

Project Title

English: A Phone Reassurance Elderly Project (**PREP**) for Connecting Elders and Youth: Training, Communication, Health Knowledge Transfer.

Chinese : 透過長者電話服務計劃連結長者與年輕人: 訓練, 溝通, 健康知識轉移

Service title: 「CU CHAMPION Phone中同行」中大學生與長者電話訪談計劃

Supported by:

SIE Fund, Knowledge Transfer Fund at CUHK

Supervisors

Role in PREP	Name	Department
Supervisor:	Prof. Vivian WY LEE	Centre for Learning Enhancement And Research
Co-supervisor :	Prof. Samuel Wong	The Jockey Club School of Public Health and Primary Care
	Prof. Janita Chau	The Nethersole School of Nursing
	Prof. Anthony Fung	School of Journalism & Communication
	Prof Wallace Chan	Department of Social Work

CU CHAMPION Core Team 2021 - 2022 Members in PREP (Student leaders)

Name	Major	Year of study
CHAN Chi Kiu	Medicine	1
LAI Hiu Laam Cindy	Pharmacy	2
Leung Ching Yi	Social Work	3
NG Hang Kei	Nursing	2
Tse Tsz Yi	Pharmacy	1
WONG Shi Kam	Medicine	3
YUEN Lok Yiu	Food & Nutritional Sciences	3

For enquiries please contact :

Emily Chan

3943 0510

cuchampion2021@gmail.com

Webpage : <https://www.cuchampion.com/prep2021>

Project Description

Due to the persistent threat of 2019 Coronavirus Disease (COVID-19), the government has imposed a series of social distancing policies to reduce virus spreading in the community. Elders are highly recommended to stay home to avoid face-to-face human contact. As days have gone by, loneliness and the mental health of elders has become a major concern. Mobile phones have also become their major source of contact with the outside world as about 2 in 3 persons aged 65 and over had smartphones in 2019 according to the HKSAR Census Department. Meanwhile, fake health news floods social networking channels with rumours about COVID-19, further spreading fear and anxiety. Providing accurate health information from knowledgeable people with love and care is urgently needed for the elders. However, the social distancing policies and concerns of infection have made it difficult for us to carry out conventional face-to-face health outreach events. Consequently, to protect the health of student and service participants while championing our visions of caregiving and transferring knowledge in the community, we will implement a phone reassurance for elderly project (PREP). In this project, we will train students and equip them with health knowledge for providing phone reassurance and health promotion service for elders at The Chinese University of Hong Kong (CUHK).

Proposed solution.

The project will be carried out by the university's interprofessional service-learning team CU CHAMPION, which is supervised by the project leader, Prof. LEE Wing Yan Vivian. Students of any discipline are welcome to enroll as volunteers. Student volunteers who complete the service-learning project and attain all required assessments and tasks will be awarded a certificate of appreciation.

Our team will prepare a set of training materials to support and equip student volunteers before making phone calls to elderly service subjects. The materials will be uploaded to the Blackboard e-learning platform, which includes readings, videos, and annotated slides about 1) the symptoms, vaccine and prevention of COVID-19; 2) the influence of misinformation and fake news during the pandemic, and 3) the resources and services for the elderly. Moreover, there will be supplementary content about communication skills with the elderly, as well as mental health and mindfulness management. The training materials format includes but not limited to videos, journals, and PowerPoint slides. All student volunteers will be enrolled on the Blackboard platform and have full access to all training materials.

Upon completing the training materials, each student volunteer has to take a quiz to justify their understanding of the training materials and complete a pre-project self-assessment of the project. Each student volunteer will then be assigned to contact 4 elderly subjects from June to September; and 2 elders from January to February. He/she will need to make 6 phone conversations with their service subjects about the topics mentioned in paragraph 1 on a regular basis. The elderly service subjects will be recruited by our community partners (District Elderly Community Centre or Neighbourhood Elderly Centre).

