

**Quality of Care –
You Are Not Alone
(YANA): Community-
based Holistic Care for
Underprivileged
Widows and Dependent
Children**



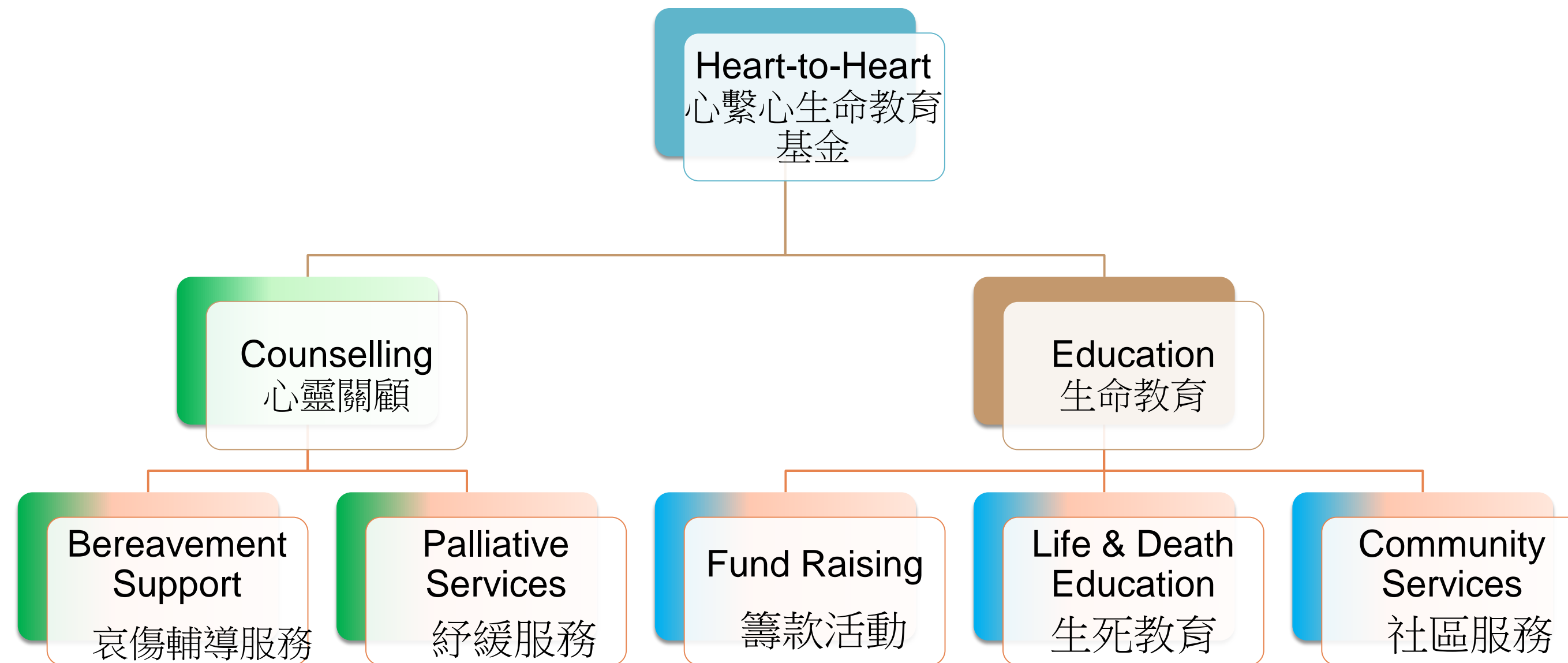
**Ms. Christina LI , Founder & Chairperson
Mr. WONG Tsz Leung, Committee Member
Heart-to-Heart Life Education Foundation**

WHO Are We



Heart-to-Heart Life Education
Foundation





- Earnings for operation sustainability & funding to HtH Education Foundation
收入以作教育基金的經費及可持續的運作
- Services focus on bereavement support and palliative services
以哀傷輔導以及紓緩服務焦點

- Cultivate a change of society perception on death
致力改變社會對死亡的忌諱
- Promote a positive life attitude towards aging and death
推廣晚年和臨終的正面生活態度

Background



You Are Not Alone (YANA) is a community and family-based intervention program for deprived widows and their children during the grieving journey launched in 2018. Funded by Family Trust, a comprehensive community network including NGOs, schools, and professionals was developed to advocate social capital and resources.



