Appendices

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Feedback from social worker Mr Lau on the initial concept
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Appendix 1: Interviews with professionals

1.1. Before the interview
- Briefly introduce the project. This project is about the general case, not specifically about the corona crisis.
- Briefly introduce the content of the interview. Ask if (s)he agrees with voice recording(to transfer into interview transcript later)

1.2. Interview questions

Topic 1. Working experience of end-of-life(EoL) consultation:
- When did you start working on EoL consultation(with immigrants from Chinese background)?
- How do the elderly define themselves?
- What is your role in EoL consultation?
  - How did you get educated/ trained on EoL consultation?
  - Do you get EoL knowledge from other resources?
- Do you only give consultation to people with a Chinese background? Or people born in the Netherlands as well?

Topic 2. Current consultation:
- Could you please talk through the workflow of the current consultation? You can describe it in time order.
- How do people know you and contact you for EoL consultations?
- How do you prepare for a consultation?
  - Do you use a certain format?
  - How long do you need to prepare for every consultation?
  - How much time do you invest in EoL consultation work?
  - Do you have a network for EoL professionals? If so, how do you manage it?

- How do you carry out the EoL consultation?
  - Where and when?
  - With whom? (The elderly only, or together with family members and caregivers)
- How long is the conversation? Is it iterative, is it repeated now and again?
- Have people prepared or is the conversation with you the first time they speak about it?
  - If you initiate the conversation, how do people react to it?
  - What are barriers, and what are facilitators for EoL- conversations?
- What are the subjects people mostly want to talk about?
  - For example, social, physical, psychological, spiritual, practical matters, etc
- Do you talk about all the EoL issues at one time? Or only give information regarding the questions proposed by the elderly?
- Do you use any tools or materials during the consultation?
  - Where do these tools/ materials come from?

- How these tools/ materials help you and the elderly?
- Would you like to get more support?

Topic 3. Hindrances in current consultation:
- Could you call back for an impressive case of EoL consultation you ever had?
  - Why is it impressive?
  - Could you call back for a difficult case of EoL consultation you have ever had?
  - Have you encountered language barriers, value conflicts between consultant and client (individual-individual, individual-cultural, cultural-cultural), differences in education?
  - Have you encountered any difficulties caused by low health literacy, low understanding or low trust towards the Dutch health system?
  - Do you have a solution for that? If so, how are you dealing with it now?
- What else have you tried?
- Do you think the current workflow is efficient? Why?

Topic 4. After consultation:
- How do you know whether the consultation is successful or not?
  - Do these people come back to you again?
  - Did people carry out as (s)he planned?
  - Did you see any significant value that the consultations present to the elderly?
- Do you make a reflection on your own performance after a consultation?
  - If so, how will this will help with the coming consultations?

Topic 5. Culture related:
- Are there any specific things that the elderly concerned/ fear about?
  - How do you deal with the specific needs/concerns/fears of the Chinese elderly during the consultation?
- During the consultations, did you feel any issues caused by the cultural conflict?
  - What are the different values (around death) of Dutch and Chinese?
  - What differences are there between the old and the young generations?
  - How do you address those issues currently?
  - Do the elderly accept your suggestions on E-o-L care and decisions?

Other questions:
- Would you like to participate in an online co-design session in a few days? I will invite some social workers, researchers, and designers to join a co-design session. During the session, we will discuss the current workflow of EoL consultation and see how to support social workers to make it more efficient and reliable. Possibly it will be via zoom/skype meeting, this is open to discuss with the participants.
- Do you know any other people work for end-of-life consultation? Could you please introduce them?

1.3. Interview materials
1.3.1. Invitation flyer

**INVITATION FOR ONLINE INTERVIEW**
Support Chinese elderly immigrants with end-of-life decision making in Dutch Context

**INTRODUCTION**
This interview will resolve around your experience of end-of-life consultations with elderly living in the Netherlands who has a Chinese background. The results will be applied to a design project that supports care professionals to carry out end-of-life consultations with these elderly efficiently. Your insights will add significant value to this project.

**HOW TO PARTICIPATE**
Location: Via phone / computer
(Please contact me and see which works better for you)
Contact info: +31 616210332 / wanghaien@student.tudelft.nl
Time: Anytime between 15th - 20th Apr
Duration: Approx. 1.5h
Language: English / Mandarin

1.3.2. Visual reference used during the interview
1.4. Interview results:

The interview results include:
1.4.1. Interview with experienced volunteer Miss Leung (in the NL)
1.4.2. Interview with social worker Mr Lau (in the NL)
1.4.3. Interview with social worker Xiaofei (in the NL)
1.4.4 Interview with general practitioner Dr Wai (in the NL)
1.4.5. Interview with Chinese funeral practitioner Mr Wang (in China)
1.4.6. Interview with the pastor (in the NL)
1.4.7. Interview with the Buddhist master Xianchang (in the NL)

Remark:
Red highlight - Problems in the EOL preparation of the elderly Chinese immigrants
Green highlight - Needs and concerns from the elderly Chinese immigrants
Blue highlight - Quotes about context level
Purple highlight - Quotes about professional intervention

See the interview transcripts and highlighted quotes below

4.1. Interview with experienced volunteer Miss Leung (in the NL)

Working experience:
- About 30 years in the NL.
- Work in a Dutch company.
- Work as a volunteer for Chinese communities in NL.
- Chinese teaching experience in Chinese school.
- Has experience in both Dutch organizations and Chinese organizations.

How she works:
- Mother language Cantonese, also speak Mandarin (target group also speak Mandarin)
- Also communicate with Dutch people from different social backgrounds. Tell them about the problem of Chinese people.
- I have a lot of contacts.
- People recognize me, my name,
- I always give seminars Chinese to the Chinese community, topic including health, how you should live healthily inside the home. Tell young Chinese girls about vaccination against womb neck cancer, HPV. Seminar about the end of life. How to prevent falling. These keep me occupied in the past few years.
- I give them the information. As a social worker, I am different from the Chinese doctors who have actually a lot of contact with the patient and give treatment. My role is to provide info that they need. I provide the channel to listen to their need. What do they want to know more, what are the problems right now. I can raise questions to the organization concerned. To take notes of that.
- I don’t really have consultation hours.
- I talk to people. I go to community centres and the elderly home. But not in the sense of a doctor. It is a different way.
- They talk to me. They are very pleased to see me. Because I know the community quite well all these years. They trust me to talk about their problems.
- The doctor will go further. They are in-depth.
- How do you define yourself?
- I am experienced volunteers and professional level. The social worker will go further.
- We have a lot of volunteers in the NL. I am more experienced. I will grade myself a little bit further, as a volunteer professional. Senior volunteer, trainer or educator.

EOL
- How long have you been working on EOL seminar?
- Starting from 2018. I was recommended by the CC to follow the course organized by Pharus. That is the official training starting from 2018.
- How often do you have the course?
- A few days.
- Is it a structured course? Or something you can feel free to join?
- The participants are on the recommendation of the organization before they could join the training. After a while, we have to come back, get together, and review our experience. The setting is like that.
- Do you know EOL knowledge from other resources?
- I do my own study. I like to learn. I get a lot of info from the internet course. One of the info resources is from the doctor’s portal. https://www.artspotaal.nl/ I find it useful. This is open-source information for the doctors in the NL. I personally find it’s very interesting.
- The other resource, the peer group. The people I have contact in the Chinese community. I learn from them as well. One of them is Mr. Lau. We had contact with each other. He has a lot of experience. I learn from others. They have a lot of contact with our target group. I learn from what do they see, their experience. I also talk to the doctors. I know. I learn from their professional, how they deal with that.
- I have contact with Dutch people. They are my Dutch colleagues. I have worked with GGD in the past. I exchanged experience with my Dutch colleagues and Chinese colleagues. I learn more about this. The development, and the experience. This is necessary. Because we are living in the NL. Only learn from Chinese is not enough. We need to broaden our experience also from the Dutch organization, I feel lucky I had got the access to this organization. They provide me a lot of background information.

- They have 3 Chinese participants including Lau, me, and a lady from Rotterdam.

- Current seminar:
  After the training, Lau and I had two seminars. We invited 180- 200 Chinese people. most of them are between 55-80 years old. We shared experiences of what we have learned from the training, especially about the film. We did not have that kind of material before. We use this material to give them the idea of what are the resources they can use in the NL. We just tell them the facility provided by the Dutch medical system. We introduced one very important facility which was not really known by the elderly, that is the hospice.
We realized that the Chinese elderly don’t have a lot of knowledge about that. It gave them a piece of info. Oh, that’s also a choice. We tell them furthermore. About how can you find this facility. What facility do we have in the Hague, what are the facility provided for this kind of hospice? It is an eye-opener for the elderly. We allow them to raise questions. What they have in mind, what do they think about this topic? Some of the Chinese elderly find it very difficult to talk about that. We found the worries. I don’t know what will happen. I will allow my children to take over. I don’t want to make the decision. I just give my children the power to take over, whatever needs to be taken. We do have a kind of planning. We had an introduction from our side. In the end, they have a lot of opportunities to talk about their feelings. We found it very wonderful. Because some of the elderly were very open to talking about the wishes for their last days, the planning as well.

Some of them said they have already the will, planned already.

- Are their plans very concrete? Or just the broad idea?
- That was the minority. I remembered one elderly said, he went to the lawyer. To make sure that is in his will. most of them concerned the money issue, they will leave the house to which son, which daughter.

The preparation before seminar:
Before that, we have to contact the target group, the organization. It is very important. Make sure they have the time for us, in this case, it’s Mr Lau and me. I check beforehand with the contact person the chair of the organization. She knows these people very well. I checked with her about what should I prepare, should I say the word death, should I say it in the other way. Something like that. Especially for the Chinese elderly. The other detail is the background of the participants, the age, the category. Are there any people in the last phase are coming. It would be nice to talk about their experience if they want to share. Then we can start.

- The second part is, do we have enough material to introduce to the target group? During the training, we do have some kind of material developed by Pharos. A kind of flip over. We don’t have a projector in that place. We have to switch to another kind of material. So the participants can see. And then we have to introduce the subjects one by one with the flip over. They have a TV. Pharos prepared a disk which we can use on the TV. We can show the video.
- Seems all the materials are provided by Pharos, and you need to transfer it into the format that fits a certain location.
- Yes
- How
- It took more time for the project leader, she was my contact person from Pharos. I told her what I need. She prepared all the flip board, the disk, all the materials. For her, it may need a long time to get the tools done. I emailed her, I need this on this location.
- I also need to prepare the food. This is very important. If you give a seminar to the Chinese group, it is very favourable to have some snacks also prepared.
- In Chinese culture, people love food a lot.
- We need to talk afterwards, and it will be great to have sth drink and eat.
- They have sth else to target on in the same time when they talk.

- This is one important component for seminar with Chines people.
- I learned from my past experience. In the Chines community.
- The food help people to connect to each other.
- This is much appreciated. They appreciate you give the time them to talk and enjoy the food.
- Afterwards, I stay a bit longer. Some people need to talk something more. It is not in a structured way, like we are going to divide into different group. I let them know I will be there for longer for more questions. If anyone has the need to talk more, more in private. Mr. Lau was one of the person available. If they have questions later, they can visit him during office hours.
- We have a kind of division of labour in our seminar. It depends very much on need. Some would like to talk right after, I take them to a space or a room. To hear that out.
- About the seminar place:
There are a few locations I always use. The community, the elderly care center a lot of Chinese elderly live, the communicate enter of the wheelchair. It is open to the public. We rent a place there and invite Chinese people to there(32:30). The Chinese restaurant is very popular. This will attract a lot of people to come. They know the place, and they know me. I find the atmosphere very comfortable. And of course, afterwards, we eat. We had dim sum. This is one of the highlights of having a seminar in this way. People can talk freely with food and drink.
- Do you think it will be also nice to organize such activities with Dutch people in this way?
- Hmm, well. My colleague in GGD will do it more formal. What I do is more culture-sensitive manner. The Dutch people will confront to the traditional way. OK, this is the place, I have a seminar, that’s it.

Participants of the seminar:
- Some of them are elderly themselves, they take the friends. They take the younger people, maybe they are the caregiver, but I didn’t ask. This is a very good mix of our audience. I recognized some people, they come together in family.
- The audience said very honestly and friendly. “PoYee, we came for you.” This is what a reputation that necessary. I was very happy.
- Some of them come more than once.
- I had 2 seminars together with Mr. Lau in 2013. In 2020, I was also planning. But it is not possible in the Corona Crisis. I think 4 or 5 seminars in 2019.

Seminar content:
- Depend on the target group. There different people coming to my seminar. A social worker from Rotterdam wants to know more about our community, she came here for my seminar.
- I had a little bit of change in my ingredients in my seminar. There were Dutch-speaking people in the audience because the community center is open to the public. There are also other immigrants.
- How does the seminar work for them?
- The seminar is a more Chinese perspective. They want to take something of course. They also want to know some of the facilities for immigrants. That is the same for the immigrants.
  - I have powerpoints for the illustration. When I give the seminar, they will read my slides. The people who are Dutch-speaking can read in Dutch. I will make adjustments. I know there are people from the north and from the south. Then I will make adjustments on what they need to know about the facilities here. To specify for them.
  - So you distinguish them by location?
  - If they are from the north, I have to add some Mandarin. I will speak the keywords in Mandarin. If they are from the south, then I will speak in Cantonese. So they know about all the keywords. I have to consider the need. Make sure they know general my story. It is a little bit different to only Chinese group.
- What are the differences between people from south and north? Are their concerns and needs different?
  - Almost the same. At the end of the seminar, I need to give them more time to raise questions. They are very very different.
  - What are the subjects people mostly talk about?
    For example, the lady from Rotterdam. She wants to know more about our culture-sensitive way of working, from her perspective. For other non-Chinese audience, they will check once more about my info. Is it only for Chinese people, can we do the same thing? They double-check whether it is available for us. For Chinese people, they may have more question about the facilities in the hospice. Are there Chinese speaking volunteers available for us? This is really specific in zooming in these facilities. Are they actually available for Chinese people? And they will know the details.
  - Chinese people would rather not speak a lot about spiritual, psychological issues. It’s less. If they want to talk about that, they will talk to me afterwards. They choose to talk about more practical matters.
  - **After death**: They also ask about the facilities, for example, funeral company. They want to know more details about that.
  - The seminar is about 90 mins. I will put some other components in the seminar, depend on the setting. One ingredient is to ask someone to tell his experiences as a patient, who has used the facilities. Exchange of info can be a different level. The second one is. Talking about this topic sounds boring or frightening. I play a theatre, how you can face these issues in your life. I am an actor. I will invite people from the organization to join me. To talk about this topic in a different way, not so gloomy, so sad way.
  - Sometimes you need to laugh. Death is not really horrible. You need to create an atmosphere of laughing. Oh, this is a part of life.
- **Impressive memory of seminar:**
  Not all Chinese people are afraid.
  The response of my audience. I find very comfortable to see the response in a happy mood. It is not down. Some of the people have a very optimistic idea about their death.
- General speaking, the C has an image that they didn’t want to talk about death, they are very conservery. My experience so far. I disagree with that. Some people see it as a part of life, they want to prepare for that.
  - **Difficulty**: No.
  - Not in the seminar. The doctor meets more difficulty in medical treatment plans.
  - Different ideas based on religion, Buddhism and Christian has different point of view. They discussed a little about what they think. They have a different kind of views.
  - For example, use the medicine. Like morphine, sedation. How far should we do that? It is the will of God. It should be a natural way. You need to talk to the professionals. I will refer them to doctors, social workers, spiritual leaders. Dr Wai is an expert on this topic.

