



*Hello
Ni hao* **Friends**

Contents



Artwork by Mr. Chen

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Preface

As a social designer and graphic designer, my works focus on problems around **under-represented groups** and the **uneven resource distribution** with the human-centered design approach. I hope to use creativity and design to **bring positive social impact** in these areas.

When I first came to the United States, I could not speak a single English sentence. I felt scared and helpless. I lived in a small town at that time, and it took 15 minutes' walking to the nearest supermarket. I remember that I did not eat anything for the first two days when I came here and did not buy any food or water until the third day because I did not know how to communicate with others. There are very few people in the town, let alone Asians.

Two weeks later, I missed Chinese food so much, and I started looking for Asian supermarkets nearby. Luckily, I found a small Asian shop within 20-minutes walk. **The owner of the shop is an old Chinese man, Mr Cao.** He looks in his 70s. He is gaunt, often bends over when walking. I was thrilled when I went to his shop for the first time because I can buy Asian food and communicate with him in Chinese! However, his hearing is not good, so you need to speak very loud if you want him to hear you.

We became friends later as I often went to Mr Cao's shop. He told me that he came to the United States when he was thirty. His wife has passed away, and his kids are far away from him. **He lives by himself.** He opens the shop at 9 a.m. and goes home at 7 p.m. His lunch and dinner are eaten in the shop. Because of his poor health, there is lots of food he cannot eat. What he eats

every day is almost the same - bread and noodles, and without any seasoning. He also needs to take medicines every day. He would sleep for three hours first after getting back home because the work in the shop can be very frustrating. I asked him why he continued to open the shop at this age, and he told me that he had nothing to do except running the shop. His kids are not around, and he has few friends. The only friends are his shop's regular customers.

I went to Mr Cao's shop more often after I learned about his situation. Sometimes I would bring some food to eat with him and chat with him. He was very happy every time I was there. Sometimes he would give me some food from his shop to thank me. He likes to talk about politics and military affairs. Every time I chat with him, I can learn many things I didn't know before. He always asks me to talk to him about topics that young people would care about, then he will have something to talk about with his children.

In the following year, **Mr Cao was seriously ill and could no longer walk normally. He sold his shop and moved to Seattle to live with his daughter.** Then I moved to New York. We still keep in touch, but I miss him sometimes. I am very grateful that he would treat me as a friend and share his story with me. I am alone in a foreign country, and he cares about me like my parents.

After I came to New York, I often went to Chinatown, where **I realized that there are many seniors like Mr. Cao in New York.** They live alone, in a very small range of activities, have only a few friends, and usually don't communicate with their

children very much. They have a typical daily life, and you can hardly see new things in their life. As a social designer, **I hope to support the senior Chinese immigrants here in NYC, especially in a hard time of COVID-19.**

This is why I started my thesis journey. In this journey, I learned about the living conditions of the seniors in New York City during the pandemic period. I better understood the needs and challenges they have. At the same time, **I also want to share more opportunities for volunteers who want to offer help.** Throughout the journey, **I am very grateful to the seniors who supported me.** Pandemic has brought much inconvenience to the progress of my project, but they are still willing to trust me, help me. I love them. They are like my family. Also, **I am very grateful to Yin Chang and Moonlynn Tsai, the founders of Heart of Dinner.** While both of them are busy raising food and funds for the seniors every day, they also take time to accept my interviews and share the challenges the seniors face. I am very grateful to Yin Chang and Moonlynn Tsai for allowing me to volunteer at Heart of Dinner for five months, which gave me more opportunities to learn about the seniors.

Mari Nakano is the advisor of the project. Thank you so much for giving me a lot of advice and help. They are very important for every project stage. I am also very grateful for her patience and encouragement. With her encouragement, I walked out of my comfort zone and tried many tasks that I had never imagined. Her help made me stronger. **Another big Thank-you to Miya Osaki.** She teach me to think deeper, which

made my design better serve my audience. Under the influence of pandemics, she still provides an environment and opportunities for students to gather and share so that our projects can go smoothly. **All these would not be possible without them.**



01 Context



This is a picture you might see on the walls during the period of Great Leap Forward, and don't get this wrong, here is actually a pig, not an elephant. It's more of an order to the farmers, trying to push them do more and achieve the impossible.

Before we start, I would like to introduce **the Great Leap Forward and the Cultural Revolution**. From 1958 to 1960, the Chinese experienced a Great Leap Forward - local officials' campaigns and competitions to fulfill or over-fulfill quotas based on exaggerated claims, collecting "surpluses" that did not exist and left farmers to starve, which **caused one of the worst famines in the 20th century**. From 1966 to 1976, the Chinese people experienced the Cultural Revolution - a violent campaign to purge the country of everyone deemed "Western" or "bourgeois", including students, professors, and doctors. A total daze and panic reigned the country in the time of chaos. **People are not able to have a normal life, and consequently, numerous people lost the opportunities to receive education at that time.**

This is the life background of my project audience in China before immigrating to the United States. These historical factors have caused trauma to their hearts and affected their personality, mentality, and living habits. Most of them have relatively little social life and live frugal lives. Since they had no chance of getting a good education in China at that time, they were engaged in low-income jobs after they came to the United States.

My project started with building trust with them, understanding their needs and challenges. Moreover, **I will help them find new ways to establish social connections, overcome obstacles in daily life, and ultimately enrich their senior lives.** I believe this would create a virtuous cycle, by which I mean when they are open to connect to each other, they would benefit from the connections whether mentally or physically, and that would further make them to become more proactive with their social life.

Data Background



The isolation of the seniors in U.S

54,074,028

According to U.S Census data, there are 54,074,028 seniors over 65 years old in the United States.

One-Quarter

Even before the pandemic began, National studies show that nearly one-quarter of American senior are in a state of social isolation.

The isolation of the seniors in NYC

1,208,838

1,208,838 people over 65 years old in NYC.

14.5%

14.5% of the total population of NYC.

11.9%

11.9% (143,852) of seniors were socially isolated.

Senior Chinese Immigrants in NYC

628,763

NYC has 628,763 Chinese immigrants.

20%

20% (125,752) of whom are over the age of 60.

https://www.americashealthrankings.org/explore/senior/measure/isolationrisk_sr/population/poverty_sr_5yr_average/state/NY
<https://today.tamu.edu/2020/07/06/social-isolation-the-covid-19-pandemics-hidden-health-risk-for-older-adults/>
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7514226/>

COVID-19 exacerbates the isolation of the senior

After COVID-19, the seniors have been following public health advice to reduce their risk of exposure by staying home, knowing an infection can have life-threatening complications. However, sheltering at home has also meant staying distant from family, friends, and the places that kept them active and engaged.

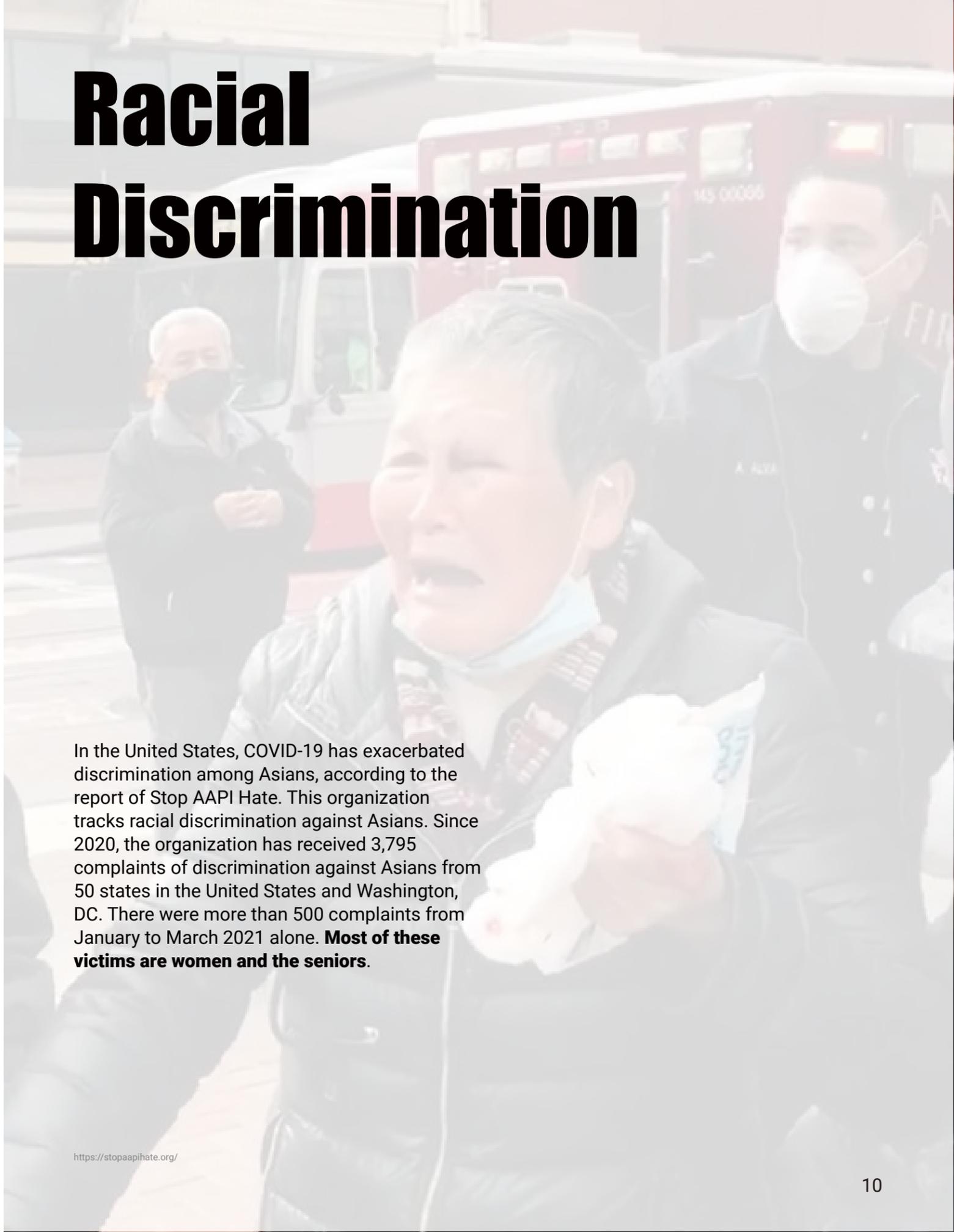
There are a lot of negative things that happen because of social isolation for the seniors

They **do not have access to vital information** and **do not know where to get help** because the places they often visit are closed.