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Objectives



To strengthen the parent role of newly widowed mothers with family-oriented service, interdisciplinary collaboration and community engagement.



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Practices



- The project adopted a holistic care model aimed at addressing the various needs of bereaved families.
- Widowed parents may be at heightened risk for complicated grief, unprepared widowhood shock is particularly stressful for sudden altered parenting roles.
- Reinforcing widowed parenting could offer significant positive effects to prevent traumatic grief or further developed mental health problems.



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Practices



- The holistic care was achieved through the interdisciplinary collaboration including social workers, teachers, music, art and speech therapists, with close collaboration with community women, religious and educational organizations, while strengthening the neighborhood support network simultaneously.
- The holistic care was provided in three perspectives:
 1. Physical: navigating life transition, financial and career advice by professionals;
 2. Psychological: family grief counselling dealing with complex grief emotions by interdisciplinary therapists;
 3. Social: gaining concurrent mutual support from spousal-bereaved groups and engaging neighborhood local community networks.



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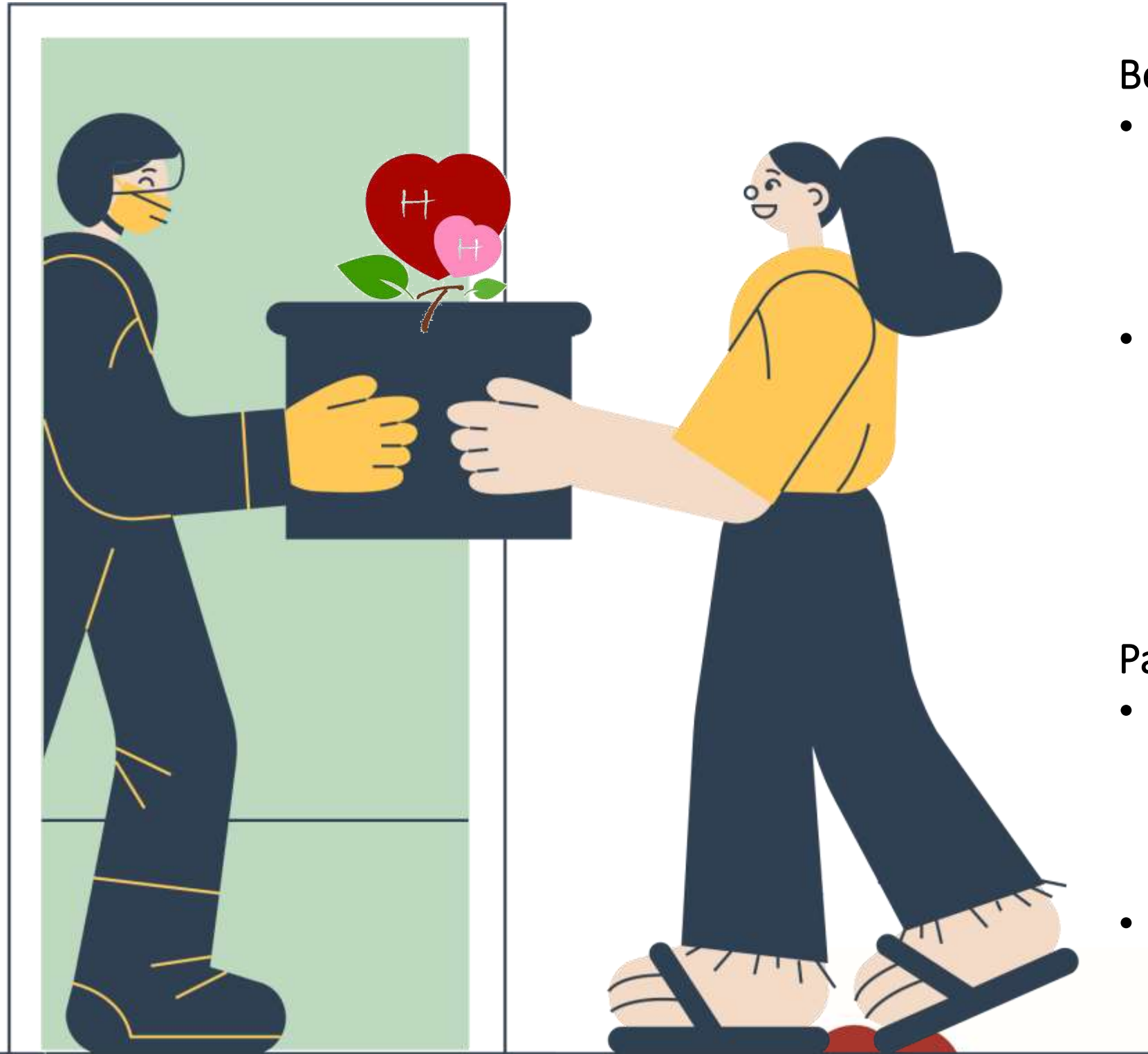
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Implications



