



The Hong Kong Council of Social Service

Report on

Study Visit to Shanghai on Age Friendly City:

Cooperation and Participation

(22-24 Nov, 2010; Shanghai, China)

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A) Introduction

The objectives of this China Ageing Industry Summit Forum were 1) to study the prospects the ageing industry in China; 2) to analyze the condition of ageing in China 3) to share Age-friendly City's design and standards, and, 4) to learn the experience from other countries such as Singapore and Japan.

Number of participants, their countries and response

There were total 23 trip participants. One came from England; one from Singapore; most were from Hong Kong. Most of the participants actively participated in the forum and site visits. Some of them suggested the schedule of this study tour was too tight. The participants did not have enough time to visit Cherish-Yearn (親和源) and the day care centre for the elderly in Shanghai on the third day.

Actual Programs and speakers' profile (Please refer to Appendix A - C)

B) Evaluation of the Event Program

Presentation 1 - Transformation and the future of Continuing Care Service in China

The speaker started by mentioning the care needs of the older adults all over the world. Generally speaking, it is found that the family is the sole agent responsible for taking care of the elderly in some cultures. It is also known that the care is provided by state and institutions in modern society.

Aging in Place, as suggested by the speaker, is multi-dimensional. Aging in Place is a life-care community which meets the aging needs in a single residence. It specifically meets the need of the elderly who receive insufficient social support and would like to live in the environment with people of similar age. Moreover, as noted by the speaker, the rationales of Aging in Place is to help elderly, so that they could still live independently and their needs could be concerned and monitored consistently and substantially.

As a summary, the speaker suggests that aging in China is not just specifically about the elderly, but the wellbeing and an issue of all people that should be concerned in China. The aging population should not be viewed as “burden”. It could be transformed as the extraordinary opportunity for business and aging services. China could be one of the biggest “elder care service industry” in the world.

Presentation 2 - Aging industry in China

The speaker has firstly introduced the setback of current elderly care model in Shanghai by suggesting several points, i. Very limited resources; ii. Low quality hardware and service quality; iii. Dehumanizing service and management model; iv. The constraints brought by the law, and; v. Scattered resources.

Elderly community (養老社區), as suggested by the speaker, is a pioneering elderly care model for the future. Elderly community has several characteristics, i. Integrative and multidisciplinary model; ii. Modernized facilities; and, iii. Standardized services.

The advantages of the elderly community, as mentioned by the speaker, could achieve economies of scale, fulfill diversified needs towards elderly care. It could also promote harmony by the extension of family care model, integrate strong social support network for the elderly and provide the blueprint for future elderly care model development.

Cherish-Yearn was the example being taken by the speaker. He briefly introduced different facilities in Cherish-Yearn. For example, barrier free environment, barrier free corridor, hospital, restaurant, security systems, emergency care system, swimming pool, gymnastic room, nursery home, university for elderly, etc. The elderly community model was firstly adopted in China by Cherish-Yearn.

Presentation 3 - Aging industry in Japan

The speaker started by mentioning the development of the welfare system in Japan and the rationale of the elderly care in Japan --- User oriented. The speaker also noted several elderly care services in Japan, nurse outreach program, day care service, short term care service, residential services, rental of rehabilitation facilities, home maintenance, group living, etc.

The speaker then briefly described the elderly insurance system in Japan and suggested that the heavy financial burden brought by the insurance system. Additionally, elderly homes in Japan are full of modernized facilities with reference to the presentation, for example, outdoor swimming pool with good scenery, podium, restaurant, swimming pool for exercise, bathing room for the disability.

The speaker opined that it is crucial for the elderly care service in China to clarify its rationale and positioning and reinforce training on the employees.

