Wong, Manager of St James' Settlement Wan Chai District Elderly Community Centre, explains that recipients of the Programme are usually elderly people living alone or elderly doubletons. "Each time I visit an elderly

Key components of Home Sweet Home Programme for the Elderly



1 Provide simple home modification works for the elderly aged 60 or above in the district



2 Volunteers visit the homes of the elderly, take photographs and distribute gift packs. Upon completion of improvement work, beneficiaries are interviewed to evaluate project effectiveness

person, I will ask them what can be improved or provided to make their day to day life more convenient."

Handrails in toilets are the most popular request

The volunteer technicians will first inspect the premises, then follow up with the required maintenance, such as installing toilet risers, adding slip-proof mats in the bathroom, etc. "The group of volunteers are licensed technicians, who only charge nominal transportation fees." Upon completion of the improvement works, elderly ambassadors and volunteers will conduct home visits to gauge whether the beneficiaries are satisfied.

"I am so grateful for the Programme. The toilet has been elevated and so has my spirit," quips Au. Not only have their homes become safer and more user-friendly, but it has also improved their state of mind. Andy Wong says, "The most popular equipment provided by the programme are handrails in the toilet. In the winter, older people are usually constricted by layers of warm clothing and therefore are more prone to falls. Installing safety railings can help reduce the chance of accidents."

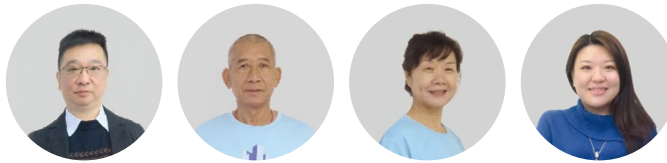
In addition, doorbells with flashing lights are

provided to those with impaired hearing. Wong recalls a granny who could not hear the doorbell and so wouldn't answer the door when her family came to visit her. After installing the light flashing doorbell, she is now aware when someone is at the door and answers it quickly, saying "coming, coming" as soon as the doorbell chimes and the strobe light flashes.



(Above and below) Volunteer technicians carrying out improvement work

SOUTHERN



(From left to right) Cliff Chan, Manager of Jockey Club Wong Chi Keung District Elderly Community Centre; Chiu Shing-kau, Chairman of Southern Age-friendly and Safe City Group; Cheung Ngan-sin, Chairman of Southern Age-friendly and Safe City Group; Ivy Lam, Social Worker

"Breakthrough" Microfilm Project

Voicing opinions via microfilm

"Voicing opinions via microfilm on abstract topics like respect and inclusion is a breakthrough for the elderly," says Cliff Chan, Manager of Jockey Club Wong Chi Keung District Elderly Community Centre.



"Now, many people call me grandpa," Liu Wai-hung says with a laugh. He played the role of the grandfather in "My YouTuber grandpa" in the "Breakthrough" Microfilm Project, while a secondary school student acted as his granddaughter. The microfilm attempts to explore intergenerational relationships addressing how mutual respect and inclusion are needed for them to get along. "The student who acted as my granddaughter was very professional and it is good to see the young people taking it seriously."

"Every year we present a new theme which is conceptualised in a way to let the elderly know that they have the right to express themselves, and that their voices will be heard," says Chiu Shing-kau, Chairman of Southern Age-friendly and Safe City Group.

Long-term goal: Filming by the elderly

Cliff explains that they have collaborated with more than ten centres in the district forming the Southern Age-friendly and Safe City Group. Since many of the elderly are illiterate, they tend to express themselves through photographs, and raise their concerns to the District Councillors and other stakeholders from a user perspective. It was the first time they were expressing their views through microfilm.

Key components of "Breakthrough" Microfilm Project



1 Recruit project ambassadors and provide training on microfilm production



2 Produce age-friendly themed microfilm and broadcast in schools in the district



3 Advocate age-friendly messages by showing the microfilms on social media

This programme was designed in line with the action plan devised by The University of Hong Kong which was based on the findings of the baseline assessment. But it's not enough to try to foster respect and social inclusion solely through photos. "Therefore, we invited professional film production teams to teach the elderly how to write script, use other multimedia and digital technology, basic videography skills and post-production. The training took place at a professional studio," says social worker Ivy Lam. Participants were elated. More than a hundred project ambassadors joined the programme which was led by Aberdeen Kai-fong Welfare Association involving nine centres.

Cliff emphasises that the long-term goal is to equip the elderly with the skills needed to produce their own microfilm. Both their skills and the facilities provided needed further improvement. "The elderly can enrich their lives by using smartphones. Of course, some of them do not know how to use them though." In light of this, the programme also provides courses on smartphone operation.

Liu was selected as the main actor by the professional production team based on a one-minute self-introductory video which he made after his microfilm training. Both microfilms, "My YouTuber Grandpa" and "Elderly Alliance" carry the same

message of mutual understanding and support across all ages to get along in the community. The microfilms have had more than 10,000 views after being circulated on social media.

Cheung Ngan-sin, the co-Chairman of Southern Age-friendly and Safe City Group and a JCAFC project ambassador, showed these microfilms in secondary schools. "The students were impressed." They found out that the elderly could be active, connected and keep up with the latest digital technology.



(Above) Elderly involved in the making of microfilm
(Below) Microfilm shown in a secondary school

EASTERN



(Left to right) Wong Lai-chun, Project Ambassador; Shih Yuk-wah, Project Ambassador; Edith Shih, Centre-in-charge, The Hong Kong Society for the Aged Eastern District Elderly Community Centre

Age-friendly Communication in Eastern Island

Using smart technology can be easy

"We believe that when we take good care of ourselves, we don't have to bother our children. That is why we teach the singleton elderly in the district how to use communication apps. With this technology, they can still stay in touch with their children through voice messages and photos, even if they cannot read or write." JCAFC project ambassador Wong Lai-chun explains.

"Now that we've learnt to use the computer, we can find recipes on the internet, watch TV shows and learn more about a place before taking a trip there. It broadens our knowledge and gives us new topics to talk about with our grandchildren. More importantly we can now be self-sufficient and do not have to bother other people," says Shih Yuk-wah, who is also a JCAFC project ambassador participating in the Age-friendly Communication in Eastern Island programme. They both attended a series of training sessions to become teaching assistants for Smart Technology courses, and now are helping others learn how to use smartphones and computers.

The Centre-in-charge of The Hong Kong Society for the Aged Eastern District Elderly Community Centre, Edith Shih, recalls that a tutor once asked the elderly participants what they wanted to learn most in class. The response surprised her. "Initially I thought that their queries would revolve around their children. In fact, what they wanted to learn was mostly related to themselves, for instance, retirement arrangements and getting medical information, etc." Project ambassador Wong Lai-chun explains, "When we take good care of ourselves, we don't have to bother our children." Project ambassadors also teach the singleton



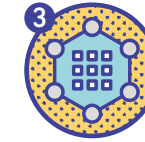
Key components of Age-friendly Communication in Eastern Island programme



1 Train project ambassadors to set-up street kiosks, visit elderly service centres, and make use of communication software and online platforms to disseminate age-friendly information



2 Provide courses on the application of smart technology



3 Encourage the elderly to participate in smart technology experiential activities



4 Organise events to share experiences and promote programme effectiveness

elderly how to use shortcut functions on their cell phones so that they can contact their children in an emergency even when they forget their numbers. They also learnt to communicate with their children via voice messages and photos.

Community Newspaper

Edith stresses that it is essential for the elderly to learn about smart technology, which has become a mainstream platform for information exchange. "This is the basic tool for promoting the eight domains of an age-friendly city. It can be confusing in this era of information overload. Which piece of information is accurate? Which is suitable for the elderly? They have to know how to filter information as well." A community newspaper is printed for those who are reluctant to use technology. "This is another way to spread information to keep the elderly informed about age-friendly facilities in their districts."

"In the future, the Eastern District will have one of the highest populations of elderly people in Hong Kong. It is essential to start creating an age-friendly culture in this area, otherwise it would be too difficult for the older people to find support when it is most needed," says Edith. There are many

small ways to cater to the needs of the elderly, e.g. enlarging the font size of a notice would make it easier for the elderly to read it.