They **lose social support**, which can lead to depression. According to research, the mental and physical health in seniors are negatively affected during the social distancing for COVID-19. The main mental and physical outcomes reported were anxiety, depression, poor sleep quality and physical inactivity during the isolation period.

There are also some **food insecurity** issues surrounding them.

Racial Discrimination



In the United States, COVID-19 has exacerbated discrimination among Asians, according to the report of Stop AAPI Hate. This organization tracks racial discrimination against Asians. Since 2020, the organization has received 3,795 complaints of discrimination against Asians from 50 states in the United States and Washington, DC. There were more than 500 complaints from January to March 2021 alone. **Most of these victims are women and the seniors.**

Throughout the Project...



Artwork by Mrs. Xie

27 Senior Chinese Immigrants Interviews

4 Expert Interviews

51 Participants in the Final Intervention

2 Social Worker Interviews

68 Observation Hours

3 Senior Organization Connections

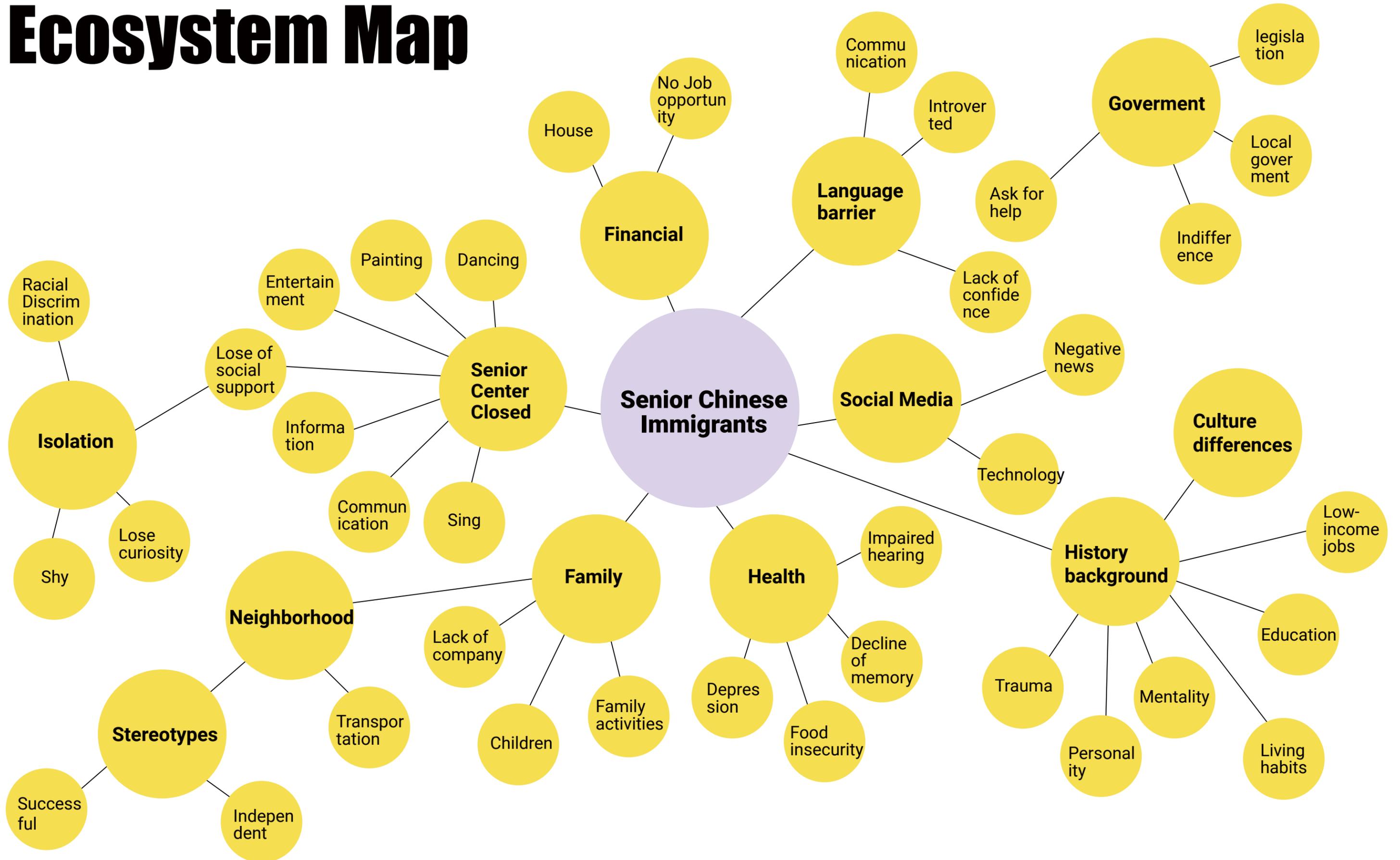
92 Hours of Volunteering

4 Senior Partners

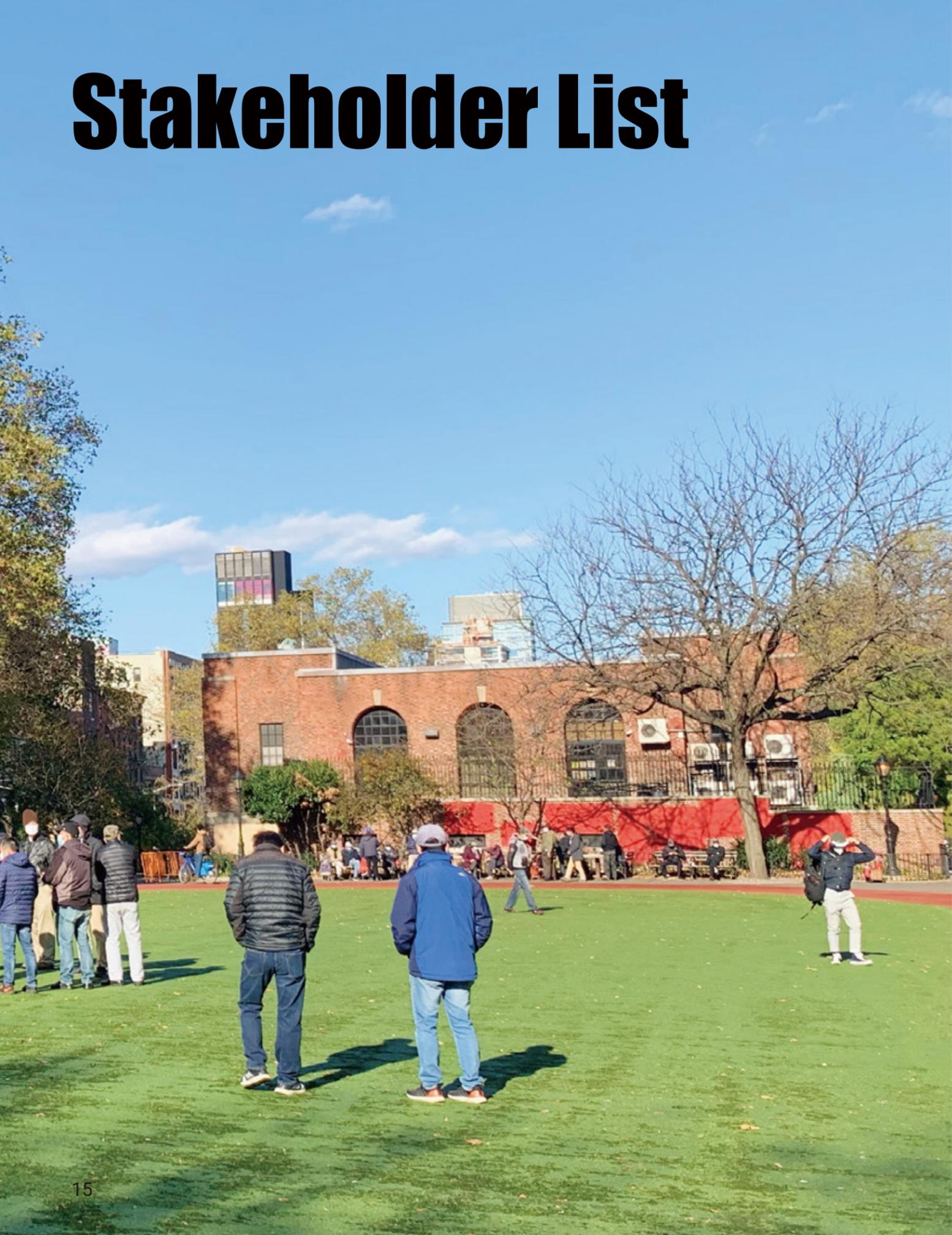
11 Literature Reviews

6 Prototypes

Ecosystem Map



Stakeholder List



Elderly Chinese Immigrants

Family

Friends

Neighbor

Colleagues

Volunteers

Doctor

Nurse

Customer

Restaurant

Supermarket

Company

News Media

Park

Nursing Home

Senior Activity Center

English Learning Centre

Heart of Dinner

WH SeniorLink

Think Chinatown

Chinatown NYC

Yuh-Line Niou

Government

Chinatown Senior Center

Open Door Senior Center

Senior Services in Brooklyn

Nan Shan Senior Center

Senior Partners

Back in September 2020, when I started the project, I knew nothing about seniors in New York. By May 2021, I built a senior community, and they all become friends of mine. We both gained a lot from the process. Due to COVID-19, most seniors are isolated at home, and the activity centers they often visited are closed. To get in touch with them, **I spent a lot of time & all possible ways to reach out.** In the past few months, I have gone to almost all the temples, shops, parks, and every street in Chinatown that seniors might visit.