C) Observation/Implications to Hong Kong/Recommendations

The housing design of Cherish-Yearn has fully applied the concepts of age-friendly city. We can find that China has put emphasis on the need of elders by paying attention to their multifarious needs, with a view to provide them with a safe, comfortable, beautiful and harmonious living environment. According to the support of the government, China has devised guidelines for the development of age-friendly communities. Meanwhile, the private sectors also play an important role to contribute and commit in facing the challenges of ageing populations.

Nowadays, population ageing is also a challenge for Hong Kong. It's the time for us to consider following the World Health Organization (WHO) to adopt and implement the guidelines of Global Age-friendly Cities. We need to focus on the strength to transform our community to be more democratic and pluralistic by joining the hands of the government, the private sectors and the elders. Thus, a special working committee can be formed to follow the development of age-friendly cities. The Hong Kong Housing Society has started to serve the housing needs of the ageing population and a low-rise elderly housing project adjacent to Wetland Park will be built for retirees who aspire to a tranquil

country-club living setting. The housing department should consider the design of the public housing based on the concept of age-friendly with special reference to some good practices, such as Xin He Yuan (新和園), in which a safe, comfortable and harmonious living environment is offered to the elders. We can find wide walking path, green park, outdoor chairs, sufficient exercise facilities, indoor resting place, multi function room, reading room and swimming pool in Cherish-Yearn. The design has put so much emphasis on the safety of elders which enables the elders to enjoy the ageing life. One of the innovative designs is to provide medical services for the elders close to their home and creates a sense of home instead of a hospital.

Apart from that, we also learn the welfare services in Shanghai, the day care centre for the dementia elders, where systematic services and safe environment for the elders are provided. The aged home has sufficient manpower and facilities to take care the elders. And the cognitive stimulating room for elders is very interesting and attractive. Besides, the elders in the age-home have been given an electric card to ensure the staff can search the position of the elders in order to protect their safety. All the above creative practices are insightful to Hong Kong and can consider appropriation whenever appropriate.

D) Evaluation of the Event Organization

Participants of the post-conference tour were arranged to reside in Cherish-Yearn in Shanghai in order to experience the living inside the Cherish-Yearn community for the elderly and enjoyed the home-like service. The fully age friendly based home living design have facilitated us to have much exposure to acknowledge the importance of age friendly city.

For the post-conference Shanghai Satellite Forum, the keynote speech by Prof. Gui Shi-Xun and followed speech by the representatives of Fudan University & Shanghai Research Center on Ageing could enrich us to have more understanding and studying about the aging industries in China. Afterwards, the group discussion session with the topic of theoretical frontiers for quality assurance in developing age-friendly communities in China and the topic of good practice sharing with China's experience in developing age-friendly cities provided an in depth insight for us to learn much from the concept of age friendly cities.

On the other hand, the arrangement of site visit of Cherish-Yearn Research Center of Elder Life Style, field visits of Shanghai elderly service agencies, including day care centre and residential homes, plus pilot project on age-friendly cities were more attractive for us to grasp the understanding and concept of age friendly design. It gave us some new concepts to learn, and provided experiences that could be relevant and insightful to Hong Kong. Some of the designs could be recommended to introduce in Hong Kong settings and services. Furthermore, it could also give us a sight to compare between overseas experiences and that of Hong Kong, and of course let us reflect Hong Kong's limitation and difficulties in adopting similar practices. Lastly, the night cruise at River Pu Jiang entertained us in sightseeing the Shanghai city, especially for those participants whose was the first time visiting Shanghai.

Apart from the above, some overall opinions could be concluded. The accommodation arrangement was comfortable and good for us. However, the fee charged for the post-conference tour seemed relatively high, and the time schedule did not quite allow us to have sufficient time to conduct the site visit in each station, and more elderly service agencies could be arranged for us to have more exposure.

E) Conclusion

Overall, the unique experience in visiting the elderly services in China was enriching. It was found that there are well-established facilities in China to meet the needs of the elderly. It was also encouraging to identify the creativity, innovation and enthusiasm to meet newer needs and markets. However, there is a lack of support to the elderly services. For example, the vocational and professional trainings for staffs are still insufficient.

