

Warming Your Hearts :

A Holistic Family Support Project in Panyu, Guangzhou, China

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Guangzhou POAI Social Work Service

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普爱社会工作服务社
PO AI Social Work Service



Mission of POAI 普爱”



Where there is life, there is love.



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History and Services of POAI

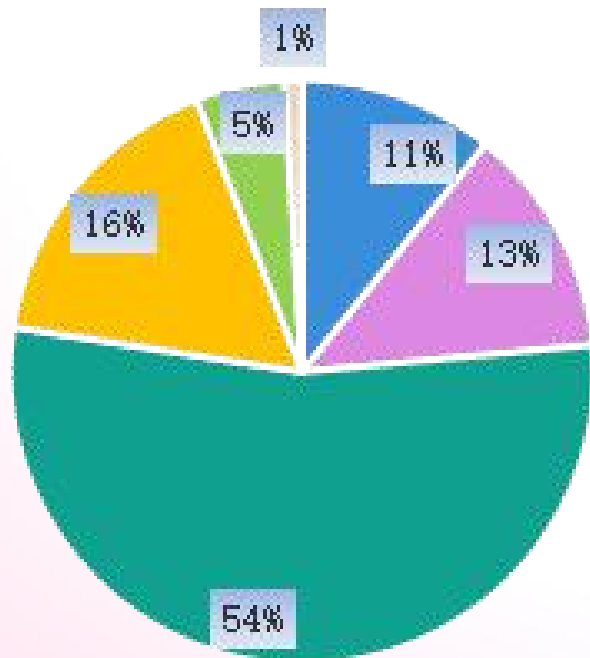


What are families who lost the only child?



Age Distribution of the families

Age Distribution of Family Members in Panyu
Guangzhou Who Have Lost Their Only Child



