

# 社会组织如何介入弱势群体实施服务

## How social organizations join in the disadvantaged groups to provide services

江汉区多闻独居高龄工作为例

Take the services for the elderly living alone in the Duowen community, Jiangnan district as an example.



美好公益

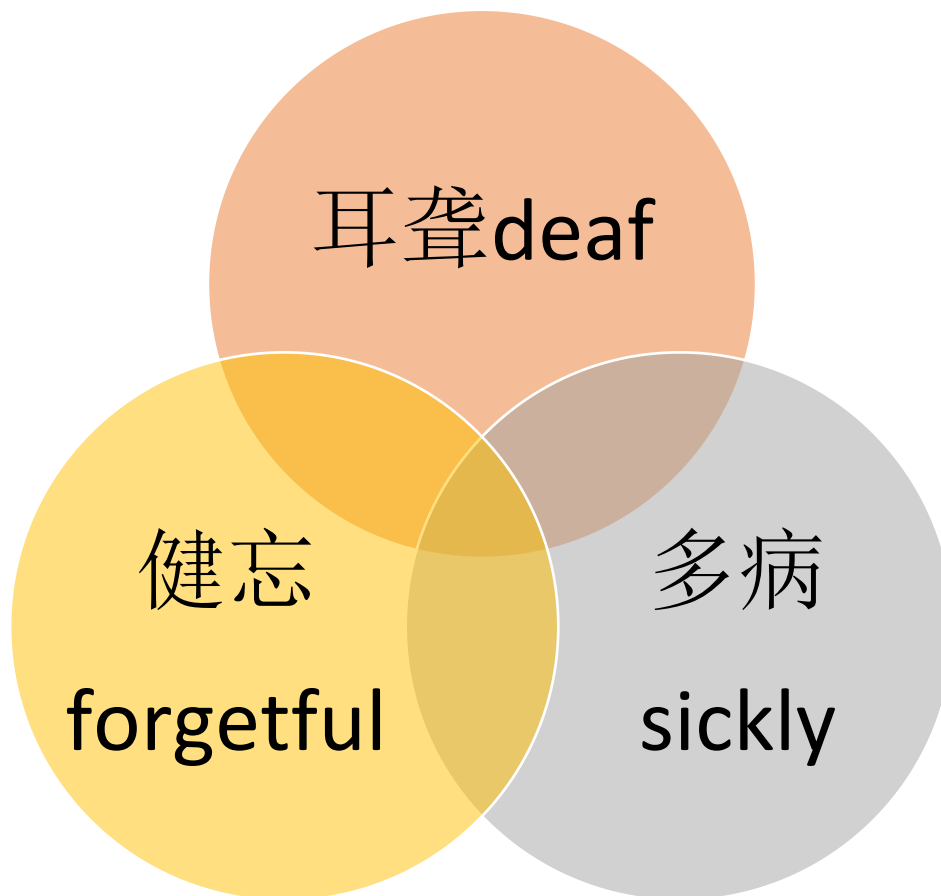
美好心灵 美好人生

美好生活

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# 案例一90岁贾伯案例

## Case- 90-year-old uncle Jia



# 案例一

## Case one

一敲二帮三守护

Knock the door

Give a hand

Keep guard over the elderly

# 案例一

一敲：

邻居日日敲  
青年周周敲

# Case one

Knock the door:

Neighbors knock elders' doors every day

Young people knock elders' doors weekly

# 案例一

二帮：

生活用品随手帮

健康医疗结对帮

# Case one

Give a hand

Provide the elderly with daily necessities

Provide the elderly with healthcare in pairs

# 案例一

三守护：

社区物业重点守护

社区居委重点帮扶

社区社工重点关注



# Case one

Keep guard over the elderly:

Property management in the community keeps guard over the elderly.

Community committee gives major assistance to the elderly.

Social workers in the community pay great attention to the elderly.

# 总结 In conclusion

按照服务群体需求找志愿支持网络  
Seek for voluntary support networks in  
accordance with demands for service  
groups.

