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Seoul, Dreams of Humanism

2016 Seoul Innovation Paper

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Humanism Dreams of 2002

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What is the Seoul's Humanism?

Value of putting emphasis on people rather than efficiency, Seoul realizes such value.



| Park Won Soon | Mayor of Seoul

Humanism I think starts with small things. I have been thinking that building a city where people are respected is the basic and fundamental purpose of all administrative societies.

From the beginning of your term, you have considered "humanism" to be the most important value of your administration.

The owner of the administration is the people of Seoul. People are fundamental. I have been thinking that building a city where people are respected is the basic and fundamental goal of all administrative societies. That is why I made efforts to consider humanism to be the fundamental and basic element of all ideas. Everything in the world is done by people. Trust in people, equality among people, respect and support for people, that's what Seoul focuses on in the administration.

There is a lot of talk about the performance-based salary system. This term doesn't seem to fit into "humanism".

Of course. I've heard a lot about the performance-based salary system. They say, "Shouldn't we pull out all the weeds?" They compared a person with a low performance to a weed. A society acknowledging its diversity is a healthy one. Thus, is it a healthy society if we weed out a person with a low performance? "Roses are good and weeds are bad." Who judges this? Every person comes with his or her own value. I grew up like a weed and lived with spirits like weeds. Nowadays, so-called Taepyeong farming, in which crops grow together with the weeds, is recognized as the best agricultural method. Leading people to prove the value of being themselves, isn't that what society should do?

Which policies have come to realize the 'humanism' of Seoul?

For example, in a place with a fountain, the children jump into the water and play, then their clothes get wet. In the countryside, if you leave the clothes in the summer sun, they will dry up quickly, but where do the children change clothes in Seoul? So, we made a place with shade next to it. We made dressing rooms so they can change clothes. Mothers can sit in the shade while children are playing.

Also, those who clean buildings often don't have a place to rest. Even if it's small, we can create a resting place for them to stay and rest as everyone. The right to use the toilet is a basic human right. However, the bus drivers could not enjoy that basic right. So we built one to three toilets per route unit, so that drivers can drive comfortably and safely.

The most frequently used Metropolitan Bus stops by people from Gyeonggi-do are Sadang and Gangnam. People usually line up and get wet when it rains or snows. So we made a screen fence so that people can stand in line and avoid the rain and snow. I think these things are small, but represent humanism where people come first.

What are the biggest obstacles to implementing humanist policies?

It's a cost. The recent accident at Guui Station was caused because the employee had to do such a dangerous job in a hurry by himself due to restructuring for rationalization of management and efficiency. It is not easy to solve these problems with limited resources. That's why we need to be determined and have a philosophical background.

It seems that you still have lots of ideas.

Yes. For example, there are people who take the first bus every morning. I once took the first bus. They were people who do cleaning work or need to go to work before anyone else. So I wanted to make the bus fares for the first and the second buses free, but was worried about the cost burden. Then, we decided to offer a 20% discount when boarding buses before 6:30 am. This policy is currently being implemented. There is also youth unemployment. There are so many issues to be solved including creating jobs for women with interrupted careers. There is still a long way to go.

I am curious about the direction in the future to strengthen "humanism."

Between financial limitations and the choice of value, frontline public officials are always keenly concerned and are already working hard enough. But we need to share more visions so as to allow the value of humanism permeate the minds of public officials. We will endeavor to overcome financial limitations and make institutional improvements in order to realize an administration where people are respected and considered first for every person, at every moment, and in every situation.

사람이 먼저입니다
 서울특별시 서울
 서울특별시 박원순

01.

Alcohol Recovery Rehabilitation Center for the Homeless

Alcoholism and mental illness, causes and consequences of homelessness. The Seoul Metropolitan Government has established an Alcohol Recovery Rehabilitation Center and a Mental Health Team to help practically solve the problems of the homeless who have difficulty accessing a facility and going through rehabilitation, and to help them return to society.

Seoul,
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The way home from homelessness, the Mental Health Team helps you.



| Park Yeon Hwa | Head of the Mental Health Team of Dasiseogi Homeless Support Center

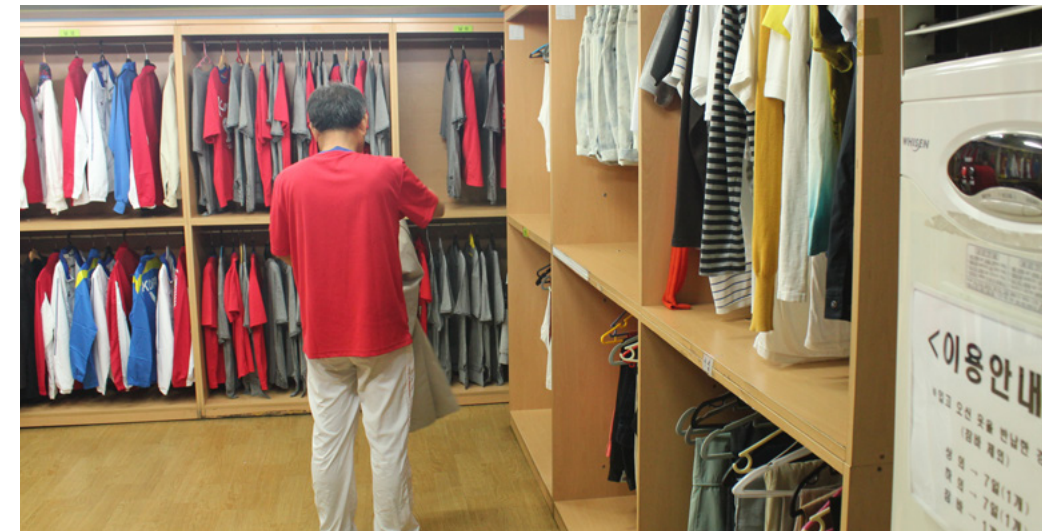
Obviously the address was here, but I couldn't find the entrance to the office. After several phone calls, I eventually arrived at the office. There wasn't any sign on the entrance or anywhere in the building. It turns out that it was the idea of Park Yeon Hwa, Head of the Mental Health Team, to allow the homeless to freely come and go without prejudice. After a thoughtful consideration, the complaint that I had even for a brief moment disappeared like snow.

Park said they have a variety of food, including instant foods, to choose from at the center,

because the homeless do not usually have a choice in regards to food and shelter. I could see once again that healing begins with a little consideration, not unconditional sharing.

I am curious as to how the Mental Health Team for the homeless in particular was created.

The notion of homelessness emerged as the "IMF crisis" erupted. At that time, economic difficulties were the biggest problem, so the homeless support was focused on providing food, shelters, and



clothes. But the homeless population continued to grow and didn't decline. Why? There was a mental problem as well. At first, the pilot program was led by a preparation team of the Ministry of Health and Welfare, and then our team was created. If you take medicine for mental health problems, you can live without hindrance in your daily life. It is a disease like diabetes, because you can live without any problems if you just take medicine on a regular basis.

Is mental illness particularly prevalent among the homeless population?

'Does psychiatric illness come first?', 'Does homelessness come first?' This is the classic chicken and egg case. They have a mental illness, discords occur with family members, and they leave their home. Then, they live on the street for a long time, their mental illness may become more severe. The opposite case is also possible.

I know that your job is to find and manage people who are in crisis, and to prevent the recurrence of homelessness. I'd like to hear more details.

Our ultimate goal is to let the homeless live as local residents. There are many homeless people whose resident registration has been erased. First of all, we help restore their resident registration. So we provide temporary housing to those in need of housing support. If they have economic difficulties due to constant mental illness and medical treatment, they will be supported as recipients.

For people who were homeless for a long time, the concepts of washing, doing laundry and cooking disappear. So we go grocery shopping with them once a month and teach them how to cook. We keep taking care of them. 'Did you take a bath today?', 'Did you do laundry?' We keep asking and help them manage their daily lives.

Houses used for housing support are quite pretty. The cost is also cheaper than a Gosiwon (an accommodation for examiners). You become a local resident the moment you enter and start living there. You get a job, live there paying the management fee by yourself, and live like a normal person. We handle all administrative tasks to get there. Until now, we helped four people move here.

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The ultimate goal is to let the homeless live as a local resident. First of all, the resident registration should be restored. So I provide support with temporary housing, and if they have difficulty in economic activities due to psychiatric treatment, they will receive social benefits as a recipient.

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Can you introduce a successful case of self-reliance?



It is a success if they can turn on the gas and cook by themselves. (Laugh) But the moment they stop taking medicine, they can get into trouble or an accident can occur. So we work with the local welfare center to check on them continuously. As an exemplary success case, there is a person who had been hospitalized three times since becoming a homeless person. He had constant delusions that someone was eating his brain. He had hit male employees. But after he lived closely with us for three years, a relationship was formed. We

persuaded him to check himself into the hospital because that delivers better results.

Finally, he checked himself into the hospital, received treatment, and now started music therapy with me. His condition improved considerably and he said he wanted to do his old job again. So he's been working for two months now. He wanted to stay near the center for a year because he was nervous, and we are still watching him. I also visited his workplace secretly to check on him. He got himself a studio and lives well as a community resident. Maybe he's making more money than us now. (Laugh)

I think there is a lot of personal information related to homeless people. How do you manage the personal information?

We have an intranet system co-created with the Seoul Metropolitan Government. Psychiatric disorders are usually investigated across three generations of myself, my parents, and my grandparents. The most common thing that people with an illness say is "My mom didn't take a good care of me properly."

If you don't stop them, they keep talking about



their wounded heart in their childhood for three or four hours. We listen to them and record information related to homelessness.

I want to build a cooperation network with the hospital this year. The homeless are exposed to various diseases such as tuberculosis, dermatitis, asthma, and sexually transmitted diseases. They need medical care. It is not easy, but I will try.

It seems that the number of employees is not enough, and there are many difficulties.

It is not easy for eight people to cover the entire area of Seoul. Our employees visit places in pairs where many homeless people gather such as Yeongdeungpo, Yongsan Station, Songpa, Jamsil, Gangnam and others. In due process, they often get physically attacked. Of course, we are used to that, but it's always difficult because we're short-staffed. Particularly, the mental health of the employees is a problem. If someone living in a jjokbang attempts suicide, people contact us. Then our employees have to go there, see the face of the person with ruptured blood vessels in the face, and deal with it. They suffer from trauma. They need professional treatment and have to shoulder the financial burden. There is nothing we can do about it except take a day off, so it's hard.

There are a lot of sick homeless people who need to be treated, but there are not enough hospitals. The psychiatric illnesses of homeless people can be treated at Seoul Medical Center and municipal

Eunpyeong Hospital, but the municipal Eunpyeong Hospital examines only mental illnesses. Homeless diseases are often complex. So patients have to go to Seoul Medical Center, but the hospital is always full. I hope there will be more medical institutions doing public works.

Is there anything people should change in their attitude toward the homeless?

Well ... I'm personally doing a psychological drama. The other day we talked about "the homeless". People had different things to say about a person who played the role of a homeless person. 'They smell bad', 'Why are they so lazy?', 'Dangerous', 'If you do not study, that's how you are going to end up'. Then, the person playing the homeless said, "Why are you saying that when you don't even give me a piece of bread? I just don't want to do anything. Do you know why I chose to be homeless?"

If you listen to their story, you can see that some people are just lucky to be alive. We need to change our perception first. One out of four people in our society have a psychiatric illness or are at risk of having one. Isn't it more than you had imagined? Anyone can be in their shoes. First, we need to be interested in them and approach them without bias. We should try to live together.



02.

Self-Support Program for the Homeless

The Seoul Metropolitan Government confirmed the homeless' willingness to work and their possibilities through a survey. In 2014, Seoul announced “Comprehensive Measures for Job Creation for the Homeless” to strengthen job policies. In 2015, Seoul set up a “Comprehensive Support Center” to serve as a control tower for job creation for homeless people.

Seoul,
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With fragrant coffee aroma, the hope of the homeless grows.



| Buddhist Monk Yeondam | Yeongdeungpo "Bohyeon House" the Secretary General

"Isn't our coffee and cake really delicious? I boast about them every day. We guarantee the taste and hygiene, and they are safe for babies to eat." Buddhist Monk Yeondam, the Secretary General of the Steering Committee of 'Bohyeon House' is smiling nicely and boasting about the cake and coffee of 'Espresso of My Life'. At 'Espresso of My Life', a café operated by Bohyeon House, four middle-aged men are working as Baristas. What is unusual is that all of them are homeless people who are staying at Bohyeon House doing self-support training. However, they don't really have the typical image of homeless people.

To remove such stigma, they are more attentive about the quality and hygiene of the cafe and consequently 'Espresso of My Life' has come to be the local favorite. I heard a story about 'hope' that bloomed at Bohyeon House with sweet cake and a cup of coffee.

The name 'Espresso of My Life' sounds beautiful. How did you decide to hire the homeless as Baristas?

I had always been a tea lover, and had been holding tea classes for the public. Just at that time, the



government put out a notice about matching fund project. Our staff submitted a cafe management proposal, and received a 30-million-won grant from Seoul Metropolitan Government. So, we remodeled a small space used as a management room inside Bohyeon House and turned into this cafe. In fact, the subsidy was not enough to buy equipment. So I bought and roasted coffee beans out of my own pocket and trained the staff. I sent them to school to get barista certificates.

So are all the staff members here homeless people?

