The Chinese University of Hong Kong
The Nethersole School of Nursing

CADENZA Training Programme
CTP001 Module II: Healthy Ageing and Wellness Promotion

Chapter 3: Psychosocial Well-being

Chapter Outline

- Dimensions of psychological well-being of older adults
- Psychological assessment and interventions for enhancing well-being of older adults
- Social engagement
  - paid work
  - voluntary work
  - social participation
  - life-long learning

Dimensions of Psychological Well-Being of Older Adults

Six Dimensions of Psychological Well-Being

1. Environmental Mastery

6. Positive relations with others

2. Personal Growth

5. Self-acceptance

3. Purpose in life

4. Autonomy

(Ryff, 1995)

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Six Dimensions of Psychological Well-Being

	Dimension	Impaired Level	Optimal Level
1	**Environmental Mastery**	û Has difficulty in managing everyday affairs. û Feels unable to change or improve surrounding context. û Is unaware of surrounding opportunities. û Lacks sense of control over external world.	ü Has a sense of mastery and competence in **managing** the environment. ü **Controls** external activities. ü Makes **effective use** of surrounding opportunities. ü Is able to **create or choose** contexts suitable to personal needs and values.

Six Dimensions of Psychological Well-Being

	Dimension	Impaired Level	Optimal Level
2	**Personal Growth**	û Has a sense of personal stagnation. û Lacks sense of improvement or expansion over time. û Feels bored and uninterested with life. û Feels unable to develop new attitudes or behaviours.	ü Has a feeling of **continued** development. ü Sees self as **growing** and expanding. ü Is **open** to new experiences. ü Has sense of realising own **potential.** ü Sees **improvement** in self and behaviour over time.

Six Dimensions of Psychological Well-Being

	Dimension	Impaired Level	Optimal Level
3	**Purpose in life**	û The subject lacks a sense of meaning in life. û Has few goals or aims. û Lacks sense of direction and does not see purpose in past life. û Has no outlooks or beliefs that give life meaning.	ü Has goals in life and a sense of directedness. ü Feels there is meaning to present and past life. ü Holds beliefs that give life purpose. ü Has aims and objectives for living.

Six Dimensions of Psychological Well-Being

	Dimension	Impaired Level	Optimal Level
4	**Autonomy**	û Is over-concerned with the expectations and evaluation of others. û Relies on judgment of others to make important decisions. û Conforms to social pressures to think or act in certain ways.	ü Is **self-determining and independent**; able to resist social pressures. ü **Regulates** behaviour from within. ü Evaluates self by **personal standards.**

Six Dimensions of Psychological Well-Being

	Dimension	Impaired Level	Optimal Level
5	Self-acceptance	û Feels dissatisfied with self. û Is disappointed with what has occurred in past life. û Is troubled about certain personal qualities. û Wishes to be different than what he or she is.	ü Has a positive attitude toward the self. ü Accepts his or her other good and bad qualities. ü Feels positive about past life.

Six Dimensions of Psychological Well-Being

	Dimension	Impaired Level	Optimal Level
6	**Positive relations with others**	û Has few close, trusting relationships with others. û Finds it difficult to be open and is isolated and frustrated in interpersonal relationships. û Not willing to make compromises to sustain important ties with others.	ü Has warm and **trusting** relationships with others. ü Is concerned about the **welfare of others.** ü Is capable of strong **empathy, affection, and intimacy.** ü Understands **give-and-take** of human relationships.

(Ruini, C., & Fava, G. A. 2004)

Assessing Psychological Well-Being of Older Adults

Assessing Psychological Well-Being using:

Ryff Psychological Well-being Scales

VIA Survey of 24 Character Strengths

VIA Survey of 24 Character Strengths

FREE assessment: follow the steps

1. Go to www.authentichappiness.sas.upenn.edu/Default.aspx
2. Registration: complete the form for access to the questionnaires
3. Select *VIA Survey of Character Strengths* 價值實踐(VIA)突顯優點調查
4. Resultant *report* shows your TOP 5 Signature Strengths
5. Use your **TOP 5 Strengths** everyday in work, play and love

