

Interview Results & Analysis (Volunteers)

Q1: Have you been following the news related to elderly assistance?

No of Interview	Answer
1	Sometimes.
2	Not much attention.
3	No attention.
4	I usually don't watch the news.
5	Yes, I often watch related news with my grandparents.
6	Not following.
7	Yes, I follow similar news often.

Analysis: Four of seven participants don't pay attention to any news related to elderly assistance, while the other two follow this news topic. An additional participant says he sometimes follow this topic of information.

By analysing, most participants are not interested in aged care assistance, which means calling attention to the care of older people, especially those who live alone, is necessary.

Q2: Currently, there are still many elderly people living alone at home who fall down at home due to the lack of timely rescue leading to a series of sequelae or even death. If there is an accident in an elderly person's home nearby, would you like to go to the elderly person's home to help?

No of Interview	Answer
1	I would like to, but I have no medical training, and I may be caught off guard in the absence of corresponding operational skills for emergencies such as sudden illnesses, and I may even worry that I may be of help.
2	Yes, I would definitely give a hand if it happened around me. I'm sure everyone would not turn a blind eye in this situation.
3	I would like to, because I would love to help others with my own capabilities.
4	I think this depends on the situation. If it's within my ability, like a fall, etc., I'll pick them up immediately. But if it involves a situation that requires professional knowledge to solve, I would choose to call a rescuer, after all, unprofessional handling may bring secondary harm to the elderly.
5	Yes, I think I would, no one wants an accident to happen to their relative.
6	Probably by instinct, I will go to help them, because it is a human's life.

7	That's for sure, and I'm sure it's a person who wouldn't stand idly by in this situation.
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Analysis: Six of seven participants are sure that they will give a hand to those older people. However, one participant worries about whether his professional skill would be enough to handle such a situation.

By analysing, most participants are very helpful and will always help older people who are needed. At the same time, it is worthiness and necessary to offer essential professional knowledge assistance for those helpers.

Q3: If there was an organisation dedicated to help elderly people who live alone in accidents, would you choose to volunteer for the organisation? Why?

No of Interview	Answer
1	Of course. The elderly living alone are a group that needs specific care and I am very glad to contribute.
2	Maybe, I think people who are happy to participate in pro bono activities are in the minority. Most people have a tendency to do so, but few actually participate. I don't think there's much of a drive for it.
3	With pleasure, the elderly is already a vulnerable group, plus living alone, it is inevitable that unexpected situations will occur, so it is necessary for society to give a little more attention to this group.
4	I am very pleased, because it is a very meaningful thing, not only can I learn a lot of rescue knowledge, but also can use my power to help others.
5	I will, because I love my grandparents very much and I don't want to be unable to do anything when they are in danger.
6	I think it depends on my current workload. Only after I finish all my work do I have free time to participate in charity organizations.
7	Of course, I'd love to, if I can do what I love with like-minded people I think it would be a pleasure.

Analysis: Five of seven participants would love to join such organisations, with two others share with different opinions. One participant, who holds a different view, doubts whether there is enough tendency for people to volunteer, and another participant will volunteer depending on the current workload.

By analysing, most participants are happy to volunteer to help older people who live alone, which is excellent. Still, some minor responses worry about the willingness of being a volunteer and whether people have time to do so.

Q4: Do you think it is necessary to receive professional training to become a volunteer?

No of Interview	Answer
1	I think so. For the elderly, they may be suffering from a range of diseases, and the implementation of improper operations may cause fatal injuries. Thus, it is necessary for the volunteer to receive professional training in advance.
2	It is necessary, for example, in case of cardiac arrest, it is difficult to save lives in time without the golden three minutes of resuscitation. This critical moment to call the emergency phone will not help, so you can be trained for the first aid methods applicable in emergency situations, and other cases go to the hospital or emergency centre to deal with.
3	I think it is necessary. If I do not save a person's life because of my resuscitation measures, I may blame myself so much that I'm not sure my heart is strong enough to face the end of life, but I'm willing to participate in this because fear of life presupposes solid professional training and mental fitness.
4	Yes, I think it is necessary, because the elderly is different from the young. A little carelessness in the rescue process may cause them secondary injuries.
5	Yes, it is necessary, the elderly is more vulnerable than we think, and the wrong rescue will make them suffer more.
6	Yes, I think it relates to a sense of responsibility. It is said that there are specialties in the field, and only when the professionals handle these things can give peace of mind to both sides of the rescue.
7	Yes, I think it is basic. No one wants to do a bad thing with good intentions.

Analysis: All seven participants agree to offer professional training for future volunteers. In addition, participants give their reasons, such as fear of making mistakes and cause secondary injury.

By analysing, every participant is subjectively willing to help older people, but they are afraid of making mistakes in doing first aid. Since older people are more vulnerable than younger and their body situations may vary, increasing the risk of first aid, providing enough training before sending them to help older people is crucial.

Q5: What do you think the trained volunteers should be able to do?