■ 40-49	11%
■ 50-59	13%
■ 60-69	54%
■ 70-79	16%
■ 80-89	5%
■ 90 and older	1%

76% over 60





Difficulties faced by the families



Psycho-social

depression &
the withdrawal from
social network

Traditional

the value concepts in
the traditional
background

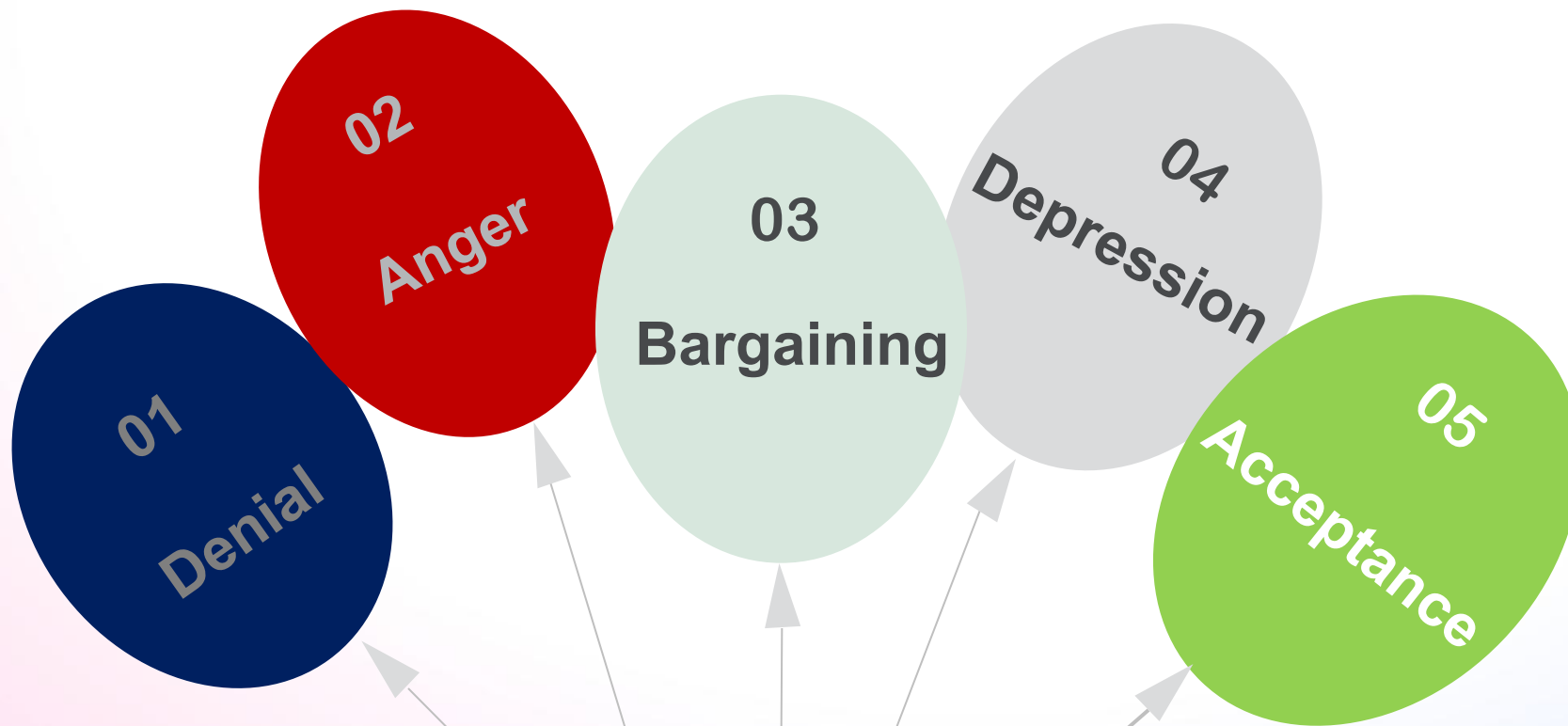
Financial

the low-income
families cannot afford
their retired life