(Above) Public education talk
(Below) Smart technology course – desktop computer application

KOWLOON

Sham Shui Po

1. Light Up Dreams
2. Free Eye Screening, Eye Care Key Information for You

Kowloon City

1. Cross-generation Age-friendly Exercise Plan
2. APPS @ Kowloon City - Transport
3. Pearl Link Door Stopper Installation Programme 2017
4. Age-friendly City Promotional Project in Kowloon City
5. 10 Styles of Kowloon City Fitness Exercises
6. Eternity Love and Happy Community for Active Ageing 2017
7. Universal Health Checking Day for Kowloon City 2017
8. Advance in Facilities, Enhance in Love
9. Your Healthy Community

Yau Tsim Mong

1. Age-voice in Community
2. Vibrant City Loving Home



Wong Tai Sin

1. Elderly Classroom
2. Age-friendly and Caring Community Project
3. Smartphone Panacea

Kwun Tong

1. "Elderly Ideal Sky V" Kwun Tong East Age-friendly Community
2. Walking Kwun Tong for Active Ageing (Phase II)
3. Walking Kwun Tong for Active Ageing
4. Carpenters with Care
5. Live Better, Love with Care
6. Health @ Community
7. Senior Buddies! How Are You?



SHAM SHUI PO

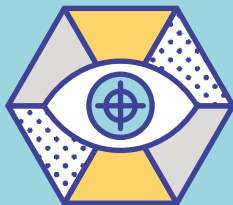


Babe Chan, Executive Director of
Project Concern Hong Kong

Free Eye Screening, Eye Care Key Information for You

Good eye care enhances self-care ability

“Unlike dental decay which results in tooth pain, eye diseases may not exhibit noticeable symptoms so they could be easily overlooked. As their vision declines, older people are more likely to knock over and bump into things around them resulting in bruises and injuries,” says Babe Chan, Executive Director of Project Concern Hong Kong.



Project Concern Hong Kong launched a free eye check-up service for the elderly to help spread information on eye care. On the day of the event, professional optometrists provided eye examinations for the elderly and gave a presentation on eye care, which included a talk on age-friendly concepts. “Eyesight has a significant impact on the older adult’s community life,” says Babe Chan, Executive Director of Project Concern Hong Kong. A survey was conducted on the event day, which found that among the eight domains of an age-friendly city, older people were most concerned about Community support and health services.

“An older lady in a wheelchair attended the event. She rarely goes out. But she benefited from this eye check-up programme, saying she was delighted to acquire new knowledge and learn about the concept of an age-friendly city.” Unlike elderly centres, Project Concern Hong Kong provides a range of services and takes a novel approach which encourages even those who are reluctant to leave their homes to come out and participate. Babe says, “Understanding what’s going on in the community raises older people’s independence and ability to care for themselves.”

Key components of Free Eye Screening, Eye Care Key Information for You Programme



1 Distribute information packs to introduce eye care services in the district



2 Recruit JCAFC project ambassadors and offer training to facilitate eye check-ups



3 Conduct eye refraction screening for the elderly and take retinal images to detect early signs of eye diseases by optometrists



4 Hold public talks on eye diseases



5 Introduce the JCAFC project and the concept of an age-friendly city through short videos, leaflets and Q & A sessions

Missing the prime time for effective treatment

Babe believes that good vision is crucial. Many elderly people suffer from cataracts, diabetes, glaucoma and macular degeneration. In Hong Kong, one in ten people suffer from diabetes which can lead to blindness. In fact, every year 200 diabetes patients lose their eyesight. “Most of these people are older adults. They mistakenly believe that poor eyesight is normal at their age, and therefore miss the prime time for effective treatment.”

Project Concern Hong Kong provides services in Sham Shui Po, a district with one of the largest grassroots populations in Hong Kong. “Most of the people living there are elderly. As some of their children have moved away, it is not feasible for them to go to a private ophthalmologist for a medical consultation. However, the waiting time for new case bookings in the public hospitals can be as long as one year.” Project Concern Hong Kong conducted free comprehensive eye check-ups for some of the older participants. In one instance, an elderly man who had a check-up was diagnosed with high intraocular pressure which could be a symptom of glaucoma or macular degeneration. They advised him to seek medical attention immediately as he could turn blind if his condition deteriorated.



(Above) Free Eye Screening, Eye Care Key Information for You programme

(Below) Free eye check-up

KWUN TONG



(Left) Florence Yeung, programme volunteer
(Right) Ivan To, Manager of Christian Family Service Centre

Walking Kwun Tong for Active Ageing
Walking for a healthy body

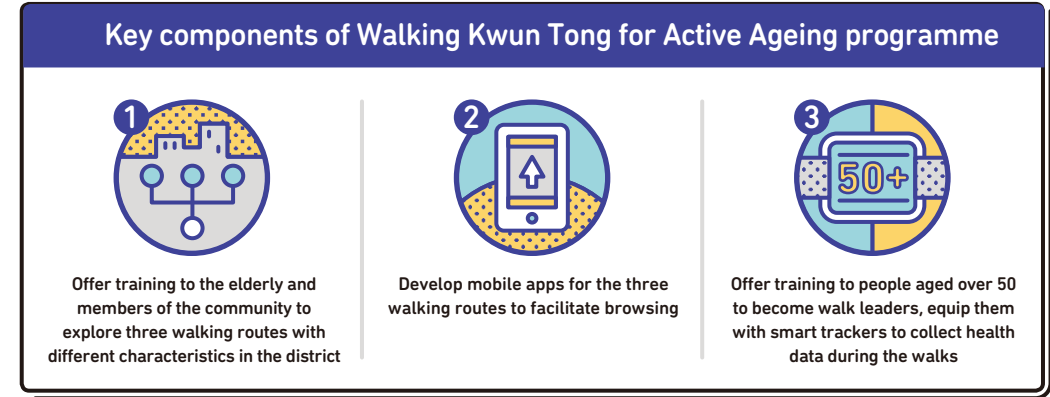
“Elderly people who live on their own are often very lonely. It makes them really happy just to see someone every week for a chat or to take a walk with them,” says Florence Yeung, a programme volunteer.



Every week, Florence Yeung and Ivan To, Manager of the Christian Family Service Centre go for a walk with the elderly in the district around Kwun Tong. Since starting the exercise, both of them have lost weight. “I used to go alone for morning walks. Now, I go with those who are my age and older. It relaxes my body and mind. I lost five kilograms, and it’s alleviated my sleep apnea problem,” says Florence.

Ivan recalls that he came up with the idea of the Walking Kwun Tong for Active Ageing programme after a survey found that the elderly in the district were dissatisfied with the long waiting times for medical services. “Instead of keeping the elderly sedentary while waiting for their medical consultation, I thought about what can be done to improve their health condition and reduce their dependency on doctors, or even ease the demand on the medical system?” Drawing from overseas experience, he proposed the Walk for Active Ageing programme.

Florence was among 20 volunteers, aged between 50 and 70, recruited during the first phase to map appropriate walking routes. The volunteers also interviewed elderly people and secondary school students to gauge their understanding of



Kwun Tong. “Although I have lived in Kwun Tong for more than 20 years, I did not know that there were so many temples and parks. There are also quite a number of community facilities designed to accommodate people in wheelchairs,” says Florence. After field visits, they designed three routes related to nature, dining and entertainment respectively. A design agency then helped chart the routes into digital maps.

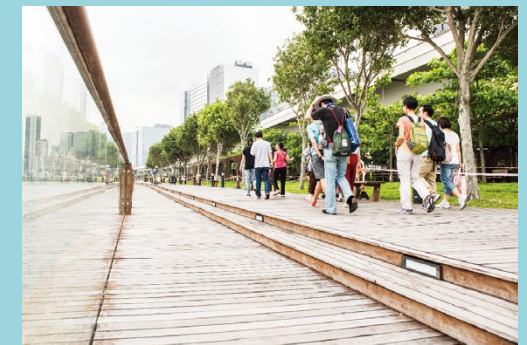
An award from Singapore

In the second phase, volunteers took up the role of tour guides for the elderly participants. “I was the tour guide for a couple from Shun On District Elderly Community Centre. Although they lived in Kwun Tong they had never been to the popular romantic spots like the promenade,” Florence says.

They split 40 elderly participants into two groups. One group went on their own, while the other group was guided by volunteer walk leaders. The walk was held weekly with a target of 8,000 to 10,000 steps. “20% of the participants told us that as they walked more, they found that their aches and pains reduced. They took fewer painkillers, and as they slept better they were generally happier. These positive results were more noticeable in the group

with volunteer walk leaders. Since they had team support, they were more likely to carry on,” says Ivan.

The programme was awarded the “Best Active Ageing Programme (Community)” in the “ElderCare Innovation Awards 2018” in Singapore. As for the next step, Ivan says that they will focus on the elderly with chronic health problems. He wishes to improve their health by encouraging them to walk. “It doesn’t matter how much they walk, as long as they are willing to step out for a stroll.”