That's right. Homeless people started operating this place as a part of self-help training. It is generally hard for homeless people to work steadily. However, the people who work here come here at 6:30 in the morning in order to warm up the machines and get the store ready for business. They sell coffee and they clean the café until it closes at four o'clock. At first, they were very rigid. But after two years working here, they have become positive and have pride in themselves. It was difficult for them to meet and talk with other people and smile. Now they can interact with each other. We pay them using subsidies from Seoul and

cafe profits. Although the money isn't much, they work hard.

What goal do you want to achieve through the café?

We are focusing on areas such as improving the image of the homeless rather than creating profit so that the homeless self-help facility can be a facility where they can live together, not an unpleasant facility. People here had various occupations. Some people are highly educated and others had well-established businesses. But they



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When they work here and become stronger and are ready to recover, they can return to their old workplace. We just guide them there and accompany them.

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let go of it because they felt “desperation”. There must be a reason and an opportunity to overcome it and find hope. I want this cafe to give them a series of opportunities. When they work here and become stronger and are ready to recover, they can return to their old workplace. We just guide them there and accompany them. That's a great success.

The changes of the homeless show that the cafe business is a very positive program. They can have work experience naturally, and it serves as a buffer before they stand on their own feet.

In addition, what other important projects are going on at Bohyeon House?

'Emergency relief'. If you are homeless in the cold winter, the risk of freezing to death is high. So we visit homeless people every evening from November 15th to March 15th of the following year. We distribute stickers and water to people lying on the corner in parks near Yeongdeungpo or people carrying boxes at Yeongdeungpo Station and introduce the facility to them and encourage them to come. We provide transportation from 6:30 to 10 everyday and usually there is a long line



in front of the Yeongdeungpo Station. Around 100 to 110 people come here on a daily basis.

We distribute toothbrushes, toothpaste, towels, daily necessities, and cup noodles. Then they write down some information, take a shower, have a meal and sleep. Some people stay in the facility until 10:30 am the next day and leave. If they want to live in the facility, they can live there after going through consultation.

Is emergency relief work carried out only in the winter?

No, because there are people who die in the heat during the day, we also do relief activities in the summer. In the summer, there are a lot of people near the Hangang River and under bridges.



While promoting the facility and providing first-aid, we distribute water, chocolate sweets, wipes, medicine, and other items.

How long do they stay in the facility once they come?

Our facility has 137 people in the self-reliance support rooms and 79 people in the temporary shelter. Every individual is different. The length of their stay is not necessarily proportional to their level of self-support. Some people get a job and buy or rent a studio in six months. They can stay for up to two years in our facilities. Depending on their circumstances, we help them stay for another six months to a year. But if they don't have willingness to achieve self-reliance after two years, they have to wander to another facility.

Is housing support only in the form of a 'purchase-lease'?

We have self-reliance support rooms in our facility. We provide a single room for those who save money and work constantly. If people want to leave the facility, we provide them purchase lease support through consultation. Purchase lease is

supported by SH Corporation and LH Corporation, and the house is in the name of the facility. We offer a house for those who can keep paying their deposit and monthly rent. Currently, 22 households are self-supporting with purchase lease.

It seems that the quickest route to self-reliance is working again.

Yes. About 70% of the people living in our facilities are working in some form. We help them find jobs. We teach them job interview skills and how to write a resume. If they have difficulty, we accompany them to interviews.

Job support projects are being conducted for homeless people both inside and outside the facility. On average one to two people consult with us a day.



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We started with the idea, 'Let's help others because we always get help!' We participated in events hosted by the district office, such as tending for kitchen gardens, delivering briquettes to low-income families, and caring for abandoned dogs. They can feel proud of themselves thinking 'There are some people who have more difficult lives than me.'

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The joint workshop is operated only in the summer. People bring simple work like box folding. So we pay them daily according to the amount of work. They can earn as little as 7,000 to 8,000 won per person and as much as 15,000 won per person. However, we encourage this work to be done by people other than those who have jobs or are in self-reliance support rooms.

I also heard that there are many other activities.

Well, I am involved in volunteer work in association with the district office. We started with the idea, 'Let's help others because we always get help!' We participated in events hosted by the district office, such as tending for kitchen gardens, delivering briquettes to low-income families, and caring for abandoned dogs. The participants really enjoyed them. They have low self-esteem and are withdrawn because they feel that they are the weakest of society. But they can feel worthy of themselves thinking 'Others may also be going through more difficulties.'

In addition, music and art therapy are conducted once a week as part of the emotional projects.



We also have a football club. The Seoul Homeless Association hosts a game once a year. We won this year and got second place last year. They really liked it and participated actively. We also have picnics or temple stays.

There must be a lot of plans for the future.

Yes, I hope to do many things. I can divide them into three categories broadly. Firstly, I'm preparing to invite well-known people for lectures on humanism. When you think back on your childhood, remarks by TV stars were more influential than your mother's. So I want to invite



famous people to present a lecture so that people can think "I can do it" or "I want to try" through the message of hope.

Secondly, I would like to activate 'consultation projects', which is one of the psychological stability programs. I'm going to try a psychiatric evaluation or a psychological stability program that allows people to open up their minds and speak freely. I would like to promote a system where you can get a professional lecturer and get one-on-one counseling.

Lastly, I want to develop the purchase-lease system that I am doing now. When people from here start to live on their own under a purchase lease contract, they tend to feel very lonely and cannot manage their daily lives properly. So, what if I make a group home that is in between a homeless facility and a purchase lease property. We can make a group of people who can live together after they leave the facility. They can take care of each other while staying together. In addition, they can also reduce the economic burden while sharing management expenses. I expect we can reduce the failure rate if they live in the purchase lease house when they are ready to stand on their own feet.



03.

Village Tax Accountant

There are so many kinds of taxes and the terms are difficult, but ordinary citizens can't easily find a place to ask questions. The Seoul Metropolitan Government introduced the 'Seoul Village Tax Accountant' system to solve these problems. The system provides convenience to citizens and lowers the barrier of consulting for tax accountants, so it is a win-win situation for everyone.

Seoul,
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Complex tax worries, the Village Tax Accountant will help you solve them.



| Lee Chang Sik | Village Tax Accountant

“When you have know just a little knowledge about taxation, you don’t have to pay more tax and you can even save. You just have to call...” said Lee Chang Sik, Village Tax Accountant of the Seoul Metropolitan Government. He wishes that citizens would use their Village Tax Accountant more often. Tax accountants seem to be difficult and blunt people, but he gives useful tips on tax reduction so kindly as if he is an uncle that I met in my neighborhood. He said he is thankful for doing something useful for the citizens over the last two years. The following is a series of questions and answers with Accountant Lee.

How did you decide to be a Village Tax Accountant despite your busy schedule?

I just wanted to meet citizens more easily. Also, it is a good thing for the public interest. I started this because I didn’t want people who cannot use tax services to be unfairly taxed.

In fact, if you are not a business person, ordinary people don’t know whom to visit or find it difficult to visit a tax accountant’s office even though they have tax concerns. I volunteered without hesitation because I could expand the communication channel if I acted as a Village Tax Accountant.



What is the status of Village Tax Accountants who are currently active?

Initially, it started with 143 tax accountants. Tax accountants applied voluntarily and only some community centers participated. But when the first year ended, more than 200 accounts applied for the second year. Everyone felt rewarded and wanted to be involved. The number of participating community centers also increased. Gangnam-gu and Songpa-gu didn’t participate last year because they thought the demand would be low because there are many wealthy people in those areas. But this year, more communities participated and they can provide consulting services to more citizens.

How often do you usually consult in a month?

I consulted about two to three cases a month and 80 cases last year. The performance varies greatly according to ‘dong’. One tax accountant is assigned to one dong. If there is no support in a dong, the tax accountant next to the dong takes care of it. Now that there are a lot of tax accountants, they can take care of each dong. The number of tax consultations is reduced, and the quality has improved considerably.

How did you feel about the effect of the counseling?

Of course it was very good. It was a very innovative system. Tax is not easy for ordinary people. There is no tax accountant to turn to, and it is not easy to visit a tax accountant’s office. The system surely lowers the barrier.

I feel proud because it is a good opportunity to do volunteer work for the public as a tax accountant and to let people know what tax accountants do. The Ministry of the Interior has benchmarked the system as it is well-known across the country. However, Seoul is the place where the system is implemented most actively.



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Some people ask too much because the point that the system is 'free' is being emphasized. Tax accountants are usually very busy during tax filing season, but some people complained that I didn't respond immediately during that time. Often tax accountants who started with a good heart get hurt when people ask for too much.

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What kind of counseling do people usually come for?

'How much capital gain tax should I pay for a house?', 'How much is the income tax?', 'How much is the gift tax when giving a small amount of assets to children?' Most consultations are mostly simple questions like these. People in their 50s and 70s usually come for counseling. If they are very old or if it is difficult to travel, I visit them. I do not think it is hard because I think that I should serve according to the purpose of the system. When I visit them, they'd appreciate it and that's enough for me.

Is telephone counseling possible?

Yes. I usually consult on the phone. When people call to gu offices and community centers,



they connect with us. Some people contact us through the website of the Seoul Metropolitan Government. We've been constantly circulating a flyer through apartment announcements or residents' council. Sometimes people call us through them.

You must have had a lot of consultations over two years, but is there anything particularly memorable?

There was a person who came from Yeoncheon, but the address was Eunpyeong-gu. The taxation occurred 10 years later because of the carelessness of the official in the registration of the land, but no matter how I saw it, there was no solution. He had brought a lot of papers, but I didn't see any remedy after thoroughly reviewing the case. If it was dealt with properly at that time, he wouldn't have had to pay the tax. I was upset because there was nothing I could do since the case was already confirmed.

I guess sometimes you regret being a Village Tax Accountant.

Well ... the Seoul Metropolitan Government is



promoting the system a lot. However, some people ask too much because the point that the system is 'free' is being emphasized. Tax accountants are usually very busy during tax filing season, but some people complained that I didn't respond immediately during that time. Often tax accountants who started with a good heart get hurt when people ask for too much. I think that it would be good to make a venue where residents can participate and I could give them some advice for three to four hours once a month at a community center because I like to meet with them. Of course, each resident center has space limitations and there are many things to consider.

What should be done for a Village Tax Accountant system to be established further as a humanist policy for citizens?

I think that the Village Tax Accountant is a very good role model of the humanist policy that read the citizens' needs and created the contact point. I think it is going to be better next year. I think the system has now become somewhat established. I think the people involved need to put their heads together to reinforce the system. Tax accountants are sharing information through social networks.

We are conducting education sessions twice a year about the system. Since I am a practitioner, I am also involved in the Task Force. I expect that if the Seoul Metropolitan Government and tax accountants maintain a closer relationship and make the public fully understand the merits of the system, more people will be able to receive good tax advice.

Tax accountant Lee had given tax education to public officials and agencies and introduced tax consultation cases regularly on a 15-minute weekly TV program. He pledged to make more efforts to become a solid supporter that citizens can trust and consult with. His final remark was that if you have a consultation before tax was charged, you can get much more help.

04.

Hangang River Small Wedding

With the growing number of younger generation opting for a small wedding at a reasonable cost without price bubbles, the Seoul Metropolitan Government decided to promote the 'Hangang River Wedding' program for citizens to take the lead in changing the culture of the wedding ceremony. Finally, the volunteer club 'Warm Wings,' which was planning meaningful volunteer activities, became the wings to realize the Hangang River Wedding.

Seoul,
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A small yet precious wedding at the Hangang River. What do you think?



| Kim Jin Soo, Kim Hyeong Seok | Warm Wings Co-Representatives

Wedding guests, hustle and bustle, being pressed for time, meal coupons ... The words that come to mind when you think of a wedding. But I cannot recall those words here. The faces of the bride and groom entering the park under the blue autumn sky are so relaxed. The expressions of the guests enjoying the ceremony without being rushed are also bright. This is a small wedding venue of the Hangang River reminiscent of the expensive ceremonies held by other ceremonial companies. The bride and groom's smile was brought about by a volunteer group called 'Warm Wings,' who made a lifetime memory at a minimum cost. Warm

Wings hosted and took charge of the event under the banner of 'pleasant service'. The interviews with Kim Hyeong Seok (28) and Kim Jin Soo (27), representatives of Warm Wings, who enjoy their volunteer experience, were pleasant throughout.

What sort of meetings does the Warm Wings hold?

Kim Hyeong Seok: We are a group of four volunteers who have known each other for a long time and have gathered together to enjoy volunteer work. We mainly do volunteer activities at Songjukwon, which

is a nursery for girls. In addition, we gather various ideas through regular meetings to promote diverse programs.

How did Warm Wings start Hangang River Small Wedding?

Kim Jin Soo: We are always planning special volunteer work based on our basic volunteer work. When we were thinking about what kind of special volunteer work we should do, we learned that Hangang Project Headquarters was promoting the project of "Hangang River Small Wedding." We had hosted the Elderly Wedding Renewal project in 2015. With that experience, we could operate Hangang River Small Wedding. The place and the equipment are all provided by the Hangang Project Headquarters and we are in charge of the operation and procedures. People download the form from the website of the Hangang Project Headquarters and send it to us by e-mail to apply. We held wedding ceremonies in the first half of the year in April, May and June, and in the second half in September and October.

It seems it would take more than just volunteers to prepare for the wedding. How do you operate it?

Kim Hyeong Seok: We paid the expenses out of our pockets and accepted talent donations for the Elderly Wedding Renewal. Even now, the whole wedding process is proceeded with volunteers who applied through social networks. We have a regular number of volunteers of anywhere between 10 to 30. However, as the project was expanded to the general public, we asked the bride and groom to prepare for if they wanted something specific such as a wedding dress. However, if they ask, we help them find a wedding singer, host and officiator. Also, it was difficult to cook at the Hangang River Park, so the meal was simple.