**Trust in the Dutch healthcare system**
- Trust builds on understanding. Understanding based on communication. They have difficulty in the beginning.
  - Because of the language. **Incapability to communicate**. Even at a lower level. They are afraid to raise questions; They rely on much intermedia, someone in between. The old children, their family, someone they trust.

**Evaluate:**
- Feedback at that moment is crucial, I got a lot of applause.
  - I check in the end whether they understand, whether they like that. They give feedback right away.
  - Afterwards, people tell the organization about how they define my seminar.
  - So far as I know, they just love my seminars.

**Results:**
- They would share later on if I came across them again in the community again. They tell me what they have done after the seminar;
  - The frequent answer is to talk about it with the family. They raise the issue to talk with the family. This is the first step. They talk during dinner about my seminar, what I had told them. Then they think. maybe there is a time to play something. The awareness.
  - They find someone they can trust to talk about. Trustworthy.

**Cultural conflict:**
- In general, C conservative. Dutch is open.
  - Young people find it easy to understand the information. The elderly take more time to consume the info, what is necessary, to understand before they accept.
  - **Who is going to pay for that?** Wishes: I want to go back to China. I would like to have a funeral in China. That may not be agreeable by their children, because this will cause more money. Then the financial issue is raised, who is going to pay for that.
  - In the past, more people prefer to go back, Because that is the place they born. But in the last past ten years, things change, the world changes. They realized that may it is not bad to be buried in the NL. In the past years, we have more places for the funeral. XX place gave them more choices.
- **Responsibility.** “You are my son, you should do that.” v.s. “I should not pay.” If you have enough money, that’s ok. If not, someone has to compromise. Not all the Chinese family are open to sharing everything about their financial status. It is sensitive.
- People from China may have land or properties in China but not to the Dutch government. Sometimes they are financially ok to do that. But do the children know that? Aew they will to share the information about their financial status? Some people inherit lands or property from family. We don’t go further on this topic. They needs to talk with their family about it.

**Reflection:**
- The verbal evaluation right away after the seminar.
- I prefer first-hand information. I talk with the representative person of the organization. What do you think about that? Do it right away when the memory is fresh.

**Education level:**
- It is included in my background check.
- The Chinese elderly don’t have a high education level. I check by asking further more questions.

**Euthanasia** is also one of the components in the seminar. I provide them with the choice. I provide them also the info where they can ask for euthanasia. There are people ask where can I download the form. I see a gradual change of acceptance in the past years. More and more people find it is a comfort to have this choice.

**How the elderly remember**
- they can not memory. they came back.
- Some elderly make notes, take photos.

**Social work:**
- It is not a one-time job. You have to build up the relationship.
- They want to talk with someone speaks their own language.
- Dutch speaking SW interpreter in Chinese
- The service provider is limited. It takes a long time to process their help. That is not the preference.
- I saw decreasing needs in the community center. It is time-consuming. Wait to solve one question for so much time. To wait, wait, and wait!

4.2. Interview with social worker Mr Lau (in the NL)

peixin wang 0:00
Talking about your working experience on the end of life consultations with immigrants who has a Chinese background and then we are going to talk through the console current consultation procedures. So we are going to talk in the time other will do its parents what did you did with the current consultation? And the next phase is we are going to talk about the problems you encountered in the in the consultations. Just feel free to think about your experience and the hindrance you met in the consultations and later we are going to ask something about how to evaluate the consultation. So that’s how do you decide whether the consultation is successful or not. And the next topic is culture related. We are going to talk about what kind of challenge you encountered in the culture related issues. And in the end, we are going to do a quick wrap up it will take about one hour and 15 minutes based on my experience with Miss Miss Miss loans. So I will try to keep it brief and feel free to ask any questions. If you feel anything. It’s not clear.

Mr. Lau 1:14
Yes. Okay. Okay. All right.

peixin wang 1:16
And now that was recorded already started. So I’m going to first ask you about when did you start working on end of life consultations, not only elderly, not only elderly consultation but specifically about end of life?

Mr. Lau 1:34
Yes, I think there is a few people come to me asking about the end of life experience. Because most of my work is working for people during his lifetime. Yeah, is what he need in to live a good life. So I provide information to them, how they can get help from the government. So that they can continue to live a good life. So, that is a small part of people they are in the phase of the ending of lifetime and then I need to tell them what kind of help the government of other organizations can give them so that you will get some help and importantly is also the family. The burden gets right. So that difficult time can go more easily.

peixin wang 2:49
Yeah. And how long have you been working on the end of life consultations? So, how long is your working experience on the end of life consultation?

Mr. Lau 2:59
you mean how long I do it?

peixin wang 3:02
Yes

Mr. Lau 3:05
It’s depends on the life the time what he or she still has. I will work until the end of their life.

peixin wang 3:19
Sorry for interrupting that’s the question is how long is your experience? So since when?

Mr. Lau 3:30
Oh that’s difficult to tell because I started my work in The Hague as an elderly advisor, that is more than 16 years, sorry 17 years and there are different time in this period. I have contact with the
people in the end of their life. And early in the beginning, I have one old Chinese man, I did help him. And he was without my even I didn’t expect that. But he was in the phase of end of life. He did tell me that because he looks very strong and very healthy. So I didn’t realize that is so short the time. He told me is his frequently expecting, he told me he will die in his home and not in the Constitution. You can get help, and he needs my help for the transport, so I just work for it and to gather the information for him. But I didn’t realize that his lifetime is so short. So quite shortly I heard the news. He’s dead. That was the first time I am confronting that people I help and they, yeah, he really has a short time to live. And actually I, I didn’t spend the help to realize that this is the end of life. I just work normally because he needs some transport, for transportation. So he needs a car from the government so that he can go elsewhere. So I just shared that information for him and I’m just had contact with him. That was the first experience. I was early in my start in The Hague. That was almost 17 years ago.

peixin wang 6:13
And what is your role in the end of life consultation currently compared with the former one?

Mr. Lau 6:20
Yes, I think my role is to support. That’s always I have done for the client I provides support. I give them the feeling of rest. Don’t get in a panic and feel good. Actually, the situation is not so hopeful. But, he will know I am standing by and I just get them to support so that he no need to have nervous from or in the situation oh, where can I get help? so that is physical, psychologically, I just get the calm and the rest. And besides that, technically I just get some information, what he can get help so that he can smoothly pass this difficult period.

peixin wang 7:31
and do you only give consultations to people with a Chinese background or do you also give people from Netherlands as well?

Mr. Lau 7:41
My work profession is only for Chinese people, elderly people in the Hague but if there are some questions from people outside my target group. I can give information by phone I can tell him where he can get information or I can give him or her my advice.

that is recently I think, two months ago, adults, old men get contact with me. He is dying, he has a diagnosis of terminal phase of cancer. And he asked me he wants to have a group of patients at the end of life phases. So he asked my advice from that what can I do? And actually, he expects me to help him. But I explained to him, I searched for the Chinese people, but I can give him some information and contact the person that he can get help.

peixin wang 8:54
Yeah. And how do your target group define themselves? How to how do the elderly define themselves.

Mr. Lau 9:01
Yeah, I target group is people with the Chinese background, live in Holland, the Hague, above 50 years old. Yeah. That’s my target group.

peixin wang 9:16
And how do they define themselves?

Mr. Lau 9:22
so they speak Chinese, and he lives in The Hague is 50 years old and actually that’s very easy to know. Yeah.

peixin wang 9:34
Yeah. so they think they are Dutch or they are Chinese or half Dutch?

Mr. Lau 9:41
I don’t ask nationality although they have Dutch passport, but I can see he or she is a Chinese or not. He can speak Chinese and then he had contact with Chinese people and he doesn’t speak Dutch very well. That’s easy to find out. Yeah. Because for the Chinese people who can speak very well Dutch, actually I yeah I bet ask him or her to go to the Dutch-speaking help elderly advisor.

peixin wang 10:27
So more resources are offered for people with Chinese backgrounds,

Mr. Lau 10:33
people who just are the people who was not able to get help because of the language by the Dutch organization. But it’s difficult to tell because it’s much easier to talk with people with a Chinese background. Although you are speaking fluent Dutch but you are thinking in Chinese way, Chinese style of living. so many people will stay to have contact with me. that’s also logical I understood.

peixin wang 11:07
Yeah. So this for these elderly when they think about themselves, they will say I’m Chinese instead of saying I’m Dutch.

Mr. Lau 11:17
Yeah, it depends how, how he feels and how he mentally.

Yes, actually some people I met although they have black hair but they speak very well Dutch and also their mindset is not that very Chinese so that’s also easy to know he or she didn’t need me. Yeah, and also that you can see it but the people with Dutch style, they are very dependent. They are not stick on. Oh, you need to help me because I’m Chinese. They are more independent. They just ask, would you like to help me or elsewhere can I get help? Yeah, that’s a very different kind of attitude.

peixin wang 12:10
Yeah. So based on your working experience, you already have the judgment efficiently?

Mr. Lau 12:17
Yeah, I can easily see whether she need my help or not. Because people are always thinking in Dutch style, Dutch minded. Actually they don't need many help from the same background, Chinese background.

peixin wang 12:36
Yeah. I know from Miss Leung, that you are working together on some seminars about end of life topic. And also in the same time you are conducting the private consultations together with some elderly do you do something else except for seminar and conversations?

Mr. Lau 12:57
I also, visit people at home for people who are not walking. And I spend a time with him or her in his or her home. Lately I also spend more time much time to work together with other organizations. Because I, I know, I have just a limited time to help and I am just the only one Chinese elderly advisor in whole Hague, and not strong enough to provide all the help. So, what I need to do is more, more, and more cooperation with other organizations for the Chinese people.

peixin wang 13:56
Yeah. And could you talk about the current consultations. So if a person come to you and you are going to give an end of life conversation to this person, what are you going to do during the conversation?

Mr. Lau 14:10
Just lately, yesterday, someone called me. He has parents both above the age of 80 years approximately. He is very concerned of the of his parents because this is Corona crisis now. His father quite bad. The situation is he almost did not respond very well, he recognize him not so well. So he worries a lot about that. And he asked me how to apply for his parent to a nursing home. And I just tell him the information, what you need to do. But I noticed the worries of him very much. And so my work is to explain to him. For me, it’s easy to explain because I am not in his situation. So I can think very calmly. I just tell him very clearly. It is not so bad as he thinks. And I tell him about my experiences, and how in generally working people get Oh, You tell and the final step is to a nursing home. I just give you more information, and then he knows Oh, what he must do. And so he didn't get lost. And that's very important. So, he get to calm down. And then I asked him to may I contact him frequently so I can, guide the process. If something very rapid changes happens. And I can say, you need to do this and do that. recently, I have adapted my work for this situation.

peixin wang 16:49
this situation, this case is a very personal case that's due to the virus. You can only do everything online.

Mr. Lau 16:58
Yeah, but it's also very difficult but it has also, so chances because then I can mobilize him very well. But I need some cooperation with this son.

If he say I can't do anything, then I just stopped and I also can provide much help, but I encouraged with him, so that he gets the courage and I give him the necessary calm, so that he not very much more and then he has get regain the string and to go further and very importantly is he is now feeling not alone. And that make him feel very better. Because the feelings that you are alone and has no help, and it breaks the people very much.

peixin wang 18:15
And so this person is around 50 years old?

Mr. Lau 18:26
Well, I think much older than 50 I think, approximately 50. Yeah. And his parent is around 70, 80. So I think is 50 to 55.

peixin wang 18:43
So usually the kids come to you for consultation or the elderly?

Mr. Lau 18:49
So it affected

peixin wang 18:52
your target group is elderly people or their kids? Cuz for this case the case is the kids asking you for advise for their parents.

Mr. Lau 19:03
Because some kind when I need to help the client, the elderly people I need to support from the children. So still, in this case is quite complicated because he also is my client. Yeah. Lifetime age 50 above age 50. But he asked the question for his parents. So the problem is not for himself, but for his parents. But I also help people, elderly people. So in this case, I helped three people at one time. But I kept contact with their son.

peixin wang 19:57
Yeah. Could you recall back to the normal case? So, normally how do you carry on the consultation before the virus case? For now it's a very severe case that people cannot go everywhere but in normal setting?

Mr. Lau 20:15
oh yeah in normal time, I give you an example. A good example is I, I work also together with the in adoptees house at least. House practitioner the home. Home is a great translation. The general practitioner I work with. And together, we make home visit to the elderly people and she is lying at bed and she's really dying at that moment. And the doctor can give medical help. So that she didn't feel the pain very much. And there's also a cooperation with the nurses at home.

peixin wang 21:44
The caregiver at home?

Mr. Lau 21:47
in Dutch we call it mean the nurses working at the local places, at the home. so the nurses can also support the client in her home. And what I do is, because there was a lot of tension in the family, you can imagine a person is going to die, the mother. and that's really the end period. Unfortunately, she still has some days left. She just sleeps there and physically, she needs all kinds of help. And also the children need to prepare when she is going to die. They need someone always near her at the bedside so that she will leave this world not alone. And that is very tough for the children, especially for children they are still at work. And imagine the whole night, no sleeping and then next day go to work and after work and go back home. And that's very, very tough for the family who didn't have a good plan and who didn't have a good attitude to cooperate and especially if there is some quarreling about what needs to be done or not. If there are some different opinions within the family, that is a disaster. And that happened in that family. So my task is to solve this. So I need to contact the key person in the family. I need to listen, what's the problem, and he who has the role has more authority in the family, I need him. And he must speak and using his authority to calm down the cancer in the family. And that's what I did in the family so then the rest return, and all the members have his or her individual part of cooperation so that they can also work beside, sitting next to her to his mother.

peixin wang 24:55
So usually people contact you when they need help and then you try to understand the roles in their own family and see what they can do for each other.

Mr. Lau 25:06
Yeah, the problem is very significant. If there is no problem with the family, they can match very well they know what to do. I only just give information from what the government will provide and that's enough. And if it is not the case, and I need to, to bring the whole family together and I have the role to think out a plan, an idea to work out.

peixin wang 25:48
So first, they contact you and invite you to their family and then you know about their seat know more about their situation. And you make the plan together with them.

Mr. Lau 25:58
And in that case, the client is coming to me through the doctor. Yeah, the doctor doesn't have much time to solve family problems. So he asked the family to contact me. They contact me. And I need to contact a doctor so, so we together can cooperate for this family.

peixin wang 26:31
how many times do you visit their family? Do you only go for one time and solve everything or the cases are usually very complicated?

Mr. Lau 26:41
It much depends on how deep the problem is and how long the problem endures. Actually my role is to go with the family together to solve the problem and until the situation is stabilized. Then I can draw back a little bit.

peixin wang 27:10

Do you use a certain format for doing such consultations? For example, are there any fixed procedure that you always carry on step by step?