The senior management of the services also expressed that it was crucial for them to learn more from overseas experience. In particular, they were interested in learning how the supporting staffs in Hong Kong are trained and managed to provide more professional services. The senior management of the services are well aware to learn more aiming to meet international standards.

The tour has some implications for the social work profession. In Hong Kong, social work profession has put emphasis on the humanistic value in serving the people in need. In Shanghai, however, wider structural planning is the emphasis. The differences are not mutually exclusive. Indeed, it should serve as a good basis for addressing how the differences can be turned into strengths that can be complementary to each other in different social contexts. All in all, the services in Hong Kong should pursue a prominent direction. The long-term and structural planning is crucial for the elderly services. And age-friendly environment should also be integrated in city planning.

F) Appendix A

上海考察團

日期：2010年11月22日至24日

地點：上海及浙江

實際行程

時間	11月22日(一)	11月23日(二)	11月24日(三)
上午	香港機場出發	2010 中國養老產業 高峰論壇 (詳參 Appendices B)	參觀二：親和園 參觀三：塘橋社區老 人服務中心 (上海浦建路)
下午	到達上海 參觀一：上海市第三 社會福利院及上海 市民政老年醫院 (上海漠河路)	2010 中國養老產業 高峰論壇 (詳參 Appendices B)	遊覽南潯古鎮
晚上	晚飯及夜遊浦江	酒會及夜遊南京路	返回香港

G) Appendix B

时间	议程 / 嘉宾
11月22日全天	报到 欢迎晚宴
22日晚	浦江夜游（自愿报名参加，费用自理）
论坛开幕、主题演讲	
11月23日上午	地点：亲和源会所多功能厅（会所5楼）
08:15~08:30	嘉宾签到
08:30~09:10	领导讲话 胡 炜 上海市人大常委会副主任、市老年基金会理事长 陆 颖 民政部社会福利和慈善事业促进司司长 季晓东 上海市委统战部副部长、市工商联党组书记 高菊兰 上海市民政局副局长 张志鑫 中国老龄事业发展基金会常务副会长 徐永德 香港大学齐耀老年研究中心总监 周星增 民盟上海市委副主委、亲和源名誉董事长
09:10~09:40	主题演讲：养老产业发展的前景 演讲嘉宾：阎青春 全国老龄工作委员会办公室副主任
09:40~10:10	主题演讲：中国养老产业与养老住区现状分析 演讲嘉宾：王振耀 北京师范大学壹基金公益研究院院长
10:10~10:40	主题演讲：房地产转型和创新 演讲嘉宾：甄梅生 全国工商联房地产商会会长
10:40~11:10	主题演讲：养老社区，一种新型的养老模式——以亲和源为例 演讲嘉宾：吴志勇 亲和源股份有限公司董事长
11:10~11:40	主题演讲：多元文化城市老龄问题的探讨 演讲嘉宾：王贤仁 新加坡东南亚研究中心执行主席
11:40~12:10	主题演讲：日本养老产业发展对中国的启示 演讲嘉宾：永见亮吾 日本IGL集团董事长
12:10~13:00	午餐，地点：亲和源养老社区餐厅

嘉宾

已邀领导：国家部（委、办）相关领导，上海市相关领导，

张文康 全国政协常委、科教文卫体委员会副主任
胡 炜 上海市人大常委会副主任、市老年基金会理事长
阎青春 全国老龄办副主任
陆 颖 民政部社会福利和慈善事业促进司司长
季晓东 上海市委统战部副部长、市工商联党组书记
高菊兰 上海市民政局副局长
甄梅生 全国工商联房地产商会会长
王振耀 北京师范大学壹基金公益研究院院长
王 辉 民政部社会福利和慈善事业促进司老残处处长
冯晓丽 中国社会福利中心主任
张志鑫 中国老龄事业发展基金会常务副会长
韩解兵 上海市浦东新区老龄办主任
范 伟 上海市工商联房地产商会会长
周星增 民盟上海市委副主委、亲和源名誉董事长
沈克乔 上海市工商联房地产商会副会长兼秘书长