- Majority of service users have demonstrated a decrease in grief and stress level, renewed hope of the future, increased confidence to cope with life-changing loss, and developed a community support network.
- Mutual enhancing impact was manifested that many service users became potential volunteers in end-of-life hospice services and bereavement groups.

Highlights



Bereavement support

- Bereavement supports had been called several times with obstacles, some programs could not hold properly, yet we successfully encouraged target groups to join 20 workshops, which equals of 80% of the KPI.
- Discarded the social movements and Covid-19 that affected seriously the program delivery, we have also the findings that generally the underprivileged groups are not highly responsive to their need on grief and we underserved the target by only one-fourth (27 % achieved) in terms of the number of individual cases done.

Partners collaborations

- Apart from the routine reaching out to NGOs and schools in the region, we also worked with parenting groups like Green Foot and Baby Kingdoms to increase awareness of the bereavement support
- In regards of the KPI, we are gladly to have reached 300% achievements in terms of quantity of relationship built.

Highlights

Community penetrations

- regular events - NGO (300%), Schools (80%) and others (233%), Overall 208% achieved
- a gathering for bereaved families and HtH volunteers, 20+ joined
- a workshop for professionals who will be of case referrals, 80+ joined, 50+ organizations reached
- a carnival for community, almost 1,000 joined and 10,000+ reached

Branding and Awareness

- Multimedia promotion – in the midst of covid-19 circumstances, microfilm and video production, YouTube broadcast and zoom talks have been advocated to increase reaches (16K+), to the public, roughly 214% extended out to the target of beneficiaries.
- Ample efforts were put onto marketing to raise community awareness via mass media and social media, the converge results are encouraging, conservatively projected >35,000 reaches so far.