Mr. Lau 27:21
Oh, no, no, no, we are not. Because that's just because this final phase of people. I didn't see it very frequently. It happened not every month, or once in two months. It just happened. And then I need to go out. It is something extra is coming to me.

peixin wang 27:55
This is very personalized. That's everyone's case is totally difference so you don't have...

Mr. Lau 28:02
Because if the family they have good relations sit together and they have ability to cope with a difficult situation. And then that family doesn't need my help much because they can solve and, and they can also ask information for themselves if there are younger people in the family who speak very well Dutch. And mostly I just need to give some advice and then they will do it by themselves. And it's in little cases. The family has not good bonding together relation problems. And then I need to spend much more time to cultivated and I need to ask in a way that respect to your parent. It's needed. Although you don't have a good relationship with your parent. Sometimes you need to do that.

peixin wang 28:03
Yeah. And what kind of information about end of life do you offer to them?

Mr. Lau 29:33
Now, for instance, in God's government, there is also some help is provided, for instance the nurse at home, at the end of the life, the nurse can come and stay at home 24 hours a day. And this is very supporting the family. Because the nurses are the professional trained and they get paid and they know how to protect themselves. So, they can much more easily in comparison with the family to act well in the end life. Also, two or three days 24 hours a day. They work together with other colleagues. So that is very supporting for the family to know that.

peixin wang 30:50
Yeah. And what kind of other information do you give to the family?

Mr. Lau 30:58
The pain. That is the mostly asked question. How to seduce the pain of the suffer? And many people thought, is it better to have euthanasia.

Most Chinese people doesn't know very well. They think oh, when I will die very soon I have pain I have much more pain. Oh then I need that. We need to explain to the people that that's not the only way you can get rid of the pain. You also have another medicine. Not euthanasia. But you get a lot of morphine. So then you can't feel the feeling, you feel much less. That is also a way to face the pain and suffer. That's also needed to tell the people. Otherwise they think, oh, I have seen on the movie or television. Most people do that in that way. And that's what they need. They need to have a complete of information so that they can make the right decision.
Also many people, Chinese people have the attitude to avoid to ask help from others or other organization. Some Chinese people think I am not used to bother other people. Chinese people has learned to solve them problem by their own, in the family. So, it's easily to say, my children will, all the same, they will do it for me. And if the children say, I can't do it for you, because I'm tired. I need some help from other people outside the family. The parents will get hurt.

peixin wang 34:03
They will feel disappointed.

Mr. Lau 34:06
Yeah, they said they thought I have spent so much in you to raise you up. And the Chinese or tradition is you raise up a child a son. And one of the main goal is that he can help you when you are going to die, when you are in the. and that is very rooted in their mind. So the children even not dare to ask for help from outside because the parents will get angry.

for me, it's easy to tell because I am just working for people and that's the part of my work. So, I can tell it very freely, very naturally without putting them in shameful situation, I will tell these very probably for, you see, the government has provide well for us. So let us get help from them. And we deserve to have that because we are the citizen of the Netherlands, Holland. And that's for every citizen to have this service. So I put it in a very good way.

peixin wang 35:56
So you're hired by the government. So when they do that consultation with you, they don't need to purchase for the consultation?

Mr. Lau 36:04
Yes, I represent some in some way as the representation person on the government. Actually the government pay my organization. We are not really directly under the government. We are not policemen or other people of government. But indirectly, government is our great our financere. So I can stay, I do it because the government gives the support, the financial support.

peixin wang 36:45
from the family side, they don't need to pay anything for having a consultation with you?

Oh, yeah. They don't need to pay and also the help they get from the government is already paid. In regularly the monthly the insurance, the health insurance. But many people Chinese people don't know that. They don't know what they pay for and what they will get. And that's my work to tell them and when you're doing the consultation in the family who is going to be involved?

Mr. Lau 37:34
It depends on who is taking the action, actually, the family decide to contact with me.

peixin wang 37:43
Is the elderly also involved? like the patient himself?

Mr. Lau 37:49
in some way, but by the end of life problems mostly the children contact me because the parent are so ill they can not even call me. They are just in such emotional situation they don't have the mood to contact, no energy and they just take on the sick that the wife or husband.

peixin wang 38:29
Yeah, that's when you are doing the consultation together with the children, are the parents going to hear it. Are they gonna stand by?

Mr. Lau 38:39
It depends what the case is. Mostly the children call me just most easy way. They just phone me and I just give information. If in some way it's enough in some cases. I just give information and you can go there and to get help in some way it's enough. And if it's not enough then I invite the children to my office. So that we have conversation privately. Then I can give more support and if the situation get worse and the family is out of control, then I need to go home and then I also see the father or the mother. So it depends on the situation.

peixin wang 39:46
So do you also invite caregivers to join such consultation? For example, they have a nurse at home or they hire someone, hire a nanny to take care of the elderly are these people also involved?

Mr. Lau 40:01
Do you mean paranoid? Some psychiatry decisions?

peixin wang 40:07
No, I mean, if the patient is very sick, and the children hire someone else to take care of them, for example, the nurse or other caregiver, are these people also involved in consultations?

Mr. Lau 40:25
Oh, it is depend on the problem itself. What the problem is. If the problem has something to do with the nurse help. Then I need to, the nurse is joining the conversation. And if the problem is bothering the family relationship, then I need the member to be with us, to have conversation.

peixin wang 41:08
Yeah. And usually what kind of subjects do people mostly want to talk about?

Mr. Lau 41:21
I think the most topic is can the elderly in question, can she or he still staying home. That is the mostly ask questions in the end of life phases. Because people in end of life he need very much care. So it's not easy to stay at home.

peixin wang 41:59
They need to decide whether they go to the hospitals or they stay at home?
Mr. Lau 42:04
Yeah. And that is a very very difficult question because mostly the people who is dying. I can imagine that they will dying at home, especially for Chinese people.

peixin wang 42:22
Yeah, people have the preference for dying at home.

Mr. Lau 42:26
Dying at home is, you feel the comfort. There’s no, it’s not strange, you know the place you will live in many years. And if you are transferred to other place, then is the change very much. You have a strange place, location. And the people help you are strangers and somehow you will lose your, you get the feeling you lost your your family. Because they just, because they’re much long as at home.

peixin wang 43:09
They feel insecure.

Mr. Lau 43:12
Yeah. So mostly the people who is dying want to stay at home but the people, the family will get exhausted.

peixin wang 43:25
Yeah, that’s true.

Mr. Lau 43:27
And they have the difficult to say, Oh, it’s better for you to to get transferred because we are not strong enough to keep you home. And that’s a very, very, very difficult situation to handle. And there is no and there’s no model answer for that; No, no model solution. Every family has need to find out their own way to face that problem.

peixin wang 44:05
Yeah. Are there other topics that people are concerned about?

Mr. Lau 44:10
The pain Yeah, sure. The pain Yeah. And, and also people also have eating, eating and drinking. The Chinese has traditional thoughts. You need to get you need to eat well drink well before you are going, leaving this world. Otherwise you will suffer hungry in the world after this world. So the children keep on giving the parent food and drink. And that’s not medically. It’s not human, because they can’t get more. And that is also contradiction between the thoughts of Chinese thinking and the physical situation of the patient.

peixin wang 45:30
Yeah. So we talk more about physical issues. Are there any psychological issues or spiritual issues?

Mr. Lau 45:40
Psychologically, of course is what? What are the wishes? Of people who get dying, the last wishes and regrets, and have something to say as last words. That is very frequently focusing and the will, the will.

If you have great possession, much money or housing, what’s your will for the children? It is also not an easy problem.

peixin wang 46:36
So you mean how they divide their wealth to the child, the properties?

Mr. Lau 46:44
Yeah, their property how. Is he or she already done, or is decision not yet made . That is also very difficult situation. I am glad, I didn’t. In my work experience. I didn’t need to involve this. But I can imagine, it exist.

peixin wang 47:16
Are there spiritual needs from the patient sides?

Mr. Lau 47:22
The need from the patient is his expectation. Because he if he wants to stay at home when he died, and how does it work out. That is a great great. I did once help one of the partner want to stay home till he die. But his wife doesn’t want it.

Oh, you can remember. I still remember that conversation in their home. It’s very difficult. And I also feel the difficulty. Who am I going to help? Yeah. It’s, I just can. I just can explain the situation. I didn’t choose. I didn’t want to choose. Yeah. I just make it clear that it was for the wife. very exhausted. And she can’t handle it anymore. But still the husband didn’t want to leave.

So I was happy. After that conversation he didn’t change his mind to be transferred, otherwise I will feel very much guilty of helping that process. But I actually I also feel sorry for the wife she is being exhausted. Also not good to see. But if the husband didn’t want to cooperate, and that is a tough situation. And later after my conversation with the parents, with this couple. There is someone from other is involved. And finally, the men accepted because the one who was involved has much more bonded(not clear, advantages) to this couple. So the husband listen to her so he immediately got transferred to a nursing home and shortly after he died there. I heard from the wife later.

It was very sad. Yeah. If the final wish is not what you expected.

peixin wang 50:45
There are no right or wrong in such issues. If we already tried our best to offer everything to them already.

Mr. Lau 50:55
Yeah, yeah but we are not, we have not a guarantee that every cases will have a happy end.
peixin wang 51:06
yes, it’s true.

Mr. Lau 51:08
And that is the struggle. We only can tell what the government help is and to support the family to get use of it. So that no one can do get hurt or exhausted. But there’s no always happy ending.

peixin wang 51:38
Yeah, that’s true. So when you give consultations do you only talk about the problem they are focusing on or do you also introduce some more stuffs to them?

Mr. Lau 51:52
It depends on what they have in their daily lives. For instance, in this case, end of life question if the people involved they have religious faith. Or they have relations, they have built relationship with members of the church, then they will get much more perspective to think of this problem and support. Because the religion the main issue of religious is to tackle the problem of life and death.

So if people have a strong religion and they will feel more comfortable to face the end of life. Because they already spend time to tackle that indirectly, yeah.

peixin wang 53:12
They already have an deeper understanding on the life and death. So they are more easily accept.

Mr. Lau 53:21
because they have the way of thinking it. People doesn’t have religion. They don’t know what will happen after that. Then it is very confounding and very frightened. Because you are going to a place you never talked about it and there’s fear

peixin wang 53:55
You don’t have a reference.

Mr. Lau 53:57
Because almost every ones have fear of the death. Yeah. And if you are not prepare then you feel that fright. Yeah, yeah. Just you blind your eyes and you need to walk. And you don’t know the way is stable or nor. And that’s the feeling of fear. Yeah. So if people have religions, and I actually ask them to get support and get the contact with the people from the religions.

peixin wang 54:40
Do you use any tool or materials during the consultation?

Mr. Lau 54:45
Oh, can you repeat the question?

peixin wang 54:46
So when you do the consultation, do you use any tools or materials?

Mr. Lau 54:51
Oh, the tools is the skill I have learned in my study to have conversation, tough conversation. And that is you need to give people comfort. And you are not just talking about things of information they need. You need to deal with people’s fear. And you need to see through the problems. What’s behind the problem? And then you will gain the confidence of the people who is coming to ask you help.

With that trust I can easily mobilize the other people in the family to that’s very very important. If the family doesn’t recognize you are the good one to be with us for. Then you can do not much in that family.

peixin wang 56:35
Are there any materials you use in the consultation for example, some booklet or some other tools?

Mr. Lau 56:45
Oh, I beg your pardon.

peixin wang 56:48
So do you some other materials during the consultation like,

Mr. Lau 56:53
Oh, I just, I just, with the language. I don’t have some picture to let them see. Because this is not my, how do you know that, For me is I just build up the relation with my attitude and with my experiences with my knowledge and that’s the contact is what I use. The personal contacts and and they sense the realness of my concern. And that is not, that is unseen. You need to feel that, and you need to trust that, and you need to accept that.

peixin wang 58:04
And when did you start to get professional training on giving end of life consultations?

Mr. Lau 58:12
I think, I, we didn’t have in our study this training, end of life training, I just have a one training to give information about this topic and in Utrecht in Pharos and we work together to. That is for group information. Not personal, not individual.

peixin wang 58:42
Yeah. So seminar

Mr. Lau 58:45
yeah for a seminar or working together you give some, some ask or they need to do something. That is what we have trained, but not in.

peixin wang 58:57
When did you start that training?
Mr. Lau 59:00
Oh, I think two years ago or three years ago, I don’t know for sure. Yeah.

peixin wang 59:06
And how often do you have that?

Mr. Lau 59:10
I’m sorry.

peixin wang 59:11
How frequently do you have that?

Mr. Lau 59:15
It’s not much time because in Utrecht is far away. I think we, I was there for three or four times, I think, but the whole day, I think, five, six hours each time.

peixin wang 59:41
So what did you learn from them?

Mr. Lau 59:44
Oh, a lot, because that is really focused on the topic. And so I and also you have a group of people from different backgrounds, Morocco, Turkey, Somalia, Africa. And it’s quite refreshing and eye opening. Yeah. So we we talked together. Hey, how do you open conversation about death? what you must do with your people, we share that, one common thing is it’s not easy to start with this topic. That is the same for every culture.

peixin wang 1:00:34
Yeah. Do you think you need more support?

Mr. Lau 1:00:40
I think it’s needed because you need to get used to it when you have more information and more experience for it. Then you will get better. And for me, it’s not easy because I don’t know. It’s not frequently I have a case in very difficult situation about end of life problem. So for me each time when I get one case, I need to refresh from Oh, how, what must I do and how did I do it? So I think it’s how much more the support information is how better for us to do it.

peixin wang 1:01:42
So you think you need to reflect on your experience and learn from that?

Mr. Lau 1:01:49
Yeah, because when you will get better and better is, if you do it frequently. And you have more new way of looking at that and new information and then you will get nurse(not clear) for this topic and to deal with.

peixin wang 1:02:18
The next phase is we are going to talk about the difficulties you have encountered in EOL consultation. So, have you ever experienced that someone come to your office and plan in advance? I mean when they are still healthy they come to your office and talk about it.

Mr. Lau 1:02:38
Oh, I didn’t quite understood clearly. So put it in a simple way.

peixin wang 1:02:44
Yeah. So you are talking about cases that you go to people’s family and give consultation to them.

Mr. Lau 1:02:53
Yes.

peixin wang 1:02:54
Are there any people they plan in advance when they are still healthy. They come to you and ask for end of life consultation.

Mr. Lau 1:03:04
Yeah, I did have one people several years ago. She came to me and asked how I can prepare euthanasia. Because she is much fear of pain. She’s very healthy now. No problem. But she makes very concern about when she gets sick suddenly and she is very frightened of pain. So she is afraid in that situation, she didn’t have the ability to say I need to die have euthanasia. So she need now to settle all things now. Prepare for the euthanasia.

peixin wang 1:04:21
And how do you deal with that?