全国十家老年友好型城市的相关领导

全国各地从事养老住宅开发的企业

全国各地的老龄办与民政局

全国各地的投资公司

全国大型的养老机构

全国各地从事老年行业的企业

G) Appendix B

平行论坛一：养老产业与后 50 住区高峰论坛	
11 月 23 日下午	地点：亲和源会所多功能厅（会所 5 楼）
养老社区发展：护理服务与技术	
13：30 ~ 14：20	主题演讲：美国的 50+ 住区护理服务与护理技术 演讲嘉宾：Keith Boyle（博齐思） 美国康桥国际公司合伙人
14：20 ~ 14：50	主题演讲：日本的护理基础和理念 演讲嘉宾：渡辺正子 IGL 集团院长
14：50 ~ 15：00	茶歇
养老社区发展：设计与标准	
15：00 ~ 15：45	主题演讲：美国 50+ 住区规划、建筑设计案例解析 演讲嘉宾：郭峰 美国 VTB 设计公司建筑设计师
15：45 ~ 16：30	主题演讲：后 50 绿色低碳国际住区的精细化设计要求解析 演讲嘉宾：周燕珉 清华大学建筑学院教授
16：30 ~ 17：15	主题演讲：养老设施及后 50 人群居住建筑环境 演讲嘉宾：赵晓征 赛阳国际工程项目管理有限公司总经理
17：15 ~ 18：00	主题演讲：老年友好型城市与住区中的绿色低碳技术集成 演讲嘉宾：张雪舟 精瑞（中国）不动产研究院院长
18：10	酒会，地点：凯莱酒店宴会厅 信息发布：2011 中美养老地产论坛信息发布仪式 筹建中国养老产业研究中心信息发布 中国养老产业联盟信息发布 其他信息发布
11 月 24 日上午	地点：亲和源会所多功能厅（会所 5 楼）
08：30 ~ 09：30	参观亲和源社区
09：30 ~ 12：00	论坛：行业后 5 年与后 50 人群的春天 论坛形式：嘉宾主要观点演讲 + 嘉宾与听众互动讨论 嘉宾：卢晓、张宝全、范伟、莫志勇、范小冲、张子明、赵晓征、李响林等 话题：① 行业发展与转型过程中企业如何迎接新的春天？ ② 后 50 住区投资开发带给行业的发展机遇如何把握？ ③ 理性分析后 50 住区开发带给企业的经济与社会效益 ④ 怎样的质量保证体系才能为后 50 住区入住者带来人生新的春天，实现健康养老、快乐养老？
12：00	午餐，地点：亲和源养老社区餐厅（2 楼）
11 月 24 日下午	自由活动、返程

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平行论坛二：长者友善社区合作与参与——亚洲太平洋区域会议透视研讨会	
11 月 23 日下午	地点：亲和讲学堂（三号楼）
13：00 ~ 14：30	主题演讲：中国内地建设老年宜居社区的思路、政策和实践——以上海为例 演讲嘉宾：桂世勋 华东师范大学教授 主题演讲：社区组织的内涵及对老龄化上海的启示 演讲嘉宾：顾东辉 复旦大学教授 主题演讲：上海人口老龄化发展趋势与老年人需求状况分析 演讲嘉宾：殷志刚 上海市老龄科学研究中心副主任
14：30 ~ 14：45	茶歇
14：45 ~ 17：45	分组讨论，地点：亲和讲学堂（三号楼） 主题一：养老社区开发、养老服务及质量保证 主题二：养老服务发展、老年友好型城市建设经验分享
18：10	酒会，地点：凯莱酒店宴会厅
参观考察	
11 月 24 日上午	湖州市养老考察（香港嘉宾）
11 月 24 日下午	自由活动、返程