As the wedding ceremony for the general public continued, we told the Hangang Project

Headquarters that we will clean after the event, and now we have arranged for non-heating catering.

What was the most memorable wedding?

Kim Jin Soo: I clearly remember the first wedding. We decided that we would proceed with the ceremony for those who couldn't afford weddings. With the help of the Gangseo Dream Welfare Center, we selected the right person among basic livelihood security recipients. And then, the Seoul Metropolitan Government learned about the wedding and provided a free wedding venue. After that, we provided photos and massages.

Hair, make-up, and other services were provided through talent donation, sponsorship, and personal expenses. As many as eight vocalists also came for the wedding. So we hosted our first wedding on July 21st, 2015 and it was really meaningful and fun. They appreciated sincerely and we felt rewarded.

Kim Hyeong Seok: I remember the wedding ceremony for 10 couples on October 10th, 2015. We were preparing for a wedding ceremony for a couple who couldn't afford a wedding. He said that he couldn't have the benefit alone, so he offered to recruit nine couples to have weddings together. It fit to the purpose of the wedding and I pushed ahead with it right away. So 10 elderly couples had Elderly Wedding Renewal on October 10th. It was like a festival. It became a big event, the media reported the wedding, and the words spread to the citizens.



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Some people treat us like wedding hall staff. It's pretty discouraging. (Laugh) So now, I ask for their understanding from the beginning. All of us are volunteers, not staff members, so please treat us with courtesy and express your appreciation.

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The scale of the project is huge. It seems difficult.

Kim Hyeong Seok: It was not easy to find a couple that fit the original purpose. Originally, our purpose was to find those who couldn't afford a wedding due to their financial difficulties. So at first I asked the welfare center for cooperation and they said that they can't give out personal information. People in the blind spot of social welfare often don't have the capacity to use the Internet. It is hard to publicize, and it is hard to find ... So now we are looking for candidates based on Songjukwon where we have been doing volunteer work for a long time. It is a pity that there is no good connection despite its good cause.

Kim Jin Soo: We have to give up the weekend completely during the season. We have to spend a



lot of time, but it is physically difficult too. I feel like I'm moving every time you have a wedding? (Laugh) The equipment has to be moved three times in a one-ton truck. Some people treat us like wedding hall staff. It's pretty discouraging. (Laugh) So now, I ask for their understanding from the beginning. All of us are volunteers, not staff members, so please treat us with courtesy and express your appreciation.

Do you have any wish for a better wedding?

Kim Hyeong Seok: Honestly, there's nothing more that I want. The Hangang Project Headquarters offer enough already. They provide us with an office for meetings and promotion. In particular, complaints may be filed by people, since the event is hosted at the public park. But the Headquarter's office has done a very good job in the middle so that we don't have to be bothered.

What is the future direction of Warm Wings?

Kim Jin Soo: Next year, I want to host a wedding for low-income class people as originally intended.



● Kim Jin Soo, Warm Wings Co-Representative



● Kim Hyeong Seok, Warm Wings Co-Representative

So I will try harder to find people who are in the blind spot of welfare. I will try harder to make the wedding a decent ceremony that will satisfy everyone without any problems. I hope to be able to receive sponsorships from a travel agency in the future. Then, we can send married couples on honeymoons. I will also plan volunteer activities that I can do with citizens.

Finally, do you have anything else to say?

Kim Hyeong Seok: There are four members who started Warm Wings in the beginning. A tax accountant, an operator of a publishing company, a taekwondo teacher and an office worker. We all have different jobs, and that's why we're more powerful. When we first started Hangang River Small Wedding, we went through trials and errors and had many difficulties, but now we have accumulated know-hows and are stable. Based on these, we want to try and enjoy it. I am proud to be creating a good wedding culture.



05.

Basic Plan for Promoting Human Rights for the Disabled

Because of physical or mental reasons, it is difficult for people with disabilities to file reports even when they are put in the blind spot of human rights. Even if people witness a violation of human rights of people with disabilities, it is easy to overlook because they don't know the investigation and consultation channels. This is why the Seoul Metropolitan Government established the Human Rights Center for Disabled People to provide practical assistance to the protection of human rights of persons with disabilities.

Seoul,
Dreams of Humanism

Turning on green rights for the rights of disabled people.



| Gwon Mi Jin | Director of the Human Rights Center for Disabled People

"When I receive the report, I go out to investigate the case. In case of the recent slave labor case at a Chinese restaurant, I even went out undercover. I heard the victim finished work at 2 am. But he came out at 5 am, so I waited until that time."

Gwon Mi Jin, the Director of the Human Rights Center for Disabled People of the Seoul Metropolitan Government is a person full of energy. She used to work for the National Human Rights Commission a few years ago. However, she was always disappointed that she couldn't take follow-up measures when disabled people

suffered from human rights violations. As she moved to the Seoul Human Rights Center for Disabled People, she was given wings.

I am curious about motive behind the establishment of the center.

Since the enactment of the Disability Discrimination Act in 2008, people with disabilities began to claim their rights. So the work of the National Human Rights Commission, which was in charge of work related to the disabled, exploded. In the meantime, 'The Crucible Incident', with which

we are familiar, occurred, and now the awareness was raised that each region should be able to solve the human rights issues of the disabled. That led to the enactment of the ordinance. Our center is an institution established in accordance with the Ordinance for the Promotion of the Rights of Persons with Disabilities of the Seoul Metropolitan Government.

The scope of human rights consultation seems to be broad.

We aim to counsel, investigate, and conduct follow-up management on the issue of human rights violations and discrimination against persons with disabilities. Because three out of eight employees are lawyers, we can provide legal counseling on the spot. If they tell us that we need to investigate the case, we team up and investigate. So if the case is serious, we then press charges. If not, I send a statement to demand improvement.

We also work for social welfare. For example, if their human rights are violated at a facility and they want to go to another area or agency, we help them for example with housing. If they have to go to the psychiatric clinic to get medicine, but they cannot go alone because of various reasons, our staff accompanies them.

Also, when people with disabilities raise their children and send them to a daycare center, they have to buy and send things like blankets to the center. In some cases they didn't have money or didn't understand what the teacher was saying because of their intellectual disabilities, and we asked the teachers for them and went to buy things together.

There are not many staff members, and can you handle all these?

Of course, we cannot do everything they want us to do personally, I try to solve as much as possible if there's a problem related to human rights. We

make manuals and train. If the counseling and investigation is about post-processing, education is a preventive task. We create and distribute manuals for the people who are obligated to report human rights violations. Nowadays, training is made available for police officers, general public officials and lawyers. Usually, many people don't know if they are obligated to report human rights violations.

How is the Center different from the National Human Rights Commission?



The Center is different from the NHRCK in that the NHRCK ends cases by sending a recommendation saying that "the case constitutes a violation of human rights or discrimination." In contrast, our center is concerned about follow-up care for the victim. The use of the recommendation has the advantage of being able to judge the violation of the law and thereby provide legal remedies, but there is a limit to the actual recovery of the victim's life. For example, if the perpetrator is subject to legal penalties, without any action for the victim, it doesn't have any effect beyond the legal framework. Therefore, even after the investigation is completed, the Center can help the victim to pay medical expenses and living expenses, assist in the recovery of the revoked resident registration card and the certificate of the disabled, receive the unpaid wage or severance pay from the employer, and find a job and house so that their rights are completely obtained.

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Seoul is doing well, and the integrated management of various areas is well managed. There is a person for whom we help find a job, a house, and welfare through organic cooperation with the city, and it was very rewarding to see his life being changed completely and to see him living like everyone else.

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Is the center's recommendation for improvement implemented well?

The center also delivers the results to the investigated institutions and supervisory authorities after the investigations are completed, like the investigation agencies and the NHRCK. You may think that 'recommendation' doesn't have to be implemented because it doesn't have the same legal force as the judgment, but in reality the implementation rate of the center's recommendations is over 90%. That's possible because our full-time lawyers thoroughly review the law, write a recommendation, notify the person concerned, and our center is actively working to ensure that the recommendation can be practically implemented with the local government. Nevertheless, the offenders or facilities that maliciously don't take corrective measures are held responsible.

The scope of human rights violations seems very vague.

Human rights are the rights of the people specified in the Constitution and are specified in various laws. For example, the freedom of the body,



freedom of residence, property rights, and the right to vote are typical examples of human rights. However, most people don't understand the concept of human rights correctly, so they think that human rights are infringed on the minor inconvenience in their daily lives and they refer the case to the center. So the center receives a variety of complaints such that my co-worker seems to ignore me or that human rights are being violated by a dog barking next door.

Because we receive so many cases, we also hold case meetings every Monday morning to decide whether or not to intervene and how to intervene. We discuss various cases that took place during the previous week and decide the direction of the intervention. In our center, we do the follow up care for the victim, so we take this time very seriously.



This place is a symbolic one built for the human rights of persons with disabilities. It seems that many positive changes, such as increased human rights of persons with disabilities, were made.

As people become aware of where to report, we are dealing with more cases. But I think that's the evidence that recognition itself is improving. People call for trivial matters. I am proud and think that "people call us more actively because their awareness is raised." Seoul is doing well, and the integrated management of various areas is well managed. There is a person for whom we help find a job, a house, and welfare through organic cooperation with the city, and it was very rewarding to see his life being changed completely and to see him living like everyone else.

What direction do you have in mind for the future?

We emphasize that counselors shouldn't have self-satisfied counseling and should produce results that satisfy the disabled. In fact, I have a lot on my mind. One woman was capable of self-sufficiency, but she was living in a certain house as a maid. So

we showed her several options to be independent. We made many suggestions, such as group homes, rented houses, jobs, and so on. She said she is afraid to live alone and still works as a maid. We are sorry for that, but I think our role is to help people with disabilities choose their lives and help them to be responsible for their lives.



06.

Hope Company Public Procurement Expansion

If public procurement can contribute to valuable economic development, such as creating jobs and stabilizing employment for the underprivileged, our society will become more mature and healthier. Seoul is creating jobs for disabled people through public procurement and returning the profits created by them to society, thereby realizing social value.

Seoul,
Dreams of Humanism

Buy dreams and hopes made by people with disabilities.



| Kim Jeong Ryeol | Hope Company Ridrik Workshop

The factory is clean everywhere. People are busy moving about the copy paper and putting it in the box calmly. It is similar to other factories, but the difference is that most of the workers here are severely disabled. This is Ridrik, a nonprofit social enterprise that hires severely handicapped people to manufacture public procurement. Businesses would sometimes hire mildly disabled people, but rarely severely disabled people. This place is the fruit of ten years' perseverance of Kim Jeong Ryeol, who is willing to embrace those in more severe conditions among the underprivileged. Kim says if the factory facilities

are automated, he can supply more copy paper, but that's not what he wanted because that would reduce jobs for people with disabilities. In a society that underscores the utmost efficiency, he dreams of walking together even if it's slower. He is a person full of charisma and the skill of the experienced captain who doesn't abandon his crew in a storm.

How was Ridrik selected as a public procurement company?

Ridrik was established in 2006. It stated as a

nonprofit social enterprise. The purpose was to hire people with disabilities, and in particular, those with developmental disabilities such as intellectual and autistic disabilities, as they can't find jobs easily. So it was our goal to establish an integrated workplace where people with and without disabilities work together. Of the total 78 employees, 55 people have disabilities. Of those, 40 have intellectual disabilities.

To be selected as a public procurement company, you must meet legal requirements. Then, you will be certified as a public procurement company. We were able to enter the public procurement market by meeting the requirements of facilities, human resources, and a certain level of sales. There is a Special Act on the Preferential Purchase of Products Manufactured by Persons with Severe Disabilities, which means that public procurement should be made obligatorily regarding the products manufactured by persons with severe disabilities. The aim is to create a protected market through protected employment. That's public procurement. It is good for people with disabilities to get a job and the State can collect taxes and buy the goods it needs. If the severely disabled can't work, the State has to provide facilities to accommodate them. That costs money. This is advantageous for both parties. We call it 'productive welfare'.

I think you've had a hard time running a social enterprise.

Businesses collapsed many times. (Laugh) I was in debt in 2010. During that time, all I could think about was how to wrap up the business with the least possible loss. Sales weren't that high, but labor costs went up, and it was hard to meet the break-even point. I couldn't borrow money from banks. We can't get a loan because it's a nonprofit. We have to make money and make investments, but it's not easy.

Anyway, I needed a steady source to continue to hire disabled people. At first, I failed many times.

Then, I decided to do printing designs. Since then, we started to make profits. I decided to produce copy paper to create employment for seriously disabled people, but the productivity of people with intellectual disabilities is definitely limited. The return on copy paper is really small. But we can hire a handful of people with disabilities, which is our original intention, so we keep this structure.

It would not have been easy to overcome the difficult times without sticking to your principle.

Indeed. I was originally interested in social enterprises. When the IMF crisis erupted, the whole country suffered for three years. Even though we overcame the crisis, the unemployment rate was still double digits. At that time, the vulnerable groups of society lost all competitiveness in the general labor market. There was a time when Korean society also achieved 7 ~ 8% economic growth. Anyway, if the economy grows, jobs are created. But now, as the growth rate slows, the structure cannot be maintained.