Mr. Lau 1:04:23
Yeah, for me it’s very actually very funny to hear that because that is very rare. I never heard a Chinese thinking like that and because I feel also sad to hear about that because you have fear of pain then you make up this mind to decide to to make a contract of euthanasia. What I did is I explained to her there is the chance that you rapidly unconsciousness and and get the point to die and the chance is very very small. It happened in for healthy people, I think in a traffic accident, a car accident, or you, is very rare situation so and base of that to make euthanasia is not very worthy and I explained her, also, there are other way to minimize the pain before having the euthanasia. But still see get, the fears still exist in her. And what I did to her is, I asked her to have a good conversation with her general practitioner, house doctor and her family. So that she can get the right complete medical information and she also know the member who is caring her, her family. What are their advises.

And also the church. That is very very unexpected. She’s a member of Christian Church. And it is against the law in the Bible. Yeah. To have this. So I also asked her to have a good conversation with the pastor of a church.

Yeah because if you have and the end result is she remained quietly. But after a year, she came back with the same question. After a year something like that
okay and then I Okay, I all already told you what I need to tell and you have done and then I say okay, you can go to the doctor to have the paper that you need to sign and finally she get the paper from the doctor. And I have, because I am a Christian. It’s against my attitude. So, I explained to her, I feel very sorry about that because I, with my religion, I am against the euthanasia so I can not help her to fill the form. So what I have done is I asked her to ask her son to help her. But her son is against that because the son didn’t want to lose her. They have a very close relationship. So she gets stuck at that place and the church is also against the euthanasia. So she has some many friends to help her to fill that form. And then after that also one year later, she can also back to me with the same formula. She said, I can’t find anyone to help me to fill that. The last time I talked to her and it is, I don’t know. She in the last time, she has some experience of her own. I can’t remember what kind of experience it is. And that is so that she can see things from a different point of perspective. So finally, she can see.

peixinwang 1:10:51
So she changed her mind and decided to die in natural way instead of?

Mr. Lau 1:10:57
Yeah in some kind of direction. But she has learned that she is not distinct. She is worried. Didn’t really happened that as she expect. Because in her mind she’s focusing the pain that she will feel and she didn’t have the ability to say I now want to end my life because she’s unconsciousness and she missed the chance. But finally see realized the worse scenario she has, it doesn’t

peixinwang 1:11:56
Will not be that difficult?

Mr. Lau 1:11:58
Will happen. And somehow she get more easy with that. And that fear is not so controlling her from doing this. And then she has to feel more relaxed and to see that the relationship she has with her son, which is so precious. And the pain that the son has because she has this idea and that makes her also more aware of, hey, it’s not only about the pain by the end of life. There’s also pain in the family.

peixinwang 1:13:03
Yeah. So it’s a comprehensive problem that, not only about herself.

Mr. Lau 1:13:09
Yeah. So I was quite amazed. That was really I didn’t expect a change of that. Because of her own experiences, she has opened her eyes to see things differently. And not more, so anxious, frightened of thinking.

peixinwang 1:13:34
So we can say this is something caused by the culture conflict, that she was very open to Dutch culture?

Mr. Lau 1:13:44
Yeah, she is not like the Chinese way of thinking she has. Yeah, you are absolutely right. And the way of thinking is, I think it’s very specific. I think they are not much people who are thinking in that way. I think it’s more to do with herself. The way she thinks things, and the way she sees things, and the way she relate to people, that relationship.

peixinwang 1:14:27
Have you ever encountered any value conflicts between the Dutch and Chinese culture?

Mr. Lau 1:14:38
What conflict you mean?

peixinwang 1:14:40
The value conflicts caused by the Dutch and Chinese culture?

Mr. Lau 1:14:46
Yeah, sure. For especially for children who are raised up here in Holland. And they have more the way of western culture I think. So, that is also a very important issue within the family when facing end of life

peixinwang 1:15:20
Could you please give an example for that?

Mr. Lau 1:15:28
For instance, going to nursing home that you get help from the nurse is very logic in the eyes of people in western culture nowadays. And for Chinese is that not, so...

peixinwang 1:15:56
maybe this is also caused by the different value from different generation?

Mr. Lau 1:16:06
Yes and also the changing of a great issue. For instance in Holland, there is a whole system, the nursing system and the social system is built based on people are independent.

So the Chinese way of thinking of dependent on your son it’s not more the issue here in Holland. Everything. You see the health insurance. Everyone here, the citizen pay the bill monthly for the health insurance and everyone here can get the most valuable high standard medical care and the Dutch medical care I have heard is the top quality of the whole world. But every citizen here, whether you are with you are rich or poor. You can have the top medical care in Holland. So the system in Holland is people are independent. So the whole system must provide to work that out. For medical care and also for financial care. Everyone here in Holland need to have a basic amount of income so that you can pay the bill. The housing, electricity, energy. And if you doesn’t have the minimal amount, you can apply it by the local customer.

peixinwang 1:18:37
But I hear from researchers from Pharaohs, that there are some immigrants, especially Chinese immigrants that have a low trust on the Dutch healthcare system. So they don't totally trust the Dutch system. They don't think that help us or they don't think the Dutch system makes sense for them. Are there any case that you had ever encountered?

Mr. Lau 1:19:19
I don't understand the question.

peixin wang 1:19:21
The question is, some people say they don't trust the Dutch system.

Mr. Lau 1:19:28
The trust Yeah. Who say that?

peixin wang 1:19:33
Researchers from Pharaohs. There are cases that people have no trust in Dutch system. But do you know the possible reason behind?

Mr. Lau 1:19:46
Chinese?

peixin wang 1:19:46
Yeah, the Chinese elderly, because in my own research, I also found that some people say, I think the Dutch doctor, they didn't give me the right diagnosis. And I need to

Mr. Lau 1:19:59
Oh, and that is another problem. Actually if you ask the good question, then you will see that the Chinese can get the most valuable service. If you look in Hong Kong, the best care if you have great disease and you need to get help, you need to go to private hospital. It you need to pay more and more and then you get very good medical care.

peixin wang 1:20:50
So, people are not always satisfied with the current case. That's why they think?

Mr. Lau 1:20:55
Yeah, because you need to see in a context of, are you talking about yourself or you are talking about the whole system? China, in Hong Kong, you need to go to hospital. How much you need to pay for one day? If nurse and then. And every Chinese know that, I think the most Chinese know that. In Holland you don't need to pay extra you just pay monthly more than hundred euro, hundred 30 but you can use the medical service. That is if you need to pay by yourself. No one, actually not many can can afford it. So, I think it's how do you ask the question is important. If you ask the doctor he will you Yeah, that's just a great problem. They don't trust the western doctor because I am still ill. And what Chinese want is, Chinese people want directly get recover because why, it has a cultural background. In Hong Kong, you need to work and then you can have money to spend. So, in Hong Kong, you can't afford to have a sick period of three days or a week. So, the people think, I need to directly get recover. And the doctor who can do this is a good doctor. So that is in a point of view of, you are thinking from your point of view. You are not thinking of medical point of view in the field of western medical point of view is yes, they are not so quickly decide to give you a poison and antibiotic to kill the bacteria because the much you get that, how weak your body will become, and the bacteria will get stronger and stronger because they will change. They have fight to the anti biochemical. So, the next time the bacteria will get more and more stronger, that is also the concern in the in the western view. Later on, we will develop in this process, super bacterial. So the western doctor is, they get you the rest and the time that the chance of your body to recover by your own system to fight this disease and that's contradicted to the Chinese way of thinking. Because they want to directly get well so that they can do what they want and to earn money. So that is not the doctor isn't good because he has another expectation.

peixin wang 1:24:49
So this is something related with understanding and matching the expectations.

Mr. Lau 1:24:57
Yeah expectation is not based on medical fundament. If you argue the doctor is good or not, then you are not not allowed to use financials arguments.

peixin wang 1:25:20
Yeah, that's true.

Mr. Lau 1:25:21
Yeah. Then you need to use medical arguments and then you can say the western doctor is not good in comparison with the Chinese doctor. Because in Hong Kong, for the disease you get the medicine and then you feel better, then the next day you can go to work. And then they say that's good doctors. But in medical view that is not a good doctor. It makes you worse. Your system to fight the disease will get hurt.

peixin wang 1:26:02
Okay, now we are going to talk about the evaluation of the consultation. So after your consultations, how do you evaluate whether the consultation is successful or not?

Mr. Lau 1:26:13
Oh, we didn't have much time to spend on evaluation. Most of the time is, we just ask the question of, are you satisfied of what I have done? And what may I have used? It's just a simple question. I asked them.

peixin wang 1:26:44
And did you see any significant value that's the consultation present to the elderly and their family?

Mr. Lau 1:26:54
Oh, can you repeat that question?
Did you see any very significant value. That's the consultation add to the family and the elderly?

Mr. Lau 1:27:04
Yeah, yes. Sure. Yeah. Sure. Especially for family in great distress and great anxiety. Yeah. And I see the effect is, that the problem is solved. People can get together to cooperate. No more stick on their own point of view to struggle. And then you have created a rest[way to rest], so that the people who is dying can can really die peacefully. And that's very significant to see.

And it is also it is my task to provide that. So that people can really to spend time with people who is dying. You have a quality time to spend. And then you can have a good time to say goodbye. And also later on and you have a good progress behind you. And then it's also good for the process to become, the process of regret (unknown) because you have lost someone you we have spent half time of your life. And that's very important. If you have an end of life, your family with problem, arguing, always angry. Then you don't have rest and long time many times later, so the consequences is...

peixin wang 1:29:11
And as a social worker, do you reflect on your own work after every consultation?

Mr. Lau 1:29:18
Yeah, sometimes. But because it is also a tough time to have. So I really feel happy to have peace again in the family. So, because I can do it on my own. I need to help the willingness of the family to cooperate. Yeah. So every time when the tough question, issue is solved, I have the feeling, it's quite I can demand it yeah it's really a give. Yeah. People want to, give, yes.

peixin wang 1:30:10
Yeah but within the consultation duration, for sure you will feel also depressed, also anxiety, right?

Mr. Lau 1:30:23
What?

peixin wang 1:30:24
during the consultation during the procedure that will help them, you are also facing some challenges that you feel stressful?

Mr. Lau 1:30:33
yes sure sure. Yeah.

peixin wang 1:30:35
How do you deal with that?

Mr. Lau 1:30:39
Yeah, I have to learn. It is very important for my profession, even though I get angry, my feelings. I need to do it very carefully. Because they are not my family or not my friends. They are my clients and people will come to me for help. Also, they make me angry or make me frustrated. I need to stay calm and don't react, emotionally reacting and back. Otherwise, I will create, I will involve in the struggle

peixin wang 1:31:50
Did Pharos also tell you how to deal with it?

Mr. Lau 1:32:01
I learned by experience and also by experience of others who share, with my colleague. It is something good that you need to build up with several people together. And then you need to.

peixin wang 1:32:24
Do you have a network of end of life professionals, for example, do you have a lot of colleagues doing similar job or do you know other professionals that's doing end of life consultations?

Mr. Lau 1:32:41
I think the nurses, they will have many experiences of this, especially the nurses working in intensive care.

peixin wang 1:32:58
cuz I'm imagining from your perspective. Do you have a network that you can always communicate with them and get supported right?

Mr. Lau 1:33:07
But my position is I am the only one who is working for Chinese target group. So I don't have a colleague with me together. So I can share that is also a minor point of my work professional situation. I need to do it by my own.

peixin wang 1:33:35
So also you cannot very easily get access to some Dutch people, they do similar job?

Mr. Lau 1:33:45
We don't have much time for that. To get away my Dutch colleague, mostly is in a meeting. Great meeting. And all in training. And also have we know we called it interfere that is colleague together sharing his view of handling things.

peixin wang 1:34:15
So that's something online right?

Mr. Lau 1:34:23
Something what

peixin wang 1:34:26
I didn't get the last sentence you explain that you can communicate through with your colleague. What's that
(Dutch) interest is between. feces point of field. It means, it is a meeting with your colleague. So that we have the time to share our point of view. Because everyone, we act differently, handled things differently. Also, you are in the same profession. In one case, you ask the same colleague the same thing they work, they will do it differently. And then when you are there, and we are there, we can see the difference. We have some impact of our way of thinking. That is a way to improve us and to support each other.

peixin wang 1:35:40
How much time do you really invest in prepare for end of life consultation?

Mr. Lau 1:35:55
I think it depends on how difficult the situation is. There is some situation, I just need to give information. So I didn't need to prepare of it. I just give what I know. And the daughter or the son they will do it. And then if it is success, they don't need to come back to me. They will, they know how to do it.

And for some cases, when I mentioned about the problem in the family. Then I then I need to think, hey, how will I do it? And who am I going to contact? And when I have made the decision, and the most important, effective thing is the contact that I have, is that person. Because if he or she doesn't change or doesn't want to cooperate with me, then it will fail. So the preparation is not that most important. Of course, it's very important. But the most effective moment is after I prepare, okay, how do I do it. I need the key person to work with me or to help me. If I succeed in telephone call or in a conversation that he or she wants to help, then I have the half of success.

peixin wang 1:37:52
And do you think the current workflow of consultation is effective?

Mr. Lau 1:38:06
I think it's very effective. Yeah. Because the people coming to me, they just want help in the problem. And mostly I can figure out what the problem is. So the main thing is when I get involved and to the right place, right people, right time. The chance is great to have success. But because the goal. I can assume that every member of the family want to have a peaceful ending of life of the dearest member. So that is the foundation. I can ask, think, from people who are eventually didn't want to do it.

peixin wang 1:39:22
Yeah. What do you think can be improved in this current consultations?

Mr. Lau 1:39:28
Yeah, I think if there's more attention to it, more that people just like you or Pharos, to pay attention to it, to explore it, to make it more professional and more usual, and then we have the chance to improve it, make it work.

And also the culture is changing. On the coming ages is different than the ages people now. Old people later is the people who are young now. So, later they will have a total different point of view to death. So, how we work? We also need to follow the changing process so that we know what kind of people is asking me for help.

peixin wang 1:40:54
This is very important point, this social worker

Mr. Lau 1:40:59
You need to keep on in the process to see how people change and how the culture is changed. And the interactive of the members and the families with problem.

peixin wang 1:41:18
Thank you very much. I think that's all my question for today. And well, it takes a bit longer than our scheduled time. Sorry for that.

Mr. Lau 1:41:26
No, no problem.

peixin wang 1:41:38
Later I'm going to organize some online co design sessions possible it will be a focus group activity. Like I gather some professionals talk together. Or I invite some researcher and designers that we do something together online. Would you like to join?

Mr. Lau 1:41:56
Yeah, I think the language is important for me. If is in Cantonese that I can exactly express what I want to say.

peixin wang 1:42:16
challenge for me because I feel guilty that I feel great pity that I didn't learn Cantonese cuz I had

Mr. Lau 1:42:25
well I saw your problem yeah it's just a very important issue yeah

peixin wang 1:42:31
I come from China but in China there are various languages so I think Cantonese and Mandarin other two means mainstream language but I only know one of them this updated for me.

Mr. Lau 1:42:44
Yeah it's also very good because many people speak Mandarin and that's also a very good thing.

peixin wang 1:42:53
It's a pity. Well, I should try to learn

Mr. Lau 1:42:59
Maybe it’s good. Yeah, you can and you can have more, more people thinking differently and because the language may also influence the way of thinking. It’s also important.

peixin wang 1:43:21
Yes, that’s true.

How is your work going?