(Peterson & Seligman, 2004)

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VIA Survey of 24 Character Strengths

24 character strengths can be categorised into **6 virtues:**

- 1. Wisdom and Knowledge
- 2. Courage
- 3. Humanity
- 4. Justice
- 5. Temperance
- 6. Transcendence

(Peterson & Seligman, 2004)

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VIA Survey of 24 Character Strengths

- What are your *24 character strengths*?
- Print out your *fREE report!*

Interventions for Enhancing Psychological Well-being of Older Adults

Enhancing Psychological Well-Being of Older Adults

Wisdom and Knowledge	
Character Strengths	**Ways to Enhance Well-Being**
1. **Creativity:** thinking of novel and productive ways to do things.	**ρ** Take a pottery, photography, tai-chi, calligraphy or painting class. **ρ** Redesign your room or home. **ρ** Write an article, essay, short story, poem, draw, or paint in relation to your passion once a week.

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Wisdom and Knowledge

Character Strengths	Ways to Enhance Well-Being
2. **Curiosity:** taking an interest in surroundings and experiences.	**p** Go to a restaurant featuring cuisine unfamiliar to you. **p** Connect with a person of a different culture and spend at least an hour monthly to learn about his/her culture. **p** Visit at least one new town or country monthly.

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Wisdom and Knowledge

Character Strengths	Ways to Enhance Well-Being
3. **Open-mindedness :** thinking things through and examining them from all sides.	ρ Listen to a radio show or read a newspaper that supports the 'other' political view. ρ In conversation, play the devil's advocate and take a position you do not necessarily agree with. ρ Everyday, consider some strongly-held opinion, and think about how you might be wrong.

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Wisdom and Knowledge

Character Strengths	Ways to Enhance Well-Being
4. **Love of learning:** mastering new skills, topics, and bodies of knowledge.	p Learn and use a new word every day. p Read a nonfiction book. p Take a new course at a nearby elderly community centre.

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Wisdom and Knowledge

Character Strengths	Ways to Enhance Well-Being
5. **Perspective:** being able to provide wise counsel to others.	**p** Think of the wisest person you know, and try to live one day as if you were that person. **p** Offer advice only if asked, but then do so as thoughtfully as you can. **p** Resolve a dispute between two friends or family members.

Courage

Character Strengths	Ways to Enhance Well-Being
6. **Honesty :** speaking the truth and presenting oneself in a genuine way.	**p** Refrain from telling white lies to friends (including insincere compliments). **p** Think about your most important values and do something every day that is consistent with them. **p** When explaining your motives to someone, do so in a genuine and honest way.

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Courage

Character Strengths	Ways to Enhance Well-Being
7. **Bravery:** not shrinking from threat, challenge, difficulty or pain.	p Speak up for an unpopular idea in a group. p Protest to the appropriate authorities about a clear injustice that you observe. p Do something that you ordinarily would not do because of fear.

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Courage	
Character Strengths	**Ways to Enhance Well-Being**
8. **Persistence:** finishing what one starts.	**p** Make a list of things to do , and do one thing on the list every day. **p** Finish an important task ahead of schedule. **p** Work for several hours straight without interruptions e.g., no television in the background, no phone calls, no snacks, no checking email.

Courage

Character Strengths		Ways to Enhance Well-Being
9.	**Zest:** approaching life with excitement and energy	▪ Every day for at least a week, go to sleep early enough that you do not need to set an alarm, and eat a nutritious breakfast when you do wake up. ▪ Say "why not?" three times more frequently than you say "why?" ▪ Do something every day because you want to and not because you need to.

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Humanity

Character Strengths	Ways to Enhance Well-Being
10. **Kindness:** doing favours and good deeds for others.	 p Visit someone in a hospital or nursing home. p Perform an anonymous favour for a friend or family member. p Volunteer to help other older people in need.

Enhancing Psychological Well-Being of Older Adults

Humanity

Character Strengths	Ways to Enhance Well-Being
11. **Love:** valuing close relations with others.	p Accept a compliment without squirming; just say 'thank you'. p Write a brief note to someone you love, and leave it where it will be found during the day. p Do something with your best friend that he or she really enjoys doing.

