

疫情期间多闻特殊长者社区支持网络建设案例

Cases of constructing community support network for special elders in Duowen during pandemic

一、 疫情下多闻特殊长者社区支持网络建设背景

PART ONE The background of constructing community support network for special elders in Duowen during pandemic

社区背景

Community background

1.地理位置及人口结构:

1. geographic position and population structure

多闻社区位于江汉区民意街，东临前进一路、西到友谊路、南临民主一街、北到自治街，中间穿插东西走向的民主街路，南北走向的民意一路；社区被干道分为维善片区、多闻片区、崇安片区，社区内以五金商业为主，属于武汉典型的城中村社区；社区共有 1900 户左右，4700 余名居民，流动人口 1300 余名，租户为主；长者群体占比较大，60 岁以上长者有 1200 多名，其中独居、空巢长者居多，有 220 户左右，独居高龄长者有 62 户。

Located in Minyi street, Jianghan district, Duowen community rests on First Qianjin Road in the east, Youyi Road in the west, First Democratic Street in the south, and First Autonomous Street in the north. The community is divided into Weishan District, Duowen District

and Chongan District by the main road. Hardware business is the main business of the community, which is a typical urban village community in Wuhan. There are about 1,900 households in the community, with more than 4,700 residents and 1,300 floating population, most of whom are tenants. Elders takes a large percentage of the population since there are over 1,200 elderly people who are over 60 years old, among whom 220 elders are living alone or empty nesters, and 62 households live alone among the elderly.

2. 社区资源状况: **Resources situation of the community**

社区以个体经济为主,共有商户 286 个,其他政府事业单位 6 个,如民意街道办、派出所、电信公司、房管所等。社区青少年服务有青少年宫支持;老年活动有美好运营的居家养老服务中心和博闻之家完成;社区依托美好在博闻之家的的工作,已孵化培育 2 个社区志愿团队志愿团队,分别为“老旧小区物业自管会”、“社区便民服务队”。

The community is dominated by individual economy, with a total of 286 businesses and 6 other government institutions, such as public opinion street office, police station, telecommunications company and housing management office, etc. Community youth services are supported by the youth palace; The elderly activities are completed by the Home Care Service Center and the Bowen Home operated by Meihao. Relying on the work of Meihao in bowen home, the community has incubated two community volunteer teams, "old community property management association" and "community service team for the convenience of the people".

3. 社区应对疫情现状 **Current scenario of the community dealing with pandemic**

社区疫情防控难度大，非封闭小区，截至目前多闻确诊 16 人，隔离 23 人；按照武汉市委市政府要求，社区全面封闭小区，限制人口流动，全部居民如无必要杜绝外出，主干道实施管控，进出社区需凭社区开具的出入条，商业店铺关门。为此美好社工与社区共同合作完成第一阶段工作。

Community epidemic prevention and control is demanding and intractable. In non-closed community, so far in Duowen, 16 people have been confirmed and 23 isolated; According to the requirements of the Wuhan municipal party committee and government, the community will be completely lockdowned to restrict the flow of population. If not necessary, all residents have to stay at home, the main road will be controlled, entering or leaving require the entry and exit papers issued by the community, and commercial shops are closed. To this end, social workers of Meihao and the community cooperated to complete the first stage of work.

4. 目前已开展工作 **Current work in progress**

第一阶段：关注社区居民的生活及医疗健康需求，

Phase one: focus on the residents' life and medical health needs

第一阶段物质生活需求及医疗健康需求搜集上社区采取普通居民网格群报送（可覆盖 80%的居民群体），目前第一阶段的需求已经基本满足；

In the first stage, the community uses reports of the grid group of ordinary residents (covering 80% of the residents) to collect the material living needs and medical and health needs . At present, the needs of the first stage have been basically met.

我们是通过由社区队伍网格员+公益组织+社区志愿队伍组成的三个队伍，职责分别是：社区李主任带领的一队：负责居民需求信息搜集，完成需求统计；二队有公益组织驻点工作人员李华萍负责居民需求代买代购等生活物资的需求，药品需求有社区网格员赵冰负责；三队心理支持需求由公益组织社工+网格员组成，对患有传染病的家庭成员开展心理辅导，缓解情绪、降低压力。

We are three teams composed of community team grid members, public welfare organizations and community volunteer teams. The responsibilities are specified as follows: team one led by community director Li is responsible for collecting residents' demand information and completing demand statistics; Team two is led by Li huaping, a resident staff member of the public welfare organization, was responsible for the residents' needs of daily supplies such as purchasing for them and Zhao bing, a community grid member, was in charge of the needs for medicine . Team three, which is accountable for psychological support, is composed of social workers and grid members of public welfare organizations. Their mission is to provide psychological counseling for family members suffering from infectious diseases to ease their emotional burden and reduce stress.