Mr. Lau 1:43:29
It’s, it’s we need to create easier for people online to support help and there is limited thing I can do, but we need to be very creative. To provide the help, I see the chances is because people know the limitation very well. So they are also more willing to do more and accept the limitation very well. That’s very good point and actually, as a good worker in my profession is not how I can easily, effectively solve the problem. The best way I can do and best success I can get is to inspire the people who come to me for help. So that they have the confidence, the courage to take their own step and in this Corona crisis, I feel they maybe the next step because you need to do that. I am not in The Hague. So they already accept that he needs to do something. So this gives me a great relief. Because when I was in the Hague, I had to deal with people who are depending on me. And that’s not easy to see. I don’t know how much he can do or he cannot do. But now I need to say, I just can do by phone and by the laptop. So the rest. They need to do it. And I feel the sense of them, they are activating. I feel very happy to sense that.

peixin wang 1:46:05
that’s really nice, also on them.

Mr. Lau 1:46:07
Yeah, I have learned from this way of working. Later when I get back in the day, then I will more and more develop this. So that people know they must take the step and they will have my help. They are the main character in this setting.

peixin wang 1:46:38
they should really take the initiative. Do something for themselves.

Mr. Lau 1:46:43
So, I have learned very much in this corona crisis. And the way I help people. This I already knew from the beginning in the study, they focus very much on that. But doing the work in the Hague, you mostly forget it. People coming, feeling very distressed and hopeless, then you easily being aware. You already do much more than can they ask. That’s not helpful to develop their own ability. But I need to do it in a good way so that they have trust in me that I’m not lazy or that I’m not unwilling to help. I need to deal with that.

peixin wang 1:47:48
You also need a balance but

Mr. Lau 1:47:50

The balance is important. Otherwise I will lose them. They would think oh, Mr Lau is not very willing to help. Then I can’t have a good working relationship.

peixin wang 1:48:11
I think everyone could understand but there are also a lot of uncertainties in the future that we don’t know.

Mr. Lau 1:48:21
Yes.

peixin wang 1:48:24
Okay, I think that’s all for today. And we already had the phone call for a long time. And thank you so much for holding the phone all the time.

Mr. Lau 1:48:33
Welcome. It’s very needed. And you I wish you ferry success in this project, meaningful.

I will give you updates later.

Yes. It’s good job.

peixin wang 1:48:47
Thank you.

Mr. Lau 1:48:49
Okay. Bye bye.

peixin wang 1:48:50
All right, send my wishes to your family.

Mr. Lau 1:48:54
Thank you.

Transcribed by https://otter.ai

4.3. Interview with social worker Xiaofei

Xiaofei 0:00
And I started working in the social field since 1998.

peixin wang 0:11
But it’s really early.
Xiaofei 0:12
Yeah. And yeah, I think I started working with Chinese people during my last study, it was psychology. It was 2009. Then I started with the kind of research about human smuggling and human trafficking in the Chinese beauty branch

peixin wang 0:42
Sorry?

Xiaofei 0:43
Chinese beauty branch. Okay, wellness, yeah.

peixin wang 0:47
Ah

Xiaofei 0:50
the massage and kind of salams Yeah. And, yeah, this project started in 2014. And in 2015 I set up Haian so it exists now for five years. Yeah, maybe five years. Yeah.

peixin wang 1:14
So in Haian, what do you always work on?

Xiaofei 1:19
a, um, our foundation help provide help to sex workers and victims of human trafficking or exploitation? Yeah.

peixin wang 1:34
So your target group is people who work here.

Xiaofei 1:38
Yeah, in the in the wellness branch or other branch, branches industries, but who have to deal with expectation, labor rotation all the time sexual exploitation.

peixin wang 1:58
And usually how do you help them?

Xiaofei 2:02
Oh well actually our service is really oriented. It means that it depends on the needs of the target group. But usually we will help people who are working for the nail salons and massage and restaurants or baomu.

peixin wang 2:30
Nanny?

Xiaofei 2:31
Nanny yeah, yeah. Yeah that kind of work. And labor for migrants Chinese labor migrants

peixin wang 2:42
So do you also support their families? For example, they have encountered some difficulty in daily life, do you support them in such issues?

Xiaofei 2:53
Usually, we do not do the whole package because our capacity is limited. So, what we do is we will try to look for another organization, which does provide this kind of service. So, actually we only help with problems and concerning work. So work related problems.

Yeah.

peixin wang 3:20
So you also work for people who have some question about retirement or something related to it?

Xiaofei 3:33
Can you can you repeat it again?

peixin wang 3:35
So, so do you also work with some retirement issues like people have some struggle when they want to retire and they come to you to consult you?

Xiaofei 3:46
Yeah, yeah, we do have this kind of question. We do receive these kind of questions and, but not much because usually they will meet our help because they were they are ill, and the boss just fired them, and they don’t have any income and so they will come to us for help. And after helping them, they will. Sometimes people will need help for about one year or two years and afterwards they will have to retire. And then they will just some Yeah.

peixin wang 4:28
So what kind of help you offer them? Do you do consultations? You give them some practical skills or?

Xiaofei 4:37
sometimes we also provide trainings. Our main target is to improve the health conditions or working conditions. Actually the well being of Chinese migrants, especially concerning work related situations. And we also try to empower the workers, the young home the employee and employees. And we also bridge the gap between professionals and our target group.

peixin wang 5:40
So how do our target group know you?

Xiaofei 5:45
Um, yeah, we have a website. And we take part of, yeah, let’s say the important activities in the city, in town. We contact all the Chinese organizations, so to build up a network and we also organize
them. Yeah, yes. We invite people to talk about some some things like migration, the permit to stay here. Like we invite the END, the immigration office(Yiminzu). And we also organize this kind of activities for the professionals, expert meetings. We will provide some trainings for the people, like how to find other works in the Netherlands and how to improve your skills to deal with stress. Stress Management. Yeah, those. And every week we have like consultation hours on Wednesday and Thursday. So, people can come to us for any kind of questions and some of them do not belong to, we cannot deals with them. So we will try to find another organization.

peixinwang 7:44
And you mention you introduce some experts to them. What kind of expert do you introduce?

Xiaofei 7:50
You mean to the target group?

peixinwang 7:52
Yes.

Xiaofei 7:54
Well, experts, lawyers. Sometimes in the nails we have MMV, the

MMV. Yeah, I know this authorization, but I don't know the whole name of it.

Actually? Yeah.

If you Google on the MMV in the.nl, and you will find it.

And we also invite some government officials like from the END and from the ministerary of social.(劳动局) the labor department. Yeah, something like that. Yeah. Okay.

peixinwang 9:26
I will check. I think there are there's a list in the Netherlands that SZW

Unknown Speaker 9:41
Yeah.

peixinwang 9:42
Okay. I will check out later. Yes,

do you only give consultation to people with a Chinese background or do you also give consultation to people who are born in the Netherlands and it's totally Dutch?

Xiaofei 9:55
Well, before this, I did work with any people. I mean, because I work for different organizations before. So actually, but usually it will be people vulnerable groups in society.

peixinwang 10:14
Yeah.

Yeah.

That's a very valuable to work together with them and support them.

Xiaofei 10:21
Yeah, but not with the elderly yet.

peixinwang 10:24
Yeah. And so currently, how do you give consultation to these people?

Before the Corona crisis? I mean, the normal setting.

Xiaofei 10:36
You mean the Chinese people?

peixinwang 10:37
Yes.

Xiaofei 10:38
They will come to our consultation hours, or we make use of WeChat WhatsApp, and on our website, we also put some information and actually, we also have a chat tool on our website. But not many people make use of that. So usually they will use like WeChat to contact us.

peixinwang 11:07
Do you know the reason why they don't use the online chat you're offered?

Xiaofei 11:14
I don't know, I sometimes asked the state they say, well, it's easier to use WeChat.

peixinwang 11:21
So they prefer WeChat. They are more familiar with it?

Xiaofei 11:25
Yeah. Yeah. Because and also, because if they have like something that they don't understand, sometimes they have to sign a contract. And they don't have time to pass by or the boss asked them to sign immediately. So they will take a picture, send it to us to us and then ask for advice. Oh, yeah.

peixinwang 11:50
This is a really interesting way had never heard that. Yeah.

Xiaofei 11:56
And actually, that is also how we work now. During the corona crisis. If they need something that they will call us or use Wechat to send information and to ask for help.

peixin wang 12:14
Yeah. So have these people prepared before the conversation with you?

Xiaofei 12:20
Actually not. Well, they do know what their problem is. So they will ask like, okay, so I don't have any income or I have a conflict with my boss, or I have this debt problem. So can you please help me think about a solution or something? Yeah, that’s how it works usually.

peixin wang 12:44
So because you are the expert in dealing with such issues so they come to you directly without searching for themselves.

Xiaofei 12:54
Um, well, I think that is the situation now but when I just started it is very difficult because we are dealing with an issue that is not easy to talk about. Because the Chinese people in the Netherlands they usually fear talking with others about their problems. Especially when it comes to problems with the boss because they are afraid. In their mind, the boss is really powerful. Oh, in the beginning, I think the first two years, it was very difficult for us to get in touch with these people. And if they come to us, and they will like, come with something very simple first, they will like provide a kind of a letter or something and ask for help to see how you react on that. And it’s like a test.

peixin wang 13:57
They are for you and see whether you are professional?

Xiaofei 14:01
Yeah. And then the next time they would take a friend or something with them to check you on you again. And then by the after the third time that they see, well, I can I can trust you, then they will come, they will tell the whole story.

peixin wang 14:19
Yeah.

Do you know the reason behind?

Xiaofei 14:22
Yes, I do. I interviewed many of them. And the main reason is that they say, Well, at first, they are alone here. Yes. So rely on the network. And if you’re alone here and you need to deal with the ups and downs for many times, so you don't know who you can trust anymore.

peixin wang 14:47
They have strong insecurity.

Xiaofei 14:50
Yeah, yeah. That is one and two because they are cheated many times, even by friends so they feel like betrayed.

peixin wang 15:08
Yeah, they need to protect themselves first.

Xiaofei 15:11
Yeah. And especially the people working in the wellness branch. They often tell me, Well in the first years, some of them came to me and they were after a while, they are just crying and just only want to cry and only want to have a hug. That’s it. Yeah, because they say they are longing for a friend. So the only thing that I have to do is to listen.

And the other thing is, they feel like because they are alone here, so they feel weak. There's no one to rely on. So they are their own. So, they need to be extra careful with what they are doing. The other thing is also what I told you in your mind the boss is really powerful. So, say some of them are afraid that the boss will hire the 黑社会 to harm them or to harm their family. And it is also extremely difficult when it comes to family here. Who are abusing them, then the are extremely afraid.

peixin wang 16:38
Sorry, you said they're alone here but the boss hires someone to hurt their family in China or...

Xiaofei 16:46
Yeah, yeah, I know. And sometimes they do have family here but the family abuse them and then it’s extremely difficult for them to do something about the situation.

peixin wang 17:02
Okay. Yeah. I mean, it's pretty difficult. You need to consider a lot about their family members.

Xiaofei 17:09
Because their family will know about the family in China. And, you know, some of the victims, they are like, yeah, the boss will use the family to, to say, Well, you have to do what I say to control them. Yeah. And even not family but friends. Also the same story.

peixin wang 17:39
Yeah. Yeah. So how do you help them to address these problems?

Xiaofei 17:46
Um, actually, it already helps a lot, that they can come to us and to tell the story, and then to talk about it and sometimes the problem we cannot solve for them, because sometimes they are the one who need to take some actions but they can't. So they are bounded. And the only thing that we can do is to listen and to be there for them. Yeah. And that is something that is difficult about our work. Yeah, sometimes we just accept the fact that we cannot do anything.
XiaoFei 18:32
Yeah, so yeah, usually we will try to find a way to help them. But sometimes we can not do anything. And then yeah, that is the least thing that you can do for them.

peixin 18:47
And how did you get trained for doing such work? Possibly you need some professional knowledge to deal with these issues. So how did you get trained to get this knowledge?

XiaoFei 19:15
Oh, well actually what we learned at school it’s one thing but the other thing is experience because I am a social worker. It was in 2000 that I graduated. But yeah, before that I already work with minor asylum seekers. So in 1998 I already started and afterwards, I also study like (人类学) anthropology. The last one is psychology. So, I did a lot of studies and also work in the field. So it’s actually experience.

peixin 20:12
So which one you think is more important in your work experience or professional knowledge?

XiaoFei 20:19
Um, yeah, well, I think both. Thanks to my, to the knowledge of a social worker, I can protect myself from... I know how to deal with distance and so sometimes the situation is really difficult. I am also a human being. So yeah, I would have to deal with that. And that is because you know, it’s somehow and by experiencing it that you practice. So actually, it’s a kind of learning and practising and experiencing. So it’s a process.

peixin 21:10
Yeah. Because you said you have been working for a lot of years on social work. So you are pretty experienced in dealing with the distance, protecting yourself from being depressed. In the beginning of your work. How did you deal with that? Or did you have ever aware that?

XiaoFei 21:33
Well, actually, it’s an interesting questions. In the beginning, I was still learning with I am a little bit stubborn. I have my ideals. So I think Well, From the ideology, I'm going to save the world. I started learning, you're doing the social work. But later on I found out that it’s not the case at all.

Actually, it's about learning about myself. Because the more I do this the more I learned the I get to know myself better. And in the beginning I was stubborn like a well. Wow, let's do it. I'm gonna do it for you.

peixin 22:33
People always think I will make everything perfect.

XiaoFei 22:36
Yeah, and I will save it. I will save them

peixin 22:40
For sure your work add a lot of value to them.

XiaoFei 22:44
Yeah, well, because my first real job it was like working with minor asylum seekers. And I was a guardian but I just saw my kids like, just once in a month. And usually I will have to make use of a translator interpreter creator. And yeah. For the rest of time I think I have to write records and then many other things except seeing my kids. So I think No, this is not the work. So I, I changed. And yeah, I think by the years I learned how to be friends with myself and with the people that I help, actually, usually the beginning social worker will think well, I'm here and you are here. So I'm helping you. But actually during the years, I think I place myself like in the same level that the people that come for help. That makes it easier.

peixin 24:10
Could you tell again the first job you did? The whole name of the job?

XiaoFei 24:16
In Dutch I know with Guardian Elan secrets or

peixin 24:24
How to how to say it in Mandrain?

XiaoFei 24:28
Oh, I don't know. In Dutch I didn't know but I can I can look it up for you and then

peixin 24:36
Oh, could you tell why we have a chat box in the zoom?

XiaoFei 24:45
I sent the

peixin 24:48
Thank you very much. I will check it well, it's a pity that I don't know that very well. I'm still learning but in the very beginning level Thank you Okay during these consultations, do you use any materials or any tools to help

XiaoFei 25:25
I think doing social work the most important instrument that is the person, the professional. And besides that I only have the computer.

peixin 25:42
So usually when people come to you, you just talk to them face to face and listen to them and support them.

Xiaofei 25:50
Look for information for them or because many things we also can do it online nowadays. So that is also what we do. Sometimes we have to check for people about their wigs, their salary, how it is registered in the Netherlands. And yeah, that kind of things.

peixin wang 26:19
You said you have a network that connecting a lot of experts connecting a lot of organizations, different parties, and how do you manage the network?