When I first tried to communicate with the seniors, **I was very shy & knew little about them,** and the seniors were quite reluctant to learn what I wanted to do. I gathered some topics that the seniors would be interested in, for example, their hometown. When the conversations began, the research started to go smoother.

Then another challenge - I found that **most of the seniors had poor memory.** Some of them might forget that we have met and talked before the second time I speak to him! So I have to get every opportunity to reconnect with them. As each of them has their own fixed life routine, I need to remember everyone's timetable so that I can fit in without being disturbing.

After several rounds of the meet, I finally **established trust** with the seniors. They began to share their stories and open up to me completely, and some seniors even invited me to their homes and cooked for me. We became friends. Having gone through a challenging process, when I finally become friends with them, I feel great pleasure & fulfillment.



Mrs. xie

She has been in the US for 24 years. She lives in Brooklyn.



Mr. Lin

He has been in the US for 44 years. He lives in Chinatown.



Mrs. Yu

She has been in the US for 30 years. She lives in Brooklyn.



Mr. Chen

He has been in the US for 25 years. He lives in Chinatown.

Person Journey Map

Entertainment Outdoor Must do every day

Mr Chen	Cleaning Time	Breakfast	Supermarket or Park (5 Hours)			Dinner	Shower	Entertainment (3 Hours)
Mr Lin	Breakfast	Newspaper	Lunch	Nap	Tea time	Dinner	Walking (1 Hour)	Entertainment (4 Hours)

8:00 起床 (打扫卫生)
 9:00 早餐 (在外面吃)
 10:00 出门逛街 (超市买零食)
 4:00 回家 (买菜-汤)
 5:00 洗澡
 看电视 8:00~9:00 睡
 老高与小茉

7:30-8:00 起床 (喝水+碎) (面包, 豆浆)
 8:00-9:00 喝茶, 吃饼干, 面包, 老在煮汤, 吃汤, 洗澡
 9:00-10:00 买菜, 运动 (30分钟), 看报纸
 10:00-11:00 看电视
 11:00-12:00 做午饭, 吃饭 (菜, 煮菜, 苹果, 柿子, 糖果)
 12:00-3:00 午休
 3:00-4:00 喝茶 (乌龙茶)
 4:00-5:00 出门和朋友走走, 买菜, 鱼
 5:00-6:00 做晚饭, 吃饭 (菜, 鱼, 水果)
 6:00-7:00 下楼走路 (包括的话)
 7:00-10:00 看微信, iPad, 电视, 听音乐 (30分, 打麻将)
 10:00 休息



Through their Journey, I learned that they **lacked entertainment opportunities, opportunities to make friends and access to information;** They **care about wellbeing.**

"I have been living this way for 8 years. I really want to **do something different,** but **I don't know what I can do.**"
 --Mr. Lin

Insights

Many senior Chinese immigrants have **language barriers** and **cultural differences.** They **feel lonely.** They need company, communication, and more opportunity to connect with others.

Many seniors are very shy and afraid to deal with the embarrassment when reaching out.

Many seniors have a lot of free time, but they do not have much to do. They **need access to information** about social life.

Many seniors are **interested in being part of activities** where they can share or feel like they contribute something.

Some seniors were isolated, but **they did not realize it.**

Stereotypes: People think Chinese Asians are successful and do not need help.



Heart of Dinner

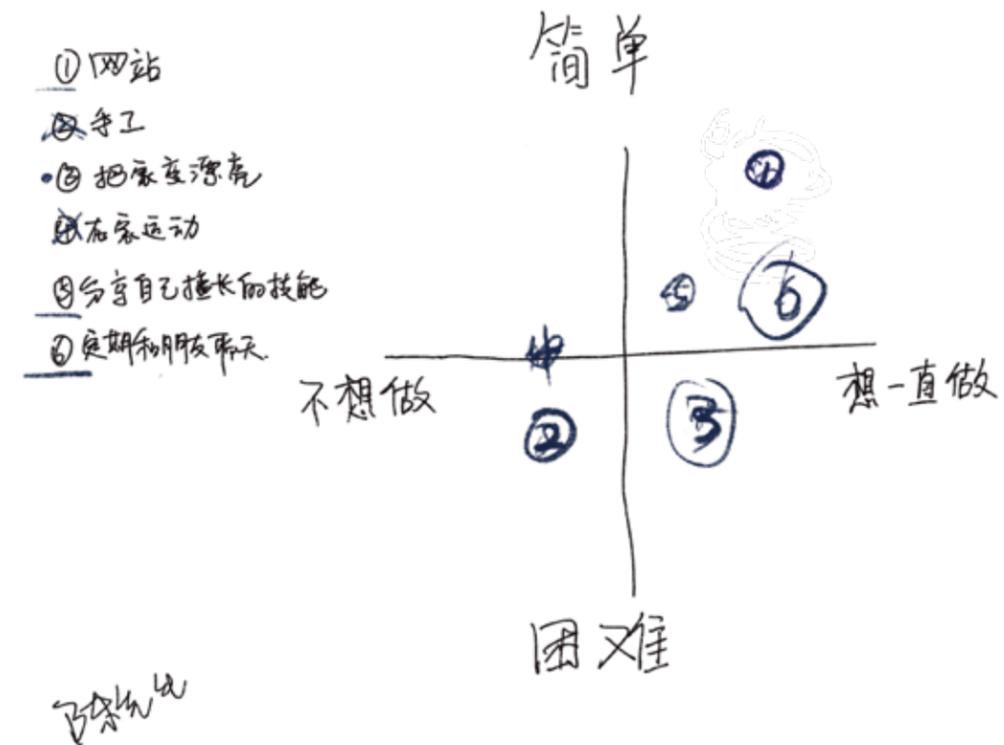
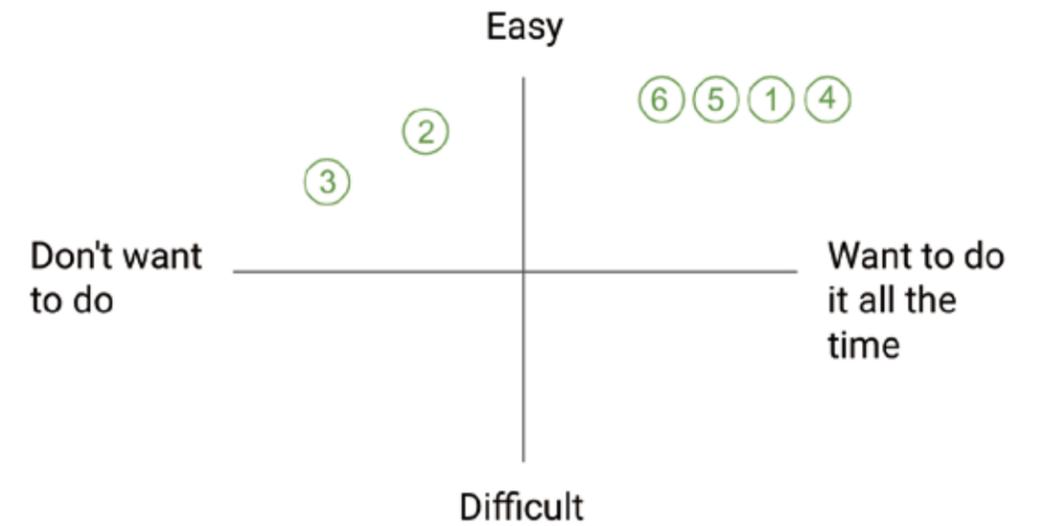
Heart of Dinner exists to combat **food insecurity** and **isolation within NYC's elderly Asian American community**. They do this by **delivering care packages** of hot lunches and fresh produce every Wednesday, lovingly paired with a handwritten and illustrated letter in Chinese or Korean.

They now serve 1,500+ elders in Lower Manhattan, Brooklyn and Queens, delivering weekly hot lunches, fresh produce, and bulk ingredients while supporting local small businesses during their COVID-related recovery process.

02 Prototype

To truly design with the seniors, I asked their thoughts on the prototypes that I wanted to design.

1. Resource website
2. Handcraft workshop
3. Decorate home
4. Exercise at home
5. Virtual community sharing
6. Weekly chat



Prototype 1



Artwork by Mrs. Xie

Virtual Community Sharing

Meet new friends and share skills

Description

To share the skills is to recognize & confirm their value and to help them build self-confidence. From self-introduction at the beginning to ice breaker game to skill sharing, this step-by-step process can gradually familiarize and build trust among the seniors. In the end, free chat time can make the seniors more relaxed.