# 案例二：营养餐计划

Case two :nutritious meal plan

## 社工+志愿模式

## Mode of social workers and volunteers

# 总结： In conclusion

按照兴趣建群体支持网络  
Establish group support network in  
accordance with interests

以上案例总结理论：  
Theory summarized from the  
above cases

社会支持网络理论  
Theory of social support networks

## 社区抗疫背景介绍

- 疫情期间武汉市文明办、市区民政下发重要文件通知，即各街道、社区招募志愿者，协助社区开展满足封闭期间的居民服务需求工作。多闻社区党委结合自身优势，全力践行市委市政府有关工作指示，将社区志愿工作体系纳入社区防控工作，重点部署、积极开展招募、培训、岗位职责界定、流程梳理等工作，探索多闻社区志愿服务参与的疫情防控工作体系。
- 多闻社区结合目前工作实际，引入武汉市美好社会工作服务中心，共同合作实施多元多闻的社区志愿工作。社区发挥党建引领、统筹全局工作的优势，在方向上、重点工作上实施上进行指导；美好社工中心发挥培育、孵化社区志愿组织的优势，在专业的服务上配合社区打造多元治理体系，全面支持疫情期间的社区防护工作。

## Community Anti-epidemic Background Introduction

The Civilization Office and the Civil Administration of the Wuhan city issued important documents and notices that all streets and communities recruit volunteers to assist the community in meeting the service demands of residents during the closure. With the combination of its advantages, the party committee of Duowen community fully implemented the relevant work instructions of the municipal party committee and government, incorporated the volunteer work system into the community's response to Cov-19. Moreover, we substantively deployed and actively carried out work including recruitment, training, job responsibilities definition, process combing, and explored system of response to epidemic in which volunteers in the community have been involved.

Duowen Community introduced the Wuhan Wonderful Social Work Service Center to jointly implement diversified and considerate community volunteer work considering working practices. The party building of the community take the advantage of leading and coordinating the overall work, and guiding key tasks in terms of direction and implementation. The wonderful social work center takes advantage of nurturing and incubating community voluntary organizations, and cooperates with the community in professional services to create a diversified governance system to fully support the community's response to Cov-19.