It becomes difficult for a new person to enter, and a person excluded from the labor market cannot enter at all. What is the alternative to solve it? I was thinking and saw what happens in overseas countries. Europe has as much unemployment as our country. However, social enterprise has solved the unemployment problems. So I went to study it myself. I've visited many places. I came back and campaigned that we should introduce it here, too. As a result, a law was enacted in 2006, and enforced in 2007. That's how I have created



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I expanded employment for people with disabilities when we make profits, but it's not easy to maintain it. We hire a lot of people compared with our sales, but we are trying to give them the right wages. We give the same treatment to printing and design engineers as other companies.

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a nonprofit social enterprise, actively participated in the move, and built Ridrik like this. Since then, social enterprises have increased a lot. Now, there are 1,700 to 1,800 social enterprises.

Is there improvement you would want to see in the public procurement system in the future?

Korea's public procurement system is still vulnerable. 40-50% of public procurement is used

for military purposes. SMEs account for only about 40% of procurement. The public procurement rate is only about 3%, which means that public procurement is currently limited. So, institutional improvement is needed, and companies need to increase the quality and service level of their products so that they can be recognized as a good institution by the people.

In the UK alone, there are between 70,000 and 80,000 social enterprises. The UK gives procurement only to social enterprises, but we don't have a company that delivers such volume. We are not prepared to improve the quality of our products. The purchase pattern has to change, but it's still in the early stage. The sales should reach several trillion won. Then we can seek for another alternative and stabilize the realization of social value.

What dreams does Ridrik have?

I expand employment for people with disabilities when we make profits, but it's not easy to maintain it. We hire a lot of people compared with our sales, but we are trying to give them the right wages. We give the same treatment to printing, design



engineers as other companies. We just got rid of regular retirement years some time ago. If you just go downstairs now, you can find many in their 60s. Some were opposed to this. What can people who have only been an editor for their entire life do if they leave here? As long as their health permits, they can come and be an editor here. Although their wage is slightly reduced, everyone is working hard.

Human rights are not visible. I don't think what we do here greatly improves the human rights of people with disabilities immediately. Yet, severely disabled people found their own value of existence right here. It's easy to lose their spirit in the institutional facilities. Now, they pay taxes, meet girlfriends, buy food that they want to eat. These are small things, but isn't it a real 'human' life that everyone dreams of?



07.

Olbbaemi (Owl) Bus

Seoul, where lights aren't turned off late at night. Seoul introduced the late night bus 'Olbbaemi (Owl) Bus' to enhance the safety of citizens and increase the convenience of public transportation. Three years later, 8.33 million people have used it, and the Olbbaemi Bus has become the representative night transportation of Seoul.

Seoul,
Dreams of Humanism

Take the night owl home when late at night!



| Kim Yeong Chan and Kim Hyeon Jung | N26 bus drivers

The bus is fully packed. It is bustling with people. The bus driver eventually opened the back door because of the crowds of people who wanted to get on the bus at each stop. Those who couldn't get in the front door ran to the back door and tried to squeeze themselves into the bus. The drivers that are responsible for the safety of the passengers are nervously watching the room mirror. The bus, looking as if it will explode, loosens up a bit as it runs through the downtown. It is not muggy in the bus with its air-conditioning, but the driver wipes the sweat off of his forehead. People can mistakenly think this might be the

situation during rush hour, but it is dark outside. This bus is an 'Olbaemi (owl) bus', which transports Seoul citizens in the middle of the night. We heard the story of Kim Yeong Chan (63) and Kim Hyeon Jung (58), drivers of the bus No. N26 which is one of the 8 Olbaemi buses routes.

I was wondering if Olbaemi bus really has so many users late at night.

Kim Yeong Chan: Yes. There are so many people working at night. It is just as crowded as the morning rush hour. Our bus goes from Gangseo-



gu to Jongno and toward Dongdaemun. The bus is full even when it reaches Jongno 2-ga. Eventually, I have to open the back door. Saturday and Sunday are particularly crowded. I heard that there are more than 7,000 passengers using the eight routes these days.

Kim Hyeon Jung: Many substitute drivers use our buses, because they work all around the city. Many office workers are using the bus, and students, too, because our bus passes Hongik University. Also, many foreigners use the bus. I've seen foreigners from China, Indonesia, and Europe. They already studied the route using mobile applications and use the bus very well, but sometimes they ask questions about bus fares. I don't speak foreign languages. (Laugh) That makes me a little embarrassed.

What's unique about Olbaemi Bus?

Kim Yeong Chan: There are many who are drunk and on their way home. Some people go to the last stop and come back. It takes almost four hours for our bus to come back. They just sleep on our bus and go to work. (Laugh)

Kim Hyeon Jung: During the day time, if you miss the bus, the next bus will come soon. People would just ask, "Why isn't the bus coming?" But for the night bus, you cannot be ahead of the schedule even one minute early. Everybody waits for the bus on time, and if you miss it, you have to wait for 40 minutes. So if the bus is ahead of its schedule, passengers would complain. One passenger just missed the bus, and takes a taxi and follow the bus to catch it. I'm driving the bus safely on time.

Have you had a rewarding moment while driving the bus?

Kim Hyeon Jung: When I see that the citizens frequently use it, I realize that it is a necessary system.' I feel rewarded. Because foreigners often use it, I'm proud and try to be kinder.

Kim Yeong Chan: It wasn't rewarding or something like that, but once there was a passenger who was intoxicated. He spoke harshly to me. If something like that happens during the day, other passengers usually keep quiet, and we have to endure it. But on Olbaemi Bus, substitute drivers come forward and restrained the guy. I feel a sense of comradeship because we have a similar job (Laugh).

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People have to use taxis without Olbbaemi Bus. It is a bit more expensive than the bus operated during the day time, but people are very satisfied with the fare and safety. Some of the substitute drivers use the bus every day. They always go to work at that time, and we say hello to each other.

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• Kim Hyeon Jung, N26 bus drivers

I would imagine the passenger's response to be good, being used so frequently.

Kim Yeong Chan: It's been very good. They say thank you. People have to use taxis without Olbbaemi Bus. It is a bit more expensive than the bus operated during the day time, but people are very satisfied with the fare and safety. Some of the substitute drivers use the bus every day. They always go to work at that time, and we say hello to each other.

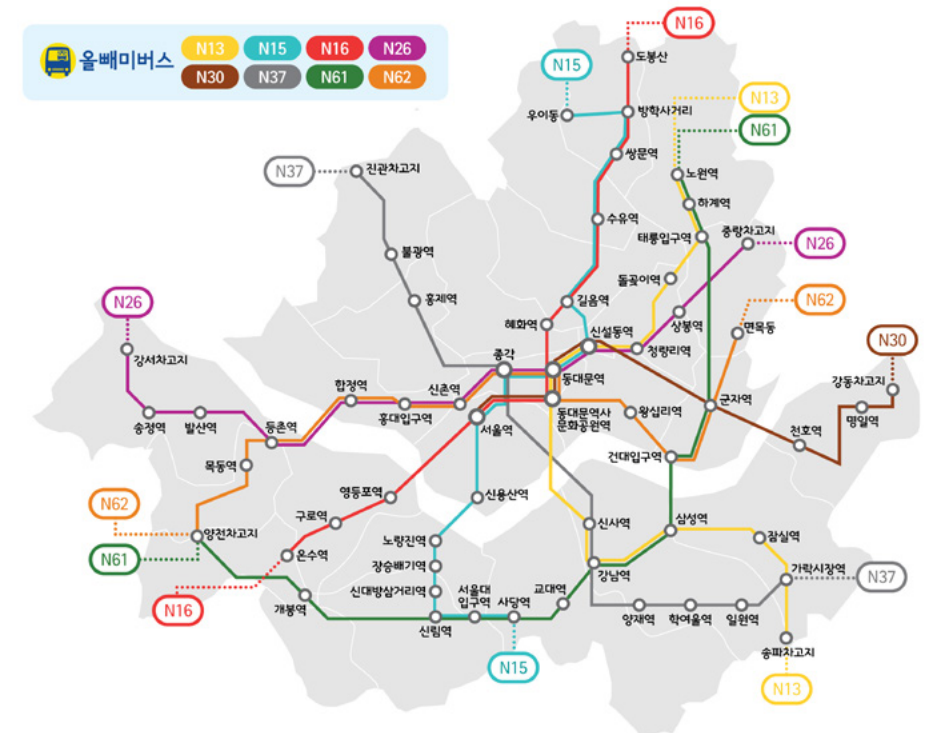
On the other hand, there seem to be many difficulties.

Kim Hyeon Jung: Because there are many people. I'm always nervous. We know that if they miss the bus, they will have to wait a long time or take a taxi. So we want to allow as many people as possible to get on the bus. When they can't get on through the front door, they rush to the back door and climb up. And then, they don't even scan a transit card. It's a little frustrating, and I always watch the room mirror because it's dangerous. Because of this, I can't say hello to passengers getting on the bus through the front door.

Kim Yeong Chan: There are many who are drunk and on their way home. There was a young man who kept shouting to one passenger who was old enough to be his father. In the end, they raised their voices, spitting on the window... It's hard to deal with such customers.

Your family must be worried a lot because you work at night.

Kim Yeong Chan: They don't worry about the work since I have 20 years of bus driving experience.



They worry about my health. I was getting weaker because my days and nights have changed. I couldn't sleep in the morning after finishing work. So I was always tired. Now I am used to it.

What do you hope to improve?

Kim Yeong Chan: I hope the number of bus increases. It doesn't matter for us, but there are so many passengers, and the interval is about 35 to 40 minutes. Passengers say the interval should be reduced to 20 minutes. Adding just two more buses will provide more convenience to the passengers.

Kim Hyeon Jung: We cannot stop at places other than the bus stops. There is a fine and also a penalty for the company. There is also the risk of an accident, but when you wait for the signal, people jump in and knock on the door for a ride. I feel bad when I can't let them get on the bus. So I hope there are more buses on the routes that people use the most.

It's time for the first Olbbaemi Bus to run. Kim Yeong Chan and Kim Hyeon Jung drivers stretch their arms and get on the bus. They say they can't wait to see how many people will use the bus today, because it's Friday night. Seeing their smiles, it is a relief for Olbbaemi Bus.



• Kim Yeong Chan, N26 bus drivers

08.

Moving Worker Shelter

The Seoul Metropolitan Government opened its first Seoul Moving Worker Shelter on August 8th, 2016 near Nonhyeon Station to provide public services to moving workers and to help improve poor working conditions. Starting with the first shelter in Seoul, the city plans to expand its service to workers in the quick delivery service, delivery, and parcel delivery service.

Seoul,
Dreams of Humanism

Get rest. Take it easy before you move.



| Bang Seung Beom, Jo Seung Hwa | Huh (休) Seoul Moving Worker Shelter Assistant Administrators

Upon entering, the center gives you the impression of a cafe. The walls are painted in yellow and orange with soft lighting, adding the refreshing air to the place. You can find newspaper and a mobile phone charger on the wooden table in the middle, and also a PC for easy Internet access. A selection of teas and coffees are available on one side, so you can choose your drink according to your taste. There is also a massage machine that catches the eye. According to a survey of substitute drivers, 72.2% feel that they have an anomaly in their musculoskeletal system due to frequent walking. The center is equipped with a body massager, foot

massager, dry footbath, and others so that it could be used comfortably. The outside world is calming down after midnight, but the center is increasingly becoming crowded and animated. Approximately 5,000 people have visited here since it opened six months ago. I heard the story of Bang Seung Beom (36) and Jo Seung Hwa (39).

I am curious about the motive behind its establishment and the meaning of the Moving Worker Shelter.

Bang Seung Beom: The need for the shelter for



moving workers was urgent. Those workers had to stay outside due to the nature of their job.

They usually sat in the ATM booth, convenience store, or on the stairs in front of a building. They needed to have a shelter where they could charge their cell phones, cool off, or use a bathroom. By the end of 2014, Mayor Park Won Soon met with quick delivery service workers and substitute drivers.

Jo Seung Hwa: Quick delivery service workers and substitute drivers, because they are rather specially employed, and were not receiving legal protection at all. This is the first time the city opened a shelter where they can have a health checkup and counseling service. I think that it has a great significance in that public institutions made available public services and the system to unprotected workers. workers.

Many people are already here, what services can they get at the shelter?

Bang Seung Beom: It's hard for a night-time worker to get public services. Basically, we are conducting regular consultation programs supported by

the Seoul Metropolitan Government. There are counseling centers that are connected with Seoul on financial, legal and health problems. The counselors come here. As I mentioned before, these people are not recognized as workers because they are under special employment. In other words, they can't get insurance for industrial accidents, even if they get hurt while working.

Also, those who are working as substitute drivers as a second job usually have many financial problems, and because they work day and night, health problems occur and the vicious cycle continues. If they are recognized as a worker, there are many things that can be improved in various ways. There is room for improvement in the public sector. In addition to that, we provide so called basic consultation where they can talk about difficulties and solve them together.

How many times a day, and at what time is the center most actively visited by the drivers?

Jo Seung Hwa: At the time of its first opening, about 20-30 people visited the center. Now, about 50 people come, and the number is increasing.

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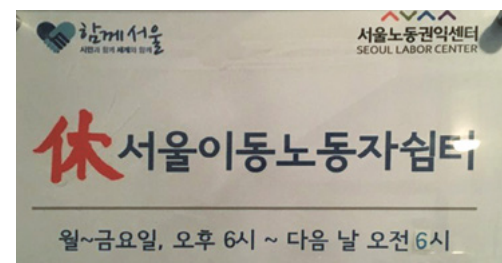
There was no space to start and finish work, but many drivers are using this space for that. Some of them mentioned that the facilities here are nice, but they come here because they felt respected. I think that is a great advantage of this facility.

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Usually most users visit from 3am to 5am. They finish work and have to go home, but there is no public transportation yet. So they have to wait for the transportation to start its first run. That's when most people come.