Humanity

Character Strengths	Ways to Enhance Well-Being
12. **Social intelligence:** being aware of the motives and feelings of self and others.	**p** Make someone else feel at ease. **p** Notice when friends or family members do something that is difficult for them, and compliment them. **p** When someone annoys you, understand his or her motives rather than retaliate.

Enhancing Psychological Well-Being of Older Adults

Justice

Character Strengths	Ways to Enhance Well-Being
13. **Fairness:** treating all people the same according to notions of fairness and justice.	℗ At least once a day, admit a mistake and take responsibility for it. ℗ At least once a day, give due credit to someone you do not especially like. ℗ Hear people out without interrupting them.

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Justice

Character Strengths	Ways to Enhance Well-Being
14. **Leadership:** organising group activities and seeing that they happen.	℗ Organise a social get-together for your friends. ℗ Take responsibility for an unpleasant task in your community and make sure that it gets done. ℗ Go out of your way to make a newcomer feel welcome.

Justice

Character Strengths	Ways to Enhance Well-Being
15. **Teamwork:** working well as a member of a group or team.	p Be the best teammate you can be. p Spend 5 minutes every day picking up litter on the pavement and putting it in a litterbin. p Volunteer your time to a charitable group.

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Temperance

Character Strengths	Ways to Enhance Well-Being
16. **Forgiveness:** forgiving those who have done wrong.	- Let go a grudge every day. - When you feel annoyed, even with justification, do not tell anyone how you feel. - Write a forgiveness letter; do not send it, but do read it every day for a week.

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Enhancing Psychological Well-Being of Older Adults

Temperance

Character Strengths		Ways to Enhance Well-Being
17.	**Modesty:** letting one's accomplishments speak for themselves.	• For an entire day, do not talk about yourself at all. • Dress in a way that does not call attention to yourself. • Think of something that a friend does much better than you do and compliment him or her about it.

Enhancing Psychological Well-Being of Older Adults

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Character Strengths	Ways to Enhance Well-Being
18. **Prudence**: being careful about one's choices; not saying or doing things that might later be regretted.	**p** Think twice before saying anything other than 'please' or 'thank you'. **p** Before paying at a supermarket, take time to think if you have made the right choices. **p** Before you eat any unhealthy food, ask yourself, "Is this worth getting unhealthy for?"

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Temperance

Character Strengths	Ways to Enhance Well-Being
19. **Self-regulation:** regulating what one feels and does.	**p** Start an exercise programme and stick with it every day for a week. **p** Refrain from gossiping or saying mean things about others. **p** When tempted to lose your temper, count to 10; repeat as needed.

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Transcendence

Character Strengths	Ways to Enhance Well-Being
20. **Appreciation of beauty and excellence:** noticing and appreciating beauty, excellence, and/or skilled performance in all domains of life.	**p** Start to keep a beauty journal in which you write down every day the most beautiful things you saw. **p** At least once a day, stop and notice an instance of natural beauty, e.g., a sunrise, a flower, a bird singing. **p** Visit an art gallery or museum with which you are unfamiliar.

Enhancing Psychological Well-Being of Older Adults

Transcendence

Character Strengths	Ways to Enhance Well-Being
21. **Gratitude:** being aware of and thankful for the good things that happen.	**p** At the end of every day, write down three things that went well in your beauty journal. **p** Keep track of how many times you say "thank you" during the day, and increase the number every day for a week. **p** Write and send a gratitude letter.

Transcendence

Character Strengths	Ways to Enhance Well-Being
22. **Hope:** expecting the best and working to achieve it.	◗ Write down your goals for the next week, the next month, and the next year; then make concrete plans for accomplishing these goals. ◗ Think of a past disappointment and the opportunities it made possible. ◗ Dispute your pessimistic thoughts.