Xiaofei 26:30
The network, actually, by joining the activities that they organized, and you know, usually there are some: important celebrations of Chinese culture like the moon festival, the Spring Festival. Yeah, that’s kind of... And also Christmas. Of course,

peixin wang 27:09
During this during this activities, you can know more people and you can do experiments with each other.

Xiaofei 27:17
Yeah, we can meet and then talk and introduce one to another. So, yeah.

And how do you get new information from these organizations? For example, they have a new activity, and they would like to invite someone or they offer a new service that you can introduce to your target group? How do you know these informations?

Well, I think in this part, it’s not systematic yet. Though. It depends really on how we... Sometimes if we feel the need to happen yeah to call each other or you know, some sometimes me and Mr Lau we work usually we will work together to organize something, especially when it comes to the elderly. Yeah. Yeah. So we will need him and Yeah, actually depends on the needs of our organization, our activities.

peixin wang 28:28
Yeah. So okay if someone new come to do this work and he need to know a lot of people and just gradually know these people and share information with them.

Xiaofei 28:48
Yeah. And if someone is new, then the person needs to take part in every activity that we do.

peixin wang 29:00
It’s also a challenge for you. That’s someone new coming. You need to introduce a lot of stuff to him.

Yeah, yeah. Yeah.

And do you think you need more support in the social work?

Xiaofei 29:12
I think I do. Actually. It would be great to have something like this in the whole country. But we find out that we are actually doing it each in our own way. And for the labor migrants. For the Chinese labor migrants, we are the only one because we have fair work in Amsterdam. But Fair Work is doing the general thing. And it’s not. They do not provide like the help the way that we do.

peixin wang 29:57
Yeah. So for I can imagine for the Chinese people their case it’s a bit more. It’s more specific. It’s not a general working issue that Dutch people usually encounter.

Xiaofei 30:14
Not at all. What I think is the difference between, the distance between the two cultures is too big. You know, because some of the elderly here a Chinese elderly here in the Netherlands, they have to deal with social isolation. Because some of them... there are some situation like, oh, or they are divorced, and now they are alone. So they have no kids, no wife or no husband. Or the other one is already died. So, he or she is just alone now. When they getting sick they have to rely on the help from others and there is not much to rely on.

peixin wang 31:21
Yeah.

Xiaofei 31:23
And especially when they do not speak the language well. You know, because Dutch government, they assume that Chinese people integrated well. So, they did not invest in the participation of this group, actually. And actually, I was shocked when I started working with Chinese migrants because I also assume that they are doing well. But there is little research done about Chinese people in the Netherlands compared to other ethnic groups and because we all assume that they can solve their problem themselves so we will let them yeah until the situations getting really bad really bad, extremely bad. And then they will go somewhere to find help and sometimes it’s too late.

peixin wang 32:28
Have the governments or social workers ever considered how these impression come from the Chinese immigrants?

Xiaofei 32:40
Can you repeat the last part?

peixin wang 32:42
Yeah, cuz you have the impression that Chinese people they are not facing a very difficult case. So how does impression come? Why the impression is here?
I think the Asian culture we you know, we don’t want people to know that we that our life is miserable. Even if they want to come to get help, they will dress like very neat, and they look... So even if they are a victim of a really bad situation, they look good.

peixin wang 33:37
They care about dignity.

Xiaofei 33:39
Yeah, the dignities that’s really important. And another thing is I think they don’t speak their language well. So there is a group that does speak the language well, and that is the group that is successful. And in Dutch society, we know a lot about the Chinese community through the eyes of this successful stories. And, you know, beginning of this year, there was a kind of exhibition about Chinese restaurants. And because we work now with many people from that industry. But our story is that they have to face long working hours, bad working conditions, and sometimes you know, people are treated really bad. But the exhibition that I visited, it taught about the story of restaurant owners. So they will tell about stories of well My house is the biggest of the village and we have like six rooms. In the house, and, you know, that kind of stories, so it’s not the reality at all.

peixin wang 35:09
So they try to show people the best, best aspects from them, but they hide their, their biggest needs and concerns.

Xiaofei 35:20
Yeah, because you know, in a community, you always have people who are successful and always have people who are vulnerable. Yeah. The vulnerable groups. They don’t have a voice yet. I think that is the case. Why there is not much attention for the vulnerable groups. And now I see. More people in this situation that they are, they have to face social isolation. They have to, actually, they have to die alone in the house.

peixin wang 36:08
How do these people define themselves they think they are already Dutch or they still think that 100% Chinese?

Xiaofei 36:20
I think they do feel they’re Chinese. The first generation I think they do feel they’re Chinese. Still they are still Chinese but they cannot fit in the life in China anymore. That is what people usually tell me so they cannot go back. Because they cannot go back but staying here is also they are also not happy. So actually the life quality of this people is not good at all.

So they are not living a very happy life. Not totally satisfied? Do you know why they think they cannot go back, because I also had interviewed some elderly and they say, I don’t have relatives in China. This is the main reason. And do you know any other reasons for this?

Uh, yeah. Some of them they say life in China is really fast. And I’m old, I cannot get along with that. And the other thing is they think that there is a... In Chinese society now many people are cheating and they say I am used of the simple life here. Yeah. I cannot deal with that. I don’t know when they cheat me.

peixin wang 37:49
So this think the relationship between the Chinese people are more complicated.

Yeah, yeah. Yeah, and I think another thing that I find important if talking about the cultural differences is the “个人主义”. And the collective mind of Chinese people. Because actually, people from Asia and especially all the older people, they have never learned how to be an individual. So how can I stand up for my right? How can I ask for help without feeling like embarrassed or... Yeah, they don’t know how to do it.

So since they are a child, they are taught in a way that you should contribute to the community contribute to the group. But you should not require a lot for yourself.

Xiaofei 39:08
Mm-hmm. And I think you also need to consider some other cultural factors. What I find interesting, it was the combination of Buddhism, Confucianism, Taoism and the collectivism, starting from the period of Mr. Mao.

Mao Zedong. I think all this the combination of this is killing. Yeah. What is killing? Because, you know, if you only have Buddhism, a Buddhist person, you know, peaceful, striking for Yeah, actually harmony. So you won’t be in conflict with anything so you will endure all the pain and all the bad situations. Yeah. And also the same from competition isn’t I think the boss and you it makes you like feel very little as a person.

So you should respect people who has a higher position.

Yeah. So this will make the person

peixin wang 40:43
I can hear you clearly no, it doesn’t matter.

Xiaofei 40:48
That’s my son. Yeah.

Well and yeah and it’s the same with Taoism you know, we have to follow the way of nature So the way of nature, there is no conflict actually. So it just, it’s just a flow it just. Yeah. So Chinese people will say, well let it go. Yeah, let it go. let everything go. It’s good. Yeah.

peixin wang 41:19
So these values, distinctive values are only very significant on the old generation. Because I can imagine for my generation, most people go abroad to be a student or run some business. Maybe our idea is more different from the former generation.
Xiaofei 41:38
Yeah, I’m sure it will be different. And luckily, it is different.

peixin wang 41:45
Yeah, I also feel the same thing. But is it possible to because we have the only child and yeah, we are not required to contribute a lot.

Xiaofei 41:55
You were spoiled. Yeah. Yeah, and your parents saved the best for you. Yeah, yeah. But I think Don’t underestimate the power of trends. The transfer from generations. Yeah. So I think somehow, you do feel you’re different, but not totally different.

peixin wang 42:22
Yeah. Especially comparing with people who grew up in the Netherlands.

Xiaofei 42:25
Yes, yes. For sure. Because I attended, I attended many conference and symposium and that kind of meetings. And oh, when it comes to Chinese people, I don’t think they can express themselves well.

peixin wang 42:47
so Chinese people tend to hide their feelings and emotions.

Xiaofei 42:52
Yeah, but you know, we are not trained to do that from our childhood. So it is difficult to formulate your own opinion well, yeah, because, you know, your parents will say, well, “你要听话”

peixin wang 43:11
Yeah. Yeah.

Xiaofei 43:14
Those kind of things. You won’t hear it in, in a Dutch family.

Peixin wang 43:19
Yeah. Because children are supposed to behave well since they are very young. And you will think this is the this is the normal case and you don’t struggle for that.

Xiaofei 43:33
Exactly.

peixin wang 43:34
Are you you grew up in the Netherlands?

Xiaofei 43:37
Um, yeah, I came here when I was 13 years. Yes. Yeah. So, actually, yeah, you can say that I grew up here. Yeah.

peixin wang 43:49
But are your family members grew up in in China or in some Asian culture?

Xiaofei 43:56
Uh, yeah, we are Vietnamese. We are from Vietnam. Yeah. Yeah, and of course, I have some Chinese roots. But

peixin wang 44:08
this is very complicated. That’s why you trace back to the former generation, you can always find some surprising things. It’s also very beautiful.

Xiaofei 44:19
Yeah, of course, but it’s extremely difficult for us because, you know, in Vietnam, there was a war so many of the documents are destroyed. So it’s really difficult now to find retrace my route, so I only know Yeah, I have Chinese routes. But, you know, my mom doesn’t speak Chinese anymore. So for my generation. Yeah. So I want to learn so that’s why I

You speak China is really well. When I called you, I thought you were you’re from China.

Oh, really? Yeah.

peixin wang 44:57
Well, that’s a compliment. pronunciation is really like people from sauce and the Mandarin pronunciation is very, very. How does it correct? Oh, well it’s a really nice.

Xiaofei 45:12
“谢谢夸奖”

peixin wang 45:16
Also, do you have any other specific things that the elderly always concern or fear about?

Xiaofei 45:24
Ah, I think pain and physical discomfort so they will they are usually feel paid. That’s what I experienced. Because I in the past I accompany an old men to hospital because he need to have an operation and he kept asking me like will they provide something so that I can sleep and I cannot feel any pain.

peixin wang 46:07
Yeah, so he would rather finish his life and then feel, to avoid feeling any pain or you mean, they just he just want to reduce the pain as much as possible when we do the How does he start? So when he goes to the hospital for treatment, he wants to reduce the pain as much as possible. Yeah, it doesn’t mean that he wants to finish his life to avoid the pain.

Xiaofei 46:33
No, no, no, no, no. He just want not to know about the pain and the thoughts about the pain. It makes him scared.

peixin wang 46:44
Yeah. And how do you deal with these concerns and needs?

Xiaohei 46:50
Well, actually, I think there are two things we can do. Yeah, the one thing is to provide him information about how it works. And the other thing is to, to ease his mind.

peixin wang 47:05
So comfort and offer some reliable informations.

Xiaohei 47:09
Yeah, yeah, yeah. But what I found out is also that the first generation of Chinese people here, use, especially the one that I met, their educational level is not high. So if you explain something, I think it needs to be very simple. And you need to be very patient, even if you have to explain it 10 times to keep doing so, and as clear and simple as possible.

peixin wang 47:48
Do you think you can use other media to introduce information to them. For example, I know some people read the newspaper or surfing or surfing the internet is it possible for these elderly to do the same things?

Xiaohei 48:07
Well, sometimes some people they cannot even use the tablet so other smartphone because some of them also still have the you know the Nokia the old one.

peixin wang 48:18
Yeah. Yes. Nokia is a very nice brand. In China when we are students and we always try to force ourselves to not spend much time on smartphones and some people even buy this. So force themselves do not use a smartphone to long.

Xiaohei 48:40
I also did that.

peixin wang 48:43
But your reason is the same or you think the older one is easier to use.

Xiaohei 48:51
I think nowadays because many people use it so if you have to you need access to Society you have to, especially doing my work. I cannot be without it. But for my private experience, I think life is more simple without all those things.

peixin wang 49:17
Yeah, you got a lot of things that burst in your mind and blocking your way. But I can imagine for the elderly is a bit different, right? So they have limited source of getting information.

Xiaohei 49:32
Mm hmm. Yeah. So that's why sometimes, if we organize something that many of them will come to listen to the information. Yeah, because the information will be translated into Mandarin or Cantonese.

peixin wang 49:50
Do you think they have other resources to get information like this?

Xiaohei 49:55
Usually in the informal network. Like from friends, and yeah, if people have children, the children also can explain it to them. But I think in the Netherlands, sometimes there is a big gap between the generations, because the first generation when they come here, they don't have a lot of opportunities. So they just kept working, working working for a little salary. Actually they don't have a lot of time with their children. They don't have time to have quality time with each other. And later on, the children will feel like well, you let me down. So now you seek it for yourself. Yeah, I encounter these problems sometimes. Yeah.

peixin wang 50:56
And how do you help them with these problems?

Xiaohei 50:59
Well, Actually you just try to empower the elderly. And, yeah, because they cannot rely on the kids. Yeah. And some of the kids also don't want to have anything to do with the parents anymore. Mm-hmm.

peixin wang 51:14
So the thing the kids think they are, how to say they are. It's the kids are more individualism, that they think that the parents should not require them to pay a lot for them.

Xiaohei 51:29
Yeah, they will blame the parents or they will feel like very painful. It will feel very painful for them every time when they get in touch with the parents. So some of them also. Yeah. When I studied psychology, I met some of these key kids. And one of them told me Well, I hate my dad for life. Even when when her death died, she also didn't want to come. Yeah.

peixin wang 52:07
So this is also caused by the value difference between these two generations.

Xiaohei 52:12
Well, not only value but also I think Yeah, what I told you because the older generation became here, they don't have a lot of opportunities and they just kept working. And some of them got addicted to like gambling or some other bad habits. Because you know, after the restaurants closed, you don't
have many things to entertain yourself. Yeah, So the casino is open. So they will go gamble or to you know, some yeah to build up some bad habits with their friends working the same restaurants and sometimes this will lead to like fights at home or they will spend all the money or hitting the wife and the kids. And yeah, this is this was a serious problem, I think.

Yeah, in the 1990s it was discussed in Dutch society. So later on, because later on the Dutch government, they don’t give money to migrant organizations anymore, not many of them and not much as before. So, all kinds of problems are hidden now. And now with the new group, Chinese migrants, we have other problems like you know, there are other values in China in raising children, so it’s normal sometimes to leave the kids at home, when they are like 8 or 10 and go for work. But if they find out here, then they will take the kids away because they will say, well, you abandon your kids. You don’t take good care of them. So the kids will be like, taken care of by government funded organizations, and the parents are angry, and they don’t understand and so very complicated.

peixin wang 54:39
Yeah, it’s a very comprehensive problem that’s caused by different thoughts and different needs and values. The parenting and aging issues are always different. When people make planning for their elderly life, do they always involve their family members in or they just want to make decision by themselves?

Xiaofei 55:08
Well, I think for the people who have children and who are still in touch with their children, the children are very important for them. Sometimes some people that we work with, they are like 50 or older than 50. And the if they have children, and they will, if they want to decide something, and they will say, Well, I will have to discuss it with my kid first, because the kids are not only kids, but are also advisors. Yeah. Because they assume that the kids are well integrated here. They have an education here so they have to understand it, so they can help me to have to make the decision.

peixin wang 56:04
How do the kids define themselves? Do they think they are 100% Dutch or they still think they still keep some traditional Chinese thoughts?