I can see the substitute drivers are satisfied.

Jo Seung Hwa: Now, meetings are also active and substitute drivers even suggest an educational program. So we provided the space, and it is still operating well. It is not easy to start working as a substitute driver. There is no one who provides training and information, so it is common for them to lose money at first. However, they pass on their know-hows to one another, so people like it. Some people said they wanted to make a choir and even recruited a conductor.

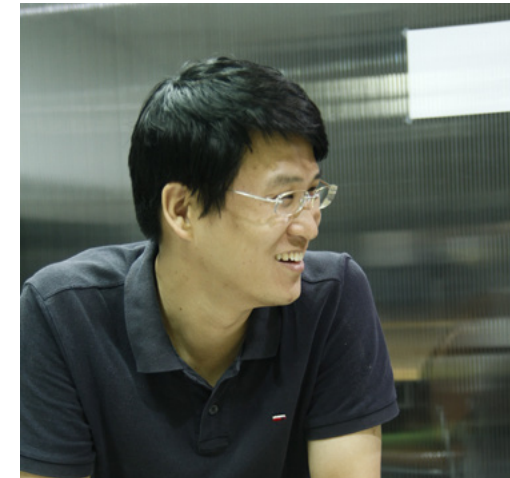


The need for this center was much higher than we had thought, and people use the space better than we expected. Now, the center is becoming a self-sufficient space. So it is very rewarding.

Bang Seung Beom: Of course. There was no space to start and finish work, but many drivers are using this space for that. Some of them mentioned that the facilities here are nice, but they come here because they feel respected. I think that is a great advantage of this facility.

It hasn't been long since the center has opened, but what is the most memorable thing?

Jo Seung Hwa: In the beginning, someone heard about the center through word-of-mouth and came here. He stayed here for four nights. I asked him if he was a substitute driver, and he said no. He said he wanted to be a substitute driver and came to get information. He asked questions for four days about what to do, where to go, how to work and how to reduce the chance of failure, and then he registered with a famous agency called 0000. He's doing well right now. He often visits here these days.



● Bang Seung Beom



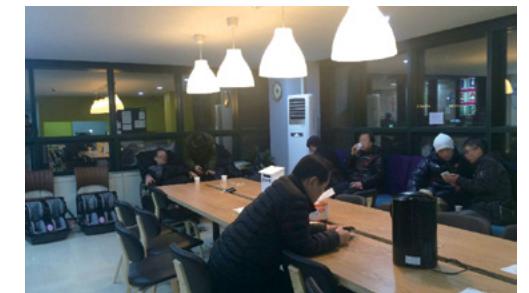
● Jo Seung Hwa

Bang Seung Beom: There was a person whose blood sugar was over 400 when I was doing a medical checkup. Even just over 200 is a dangerous level. He didn't get treatment because of money. So I am constantly watching him. I get him to have a checkup every month even if he doesn't like it.

There seems to be more work to do in the future.

Jo Seung Hwa: Yes, I will continue to work to stabilize the center. There are several women substitute drivers, and we plan to make a room for them. As the pilot project of Sinnonhyeon Shelter was successfully launched, I think that the second and third shelters will have good results.

Bang Seung Beom: I think bringing the blind spot of welfare into the public domain is the proof that the humanist policy has been implemented properly. Now that Seoul Metropolitan Government has provided the first step, I hope for an organization that can represent the labor rights of all substitute drivers in the long term will be established. I hope that this shelter will become stronger with the understanding and agreement of stakeholders.



09.

Comprehensive Support for Adolescents Outside of Schools

12,000 – It is the number of the adolescents who need instant support outside the schools, according to the investigation of the Seoul Metropolitan Government. The number of youth who fight diseases and study abroad is excluded. The Seoul Metropolitan Government announced systematic comprehensive support measures to help them not lose their dreams in the face of social prejudice and neglect, and opened the ‘I Am Spring’ Center to support counseling and medical treatment for adolescent females.

Seoul,
Dreams of Humanism

I will be a warm glow on a spring day for the flower-like young people.



| Baek Jae Hee |

Director of the Seoul Municipal Healthcare Center for Female Adolescents, Named 'I Am Spring' Center

"It is a clinic providing meals~"

It was wrong to have thought the center would be free. The smells of rice cooking and various side dishes were good. The center members are very busy preparing meals, taking care of administrative tasks, and even giving wake-up call services in order to open the center at 2 pm and provide the adolescents with meals. The activity room was full of girlish sensibility thanks to cute accessories, dolls and framed pictures. The clinic room was small, but designed for one person to respect privacy. Baek Jae Hee, the director of the center, was busy taking lead of center operation

while rolling her sleeves up. To the girls who come in and out of the center as if it were their own home, Director Baek and the other staff members were mothers, aunts and sisters rather than counselors.

The most important thing is the 'safety' of the girls.

There were counseling centers for teenage runaways and youth who are exposed to prostitution and sexual violence in Seoul, but there was no place to provide medical support.

The 'I Am Spring' Center was launched from this point. It is conducting projects such as 'Sanitary Pad Sharing' and 'Necessities Support' for out-of-school adolescent females. It is also providing them with medical treatment services, counseling and programs for emotional stability. The center is focusing most on the 'safety' of the girls.

"The out-of-school youth are laid wide open to various risks. We may not get them back to school and home right away, so it is our primary goal to help them keep themselves safe. Therefore, the first thing we do is to persuade them to speak freely, then we ask many questions in various aspects such as 'Are you having difficulties?' and 'Did you report it?' to provide them with concrete support."

The center provides various medical programs including gynecology, a dental clinic, oriental medicine, mental health counseling, posture correction and obesity care.

For medical treatments that cannot be provided by the center, they take the girls concerned out to receive necessary medical services. It is mandatory for the center members to accompany them because they can go deeper and talk more than sitting and talking at the desk. As the girls have not yet learned how to communicate with society, it is necessary for them to visit hospitals or pharmacies by themselves.

We help them meet good adults and learn social communication.

In order to provide more individualized services, the center set the proportion of counselors to adolescent females as 4:1 rather than 1:1. It is to work not as a counselor, but as a mother or an aunt. As it is necessary to be able to pinpoint the emotional lines as well as to provide simple medical treatment due to the characteristics of the subject, their laborious tasks are doubled. However, the center has only five members. The

medical services are provided by the medical team based on the service contract and the volunteers, which is always tough in center operation. However, Baek, the director of the center, said they were doing their best in managing the medical staff because they regard the reliable relationship between the medical staff and the girls as more important than anything else.

"It is not important to provide services. Our concept is to help the girls have social relationships and meet good adults continuously". In this context, the center holds a party once a month during the evening care in order to make the girls open their mind easily and become friendly with each other. The girls not only get medical treatment, but also enjoy chatting and have fun in the party after the treatment. The center members eat together with the girls at that time. Director Baek herself picked the bowls and dishes. In order to let the girls, who have not been treated warmly in the world, know 'I'm being respected', the center members serve the meal in pretty and cute bowls and dishes. During the meal, they put a piece of meat or fish fillets on the rice for the girls who feel awkward at first but soon open their mind and speak freely.

A magical 'armchair' that brings the girls the joy of being respected.



“

It is not important to provide services. Our concept is to help the girls have social relationships and meet good adults continuously.

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Director Baek put a soft armchair for the girls to sit comfortably in the counseling room. There is a small chair for the counselor in front of the armchair. The counselor and the girls used to quarrel much over the armchair until the girls sat in the armchair.

“They felt out of place. They strongly refused to sit in the armchair and asked me to sit there because I’m an adult. When I say firmly, ‘I won’t talk with you unless you sit there,’ they sit on the edge of the chair. And there is another long quarrel to make them lean back comfortably. The space moves peoples’ minds. Even a girl who comes in with anger and cursing becomes relaxed and docile, even making a cute sound after talking for 5 to 10 minutes sitting in the armchair, ha-ha~!”



The center is also equipped with heaters, foot baths and hip bath tub. The facilities are used to achieve the effect of killing two birds with one stone because they are used for treatment and forces the girls to talk with the counselors during the treatment. The girls do not think they are getting counseling, it is just talking for them. But the talk is filled with much better quality of conversation than that in the counseling. The counselors listen to everything that the girls bring forward and embrace them.

From a weird girl to a brave woman

The center teaches the girls how to communicate with society, including basic things such as how to greet each other and how to keep promises. The center begins each day by giving wake-up calls to each girl while preparing meals in the morning. If the center promises a birthday party for a girl and the girl does not appear, the center sends pictures of their birthday party preparation to the girl. It is to remind the girl that ‘how much adults consider the promise with you important’. The center tries to protect the girls from living helpless lives and from being branded because of a slightly unique experience.



“The girls have strength inside. They look like weird girls living slightly different lives, but we believe ultimately they will grow into brave women who can live saying and protecting what they want.”

In fact, many children have no chance to learn even basic daily life habits. A representative example is the ‘education on how to brush their teeth’. When we think of tooth-brushing, it is so natural that we are suspicious of ‘whether we got the education on it?’ However, tooth-brushing is a result of ‘education’ by over 30,000 lectures by parents. It is necessary to hold children and educate them how to brush their teeth at least until they are in the third or fourth grade of primary school. But many adolescents who come to the center have neither heard nor learned that they should brush their teeth. So, they look really clean and fine on the surface, but the state of their dental care is bad in many cases.

The concept of how to greet people is in the same situation. They do not understand the concept that they can receive a greeting when they greet other people. However, even the girls who glared at others or turned their faces away begin to greet other people before they know it while they are

greeted and see the teachers exchange greetings. As they learn basic life habits casually, the girls gradually become aware of themselves and brave.

I want to improve their emotional stability even if the center comes becomes messy.

The center is conducting interesting programs for emotional stability of the girls as well as basic treatment. Of the programs, the ‘Animal Assisted Care’ is one of the most popular ones in the center. In the event held on Sunday once a month, 10 dogs and 10 dog owners participate. Even the girls who are tired and do not want to come to the center visited the center to play with the dogs.

“The center fell into utter confusion and it was a mess! (Laugh) It is hard to remove dog hair and clean the center after the event, but the girls love it very much. Why they do like it? What they do during the program is nothing but petting dogs and talking about dogs.”

The girls have a high level of fatigue because of the treatment. It is painful for them that they have to repeat their own stories several times for the purpose of treatment. During the event, however,

they feel comfortable because they talk only about dogs. They talk about what the dogs like. They make toys for dogs. They meet the dogs for blind people. They play with the dogs while saying ‘puppies are scared if you look at them in this way~’, ‘why don’t you hold them in this way’, and so forth. They just play with the dogs and go back after the program finishes, but the test carried out after the event shows their stability level increased considerably. The center is so careful to raise the girls’ mental stability while providing medical treatment.



We want them not to get stuck with their current experience and brand their future with it.

The girls have no concept of human rights. They cannot lie comfortably on an armchair because they have not experienced being a subject in any place. The girls, who have not enjoyed the privilege of adolescence, have never heard or learned how to ask for what they want to good adults. Director Baek emphasized praise coming from and based on recognition.

“Many pregnant young girls come here. Some of them come here with their children. As our staff members have experience with childbirth and childcare, they take care of the babies to help the young mother receive treatment without hesitation and freely. And we praise them; ‘How

brave you are because you gave birth to a baby without giving up! It’s really great! I believe in the future you will be a mother like a friend.’”

Additionally, she strongly emphasizes that a human being does not get ruined due to running away, prostitution or whatever experience they go through, and that they can live well because their present experience does not bind their future.

The center is operated by members doing the work of 100 people.

The center has five staff members to handle all these tasks. Each is doing the work of 100 people. So, Director Baek is very sorry when the members are sick.

“The members showed no sign even when they are sick and do not feel well because there is too much work to be done. It is an irony that the maternity right of the members cannot be protected in order to take care of the young people on the street. I am very grateful to everyone for their hard work and dedication.”

The center members used to receive dozens of text messages from the girls, even at dawn. Director Baek prohibited them from replying to messages at night if possible except in emergency cases. It is a measure to lead her team to move forward for a long time tirelessly.

Because even a flower has its own reason of existence

Her answer to the question regarding the center's future was clear. She is going to concentrate on quality rather than quantity. She is going to increase the satisfaction level of even one girl who comes to the center. That is why she wants to create a space with cultural sensitivity rather than to furnish educational tools such as panels. On the other hand, Director Baek emphasized that we shall not force the adolescents to accept the values of the older generation.



“We are not gods. There is no correct answer. The girls can walk the hard way for a while. Even if they do not meet the values of adults, we shall not force our values unconditionally. It cannot open their mind and there will be no effect. Each of us must be a mother, an aunt and a sister, not a social worker. Then it becomes more apparent what the girls need.”

10.

Restroom Transformation

In 2015, the Civic Alliance for Toilet Culture conducted a survey of 1,244 primary school students in grades 4 to 6 on the satisfaction with school facilities. As a result, 64.7% of the students chose the restroom as the most uncomfortable and unsatisfactory place. The Seoul Metropolitan Government put their heads together with the students, the main users of the toilets, to transform the restrooms.