Enhancing Psychological Well-Being of Older Adults

Transcendence

Character Strengths	Ways to Enhance Well-Being
23. **Humour:** liking to laugh and joke; bringing smiles to other people.	℗ Make at least one person smile or laugh every day. ℗ Learn a magic trick and perform it for your friends. ℗ Make fun of yourself, if only by saying, "There I go again!"

Enhancing Psychological Well-Being of Older Adults

Character Strengths	Ways to Enhance Well-Being
24. **Religiousness:** having coherent beliefs about the higher purpose and meaning of life.	**p** Every day, think about the purpose of your life. **p** Pray or meditate at the start of every day. **p** Attend a religious service of a faith unfamiliar to you.

(Peterson & Seligman, 2004)

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Q). How can you enhance the well-being of older adults you serve using their character strengths?

1. Wisdom and Knowledge
2. Courage
3. Humanity
4. Justice
5. Temperance
6. Transcendence

(Peterson & Seligman, 2004)

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Social Engagement

Paid work

Voluntary work

Social participation

Life long learning

Social Engagement

PAID WORK

Definition of 'PAID' work

- Earning a particular amount of money
- Receiving pay for the work you do

(Macmillan 2009)

Paid Work In Hong Kong

- There's no mandatory retirement age in Hong Kong; most companies follow the civil service retirement age which is set at 60.

- However, the average retirement age is 57.

- 19% of people aged 60-69 have some form of paid work, e.g., full-time or part-time or occasionally.

(HSBC 2007)

Why continue in paid work?

Breadwinner of the family

Earn for own living expenses

Earn for some allowance

Gain psychological achievement

Maintain self-identity
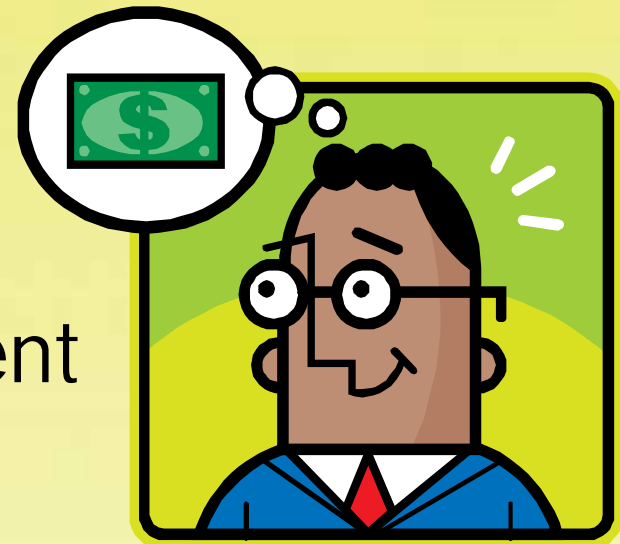
(HKCSS 2000)

Average retirement age of different countries

Country	Retirement Age
Spain	61
Germany	60
Japan	60
Belgium	59
France	59
United Kingdom	59
Australia	58
USA	58
Hong Kong	57
Singapore	56
China	52

(AXA, 2007)

Working after retirement keeps you healthy

- National Health and Retirement Research Study in 1992.

- Data obtained from 12189 participants aged 51 to 61.

- Interviewed every 2 years over a 6-year period about health, finances, employment history, work and retirement life.

(Zhan et al, 2009)

Results

- People who find post-retirement work related to their previous occupation have **better mental health** than those who fully retire.

- 17% of those who continue to work after retirement were **less likely to be diagnosed with diseases associated with ageing,** such as hypertension, diabetes, cancer, lung disease, heart disease, stroke, psychiatric problems , arthritis and less functional decline.

- Retirees have **better transitions** into full retirement through continued social contact.

(Zhan et al, 2009)

Results

- However, retirees with financial difficulties who find post-retirement work *not* related to their previous occupation were likely to suffer more economic difficulties and stress in adapting to the new work environment and fail to enjoy the benefits of such employment.

