

## GFVMI045

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### Introduction

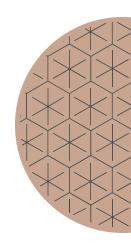
Exploring the possibility of finding hope for Hong Kong Older Adults

Using narrative practice tool of tree of life

The client (Ms Leung)

76 years old

Living in Shek Lei

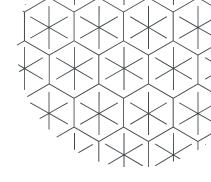




Elderly situation in Hong Kong

Problem of the issue for elderly in the community

### Elderly situation in Hong Kong



- The population's aging trend continued.
- The proportion of people aged 65 and up in the total population increased from 13% in 2011 to 20% in 2021.
- Heart disease, stroke, cancer, and diabetes are among the most common diseases among the elderly.
- Most of them are living alone.

### Problem of the issue for elderly in the community

- Prevalence of chronic diseases
   Over 70% of elders suffer from one or more chronic diseases
- Pattern of working and retirement
   Lower the working population within 20 years
- Rising of mental issue
  One-third of the elderly suffer from emotional distress especially during pandemic



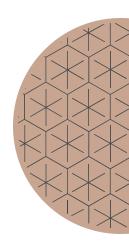
### What is hope?

- Wishful thinking.
- ❖ A sense of expectation, a desire or wish for something to happen.
- ❖ In bible, it means an expectation that God will do what he has promised.
- Seeing challenges as opportunities and looking on the bright side.



#### Tree of life

- A narrative therapy approach that allows people to talk about their lives in ways that strengthen them.
- A visual metaphor in which a tree represents a person's life and the numerous aspects that construct it past, present, and future.
- Entails people sketching their own 'tree of life,' in which they get to speak about their 'roots' (where they came from), their talents and knowledge, their ambitions and dreams, and the important people in their lives.
- Enables people to discover (or rediscover) pieces of themselves shaped by the past and actively develop their trees to reflect the type of person they want to be moving forward.



### Life story

- The events that have occurred in someone's life
- Some special moments or experiences of a person

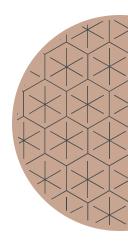


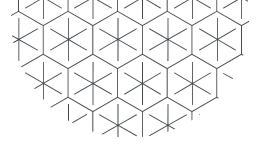
### Narrative therapy

It helps in detaching the person from the problem and empowering the person to rely on their own abilities to minimize problems in their lives.

#### Aims:

- Encourage the person to see alternate stories and deal with their problems in a more effective manner.
- Look for an alternative way of comprehending or describing a client's story.
- Assist clients with objectifying their issues.
- Framing these issues within a larger sociocultural context, and teaching the client how to make place for different stories.





# O2 Methodology

What methods/ways did we use during the visit?

# Asbury Methodist Social Service - Neighbourhood Elderly Centre

Main goal: hope to show love and passion to the elderly, provide different services so that the community can be connected and harmonous

#### Service target:

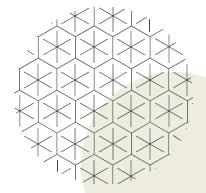
- 1. Holistic health care (全人關顧)
- 2. Hold events -> make older adult happy and healthy -> connect the community
- 3. Encourage older adults to broaden their social network

Service targets: older adults aged 55 or above who lives in the Kwai Ching District,

Examples of services: talks and workshops related to healthy living, interest classes, voluntary work, caregiver support scheme, counselling service, hidden elderly service, dementia related events

### **Ethical Considerations**

- 1. Consent forms
- 2. Confidentiality
- 3. Rights to withdraw
- 4. Respect freedom, choices and values (non-judging)



### Question Guide (Tree of Life)

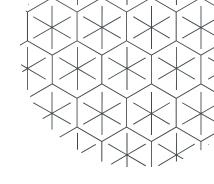
- Questions are all designed according to the tree of life for the semi-structural interview for producing the tree of life of the elder
- Topics:
  - Origins
  - Current life
  - Abilities and values
  - Hopes for life
  - Important people in life
  - How others contribute/affect one's life
  - Attributes that wish to pass on



## **Working Procedures**

The project is done in the form of collaborative research.