Walking Kwun Tong for Active Ageing programme

WONG TAI SIN



Simon Mok, Unit-in-charge of Sheng Kung Hui Wong Tai Sin District Elderly Community Centre

Age-friendly and Caring Community Project

Age-friendly street drama

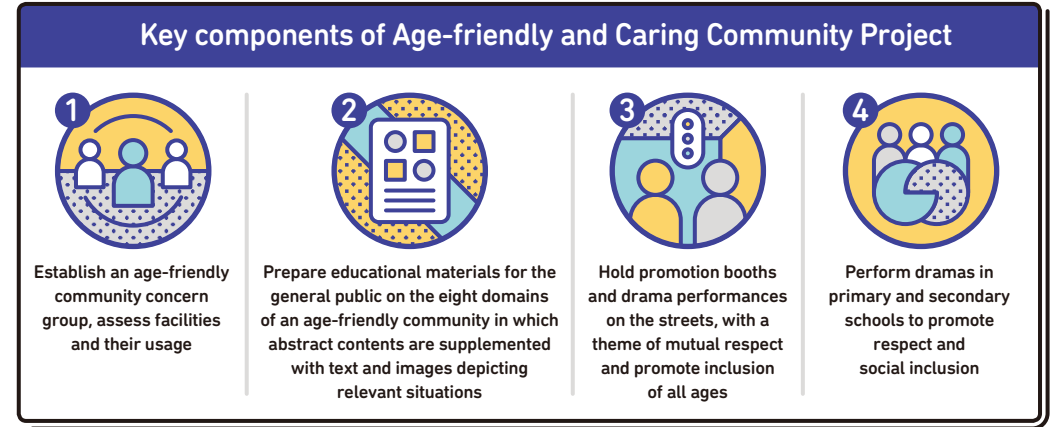
"In about a decade in Hong Kong, three out of every ten people will be elderly. Wong Tai Sin is an ageing district. We have to raise the older generation's awareness and encourage them to speak out," says Simon Mok who is the Unit-in-charge of Sheng Kung Hui Wong Tai Sin District Elderly Community Centre.

A group of older people were performing a street drama in Wong Tai Sin, Elderly A said, "It is difficult to see a doctor in Wong Tai Sin. There is no Accident & Emergency service." Elderly B continued, "It is also hard to cross the roads here. Wouldn't it be great if we could have robots to help us across busy roads." These comments were part of a script in a street drama with an age-friendly theme.

"When I first approached them to take part in the street drama they brushed me off, saying they didn't want to be in the limelight. But now they are very confident," says Simon Mok, Unit-in-charge of Sheng Kung Hui Wong Tai Sin District Elderly Community Centre.

The street drama initiative is in response to the results of the baseline assessment in Wong Tai Sin. "The assessment found that those who went to the Elderly Centre were well informed unlike those who were reluctant to participate in the centre's activities." Therefore, Simon decided to go further afield to the streets and in schools to educate others about age-friendliness.

One of the participants was only around 50 years old. He initially came to the centre to let them know that his mother was ill. But he was convinced by another elderly participant to join the street



drama performance. Simon says that this is a classic example as participation across all ages is key to age-friendliness.

Collecting opinions through questionnaires

"Wong Tai Sin is an ageing district with one of the highest populations of elderly people in Hong Kong. It is essential to explain the concept of age-friendliness to raise the older generation's awareness and to encourage them to make their opinions known." However, Simon is mindful that many of them are inhibited by their backgrounds and most of the elderly would rather remain silent. He cites an example, "When the traffic lights are changing too quickly for them to cross the road, they don't complain, they just force themselves to walk faster because they don't understand the concept of age-friendliness. Gradually, some of the elderly become aware that facilities like crossing lights can be adjusted."

The programme also recruited a group of ambassadors. After receiving training on how to gauge the eight domains of an age-friendly city, they conducted field visits in the district to assess the public facilities, wet markets and parks. "Like an inspector, they score the various items in a

questionnaire to assess things like road width and slip-proof floors, etc.," Simon explains. The data collected will be used as basis for implementing age-friendly development in Wong Tai Sin in the future.



(Above) Elderly performing street drama (below) Age-friendly community roadshow



(From left to right) Tony Chan, Deputy Director of Tung Wah Group of Hospitals Wong Cho Tong District Elderly Community Centre; Lydia Chan, Service Manager of Sheng Kung Hui Holy Carpenter Church District Elderly Community Centre; Cho Sau-ying, Pao Ngan-sin and Chan Fong, JCAFC project ambassadors

APPS@Kowloon City – Transport

Better accessibility with the help of smartphone

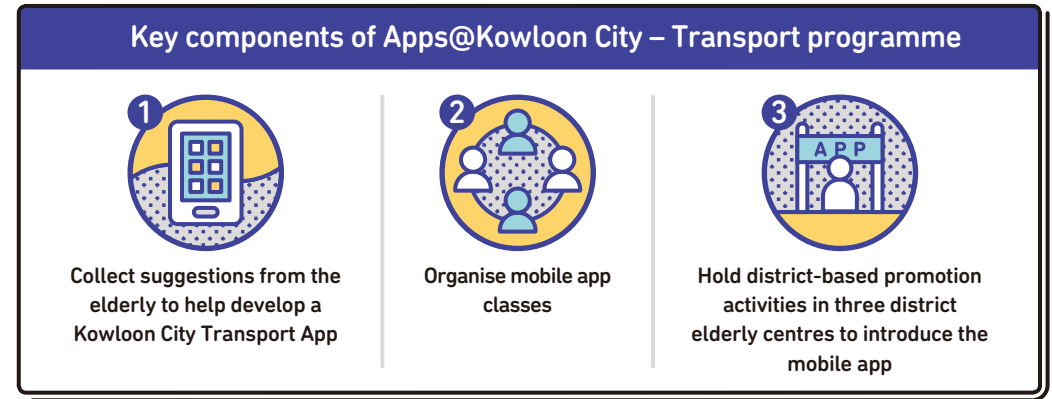
“Continuous learning and keeping the mind active will slow down our deterioration,” says Tony Chan, Deputy Director of Tung Wah Group of Hospitals Wong Cho Tong District Elderly Community Centre.



“I use mobile phone apps even though I’m not too familiar with their functions.” “It’s great that I can communicate with my children and friends through these apps.” These were some of the elderly participants’ feedback on using mobile apps in Kowloon City.

Lydia Chan, Service Manager of Sheng Kung Hui Holy Carpenter Church District Elderly Community Centre, came up with an idea to tailor-make apps for the older generation. “In the beginning, the elderly participants were resistant to the idea. Although they use mobile apps, they did not know how to design one. We encouraged them to try.” Transportation was chosen as the theme due to the impending transport network development in Kowloon City. Lydia explains, “There were traffic diversions to accommodate the construction of the Sha Tin to Central link and it caused a lot of confusion for the elderly. So, can a transportation map app be created to help the elderly navigate the changes?”

The Sheng Kung Hui Holy Carpenter Church District Elderly Community Centre led the collaboration with Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre and Tung Wah Group of Hospitals Wong Cho Tong District Elderly Community Centre. They invited 18 members of the Kowloon City Age-friendly Working Group to



take up the role of JCAFC project ambassadors and carry out the preparatory work needed. They also recruited technicians to teach the elderly how to use and design the app. Once that was completed, the elderly users voted on which was the most age-friendly version.

Positive feedback from the elderly

“At first, the elderly didn’t know how to respond and give feedback. But later on, they managed to provide professional and detailed suggestions.” For instance, they pointed out that colour contrast helps readability; those with presbyopia prefer larger fonts. And the voice-search function is a crucial feature for those who are illiterate. “Some also pointed out that not all the elderly can speak Cantonese. Therefore, Cantonese and Mandarin versions were made available for selection.” Elderly participants also recommended including attractions on the map, and using an eight-petal icon to highlight age-friendly venues. “We evaluate and score the attractions based on accessibility and how interesting they would be for elderly visitors. The higher the score the more age-friendly,” says Chan Fong, a project ambassador from Tung Wah Group of Hospitals’ centre.

After launching the “Age-friendly Transportation”

app, elderly ambassadors introduced the app to three centres. According to Cho Sau-ying of Holy Carpenter Church, “Since the ability of the elderly varies, we have to teach them individually. They were happy to learn more about smartphones.” Pao Ngan-sin from Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre adds, “Nowadays, when I see them, they ask me questions about their smartphones.”



(Above and below) Mobile app class

YAU TSIM MONG



Yung Yin-fan, Social Worker at Mong Kok Kai Fong Association Limited Chan Hing Social Service Centre

Age-voice in Community

Training age-friendly emcees

“When the elderly realise that their opinions matter and their views, on things like where to install smart facilities, have been taken into account, they will understand the importance of social participation,” says Yung Yin-fan, Social Worker of Mong Kok Kai Fong Association Limited Chan Hing Social Service Centre.