No of Interview	Answer
1	Provide assistance to the elderly in case of accidents, such as falls, sprains, fainting and other emergencies. Ensure that the elderly do not suffer from secondary injuries with professional knowledge.
2	Anything from accompanying the elderly, helping them with inconveniences, to emergency measures in case of an emergency.

3	For example, help dressing wounds. And they need to know how to handle emergencies such as fainting, convulsions and vomiting caused by high blood pressure.
4	The purpose of the training is to make them master the professional knowledge, so that they can respond calmly even when they encounter unexpected situations when giving rescue.
5	At the very least, it should be done to make the right judgment on the rescue work, not take the initiative, which can easily cause rescue accidents.
6	They should have excellent observation skills and judgment in rescue.
7	As a volunteer in rescue, you should first observe the patient's current condition and surroundings at the time of rescue. Then make your own judgment quickly, and then observe the patient's reaction after you take action and make the next judgment in time.

Analysis: Three of seven participants mention that volunteers are supposed to offer general assistance such as calling emergency services, calmly helping the patient prevent secondary injuries and accompanying them. Then, one participant realises that the volunteer should take necessary medical treatment for the patient. In addition, three participants suggest that observation and accurate judgement are required in first aid volunteers.

By analysing, volunteers should be trained to handle any accidents calmly and skilled to observe the patient's condition (the older people). Some basic medical knowledge is also required and should be taught because volunteers highly possible has to deal with some urgent situation by themselves.

Q6: What do you think volunteering can bring to you?

No of Interview	Answer
1	First of all, I have elderly people in my family, so learning these skills can play a preventive role, so that I will not be overwhelmed in case of an accident. Secondly, becoming a volunteer can sharpen my mind and ensure that I will not panic when facing other difficulties.
2	I think seeing a smile from the recipient and getting a thank you from them are warm rewards that make doing these things worthwhile.
3	Public welfare is a meaningful thing, and public welfare is also a kind of cultivation and wisdom, a way to make oneself grow.
4	I think it will give me a good reputation. Also, I believe that if you help others, when you are in trouble one day, others will help you too.
5	I think the biggest gain should be the knowledge of rescue, which will give me the ability and confidence to deal with similar things when I encounter them.

6	I think it will let me value my life more, because life is short and precious. So, I will value my time more now and spend it on meaningful things.
7	Because I'm passionate about doing this kind of thing, joining the organization also means I can gain a lot of like-minded friends. It helps a lot to broaden my social circle.

Analysis: All seven participants share their own opinions. For example, two of seven participants would like to gain knowledge of rescue from joining the volunteer group, two are seeking for improving the value of their lives and building up personal reputations, two are enjoying the smile from other people since due to the meaningful volunteering job, and one participant wishes to make like-minded friends from the group.

By analysing, participants enjoy helping older people because joining such activities can gather knowledge of rescue, increase personal reputation, practice altruism, and make friends.

Q7: Will you accept the reward from the elderly or their relatives after the rescue? Why?

No of Interview	Answer
1	Definitely not, the help provided by volunteers is immeasurable, and helping others should be a pure thing without any profit factor.
2	It can be part of our social service rewards, not only in terms of personal upliftment but also in terms of material advancement.
3	I would suggest that they donate the money to our charity, for the continuation of the charity.
4	I don't think I will, because I willingly rescued them, and if it is linked to profit will make things spoiled.
5	I think I would accept non-beneficial rewards, like hugs etc.
6	I don't think I will, because if I join the organization, then it's my job to give rescue work to them, and I don't think I need any reward.
7	I will accept if it's a compliment, and I will accept if it's money or valuables. Because the essence of what we do is to make the elderly feel the warmth of society, not to profit from it.

Analysis: Six of seven participants would not receive a monetary reward, while one participant did not positively answer the question. For those six participants who don't receive a cash reward, two of them would receive a non-monetary bonus such as a compliment and a hug; two of them afraid that any compensation would damage the purity of voluntary activities and one participant suggests donating the money to the charity to help the volunteering job more sustainable.

By analysing, most participants don't support monetary rewards for volunteers since doing volunteering jobs is for social benefits, instead of getting cash revenue. However, some

non-monetary rewards would be welcomed, such as hugs and words of praise.

Conclusion:

This interview was set to getting feedback from potential volunteers to gain some key opinions for the further setting of the prototype.

According to the results and the analysis, most participants don't follow the news topic of aged care, but they are still happy to volunteer to help older people. Calling attention to aged assistance is urgent. However, since helping more senior people in an emergency is a complicated and possibly risky job as older people are sometimes more vulnerable, enough training should be offered prior to the volunteering job. When asked what skills should be taught and trained to those future volunteers, observation, calm, and basic medical knowledge are necessary because the first aid volunteer often has to deal with unexpected situations alone. Participants believe they will learn to rescue people, build up personal reputations, practice altruism, and make new friends by joining the volunteer group. None of the participants will receive monetary rewards for volunteering to help older people since they volunteer for public services instead of making money. However, non-monetary prizes and public donations would be welcomed.