Goal

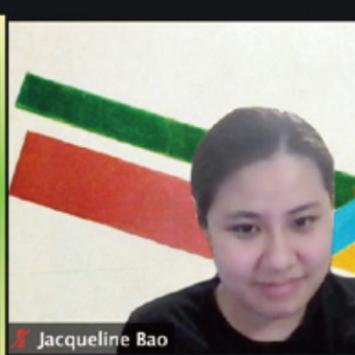
1. The ultimate goal of the workshop is to increase the social connections of the seniors.
2. Help the seniors build trust with each other and create a safe space to share.
3. Build a channel through which the seniors and the younger can communicate with each other.

What worked

1. Introductions and games worked well as people got to know each other after that.
2. In the process of skill sharing, a free Q&A helped them to know more about each other quickly. The different life experiences make the community dynamic and then create firm bonds among them.
3. The seniors proposed to move the activities from online to offline when coronavirus ends.
4. The seniors' sharing went deeper, and everyone had learned the knowledge they were interested in but had the chance to approach.
5. The online space made the seniors feel safe, relaxed, and trusted.

Learning

1. The seniors are eager and good at communicating.
2. Each of them is willing to share their stories.
3. They are good at encouraging each other.
4. It will help if they know how to use Zoom.
5. We can give them more space to share.



“ This is a **great opportunity** to meet friends. I like to chat with young people. I feel that talking with young people will **make me feel young**. I have been living by myself and can hardly have the chance to talk with my neighbors because they are quite busy. I feel depressed at home sometimes, and chatting with others saves me from that depression. If possible, **I hope this Community Sharing can be Once or twice a month.** ”

-- Mrs. Xie

Prototype 2

Exchange of Letters

The seniors write letters to each other during Christmas

Description

The seniors wrote greetings to each other just before Christmas. When I volunteer for Heart of Dinner to deliver meals to seniors every Wednesday, I will help them to exchange the letters. In this way, the seniors receive a meal every week and a letter from their friends. They can chat with each other and stay in touch through letters.

Goal

1. The project aims to help the group to establish contact through letters.
2. The seniors can share their happiness and unhappiness in the letter, which will reduce their pressure from life.
3. The letters deliver care and kindness and help reduce their sense of isolation.

What worked

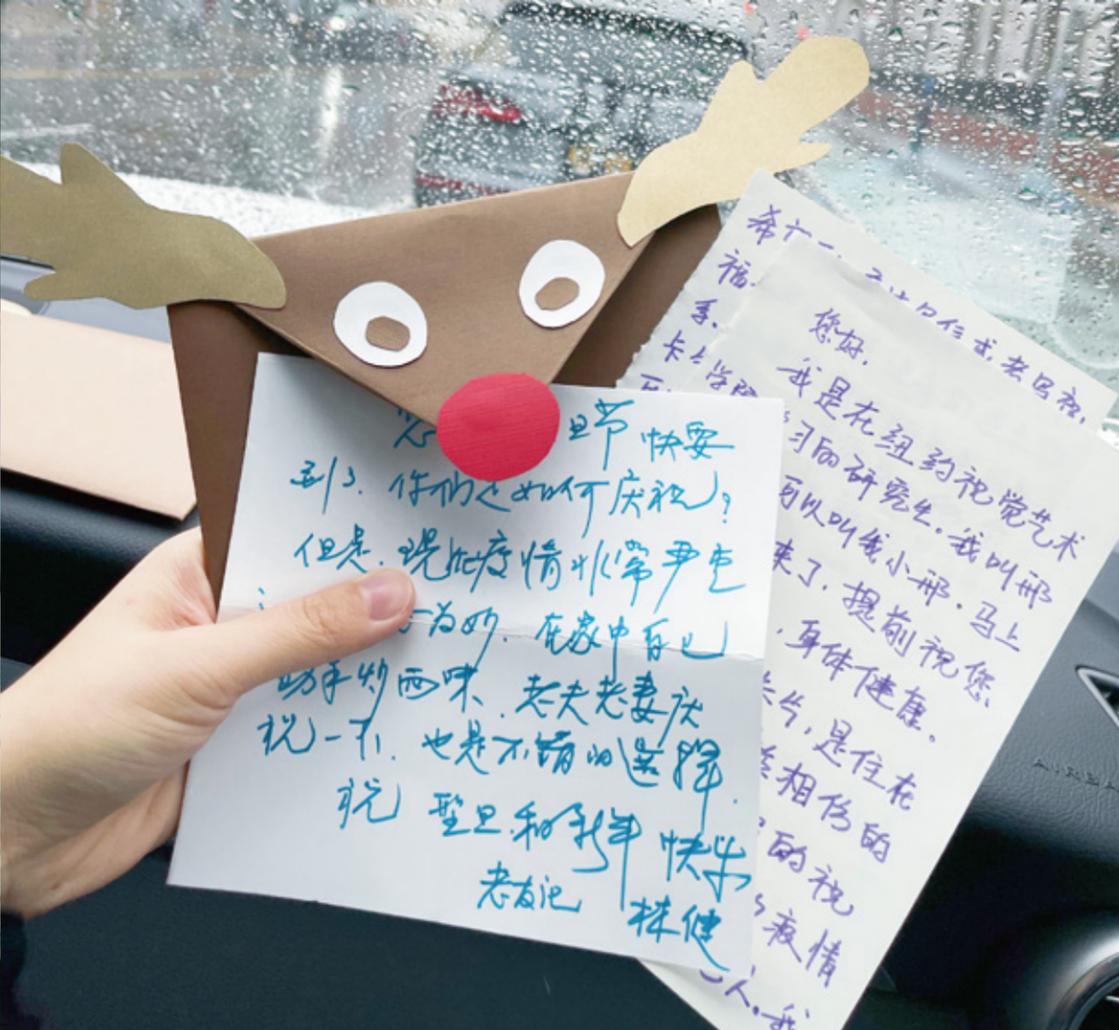
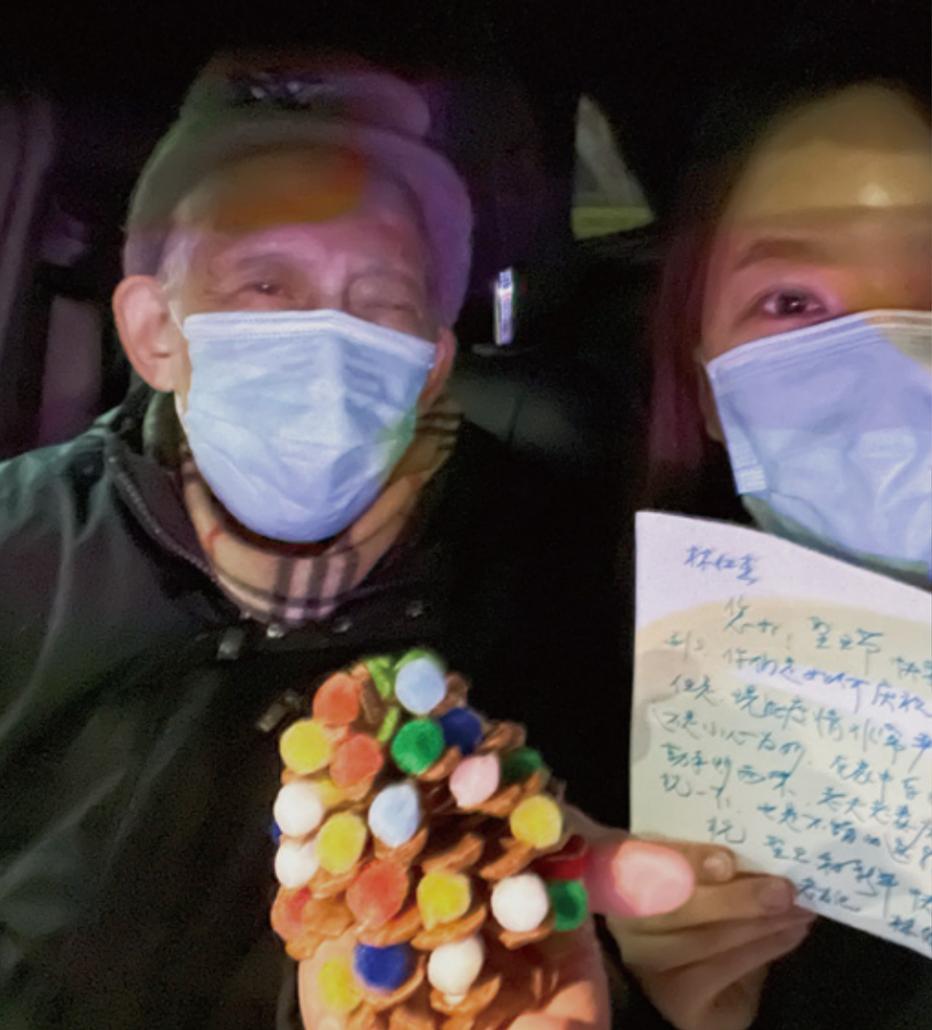
1. The letters provide a safe space for the seniors to chat with each other.
2. Writing letters instead of face-to-face communication can reduce the embarrassment of the seniors in the first chat, and they can speak more freely.
3. It is convenient for the seniors to remember the time for exchanging letters through every Wednesday food delivery.

Learning

1. The seniors are willing to send blessings to each other.
2. The seniors were very happy when they received the letter and looked forward to receiving the following letter.
3. I need to know more about the personality and hobbies of each senior. Start by establishing contact with seniors who have the same interest topics.
4. A person mentioned that she might not write every week. It depends on her time and mood. Consider biweekly in the future.