而在生活物资保障方面，建立了三个渠道：一是社区自建了临时小超市，准备一些急需的粮油及生活用品，缓解管控升级期初的一些需求；二是积极协调社区内的水果店、餐馆来供应一部分食材；三是

与政府指定的各大供应商超联系，多轮的不断优化和比对，协商调配以解决居民的生活所需。

In terms of daily necessities support, three channels have been established: first, the community has set up a temporary small supermarket to prepare some urgently needed food, oil and daily necessities, so as to alleviate some demands at the beginning of the escalating control.

Second, the community actively coordinates fruit shops and restaurants in the community to supply a part of food materials.

Third, the community contacts with the major suppliers designated by the government, continuously optimize and compare them with each other many times while negotiating with them to meet the needs of residents.

(二) 项目问题分析 Analysis of programme problems

第一阶段工作中美好社工与社区共同搭建生活物资及医疗健康需求基本保障生活需求，并在此基础上延伸到患者家庭心理支援服务；但是同时我们也发现细分群体的具体需求无法有效满足。这就是第二阶段要做的工作：

In the first stage of work, the social workers of Meihao and the community jointly built daily supplies to saftify basic medical and health needs to guarantee the daily needs. Meanwhile based on it they extended to the psychological support services for the patients' families. But at the same time, we also found that the specific needs of subdivided groups could not be effectively met. That leads to work in phase two :

1. **服务对象安全问题:**我们在服务中虽能满足社区大部分居民的物资需求,但面对独居高龄长者、具有跌倒史和心脑血管疾病患者的独居对象时,并不能做到完全的安全保障,我们服务中发现这些服务对象面临的安全问题,及时与社区沟通,在人力不足的情况下分出一支志愿队伍,提供安全慰问。

1.Security problems of the served objectives

In our service, we can meet most residents' demands for community supplies. Whereas, in terms of solitary elderly people and people living on their own with a history of falls and cardiovascular and cerebrovascular diseases, their safety can not be totally insured. We had found safety problems they are facing during our services, so we timely communicated with the community, and managed to spare a voluntary team to provide them with safety visits under the shortage of manpower.



2. **服务对象的精神慰藉:**在电访电访中我们发现,在基本生活物资需求得到满足的情况下,随着被封闭的时间越来越长,精神生活已经无法满足,抱怨无法外出,心理烦躁、无事可做、电视都看烦了等

等；由于疫情期间关注患者家庭的心理慰藉，对社区特殊长者关注较少（年轻人相对老年人休闲方式较多）。如无法有效满足这一需求，居民下楼人员增多，面临进一步防控压力，传染概率会增加；社区书记在接受新闻“1+1”连线时已说明全力支持居民精神慰问活动开展。

2.Mental support for the served objectives

During the call visit, we discovered that when the basic material needs of life were met, as the lockdown prolonged,the spiritual life of residents was no longer satisfied. They complained about not going out, emotional disturbance, having nothing to do, and tired of watching TV,etc.Owing to the focus on the psychological comfort of patients' families during the pandemic, less attention was paid to the special elderly in the community (young people have more leisure ways than the elderly).If this demand cannot be effectively met, the number of residents going downstairs will increase, and we will face heavier pressure of prevention and control, so the probability of infection will increase.The community secretary, while being interviewed by the press “1+1” , had stated that he fully supported the residents' spiritual sympathy activities.



3. 特殊群体（独居高龄、残障等）的生活生活支持服务：第一阶段社区主要关注普通大众居民的生活物资需求，随着该阶段完成，美好社工与社区协商对社区居民群体需求进行细分。工作中我们发现独居高龄长者、残障人士及其他特殊群体在运用现代工具订购生活物资时是困难的，由此我们组建了针对特殊群体的电访工作，统计需求并代为购买，但是随后发现最后 1 公里的配送问题急需解决，第二阶段针对独居等特殊群体，我们和社区将组建生活支持志愿队伍，提供最后 1 公里配送服务，搭建特殊群体的生活支持网络。如无法满足该群体生活，防控效果将大打折扣，该群体安全无法有效保障。社区目前已将特殊群体服务转给美好公益社工及志愿者跟进。

3.Life support services for special groups(elders living alone,disabled,etc)

In the first stage, the community mainly pays attention to the material needs of the general population.Once this stage completes, community social workers and the community negotiate to subdivide the needs of the residents.During work we found it difficult and troublesome that the elders living alone, the disabled and other special groups use modern tools to order goods.Hence we formed a special group of call interview to record their needs and purchase for them.However,we then found the final 1 km problem needs to be resolved with haste.

The second stage is designed for special groups like residents living alone.We will form the life support and community volunteer team to provide the final 1 km and distribution services, set up life support network for special group.If the living needs of this group cannot be satisfied, the effect of prevention and control will be greatly compromised and the safety of this group cannot be guaranteed.The

community has now transferred the special group services to social workers of Good Public Benefit and volunteers to follow up.

二、项目服务目标及服务产出

PART 2 Services targets and output of the programme

(一) 项目目标 Programme target

1. 建立独居高龄老人的安全支持网络，降低生命安全风险；

1.Establish a safety support network for elders living alone to lower safty risks.

