

Enchanted

義心頤情

頤康中心

Yee Hong Centre

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課程

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<https://www.yeehong.com/centre/volunteers/>



Editorial Committee
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In the spring of 2017, CARP (Canadian Association of Retired Persons) published a report on its social isolation and loneliness survey done on over 5,300 of its members. With close to 50 questions touching on many aspects of life, the results provide a comprehensive picture of seniors' life and self-perception. It also presents some interesting facts on isolation among seniors.

The survey finds that people who were lonelier or had less social contact were more likely to see themselves as being

some fundamental differences. Loneliness is more of a cognitive experience. It is "an individual's subjective evaluation of his or her social participation or social isolation and is the outcome of the cognitive evaluation of having a mismatch between the quantity and quality of existing relationships on the one hand and relationship standards on the other."¹ Social isolation, on the other hand, is defined as "a state in which the individual lacks a sense of belonging socially, lacks engagement with others, has a minimal number of social



less healthy, and having more illnesses than a year ago. Surprisingly, loneliness impacts people's perception of their overall health more than twice as much as being older. Also, the impact of loneliness is about one third higher than the effect of socio-economic status, a finding that is consistent with many other studies.

Living alone doesn't necessarily mean you would be lonelier than those surrounded by family members. The survey revealed that living near a park and going to the park frequently had about the same effect as being married in reducing loneliness. As well, the effects of having a library nearby and visiting it frequently were larger than the effects of having children or grandchildren.

While the terms loneliness and social isolation are often used interchangeably and difficult to differentiate at times, there are

contacts and they are deficient in fulfilling quality relationships."² It is more associated with the physical environment and hence more tangible. This does not however mean the two are totally independent. A person that is socially isolated would definitely be more susceptible to feeling loneliness.

To combat social isolation, we can start by identifying precipitating factors and tackle them where feasible. Good city planning, housing, walkability, green land, transportation, social resources and health services will all help to reduce social isolation. As the CARP survey indicates, simple acts as walking in the park and visiting the library will greatly reduce loneliness. Efforts to remove or reduce social isolation by government and community groups will be a protracted endeavour. In the meantime, you can reduce

2017 年春季，CARP (加拿大退休人員協會) 發表了一份有關社會隔離和孤獨的調查報告，回應該調查的 CARP 會員超過 5,300 名。這份近 50 題的調查問卷，涉及退休人士生活的諸多方面，故調查結果能比較全面地反映長者的生活狀況及其對自己的認識和評價，其中不乏一些有趣的發現。

調查顯示孤獨或缺少社交的人比其他人覺得自己健康較差，且比起一年前感到更多病痛。令人驚訝的是，孤獨感對整體健康的影響超出年齡的影響兩倍之高。此外，與社會經濟地位比較，孤獨感的影響亦高出約三分之一，這一結果與許多其他研究吻合。

獨自生活並不意味你會比那些有家庭成員在週邊的人更孤獨。該調查顯示，居住在公園附近並勤於去公園散步，對減少孤獨感

與婚姻生活無異。此外，鄰近有圖書館並經常出入圖書館，對減少孤獨感也大於有子女或孫輩在堂。雖然孤獨和社會隔離兩個術語經常交替使用，往往



的確頗難區分，但兩者之間是有根本的分別。孤獨是一種認知體驗。它是

「個人對其社會參與或社會孤立的主觀評價，對現有關係和關係標準在數量與質量上不匹配的認知評估。」¹ 社會隔離則被定義為「個人在社會上缺乏

歸屬感、缺乏與他人交往、極少與社會接觸，以及未能實現具有質量的關係的一種狀態。」² 它與實體環境息息相關，較易觸摸。但這並不意味著兩者完全沒有關係。一個被社會隔離的人自然會更容易

感到孤獨。

要抗衡社會隔離，可以從識別誘因開始，並在可行的情況下來解決。良好的城市規劃、住房、步行空間、綠地、交通、社會資源和衛生服務都有助減少社會隔離。正如 CARP 的調查所示，簡單的活動如到公園散步和到圖書館覽閱將能大大減少孤寂感。消除和減低社會