您好！圣诞节快要
到了。你们是如何庆祝？
但是，现在疫情非常严重
还是小心为好。在家中自己
动手做两顿，老夫老妻庆
祝一下，也是不错的选择。
祝 圣诞和新年快乐
老友记 林健

Christmas Letter by Mr. Lin



“ There is love in the world. During the pandemic, there still are people who care about my Christmas. **I feel very warm.** ”

-- Mr. Lin

Prototype 3

A total of 51 care packages were installed in oral care tips and distributed to 51 seniors through Heart of Dinner volunteers.



Care Packages Entertainment

Putting health tips, game sets, and coloring exercises in the care packages when delivering meals to the seniors every Wednesday.

Description

Since most seniors feel that they have nothing to do at home except cooking and housework every day, they feel very bored. To enrich the free time of the elderly, when Heart of Dinner delivers meals to the elderly every week, health tips, game sets, and coloring exercises designed for the elderly are included in the care packages. The seniors can get more health information every week, or they can play games, do coloring exercises in their spare time.

Goal

1. Enrich the free time of the seniors.
2. Provide more health knowledge and entertainment resources for the seniors.
3. Games help the seniors to activate the mind, improve cognition, enhance concentration and reasoning ability.

What worked

1. The seniors are willing to get information this way.
2. It is a very convenient way to establish contact with seniors for me.
3. The seniors think the health tips were helpful.

Learning

1. The seniors are very interested in how to maintain their health and keep fit. Most seniors keep exercising for their health.
2. One participant suggested that I provide more tips on how to prevent COVID-19. Another participant suggested making a note on following their dentist's advice.



Oral Care During Covid-19

Oral health has always been very important to people's overall health and live quality. Taking good care of your teeth and gums can prevent toothache, tooth decay, avoid various oral problems, and add more flavour into your daily diet. During the COVID-19 period, in order to reduce the spread of the epidemic, the Centers for Disease Control and Prevention (CDC) recommends that everyone maintain good hygiene habits. Among them, maintaining good oral hygiene is an indispensable part of the health of you and your family .

According to the recommendations of the American Dental Association (ADA), we have organized some little tips for you:

How to brush your teeth:

- Before we get started, please wash your hands with soap and warm water for at least 20 seconds;
- Wash the toothbrush handle with soap and warm water before and after teeth-brushing. It would be even more wonderful if you can disinfect the toothpaste tube every day;
- Brush your teeth twice a day with fluoride toothpaste & for at least two minutes each time;
- Use dental floss at least once a day;
- After brushing your teeth, please use mouthwash to rinse your mouth;
- Clean the denture at night and put it in clean water.

Some more good habits:

- Get a new toothbrush every three months;
- Do not share toothbrushes with others. If, by any chance, you are in direct/indirect contact with patients with COVID-19 symptoms, please change your toothbrushes.
- Don't bite your nails. Biting your nails is harmful to your teeth, at the same time, it may allow the virus to enter your mouth, which can cause more harm to your body.
- Eat more whole grains, protein, vegetables and fruits, and eat less sweetened food and starch.
- Drink more water, and drink less fruit juices, sodas, and sweetened beverages.

Bon appetit.
35

COVID-19期间的口腔护理

一直以来，口腔健康对人们整体健康和生活水平都非常重要。照顾好牙齿和牙龈可以预防牙痛，蛀牙，免于各种口腔问题的困扰，增进日常美食体验。在 COVID-19 期间，为减少疫情的传播机率，疾病预防控制中心（CDC）建议大家保持良好的卫生习惯，其中，保持良好的口腔卫生对您和您的家人健康更是不可或缺的一环。

下面，根据美国牙科协会（ADA）建议，我们为大家整理了一些口腔卫生小贴士：

刷牙小技巧：

- 在所有环节开始之前，请用肥皂和温水至少洗手 20 秒钟；
- 刷牙前后，请用肥皂和温水清洗牙刷柄，最好每天用消毒剂擦拭牙膏管；
- 每天用含氟牙膏刷两次牙，每次至少两分钟；
- 每天至少使用牙线清洁一次牙缝；
- 刷牙请使用漱口水漱口；
- 晚上清洁义齿，并用清水存放。

日常好习惯：

- 每三个月更换一次牙刷；
- 切勿共用牙刷，如果您直接 / 间接接触 COVID-19 症状的患者，请更换新的牙刷。
- 不要咬指甲。咬指甲不仅对牙齿有害，而且这一行为可能会使病毒进入口腔。
- 多吃谷物，蛋白质，蔬菜和水果。尽量少吃糖和淀粉含量高的食物。
- 多喝水，尽量少喝果汁，苏打水和甜味饮料。

祝您牙口好。

“ I think the oral care tip is very useful. I'll try to follow the guidance. I hope to receive more health tips. I am very interested in the topics of how to prevent stroke, myocardial infarction, and cerebral infarction. ”

-- Mrs. Yu

Handicraft Workshop

Handmade Christmas gifts and exchange gifts with others

Description

This project invites the members to handcraft a Christmas gift for someone they did not know before. Before they get started, I will tell each participant about the gift recipient so that they can make the gift "bespoke" & special. Due to COVID-19, it is not feasible to gather all the seniors together, so I will help them exchange the gifts when the seniors finish their gifts.

Goal

1. Deepen the communication and emotional connection between the seniors through gift exchange.
2. Make the seniors feel warm during the holiday and reduce the sense of isolation.
3. Bring more fun to the life of the seniors by making gifting on their own.

What worked

1. The seniors were thrilled to receive the gifts.
2. The sense of distance disappeared by exchanging gifts and made them want to know each other more.
3. Communicating during the handcrafting process made the seniors more familiar with each other.

Learning

1. The seniors were very interested in the Handcraft workshop.
2. The seniors hope that after COVID-19, they can meet each other physically and do handcraft together.
3. If there is a Handcraft workshop in the future, preparing bigger materials will make it easier for the seniors.



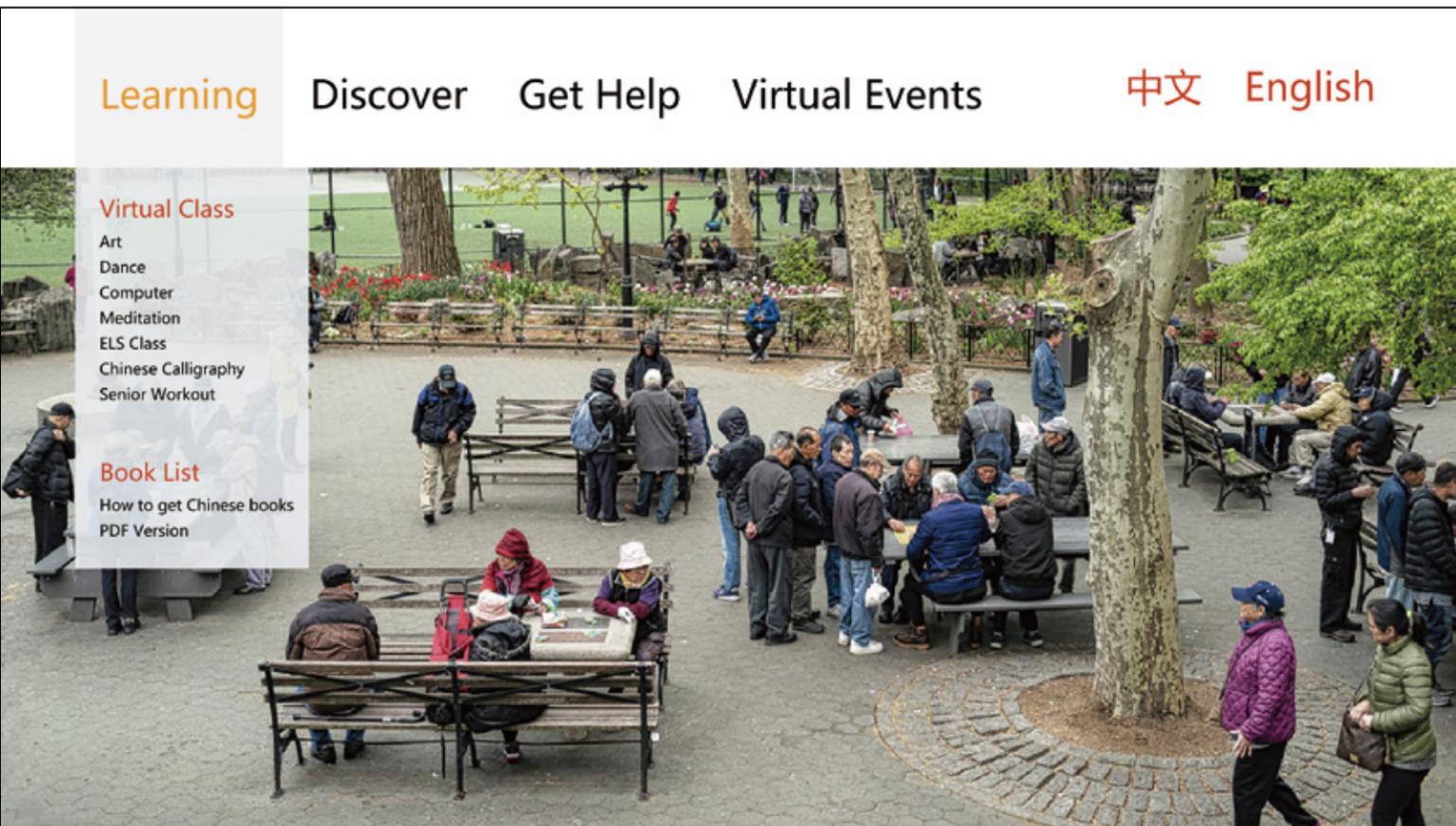
Artwork by Mr. Lin



“ The communication during the crafting process **made me feel more familiar with each other**. I felt very happy. This **changed my mental state** and made me feel like I was back in childhood. ”

-- Mr. Chen

Prototype 5



Resource Website

Resource Website is an information website designed for seniors according to their needs.