(Zhan et al, 2009)

Social Engagement

Voluntary Work

- Paid employment
  - Older adults in paid employment are more likely to volunteer. (Warburton and Terry, 2000, 245: ABS, 2001,13)

- In a local survey
  - 46% of 70-79 year old people feel in good or very good health and contribute HK$1.3 billion in income tax and HK$1.5 billion in voluntary work. (HSBC 2007)

Definition of Volunteer

- Someone who willingly gives unpaid help, in the form of time, service or skills, through an organisation or a group.
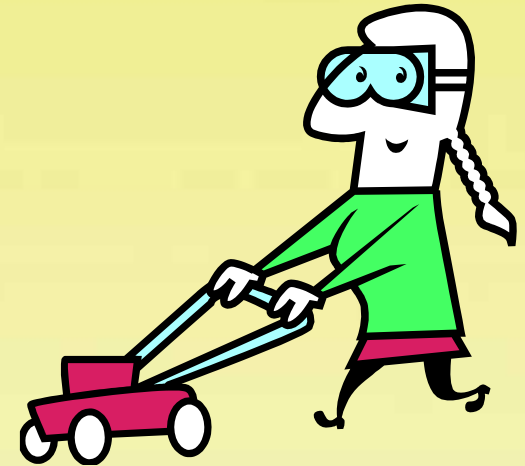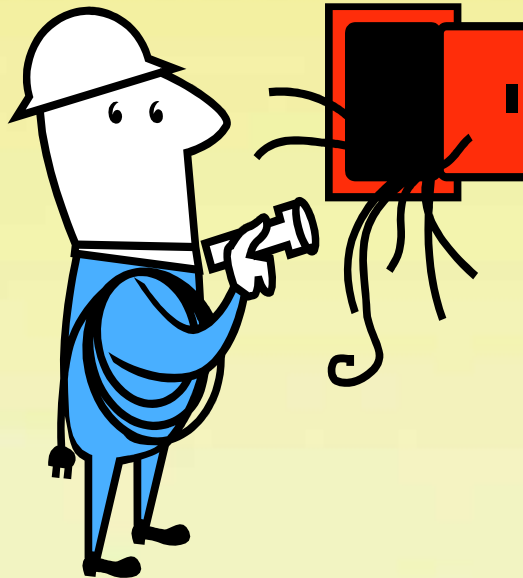
(ABS, 2001)

Definition of Formal Volunteering

- An activity which takes place through non-profit organisations or projects and is undertaken:

  - to be of benefit to the community and the volunteer

  - of the volunteer's own free will and without coercion

  - for no financial payment

  - in designated volunteer positions only

(Volunteering Australia Inc. , 2005)

Definition of Informal Volunteering

- Is often done on an individual or family basis, rather than through a formal organisation and outside one's own home.

- Informal volunteers contribute to society through their support and care for family, friends and neighbours.

(ABS, 2001)

Principles of volunteering

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector only
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respect the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

(Volunteering Australia Inc. , 2005)

Principles of volunteering

- Formal volunteering is crucial to social capital as it creates social networks beyond the family. (Onyx and Warburton, 2003)

- There are benefits of older volunteering for the individual, government, volunteer-involving organisations and the private sector.

- The international and national literature on volunteers indicates a number of benefits for older volunteers.

Benefits of older volunteering

Health benefits:

- Formal volunteering lowers depression levels for older people (Musick and Wilson, 2003) and provides mental health benefits. (Li and Ferraro, 2005)

- Volunteering decreases self-reported (though not diagnosed) health problems, slows increase in depression and reduces morbidity rates. (Lum and Lightfoot, 2005)

Benefits of older volunteering

- Formal volunteering has a direct impact on well-being, functional health and longevity and this impact is net of initial health levels, socio-economic status or informal social integration. (Onyx and Warburton, 2003)

- Volunteering benefits the individual's health and decreases mortality. (Mutchler, Burr and Caro, 2003)

Benefits of older volunteering

Social and self-perception benefits:

- Volunteering is an expression of active social engagement. (Li and Ferraro, 2005)

- Volunteering strengthens informal networks and social support systems. (Mutchler, Burr and Caro, 2003)

- Older people who volunteer "have multiple and valued social roles, and they are in a position to assist others while gaining information and skills for themselves. They are likely to maintain significantly higher levels of well-being and a stronger sense of their own worth than those who do not volunteer." (Onyx and Warburton, 2003)

Benefits of older volunteering

- Volunteering leads to increased social contact with a wide range of people. In turn, this increases the chances of older people finding social support, useful contacts and helpful information. (Musick and Wilson, 2003).