“It turns out even holding up a microphone requires some skill. I never thought that I could be an emcee and speak in front of a large group of people.” In 2018, 36 professional emcees were trained in the Yau Tsim Mong district to promote the concept of an age-friendly city.

Yung Yin-fan, a social worker at Mong Kok Kai Fong Association Limited Chan Hing Social Service Centre, collaborated with eight elderly service organisations in the district to improve elderly’s Social participation and Civic participation and employment. She explains that the project took reference from the baseline assessment conducted by The Hong Kong Polytechnic University, “The elderly will foster a sense of participation by volunteering in these programmes. It is more effective for them to speak to their peers or the public.”

Each organisation appointed four senior citizens as JCAFC project ambassadors. Members of the group were of varying ages, and while some were familiar with the concept of an age-friendly city, others had never heard of it. “After learning about age-friendly communities, the 36 project ambassadors attended an emcee training workshop conducted by a professional company.”



Key components of Age-voice in Community programme



1 Conduct mini-workshops to train elderly ambassadors so that they can understand the concepts and eight domains of an age-friendly city. These workshops strengthen their skills in community exploration and reporting, raising also elderly’s ability to express their opinion.



2 In the topical workshops, the elderly participants can learn more about age-friendly concepts and discuss related implementation through booklets, presentations, games, and experience-exchange sessions. The views collected during these discussion sessions are then relayed to the District Council.



3 Arrange sharing sessions for the ambassadors to discuss their experience and share their insights. Produce videos to circulate on social media, which are also transferred to USBs to distribute to schools and district stakeholders along with pamphlets about the programme.

Conveying opinion to the District Council

The ambassadors attended a two-hour workshop on public speaking, leading activities and crucially, presenting complicated information in simple language for the elderly. After which, they were tasked with preparing thematic workshops targeting another 30 elderly participants at the centre to promote the age-friendly concept.

“The ambassadors at my centre were so devoted that they rehearsed four to five times before the workshop,” Yung says. On the day of the event, the ambassadors opened the workshop with ice-breaking games before introducing the concept of an age-friendly community. During the breaks, they worked out with participants to raise their spirits. The objective of the workshop was to discuss transportation issues in the district.

The ambassadors instructed participants to use stickers when responding to a question, e.g. one sticker if they complied with traffic rules, another sticker for sharing their opinion with peers, members of the centre, or with the public. Yung explains, “The number of stickers reflects the extent of their social participation”. Ambassadors also asked the elderly’s opinion on installing smart devices to extend the flashing green crossing lights on the road. If they

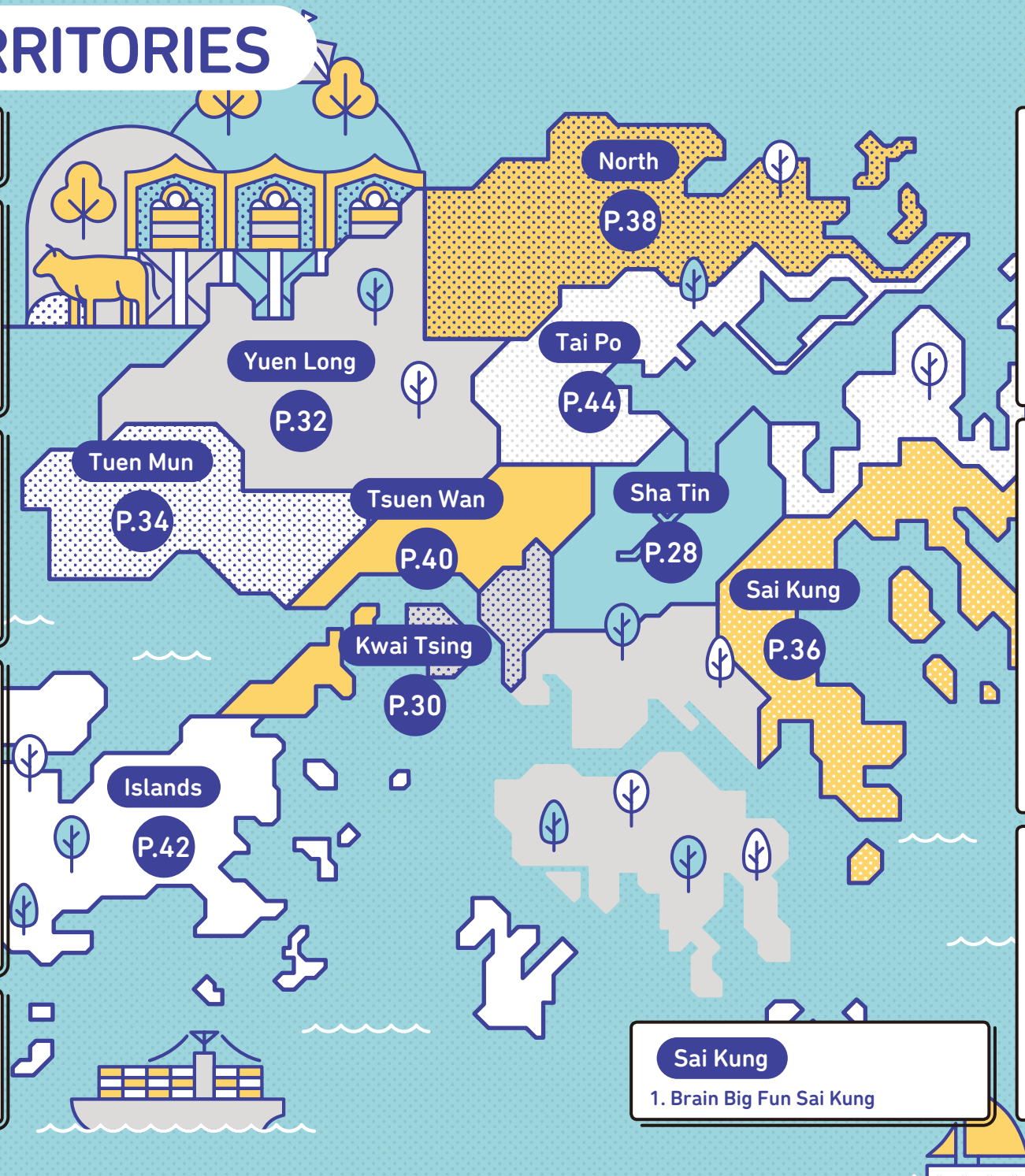
were to install such a device in Yau Tsim Mong, where should it be placed? The elderly participants actively took part in the discussions and voted for the best idea.

After the discussions, their opinions were presented to the Yau Tsim Mong District Council. “Sometimes, a small change can result in big progress for the elderly. Once their views are taken into account and their suggestions are implemented, they will recognise the value of social participation.”



(Above and below) Age-voice in Community programme

THE NEW TERRITORIES



- North**
1. Healthy North District
 2. Age-friendly North

- Yuen Long**
1. Age-friendly in Yuen Long
 2. Friendly and Healthy Meal Programme
 3. Achieving Community Health Service
 4. Happy Healthy Community

- Tuen Mun**
1. Age-friendly in Tuen Mun
 2. Painless Life
 3. Companion Living in Harmonious Community
 4. Together We Love Elderly @Tuen Mun

- Islands**
1. New Vision | 2. Tai O Age-friendly Community
 3. LO HO Life | 4. New Vision 2.0
 5. Love Together | 6. LO HO Life II
 7. Love Life Lantau Island | 8. LO HO Life III
 9. Tai O Age-friendly Community: Health and Civic Participation
 10. New Vision 3.0

- Kwai Tsing**
1. Age-friendly Employment Service Project
 2. 3E Age-friendly Community Project

- Tai Po**
1. Tai Po App | 2. Little Star by Aged
 3. "LOVE IN PHOTO" Community Integration Project
 4. Story of My Life | 5. Active Ageing Sports Day
 6. Intergenerational Vanilla Garden
 7. Mobile Clinic for Healthy Lifestyle by Registered Nurse and Physiotherapist

- Sha Tin**
1. Experience Never Gets Old: Second Career in NGO
 2. Fun with the Elderly and Youth
 3. Cross-Generation Fun with Ageing
 4. Smart Healthy Exercise Programme
 5. Love and Care Team
 6. "Life • Healthy" An Integrative Body-Mind-Spirit Intervention for Building Friendship between the Elderly and Youth
 7. Safety Housing for Elderly (Sha Tin) 2018

- Tsuen Wan**
1. Painless Living @ Tsuen Wan
 2. Housing Improvement and Care Scheme for the Elderly in Tsuen Wan
 3. YCH Dialogue with E-Senses @ TW
 4. Tsuen Wan AFC Ambassador Training Programme
 5. Integrated Farm

- Sai Kung**
1. Brain Big Fun Sai Kung

SHA TIN



(From left to right) Wong Ka-man, Service Coordinator of Community Centre for the Golden-Aged; Cheung Suk-ye, Intern volunteer on household caring; Tam Oi-chun, Senior Activity Assistant

Experience Never Gets Old: Second Career in NGO

Employment for the elderly

"The programme proves that elderly people are competent. There are plenty of learning and volunteering opportunities in society. The government can do more in this regard in the future," says Wong Ka-man, Service Coordinator of the Community Centre for the Golden-Aged.