Seoul,
Dreams of Humanism

We also grew up a lot while decorating the dream restroom!



| Lee Seon Ok | Principal of Dongil Girl's Commercial High School
| Lee Da Hee, Lee Chae Eun, Kim Eun Bi, Park Ga Yeon | Students

When the bell rings for the break, young girls are pouring into the corridor. Even though they are stuck together all day, they still have more fun things to chat and laugh about endlessly. Only a year ago, the students were busy rushing to the restrooms at the end of class. But now, their steps towards the restrooms are light and leisurely. The inside of the restroom is so cute and full of girlish sensibility that it is hard to believe the place is a restroom. We can find the traces of careful attention paid to mirrors, chairs and even tiles. The students gather in a small group for talking and sitting in the powder room, which is a resting

area inside the restroom. Particular impressive was a student picking up the trash spontaneously is impressive. What has Dongil Girl's Commercial High School gone through for one year until it came to have these greatly transformed restrooms with this current shape and atmosphere?

While standing and waiting in line at the restroom, the bell for class always rang.

"Restroom, we designed it together ~"

The students began to speak shyly. But their eyes



are full of pride. The interview with four students including three members of the 15th Student Council and the student representative of the Design Department went off liltily from start to finish with continuous conversation and laughter.

It was the Practice Hall building where restrooms were transformed beautifully. There were many practice classes and the practice rooms are crowded with the students because of the characteristics of the school. But there was only one restroom stall for each male and female respectively. That was the reason why the war to take it occurred during the break time.

"No matter how fast I went there, I had to wait for a long time because the line is long. The restroom got dirty because many students used it. The space was so small that I was pushed around when I washed my hands."

The students complained so badly that the teachers let the students use the teacher's restroom. The school turned the restroom for male teachers into one for girl students, but it was not enough.

As the days continued when the students could not use the restroom even when the class bell rang, the school eventually decided to expand the restroom. Just at that moment, Seoul Metropolitan Government was implementing a project called 'Together Dream Project for Decorating Dream School Restrooms.' 168 schools were selected, and Dongil Girl's Commercial High School was one of them. The transformation of the restrooms began in earnest.

Growing pride while working hard, picking up the materials together and making the restroom with their own hands.

Students, teachers, parents, and design directors of Seoul met before starting the transformation of the restrooms. The school decided to expand the student restroom area using one and a half practice rooms, and to create a powder room where the student could freely talk and relax. There had not been such a place for the students to take a rest. The student team consisting of the student representatives of the Design Department in grades 1 and 2 and the School Council members circulated a questionnaire to all students to collect their friends' opinions on details including the



colors for the wallpaper and tile. The Director interacted closely with the student team, accepted the feedback and carefully refined them to be realistic.

"We did not have knowledge of construction or design, but the director showed us the simulation using a program. The director took care of what we missed and helped us a lot."

The students went to Jongno to pick up the materials such as faucets and tiles. Having gone through the process together, their friendship grew even stronger. Sometimes there were differences of opinion, but they learned how to argue and accept. When the preparation and construction were completed, the students of Dongil Girl's Commercial High School realized dramatically transformed restrooms about three times larger than the existing ones.

A cultural space for students to appreciate paintings and read books - the restroom became a reception room for the students.

Now, the restroom is a reception room where the students can come in and out any time when

they are free. It became the pride of Dongil Girl's Commercial High School. The school was so proud of the students who showed active participation and made things by themselves that it installed the screen mirroring system, reflecting its features as a Characterization High School. There are still more things to be done to complete the transformation of the restroom. The work of the students in the Design Department will be displayed, book shelves for various books including major books will be set up and wiring work for the use of laptops will be carried out. The students have great affection for the space, because they created it by themselves. They write down their names using a marker, using it carefully in order to not mess up the restroom and clean the place autonomously. The pride that 'We could make it together' is naturally followed by their matured responsibility. It is good to see the virtuous cycle of humanistic education.



Interview

I am proud not only of the construction, but also of the fruit of humanistic education.

- Lee Seon Ok
Principal Dongil Girl's Commercial High School



Principal Lee Seon Ok planned a variety of programs that allow the students to participate in the problem-solving process and experience a sense of accomplishment from small projects. The students of the Design Department sell their work in the 'Biz Market' and donate the money to the school. The school invests the money again for the students. The students in the Confectionery and Bakery Department learned what they want by taking part in the practice process of barista tour service and get the necessary certificates. The creative idea contest is held to draw the shining ideas of the students beyond imagination. Principal Lee made all the arrangements to help the students shine by themselves and gave the students who participated rewards to build up their self-confidence. The restroom improvement project was carried out as an extension of such educational policy. Principal Lee is grateful that the simple 'restroom construction' could become 'education' thanks to the support given to a project with good intentions.

"I think the greatest asset we've gained from the restroom improvement project is the confidence that the students have gained. They grew even further while participating in the project by

themselves, dreaming together, making and coordinating ideas, and watching the completion of restroom. The adults simply gave them guidelines to avoid failures, gave them assistance when they asked and supported them in taking care of professional tasks. In fact, I did not expect much at first, but I was pleased when I saw them make it and gain self-confidence. As they made the restroom by themselves, they seem to have responsibilities in managing it and protecting it. I think this is the fruit of humanistic education."

11.

Support for Work-Family Balance

The 'Kumbokju' case revealed the unfair aspect of our society again by showing how much gender discrimination is still rampant in the workplace. In order to enhance the quality of life by helping working women maintain both their work and family and by improving the labor rights of women, Seoul Metropolitan Government decided to support working women, especially working moms who are standing anxiously on the edge of career discontinuity.

Seoul,
Dreams of Humanism

We support working moms to work as much as they like.



| Min Dae Suk | Geumcheon Working Mom Support Center

The Geumcheon Working Mom Support Center is located in the middle of Geumcheon-gu G-Valley. We met Min Dae Suk, the director of the center, who is taking the lead in supporting working moms to solve their various problems.

We give our experts' direct helping hands to working moms to help resolve their grievances.

The Geumcheon Working Mom Support Center was established to provide one-stop support to working moms who suffer from various kinds of

problems such as psychological anxiety, family conflict, problems related to child rearing and grievances related to work life. In order to solve their various grievances, they have to visit different institutions. As working moms, however, usually they don't have enough time to do so. In order to address these difficulties, the Seoul Metropolitan Government decided to open the Seoul Working Mom Support Center to help working moms get individual, family and work counseling services at once. Five years later, the center was expanded to the southwest area of Seoul and the Geumcheon Working Mom Support Center was established as the second center.

The center has five staff members, of which three are qualified labor attorneys with high degrees of professionalism. Director Min is also a qualified labor attorney. While providing counseling and advice on the three kinds of grievances- individual, family and work- it is expected that you come to face legal issues including dismissal. The center is networked with external experts such as psychological emotion experts and lawyers in order to cope with the issues concerned by linking them immediately when needed.

As the center is still in the beginning stage, the number of consultations after opening in July is only about 20. However, there are many workers, and accordingly, many female workers in Geumcheon-gu as G-Valley, a space for high-tech industries and industrial complexes centered on existing secondary industries, had been formed in the region. In particular, small-scale enterprises with less than 50 employees account for a considerable proportion, and the percentage of women workers is very high. Considering these regional characteristics, it is anticipated that the center will play a big role in the future as a working mom support center in the southwest area of Seoul.

Focusing on career 'maintenance' rather than overcoming career discontinuity.

The center focuses on solving the problem of how working moms can 'maintain' their careers. In our society, career discontinuity has different meanings for men and women. Therefore, the center believes it is more important, above all else, to prevent a career break for working moms.

"For example, it is desirable for working women to come back to society to continue their careers after rearing their children as much as they like, but it is usual in this society that the women's careers are interrupted by childbirth. So, it is easier to maintain their careers than to re-enter the labor market after a career break, both in terms of



workers and employers."

Therefore, the center recommends working women to visit the counseling office before that problem has occurred, in other words, when the problems are predicted. This is because there is a limit to the response after such problems have already happened.

"If they come to the center for counseling when they have a plan for maternity leave or childcare leave, we can intervene in work issues more actively. More problems are solved in the process of counseling than in legal processing afterward. For example, if an employer does not allow a working woman to have a leave of absence, we give her advice on how to talk to her employer, ask her to let us get her feedback, provide supporting materials, or contact the employer when necessary, seeking ways together to maintain her career."

The principle or goal of the center is 'autonomous settlement'. We give advice to working moms on how to negotiate with their employer. The center intervenes when the negotiation no longer shows progress. While making legal approaches to the employers, we also propose solutions to them. In many cases, the employers do not know, and implement the related regulations. If we suggest

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The principle or goal of the center is ‘autonomous settlement’. We give advice to working moms on how to negotiate with their employers. The center intervenes when the negotiation no longer shows progress.

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solutions to solve these uncovered issues, they can reach a positive consensus in many cases.

**‘Could it cause harm to the company?’
You need to change this kind of thought.**

In this regard, Director Min took the case of a recent consultation. Recently, when she was distributing leaflets about the center in an exhibition on babies, a woman named Yang holding a less than one-year-old baby in her arms asked her for counseling. Yang has been in charge of accounting in a company for 15 years before she gave birth. She planned to have maternity leave and return to the company later. Because she could not find ways to leave her baby after she returned to the company, however, she applied for childcare leave. The company proposed just six months of maternity leave and Yang rejected the company’s proposal. Eventually, the company had her quit by means of voluntary retirement, and accordingly she could not receive even unemployment benefits. Then, Yang visited the center.

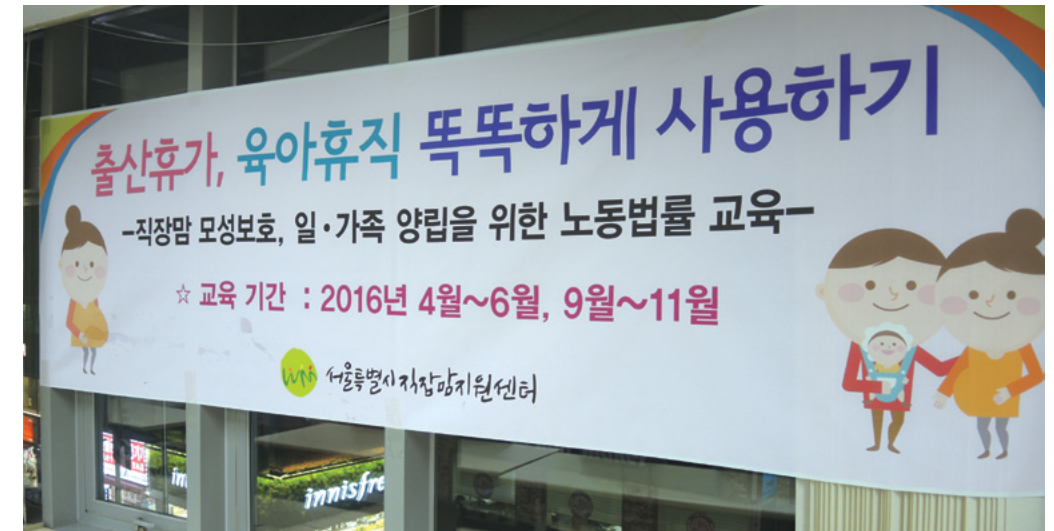
“It was regrettable that she quit the company because the company had not given her solutions. If she has had counseling from the stage of

applying for her leave of absence, we could have found ways. However, there were not many options left because she came to us after she quit the company. It is necessary to change your mind. Workers in Korea have a perception that ‘they should not cause harm to their companies.’ As long as they have this concept of ‘harm,’ there is no answer except career discontinuity. In the long run, career maintenance will be a positive result for both society and individuals, even though we need to accept some damage.”

If you have childcare leave, your colleagues usually do not like it because their workloads increase due to the decreased number of people. The company has to hire a substitute workforce but it does not, thinking ‘why should I be so bothered?’ It might be connected with the social atmosphere that does not respect diversity.

We don’t want each woman to be Joan of Arc. We just hope women take the lead as subjects in solving their problems.

In the case that someone has maternity leave or childcare leave in a company, it requires someone else to work longer hours, like two



sides of the same coin. As long as eight hours of work is strictly observed, the social infrastructure works enough to support social activities. In this era, regular workers are required to work more than eight hours a day. This is because society is inclined to favor performance. Accordingly, respect for diversity becomes an unproductive act. Although we shout ‘we are in the same boat!’, the community consciousness and basic social value to endure discomfort to support coexistence have already been broken.

Since childhood, we have not been familiar with the process of expressing what I want and reaching a consensus in conflict situations. Women are more like that. Director Min stressed that women also need to have an attitude toward active negotiation.

To this end, the center is preparing programs such as conflict management education for the purpose of strengthening female capabilities. There are also discussions on how to make and distribute a manual for applying for maternity leave and childcare leave. The center is also going to continue to promote the fact that the maternity protection is not a recommendation but a law the employers

should observe. Meanwhile, the center is currently providing on-site counseling service at Gasan Digital Complex Station, Samgakji Station and Singil Station from 5:00 pm to 8:00 pm every Thursday. If they meet each other at least once, the counseling and support become easier.

“We don’t want each woman to be Joan of Arc, but they can say and try one more time, taking the conflict as an opportunity. The women in the Korean society tend to move only within safe systems. It is necessary for them to get away from this tendency. In the course of constant response to the conflicts, women will become stronger and be able to manage their careers more autonomously.”



12.

Return Scout for Women

If you are a woman, you may have had a nervous experience that someone seemed to be following you when you went back home late at night. As crime against women continues, and the methods get more vicious, the anxiety of women returning home late at night is increasing day by day. Seoul Metropolitan Government decided to provide a safe bodyguard service for women on their way back home.

Seoul,
Dreams of Humanism

When you go back home late at night, why don't you call the safe return home scout?



| No Gye Hwan | Women's Safe Return Scout

"I think humanism comes from going with somebody together."