I think it’s confusion. It’s confused. It’s confusing for some of them because some of them will call themselves a banana. They are white inside and yellow from the outside. But the confusing thing is you feel like you are Dutch inside but when you go on the street, then people will say like “Ni hao” how or making jokes you know by that kind of things and it works

When these children introduce informations, they know introduce their value. They learn from Dutch society to the parents.

Do the parents always agree with them? cuz I can imagine they totally trust their children, but their children get to bring them some different values and different thoughts. How they deal with that?

Well, I think it will depend on the personality of the of the person. Because I do know some elderly, they think, well, they have like a low self esteem. And they think well, I don’t know anything. I am low educated or not educated at all. So, yeah, what my kids said is correct. But some others they will think, well, I am your dad or I’m your mom. I do know better than you because I’m your dad or mom.

peixin wang 57:45
Yeah, I’m older. I have more experience.

Yeah. More life experience.

So that really depends on the family bonding and also depend on the personality of the elderly.

I think that’s all my questions for now. And would you like to add something?

Well, I don’t know.

Thank you very much for introducing so many information to me, I think they are really valuable. And whenever I talk to social worker, everyone will give me some new input and new inspirations. That’s really nice.

Xiaofei 58:28
Okay, well, I hope I help.

peixin wang 58:31
I will keep you updated if you are interested in the project.

Xiaofei 58:35
Now, of course,

peixin wang 58:36
also if you know any people who work for an offline Oh, you just mentioned your you have organized some activities together with Mr. Lau. What kind of activity do you organize?

Xiaofei 58:52
Ah, well in the past. Just to inform the people about some topics. Yeah, last year we organized like kind of health market. So we invited different organizations to have stands to provide people information about many things. They have looked pressure, you know, that kind of things and then the mama rose Sadie, you know this organization.

peixin wang 59:34
No.

Xiaofei 59:37
is a woman oriented. Yeah, well, I will send you
peixin wang 59:52
Thank you.

Xiaofei 1:00:04
Last year I don't remember many things but I didn't met him a few times. Because we also inform all people about the regulations the “社会福利”
welfare, yeah.

And what what we can do for them and if they need help what they can do because some Chinese people also have problems with their neighbor. So what can they do? And yeah, those kinds of information. Yeah, and sometimes, like labor exploitation, that's actually usually we will organize the kind of information.

peixin wang 1:01:00
When you see a problem or buy used here a common complaint and then you organize. Sorry, so when you get some how to say. So you are you are doing the social work for a long time and you always keep hearing from people. And when you feel there is a need, and then you organize such activities.

Xiaofei 1:01:23
Yeah, yeah, yeah. Yeah. So it is like, target group oriented. That's what they were how I was. Yeah. However you describe it. Yeah. Because we our offer will correspond to the need the needs of the target group.

peixin wang 1:01:47
Yeah. And do you think you get enough support and guidance from the government side or from some organizations?

Xiaofei 1:01:55
Actually not. And that's my concern, because I think like what we do, we should have it for the whole country. Because sometimes, you know, our labor migrants in Limburg or in the north, there is nothing for them. And if they call us for help, then sometimes I have to call like for three hours without results that they can be helped they can get help.

peixin wang 1:02:28
These social work usually happen in The Hague, Rotterdam or Amsterdam, not in some other cities.

Xiaofei 1:02:37
Actually like what we do. Yeah, we are actually the only one in the Netherlands that specifically helping the sex workers and the labor migrants. Because what I already told you, fair work does have some, they can like provide some information. But, like actually helping the people they do not provide that kind of service.

peixin wang 1:03:14
Yeah, cause Pharos have more researchers instead of people doing practical activities, right.

Xiaofei 1:03:23
Yeah, well, yeah, yeah.

peixin wang 1:03:37
Another question is, how do you attract these people to join the activities?

Xiaofei 1:03:44
Well, usually we will spread the flyer by using WeChat. The WeChat is very important for us. Yeah, and Facebook, and we will go to Chinatown and to ask the store owners if we can put the flyer somewhere in their store or print. So hoping other people will see it and yeah, but actually what works the most is if you know the people and you ask the people to ask their network, that works the most, the best.

peixin wang 1:04:32
From organizations or people who is a immigrants leader?

Xiaofei 1:04:39
Yeah, or you know, if you already build trust. Yeah. So actually, actually, we will send this kind of information to the group that we already know. And then they will help us spreading it. Oh, yeah. And a very important thing is we have volunteers. For this year we have three. And those people will help us like, yeah, to put the information somewhere or to talk with their network and to. Yeah, to provide information to the people about it.

peixin wang 1:05:29
And you just mentioned the store owners. Are they always willing to put fliers in their store? Because I can imagine a lot of activities.

Xiaofei 1:05:37
Not all of them, of course, but it depends on if I go myself, then usually they will refuse. But if our volunteers if they go then it's possible.

peixin wang 1:05:52
Why?

Xiaofei 1:05:55
I think Yeah, because maybe I'm too Dutch.

Yeah, so I will be like, Well, can I put it here? But my volunteer, she will have a chat first and I don't know and talk about I don't know many things and then later on, will ask, okay, well, and we have something here, can I leave it here? The owner was okay, it's good.

peixin wang 1:06:27
So they first know the people in person and then build some sense of trust? Oh, that’s a very interesting trick. Usually for store owner what are their motivation of putting the flyers there because I can imagine their restaurant or store, they run it for making profit. And if they put a lot of flyers with the information, what is their motivation?

Xiaofei 1:06:55
It depends on what kind of topic because usually if They think that it will benefit the “华人”the Chinese people or Chinese community, and then they will say okay.

peixin wang 1:07:09
but they still evaluate whether this information is relevant?

Xiaofei 1:07:14
Mhm. actually, if we say like, well, we are going to empower the employees, then I think they won’t do it. But if we say like, well, we are providing information about working in the Netherlands what you can expect in that kind of regulations and they Okay, it is good.

That’s very interesting to know

So the approach is very important.

peixin wang 1:07:43
Yeah. Yeah.

Xiaofei 1:07:47
I don’t know if you know about the, the illustrations of the Chinese artists Yang Liu. She makes illustrations of the difference between the western and eastern culture like Chinese culture and a Western culture. I will send her name to you.

peixin wang 1:08:14
Is she a Dutch artist?

Xiaofei 1:08:17
No. German. Why it is interesting is because how to communicate with people. And it works it does work like that. She says the Chinese people like they, they they do not go straight to the topic, but they do like a curve. And then finally Yeah, but why I like those illustrations is because it’s this really simple but the fact is, it does work like that.

peixin wang 1:08:56
Yeah, it’s very impressive. Yeah. Just check it. It’s very interesting to see. I would take a look later. Take a look at Yeah, that’s really interesting.

Do you know some other people that working for end of life consultations.

Xiaofei 1:09:15

Oh, no. I do not. And especially for Chinese people. No, I don’t

I know Mr. Lau. but you already talked to him.

peixin wang 1:09:25
Yes. I talked to him yesterday. He’s already open for talking on this end of life issues. And he already gave a lot of nice input. Very inspiring.

Xiaofei 1:09:35
Yeah, yeah. He also work. I think they worked a very long time with Chinese people.

peixin wang 1:09:42
Yeah, he said it’s about 17 years since he graduated, he started working on this. Wow. Yeah. It’s very interesting talk about the culture stuff and conflicts and different values. It’s a new input for me.

Xiaofei 1:10:03
Yeah, because I’m an anthropologist. So I’m very interested in those kind of information because I do believe that the social code that it does matter in the way of approaching the target groups.

peixin wang 1:10:26
Yeah, because for this project I’m starting into, I’m starting to research in two aspects. The first one is cultural sensitive. So how to design for cultural sensitive, and another aspect is the end of life issues. So that’s two main focus of the project. And I also got some experts like you like my supervisory team from this school, and they add a lot of nice input. I can keep you updated about the later outcomes by finishing the research. Yeah. If they’re interested, I guess it will be also interested for you to know.

Xiaofei 1:11:05
Of course, yeah.

peixin wang 1:11:06
And later would you like to join some further stuff? For example, if I organize some online co-design sessions together with designer and researchers Would you like to join?

Xiaofei 1:11:18
And what is what would be the and how can I? How can people love like if the input? I mean, is it like this?

peixin wang 1:11:35
Or Yeah, possible, it will be an online conversation. I invite some people to talk together. But I think we will not be a lot of people talking in the same time, maybe three or four. And some designer or social worker could join, and then we can share our different aspects and see what we can get in the end.

Xiaofei 1:11:56
Mm hmm. Okay. Well, if you That the my input will be valuable than I would like to.

peixin wang 1:12:06
I’m really happy to hear that. It also adds some value for you. And I will invite you here. Just don’t feel it’s a very time consuming stuff that I force you to do, as well as you will.

Xiaofei 1:12:23
Okay, yeah,
of course, we have to spend time on it. But I think it is important to also have this kind of conversations to get a good result. At the end, we would Yeah, we hope it will be useful to us to all of us. Yeah.

peixin wang 1:12:45
Yeah. I will give you an update. Okay. I think our interview time is up. 94 mins already. Okay. It’s perfect timing and thank you for taking the time to talk to me.

Xiaofei 1:13:03
Well, I feel happy to do that. Thank you. And actually, I have I still have some questions for you, but you don’t have to record that.

Transcribed by https://otter.ai

4.4 Interview with general practitioner Dr Wai (in the NL)

Working experience:
For Chinese in 2010.
Dutch practice for 100 patients. Chinese around 1000.
Morning Dutch, afternoon in the Hague.

Often give EOL consultations; Not actively, only when the patient wants to talk about it or someone getting very ill. Corona makes it different. We are more proactive about this. My Dutch colleague is trying to call patients about it. We want to put it in the file.

Role:
Offer info. A lot of people don’t know what they can access.

H2 get info:
Education in our study.
The laws are changed. e.g. euthanasia.
Past 15 years, palliative sedation is taken into use.
Workshops and courses.

We get emails and newsletters and know about this topic.

GP’s knowledge is very general
Most Dutch people want to stay at home in the end stage, GP needs to know that.

Workflow:
(Mostly Dutch people)
Not fixed,
ask what the patient know about, what they want.
Talk about what they know and don’t know
Ask their treatment preference, discuss their own wishes.
Tell about euthanasia, protocol, palliative sedation. People mostly don’t know.
If they make the decision, tell me and their family.

Firstly the patient himself. Then family. It is the patient’s decision.
Sometimes they are alone, take the spouse or children.

Chinese people not often do that.

If they can not move. I go to their home.

Reason for not talking:
C doesn’t want to talk about death.

Case 1:
No possibility to cure. He went to the Chinese doctor to get Chinese herbs. He didn’t trust me. He forced me to make an appointment again… I went to the hospital to talk with him. I want to talk to him about EOL care in January, which should happen 3 months ago.
His wife said. If we talk early, that means he will die soon. It will bring bad fortune. It is common. This is hard. It is very pity. He should do something else. I felt a bit angry with the Chinese doctor. He paid a lot of money for these herbs, he also lost a lot of time. I want to talk to the doctor.

Case 2:
A lady has cancer. She had watched the video made by Pharos. She is the only one
She went to the Chinese elderly organization

Chinese people think live the longer the better. Talking about it brings bad fortune.

The culture, Dutch people are usually very open. Not only for EOL.

How do they know you:
They are my own patients:
Some people call me for advice. They talk with each other. So a lot of people know me.

I don’t need to prepare very much. Knowledge is in my head.
I prepare the medical record of the patient.
I was 3 year GP by them. A young man with a very aggressive long tumour. The first time I prepare very much, the protocol for euthanasia. Later during the year, you just do it. If sth you don't know, you can ask your colleague about it.

Describe a typical consultation:

Advanced Care Directive
I talk about all these topics. Depend on the patient. Some people don’t understand. Talk again and again, sometimes for one hour.
They put some ideas on paper or make some mistakes. They corrected and come back again. They gave a copy to me as a file. Chinese people don’t do that.
People put on paper, I proof it. C don’t prepare before come to me. Usually, I start it.

Barriers for the consultation:
The culture, they don’t want to talk about it
They want quantity instead of the quality of life.
Sometimes I know it is not the best choice. But not everyone shares the same opinions.

They mostly talk about:
How to live the longest time
Pain(can be treated quite easy)
Not other kinds of suffering, but c don’t think about that

We seldom talk about spiritual things. Only when I know. I will ask them if they can get a string from their religion.
Christian: Bear more suffering
Buddhism: Take life like it is. Let it be.

Patient, spouse, the children. The caregiver is not included.
Sometimes they can not hear or remember, nice to have one of the family members around.
The caregiver usually not. They don’t have anything to do with it.

Tools/ materials:
If they want some info on paper, I will tell them how to find it on the internet.
NVVE.nl
The only tool to talk
Do you think you need extra support:
Documents and explanations written in Chinese. This will be useful for Chinese elderly.
For Dutch, don’t need. They can find online.

More support?
I can manage it. Chinese info on paper will help

Impressive case:
Not accepting when they are going to die.

If people do, I can not prevent. But I tell them they need to use their time in a good way. Not to lose time. Spend last time with their beloveds.

The consultation is sufficient. I don’t talk to them once. When they are at home. I will visit them very often.
Not every time efficient. Otherwise, I don’t need to repeat.

Even me talking to him, he didn’t listen.
He tried a lot of places but doesn’t help.

How to evaluate:
I can see the info I gave arrives.
Some carry out as planned. It is hard to say.

4.5. Interview with Chinese funeral practitioner Mr Wang (in China)

What is your position? Could you please share your working experience?
- I am a funeral practitioner.
- I help with moving the dead body at the funeral parlour.
- In some cases, we cooperated with the forensic, help them move the body at the crime scene.
- From 2005 till 2010, I had been working in a cinerarium place. From 2010 to 2013, I worked in the logistics department. Since 2013, I have been working on moving the body, at the comprehensive department.

Could you describe the whole process of a general funeral?
- When a person died at the hospital or at home, the family members invite a geomancer (“Yin Yang master” in Chinese) to help with the last rituals and call the funeral parlour to send a car to pick up the body. The geomancer helps the dead to wear grave clothes(shroud) and prepare the white band of mourning. Then the son will hold the white band of mourning. Generally, people bury the couple together. If one of them is still alive, the ashes of the former will be stored in the storage room of the funeral home. When the other elderly die, they will be buried together.
- The family members go to the funeral home regularly. They take the cinerary urn to the paper money- burning room, burn paper money to the death. And then take the cinerary urn back to the storage room.

Are there any differences in these funeral rituals? Why are they different?
- For the general public, the process is almost the same.
- The differences depend on preference, economic status, religion, and ethics.
- Different ethics have different rituals. It is worth noting that there are many ethics in China. For example, people from ethnic Koreans (one of the ethnicities in China, not people from Korea), keep the cinerary urn home for several days, in memory of the loved one, and then take the cinerary urn to the storage room in the funeral home.

Have you noticed any differences in the funeral rituals over time? Why are they different?
- Customs are changing indeed. The funerals are simplified compared with ancient times. In ancient times, emperors and nobles had splendid funerals and complicated rituals. Contemporary people don’t.
- It is recommended to settle the ashes in a sustainable way nowadays. More bury ways are occurring, for example, tree burial, sea burial, lawn burial. These ways occupy less field.

