



The Sustainability, Challenges and Opportunities of Volunteering in End-of-Life Care Community Service under COVID-19

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S.K.H. HOLY CARPENTER CHURCH DISTRICT ELDERLY COMMUNITY CENTRE



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Before COVID-19



- We have more than 100 trained volunteers, who had completed 30 hours of training and 20 hours of internship
- Volunteers provide more than 2,000 service hours each year, including life review interview, wish fulfillment activity, individual emotional support, etc.
- Volunteers are our core partners in serving patients as well as family members



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Under COVID-19



- All volunteer service has suspended since Feb 2020, due to the risk of infection
- Only online service has resumed, face to face service still suspended until July of 2021
- Therefore, what can volunteers do under this circumstance?



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Online Life Review Interview



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Why Life Review?



- Life review is one of the key interventions of dignity therapy (Chochinov, H. M., 2012), which is an evidence-based and clinically effective psychotherapeutic modality for terminally ill patients
- Dignity therapy was effective in reducing anxiety and depression, improving dignity-related distress, and maintain a sense of peace

Iani, L., De Vincenzo, F., Maruelli, A., Chochinov, H. M., Ragghianti, M., Durante, S., & Lombardo, L. (2020). Dignity Therapy Helps Terminally Ill Patients Maintain a Sense of Peace: Early Results of a Randomized Controlled Trial. *Frontiers in psychology*, 11, 1468.



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Before Interview



- Training session on life review interview
 - Tools to facilitate life review, i.e. photo, song, letter, movie, gift...
 - How to setup questions? (By age, by incident, or by feeling)
 - Skills and attitudes in the interview
 - How to choose and consolidate collected information
 - How to handle negative emotion during interview



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During Interview



- 5-6 volunteers in one group
- 3 of them responsible to ask questions, another volunteers help to record or taking notes
- All interview were done by zoom, facetime or whatsapp video call
- To meet the patient at least three sessions



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After Interview



- Group discussion together with our colleague, to decide content, format, and design style of the life review book
- To show first draft, second draft, and final version to patients, edit if necessary
- To present life review books to patients and their family members



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Benefit



- Volunteers can involve during the period of social isolation
- Volunteers with full time job can also participate in this service
- To facilitate cross-generation communication within volunteers




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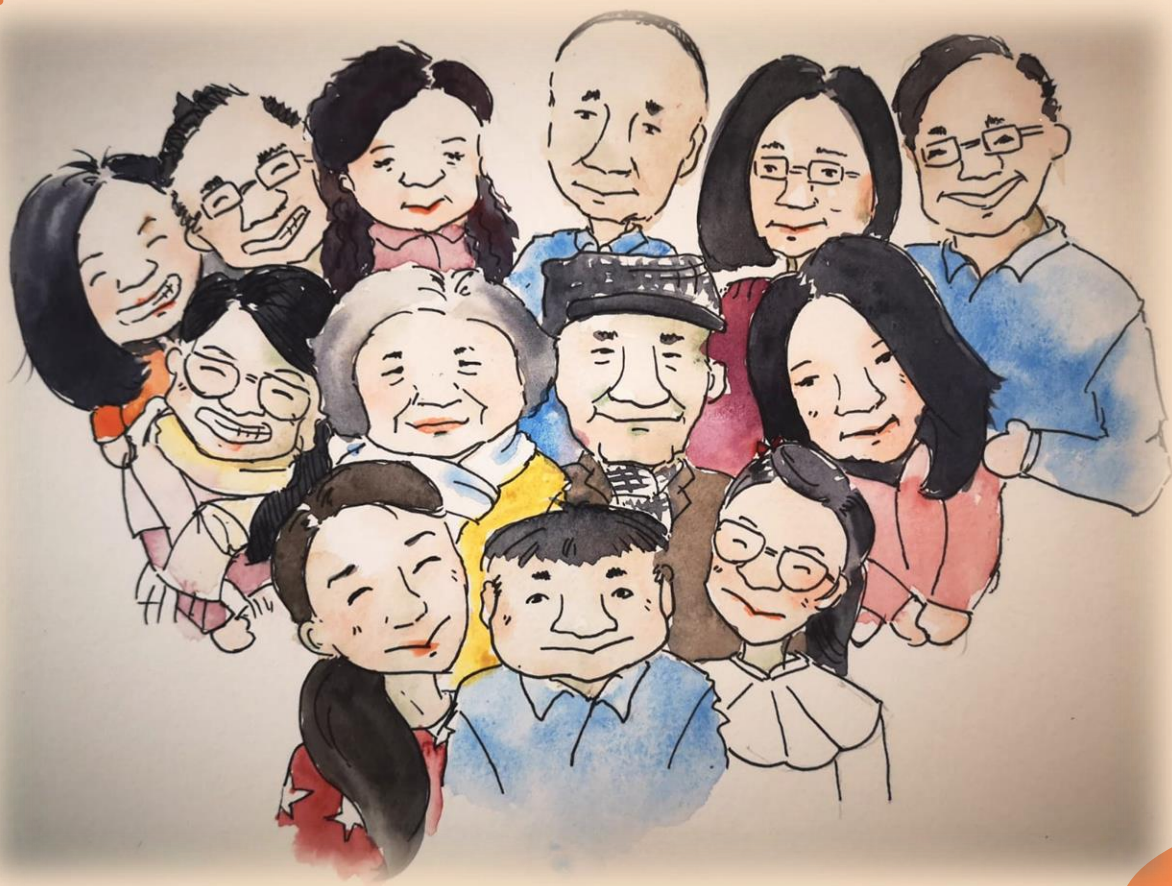
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美珍的故事