安全网络对象：独居高龄老人+具有跌倒史、心脑血管疾病的其他独居者+部分空巢老人；

Objectives of the safety network:elders living alone+loners with a history of falls and cardiovascular and cerebrovascular diseases+other elders in empty nests

服务对象数量：目前需每日电访量 96 户，其他不需每日电访量共 217 户；

Number of served objectives:96 families require daily call interview while 217 in total do not.

2. 建立社区独居高龄老人的心理支援网络体系，降低疫情期间的情绪困扰；

2.Establish psychological support network for elders living alone in the community to lower emotional disturbance during

the pandemic.

心理支援网络服务对象：心理困扰的独居长者为主，其他社区居委转介的对象；

Served objectives:mainly elders living alone with emotional disturbance and other objectives transferred by neighborhood committees.

3. 建立社区独居长者的生活支持网络，保障长者的基本生活需求。

3.Establish a life support network for elders living alone in the community to meet their basic living needs

服务对象：高龄独居长者+行动不便居民。

Served objectives:elders living along and residents with inmmobility

(二) 项目产出 Programme output

1. **安全网络服务成效指标: Safety online services efficiency index:**

(1) 组建 1 支 3-5 名人员组成的电访队伍；

(1) Form a call interview team of 3 to 5 members

(2) 完成针对以上服务对象一日一访，完善记录；

(2) Complete one daily call interview with served objectives mentioned above and finish the records.

2. 心理支援网络服务成效指标: **Mental support network efficiency index**

(1) 组建 1 支社工+网格员+志愿者组成的心理支援队伍;

(1) Form a mental support team of social worker,grid member and volunteer

(2) 针对特殊个案形成完整工作报告。

(2) Finish complete work report concerning special cases

3. 生活支持网络服务成效指标:

3.Life support network efficiency index

(1) 组建 1 支 6-9 名志愿者组成的线下物资保障志愿队伍;

(1) Form an offline maintaining supply team of 6 to 9 volunteers

疫情期间每周至少 1 次物资配送服务, 含药品配送;

(2) Complete at least one supply delivery service,inclusing medicine,per week during the pandanmic

4. 建立课题研究小组

4.Form case study unit

(1) 组建课题小组，有 1 名高校教授及 2 名中级社工参与的课题工作组；

(1) Form case unit that includes one college professor and two middle-class social workers.

(2) 形成社区治理层面的课题研究 1 份，项目结束后 3 个月完成，探索公共危机状态下的社区治理服务策略。

(2) Contrive one case research on the level of community management in three months after the programme ends to explore the strategy of community management during a public health crisis.

(三) 受益人数 **Number of benefactors**

1. 直接受益人（直接参与项目活动，从项目中受益的人数）

1.Direct benefactors(The number of people who were directly involved in the programme and benefited from it)

独居高龄长者：62 名；

Elders living alone:62

独居跌倒史长者：6 名；

Elders with the history of falling living alone:6

独居心脑血管疾病患者：28 名；

Patients with cardiovascular and cerebrovascular diseases:28

五类群体其他户数：217 名（失独、残障、低保、医患家庭）。

Families of five other groups(family losing the only child.family having disabled people,family with the basic living allowance,family having patients):217

2. 间接受益人数

2.Indirect benefactors

社区 1900 余户，4300 名人员左右；

Community:over 1900 families and 4300 people

社区居委 21 名工作人员；

Neighborhood committee:21 workers

社区共建单位 5 家，含电信、汉口银行、房管所、派出所、青少年活动中心等。

Community co-constructed unit:5,including telecom services,Hankou Bank,Housing management office,local police station,and youth entertainment centers,etc.

三、多闻疫情下特殊长者社区支持网络建设策略

Strategies for community support network construction for special elders in Duowen under the epidemic

(一) 行动理论 theory of action

地区发展模式：在大陆主流的社区工作模式共有三种，分别是地区发展模式、社区策划模式、社区照顾模式；本案例主要从地区发展模式的角度，结合社区照顾模式的内容实施开展。

Regional Development Model: There are three mainstream community work models in mainland China, namely regional development model, community planning model and community care model. This case is mainly carried out from the perspective of the regional development model, combined with the content of the community care model.

美好社会工作服务中心目前主要在地服务是推动社区志愿服务体系建设，引导社区志愿团队关注社区问题，在疫情中特别是武汉实施全面封闭小区政策后，我们发现社区普通居民尚可以通过网络、智能手机等建立自己的支持系统（生活物资、心理支持、社会网络）等，但是社区特殊长者并不能建立自己的支持系统，鉴于此，我们发挥我社工机构的强项，迅速在社区打造志愿服务体系，推动社区居民间的互动与互助，通过行动解决社区特殊长者的需求。