- 1. Learnt about the tree of life during class (5 Oct)
- 2. Interview guide were written and were sent for verification (110ct & 7Nov)
- 3. Two interviews were conducted (12Oct & 9Nov)
- 4. Interviews were transcripted and were sent for checking (31Oct & 16Nov)





## **Data Analysis**

I. Content analysis

2. Thematic analysis

3. Narrative analysis

# Life Story of Ms. Leung

- Born in Hong Kong in 1946
- 76 years old
- Many siblings (seldom get in touch)
- Single with no children
- Retired
- Enjoy doing voluntary work currently (especially medical-related)



#### <u>Description of problem</u>

- Ms. Leung: 工作時上司經常吩咐我做很多事項,當中可能會有些次序上的問題。(When I was working, my boss always assigned a lot of tasks for me, and there were some problems related to the sequence of tasks.)
- 有些上司會說:「怎樣也要做好給我!」,但有些事是做不好的,就像銀行一樣,差一些利息,可能要賠上千萬。(Some bosses would say: "You must finish it for me!" However, some tasks were impossible to do well. Let's take bank as an example, if there is a little difference in interest, we still need to pay for the loss like ten millions dollars.)

#### Strategy to the problem

- 我會先答應,但會要求上司寫一張便條紙,當之後他責罵我時,可以把便條紙拿出來證明,那就不用「食死貓」。 (I would first accept the order, but I would request my boss to write a memo. When he scolded me, I could take out the memo as evidence, so that I would not be the "scapegoat".)
- 千萬不要和上司爭吵,但有時有些事是他叫你做,就讓他承擔責任,不要自己負責,所以我想你們謙卑之餘,不要「食死貓」。(Never argue with the boss, but if the responsibility is belonged to him, let him to bear it. Stay humble without being the "scapegoat".)
- 就算say yes都好,都要立刻思考有什麼困難,再告訴他你的難處,不要隱瞞,上司都會理解的。(Even you say yes for the order, you have to consider the difficulties and tell him immediately. The boss will understand it.)

#### **Description of problem**

● 在銀行工作時,當有人責罵我的老闆,他總會說是手下的錯。(When I was working in the bank, whenever someone scolded my boss, he would pass the buck to the subordinates)

#### Strategy to the problem

● 當時不會揭穿他,會幫自己老闆。你不放過老闆,別人都不會放過你。有時你要支持他,他就算知道不關你事,你支持完他也會很安心。(I would not debunk him and I would help him. If we don't cut him some slack, he won't do so. Sometimes you have to support him, then he would be relieved too.)

- 會關門跟他「捉棋」,即是會私下跟他說:「已經很多次了,下次就不幫你了」。刑事上的 就千萬不要「食死貓」,普通公事就可以(I would talk to him privately, which means telling him "It has happened many times already, I won't help you next time." Never help the boss to bear responsibility related to legislation, only normal affairs are fine.)
- 我不是用緊張的態度責罵他,因為老闆要下台階。我們好像照顧小孩一樣和老闆相處,都是為公司好。(I didn't scold him in serious tone because the boss keens on face-savings. We treat him like taking care of child because we want our company to be good.)

#### **Description of problem**

● 銀行很多時要收取費用,但老闆不想付款,要壓制別人,令大家都很為難(The bank always needed to charge for fees, but the boss didn't want to pay for it as he wanted to suppress others. We were in difficult position.)

#### Strategy to the problem

• 我們唯有想辦法,「出了條數」,考考自己如何處理。很多時候,我們都要自己想辦法處理難題。(Therefore, we had to think the solution, we paid for the fee. Sometimes, we need to think solutions by ourselves to solve the problems.)