# 疫情期间搭建的职责架构

## Responsibility framework constructed during the outbreak of the epidemic





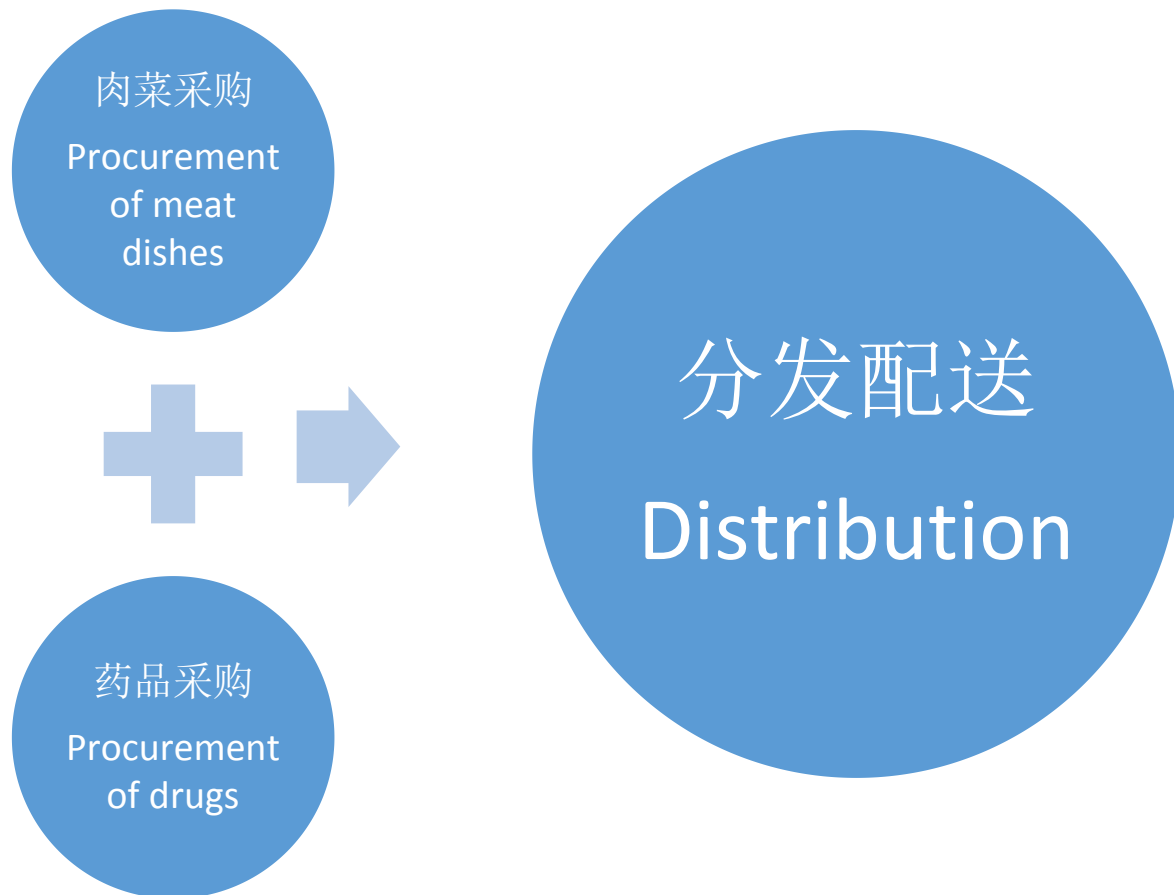
# 生活物资支持——独居高龄居民需求统计

## Provisions support—Demand statistics of the elderly living alone



## 生活物资支持——独居高龄长者物资采购流程

### Provisions support—Procurement process of the elderly living alone



## 生活物资支持——独居高龄长者生活支持全流程

16:00前截止需求统计，独居高龄群体用电访形式

16:00-17:30按需求分类分配工作，责任到人

8:30-12:00按分工完成工作各自工作

13:00-16:00物资配送，特殊群体到户，普通群体自取

16:00前截止需求统计

# Provisions support—The whole process of life support for the elderly living alone

Demands statistics of the elderly living alone will be conducted through telephone before 16:00.

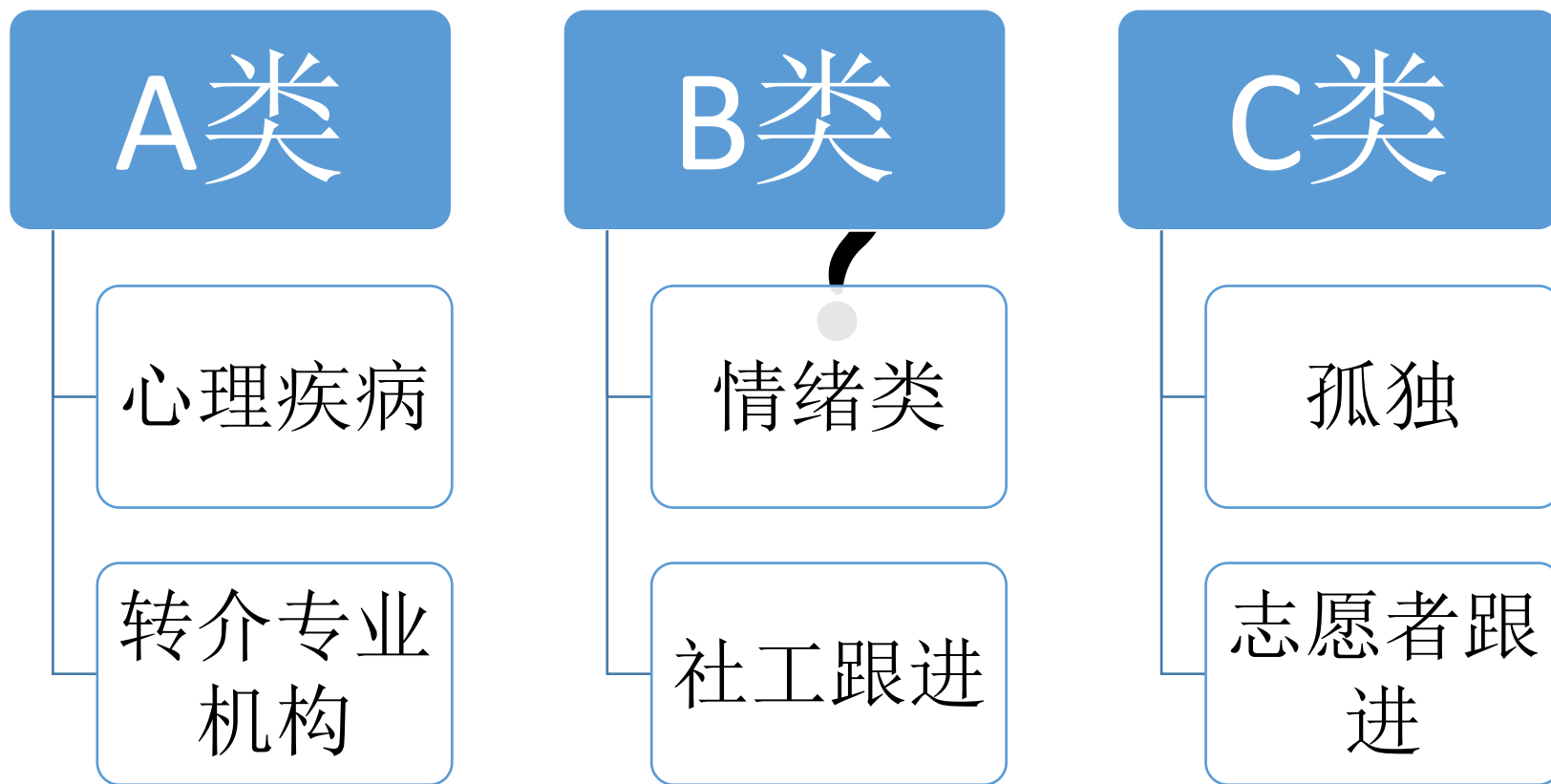
16:00-17:30 Assign work according to demands and assign responsibility to each person.