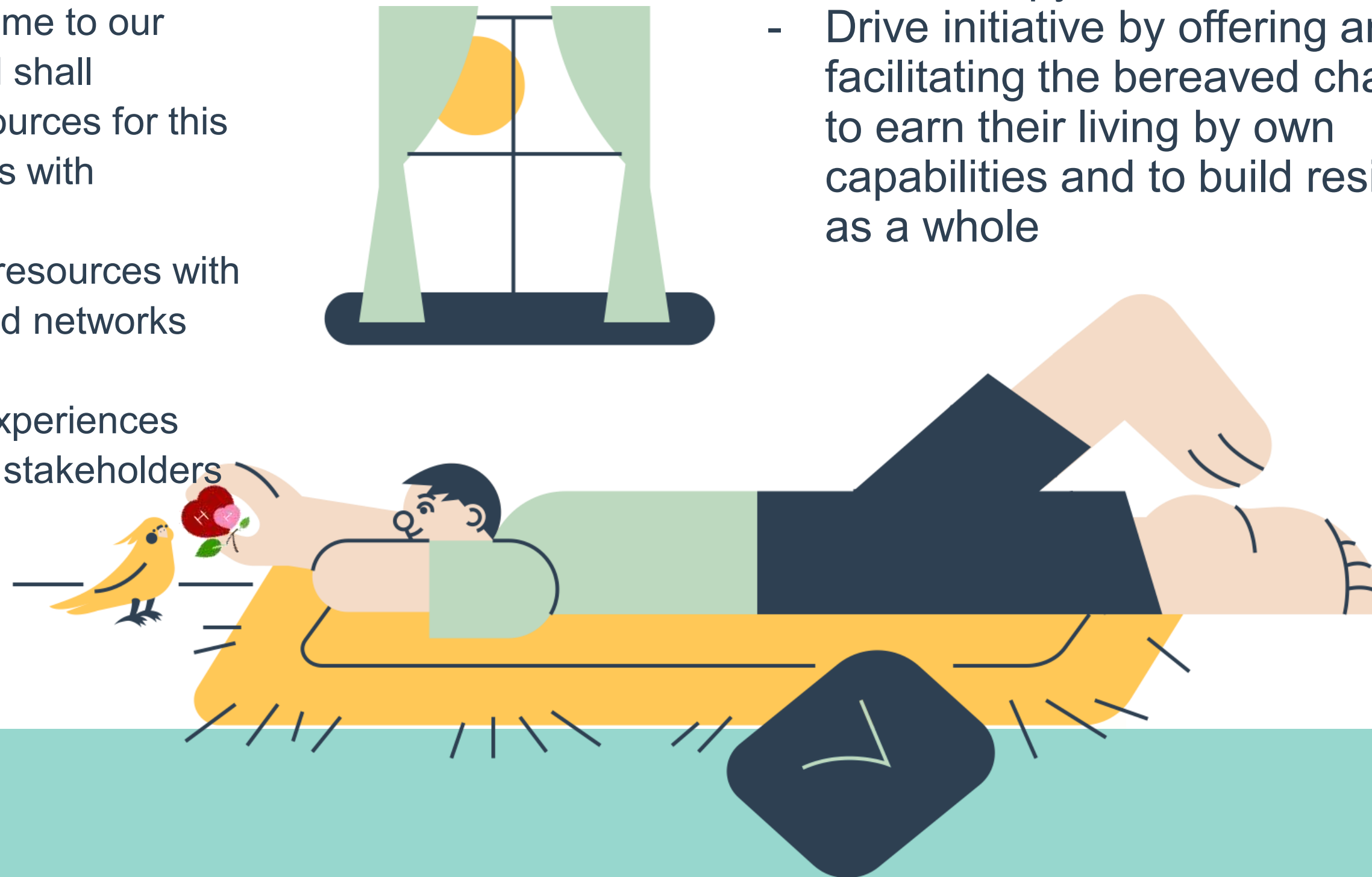
Look Forward

Rolling out of YANA 2.0

- Extend the services from bereaved mothers to as well the bereaved fathers
- Children grief is come to our great attention and shall mobilize more resources for this
- Build collaborations with community
- Share values and resources with the partners to build networks and capabilities
- Share practices, experiences and learnings with stakeholders in the arena

Funding for sustainability and scalability

- Seek for continuous support from Philanthropy Services
- Drive initiative by offering and facilitating the bereaved chances to earn their living by own capabilities and to build resilience as a whole



YANA 2.0

- ❑ Scale up by extending the support from only bereaved mothers to as well fathers/ husband who lost their wives but need to take care of children
- ❑ Develop more services focus on children grief and how to support parents to go through the losses with the kids
- ❑ Enlarge the districts from YauTsimMong to Kwai Chung and Tsuen Wan
- ❑ Involve more professionals to the program and provide holistic approaches
- ❑ Drive initiatives from the program so to enable the beneficiary some capability and self growth as a whole
- ❑ Continuously develop sustainable partnership with existing corporations and foundations
- ❑ Strengthen and enlarge network with community partners and set up different recruitment channel, in order to reach users extensively



Appendixes



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App 1: 321 Gathering & Reintroduce Yana Service with new logo and plan