What about people with religious beliefs?
- For those who believe in Buddhism and Christain, they don’t invite the geomancer. The family members know how to conduct the rituals. Some people also invite the Buddhism master or priest to conduct the rituals. For instance, pray and chant verse(or scriptures) after the person dies, before the cremation. People without religion will not invite spiritual leaders.

Have you (and your colleagues) encountered any difficulties in conducting these rituals?
- No. Sometimes the family members are over sad, act emotionally. This may influence our work a bit. For example, the family member prevents me from moving the body because he/she is unwilling to see the loved ones leaving.-
- But I would say, this is not a challenge.
- And people cooperate well with us, we rarely encountered difficulties.

Are the Chinese elderly willing to discuss the funeral and end rituals beforehand? Are there any common concerns? How family members react?
- Depends. Some are sensitive, some are not. Some elderly search for their own cemetery when they are still healthy.
- As for the most concerning issue. They care about the cemetery location. Because the place means they will stay after death for long.
- But I seldom hear people discuss the rituals for the funeral.

Have you seen any advantages or disadvantages in such a discussion/ preparation?
- I think nothing bad. It is neutral.
- Chinese people value filial piety. If the elderly make some preparation in advance, then the children are enabled to complete as the elderly’s wish.
- With the public literacy level gradually raising, this won’t be a problem in the future. People will realize that fear counts for nothing.

The interview was made anonymous according to the pastor’s request.

Could you please introduce yourself and your working experience?
- How long have you been in the NL?
  Grow up in the Netherlands.
- What is your daily work?
  Work content: pastorising members, preaching morality, caring for members, administration
- How long have you been working with Chinese group? Do you also work with Dutch group? Or Chinese only?
  Worked in the church for more than 30 years and helped the Chinese for more than 20 years. The main target group is with a Chinese background, sometimes also include their Dutch family members.
- How do you get educated about the end of life consultation/care?
  Courses in theology and psychology. I have also got trainings on that, but there are not specialized courses. In the course, I learned how to guide a person, including facing death.

Could you please describe the process of end of life consultation and end of life care?
- What are the main activities of end of life consultation and end of life care?
  The support on end of life comfort has always been there. Basically, there is such a demand for long.
- How do you support the dying people and their family?
  Pastors are not only caring at the end of life. I also visit the hospice to care and encourage from a Christian standpoint. I read scriptures, poetry, and pray for the dying elderly. Some non-religious people also need counselling from a pastor.
- How do they know you? How do they contact you? At which stage they contact you?
  The members of the church are in contact at ordinary times. The pastor will take the initiative to care about their current situation. Sometimes people call and say that their relatives are sick and need help from the pastor.
- Do you work together with other people in these activities? Or other professionals? For example, social worker, GP, home nurses, doctors, organizations……
  I get to know people in other fields. Sometimes offer help on language. Sometimes the social worker invites me to give advice, only for a single case, not for a group. Then I give advice as a pastor. When the elderly disagree with the doctor’s treatment and medication, I will also help communicate, but not often.
  The hospitals allow flexible visiting hours for pastors
- Have you encountered any barriers in the whole process? If so, how do you address them?
  The pastor must keep a distance to avoid involve too much, in case of causing depression. Tell the patient that despite the pain, there are loved ones to help them overcome the difficulties. The patient cannot accept reality and does not want to leave, but this cannot be changed. The pastor will offer companionship, comfort, help and prayer.

4.6. Interview with pastor (in the NL)
Could you please describe your target group?
- What is their background?
- How do they define themselves?
- What are their needs and concerns?
  I usually provide help at the end of life, but seldom talk to the elderly when they are in a health stage.
The elderly care about personal and family affairs.
Those who haven't been to church for a long time have doubts about whether they will go to heaven. I use the words from the Bible to answer and encourage them.

What are the end-of-life rituals in general?
- What are the differences between normal people and the ones with religious belief?
  People with religious belief are sure of where they are going and are not afraid of death.
  They believe that God's grace is sufficient for others. Very peaceful at the end of life.
- Are there any specific rituals customized to the Chinese group?
  From the perspective of being a Christian, Chinese funerals are similar to Dutch funerals.
  Values determine the funeral ceremony. People from other backgrounds will look for representatives of their faith.
  Chinese funerals often need extra help from translators.
  Those who highly value traditions are different. There will be other rituals. The pastor only participates in the relevant parts of Christianity and does not participate in the others.

Other topics
- The Dutch medical philosophy is different from that of the Chinese. The Chinese elderly would like to see the effect of medicine and the treatment. Thus, the Chinese have relatively low trust in Dutch doctors.
- The pastor's repetition and affirmation will be more trustworthy. Reason: the pastor's leader status, long-term communication. If faith is important to them, the pastor's advice is highly valued.
- Even if people have religious belief, the opinions on euthanasia and palliative care are different, depending on personal understanding, values, and their understanding of life.

4.7. Interview with Buddhist master Xianchang (in the NL)

Master XianChang is currently in charge of life care in Longquan Great Compassion Monastery, in Utrecht.

What is the Buddhism ritual for end-of-life?
The narrowly defined Buddhism ritual for end-of-life:
1. Chant sutra for people close to death
2. Hold release ritual after people dead physically

Sometimes we conduct soul release for the people who have been dead for a long time. We also do soul-release for people who are still alive, to release their sins and obsessions. The different way to judge death in the medical field and religion.

Could you explain the reasons behind these rituals?
In the medical perspective, the sign of death is the person stops breathing. In Buddhism, we believe that people's body dead when they stop breathing. The soul still stays in the body until the body totally gets cold. The soul is not leaving the body. Thus, the soul moves inside the body and consequently make it warm. After people stop breathing, if the head is warm, it means the mind is going to the pure land. If the breast is warm, it means the mind is going to the human world. If the lower body is warm, it means the mind is going to the underworld.

Could you introduce some end-of-life cases for Chinese Buddhism believers in the Netherlands?
Some people invite monks to hold Buddhism rituals when their family member dead. However, they are not familiar with Buddhism thoughts. The ritual is merely for face and reputation. They use these rituals as comfort. It indeed brings the dead, also helps the people alive. However, I would say this is not the best case. I am new here. As far as I know, since the temple established, we only have 1-2 end-of-life cases.

Q4. Is there any difference between the rituals in China?
In China, Buddhism is wider spread. Some devout believers tell their family members what to do. In this way, we can support them more. People can seek help only when they know the possibilities.

Q5. Have you encountered any difficulties in your past experience with end-of-life rituals?
People are not willing to talk about death, let alone talk about death to people who is healthy. Comfort the family mentally.
Buddhism is not widely spread in the Netherlands, also among Chinese immigrants. Most believers are in lacking professional guidance. Buddhism is for living people, not only for death.

Q5. Would you like to tell more about Buddhism?
People need to be trained to face life and death. Buddhism is not only a religion. It is a systematic life education.
Before we become a Buddhism nun, we are asked to make a life reflection to review everything that we can remember about our past experience.
Karma and reward

Are there anything in common of normal end-of-life care and Buddhism ritual for end-of-life?
People suffer both physically and mentally. They need comfort.

How to deal with the body after people stop to breathe?
Usually, the soul totally leaves the body 8-24 hours after people stop breathing. We do not touch the body within 24 hours. In this period, it is helpful to consistently recite the sutra around the body. But people should not cry around, otherwise, it will influence the soul, making it more painful. Do not talk about family issues and other bothersome topics.
Who can conduct the rituals?
Ideally the monks and practising Buddhists. Kind friends are also nice. Kind friends mean friends who positively influence the person. Not only close friends. Not the one who always has fun together with the person, but the one who gives nice suggestions and guides people into a nice track.

Suggestions
If you would like to design for end-of-life. I suggest to go in this direction: Raise a positive mind. Reminding the dying of nice things in his life will help him reduce guilty and resentment. This will benefit people, even if they are not Buddhists.

Appendix 2: Interviews with Chinese elderly immigrants

2.1. Sensitizing booklet
The booklet was used as a sensitizing materials for the Chinese elderly immigrants. The booklet includes 6 assignments. By filling in the booklet, the elderly were gradually involved into the ageing topic. Then the interview about ageing and end of life are easier to conduct.

Cover page:

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Figure 1. Cover page (My story in the Netherlands)

Brief introduction

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Figure 2. Introduction page

Welcome to join the interview. This booklet will help you prepare for the coming interview. You can complete in 5 small assignments on your own, or together with the interviewer. The results of this interview will contribute to a research project for improving the elderly Chinese immigrants’ elderly life.

Assignment 1: Introduction yourself

Figure 3. Assignment 1 - Introduce yourself

My name is ______
I have been living in the Netherlands for ______ years
I am living in _ My own place / _ My children’s place / _ My own place / _ nursing home for Chinese elderly / _ nursing home for Dutch elderly / _ Other places

Assignment 2: People around me
Map the people around you in the value circle. For example, family members, relatives, close friends, and caregivers.

Answer the following questions:
- I live together with _____;
- I meet _____ everyday;
- Sometimes I meet _____;
- I seldom meet _____.

**Assignment 3: My story in the Netherlands 1**

Tell your story in the Netherlands by drawing a curve. The horizontal and vertical axes indicate the time and feelings respectively. You can use emoji to indicate feelings. Prompt: The events could be: when did I come to NL, how long have you been in NL, what I like best in NL, what I think can be improved in the NL.

**Assignment 4: My story in the Netherlands 2**

Answer the questions:
- I like _____ best about the Netherlands.
- I think _____ can be improved.

**Assignment 5: My plan for coming 20 years**

In the coming 20 years, I would like to live in ______.
- I would like to spend more time on _____.
- I think the ideal lifespan is _____ years.

Do you have further comments?
Please write down your comments or questions. Thank you for filling in the booklet. We are going to have a deeper conversation during the interview.

2.2. Interview questions

Self introduction and sign the consent form
Could you please introduce yourself? How old are you? Where do you live? How long have you been in the Netherlands? Why do you come to the NL? Do you like your life in the NL? Why? What do you like best about NL? What do you feel is the most challenging? How can this be improved? What is your job? What is your job before retiring? When did you retire?

My daily life
What do you do every day? Who lives together with you? Why? How long have you been living like this?

My plan
What is your (parents’) plan for the coming 10 years? 20 years? Are you planning to stay in NL for the whole life? Why? Do you know people who have a similar experience with you? What are their stories? What are their decisions? The reason behind it? How and where did they spend the elderly life? Do you know people spend end-of-life in the NL? The people around them in the end-of-life stage? Is there anything you learned from their experience? What would you like to try? Why? What would you never try? Why?

If it OK if we talk about the end-of-life?

End-of-life
Have you considered the end-of-life stage? What are the end-of-life care and rituals in your hometown/ your culture? What is the ideal end-of-life care in your mind? What is your plan for the end-stage? Why? Have you talked about it with your family members? What do your family members think about the decision? Are they all agree with you? Have you ever talk about it with other people? For example, friends, relatives, caregivers. Do all of them understand your thoughts? Have you ever get support from any organization? Do you have religious belief? Are you planning to follow the religious rituals in the end-of-life? Are there any other concerns about preparing for end-of-life?

2.3. Interview results

6 Chinese elderly and 1 middle-aged Chinese man joined the interview. Considering the length, the interview transcripts are not included in the appendices. Check the findings in the chapter of “Empathy understanding of the elderly Chinese immigrants” in the report.

Appendix 3: Feedback from social worker Mr Lau on the initial concept.

About the game format:
- The game is a nice way to discuss EoL. The topic itself is too serious, such relaxing way will help.
- The SW plays a more important role than the toolkit. Highly depending on how the SW introduces and use it, what kind of atmosphere the SW creates.
- I usually work with 1-2 clients during each consultation. I seldom work in group sessions. Discuss in small groups is also new for me.

About the language:
- What if the participants use different dialects?
- Most of the old generation speak Cantonese, the newcomers speak Mandarin. Some Wenzhou people (a large group running business/work oversea) can understand Cantonese, but can not speak.
- The IPSY department of Parnasia, Miss Ye knows Wenzhou dialog.
About the funeral:
- The elderly may leave money for their own funeral. They tell the children, this budget is for my funeral.
- Some poor elderly think they haven’t prepared well since they are not able to reserve enough funeral budget. The government offers funeral support (budget and labor) to those who have no family members, out of the responsibility to the citizens. If the elderly know about it, they will feel more assured. The game can offer explanations like this, offer practical information.
- Currently, the funerals for the Chinese elderly are more western. Fewer rituals than local Chinese funeral. For example, family members ask the funeral place if burning joss paper is permitted. Some funeral places offer space to do such rituals. But the scale is smaller than that in China.
- As far as I know, there are no geomancers in the NL. But there are cases that one elderly know about the rituals and conduct the rituals for peers.
- The funeral ritual is a business in China, here in the NL is not possible. The scale is not big enough to be developed into a business.
- Some with religion ask the church to help. Some without religion, but family members have. These people also ask for funeral support from the church.
- I don’t know the Buddhism rituals, you can go to the Buddhism temples for help.

Suggestion to the concept:
- Chinese elderly like culture art. Chinese style and elements will shorten the distance. Try stamps, color, and other elements in Chinese style.
- Make the elderly happy is important.
- Some elderly can not write. This should be noticed before the game. Otherwise the elderly may feel awkward, feel inferior.
- Use larger fonts, considering the elderly’s eyesights
- If the conversation goes too deep, those helpless elderly (with no family members) may get sad.
- 4 persona: Consider the benefits, how to let the elderly realize their gains in the game
- Simplify the game, make it easy for the elderly. Participants from different literacy levels could play.

About the project:
- Use a pilot test to see the reaction before launching
- Dutch people know the Chinese elderly from experience and study. There is still a distance in between.
- Some elderly think talking about EoL will make it come faster.
- Consider the goal of this project.
- For now, social workers do not have enough time to conduct a lot of discussion sessions. We have fixed work to do. If the manager and organization accept this project and take it into our daily work, it will be nice. Otherwise, I do not have enough time.
- Also, the discussion indeed makes sense. This project will benefit the elderly and help social workers reduce workload in concrete consultations. However, the outcome is not immediately shown. This may influence the implementation of this project.
- If the feedback for the pilot test is nice, then it is possible to enlarge the scale.
- Make the game easy for the session facilitator of different professional levels. Enable the volunteer to use the toolkit. Make it easy, universal, playful, adaptable. e.g. McDonald’s Convenient, simple, cheap.
- In October, maybe it is possible to test with the elderly. For now, not.
Part 1. Questionnaire regarding elderly participants

1.3. How much do you think the game is easy to follow for the Chinese elderly?

1.4. To what extent do you think the game will trigger more considerations on the end of life preparation among the Chinese elderly?

Part 2. Questionnaire regarding social worker

2.3. How confident are you with guiding the Chinese elderly during the game?

2.4. How much do you think the design is helping for your future work?

Appendix 4: Evaluation results
2.5. How much do you think the game will help to better understand the elderly Chinese immigrants? (e.g. know their needs and concerns, build empathy)

2.6. How much do you think the design will help you improve professionalism in social work?

2.7. How would you rate your experience with this game?