8: 30-12:00 complete the tasks according to the division of work

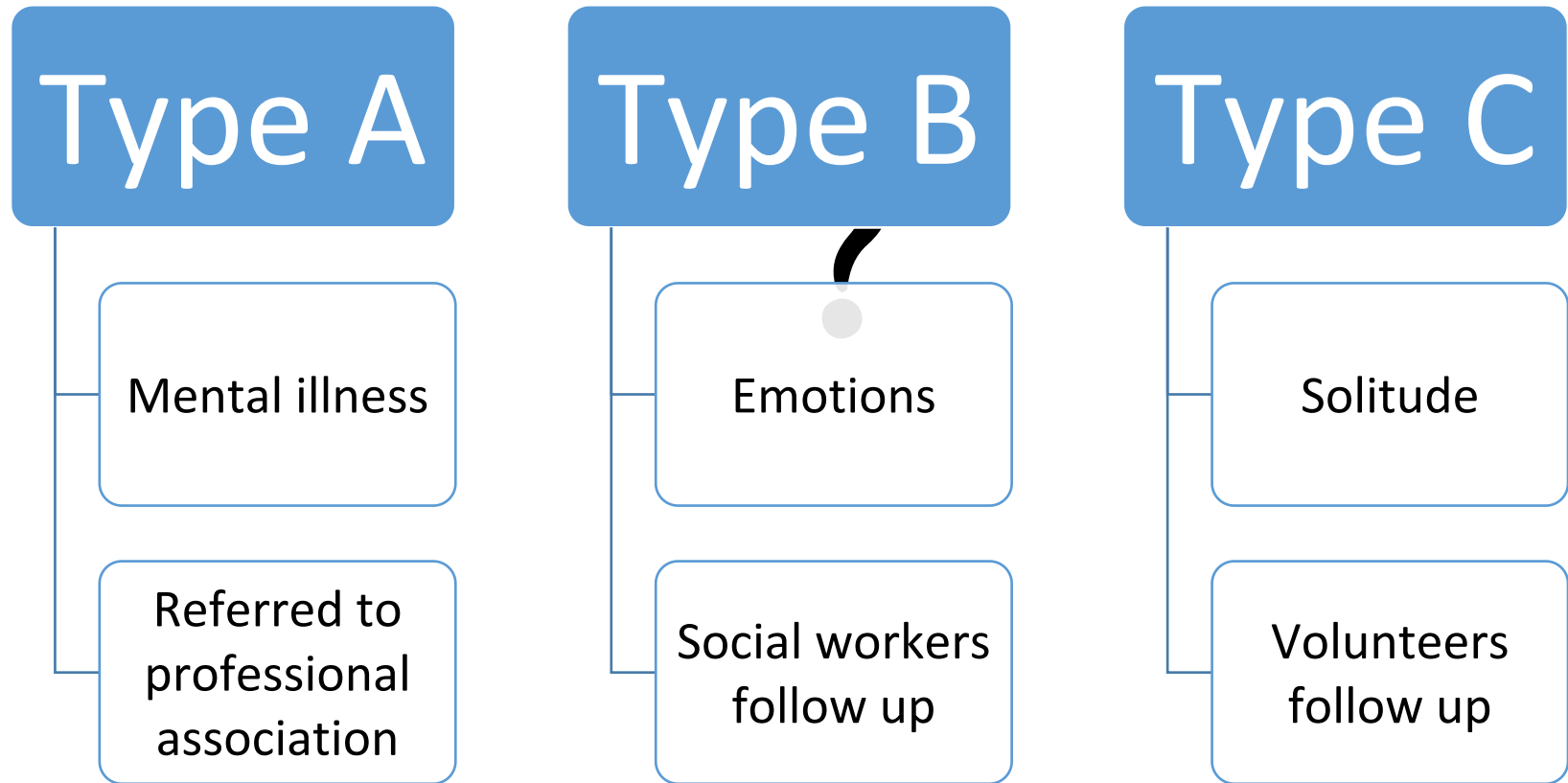
13:00-16:00 Materials distribution, special group will be provided with home delivery while ordinary group should take by themselves.