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Benefits of older volunteering

Self-reported benefits:

- keeping busy and active
- feeling like you are doing something useful and active, both in the actual volunteer activity and in contributing to a worthwhile organisation/ project
- a sense of taking responsibility
- a sense of contributing to an organisation's decision making
- an opportunity to learn new skills
- an opportunity to develop existing interests and skills
- an opportunity to develop social interaction and meet new people

(Rochester and Hutchison, 2002)

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Benefits of older volunteering

Benefits for the Community:

- older volunteering benefits the community by creating social capital

- this makes for a healthy, thriving community.

- the community benefits from a society with a healthy and active older population through the skills and experiences that can be maintained and passed on to the community

- the networks and trusts created

- reduced pressure on the health system

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Motivation to volunteer

- In international literature, older people's motivations for volunteering can be categorised as stemming from both personal and altruistic reasons.

- Personal reasons include:
  - to fill a gap or void in life – managing the transition from paid employment to retirement; coping with a bereavement; adjusting to children leaving home (Rochester and Hutchison, 2002; Smith and Gay, 2005)

Motivation to volunteer

- Keep active and involved. (Rochester and Hutchison, 2002, 24)

- Feel useful, valuable and wanted. (Rochester and Hutchison, 2002, 24; Smith and Gay, 2005)

- Use skills that have been built up over one's (paid and unpaid) working life. (Smith and Gay, 2005)

- Meet new people and make new friends. (Rochester and Hutchison, 2002, 24; Smith and Gay, 2005)

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Motivation to volunteer

- Do something enjoyable and interesting. (Rochester and Hutchison, 2002, 24; Smith and Gay, 2005)

- Gives structure to one's free time. (Smith and gay, 2005)

- Enhances personal development: learning new skills and gaining training. (Rochester and Hutchison, 2002, 24)

Relationship between volunteerism and mental health

- For those who participate in volunteer services:

  - they are less likely to suffer from chronic illness and problems in visual/ hearing and mobility

  - they have satisfactory mental health states such as concentration on work, competency, decision-making, resilience

  - they feel happier than before as they get to meet more friends and care for them

  - their interpersonal and communication skills improve

<div align="right">(The Chinese University of Hong Kong, 2003)</div>

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Social Engagement

SOCIAL
PARTICIPATION

Definition of Social Activities

- Activity considered appropriate on social occasions. (WordNet 3.0)

Social Activities in Hong Kong

- There are different forms of social activities in the community which include:
  - cultural activities
  - sports and recreational activities
  - religious activities
  - social entertainment
  - leisure activities

(Chau and Woo, 2008)

Social Activities in Hong Kong

- 63% of people aged >65 had participated in some forms of social activity during the 3 months preceding the survey conducted by The Hong Kong Census & Statistics Department between 2001 – 2002.

(Census & Statistics Department of Hong Kong 2003)

Benefits of social activities

- Studies show that social activities confer equivalent survival advantages on older people when compared with fitness activities.

  (Glass, Y.A., 1998)

- Social activity is also associated with a decreased risk of incident disability in activities of daily living, mobility, and instrumental activities of daily living among community-dwelling older people. (James B.D., 2011)

Social Engagement

LIFELONG LEARNING

Lifelong Learning

- Lifelong attribute:

    emphasises the importance of an individual's formative years of education and how these experiences shape not only how one learns but also one's motivation to engage in further learning.

    (Schuetze and Slowey, 2000)

Lifelong Learning

- **Lifewide attribute:**

  signifies that education occurs both within and outside formal school settings; all forms of education are treated as a single learning progression.

  (Schuetze and Slowey, 2000)

Lifelong Learning

- **The motivation to learn:**

  engagement in lifelong learning and lifewide learning depends on an individual's motivation to engage in learning beyond compulsory schooling.