App 2: 522 event – Pastel Nagomi Art workshop plus Professional Seminar Talk



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YANA

心靈和諧伴 YANA 心

繼社會活動，全球疫情蔓延，周遭前景不明朗...內在身心靈和人與人關係欠平衡？助人專業作為人與人之間的溝通橋樑，認識他人感受情緒作哀傷輔導治療及生命教育導向，而自己心靈契合是同樣重要。半天的「心靈和諧之旅」讓您親身體驗日本和諧粉彩(Pastel Nagomi Art)藝術心靈療癒的能力，運用粉彩和手指來彩繪創作抒發作者內在的色彩，使心靈帶來和諧。此外，經過一年的推動，YANA 團隊很想跟大家報告項目推行成果及情況，並同時邀請社區服務同工以多角度跟大家分享表親支援有關的實踐經驗。

內容

- YANA 心伴行 - 階段性拓展成效報告
- 專題講座 (第一場) - 斷捨離專家 (生死心靈遺物處理)
- 專題講座 (第二場) - 香港社會創投基金 (深水埗「親子會所」)
- 和諧粉彩療癒工作坊

對象：各機構 / 學校社工、輔導員/老師或其他助人專業同工
日期：2020年5月22日 (星期五)
時間：10 am - 1pm (第一場) 名額 30 人
3 pm - 6pm (第二場) 名額 30 人
地點：觀塘 海濱道 (Vessel 02 - V Gallery)
收費：費用全免 (先報先得-5月9日截止報名)

嘉賓講者



李昕 (心繫心創辦人)
分別於2012年和2014年開設社會企業及以非牟利慈善機構提供哀傷輔導和晚期病人照顧，宣揚生命教育和喪親支援，推動社會對生死議題的認知。



陳太屏 (日本整理師)
日本專門家檢定協會一級整理師及近藤麻理惠 (KonMari) 培訓顧問。陳氏除涵蓋家居及企業整理，亦是本港首位推廣老齡整理及終活的整理師。



李思惠 (註冊社工)
香港社會創投基金-社區發展經理，浸會大學社會科學碩士(社會工作)從事精神科病人工作十多年，近年專注家長及兒童工作，基層婦女發展，特殊兒童需要等。



和諧粉彩導師 Edith Fung
資深老人科社工，「日本和諧粉彩協會」正指導師(UPHAA Advanced Instructor)，於新加坡留醫務社工時，積極以「日本和諧粉彩」為醫院內其他醫護專業進行工作坊；以達減壓及 TEAM BONDING 之效，於不同機構展開「日本和諧粉彩工作坊」，教學對象由小孩，在職人士至退休長者。

報名及查詢 歡迎致電或電郵聯絡本會陳小姐或呂小姐

報名表格

9688 7658 enquiry@heart2heart.com.hk

www.heart2heart.com.hk (心繫心生命教育基金會)