Demand statistics will be finished before 16:00.

## 心理支持——独居长者个案支持工作



## Psychological support-Case support work of elderly residents living alone



## 心理支持——部分独居长者精神文化服务

# 快乐多闻

公益课堂

减压  
小组

博闻  
之家

网格  
1

网格  
2

网格  
3

网格  
4

网格  
5

网格  
6

网格  
7

网格  
8

## 心理支持——部分独居长者精神文化服务

Psychological support- spiritual and cultural services for part of the elderly living alone

# Happy Duowen community

Public welfare class

pressure  
relief  
group

The  
home of  
Bowen

Grid one

Grid two

Grid  
three

Grid  
four

Grid five

Grid six

Grid  
seven

Grid  
eight



## 安全防护支持——独居长者安全防护

- 1、社区防护：**对独居长者上门或电话宣讲防疫、防护知识。
- 2、社区排查：**协助社区居委、网格员对 辖区独居长者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。
- 3、消毒消杀：**每周2-3次对独居长者家庭进行消杀消毒工作。

## Security protection support-the security protection for the elderly living alone

1. Community security: introduce knowledge of epidemic prevention and protection to the elderly living alone door-to-door or through telephone.
2. Community investigation: assist the community committee and grip inspector in the fever investigation and registration of the elderly living alone, counting the number of patients and suspected cases, and updating the data regularly.
3. Disinfection: Disinfect households for the elderly living alone 2-3 times a week.

# 党建引领 党员带头

## Party construction and party members take the lead

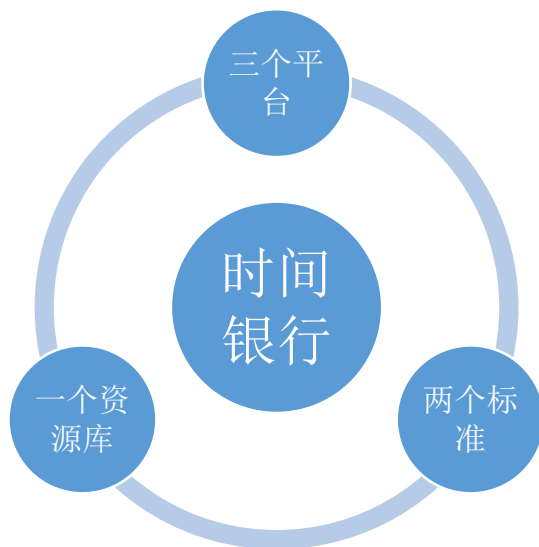
自2015年美好社区建立的第一支以党员长者为核心成员的志愿服务队伍起，不断发展的志愿队伍加入到开展社区互助服务站。

Since the establishment of first volunteer service team mainly consists of elders in wonderful community in 2015, an increasing number of volunteer teams joined the community mutual aid service station.