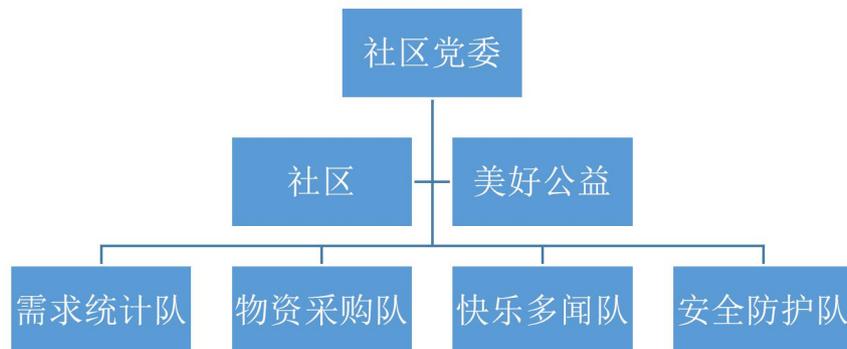
The main service of the Meihao Social Work Service Center is to promote the construction of a community volunteer service system and guide the community volunteer team to pay attention to community issues. In the epidemic, especially after Wuhan implements a comprehensive blockade of the community, we found that though most residents in the community can still establish their own support systems (life supplies, psychological support, social networks), etc. through the Internet and smartphones, the special elders in the community had no way to achieve it. In view of this, we gave full play to the strength of our organization to quickly build a volunteer service system in the community, promote interaction and mutual assistance among community residents and meet the needs of special elders in the community.

组建志愿服务体系后，我们迅速对志愿者进行能力建设，即从社区照顾的角度，结合居家养老服务内容，对特殊长者的支援系统予以培训，提升服务质量。

After the establishment of a volunteer service system, we quickly carried out capacity building for volunteers, that is, from the perspective of community care, combined with the content of home care services, providing training to the support system for special elders to improve service quality.

(二) 社区志愿网络建设的行动策略——网络体系融入社区党委的组织架构 **Action Strategy for Community Voluntary Network Construction——Integrating the network system into the organizational structure of the community party committee**

疫情期间社区志愿工作架构



社区党委：社区党委发挥党建引领，统筹全局的工作，明确社区志愿工作方向，指明志愿工作内容。

Community Party Committee: The community party committee plays a leading role, coordinates overall work, clarifies the direction of community volunteer work, and indicates the content of volunteer work.

社区: 社区充分发挥网格优势, 指导志愿队伍快速融入工作体系, 提供有效信息支持, 合作保障居民需求获得有效满足。

Community: Communities give full play to the advantages of community grid managing, help the volunteer team to quickly integrate into the work system, provide effective information support for the volunteers, and cooperate with them to ensure that the needs of residents are effectively met.

(Community grid management relies on unified city management digital platform to divide city management jurisdictions into unit grids according to certain standards. The members who undertakes specific tasks in the community grid management organization can be leading cadres, community leaders, community general staff, teachers, doctors, police, etc. By strengthening the inspection of the cell grid, the government can take the initiative to find and deal with problems timely, and solve the problem before residents complain.)

美好公益: 美好社工中心发挥发挥专业优势, 协助搭建社区志愿工作体系, 完成招募、培训、服务协调、服务记录的工作内容, 提升志愿队伍参与能力。由邱枫统筹, 张科负责现场协调。

Meihao Public welfare: Meihao Social Work Service Center exerts its professional advantages, assists in building a community volunteer work system, completes the work of recruitment, training, service coordination, and service record, and increases participation of volunteer

teams.Coordinated by Qiu Feng, Zhang Ke is responsible for on-site coordination.

需求统计队：通过网格群、电话访谈等形式，搜集社区居民需求，统计成报表，交物资采购队采购。

Demand Statistics Team:Through grid groups,(the community grid group is usually a WeChat group .After joining it, residents can communicate and help each other through it, and participate in community governance together.) telephone interviews and other forms, collect the needs of community residents, turn the statistics into a report, and hand it over to the material procurement team for purchase.

物资采购队：根据需求报表对接商超采购物资，满足团购需求，对零星居民需求，保障社区超市的运转，满足个性需求，同时对高龄长者或行动不便人士提供最后 1 公里配送。

Material Procurement Team:According to the demand report, go to the supermarket to purchase materials, meet the needs of group purchases and sporadic residents, ensure the community supermarkets to continued to function normally , meet the individual needs, and provide the last 1 km distribution services for the elderly or people with reduced mobility.

安全防护队：对社区主要路口进行管控，对出入社区居民登记、测量体温等工作。

Security Team:Manage and control the main intersections of the community, register residents in and out of the community, and measure body temperature.

快乐多闻队：负责线上公益课堂活动的开展，分步骤分时间段在社区网格群内推动社区居民参与线上活动，搭建社区居民间的互动、互助，满足精神文化需求。

Happy Duowen Team: Responsible for the online public welfare classroom activities, promote community residents to participate in online activities in the community grid group step by step in different time period , build interaction and mutual assistance among community residents, and meet their spiritual and cultural needs.

新闻素材整理：各队新闻素材整理由张科负责，协调各队伍建立信息报送渠道、对接人，每日对各队信息整合并发送田书记和李媛。

News Material Sorting: Zhang Ke is responsible for sorting the news material of each team, coordinating each team to establish the information reporting channel, arranging message receivers, and integrating and sending the information of each team to Secretary Tian and Li Yuan daily.