Follow Us



App 3: Carnival counter photo for Yana



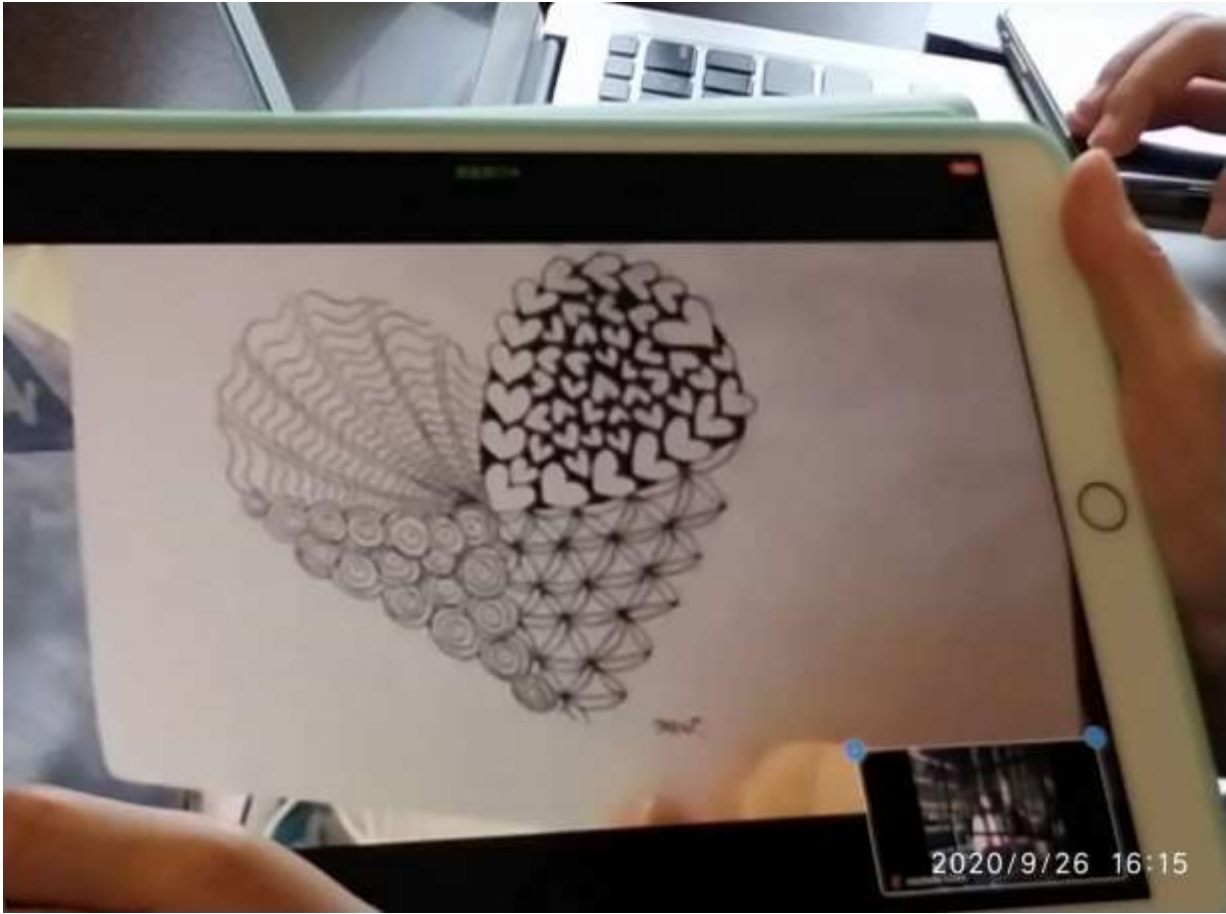
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App 4: Online talk – Grace (如何與孩子講生死)



App 5: Online workshop – Rose (禪繞畫出生命感恩)



App 6: Webpage for Yana service



New Webpage was designed and added to the Heart to Heart Website as for the major project



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App 7: School talk and visit



Outreaching to schools with teachers and parents by conducting workshops and seminars to build connection and case referrals



App 8: Youtube Video photos



Interviews with Professional were done and put online. Some interactive campaigns were also done to promote YANA program to more extended social groups.



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App 9: Heart to Heart Introduction Video (YANA service)



Shooting promotion video to introduce the grief counseling services and the YANA program

App 10: Heart to Heart Counselling Service Video



A collection of stories of family's loss of husbands and their journey with their children was put in a production of movie



App 11: Radio program invited by RTHK



RTHK Radio 1
我們不是怪獸的訪問
15/11/2020播出



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App 12: Upcycling leaflet with poster



心繫心 X 環保婦女聯盟

循環再造活出新生命



- 心繫心策動收集棄用物料，設計循環再造物件，比喻為新生命賦予色彩及力量
- Desserts Run 活動主辦機構送贈跑手Tee，我們召集義工、服務受助者及社區婦女聯合設計及縫製物品，進行義賣籌款
- 所得收益撇除材料費及婦女車手工錢，將全數撥用於心繫心旗下《心伴行》YANA (You Are Not Alone)項目，全方位於社區向低收入家庭推動喪親支援輔導服務



喪親家庭支援服務 - YANA心伴行

陪伴喪親家庭渡過困難時刻
服務對象: 喪親家庭及其子女，計劃包括:

- 學童及其家庭哀傷輔導
- 就業輔導
- 同路人支援小組等

***費用全免**

心繫心哀傷輔導服務

- 輔導服務由富經驗的心理輔導員/社工，為喪親人士提供心理及情緒支援
- 對象：因喪親而出現情緒困擾的人士
- **首節免費**，由心繫心生命教育基金資助；其後則酌情收費，費用均撥作支持輔導服務之用