"I know of a rich old man who can afford to have a maid take care of him. But he is bedridden, so he is shut away in his home. There's another elderly man who lives in public housing. Every day he goes to yum cha and takes a walk in the park to chit-chat with his friends. He is happy and free. I would rather live life like him." 63-year-old Cheung Suk-ye was deeply moved by her home care internship experience, which compelled her to reflect on her life. Through the Experience Never Gets Old programme, she found out about the different organisations, as well as the opportunities of continuous learning and volunteering. Her most recent volunteer project was related to dog training where she would take dogs to visit the elderly.

Similarly, 65-year-old Tam Oi-chun also found her second career through this programme. She currently is the Senior Activity Assistant in a neighbourhood centre of the Evangelical Lutheran Church. "When I first retired, I couldn't settle into a way of life." She involved herself in volunteer work and attended different courses to improve her knowledge. Two years ago, she discovered music therapy and since then has visited many places which have music therapists. She could hardly believe that she could have the opportunity



to make use of her experience and knowledge for work again.

"The response of the elderly participants is encouraging." Tam designed activities for the elderly using music and coached them to move with rhythm. One participant confided to her, "This is my first attempt, and I am thrilled. It is relaxing and stops me from worrying." Tam says she has never experienced this kind of satisfaction even in her previous paid jobs.

Subsidies needed to sustain elderly employment

Wong Ka-man, the Service Coordinator (Education and Development Service) of ELCHK, Shatin District Community Centre for the Golden-Aged, says that their organisation employed a total of nine programme participants as Senior Activity Assistants until the end of 2017. "It is because they are capable, good at communicating with the elderly and care about them." But according to survey findings, although many NGOs recognise the elderly's competence, they are unable to hire them due to resource constraints.

Wong hopes that the government can provide more support to elderly employment in the future

by providing subsidies, extending the retirement age, promoting flexible or part-time work arrangements, etc. "Actions speak louder than words," Wong stresses.



(Above and below) Various training schemes in the Experience Never Gets Old programme

KWAI TSING



(From left to right) Yau Wai-mei, Assistant Programme Officer of HKSCH Tsing Yi Integrated Service Centre; Ip Wing-foon, Coordination Officer of HKSCH Lady MacLehose Centre; Tse Pui-ha and Chan Heung-tsz, programme participants

Age-friendly Employment Service Project

Review and revive life

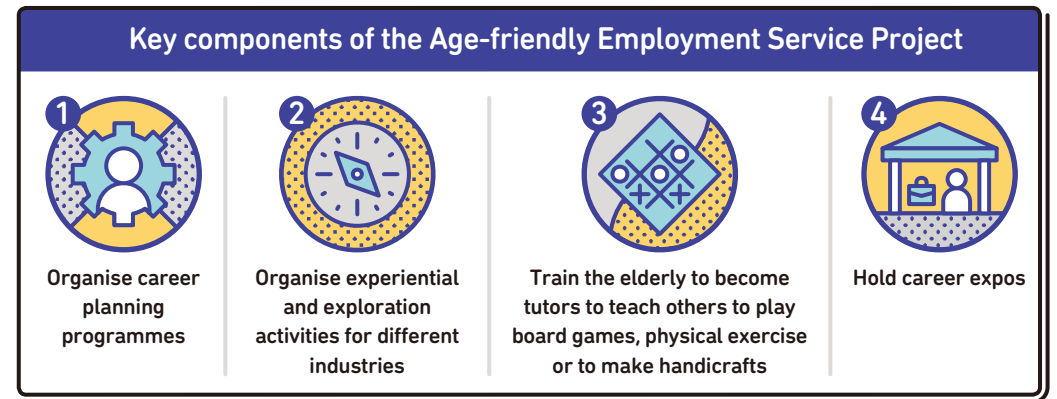
"It is not difficult to find a job, but most of the job opportunities offered are at an elementary level with low-skill requirements which do not match the elderly's expectations," says Yau Wai-mei, Assistant Programme Officer of HKSCH Tsing Yi Integrated Service Centre.

Employers are likely to be age sensitive. When recruiting seniors, they tend to ask how old they are. Elderly job-seekers can also lack confidence and often ask, "Am I too old to be recruited?" Yau Wai-mei points out that although the job market is opening, it is still not fully receptive to the idea of employing retirees.

"Employers have certain expectations, and so do job seekers," says Ip Wing-foon, Coordination Officer of the HKSCH Lady MacLehose Centre. They are aware that there is a group of healthy and capable young-olds in the district, suitable for the job market. However, employers in general may not recognise the merits of hiring older people, while the elderly may need to boost their skills before re-entering the job market. The Age-friendly Employment Service Project was launched in a bid to help the elderly, and educate employers and the general public. It covers a range of topics including looking for jobs, the preparation for job seekers, practical skill training, internships and career expos, etc.

Playing games with students

During their internship, elderly participants, Tse Pui-ha and Chan Heung-tsz visited secondary



schools to teach students board games. They said it helped them realise their strengths and get to know the young people better, "Perhaps we look like mothers." They added that some of the naughtier students even became attentive and polite.

Chan explained, "We would communicate with the youngsters using board games and gradually built trust. After we got to know each other more, we could even share thoughts like close friends." Chan has been enthusiastic about learning new things after retirement and was keen to develop her second career. She is currently a part-time homework tutor at the centre. She believes that communication skills learnt through the programme are applicable to everyone across all ages, whether they are kids, youngsters, or the elderly.

"They become more confident." Yau points out that the elderly often look down on themselves and sell their abilities short. The project was designed to help them understand and explore their competencies. Yau believes that apart from their work experience, they have plenty of other skills to offer which they have accumulated throughout their lives. For instance, the experience of bringing up kids and cooking should be included in their resume. Ip also says, "It is vital to help the elderly

calibrate their experience and skills in such a way that they acknowledge the beginning of a new phase in their lives."



(Above) Experiential workshop on the barista
(Below) Social service internship

YUEN LONG



(Left) Leung Kit-chun, an out-patient escort
(right) Tang Siu-chau, Project Officer of ELCHK Tuen Mun Integrated Elderly Services (Easy Escorting Service) who is responsible for the Age-friendly in Yuen Long programme

Age-friendly in Yuen Long

A district-oriented programme

"This is a meaningful job. I care about the elderly and they care about me. The sense of satisfaction and happiness is invaluable," says Leung Kit-chun, who is an out-patient escort.

"The elderly trust me and treat me like a daughter. They tell me everything." Leung Kit-chun accompanies the elderly patients when they go to their medical appointments. She has taken care of many of them and listened to their life stories: how they survived during war time, how they fled their home town, and how they lived through the 3-year-and-8-month-long Japanese Occupation of Hong Kong, etc. She met an 80-year-old man who was taken care of by his older brother during the war. But after the war ended, his brother fell ill and passed away. He was buried in Sandy Ridge which is a restricted area. "His deepest wish was to pay respects to his brother and sweep his tomb." Leung sought assistance from a social worker to get access, and accompanied him to Sandy Ridge. When the old man passed away, she was invited to his funeral.

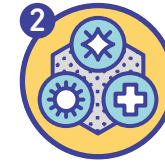
City life can be hectic as people are consumed by work and other daily matters. It can be difficult to spare the time to take care of the elderly. The out-patient escorting service can benefit both the caregiver and the elderly patient. The designated caregiver accompanies the elderly to their medical appointments, while earning a small income for their efforts. Leung values the relationships she built with the elderly patients and considers it her



Key components of Age-friendly in Yuen Long programme



1 Provide training courses on home care service



2 Provide companions for out-patient visits and outings, as well as household cleaning services



3 Conduct home safety assessments and basic modification service



4 Establish advocacy groups

greatest reward. When asked when she will retire, sixty-something Leung responded with a smile saying, "My role model is a 76-year-old colleague of mine, and he is still doing the job very well."