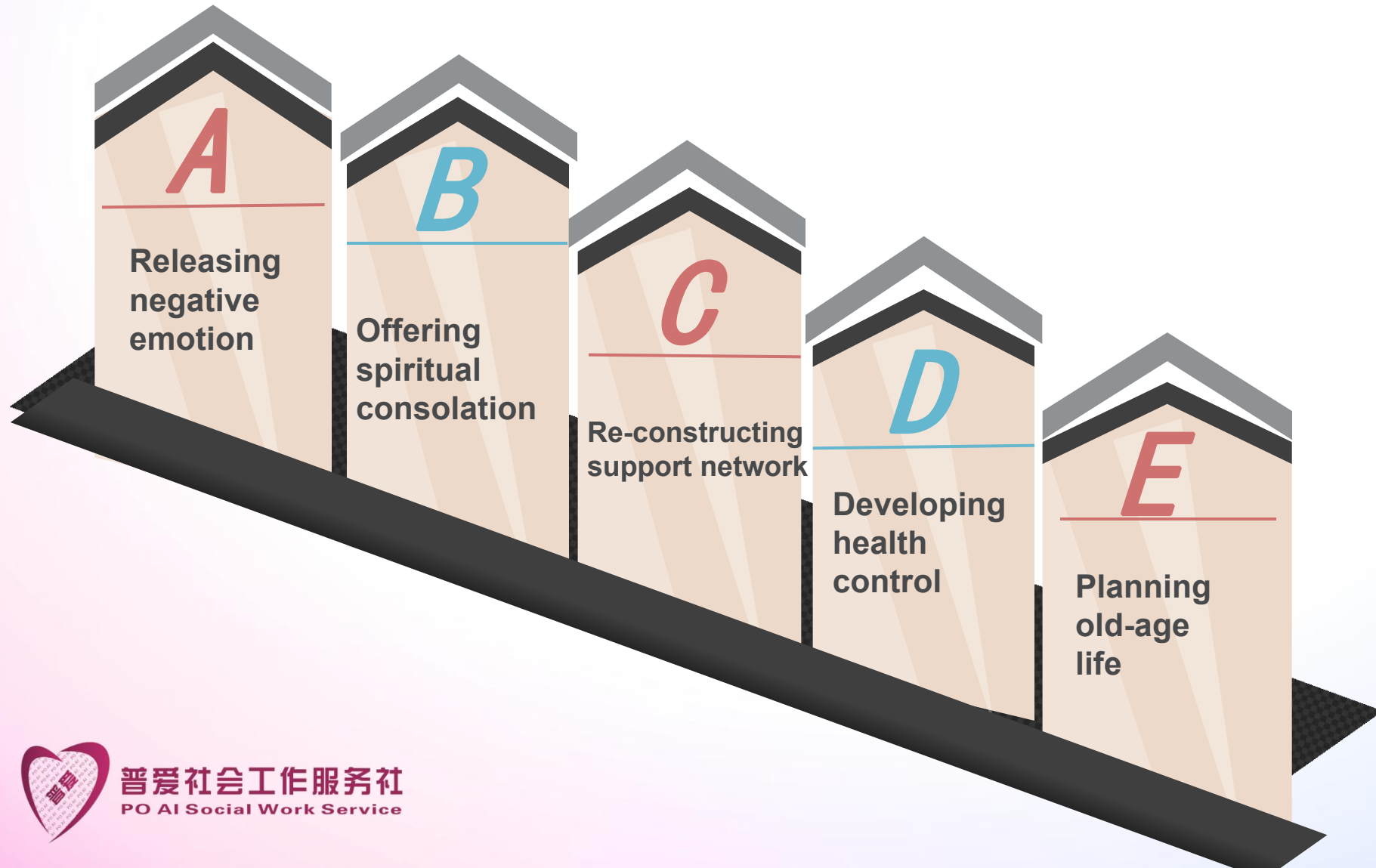


Theoretical framework

Five Stage Grief Model (Kubler-Ross & Kessler, 2005)



Our service objectives



The service components



01 Emotional Support Services

Emotional counseling & Pressure relief



Home visits

Chinese New Year gifts to the families



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02 Building Social Support System