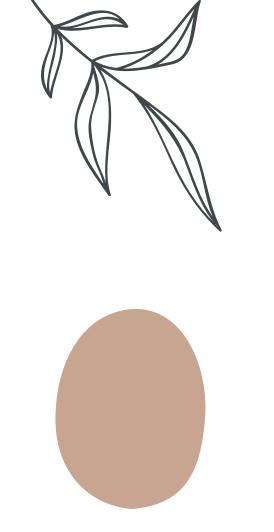
### Themes of the finding

Relationship with coworkers/	Description of problems	<ol> <li>Unreasonable workload given by boss</li> <li>The boss passed the buck to her</li> </ol>
Attitude in workplace	Strategies to problems	<ol> <li>Accepted the orders first, then asked the boss to write down the order list on a memo, and also told him the difficulties immediately</li> <li>Not to debunk him in front of other people, but discussed with him privately</li> <li>Not to take the blame for others if it was related to legislation</li> <li>Found solutions to deal with small difficulties by herself</li> </ol>
	Personalities	Diplomatic, humble, unflappable
	Норе	Inherit life experiences and thoughts to new generation (teaching us to keep humble while protecting ourselves/deal with crisis)

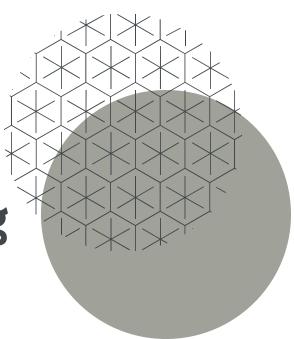
## Discussion of finding with the literature

- Humility is a virtue which can enhance actions in workplace (Qin et al., 2019)
- It is like a lubricant to allow social relations to become smooth and prevents arguments
- When both supervisors and employees are having same level of humility, employee will bring less negative effect toward supervisors
- → The literature mentioned similar views with Ms. Leung: Being humble to coworker is an important attitude in workplace

- Hong Kong Chinese culture is hierarchical, which means there is high differentiation of social status.
   Inferiors in society are expected to respect and follow the superiors (Leung,1997, as cited in Tinsley & Brett, 2001)
- When there is conflict with the goal of saving face, both parties should make concessions, in order to respect status distinctions and reduce social friction (Tinsley & Brett, 2001)
- → The literature mentioned similar views with Ms. Leung: Not to scold the boss in serious tone or debunk him publicly as the boss keens on face-savings → Being respectful and diplomatic are important attitudes in workplace



Presentation of the findings 2--Enjoying Solitude



#### Description of the problem

Ms Leung: 我自己是獨身的。畢竟人是獨立的,我的姐姐哥哥即使他們仍掛念我,但他們有家庭,我不想騷擾他們。我有甚麼問題,他們也幫不了我,所以我不會告訴他們。

Ms Leung: I'm single. Afterall we are independent individuals, even though my brothers and sisters miss me, they have their own families to worry about. If I have any problems, I can't turn to them for help. Therefore, I won't tell them.

#### **Strategy of the problem**

因為我覺得自己很會打發時間,我亦有很多事情要做,所以過得很忙碌,我覺得自己現在很自由,我想去哪裡就去哪裏、喜歡吃什麼就吃什麼、喜歡煮飯就煮飯、想睡覺就睡覺、想做運動就做運動,我做任何事情都不需要徵求別人的同意

I know how to utilize my time and nowadays I have a busy life, I think I'm very free as I can do whatever I want without needing other people's consent.

現在的我經常去做義工,以前二十幾歲的時候有過做六年的醫療輔助隊,然後做沙展、再做隊長差不多二十年,還做過四五年的主管,去管幾百人。

Also I volunteer quite often now. Back when I were in my twenties, I had been in the Auxiliary Medical Service for 6 years, becoming the Sergeant and Captain for almost 20 years. I had also been a director for four or five years and managed hundreds of people.

#### 2. Description of the problem

還有一樣東西,以前十分門第之見,你家裏窮別人看不起你,好像我的家,這麼窮,那裏會有人會看起我,就算是你結了婚,嫁了給別人,我也是要工作賺錢和顧及家庭,所以我認為很大壓力。

Back in the days, if your family were poor, people would look down on you. Since my family is poor, families with a higher social status will despise my family. Other than that, even if I got married, I still need to work and take care of my family, I found that very stressful.