  (Schuetze and Slowey, 2000)

The importance of lifelong learning

- It promotes full economic and societal participation.
- It enables students to be better informed and more active citizens, contributes to their personal well being and fulfillment, supports their creativity and innovation and increases their efficiency.
- Learning is intrinsic.
- Engage in learning throughout our lives.

(AGE – the European Older People's Plaform, 2007)

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Rationale for older people's participation in lifelong learning

As a way of:

- maintaining and developing skills and competences, including IT, with increased economic and social benefits to older people themselves, their families, the community and the economy

- remaining independent for as long as possible

- health promotion that will enable older people to live longer, free from chronic illness and disability

- social inclusion and participation in civic life

- understanding and respecting diversity

- promoting empowerment, choice and personal growth

(Withnall, 2008)

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General barriers to lifelong learning

- Lack of interest
- No time due to childcare, caregiving commitments
- Feeling too old
- No learning need
- Affordability
- Illness
- Disability
- Transportation obstacles

(Aldridge & Tuckett, 2007)

General barriers to lifelong learning

- Difficulties in accessing information about learning
- Lack of accessible educational structures
- Individual attitudes to learning
- Inflexible entry requirements
- Funding obstacles

(The European Older People's Platform,2007)

Consequences of educational involvement

- Education can help the older individual plan a strategy that will bring about a successful adjustment in later life. (Harris & Cole, 1980)

- Educational involvement may help deflect the disengagement process by helping to fill the void left by a deceased spouse, grown children, or retirement from the working world.

Consequences of educational involvement

- Continuing education may lessen the negative impacts of undesirable changes by helping to develop coping strategies and by providing the individual with a variety of new interests or social contacts.

- Education gives older people the opportunity to learn new things, acquire new skills and continue to grow and develop. (Selehon, Cox, & Rathee, 1983)

Consequences of educational involvement

- It can provide the older adult with an outlet for expressive and creative needs (**Hiemstra, 1994**) and can lead to a more meaningful use of time and sense of purpose and accomplishment. (**Harris & Cole, 1980**)

Consequences of educational involvement

- Physical health may be improved by learning activities such as folk dancing, walking, swimming, tennis or aerobics.

- Psychiatrists have suggested that continuing education can help counteract depression, anxiety, boredom and preoccupation with physical complaints - all serious problems affecting older people. (Scheller, 1988)

Consequences of educational involvement

- Education correlates positively with longer and healthier lives and overall life satisfaction. It may actually increase one's longevity. (Cross & Florio, 1978)

- Education also promotes social interaction. This helps people avoid a sense of loneliness. They are likely to be more social, happier and better integrated. (Scheller, 1988)

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Educational development of older people in Hong Kong

- Educational attainment influences socio-economic status and is an important factor in health and well-being at older ages.

- As opportunities for education in Hong Kong were not well-developed before the 1950s, the current cohort of seniors have, on average, much lower levels of formal education than younger adults.

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Educational development of older people in Hong Kong

- In 2006, the educational level for people aged 65 or above was increasing.

- Secondary education level: 156,000 seniors.

- Higher education level: 56,000 seniors.

- University educational level: 9% seniors.

- Primary education level: 41% seniors.

- Kindergarten education or no schooling: 33% seniors.

(HKCSS, 2008)

Educational development of older people in Hong Kong

- Such low literacy levels have not been a barrier for seniors to participate in learning.

- Many older people continue to learn through attending literacy classes and pursuing their interests to enhance personal growth and to keep up with what is going on in the world.

- Evidence suggests that the learning capacity of seniors is no less than that of young people - if they are given a bit more time using the 'hands-on' approach. (American Association of Retired People,2000)

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Educational development of older people in Hong Kong

- A study done by the Hong Kong Council of Social Service in 2001 found that 30.3% of members of multi-service and social centres for the elderly had taken at least one course over a 9-month period.

- These courses have covered a variety of subjects, such as basic literacy, computer application and language.

(Hong Kong Council of Social Service, 2002)

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