四、社区支持网络体系的工作流程及内容 **Work flow and content of community support network system**

(一) 社区居民生活物资支持

Support for living materials of community residents

社区居民生活需求关键节点在需求统计和物资采购这两个环节，围绕关键节点组织两支志愿服务队。

The key points of meeting the living needs of residents are demand statistics and material purchase, for which we have organized two related volunteer service teams。

1. 需求统计工作流程及内容

1. Work process and content of Demand Statistics



网格搜集：每个网格内招募 2-3 名志愿者，每名志愿者负责 1 天的统计工作，按照肉类、菜类、药品类、其他类分别统计，统计完成后报[送美好公益社工徐丹](#)。网格搜集覆盖 80%左右居民群体。

Grid Group Collection: Recruit 2-3 volunteers in each community grid and each volunteer is responsible for one day's statistical work ,according to the need of meat, vegetables, medicines, and other categories, After completed,the statistics will be submitted to [Meihao public welfare social worker Xu Dan](#),. The grid collection covers about 80% of the residents.

电访搜集：20%特殊群体采用电访形式搜集需求，3 名志愿者参与，每 3 天一循环，当天特殊群体需求按照肉类、菜类、药品类、其他类分别统计，统计完成后报[送美好公益社工徐丹](#)。

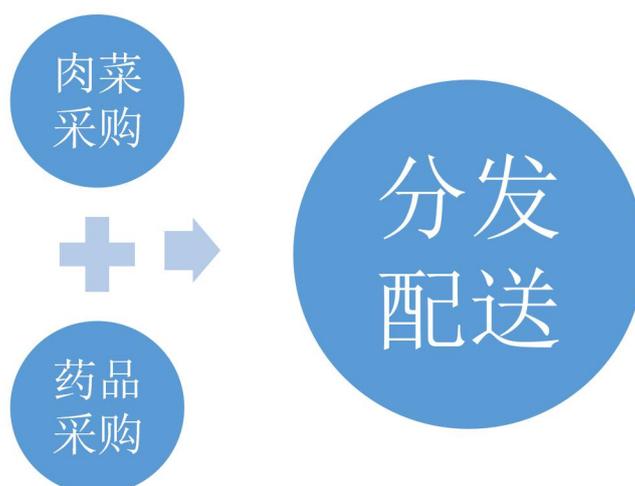
Telephone Contact Collection: 20% of special groups will be contacted through telephone to collect their needs. There are 3 volunteers

each time,shifting every 3 days. Still the needs of special groups are counted according to meat, vegetables, medicines and other categories on the day and the statistics will be sent to **Xu Dan**.

徐丹整合网格及电访搜集到的居民需求进行核查统计，其中肉类、菜类需求报送**社区李媛主任**；药品类报送社区网格员赵冰处；其他类别进行初步分析后报送**美好公益张科**，有其判定再分别处理。

Xu Dan integrated the statistics of residents' needs from the grid group collection and telephone contact collection. Among them, the demand for meat and vegetables was reported to **the head of the community Li Yuan**; the drug was reported to the community grid management member Zhao Bing; other categories ,after preliminary analysis,were reported to **Meihao public welfare worker Zhang Ke** and were dealt with separately according to his judgment.

2. 采购工作流程及内容 Work process and content of material purchase



采购分组分类：社区李媛主任将生活物资采购信息数据对接给美好公益驻点工作人员李华萍，由其统筹协调物资采购组志愿团队，进行采购；药品由赵冰协调购买。

Purchase by group by item: The needs statistics of meat and vegetable were sent from the head of the community Li Yuan to Meihao public welfare worker Li Huaping, who then coordinated the material purchase team to carry out purchasing activities. Drugs were purchased under the organization of Zhao Bing, the community grid management member.

志愿者分组：肉菜按需对接不同商超，商超每两人1组，共需5组10人组成，其中4组对接团购、1组对接社区超市采购；药品2人1组仅需1组可完成；

Volunteer grouping: There are 5 groups, 2 people in each group, in charge of meat and vegetable purchase for they have to go to different supermarkets. Among them, 4 groups are responsible for residents' group buying and the other is connected to community supermarkets purchases. Only 1 group of 2 people can complete the drug purchase.