#### Strategy to the problem

每個人都有自己的私人事需要處理,現代人不會計劃需要給自己一些私人空間,不能每樣事都匆匆忙忙,這樣只會令自己很辛苦我情願不結婚。

Everyone have their own private matters to deal with and nowadays people don't plan private time for themselves, we can't rush through everything. It will only make you miserable and I would rather not get married.

## Themes of the finding

Enjoying solitude	Description of problems	<ul> <li>Being single and can't seek help from family members</li> <li>Feel restrained by the idea of marriage</li> </ul>
	Strategies to problems	<ul> <li>Develop multiple interest and participate in volunteering services</li> <li>Choose to not be in a relationship and not getting married</li> </ul>
	Personalities / values	<ul><li>Independent</li><li>self -love</li></ul>
	Норе	Youngsters can learn to be alone with themselves before getting into a relationship and leave some me-time for themselves.

## Discussion of finding with literature

"Understanding and interpreting life events are based on the self, which involves managing one's self image and search for positivity relevant to one's well-being in the future." (Dunn, 2005, as cited in Wu, 2017).

- Past events causes Ms. Leung to not get married/ have relationships
- Choose to see the positive side
- Volunteering services increased her sense of worth
- Positivity
- It's more blessed to give than receive (施予比受惠更有福)
- Learn how to love herself and enjoy solitude



#### <u>Description of problem:</u>

- Ms. Leung: 說真的,在我們那個年代,女生是不可以讀書的。我們第一批是考升中試的,我爸爸告訴我他沒有錢給我讀書。
  - To be honest, in my generation, girls don't have the opportunity to study. We are the first candidate for the secondary school entrance exam, my father told me that he don't have money for my tuition fee.
- 在我低谷的時候,如果家人不讓我讀書,我就不想生存了,那時候我十二、三歲。 During the rock bottom in my life, if my family don't allow me to study, I don't want to live anymore, I was at my twelve, thirteenth at that time.

#### <u>Process of dealing the problem :</u>

- 我經常安慰爸爸,令他看到希望。因為要他有希望,我才能有希望。因為我需要他投資在我身上。 I always comfort my father, letting him to see hope. As long as he have hope, I can have hope (to study). Because I needed him to invest me.
- 我告訴他:你資助我讀書也只不過是幾年的事,可是我會把薪水都給你,過了讀書的時間便沒有機會了。 I told him,'You just have to invest for a few years, but I would give all my salaries to you, if not now, there will be no more chance.'
- 因為我跟他們說,如果家裏沒有一個人唸書,沒有一個人懂英文,我們的家庭是會很慘的,因為將來所有事都要靠寫信。所以我唸完書回來,有什麼事要申請,以前是用英文的,沒有任何中文字。
  I told them, if there are no one in the family can study or understand English, our family will be very difficult.

  Because everything in the future relies on letters, everything needs application, there were English only in the past, no Chinese words at all.

#### Process of dealing the problem:

- 我十八、二十歲便出來上班,我把我白天賺到的金錢全部交給我的爸爸,然後我再讀書考公開試 ,我是一個很分努力的人。
  - I started to work when I was eighteenth or twentieth, I gave all the money I earned in day to my father, then I study to prepare for the public exam, I am a hardworking person.
- 我白天要上班,晚上要上學,有時候要當兼職,我根本就沒有時間,我還要自己自修。不過只是 捱了幾年而已。
  - I have to work in day, study at night, sometimes have to do part time job, I even have to self-study. But only for a few years.

#### Process of dealing the problem:

 壓力很大的時候我會回教會,幫修女插花,清潔一下祭台,做一下義工工作,那時候很開心的, 有時候帶一下小朋友,跟他們說一下聖經,玩一下遊戲這樣。教一下他們如何尊敬長輩,尊敬一 下自己的教會和那些神父修女。

I would go to the church when I was stressed, help the nuns arrange flowers, clean the altar, do some volunteer work, I had a great time there, sometimes I take care of the children, tell them about the Bible, and play games with them. Teach them how to respect elders, their church, and those priests and nuns.