[網上訂購](#)www.heart2heart.com.hk[訂購表格](#)

心繫心 X 環保婦女聯盟

百寶袋 (20cmX24.5cm)
每個 HK \$120



文件袋 (28cmX41cm)
每個 HK \$100



布口罩套
成人 (11cmX19cm) 每個 HK \$30
小童 (10cmX15.5cm) 每個 HK\$30



慈善套裝(大小各一)
HK\$50

手機套 (20cmX10.5cm)
每個 HK \$50



銀仔/私物袋 (14cmX10.5cm)
每個 HK \$30



咕啞
大 (38cmX38cm) 每個 \$100
小 (20cmX20cm) 每個 \$70



慈善套裝(大小各一)
HK\$150

*圖片只供參考，一切以實物為準

取貨方法及地點

付款訂貨後可選自取或順豐到付

心繫心生命教育基金
地址: 香港九龍灣宏開道17號順發工廠大廈1203室
查詢電話: 9688 7658

*訂貨後約3-4星期可取貨，屆時以專人通知為準

*心繫心保留一切最終安排及解釋權



自取點

People 人才





架構	人數	角色	Combination
董事會	9	● 支持策略方向	JP, MH, Registered Social Workers, Medical Doctor, Legal Counsel and Lawyer, CPA and Auditor, Professor and Lecturer, Social Entrepreneurs, etc
專案顧問	9	● 提供專項意見	
專業團隊	37	● 教育小組 ● 輔導小組	Registered Social Workers, Clinical Psychologists, Counsellors, Therapists (e.g. Music, Expressive Art, Drama, Play, etc), Teachers, etc)
主要成員	20	● 發展及計劃不同服務 ● 領導及推動服務	Active volunteers (e.g. Committee Members and Team Leaders)
專項義工	>100	● 個別項目發展	Project-based (e.g. Mindful Walk, YuLan Run, Playback Theater, etc)
一般義工	>500	● 參與義工服務 ● 支持機構的各項服務	Regular and ad-hoc basis
員工	4	● 協助統籌活動 ● 推廣及行政	Experienced staff from commercial and NGOs, postgraduate students in social works
	>650		