# 时间银行支撑

- 三个平台建设：党建引领的党员志愿者参与社区居家养老服务平台；社区组织和志愿团队孵化培育平台；社区居家养老需求与资源对接平台；
- 两个标准体系建设：时间银行载体下的志愿服务积分标准体系建设；时间银行载体下的积分兑换标准体系建设。
- 一个库建立：居家养老社区和社会资源库建立。

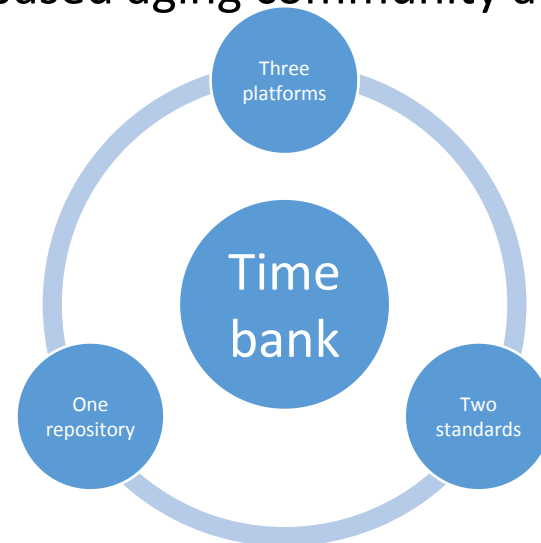


# Time bank support

The establishment of three platforms: community home-based aging service platform volunteered by party members led by party building; community organization and volunteer team incubation platform; Community home-based care demands and resource docking platform;

The establishment of two standard systems: Volunteer service credit standard under time bank carrier; credit exchange standard under time bank carrier.

The establishment of repository: home-based aging community and social repository.



# 老有所依 The elderly have someone to rely on



给老人代买鸡蛋  
Help the elderly buy eggs



志愿者上门慰问老人  
Volunteers visit and console elders



# 老有所为 The elderly have something to do



志愿者给养老院老人开展免费理发服务  
Volunteers give the elderly in the nursing home free haircuts



志愿者给儿童开展课后辅导  
Volunteers provide after-school tutoring for children



志愿者开展单车治理项目  
Volunteers place the bikes

# 老有所养 Care for the elderly



为老人开展上门居室清洁  
Provide door-to-door house cleaning for elders



给老人开展上门送餐服务  
Provide door-to-door room services for elders



# 老有所乐 The elderly have the opportunity to enjoy themselves



长者趣味运动会  
Fun games for elderly



长者生日会  
Birthday party for the elderly

# 老有所学 The elderly have something to learn



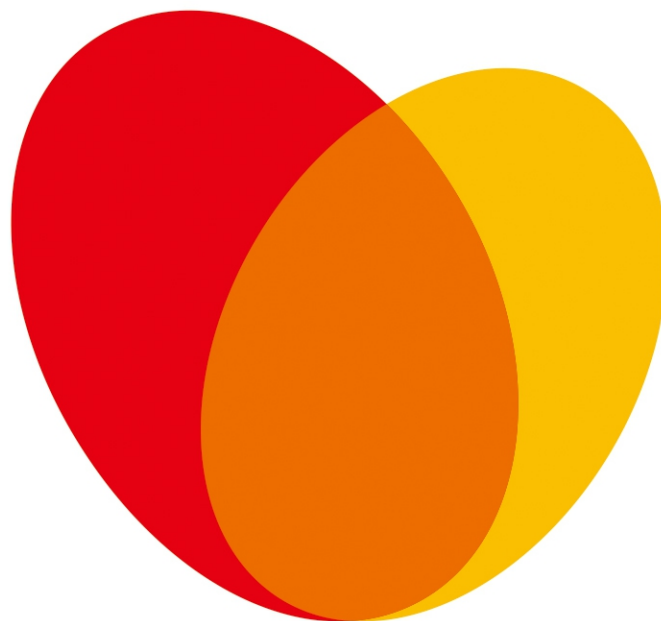
志愿者礼仪知识学习  
Volunteers learn knowledge of etiquette



志愿者心理放松技巧学习  
Volunteers learn techniques of mental relaxation



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因爱美好

美 好 生 活