隔離需要政府和社區的持久努力。與此同時，何不自己積極找尋及利用週邊的資源，自行創意地減少孤獨感。

- 1 de Jong Gierveld, J., Tineke Fokkema, and Theo Van Tilburg. "Alleviating Loneliness among Older Adults: Possibilities and Constraints of Interventions." *Safeguarding the Convoy: A Call to Action from the Campaign to End Loneliness* 9 (2011)
- 2 Keefe, Kanice, Melissa Andrew, Pamela Fancey, and Madelyn Hall. "Final Report: A Profile of Social Isolation in Canada." 2006



Yee Hong Centre has a long history of collaboration with Mount Sinai Hospital, dating back to the early years of Yee Hong's operation.

Indeed it is one of the partners of the Wellness Centre, the Hospital's outreach project that brings its service within reach by the Chinese community. After the Wellness Centre refocused its service to Chinese seniors a few years ago, the relationship between the two has grown even closer.

Over the years, the two partners have undertaken many joint projects. In one, close to 20 YH volunteers were trained to identify cognitive impairment among seniors at early stages. This year, a new Technology Tutor project was launched to help senior aged 55 and above and who were taking care of somebody to combat social isolation through use of tablet. Through communication with local and distant relatives and friends, and securing useful resources online, the technology increases the connection with outside and reduces the sense of isolation. More than ten volunteers were recruited and trained to become tutors. While most of the volunteers had used computer or cell phone before, experience with the Android platform varied widely. Some even never had exposure to tablets before. After successive training, enhanced by peer sharing, all were ready to take on the one-on-one tutoring by the end of September. Thirteen caregiver learners enrolled in the program, slightly above the target number.

Technology Tutor Program

Using Technology to Combat Isolation

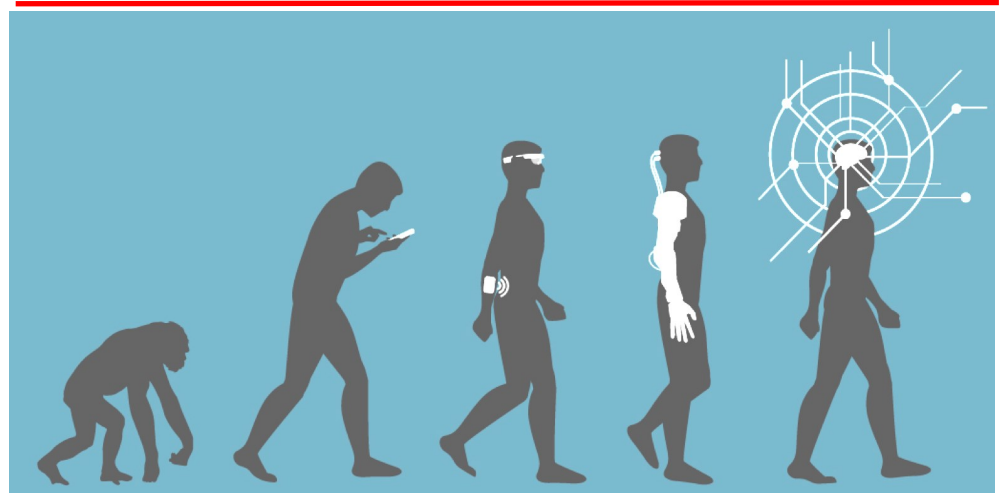
- **Communication tools:** choice of APP and locality, e-mail, attaching documents and photos

Due to the ambitious curriculum, and the delays arising from tech-

Assuming all learners had no previous experience with tablet, the curriculum was developed as follows:

- **Tablet system:** different platforms and characteristics of different models, what to consider when shopping for tablets
- **Basic functions and operations:** battery charging, turning on and off the tablet, using the touch screen, password, connecting to network
- **Setting up the operating platform and languages:** choosing the languages, Chinese hand-writing input and voice recognition
- **General applications:** date, time, weather, search engines, photo and video, map, personal calendar
- **Personal setting and downloading APPs:** precautions in inputting personal information, privacy, registering for Gmail with user name and password, downloading APPs from Play Store

nical issues related to language platform migration, extra classes were added upon agreement among both the tutors and the learners. Everybody wanted to master the tablet by the end of the project. It is anticipated that the course will finish toward the end of November. With the experience gathered from this pilot phase, improvements will be made in future curriculum. New courses will be offered next spring, with the number of learners doubled. As such, we are looking for extra volunteers fluent in Cantonese or Mandarin to become tutors. The new recruits will be trained in class and through job-shadowing. For the duration of the course, both the tutors and learners will each be loaned a tablet from Sinai for preparing the class and for practice at home. Any volunteer that is interested in helping with this project please contact KK Fung at 416 321 6333 ext. 2619 / kk.fung@yeehong.com



頤康中心
與西乃山醫院
有淵遠的合作
歷史，可追溯到
頤康開幕初期，
西乃山醫院外
展服務的

恆康中心，頤康更是正式合作伙
伴之一。恆康中心把醫院的服務
引進坊間，方便社區人士使用，
數年前更專注服務華人長者，與
頤康的合作就更趨重要。

頤康與恆康緊密合作，歷來推出
多項特別計劃，其中一項是數年
前訓練頤康義工如何及早辨識長
者在認知和心智上出現問題，參
加的義工近 20 名。今年我們再次
推一項名為「資訊情懷線上牽 --
關顧者科技支援」的計劃，旨在
培訓年長的關顧者，學習使用平
板電腦，使他們易於與遠近的親
友溝通、搜索實用資訊，從而增
強與外界接觸，抗衡孤寂感。為
此我們招募了十多名義工，培訓
後成為導師，承擔起教授和督導
學員的責任。這批義工雖然有電
腦或手機的操作經驗，但對安卓
(Android) 平臺的經驗就相當參
差，甚至從未接觸過。經過一連
串培訓後，加上互相學習，很快
就走馬上任，於九月底開班，以
一對一方式授課。報名的關顧者
13 名，稍超原定名額。

課程假設學員從未接觸過平板電



腦來編製，涵蓋
以下大綱：

- **平板電腦系統**：不同的平臺及型號特性、選購時注意項目
- **基本功能及操作**：電池充電、開啟電腦、觸摸屏使用竅門、輸入密碼、網絡連接
- **操作平臺及語言設定**：語言選項、中文手寫輸入法、語音輸入法
- **一般及特別應用功能**：日期、時間、天氣、瀏覽器、照相及攝錄、地圖、個人備忘錄等
- **個人設定及下載應用程式**：輸入個人資料注意事項、私隱、登記電郵 Gmail 用戶及密碼、下載 Play store 應用程式 (APP)
- **聯誼工具**：溝程式選項及地區性、電郵、附寄文件及照片

由於課程涵蓋廣泛，加上遷移操作語言平臺過程中引起技術上各類阻滯，師生雙方都願意加添堂數，志在畢業後能操作自如。今期的試驗課程，將於十一月底完結。我們將從中吸取經驗，改善日後的課程。明年春再推出的課程，學員人數將致少倍增，故我們急切需要招募額外的粵語和普通話義務導師，經課堂及跟崗見習後，投入服務。學期間，西乃山醫院將分別借出平板電腦予導

師和學員，方便備課和操練。有
興趣參與者，請聯絡頤康中心馮
先生：416 321 6333 內線 2619 /
kk.fung@yeehong.com。

Please visit us online at:

請到下列網站，覽閱更多有
關頤康義工的訊息：

<https://www.yeehong.com/centre/volunteers/>

**For more information, please
contact the Volunteer Coordi-
nator at the appropriate Yee
Hong Centre or register for
our volunteer orientation.**

如對義工工作有興趣，請與
以下職員聯絡或報名參加在
各中心舉辦之義工簡介例會：



Finch Centre (芬治中心)

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