Catering for their needs

Tang Siu-chau, Project Officer of ELCHK Tuen Mun Integrated Elderly Service (Easy Escorting Service), who is responsible for the Age-friendly in Yuen Long programme, says they covered a range of services which were tailored to the unique needs of each district. The out-patient escorting service not only helps the vulnerable, it also provides flexible working arrangements for those who want to stay in the job market but cannot afford to work full-time, like housewives and those who have retired.

In another facet of the programme, the ELCHK provided home repair services to rural villages in Yuen Long. They had to handle a number of difficult cases. For instance, an elderly man's tin-plate hut was damaged during a strong typhoon. He could not find skilled workmen to repair it, so he just covered the damaged areas with a large canvas. Another elderly person needed help installing a flush toilet. But the pipe layout was too complicated and would involve the Drainage Services Department, so it could

not be resolved.

The demand for home repair is huge, ranging from repairing spalling concrete ceilings, to installing safety handrails and changing light bulbs. "We have to be attentive to details when fixing homes for the elderly," says Tang. She hopes to have more resources available in the future to meet the elderly's needs to age in place.



(Above) Providing employment opportunities for women while serving the community
(Below) Out-patient escort training on nursing and communication skills

TUEN MUN



(From left to right) Sin Kam-pui and Ho Sau-chun, programme participants; Siu Wai-ying, Senior Officer of Counselling and Services for the Support of Elderly Care of Yan Oi Tong Woo Chung District Elderly Community Centre

Together We Love Elderly@Tuen Mun

Everyone plays an important role in the community

“People are the most important asset. Just a little help could mean a lot to someone,” says Sin Kam-pui.



“I hope other people won’t have to go through what I did.” Ho Sau-chun’s mother-in-law has dementia. Although Ho supervised her very closely, one day her mother-in-law wandered away and got lost. “We thought a GPS locator could help us find her but it didn’t work as we expected,” Ho recalls. The phone her mother-in-law carries has a GPS function that can only indicate her location over a wide area rather than pin-pointing her exact position. Even when the GPS locator indicated that she was at the Butterfly Market, it was still hard to figure out exactly where she was. Given that the market had several exits, Ho says it was lucky that they managed to find her.

Sin Kam-pui’s mother also suffers from dementia. “She had never gotten lost before, so we were not aware and did not know what it would be like,” he confesses. His mother goes out for exercise and breakfast in the morning every day. There had never been any problems until one day when she did not come home as usual. Her family members panicked.

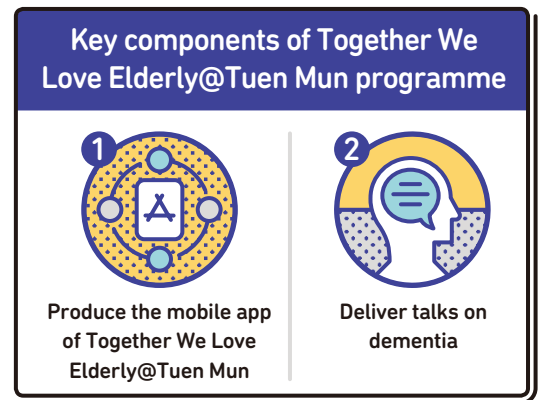
He asked his brother to immediately inform the police. He then went to the nearby shopping malls and restaurants, and gave them a recent photo of his mother. The next morning, Sin found his mother at a

bus interchange on Tuen Mun Road. She had gotten on the wrong bus and couldn’t find her way back. A bus captain saw her sitting at the bus interchange with an impassive look on her face, she also did not have any money. The bus captain then informed the police. Sin stresses that, in the end, community assistance is vital.

Enhancing residents’ awareness

Siu Wai-ying, the Senior Officer of Counselling and Services for the Support of Elderly Care of Yan Oi Tong Woo Chung District Elderly Community Centre, points out that the number of people with dementia has been rising in recent years. If they get lost, it is not easy for their family members to spread information online and seek help. With this in mind, the programme launched a mobile app with two major functions: district-specific information dissemination and reporting lost people. Volunteers in the district will organise a search party, once a person is reported lost on the App.

“We faced obstacles when promoting the App.” Social workers and occupational therapists were deployed to various organisations, to give talks about dementia and introduce the mobile app. But people were not receptive to the idea and not eager



to download the App. He believes that people’s awareness of dementia is inadequate. Even if a family member gets dementia, they usually think that staying vigilant will be enough to stop them from wandering away.

Siu says that the situation and needs of the community are analysed through the programme. Tuen Mun district has just started building a dementia-friendly community. But time and effort are needed to instill the idea across all age groups in the community and raise their understanding and awareness of dementia.



(Left) The appointment ceremony of Together We Love Elderly@Tuen Mun programme
(Right) Mobile app developed under the programme

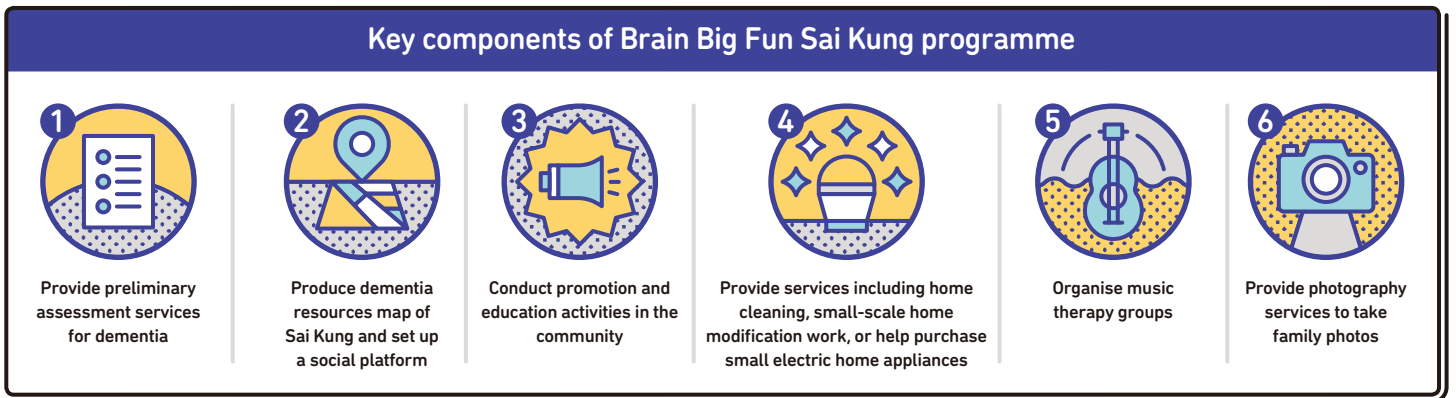
SAI KUNG



(From left to right) Hui Po-hok, and Tin Man-ye, programme participants; Wendy Yung, Social Worker of HKSJKH Tseung Kwan O Aged Care Complex

Brain Big Fun Sai Kung

Relieve anxiety with a map of resources



"When a family member has an accident and you feel helpless, follow this resource map to quickly and conveniently find assistance," says programme participant Hui Po-hok.

"Elderly homes are not the only solution for those with dementia, we've taken my father to the elderly centre for various activities." Tin Man-ye's father, a participant of the Brain Big Fun Sai Kung programme, has dementia. Tin and her sister initially did not notice its onset until their father started doing odd things, like taking a shower in the kitchen sink; refusing to go home; confusing the window for the back door, and knocking on the doors of neighbouring flats thinking they were washrooms. "He likes going out. We have to chase after him, sometimes eight to nine times in a day," she sighs. After attending the programme, she realised that she could have brought her father to the elderly centre earlier for training. His cognition might have improved.

When her father was first diagnosed with dementia, Tin admits that she felt lost. "The doctor did not prescribe any medicines. Instead, he just told us to keep a close eye on his daily routine."

Tin says the resource map for dementia services in Sai Kung, produced by programme participants and designers, is very informative and highly recommends it.

"I'm aware that my memory is deteriorating." Hui Po-hok's family doctor evaluated his cognition rating

and found that he has early stage dementia.

The programme helped him understand more about dementia and Hui also learnt how to train his cognitive capacity with board games. "I thought I took part in the programme to help others, in fact, it helped me too."

Dementia-friendly city

Wendy Yung, the social worker of HKSJKH Tseung Kwan O Aged Care Complex, says that the elderly in the district used to consider dementia a taboo subject. In recent years, people's attention to dementia has grown along with its growing prevalence. "But sometimes they could go overboard by connecting any sign of memory impairment to dementia." The programme addressed the needs identified in the district. It's designed to improve the elderly's understanding of dementia, and let them know when best to seek medical assistance.

Wendy explains that the objective of the three-year programme is to develop a dementia-friendly city. The first phase focused on equipping volunteers and preparing the necessary tools like the Sai Kung district dementia resources map. In the next two phases, volunteers will disseminate information concerning dementia in community and

provide relevant services. "Relying on one elderly centre won't achieve our goal, we need volunteers to spread the word and create a community network."