Description

Resource Website, which is a bilingual resource that I learned through the senior's needs. It includes four categories: Learning, Discover, Get Help, and Virtual Events. In Learning, seniors can get information on various virtual courses and Chinese books. In Discover, seniors get to discover about popular parks, restaurants, news, videos, and family activities. Get Help provides resources on food, housing, psychological counseling, and weekly phone calls for the elderly. These are links to non-profit organizations that provide services for seniors. The website also links to organizations with Virtual Events, such as Lunar New Year events.

Goal

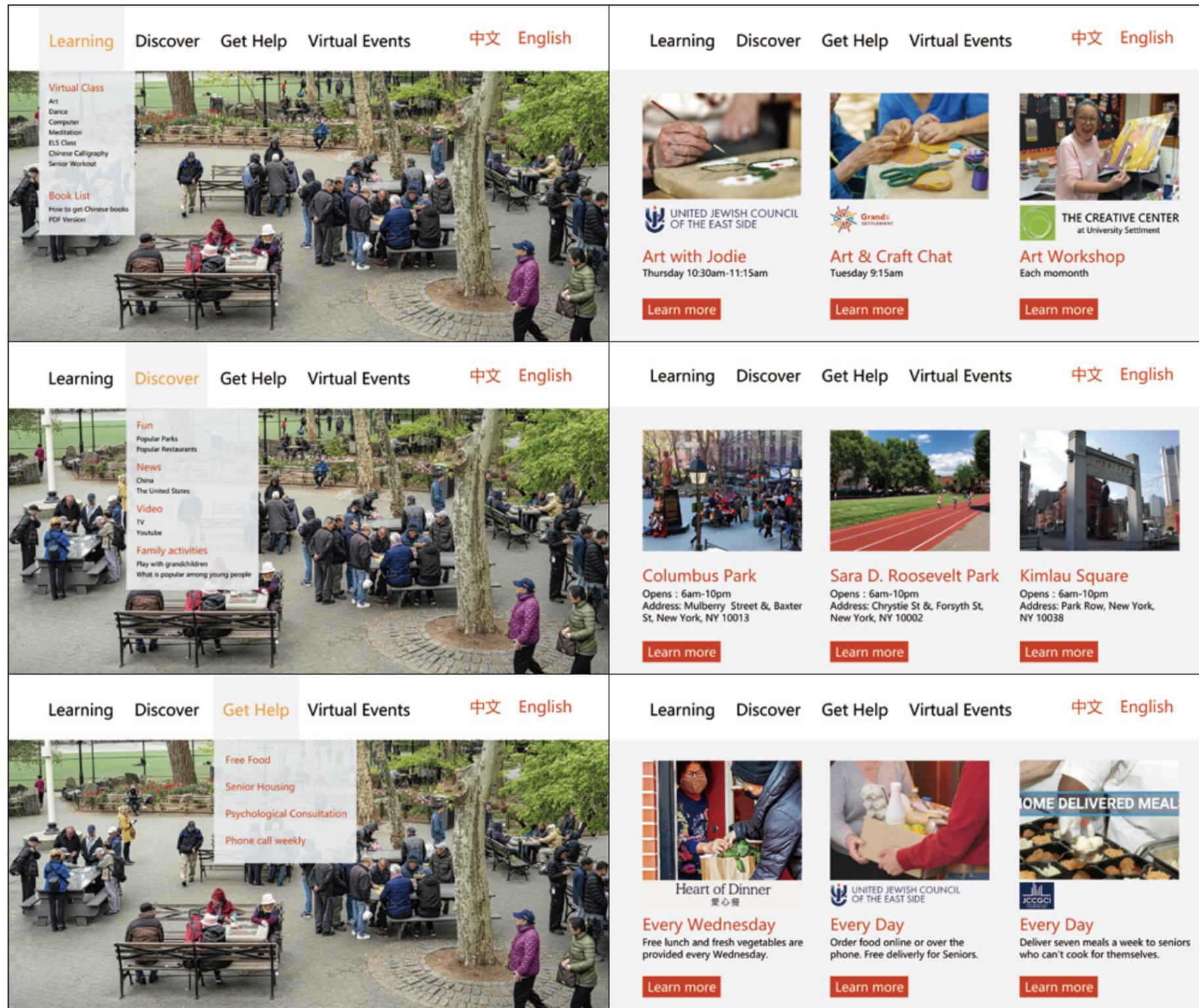
1. The biggest goal of this website is to increase the ways for the seniors to get information and help.
2. Obtain the data of the most frequently used part of the website by the seniors and provide more customized services and assistance to the seniors.

What worked

1. The seniors said they would often visit the part about the life of the seniors.
2. They hope that this website can be made real. They are very interested in the website and even suggested some names for the website.

Learning

1. The seniors hope this website can have more health guidance for the seniors.
2. Design guidelines for how to use such a website.
3. It would be more convenient if this website can be visited on mobile phones.



“ When I saw the prototype of the website, I felt that **many seniors need this information**. If this website can be made real, I would like to use it very often. I hope this website can add some health guides for the seniors. ”

-- Mrs. Xie

03

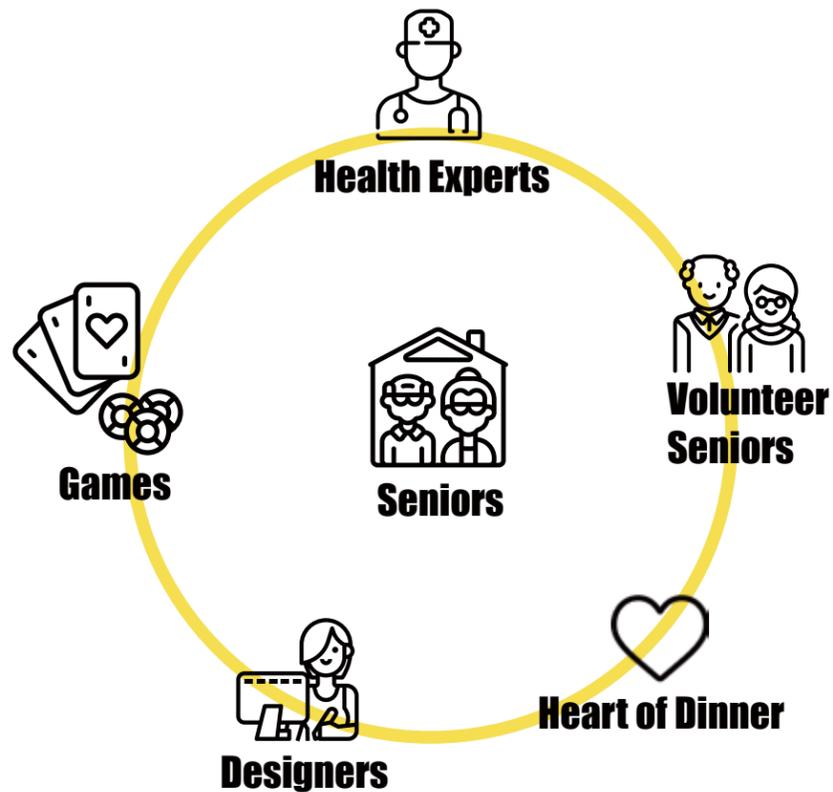
Final Intervention Volunteer Community

There are so many ways...
There's an endless...
I can't do them all...
I can't do it alone...
People who can support...
Heart of Dinners framework and modeled...
Building a **volunteer community**.

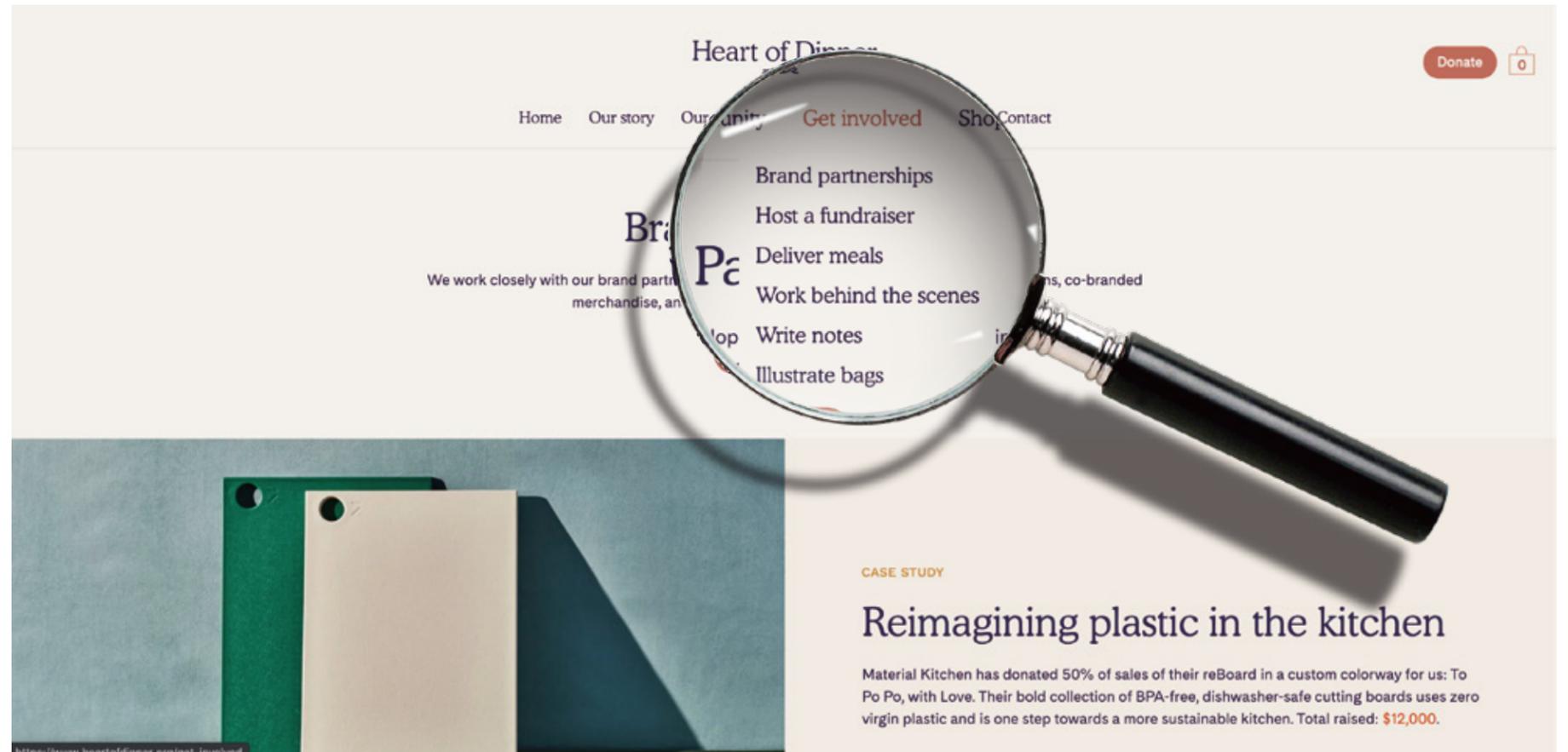
Through these five prototype tests, I realized there are so many ways to support these seniors, but I can't do all of them, I can't do it alone. However, based on my personal experience, I can share some of these tools with people who have the information and the skills. This brought me to see the Heart of Dinners framework and modeled to be driven by volunteers to deliver food, draw on the bags. I wanted to build on that model, give people more opportunity to help the seniors. So I came up with this idea: build a volunteer community.