專家顧問團隊 Professional Advisory Committee



Timothy Ma, JP, MH
Board Member/
Mentor of Chairman
董事會成員/導師



Dr Henry Tong
Palliative Care
& Medication
寧養照顧及醫護



Ms Rossana Choi
CW CPA
Corporate
Governance
企業管治



Mr. Lester Lee
Legal and
Compliance
法律及合規



Prof. Wallace Chan
Bereavement &
Grief Support
喪親支援及哀傷輔導



Dr. Ricky Kwan
Younger
Generation
Education
青年新世代教育



Mr Arnold
Leung
Community
Education &
Case Mgt.
社區教育
及個案管理



Mr. Francis Ngai
Social Innovation
& Sustainability
社會創新
及可持續發展



Mrs Winnie Lee
Clinical
Supervision
輔導專業督導



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Activities 活動



Scope of works

心繫心生命教育基金
義工敢死隊

義工敢死隊活動
我們普遍都害怕提及死亡，HiH特意把義工服務隊改稱為「義工敢死隊」，一支能勇敢面對死亡、不怕接觸死亡有關課題的隊伍。

關懷探訪
為醫院紓緩病房/長者院舍等院友提供定期探訪服務，包括：小組活動，如「人生回顧」、籌備及協助大型節日活動，如中秋、聖誕慶祝活動等。

藉著義工親切的慰問，為院友和照顧者分擔憂慮，並從中得到社區人士關懷及支持。

義工團隊也積極走訪不同的服務單位，進行多元化服務，包括：

- 音樂演奏
- 歌舞表演
- 歡樂魔術
- 創意扭氣球
- 理髮修容
- 互動遊戲
- 練習坐式太極
- 輕柔瑜伽



講座及訓練課程

社區教育
社區教育講座及工作坊
對象：各社區團體、工商機構或學校
講座及工作坊均由專業社工或相關專業人員及資深義工主講

基礎課程
我們每年舉辦兩至三次義工培訓及初步認識死亡課題的體驗及訓練
讓普羅大眾對社區享養及善終

專業課程
隨著本港助人專業對生死教育的需求不斷，我們不時舉辦專題講座和工作坊，提升他們對生死服務的知識和技巧



心繫心生命教育基金
生死教育年度活動

社區生命教育展覽
年度舉辦跨機構、跨地區的生死教育平台。推動好生好死的文化，宣揚積極人生。以不同形式或主題表達，向社區各階層推廣正面積極的人生觀及珍惜生命，把愛和祝福在社區傳播開去。

留给最爱的.....

孟蘭跑
打破死亡忌諱，農曆孟蘭節夜晚以社區定向，帶領大家邊跑邊正視生死。提升生死視角，覺察日常生活中與生死有關的人與事

不一樣的死旅．圖生
漫步遊歷生命路線，參加者身體力行經驗及感受生死有關課題。由導賞員帶領，在地反思生命及死亡，無忌無諱開誠討論。



輔導服務由富經驗的心理輔導員/社工，為喪親人士提供心理及情緒支援，協助舒緩情緒反應，適應新生活。
對象：因喪親而出現情緒困擾的人士 面談：每節50分鐘
輔導均須致電預約，具體時間待與輔導員協定，歡迎機構轉介。

小組心理輔導 **同路人支援**

個人及家庭輔導

多元藝術手法介入
音樂。藝術。遊戲。

grief

首節免費，由心繫心生命教育基金資助；
其後則酌情收費，費用均撥作支持輔導服務之用。
如因經濟困難未能負擔服務收費者，可申請減免*




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Strategies Planning

Stop- Start-Continue



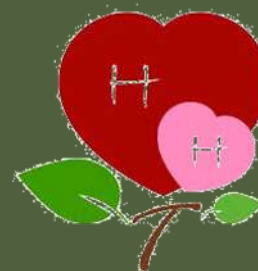
Level 1



Level 2.



Level 3





逆留失去的愛 心繫明日的舞



Resilience

1

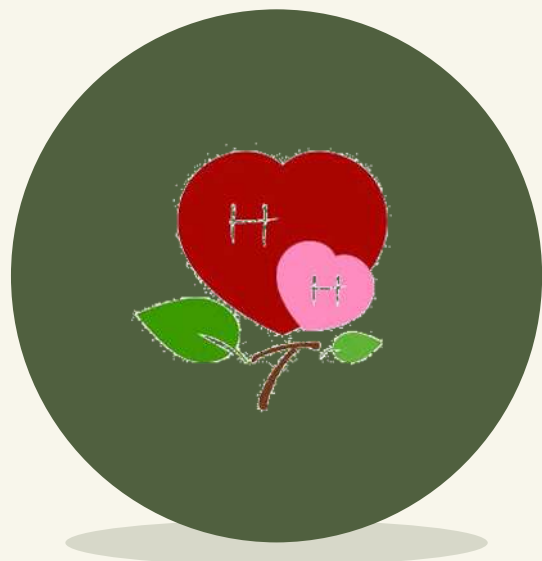
Dream

2

LifeHap

3





網址 QR Code

Website:

www.heart2heart.com.hk

Facebook:

<https://www.facebook.com/HeartToHeartLifeCounsellingAndEducations>

Heart to Heart Corner

By Invitation

Telephone/ Whatsapp: 9688 7658

Email: enquiry@heart2heart.com.hk

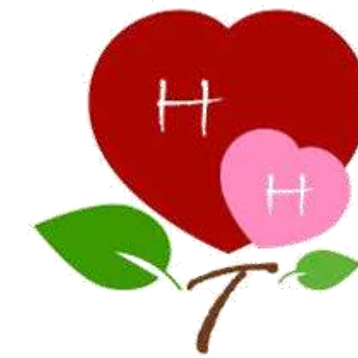
Website QR Code



Facebook QR Code



Thank you so much



Be Courageous &
Kind-hearted