(Above) Registered trainers teaching brain health exercises on Health Awareness Day
(Below) Volunteers sharing their vision of an age-friendly community



NORTH



(From left to right) Pauline Yeung, Project Officer of Primary Care Health Development Project under Hong Kong Lutheran Social Service; Leung Kam-yin, Social Worker of Cheer Lutheran Centre; Chan Yiu-wing and Ah Dou, programme volunteers

Healthy North District

Engage elderly via retinal imaging analysis

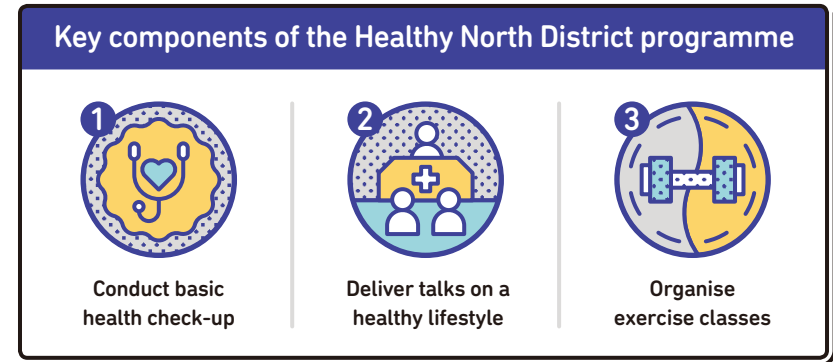
“The elderly can gauge how vulnerable they are to strokes through a rough preliminary check-up,” says Pauline Yeung, Project Officer of Primary Care Health Development Project under Hong Kong Lutheran Social Service.



Braving the summer heat in July and August, volunteers from Cheer Lutheran Centre cycled to remote areas with medical devices to provide check-ups for the elderly.

Currently there are 117 villages in the North District. Some villages are only accessible by foot. “The elderly people in these villages are usually financially deprived and have less access to information,” says Leung Kam-yin, Social Worker of Cheer Lutheran Centre. The district-based programme, Healthy North District, was launched in May 2018. Apart from providing services to elderly centres located in town areas, the programme also has out-reach community groups in remote areas offering services to the elderly villagers.

According to Pauline Yeung, Project Officer of Primary Care Health Development Project under Hong Kong Lutheran Social Service, the programme strives to promote primary healthcare with a focus on Retinal Imaging Analysis. Volunteers utilised the Automatic Retinal Imaging Analysis System provided by The Chinese University of Hong Kong to estimate the risk of strokes and related diseases. After taking a picture of the back of the eye and uploading it to a cloud database for analysis, a brief report would be produced in just ten minutes. The photo would



*The programme is co-organised by Cheer Lutheran Centre, Hong Kong Young Women’s Christian Association, Ellen Li District Elderly Community Centre and Fung Ying Seen Koon Cheung Wah Neighbourhood Elderly Centre.

also be sent to optometrists for further eye-health evaluation. Yeung adds that those suffering from impaired vision due to cataracts could be identified through a supplementary questionnaire survey and referred to medical institutions for treatment.

High demand in remote rural areas

“Some places are quite basic with no air-conditioning. It can be hot and stifling.” Chan Yiu-wing, a programme volunteer, cannot help but mention how uncomfortable it can be when talking about his experience.

Taking a picture of the back of an elderly person’s eye can be quite tricky. Chan Yiu-wing explains, “The elderly can find it difficult to stay focused on one point so that a clear picture of their eyeball can be photographed. We have to patiently direct them.” Being able to speak different dialects also helps with communication when conducting vision assessments and the related questionnaire. Another volunteer, Ah Dou, came across illiterate elderly villagers who do not speak Cantonese. “Because of their poor hearing, we have to read each question loudly in Hakka to them.” Ah Dou said she once read the questions to more than ten people in one day.

“Sometimes, elderly villagers don’t want check-ups. They just want to talk to someone.” Apart from advancing primary care development, Yeung says the programme also attempts to provide information to elderly people in rural areas and facilitate communication between them and their urban counterparts.



(Above) Exercise class
(Below) Taking retinal images for the elderly villagers

TSUEN WAN



(From left to right) Chan Kam-yung, Vice-Director of Tsuen Wan Kwai Ching District Women's Association; Wong Suk-hing and Wan Sau-wan, elderly beneficiaries

Housing Improvement and Care Scheme for the Elderly in Tsuen Wan

Neighbourhood plays an important role in home safety

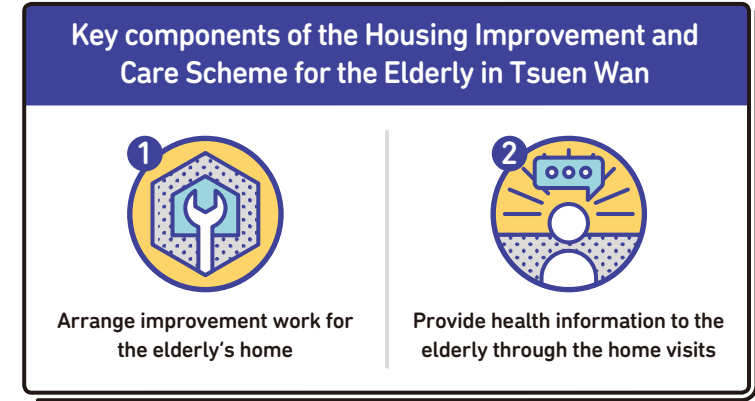
"In addition to improving home safety among the elderly, the programme also aims to promote the idea through neighbourhood support," says Chan Kam-yung, the Vice-Director of Tsuen Wan Kwai Ching District Women's Association.

"Initially, I didn't think I needed a handrail, until I fell down running after a bus." 70-year-old Wong Suk-hing, finds the handrail installed in her bathroom very helpful. Another 70-year-old lady, Wan Sau-wan agrees with her, "Having a handrail on the sidewall of the tub is really useful. It's now safer to get in and out of the tub, and stops me from slipping."

After experiencing the benefits of the handrail, they are eager to recommend it to others. When she was speaking to one of her friends, Wong Suk-hing found out that they would hold on to the tap for support when they tried to get up from their small bath stool, which could be dangerous. She introduced her friend to the Housing Improvement and Care Scheme for the Elderly. They helped install handrail above the water-tap in their bathrooms. These small inconveniences of everyday life could only be picked up during casual conversations between close friends.

Recommendation by neighbours

"People are aware of a growing number of scams nowadays and are wary." Chan Kam-yung, Vice-Director of Tsuen Wan Kwai Ching District



Women's Association, points out that people were initially skeptical about the home improvement programme and were not keen to take part. Word-of-mouth and friends' recommendations were crucial. Wong Suk-hing usually accompanied the technicians carrying out the home improvements for her neighbours. "The elderly usually won't open their door to strangers. Having someone they know helps tremendously."

Each participant aged 60 or above could choose only one item to be fixed but the beneficiaries say the technicians would often do more to help out. "When we tell them light bulbs are broken, they are happy to replace them." Many just put up with poor lighting as changing a light bulb can be a daunting task for the elderly. They are often afraid of falling down when trying to change a bulb in the ceiling, and reluctant to hire someone as they are concerned about the cost. So, these small acts of kindness from technicians are very much appreciated.

The programme started by gauging the needs in the district. They conducted home visits and arranged occupational therapists and technicians to carry out home improvement work. The programme has served 300 elderly households in the district.



(Above) Adding handrails in the bathroom
(Below) Volunteers joining the district-based programme

ISLANDS



(From left to right) Leslie Ho, Unit-in-Charge of HKYWCA Tai O Community Work Office; Wan Ah-shui and his wife, elderly beneficiaries; Josie Chan, Social Worker of HKYWCA Tai O Community Work Office

Tai O Age-friendly Community

A handrail can help

“It’s a lot more difficult to install handrails in stilt houses. Sometimes the handrails can’t fit in the spot recommended by the occupational therapist. In that case, volunteers would have to think on their feet to find an alternative solution,” says Leslie Ho, Unit-in-Charge of HKYWCA Tai O Community Work Office.

