

## 2.6 Family Service

### Objectives

The service objectives are to preserve and strengthen the family unit, by empowering individuals and their families as a whole, through different levels of professional intervention, and to improve the quality of family life.

### Highlights of the Year / Achievement

#### Brightening Family with Virtue

The Project, a signature initiative with collaboration among Caritas School Social Work Service of Kindergartens, Primary Schools and Secondary Schools, aimed to provide character strengths education to the families with pre-schoolers, children and adolescents.

**Case Sharing:** Mrs Chan, mother of two primary school students, joined the parent's group of this project. She was upset by the unharmonious relationship with her two sons. She complained her younger son was so slow at doing everything that her life was ruined and she had no private time of her own. She was overwhelming with impatience and tiredness. Besides, Mrs Chan was aware that she had put high expectation on her children but paid back with a lot of disappointments.



▲ The treasure box full of character strengths wishes

However, change in the parent-child relationship happened after she had joined the parent's group. Instead of focusing on the weakness of her sons, Mrs Chan discovered the character strength of prudence of her younger son. She shared, "It is so touched that I am able to see the strength of my son. He is my good helper because he can complete all the tasks carefully!"



Apart from changing her mindset, she found that her stress on parenting had been much alleviated.

Mrs Chan was grateful for joining the group that she could rebuild the parent-child relationship, look for their strength and see the lovely faces of her children again. She enjoyed sharing her experience and feelings with other parents as well as the group sessions which inspired her a lot.



▲ Mrs Chan shared her feedback towards our VIA parents group in the online seminar

A series of Value in Action (“VIA”) packages was published for kindergartens including 24 character strengths training manuals, 24 animations, puppets and character strength growth diary. For primary schools, a series of story books named “Forest of Virtues, parent-child challenge wheels and parent group training manual” was published. For secondary schools, the character strength was integrated into the curriculum on English, Chinese and Religious Studies. The seed of character strengths could be implanted in the children that they would grow up with confidence and live a meaningful life and most importantly, bring love and hope to the families.

## Enhancing the Users’ Empowerment through the online participation – Caritas Addicted Gamblers Counselling Centre (“AGCC”)

Online connectivity in the time of COVID-19 became one of the major ways to keep engaging with the public in light of social distancing in Hong Kong. An online programme “展晴開講” was conducted via AGCC Facebook to promote the prevention of gambling disorders. This preventive programme was effective in decreasing the risks of gambling disorders especially when involving the users’ successful stories and their strengths. Users’ empowerment was enhanced through their participation.



▲ An episode of “What can the family members do?” was very useful to the gamblers’ family members

Two users from AGCC participated in the programme “暢出正能量” organized by Caritas School Social Work – New Territories West (“SSW-NTW”). A song “悔改不賭” was co-created by a user of AGCC and a student of SSW-NTW which shared the user’s experiences on song creation with a student during the youth activity. The song composition was done by the student and the lyric was written by the user. The song was uploaded to AGCC website.



▲ Caritas School Social Work Service 「暢出正能量」 x AGCC



▲ The song “悔改不賭” was from co-creation

## Friendly Times - Caritas Social Support Service for Men

The Project was launched by Caritas Jockey Club Project Cedar - Social and Emotional Support Service for Men. The main serving target was male aged 18 to 35 with the problems of isolation and social deprivation. The mission of the project is to change their negative mindset to a positive one and they realized the importance of being accepted by others.



▲ Social skills training camp for adults

The Strategies and Skills Learning and Development framework was adopted to build up the social competency of intimacy for the service users.

A research was conducted to evaluate the outcome of the project that both qualitative and quantitative results were very promising. The overall satisfaction rate on the social skills training programmes was 100%. The results showed that their social life network was expanded. Moreover, empathy to others and self-understanding were improved. Improvement in managing conflict, emotion and relationship were also found from the research result.



▲ Volunteer services - Conservation of historical sites

The service users were not only the service recipients, they were also the working partners, helpers and volunteers of Caritas. They organized social activities among themselves. They also provided services such as board games volunteers in different centres of Caritas as a way to participate in the community.

## Grains of Soul: Community Support Programme on Psychological Wounds

The Project aimed to strengthen family resilience through enhancing awareness, understanding and coping of intergenerational transmission of trauma in families. It also hoped to reduce adverse impacts brought by family trauma and to lower social and medical costs in the long run. The project adopted a public health approach in strengthening the resilience level in families by enhancing knowledge and awareness on intergenerational trauma through short term programmes. Primary schools, integrated family service centres, churches and other community partners were the collaborative partners for public trauma education.

The three-year project has been receiving support from The Community Chest of Hong Kong from September 2016 for providing trauma education to over 14,000 individuals and families. It has been extended for another two years from 2019 to 2021. More than 98% of the participants shared that the programmes had enhanced their awareness, knowledge and coping, as reflected by the service evaluation. The Project has developed a safety net for the community through networking for more than 200 partners and providing training to 400 professionals. Moreover, the project has developed a self-help package including a booklet and 12 postcards which could provide a reflective / experiential space for users and serve as a reference for professionals.



▲ Use of postcard in activity. Message revealed when giving warmth to the black heart



▲ Sharing of Dr Grace Cheung, Ms Shirley Lau and Ms Virginia Lam

## Discovering the BLESSings in Our Life

Caritas Dr. & Mrs. Olinto de Sousa Integrated Family Service Centre launched a two-year project with funding support, namely “Discovering the BLESSings in Our Life”, to promote family resilience. The project aimed at shifting the traditional Chinese cultural paradigm of fault finding, to a strength-based discovery of expressing gratitude within the family. In the 1st phase, almost 8,000 citizens were served through community education programmes by means of interactive drama tours to schools and elderly centres. In the 2nd phase, focus was put on the snowball effect through group work in 15 schools, in which a pre / post-test research was adopted to assess the effectiveness on enhancing family resilience.

Due to pandemic, only one group of students completed the test but the result was encouraging.



▲ Family members expressed their appreciation to each other at the community exhibitions

## Award Achieved

“Discovering the BLESSings in Our Life” was granted an "Outstanding Award" in Wofoo Asian Award for Advancing Family Well-Being (Wofoo 3A Project) 2020.



▲ Father's day video:  
<https://www.youtube.com/watch?v=Lx5gv9yZcLM>



▲ What is blessing:  
<https://www.youtube.com/watch?v=4sAgP0fSLzI>

**Case Sharing :** Mrs Chan is one of the participating mothers in the project. Her sons saw the drama at school. She was deeply touched with the mission that she liaised with the parent-teacher association of the school. As a result, the project sowed seeds to the whole school with a lingering effect.



▲ Interviewed a child to express her gratitude to her father

Mrs Chan also shared her own life story about overcoming life challenges with supports from her sons on the Facebook and newsletter. She volunteered to hold a programme for parents and children to cook for each other, showing their gratitude. This is one of the success stories in the project and it was exactly what the project wanted to achieve. A seed of resilience is planted in individual, from there it created a rippling effect, from the individual to their family, and further spread to other families.



▲ Parents created a new intimate experience with their children through making special cartoon lunch boxes