线下完成统一配送：所有物资采购完成后由李华萍负责协调分类配送，分类包装期间如需人手，可抽调网格员参与；配送仅针对特殊群体中行动不便者，其他自取。

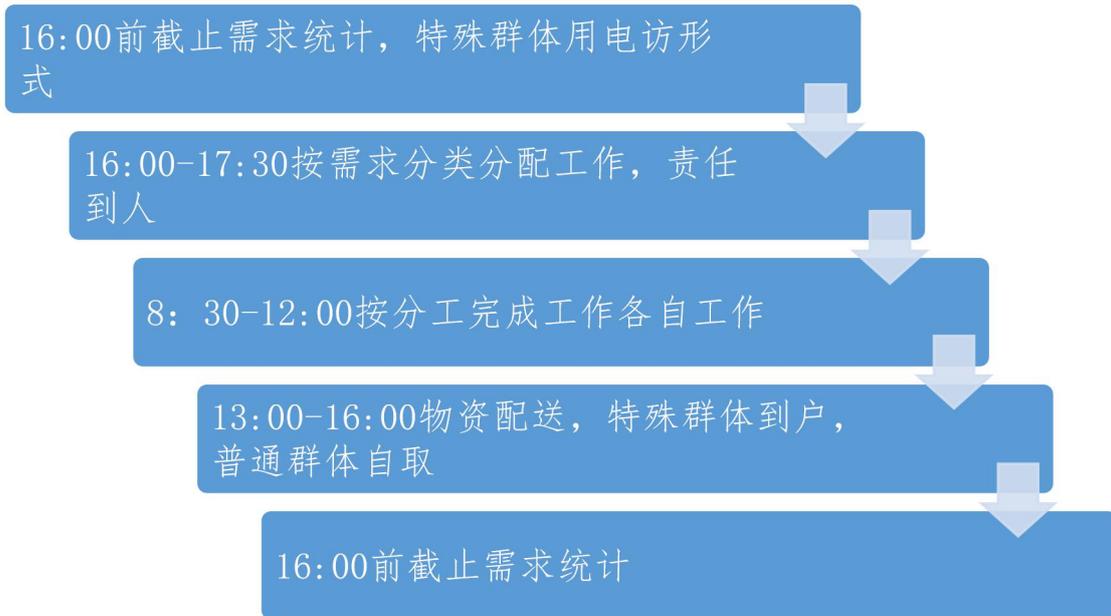
Offline Delivery: After all materials are purchased, Li Huaping is responsible for coordinating classified delivery. If manpower is required during classification and packaging, grid members can be selected to provide help; delivery is only for special groups with limited mobility.



3. 生活支持工作流程 Work process of Life Support

工作流程时间作为参考，程序可作为工作指导的重要依据，该流程一方面对各个工作环节进行衔接，引导社区居民按照流程报送需求，使工作更具规律性；另一方面降低工作无序感，节省时间和精力。

Work schedule is used as a reference and an important work guidance basis . On the one hand, this process ensures various work going on smoothly and gives a guidance to community residents to report their needs , making work more regular;on the other hand, it reduces disorder in the work,saving time and effort.



16:00 before :finish demand statistical work ;for special groups,contact them by telephone.

16:00—17:30 :assign work to individuals according to demand

08 : 30—12:00 :complete the work assigned to each person

13:00—16:00 :material distribution:for special groups,provide distribution delivery;others come to take by themselves.

16:00 before :finish demand statistical work

(二) 社区居民精神文化支持网络建设流程及内容

Process and content of community residents' spiritual and cultural support network construction

1. 心理支持工作流程 Work process of Psychological Support

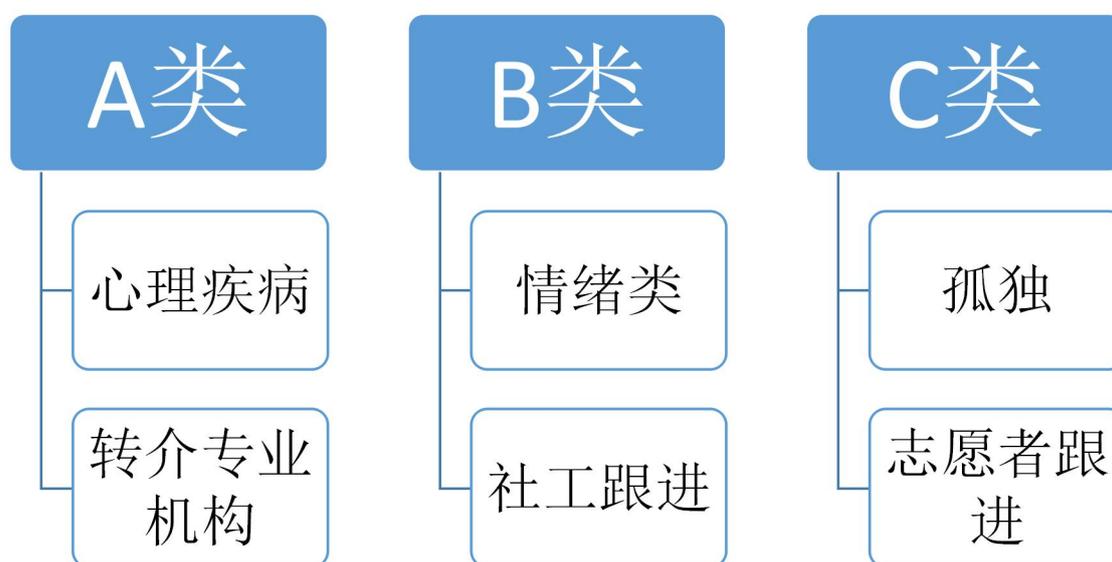
心理支持工作是针对社区患病家庭或者有需求的居民提供的服务，旨在缓解焦虑情绪、降低压力。

Psychological support work is provided to the community's affected families or residents in need,aiming to relieve anxiety and reduce stress.