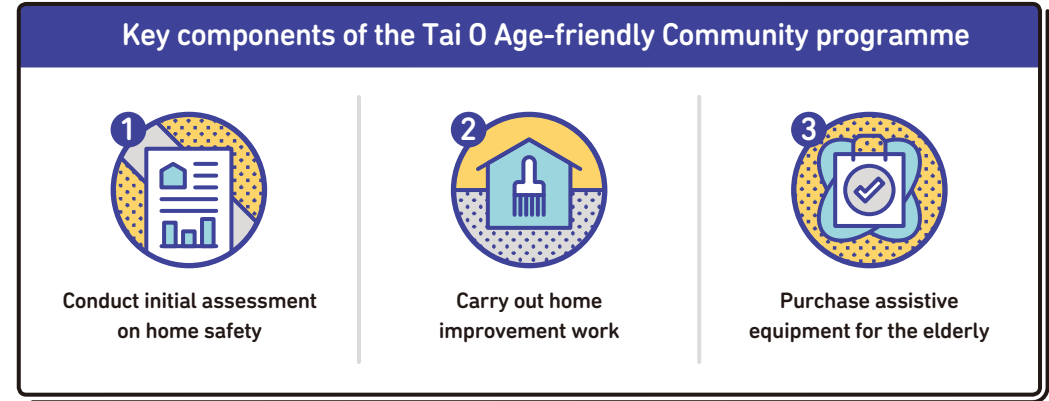


85-year-old Wan Ah-shui lives in a stilt house in Tai O, “Our family has lived here for three to four generations.” He comes from a family of fishermen. When he was young, they would go fishing and he would help sell the fish in the market. He recently retired and now has more leisure time but has some difficulty walking due to problems with his foot. “The handrail makes my life much easier. It provides stability and support when I move around.”

Wan gave a tour of his stilt house, showing off the handrails mounted on different walls. They are of varying lengths, and were installed by volunteers and his children. There are also handrails at the entrance of their dried seafood store in the village. Wan’s wife, who runs the shop, says her daughter installed them. “I would find it difficult to get up after sitting down without them.”

Electricians volunteering

The HKYWCA Tai O Community Work Office has conducted a series of assessments through their questionnaire survey and home visits since August 2017. They identified the elderly residents suffering from poor health conditions and those who needed home improvement work. They then arranged occupational therapists to assess the safety of



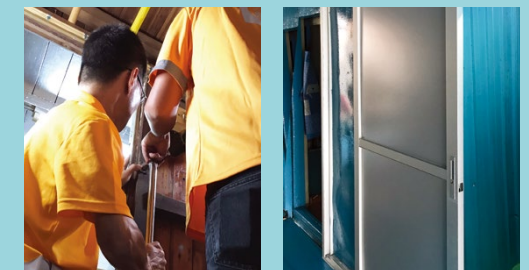
their homes. The Community Work Office also collaborated with the Construction Industry Council to recruit electricians and renovation workers as volunteers for home improvement projects.

“You may describe Tai O as a difficult area to service,” says Josie Chan, Social Worker of HKYWCA Tai O Community Work Office. She says that many young people have moved out to work in the city and the remaining residents are mostly elderly individuals or couples. Leslie Ho, Unit-in-Charge of YWCA Tai O Community Work Office adds, “In my estimate more than half of the population are over 60 years old.”

The residences in Tai O include public housing estates, Home Ownership Scheme flats, village houses and stilt houses. Ho explains that since stilt houses do not have concrete walls, the handrails could only be mounted on the wooden poles. But certain types like Ceylon Ironwood are exceptionally hard to drill into. The length of these handrails must also be custom-made to fit between the poles, which means that there usually aren’t enough suitable places for installation. Ho gives an example of a difficult case which was worth the effort as it hugely benefited the recipient. “He suffered from a stroke so had reduced mobility on one side of his body. It

was hard for him to even get up from his bed. After installing a collapsible handrail next to his bed, it was much easier for him to move around.”

According to Josie, “The elderly may not realise that just a minor change can substantially improve their everyday life.” She says the beneficiaries admitted the installed handrails were a huge help. Once other elderly residents heard about them, they started asking social workers to help put handrails in their homes too.



(Left) Installing a handrail on the wooden pole (Right) Changing pivot door to sliding door

TAI PO



(From left to right) Cheung Lai-ping and Lee Wai-man, elderly beneficiaries; Mak Kwai-hing, volunteer interviewer; Cheung Tsui-ching, Senior Social Worker of Helping Hand Cheung Muk Tau Integrated Services Complex

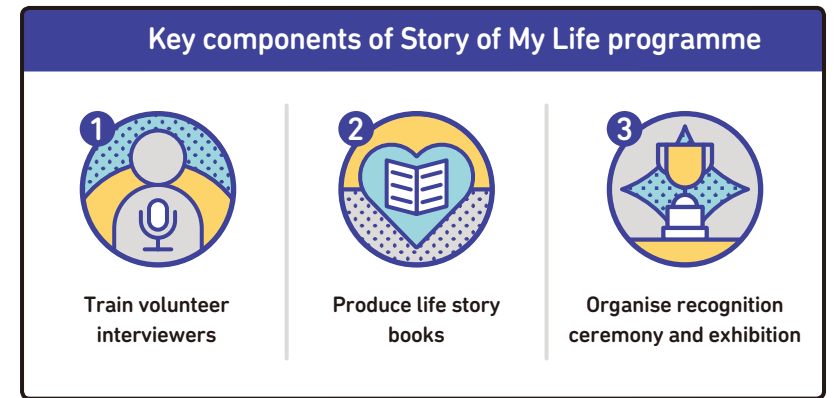
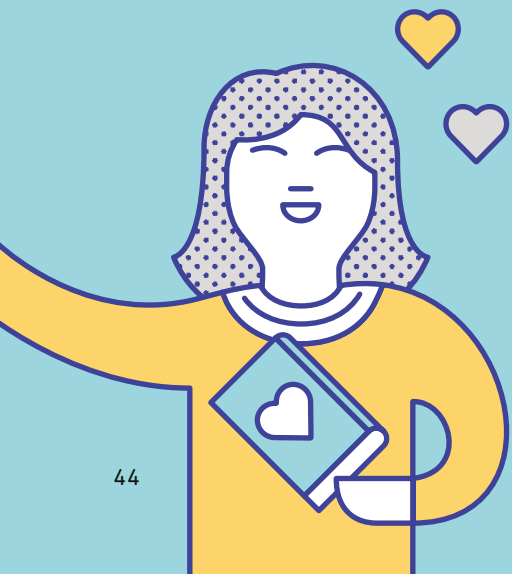
Story of My Life

A gift to connect different generations

"The book is a record of our story and it will be passed on to our relatives and friends," says Cheung Lai-ping.

"I have never received such a special present like this before." Lee Wai-man was talking about the book that captured his and his wife's life stories. It was written by Mak Kwai-hing, a volunteer interviewer of the Story of My Life programme. The book documents how they met and their experiences together over the years. They have given away all nine hard-cover copies along with 200 reprints to their friends and relatives. With a smile, Cheung says their stories will live on.

Helping Hand Cheung Muk Tau Holiday Centre for the Elderly launched the programme in 2017. Two thirds of the volunteers were university students, while the rest were from the community. Cheung Tsui-ching, Senior Social Worker of Helping Hand Cheung Muk Tau Integrated Services Complex, admits that this was done deliberately. In order to address the Respect and social inclusion aspect of the eight domains, the programme attempted to create opportunities for the elderly to share their lifetime stories, and for youngsters to understand and recognise their contribution. The programme promotes cross-generation communication and inclusion by encouraging the elderly look back on their experiences and realise their value and how they have influenced others.



The extraordinary ordinary

Interviewer Mak Kwai-hing was a secondary school teacher who took up volunteer work after retiring ten years ago. She thinks this is a unique programme. Among interviews she conducted, she was most taken by the love story of Lee Wai-man and Cheung Lai-ping. Despite their 17-year age difference, they overcame many tough times in their lives together. "It is a real-life story of a couple showing us that love is forever."

Mak was so moved and affected by the stories of the interviewees, that she is also considering putting together her own book. "When my father passed away, I realised that I did not know much about him. I did not spend enough time with him to really understand him." She believes that compiling a life story is a special endeavour which can connect generations. She believes that if she had written one for her father, it might have brought them closer. Mak wishes her daughter would help her write her own story. "When I am gone, the book can serve as a remembrance for others."

"There are always beams of colour radiating in any seemingly ordinary life." Cheung Tsui-ching poetically says that through the programme, people have learnt to appreciate their lives and therefore live

a more fulfilling life. They recall that both volunteer interviewers and the interviewees were filled with joy when they sent out the books of their lifetime story.



(Above) Exhibition of life story books
(Below) The activity of Story of My Life programme

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The elderly in the various districts have different needs.

So, what's the most effective way to cater to their individual requirements to improve their quality of life?

Would you like Hong Kong to become an age-friendly city where citizens of all ages can thrive? The Jockey Club Age-friendly City Project is where to start.



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