

Project No. : 0078-02
Project Title : PARACLETE - Care-and-Comfort Angel Promotion Project
Name of Organization : S.K.H. Holy Carpenter Church District Elderly Community Centre
Grant Approved : \$1,800,000

Project Highlights:

1. Aims to integrate various sectors, funeral professionals, social service organizations, religious groups and volunteers to generate the spirit of self-help, mutual-help and the attitude of active care and support to the bereaved.
2. Through volunteers' recruitment and training, to develop "Care-and-Comfort Angel" who will support the elders and the bereaved by providing related service information, such as, funeral procedures, emotional support or referral services, so that they can get over the grief period, recover from the event and lead a new life.
3. To enhance people's ability against adversity in community, to change people's attitude towards death, and to raise the motivation to care and support the bereaved, maintain and build the spirit and mission of "Care-and-Comfort Angel".

Program Contents:

1. Recruit and train volunteers to be the "Care-and-Comfort Angel". Training topics includes: a) rationale of the service b) intervention skills c) funeral, legal, social service and referral service information d) bereavement counseling skills e) life-and-death education f) practicum.
2. Provide "Care-and-Comfort Angel One-stop Funeral Supportive Services" such as:
 - Funeral arrangement and information in related to will and law.
 - To accompany the bereaved in handling funeral issue and to provide instant emotional support, counseling and other supportive group services to the bereaved.
 - To refer cases to suitable services, such as clinical psychological counseling.
 - To authorize "Care-and-Comfort Angel" to complete the funeral process.
 - To ally with other funeral and business organizations in providing comprehensive services with reasonable market price.
3. Change the taboo of the general public towards death through life and death education.
4. Organize the experienced "Care-and-Comfort Angel" into self-help group
5. Offer trainings for "Care-and-Comfort Angel" tutors

Unique Features of the Project:

1. To reduce the taboo towards death by raising the awareness and reinforcing positive attitude of the general public.
2. To generate a caring and supporting community by providing assistance to the bereaved.
3. To facilitate the general public in planning after-death arrangement, so that relatives are able to perform in accordance with the will of them.
4. To provide one-stop funeral supportive service by building up mutual help network—Care-and-Comfort Angel group.

Project Duration: 36 months (from 4/2004 to 3/2007)

Target Groups: Senior citizens, religious groups, social service organizations, the general public

Location of the Project: Territory-wide

Expected Outputs and Outcomes:

Performance Outcomes	Output Standard
Successfully recruited and trained volunteers to be the “Care-and-Comfort Angel” and offered one-stop funeral supportive service	<ul style="list-style-type: none">• 180 trained volunteers within 3 years• 115 out of 180 trained volunteers provide service
The bereaved have received suitable funeral supportive services and recovered from the grief period	<ul style="list-style-type: none">• 20,000 individuals per head gain related information within 3 years• 300 referral cases are handled• 250 individuals and families receive bereavement counseling service• 864 bereaved receive group counseling service• 70% service receivers show that services received suit their needs
General public gained related information about life-and-death, and in turn changed their negative attitude towards death	<ul style="list-style-type: none">• 15,000 people receive life-and-death education• 70% of the participants show positive change in attitude toward death
The helpless people have received complete funeral services.	<ul style="list-style-type: none">• 300 helpless people receive funeral authorized service within 3 years

Outcomes Measures will Include:

1. Quantify the networking effectiveness by counting total no. of 1) volunteers participated, 2) service users who turn into the volunteers as a result and 3) involved professional bodies and organizations.
2. Service recognized by the community via quantitative and qualitative measurements that includes: total no. of enquires from potential users, amount of users served and their usage frequency. Assess whether the services can help the community to cope with the bereavement situation by measuring the mental health index of the service users
3. To evaluate the degree of changes on death concept in the community, whether they have provided support to the bereaved and their frequency.
4. Evaluate total number of helpless people served, which includes number of funeral services authorized by the helpless people.