To address the social isolation that Chinese seniors have been increasingly experiencing because of COVID-19. I am building a volunteer community of creatives and subject matter experts to support senior Chinese immigrants that are currently based in New York City to enrich their senior lives.

Volunteer Community



The volunteer community comprise volunteers from **all sectors and all ages**, for example, healthcare experts, game players and designers. What's different about this is **seniors can also participate**. This is a circle where seniors not only receive help, they also have the opportunity to give back. They can provide their skills and share their ideas.



The Volunteer Community can be **added to the Get Involved section** of Heart of Dinner. This will help the sustainable development of the volunteer community. What's great about this is that it offers a space for other potential work that may support the seniors and maintain what's already done at the same time.

Working Process

1. Sign up on Heart of Dinner's website

2. Join the monthly volunteer workshop

3. Work together and design

4. Produce products

5. Put products in care packages

6. Deliver to seniors

7. Collect feedback from seniors

8. Sell on Heart of Dinner's Website

Example



To help you understand, this is an example of our meeting. They are art therapist, graphic designer, product designer and digital media designer. We had both designers and experts who have worked with seniors join this workshop.

Game Design for Senior Chinese Immigrants Workshop

1. Self introductions

2. Ice breaker

3. Introduced Nihao Friends

4. Brainstorm and design

Step 1 (20 minutes)

Self-definition

Community Agreements

- Respect**—Give undivided attention to the person who has the floor (permission to speak).
- Openness**—We will be as open and honest as possible without disclosing others' personal or private issues.
- Right to pass**—It is always okay to pass.
- Nonjudgmental approach**—We can disagree with another person's point of view without putting that person down.
- Taking care to claim our opinions**—We will speak our opinions using the first person and avoid using 'you'.
- Sensitivity to diversity**—We will remember that people in the group may differ in cultural background, sexual orientation, and/or gender identity or gender expression and will be careful about making insensitive or careless remarks.
- Anonymity**—It is okay to ask any question by using the suggestion box.
- Have a good time**—It is okay to have a good time. Creating a safe space is about coming together as a community, being mutually supportive, and enjoying each other's qualities.

Step 2 (10 minutes)

Share a physical game you like to play, Such as UNO.

比如：拼图，五子棋，填色游戏，数独，拼图，小测试(今日运势)

游戏名字	游戏规则	游戏所需材料	为什么玩/为什么喜欢
数独	数独是一种逻辑推理游戏，玩家需要根据已知数字，推理出所有空格内的数字。数独由九宫格组成，每行、每列、每个3x3的小宫格内数字均不重复。	纸、笔	打发时间，而且只需要一个人，比较适合隔离时候的状态。
纸笔	纸笔是一种简单的游戏，玩家需要根据已知数字，推理出所有空格内的数字。数独由九宫格组成，每行、每列、每个3x3的小宫格内数字均不重复。	纸、笔	打发时间，而且只需要一个人，比较适合隔离时候的状态。
sequence	sequence是一种逻辑推理游戏，玩家需要根据已知数字，推理出所有空格内的数字。数独由九宫格组成，每行、每列、每个3x3的小宫格内数字均不重复。	纸、笔	打发时间，而且只需要一个人，比较适合隔离时候的状态。
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Jenga	Jenga是一种逻辑推理游戏，玩家需要根据已知数字，推理出所有空格内的数字。数独由九宫格组成，每行、每列、每个3x3的小宫格内数字均不重复。	纸、笔	打发时间，而且只需要一个人，比较适合隔离时候的状态。
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Step 3 (10 minutes)

Extracting elements, characteristics, materials, and forms can be used for reference in our game design.

Please keep in mind:

- The game can be played by one player or two players;
- Simple and interesting;
- The required materials are easy to make or obtain.

只需要一个人，比较适合隔离时候的状态 材料简单	只需要一个人，比较适合隔离时候的状态 材料简单	只需要一个人，比较适合隔离时候的状态 材料简单
纸+笔 (易获得)	游戏的学习难度较低	细微动作fine motor skills练习
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Step 4 (25 minutes)

Let's Design!

Goal:
为纽约的中国移民老人设计一款游戏，丰富他们的老年生活。我们的游戏会和Heart of Dinner合作，每周三Heart of Dinner给老人送食物和蔬菜时可以加上我们设计的游戏给老人。

Tips:

- 我们可以借鉴前面提到的游戏形式只需改变游戏内容也可以设计新的游戏；
- 每个人需要更多的从自己的专业背景角度思考和提出想法；
- 有链接性的，可以让老人每周期待的，感兴趣的，不是一个一次性；
- 可以无限次玩；
- 材料最好是简单就可以获得的，比如纸，笔。

Materials for the game
纸，笔，剪刀，胶水，手机，报纸杂志

Game Rules

- 定一个主题
比如火星移民，设计者写一段100-200字的背景简介。
- 第一个参与者写下自己的名字和第一个章节 100-200字最少。
- 接着传给第二个参与者。
- 第二个参与者可以选择续写或者画一张符合情景的画，然后传给第三个参与者。
- 重复第三步，直到所有人都完成参与。我们就获得了每个人都参与的故事。
- 最后这个故事的和所有参与者和感兴趣的人共享。

Story Collage

Materials for the game
Paper, pen, scissors, glue, mobile phone, newspapers and magazines

Game Rules

- Set a theme, such as Martian immigration. The designer writes a background brief of 100-200 words.
- The first participant writes down his name and the first chapter with a minimum of 100-200 words.
- Then pass it to the second participant.
- The second participant can choose to continue writing or draw a picture that fits the situation. Then pass it to the third participant.
- Repeat the third step until everyone has finished participating. We get a story in which everyone participates.
- Finally, this story will be shared with all participants and interested parties.

The intervention idea was tested through the workshop. We started with **self introductions and ice breaker games**. Then, I introduced my project. We brainstormed together and designed games for the seniors. As you can see, we have **shared our favorite physical games** at the beginning, and we extracted different **attributes, elements, materials and formats** from the games.

In the end, we designed a game for the seniors, **Story Collage**, a story game that needs them to create more on the work of previous participant.

Volunteer Community Workshop Participant

“ This is a great way and it's mind-blowing. The volunteers come from different professional backgrounds, **it's amazing how we can bring many different ideas together.** Before joining the workshop, I did not know that I could create these, making me feel very fulfilled. After this workshop, **I began to think about using my profession to help the seniors,** which I had never thought of before. I am **happy to continue participating** in this workshop. ”