上海市儿童健康基金会拍卖会	
11 月 24 日下午 16：30	地点：亲和源会员制养老社区（欢迎论坛嘉宾自愿参加） 拍卖会会场：五德会
22 日全天 23 日全天	拍卖会预展（预展会场：亲和源办公楼 3 楼）
16：30 开始	拍卖会、酒会

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H) Appendix C

嘉宾简介

领导简介



张文康

原卫生部部长
第十一届全国政协常委、教科文卫体委员会副主任
中国宋庆龄基金会副主席



胡伟

上海市人大常委会副主任、上海市老年基金会理事长



陆颢

民政部社会福利和慈善事业促进司司长



季晓东

上海市委统战部副部长、上海市工商联党组书记



王素英

民政部社会福利和慈善事业促进司副司长



高菊兰

上海市民政局副局长



张志鑫

中国老龄事业发展基金会常务副会长



周星增

民建上海市委副主委

H) Appendix C

养老产业与后50住区高峰论坛专家简介



阎青春

全国老龄工作委员会办公室副主任、中国老龄协会副会长
历任人社部机关干事处副处长、社会福利司办公室主任、社区服务处处长、社会福利和社会事务司副司长等职务



王振耀

北京师范大学壹基金公益研究院院长
北京师范大学社会发展与公共政策学院教授
原民政部社会福利和慈善事业促进司长、中国福利中心理事长



聂梅生

全国工商联房地产商会会长
精瑞(中国)不动产研究院主席
清华大学客座教授、哈尔滨工业大学客座教授、联合国人居最佳范例评委、世界生产力科学院院士等职务
历任建设部科技司司长、建设部住宅产业办主任、建设部科技委员会副主任等职务



奚志勇

长江商学院 EMBA 硕士
上海新建桥企业集团有限公司总裁
永和园股份有限公司董事长
中国养老产业联盟秘书长



王贤仁

资深企业管理顾问和执行官发展培训专家
新中原集团执行主席(集团成员包括汉城教育集团、东南亚研究中心、凉点科技有限公司和新加坡嘉天成药业等公司)



永见亮吾

IGI 集团董事长
广岛市社会福祉协会会长
加利福尼亚神学大学教授于崇数学博士
社团法人老人福祉设施联理理事



博齐思 Keith Boyle

加州大学伯克利分校认证的人力资源开发专家
注册护士、加州神职牧师、东方医药硕士



梁边正子

IGI 集团院长

H) Appendix C



鄧峰

美国 YBS 设计公司建筑设计师



周燕珉

清华大学建筑学院教授
住宅与社区研究所副所长
国家一级注册建筑师



赵晓征

专攻养老设施及老年人居住环境
国际项目管理 IPMP 专家
北京泰和阳国际工程项目管理有限公司总经理兼总建筑师



张雪丹

全国工商联房地产商会执委会主任
精瑞（中国）不动产研究院院长、北京精瑞住宅科技基金会理事长

长者友善社区合作与参与论坛专家简介



徐永德

香港大学社会工作及社会行政学系副教授
香港大学耆朋老年研究中心总监



桂世勋

华东师范大学中国现代城市研究中心 / 人口研究所终身教授、博士生导师。兼任国家社会科学基金项目评审专家、国家应对人口老龄化战略研究专家委员会委员、中国人民大学人口与发展研究中心学术委员、上海市人口与发展专家咨询委员会委员、上海市人口学会顾问、上海市老年学学会副会长等 10 多项社会职务



顾东辉

复旦大学社会学系教授
社会发展与公共政策学院副院长（教授、博导）
社会工作硕士学位（MSW）教学中心主任



殷志刚

上海市老龄科学研究中心副主任
历任上海市老年基金会办公室主任、上海市老龄委员会办公室主任等职务