**Community activities such as group tours ,
festivals and birthday gatherings**

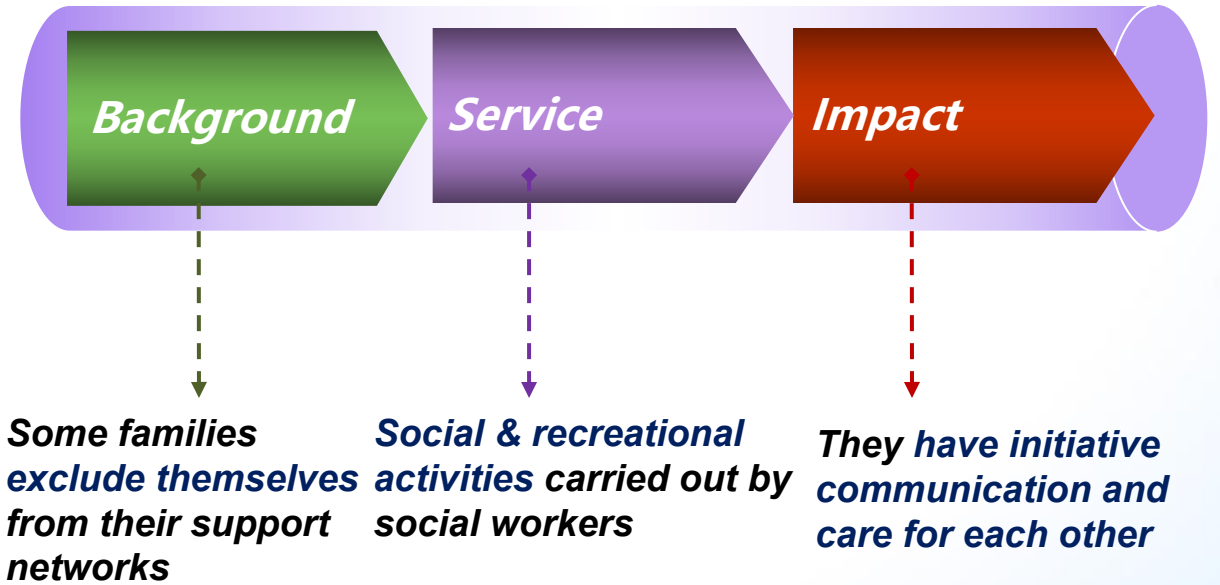


Group tours



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Case #1 for sharing



03 Medical Services & Advice

Physical examination, health-care workshop & medical skill



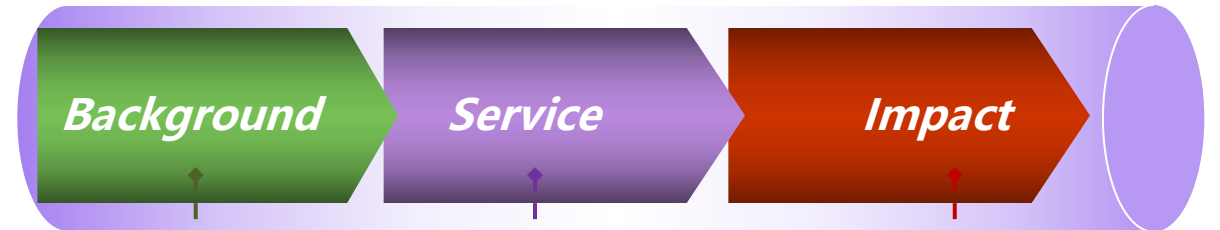
A doctor provided health care advice to families



A family member consulted the social worker on health related issues



Case for sharing #2



Mr. Wang lost his only son and has been found abnormality of lung himself

Arrangement of physical examination and the follow-up treatment & job finding

Mr. Wang improves on his emotion and physical health and leads a normal life



04 Old-Age Life Caring

Visits to old people's home & Pamphlets offering information of old-age care policy & Advocation



Visits to nursing homes

01 页

暖心项目

之安老指引

普爱社会工作服务社简介

普爱社会工作服务社成立于2010年，是广州市首家获得“5A级社会组织”殊荣的专业社工服务机构、2015年度百强社会工作服务机构（全国）、2014年度广州市最佳社工服务机构，我们提供社区长者、妇女、儿童及青少年服务、残障康复、社区司法矫正、就业援助、特殊教育等社区综合服务。辖下的3家服务社分别为广州市普爱社会工作服务社、广州市黄埔区普爱社会工作服务社、广州市番禺区普爱社会工作服务社。



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暖心项目

之安老指引

普爱使命
POAI Mission
让普天之下皆有爱

普爱愿景
POAI Vision
以人为本，扎根社区，服务社群，成为最值得信赖的社会服务机构，让专业社会服务遍布全市。

普爱宣言
POAI Declaration
我们要以爱心、专业服务社群！
我们要以忠诚、团结服务普爱！

普爱精神
POAI Spirit
追求卓越
坚持目标
立即行动
不断创新

普爱作为一家5A专业社工机构，承接番禺区失独家庭项目——暖心计划已有三年。该项目旨在为失独家庭建立社会支持网络，搭建互助交流平台，关爱失独家庭，协助他们面对健康、情绪、养老等实际问题，帮助她们走出精神低谷，重拾生活信心，从而走出困境，重新融入社会。在过去的服务中，社工通过持续探访跟进，与失独家庭建立了良好的信任关系。同时，社工开展的多元化的服务，也让失独家庭发生了很大改变。



“Warming Your Heart” Handbook for old-age life planning



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05 Daily Caring Services

Phone calls, messages & daily activities

A client living alone



Social Worker:
Hi, Mrs. Wang! There will be typhoon in these days ,please take care, do not go outside when it's windy or rainy, maybe you'll enjoy watching TV at home on a cup of hot tea. Take care, call me please if you are in need.

Client:
Thanks, it's lucky to have you guys. I'll be careful, don't worry.