It is not easy to go together. The real meaning of accompanying somebody might be that you have constant interest in your companions, fulfill their needs properly, keep pace with them even if they are slow, and remain calm around them without showing off. Mr. No Gye Hwan, who has accompanied women going back home at night for almost two years as a Women's Safe Return Scout, has a deep understanding of the essence of the project. The people who know the essence of their work have different attitudes to work and can

sublimate their work into something worthwhile. Their work is not merely a way of getting money any more.

Operated as a group of three people, leaving work around 2:00 am.

Mr. Noh started his work as a scout at 10:00pm. First, he went to the police patrol division and wore a yellow uniform. Making a group consisting of one man and two women, they moved to the vicinity of a bus station or subway station located in the relevant district. "The situations are different

depending on the regions. In Samjeon-dong and Seockchon-dong where I have worked, I escorted women around a maximum of 20 times a day, and normally 8 to 10 times a day."

Usually, he helped women back by 1:00 am, then came back to the patrol division and made a report by 2:00 am. Mr. Noh took the job lightly at first and started working, but it was harder than expected. Working late changed his body rhythm and made his daytime activities difficult. Due to the characteristics of his work, he had to stay outdoors all year around, prostrated by the heat in the summer and shivering with the cold in the winter.

"It was tough even for men. The female scouts have not worked even a year. You have to walk for at least four hours all the time. It must be a tough job. In addition, you cannot walk at your own speed because you need to keep pace with the women you escort."

I began this job because I thought it would make our society better.

Mr. Noh had worked as a police officer for many years and retired two years ago. One day, he happened to see the recruitment notice for the safe scouts in the Songpa-gu office and applied for the position instantly. Above all, he was deeply impressed by the purposes and objectives of the project.

"Someone may say 'why should men provide women with such a service?' I thought the women's problems were basically their own problems, but ultimately they were social problems as well. I applied for the job because I thought it would be worthwhile to make our society better."

Mr. Noh was the right person in the position because he was a certified security instructor, a Taekwondo master and a certified personal guard in addition to his experience as a police officer.



Humanism is not completed just with the escort service.

There were many things he cannot forget while working for the last two years.

"There was a woman in her twenties. Her ex-boyfriend was stalking her badly. She came to the police patrol division and waited for us every day to go back to her home together.

When we arrived at her home, he was waiting on the stairs and then left. It looked dangerous. A woman who suffered from her separated husband's harsh acts used the scout service for a long time. She asked us to make a statement for her divorce. We had to decline it politely because we should not intervene that much. ... There were lots of pitiful stories."

After escorting the women to her home, Mr. Noh used to stay outside for a while until the lights were turned on. As some of them got drunk, he worried about unexpected accidents that might happen to them.

"Coming back right after seeing them to their home, it is not humanism, I think. If you really want to take care of people, it is important to help them to be safe until the end."

“

When they feel they are protected by the country, that they are considered by the society, I believe the service is completed. When women live as positive and active social members, the country develops more, I think. It is meaningful to protect women.

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I hope the service will be expanded more through more research and serious approach.

For better service, Seoul Metropolitan Government provides pre-field education. The education includes procedures, case-by-case handling methods, how to approach and legal aspects.

“There can be another sexual assault by a sort of accident. These days, women want to get help, but not to be disturbed. It is hard to keep the boundary

well. We need eyes that can treat human beings. We need to get more education. In fact, we need to know about the understanding of human beings, female mentality and social standards in addition to or rather than basic education.”

Mr. Noh stressed that the attitude is also important. After a certain period of time, he came to have frequent service users. Some of them recognized him from a distance and greeted him with pleasure. Mr. Noh felt he was rewarded when they greet each other as neighbors living together, because it means that his service did not end as a simple service itself. Now he stresses that the system should be supplemented and generalized so that more women can use the service.

“When they feel they are protected by the country, that they are considered by the society, I believe the service is completed. When women live as positive and active social members, the country develops more, I think. It is meaningful to protect women. I hope the service will be expanded in a more professional way through additional research and a serious approach.”

Interview

Thank you for taking my daughter home every day like her mom would do.

● Kang Kyeong Ok (50s)



I am a mother of two daughters. My youngest daughter is a second year student in Seonyoo High School. My family lives in a residential area of Dangsang-dong with complex and isolated alleys. So, I had to worry about picking up my second daughter when she was studying late at night after school.

I work near Hongik University. As I had to leave work at 10:00 pm, I could pick up her at 10:30 pm at the earliest. I was quite anxious because my daughter had to wait for 30 minutes in a dark place in front of the school. One day, she said, ‘Mom, one of my friends is using a safe return scout service. The scout escorted her home safely.’ With a puzzled look, I questioned her closely about the service. Still in doubt, I called Seoul Metropolitan Government to check if there is such a system and if such scouts actually exist. After more checking and confirmation through telephone call with the safe return scouts, I let my daughter begin to use the service. My daughter used the service 7 or 8 times until now, and we are really satisfied. At first, my daughter seemed to be awkward. Why would she not be when she came home with people who she met for the first time in her life? However, she got used to the service and I also became

acquainted with him so much that we talk over tea. I came to know that he is one of my neighbors living near my house.

I hope this good service becomes known to everybody. Even though it is a good system that creates jobs and provides public services, people do not know it well. There are a lot of mothers who are anxious for their daughters like me. If the system becomes well-known to the schools and the districts, we will be able to live with our minds at ease. I’m happy to know that the society protects us like this.

13.

Support for Families in Welfare Dead Zones

In 2014, a mother and two daughters killed themselves in their semi-basement rental room in Songpa-gu. It was a tragic event that happened in a welfare dead zone. Taking it as an opportunity, the Seoul Metropolitan Government changed the concept of selecting welfare recipients to active 'discovery' instead of 'application'. For this purpose, it dispatched so-called 'Deoham (together with) Welfare Counselors'.

Seoul,
Dreams of Humanism

Deoham (Together with) Welfare Counselor, a sturdy net to save families in crisis.



| Han Jeong Hye | Deoham Welfare Counselor

A woman with sharply bobbed-hair, round glasses and a round smile rushed out without stopping. Her name is Han Jeong Hye, a Deoham Welfare Counselor working at City Hall. She said that she could find reasons for living and happiness of life while having searched every cold corner of welfare dead zones to convey the warmth of the citizens as a Welfare Counselor. She felt that the world is still livable and was encouraged by that in the welfare field. She told us the stories of how the families in crisis in Seoul got back up again since the Deoham Welfare Counselors started their activities.

How did you become a Deoham Welfare Counselor?



When I was young, I lived in a foreign country for about two years. The only available TV channel was KBS World which broadcasted programs on welfare and sharing frequently. I had no choice but this channel, and gradually gained interest in welfare, and I could concentrate on Korea and my thoughts in a clear way as I lived off one foot in a foreign country. So I decided to study welfare. If I had been in Korea, I might not have found this path.

So, as soon as I came back to Korea, I started studying to get my certificate. Once I got a certificate, then I came to know that I still had many more things to study such as counseling psychology and school violence. I continued to prepare for and obtain necessary certificates, and one day, I happened to see a public announcement from Seoul Metropolitan Government. It was about the recruitment of 'Deoham Welfare Counselors'. I applied for it because I thought Seoul was the best institute to practice welfare policies. That is the story before I started my activities as a Welfare Counselor in 2015.

Now, you are in charge of public support. This area seems to be very wide.

Well, the area that I have to take care of seemed to be narrow and focused on one part at first glance.

However, the scope of activity got wider and wider as I continued to work. When I met people one by one, I came to realize that the work was not limited simply to public support. It was required to have networks with civil resources including community welfare centers and churches in order to overcome the difficulties fundamentally. Simply to know about welfare was not enough.

So, I have taken related and necessary education consistently at City Hall. As I mentioned earlier, the public support work seems to have a narrow channel, but is actually connected to a wide range of areas including various civil fields as well as law and finance. In order to cover such areas,

the Welfare Counselors should study constantly. Lawyers, financial practitioners and experts in the private sector have trained us about their own specialized fields, and we are applying what we've learned on the spot.

You said you did not wait for the applications from welfare recipients, but tried to discover them. Can you give me a detailed explanation?

Yes, our work can be divided into three major steps. First, we 'discover' the welfare recipients who do not have the concept of welfare. It is important to find them first to provide and help them with necessary support to provide a more comfortable life. The next step is 'support', and finally is the 'link' step.



In the discovery stage, we used to visit the Gosiwon (accommodation for examiners), which is the last place for people with difficulties. If they cannot afford to stay even at the accommodation for examiners, then most of them have no choice but to sleep out in the open. We asked the directors of the accommodations for examiners to give us help in finding the monthly rental fee defaulters. Then, we went around every room. We also checked the defaulters for electric charges. This year, we are visiting probation offices and checking the defaulters of apartment rental fees or maintenance charges. We investigated the accommodations for examiners in the same way last year.

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I sometimes meet people who tell me ‘it is none of your business.’ Then, take a step backward and watch the person, and if you give your help when you are asked, you can save the person. Without interest, you cannot make anything.

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What do you mean by "support" and "link"?

‘Support’ means to provide them with general support for housing, livelihood and medical care. The serious thing is the welfare dead zone. For example, their children earn enough money to live on, but they do not support their parents. Then, the parents become elderly people who live alone and die alone. Those seniors cannot come within the range of the people receiving basic living security.

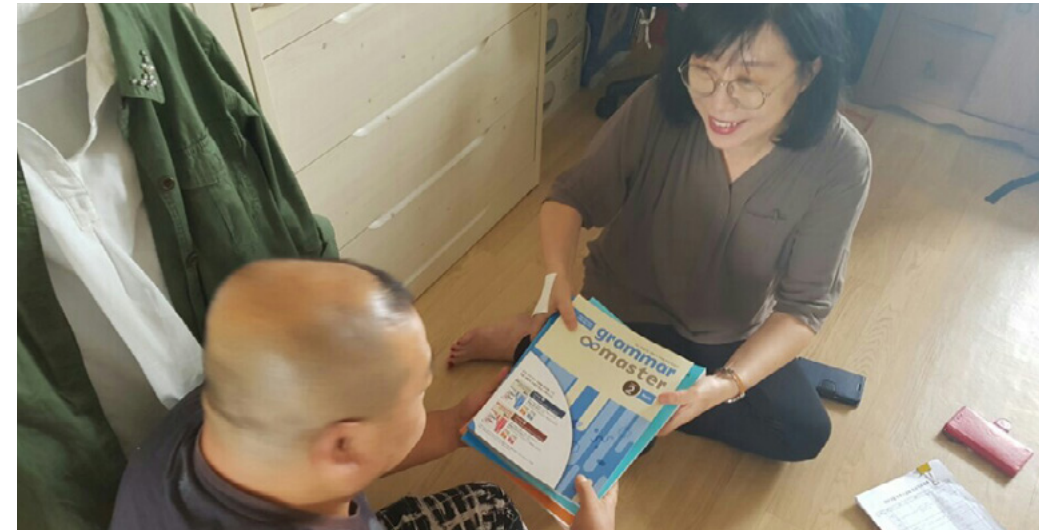
At that time, we try to establish links with churches or community welfare centers to help them work. How healthy they are even in their 60s? If you just want to find jobs, there are lots of jobs such as book arrangement in the library, cooking and

washing dishes in restaurants and courier services. Many organizations have secured lots of necessities such as blankets, rice, shampoo, gochujang (red pepper paste) and doenjang (fermented soybean paste) donated by large companies and civic groups. We take measures to connect the people in crisis to such organizations to get monthly donations. If you try to find out, you may be able to feel that ‘the world is still livable.’

You may meet lots of people while providing welfare services. I think there are many people to remember.

Indeed. I met a person who I'll never forget. I came to know him through the regional probation office. He refused to meet me at first. It seems that he thought he would be told to ‘go to the hospital, go to the shelter and do not drink.’ We arranged to meet each other in the end. He insisted I come to his place.

The manager in charge at the community service center showed me the man's portrait - he was wearing a pink t-shirt and had a white crew cut. As he did not have a telephone, I had to search every nook and cranny around Sinseol-dong racecourse,



holding only a piece of paper with his portrait. I struggled hard to find him and finally found him. (Laughs)

What kind of person was he?

When I met him, I found that he was in bad health. His face was so black, broke out in cold sweat, and retched constantly. His hands were trembling so badly due to alcohol poisoning that he could not write his name. Additionally, his resident registration had been erased. I accompanied him to the community service center to renew his canceled resident registration and called 911 for an ambulance to carry him to the emergency room of Dongbu City Hospital.

He was hospitalized and internally treated for three or four days. In the meantime, I prepared a plan to support him. Thanks to the urgent support of the community service center, I could renew his resident registration for KRW 80,000 and get a room in an accommodation for the examiners for KRW 220,000. I think he had a lot of feelings when he was discharged from the hospital. It is usual that people hospitalized by the probation office could not leave the hospital for about a month.

He seemed to be highly satisfied with his health conditions because he had gotten better just from the internal treatment. When he left the hospital, he decided to quit drinking, get a job and leave Sinseol-dong as soon as possible.

I feel extreme happiness as a Welfare Counselor at a time like that. I met him one more time after that and I found he quit drinking and his hands did not shake. It is the most rewarding thing that I could prepare the minimum foothold to help people stand up again and see them really stand up on it. I really appreciate it.

Now that you mentioned it, helping people live as human beings is truly welfare.

Yes. Taking a step further, the concept of welfare is living together well rather than making people live well. Living together well while looking after each other, that is the welfare, I think. The most necessary thing we need to realize this welfare is ‘interest.’ Someone may say ‘do not have interest in me.’ Then, take a step backward and watch the person, and if you give your help when you are asked, you can save the person. Without interest, you cannot make anything.