2.采购工作流程及内容 Purchasing procedures

心理支持工作是针对社区患病家庭或者有需求的居民提供的服务，旨在缓解焦虑情绪、降低压力。

Psychological assistance provides service for families with sick members or residents in need, aiming to releasing their pressure and changing their mood



(1) 精神慰藉：依托机构社工，联合社区网格员和美好志愿服务骨干组建心理咨询队伍，通过线上或者电话对需求居民提供慰问或心理疏导，我们分为 ABC 三个级别，徐丹将信息搜集后报送谢振海，有其负责统筹。

Psychological assistance: under the support of social workers, community grid members and main members built the team of psychological support for the people in need by providing online service or making calls. There are three levels of emergency accordingly, Xudan is in charge of information collecting and Xie Zhenghai is responsible for coordinating.

(2) A类严重心理疾病困扰着，转介到专业心理咨询机构实施服务，社工定期跟进服务对象好转情况

Type A group with severe psychological diseases would be resorted to specialty agency, and they would be under follow-up service of social workers.

(3) B类情绪困扰严重的有美好社工跟进，提供情绪疏导服务；

Type B group has trouble in dealing with their bad mood, and they would be assisted by social workers.

(4) C级相对较轻者，孤独者有电访志愿者在社工指导下电话慰问，陪伴开展服务。

Type C group is the person who lives alone or feels lonely, he/she would be accompanied by frequent calls from volunteers.

2、快乐多闻线上公益活动流程及工作内容

Procedures of Happy Duowen online activity

快乐多闻线上活动氛围公益课堂和减压小组两个类型，分别依托博闻之家、8个网格群作为活动阵地，在社区推广线上互动互助，引导居民参与，建立疫情期间的居民间联结，从而增加共同抗疫信心。



Two types of online activity are public welfare classroom and pressure relief group and the home of knowledge and 8 grid groups as the main activities, aiming to promote online interaction and mutual assistance in the community, guide residents to participate, establish the connection between residents during the epidemic, and boost the confidence.

工作组组成：快乐多闻工作队美好公益工作组，由邱枫负责，王雷、徐丹、陈莉组成，全力协助；社区工作有李媛负责，各网格员组成；志愿者组成由社区和美好共同在群内招募，每个群内招募 2-3 名志愿者。

Working group: Qiufeng leads this team with the members of Wanglei, Xudan and Chenli. Community work is made up by grid members and responsible by Liyuan. 2 to 3 volunteers are recruited from each group and made up the volunteer group.

美好公益主要工作：负责课程设计、推广、活动实施、志愿者招募、培训、工作分工界定等。

Meihao welfare work: class design, promotion, activity implementation, volunteer recruitment, training and jobs duty.

社区主要工作：李媛协调网格员参与活动推广、活动互动，群内信息回访、回复、问题统计等；

Community work: Liyuan is responsible for coordinating grid members participation, interaction, follow-up calls, reply and questions collecting.

志愿者工作：协助开展线上公益课堂，引导居民互动；协助统计居民需求，整理后报送社工徐丹。

Volunteer work: assist in online public welfare class, guide residents to interact; collect statistics of residents' needs, and submit to Xudan after sorting out.

其他工作：原则上建立志愿者总群，由邱枫、张科负责维护志愿者工作总群，每日工作复盘及第二天工作计划在总群安排实施。

Other work: a general group of volunteers is established. Qiufeng and Zhangke are responsible for maintaining the general group of

volunteers. The daily work resumption and the next day's work plan are arranged and implemented in the general group.

(三) 社区居民安全防护支持

安全防护主要对社区进行隔离管控，维护社区安全秩序，保障居民外出按照政策执行，保护社区居民安全。该工作有居委管理，张科根据需求协助安全防护。

Safety protection mainly includes the isolation and control of the community, the maintenance of community safety order, the protection of residents' going out in accordance with the policy, and the protection of community residents' safety. The work is managed by the neighborhood committee, and Zhangke assists in safety protection as required.

1、社区防护：社区居委统一安排下，协助治安员、安保人员对主要路口管控，配合开展体温测量、居民外出管理工作。

1. Community protection: under the unified arrangement of the community neighborhood committee, assist the public security officers and security personnel in the control of the main intersections, cooperate in the management of temperature measurement and residents' going out.

2、社区排查：协助社区居委、网格员对辖区居民进行发热排查登记工作，统计患病人数和疑似案例，定期更新资料数据。

2. Community investigation: assist community residents' committee and grid members in the investigation and registration of fever, count the number of patients and suspected cases, and regularly update the data.

3、消毒消杀：对社区楼道、封闭街巷进行消毒消杀，完成社区交代的疫情防控工作，保护社区居民安全。

3. Disinfection: disinfect community corridors and closed streets, complete the epidemic prevention and control work assigned by the community, and protect the safety of community residents.