#### Values shown:

- 便是你要自己爭取。你的機會是把握在自己手中,過去了便沒有了。如果當時我聽從爸爸說沒有 讀書的話,我便會在工廠上班,更有可能變為壞人我會放棄自己。所以我會叫你們不要自暴自棄 ,不要放棄自己。
  - That is you have to fight for yourself. Your opportunity is in your own hands, and when it is over, it will be gone. If I had listened to my father to not study, I would have worked in a factory, and it was more likely that I would become a bad person and I would have given up on myself. So I tell you not to give up on yourself.
- 知識可以改變命運,這件事是真的。所以你們唸書要加把勁,要唸自己喜歡的東西。 It is true that knowledge can change destiny. So you have to work harder when you study, and study what you like.

## Themes of the finding

	Dealing with adversity	Description of problems	<ul> <li>Poor financial situation for study.</li> <li>Stressed with study and work.</li> </ul>
		Strategies to problems	<ul> <li>Persuade her father again and again for a month.</li> <li>Do part time job to maintain financial stability.</li> <li>Work in the day, study at night.</li> <li>Release stress in the church.</li> </ul>
	Personalities / values	<ul> <li>Strong-willed / have perseverance</li> <li>Fight for yourself</li> <li>Knowledge can change destiny</li> </ul>	
	Норе	<ul> <li>Spread the message of not giving up easily and to study harder for our generation.</li> </ul>	

## Discussion of finding with the literature

Elderly in Hong Kong have comparatively low levels of education. Between 1941 to 1945, the Japanese controlled Hong Kong; however, after the Japanese surrendered in 1945, British administration was reinstated. Large portions of mainland China experienced disruption from the Nationalist and Communist civil war between 1945 and 1949. (Revolvy, 2000).

The British colonial government sought to construct additional elementary schools in each district of Hong Kong in response to the increased demand for education (Community Project Workshop, 2015). 9-year compulsory schooling was subsequently introduced in the 1974 White paper.

Employment options for older Hong Kong residents are increasing but nevertheless remain modest, similar to educational achievement. Due to their lack of education and experience, individuals are only able to find employment in low-skilled positions and earn lesser earnings (CUHK Jockey Club Institute of Ageing, 2014).

→ Show the reason why elderly in Hong Kong have comparatively low levels of education. And thus causes low salary and less work opportunity.

## Reflection

#### Inadequacies for the interview:

- Some of the questions we asked are not deep enough.
- We did not ask much question which about her family and her life
- Some of the questions are too vague for her

#### Improvement we did:

- Rearrange some of the questions
- Try to ask question more precisely in the second interview and make the question easier to understand

## Limitations

- Communication & Time management
  - -Although we have prepared questions guide, Ms. Leung spent a long time to share ideas which are not related to the questions

—> difficult for us to manage the time to ask questions



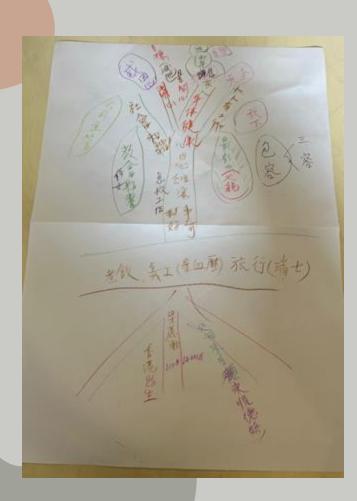
# Conclusion





## Conclusion

- 3 themes were evaluated from the interview
- There are a few important things that we learned from Ms Leung...
  - O Be humble and listen to opinions given by other, but should have perseverance if you think that you are correct and reasonable
  - Not only relationships can make you happy, being single and independent is also satisfying and enjoyable
  - Knowledge can change destiny
  - O Be happy and thankful about what we have
  - Appreciate what others have contributed to us, and try to pass the value to more people as to contribute back to the community



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