Social Impact

1. provide accurate health information to elders
2. warm elders' heart with friendly CUHK students
3. release the pressure of elders and remedy feelings of loneliness
4. bridge the gap between the two generations
5. enhance knowledge for both students and elders in the community
6. raise the public awareness of the needs of elders during the COVID-19 pandemic

Visions

Volunteering work of 100 CUHK students to serve over 400 elders could bring massive changes to the community of, including:

1. constructing a cohesive community through cooperation by multidisciplinary CUHK students of different disciplines;
2. creating a harmonious community by connecting the young and the old, the knowledgeable and the experienced;
3. removing the indifferent and heartless attitude of the city bit by bit starting from this project.

More information

Social Responsibility Elements in this project

Social responsibility has always been part of the core values of CUHK. The university also recognizes that a good understanding of social issues cultivates wider awareness and engaging in activities to address such issues is a vital part of University education. This project is in line with this initiative. In addition, we want to develop a sustainable means to measure the outcomes of service learning in university education as it will not only help the academic improvement in university but also be advantageous for the development of other service projects in the community.

About the Service Subjects in this project

Our team will only obtain their basic information such as name, gender, age, basic health condition, and phone numbers, and keep them in password-protected computers. Both student and service subjects will only receive the basic information of their counterparts. The inclusion criteria of service subjects are elders who are aged 65 or above and must be enrolled as members of our community partners, with the ability to communicate in Cantonese, and the ability to use mobile phones for subsequent interventions. Service subjects who have hearing and speaking problems, intellectual disabilities, and cognitive impairments will be excluded from this project.

Involvement of 2 faculties establishing an extraordinary team

We expect to recruit 100 Faculty of Medicine, Faculty of Social Science and Food Nutrition Science students to participate in this project as student volunteers. By combining the strengths of different students, we will establish an extraordinary team to remove obstacles faced by the elderly.

The training materials

The training materials for volunteers are essential elements in this project. Student volunteers are required to study the materials and pass a quiz before making their first phone calls to service subjects. The materials will be uploaded to a course on CUHK's e-learning platform - Blackboard.

Phone Call Action Items

Call	Tasks
1	<ul style="list-style-type: none">● Self-introduction● 1st GDS-15 (Geriatric Depression Scale) survey● Pre-test and intervention on theme 1: Coronavirus Disease (COVID-19) - Prevention, Symptoms, and Vaccine (Part 1)
2	<ul style="list-style-type: none">● Pre-test and intervention on theme 1: Coronavirus Disease (COVID-19) - Prevention, Symptoms, and Vaccine (Part 2)● Introduce mindfulness and practice
3	<ul style="list-style-type: none">● Pre-test and intervention on theme 2; Fake news and misinformation
4	<ul style="list-style-type: none">● Pre-test and intervention on theme 3: Health Resources and Services for elders
5	<ul style="list-style-type: none">● Post-test of theme 1 to 3● 2nd GDS-15 survey
6	<ul style="list-style-type: none">● Elderly feedback survey (Conducted by volunteer partner)



Supported by Knowledge Transfer Fund at CUHK
香港中文大學知識轉移基金支持項目



中大學生與長者 電話訪談計劃2021

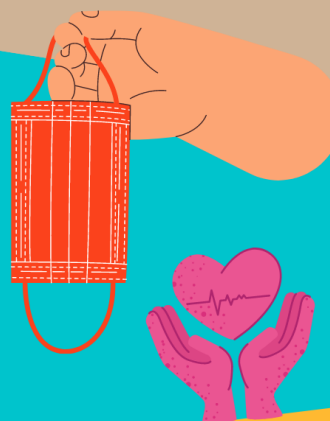
招募參加者



在家很悶？健康資訊太多，難以分辨真假？想與年輕人多點交流？一同參加電話訪談計劃吧！

計劃簡介

香港中文大學（中大）學生將在服務期間定期致電長者，與長者分享健康資訊，促進長者的身心健康。同時希望增加跨代溝通的機會，促進跨代共融。



服務詳情

- 時期：6月21日至7月25日
- 時間：日間（時間由義工與長者協定）
- 內容：義工（中大學生）會於服務時期內致電5次，進行健康問卷，及傳達最新的健康資訊。
- 費用：全免（每位完成計劃的長者可獲禮物一份）

查詢 / 報名：請與中心職員聯絡
名額有限，欲報從速！