Message



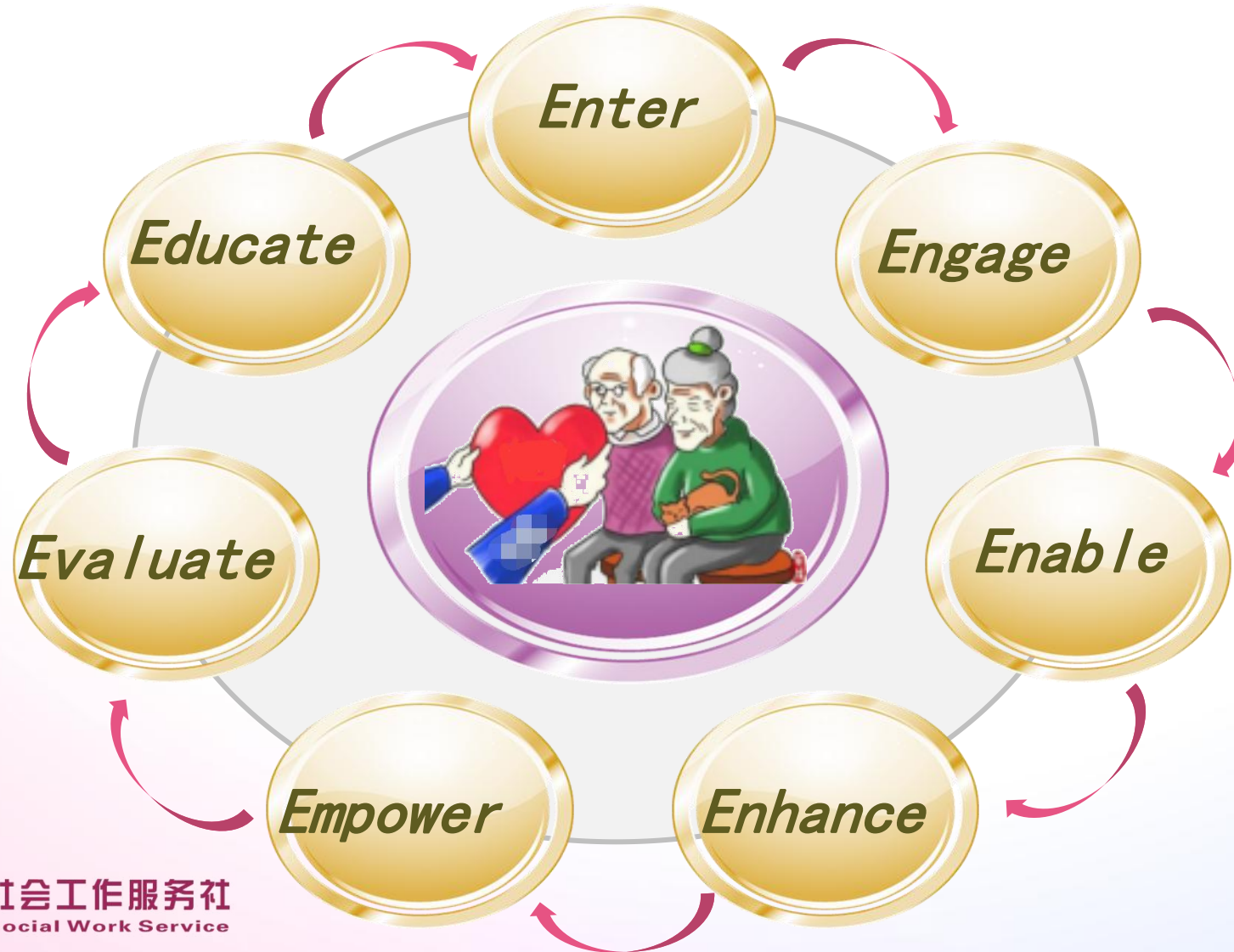
A client was smiling in front of a social worker's camera



Birthday party



Summary of practice



Evaluation

TWO evaluations in 2016 & 2017

Grades: 81.39% , 83.66%

On-the-spot evaluation

Clients interview

Service team Interview

Restoration of clients' social function

Contribution of social stability

***By Contemporary Social Service Organization Research
and Evaluation Centre, Panyu, Guangzhou***



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Evolution of the “Warming Your Hearts” Project



Implications



Reflection

Personal

Civil Servant



Manager



Social Worker
& DSW Student


Professional

- Humanistic **attitude**
- Holistic **understanding**
of our clients

Philosophical

Clients' real
experience **enrich**
my life





*POAI Team did small things that
may make a big difference*

應似飛鴻踏雪泥

Leaving footprint on snow

鴻飛那復計東西

A Bird flies fast with No Regret



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