Story of Mei Chun



美珍的一家



美珍的 人生歷程

01

圍村童年

03

遇上愛情

02

亞珍大家姐

04

溫馨時光



圍村童年

美珍成長的地方是大埔的圍村

——大家都很熟悉的林村。

八歲時候的你在做什麼？

我們都在學校學習，而八歲的

美珍卻幫父母耕作。

以前的耕作工具很傳統，插禾及種菜都是自己親手做。

每天耕作完畢，便從水井擔水與父母一同煮飯。

美珍喜歡新年的氣氛，村內會舞龍舞獅、打鑼打鼓，十分熱鬧。

一家人吃自製盤菜，又能享受假期，非常開心。

農曆八月十五會放孔明燈，玩到天明。

美珍語錄：

唔洗學整煮飯，我睇得多，八歲就識煮！

亞珍大家姐

後來香港氣候乾旱，美珍一家未能靠耕種生活，
故父母遠赴外地工作，寄錢回港。

照顧弟妹的責任就落在美珍和嫲嫲身上。

以前電話的使用未普及，只能夠靠寫信與父母聯繫。

十七、八歲時，美珍離開圍村到外面打工養家。



美珍語錄：

我叫亞珍，
梗係大家姐啦！
要照顧啲細佬妹！

遇上愛情

美珍曾在工廠工作。當時阿珍做女工，朱生做文職。

二人在同一間工廠工作，相處多了，阿珍發覺朱生
為人老實，大家又投契，於是便答應拍拖。



阿珍表示以前的情侶拍拖比較含蓄，拖手都要偷偷地拖。

以前二人拍拖通常去北角、中環，看林家聲、任白的戲。

美珍語錄：

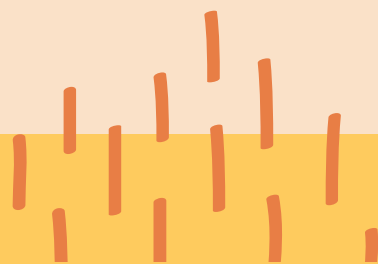
唔係父母叫你嫁就嫁，
要自己鍾意先得！

溫馨時光

美珍於1965 年結婚，住過很多地方，
甚至由丈夫動手搭過木屋。
之後派到公屋，美珍十分欣慰，
不用再擔心颱風來襲，又不怕蛇蟲鼠蟻。



美珍婚後有了孩子，全職擔任家庭主婦。美珍享受一家人相處的時光。以往愛一家外出旅玩，近至海洋公園、遠至廣州等地方。每年中秋節都會全家聚餐，樂也融融。



受新冠肺炎影響，雖然美珍與家人見面少了，卻有孫兒每日致電問候，提醒阿珍要照顧好自己及準時食藥。

美珍語錄：

我一出聲，啲仔打架都停手！

亞珍性格大剖析

照顧弟妹

•

• 熱情好動

喜熱鬧、愛旅行

•

• 有主見

享受家人相聚

•

• 能吃苦，肯承擔

制止兒子爭執

•

• 重視親情

「唔係父母叫你嫁就嫁，
要自己鍾意先得」

•

• 有權威，有份量

The background is a solid light beige color. On the left side, there is a dark brown organic shape with a grid of small orange dots above it and a yellow shape with white wavy lines below it. On the right side, there is a large yellow organic shape above an orange organic shape, which has a series of black diagonal lines at its bottom right corner.

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