-- Art Therapist Dr. Chen

Before



Meal, Vegetables, Mask

After

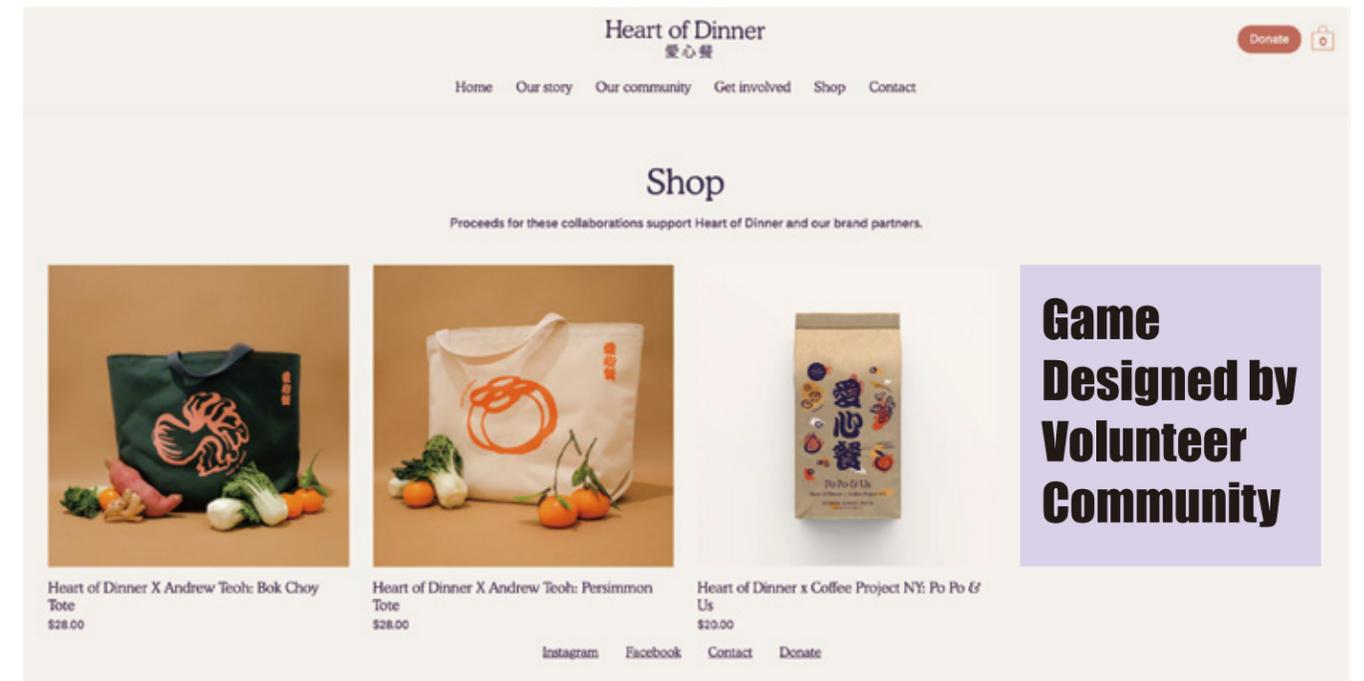


Meal, Vegetables, Mask, Games, Health tips etc...

Through this process, you will see the differences. Our volunteers have managed to added Game and Health tips into Care packages, and there will be more in the future.

04 Looking to the Future

I Hope...



One of Heart of Dinner's greatest needs right now is to **attract more funding** in order to continue to support seniors and expand their service offerings. I found another way for creatives to contribute to Heart of Dinner. The model at Heart of Dinner has been built that can create more fundraising tools already. You can see tote bags on sale from artists. **The volunteer community could also produce products are things that can be sold to support the program.** These are some of the visions I have and they might be a potential opportunity for this program.

Feedback from Heart of Dinner

“ We are very excited about the volunteer community idea. We think this is a good way to communicate with seniors. **We would love to include games**, but we don't have time to work on it, and we don't know the games that Asian seniors like. The **volunteer community model** allows people with different professional backgrounds to work together, which **can ease our work and enrich the lives of seniors. We would love to explore the idea in the future.** ”

-- Heart of Dinner

The effect of Heart of Dinner

AS OF APRIL 2021

\$295,000+ revenue for local businesses.

62,614 meals delivered.

1,500 elders served weekly.

3,500+ volunteers brought together.

This is just the beginning, Heart of Dinner started with two girls. In the past year, they have managed more than \$295,000 revenue for local businesses, 62,614 meal delivered, 1,500 elders served weekly and more than 3,500+ volunteers brought together. When we know how they grow from a very very small group, we feel truly inspired.

Theory of Change

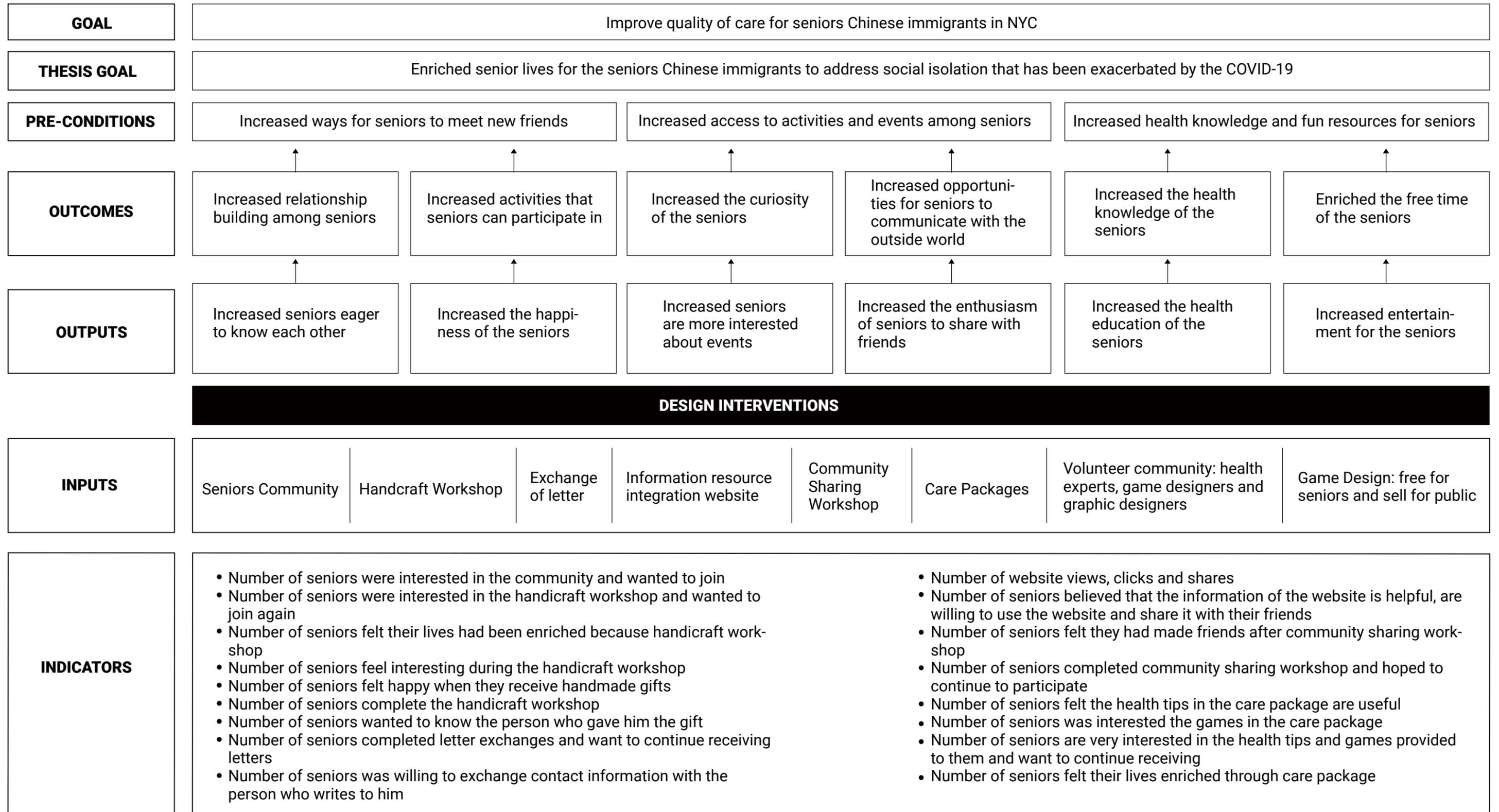




Photo with Mr. Lin

Two Sweet Memories

Background Picture by Mrs. Xie

During my journey, two things made me very warm and impressed. **The first one is:** on a freezing rainy day, I am delivering meals to an old lady Ms. Yu. She saw me from a distance and just ran to me from her house to protect me from the rain because she was worried that I would get sick, though she's wearing only a thin waistcoat and without an umbrella.

The second one is: Mr. Lin is another friend I would visit from time to time, and every time he met me and helped to test my prototype, he would prepare a cup of tea on the cold winter days. When we became more familiar, he even mentioned that he would attend my graduation ceremony if I need more support and congrats. This brings me a lot of warmth and makes me realize that while the seniors accept help from others, they also want to give back.

When I was building the volunteer community, I learned that many people want to become volunteers to help the seniors. I realized that this is not the end but the beginning. In the future, **more and more people will give a hand to the seniors, and the seniors will also be willing to open themselves to the world.** That, I believe, would be a more beautiful world.

Special Thanks

Nihao Friends -This part is very important to me. Please give me another minute to say a big THANK YOU to everyone who's been part of the project. I couldn't have done it without you, and it's really a great pleasure & honor having the chance to know you, work with you and be a friend of you.

Mari Nakano

Thank you for giving me feedback every week, pushing me, and sharing your knowledge and ideas with me. Always give me a lot of encouragement and patience. You are always there when I need you.

Miya Osaki

Thank you for giving me space to learn and grow.

Mr. Chen, Mr. Lin, Ms. Xie, Ms. Yu

Thank you for participating in every stage of my project and helping me test my prototype. Thank you for your trust and support.

Heart of Dinner (Moonlynn Tsai, Yin Chang)

Thank you for allowing me to volunteer, and thank you for sharing your thoughts on the seniors.

Bridget Qian, Gao Yu, Jacqueline Bao, Hailey Feng, Sohoon Yi, Sherrie Shao

Thank you for helping me when I need help, giving me feedback, brainstorming with me, and participating in my prototype test. Thank you for your support.

Dr. Chen, Daphne Luo, Kehan Zhang, Mouhui Sun

Thank you for participating in my prototype test, sharing your creativity, and supporting and encouraging me.

DSI Cohort

Thank you for your company. You showed me the creativity and inclusiveness of a community. We are a big family.

I love you all!



Artwork by Mrs. Xie



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2020/2021

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