五、服务评估及总结

（一）社区支持网络建设服务评估

评估方法：我们采用了访谈、社区观察方法对项目成效进行评估。

Evaluation method: We used interview and community observation to evaluate the project effect.

（1）社区居委访谈：我们对社区社区居委工作人员进行访谈，主要围绕三个主题进行，一是网格内社区居民对社区的服务满意度评价如何；二是社区工作人员的工作紧张程度是否有所降低；三是社区内是否发生因封闭造成的安全事件。

(1) Interview with community residents committee: We interviewed the staff of community residents committee, mainly focusing on three themes. First, how to evaluate the service satisfaction of community residents in the grid; Second, whether the work tension of community staff has been reduced; Third, whether there are security incidents caused by closure in the community.

（2）社区服务对象访谈：对安全网络体系内的服务对象进行电访，主要围绕三个问题，一是特殊时期封闭小区志愿服务对您的生活

影响程度是否有变化；二是独居在家电话慰问前后对您的心理有何作用；三是您对战胜疫情是否保持乐观态度。

(2) Interview with community service objects: the service objects within the security network system are interviewed by phone, mainly focusing on three questions: first, whether the impact of the closed community voluntary service on your life has changed in a special period; second, what is the psychological function of living alone before and after the home phone call; third, whether you are optimistic about overcoming the epidemic.

(3) 社区观察：亦是从三个维度进行观察，一是社区内是否有特殊长者家庭突发事件的发生；二是社区的封闭秩序是否受到干扰；三是物资配送时特殊长者对志愿者的服务态度及变化。

(3) Community observation is also observed from three dimensions: first, whether there are family emergencies of special elders in the community; Second, whether the closed order of the community is disturbed; Third, the service attitude changes of elders to volunteers during material distribution.

(二) 服务成效 Results

从以上评估中我们发现，社区在封闭后，总体保持安全稳定的态势，初期居民的不理解到后面的全力配合；社区居民生活未受到影响，生活物资补充顺畅，对特殊长者的需求分组分类，分别有不同志愿网络跟进，未出现特殊长者安全事件的发生；每日电访共维持 60 余天，特殊长者需求能够迅速做出反映，个别老人因米面缺失，不能及时补充到位时，能通过送餐渠道配送盒饭到长者家中；居民对抗击疫情持

乐观态度，相信党和政府能够带领全体人民走向胜利；对志愿者服务初期出现不信任，但随着电访和物资配送，建立熟人关系，对志愿者信赖逐渐增加。

From the above assessment, we found that the overall situation of security and stability is maintained, and the residents at the initial stage do not understand the full cooperation behind after the community is closed; But the life of the residents in the community is not affected, the supply of living materials is safely delivered, and the needs of the special elders are grouped and classified, and there is no elderly security incident; the daily electricity visit is maintained for 60 days. For the rest of the day, the special needs of the elderly can be reflected quickly. When some elderly people are unable to supplement rice and noodles in time, they can deliver boxed rice to the elderly home through the catering channel. The residents are optimistic about fighting the epidemic and believe that the party and the government can lead the whole people to success. They do not trust the volunteer service at the initial stage, but with the telephone calls and material distribution, they can establish relationship and trust with volunteers gradually.



(三) 反思项目的执行 Reflection

1. 培训与防护不足：志愿者进入服务期间对他们的培训依然不足；个人防护因前期物资紧缺未能到位，未能进行有效防护，但万幸未发生志愿者被感染的状况。

1. Inadequate training and prevention and control: volunteers didn't get enough training during the training period; individual protection was not good enough due to the insufficient supplies, but luckily no volunteer was infected with the COVID-19.

2. 前期为顾及到服务对象的感受：前期我们配送物资期间采用上门的方法，但是我们发现大多数居民是抗拒和拒绝的，了解后知晓被服务对象担心外来志愿者会将病毒带进家中，服务中我们不断完善，采用物资配送到家门口敲门的方式让长者自取，并电话中告知自取前用酒精喷洒消毒，这一策略迅速拉近与服务对象的关系。

2. At the very first beginning, we sent the supplies to the door, but most people were indifferent and unwilling to for the fear of getting infection. We tried our best to improve the service quality, knocking doors and letting them to pick it up afterwards and asking them to disinfect supplies first. By doing so, it brought us closer to the residents.

3. 疫情后期随着志愿者返岗，社区参与人员逐渐不足，未能及时针对这一情况转变服务策略。目前我们正在与大型商超协商建立配送渠道，将特殊长者需求统计后每周实施一次配送，有商超工作人员完成社区配送，采购队伍与最后 100 米配送志愿队伍合并，全力对接商超资源完成最后 100 米配送服务，效果在评估中。

3. Many volunteers went back to their work at the late stage of pandemic, so the community was understaffed and we didn't swift our targeted strategy. So far we have been negotiating the ways to dispatch. The solution is to dispatch by the staff of supermarkets or malls once a week after we collect the needs from the elderly. Purchasing team will join last 100 meter volunteer team and guarantee the dispatch task at the last 100 meter, but how does it go is still under assessment.