14.

Patient Relief Hospital

: Integrated Nursing and Care Service

In the majority of cases, families with a long-stay patient suffer from the burden of nursing and hospital expenses. In order to relieve the difficulties of such ordinary people and increase the quality of medical service, the Seoul Metropolitan Government introduced the 'Patient Relief Hospital' system by which patients can be hospitalized at ease for 24 hours just with the nursing and care service provided by the hospital without the help of guardians or separate caregivers.

Seoul,
Dreams of Humanism

The Patient Relief Hospital helps you start your second life!



| Lee In Deok | Nursing Director, Seoul Medical Center

Seoul Medical Center is located in Jungnang-gu, Seoul. The ward was very clean and quiet. Is it because we visited the hospital on Saturday? There is a general impression on the hospital 'ward' – a market-like place crowded with patients, their families, visitors and medical staff. However, the medical center made us think 'Are there no hospitalized patients in this Seoul Medical Center?' We looked around the ward and found the hospital rooms were full of patients, though.

At that time, Lee In Deok, a Nursing Director of Seoul Medical Center, approached us saying in her

lilting accent "The hospital is so neat, isn't it?" She added "Not the family guardians, but the nurses take care of all patients in this medical center. So, the atmosphere is different from those of the other hospitals." We realized that unfamiliar neatness might come from the fact that there was no family protector. While taking a look around the ward, offices and space for the nurses, we listened to her explanation of how much she had striven to set up a 'Patient Relief Hospital' system that operated without family protectors. Her strong attachment to the hospital touched our hearts.

What was the background to start the family guardian-free Patient Relief Hospital system?

Now, Korea is already in the deep stage of an elderly society and nuclear family age. Most of the growing children move out of their parents' houses and accordingly, the parents are left alone. As women's advancement in society has started, it is usual that no daughter or daughter-in-law stays in the house. In the old traditional family structure, family members could be caregivers for the patients. Due to social changes, however, family caregiving is getting more difficult now.

So, people use caregivers in cases when their family members are hospitalized, but the cost for caregiving is a big burden. Individual care costs



KRW 80,000 per day, then KRW 2.4 million per month. In addition, the caregivers do not work on the weekend. If you want to use caregivers during the weekend, you have to pay an additional cost. To make it worse, you cannot deal with and pay the cost for caregiving through insurance or by credit card. Only cash payment is allowed, causing a big burden for the patient.

Even if the family could take turns taking care of the patient on the weekends, it is not easy because just staying beside the patient is not enough. Professional care is required for the patients to receive better treatment. Nursing itself has become a social problem. Nursing care has caused family troubles and conflicts, and even suicides.

In the meantime, the director of Seoul Medical Center met Mayor Park Won-soon to talk over what the hospital can do to address the caregiving issue. Most of the people who use public hospitals like this one cannot afford hospital expenses. When the Mayor heard about the caregiver problems, he said 'why don't we make a hospital operated without guardians?' It started from there.

At that time, the central government was running a pilot project for a co-caregiving system, but co-caregivers are not hospital staff members. The hospital without guardians – it was a complete paradigm change. According to the new frame, the hospital took all responsibilities for patient caregiving. Then, who can do it best? It was a nurse of all people. We decided to make a hospital where nurses deal with everything related to care without patients' family members and caregivers, then the medical staff, patients and their guardians would be relieved. It started in that way.

That type of hospital created a sensation.

Yes. We started the system in January 2013, and the system was going very well. It is said that nurses are ethically clean and responsible. In addition, nurses who choose public hospitals have a different mindset. They cannot last without strong altruism. The nurses worked hard. The Ministry of Health and Welfare visited the center several times and then they started to institutionalize the system. We started the system with the name of 'Patient Relief Hospital,' which developed into the 'Integrated Nursing and Care Service' after institutionalization. At the end of December 2015, the system was registered under the Medical Law.

We selected the dahlia as the floral emblem of the Patient Relief Hospital. The dahlia represents love and gratitude. This hospital was once mentioned in a column in the Joongang Ilbo (daily newspaper) titled "Hour by Hour." They commented 'The nurses became innovative dahlias.' Nobody knows

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Who can do it best? It's a nurse, of all people.

We said, let's make a hospital where nurses deal with everything related to care without patients' family members or caregivers, then the medical staff, patients and their guardians would be relieved. It started in that way.

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yet whether a single flower may blossom into one million flowers or not.' But even a flower's smell is enough.' Since the article described the situation of the hospital well, we cut out the article and pasted it on the walls of every ward for a while.

Is there really no guardian in the ward?

No, there is not. They just visit the hospital to see the patients. As you know, especially since the MERSC (Middle East Respiratory Syndrome Coronavirus) situation last year, hospital visiting became a serious problem. Some 30% of MERSC

cases involved visitors passing it to patients, not the patients themselves. The Patient Relief Hospital system started with just the nursing problem and added the infection problem in 2015. Because of the situation, the integrated nursing and care service got more attention. I think that the Patient Relief Hospital with the integrated nursing and care system is the only place to cope with the situation.

I think you need more nurses than before.

Before we introduced the system, a nurse took care of 17~18 patients. When the Seoul Metropolitan Government started the project, they asked that a nurse should take care of 7 patients. So, we recruited more nurses. The number of nurses in a ward increased from 16 to 32.

I think there many more difficult aspects than before.

The root of problems is the difference in perception of care. When one-on-one care was conducted between the patients and the caregivers, the patients had an attitude that they can ask the caregivers to do everything including the things that the patients themselves could do.



But in that case, the nurses cannot do what the patients should do. The situation gave the nurses a hard time. The nurses are doing all kinds of miscellaneous things that they have not done in the past, so, there were quite a few nurses who quit their jobs in the early stage of the system. It was too tough. As the system has been stabilized, the turnover rate decreased.

Is it right that the nurse's job category has expanded from 'cure' to 'care'?

Yes. Our job category has been expanded. For example, you as a nurse should change the patients' posture every two hours to prevent bedsores in the case of patients who have to lie still. Changing the patients' positions, it was the work of the caregivers, and the nurses have to help with meals. In the case of patients who have to eat through a tube, we used to get involved in their meal, but did not observe them closely, but nowadays we watch closely and help them eat. We need to support their daily lives. Families or caregivers used to manage the patients' dentures, taking them out and putting them in. Now we do it. We also need to take care of the general food that the patients want to have. For example, if a patient

wants to drink milk, we take out milk and check if it has gone bad before handing it over. Such ordinary work has also come in the category of nursing work. However, as I said, the support is provided only when the patients themselves cannot do it under their own power. Organic cooperation is mandatory for the success of a ward operation system without guardians and caregivers. So, nowadays we tell the patients to 'do what you can do yourself.' The patients have to move frequently because it helps them recover quickly.

You are doing a lot more work than we thought. It seems to be difficult if there is no change in the perception of the nurses.

So, the hospital has carried out lots of education for the nurses. In the past, the education focused on treatment such as how to perform injections and how to have the patients take medicine. But now it is focusing on physical, emotional and social care to provide the perfect care, rather than on physical nursing.

Ordinary care became a part of nursing. We are getting lots of education to improve our perception. Because we may fall into trouble

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Of the many countries of the world, Korea and Taiwan alone may have this kind of caregiving culture. There are few cases when family members are staying beside the sickbed. The Patient Relief Hospital has great significance as a starting point of initiating the change of hospital culture. It was the first case that Seoul succeeded in operating a ward with the nurses as the center.

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thinking ‘is this nursing?’ The paradigm has not yet changed. Through education, the nurses come to recognize the care for the patients’ daily lives as their responsibilities. Currently, 10 universities send their students to the Seoul Medical Center for training. During the training courses taken on the site, we emphasize that the concept of nursing has been changed in this way...

What positive changes did the Patient Relief Hospital bring about?

First, it is changing the hospital culture of Korea. Of the many countries of the world, Korea and Taiwan alone may have this kind of caregiving culture. There are few cases when family members are staying beside the sickbed. The Patient Relief Hospital has great significance as a starting point of initiating the change of hospital culture. It was the first case that Seoul succeeded in operating a ward with the nurses as the center.

Secondly, the cost for caregiving is not the only a burden to the patients. They feel guilty when they become patients. They feel so burdened about their children staying in the hospital to take care of them, and it is uncomfortable for them to show

their body to their family, but they are relaxed with the nurses. Patients’ families also feel guilty thinking, ‘I have to take care of them.’ However, as you know, it is not easy to do so while making their livings. Therefore, I think the system has functions to relieve not only the economic burden, but also the psychological and social burdens, and to resolve family conflicts that do not appear on the surface of society.

Finally, it has improved the quality of medical service. For example, there were many cases of bedsores and pneumonia in the past. But since the Patient Relief Hospital started, the index of bedsores, falling accidents and so on has been improved, increasing the satisfaction of patients.

Is there anything you think should be supplemented?

When the Seoul Medical Center as a public hospital published a wanted ad, many nurses applied for the position. However, there are still many nurses who feel uncomfortable about the system in the other hospitals. If the patient satisfaction and treatment quality increased as a result of promoting the integrated nursing and care service,



I’d like to recommend the relevant authorities to consider that they need to improve the working conditions and allowances in order to help the nurses not become exhausted and have pride. That is a way of maintaining and expanding the project continuously in the future.

I wonder about your future plans.

In 2016, only Seoul Medical Center was selected in Seoul as a hospital leading the integrated nursing and care service. As a leading hospital, we need to share our know-how with the hospitals that introduce the system and to standardize the nursing and care service. So, I will do that. I believe the integrated nursing and care service is meaningful in Korea where the population is aging faster. The system shall be expanded more. I’ll do my best to support the Seoul Medical Center to work well as a leading hospital.

As soon as we asked her if she had anything more to say, she said unexpectedly that ‘I hope the nurses eat and work well.’ As a nursing director, she presses the nurses to do well and to work harder, but actually, the nurses are too busy maintaining their schedule to go to the cafeteria or restaurant

for meals. So, they skip their meals frequently. She wants to prepare lunch boxes for them to eat on the site, but she worries about it because she will need another hand to do so. The nursing director insists that a delicious meal helps the nurses work well. In her laughing jokes that we have to improve the system so that they have time to eat, her warm heart for the nurses was revealed.

15.

50+ Campuses

50+ generations who had led the dazzling economic growth of Korea, but could not prepare for their retirement. In order to support them, the Seoul Metropolitan Government established the 50+ Foundation, 50+ Campuses and 50+ Centers as the core hub organizations that help middle-aged people set their life plan, have counseling, get necessary education and find jobs, beyond providing mere support.

Seoul,
Dreams of Humanism

Northwest 50+ Campus helps you redesign your second life!



| Choi Gyeong Yong, Yun Seong Hee | '1st Graduates of Life School' of Northwest 50+ Campus
| Gong Jong Ho | Consultant of Northwest 50+ Campus

There is a proverb saying that nothing is complete unless you make it in its final shape. The Northwest 50+ Campus attracted 58 people of different colors and made them in the shape of treasures. We met Mr. Choi Gyeong Yong and Ms. Yun Seong Hee, the first graduates of the Life School of the 50+ Campus. They are living their life as Life School preachers.

We are curious about what brought you to the Northwest 50+ Campus.

Choi Gyeong Yong: My elder sister contacted

me to inform me that the Seoul Metropolitan Government was running good educational programs for people 50 or older. She recommended that I should take the courses. At first, I was halfhearted about her recommendation and denied it because I thought it would be uncomfortable considering my personal character. But, she kept calling me again and again, day after day. So I visited the campus with the intention to satisfy her request simply by going and leaving again in a minute. At that time, I didn't know the campus would change my life like this.

Yun Seong Hee: I did not even know Seoul Metropolitan Government had such good educational programs. One of my acquaintances asked me to visit the homepage of Seoul. So I just accessed the website to find that the Northwest 50+ Campus was going to open the Life School at that moment. The curriculum was good enough, and moreover the tuition fee was just KRW 60,000. I thought it was a great chance for me and applied for the Life School course with my friend. I was nervous because I had to pass through the document examination, but fortunately I was admitted to the school.

Which program do you like most?

Choi Gyeong Yong: The baby boomer generation grew up learning by rote. I like the program brought out myself, a new me through self-directed learning. It was an opportunity for me to deeply think about how to live my remaining 50 years for myself. I was happy to get a different point of view to look at other paths in my life after retirement. Especially the case study of developing businesses with way-breaking efforts was very fresh and shocking to me. I realized 'Ah, we can live like that....' I found enlightenment.

Yun Seong Hee: In my case, the classes about plays and movies were interesting. After watching a movie, we had discussion. I found each person viewed things from a different angle. I enjoyed the process of sharing and talking about the differences. While taking a role and acting in the drama class, I found that passive people changed into active people. As I went through various kinds of lives in a short period of time through acting, it seemed that I could get a wider understanding of life.

I think there were changes in your life after finishing the course.

Yun Seong Hee: Before the course began, I was in a state that I couldn't be bothered doing anything



and lacked motivation, perhaps due to the depression caused by menopausal symptoms. I was so annoyed with my family, but the extinguished passion in me was revived while earning an education here. It is like I was given renewed energy.... You may agree that people become inflexible in thinking and stubborn while getting old, but I've learned how to have an open mind here.

Choi Gyeong Yong: I had worked in organizations for 33 years, and I think I had never been the main character of my life. However, while taking the programs of the Life School, I decided to 'live as the real owner of my life'. The Life School seemed to help me make a firm resolution to 'think, decide and act on my own.' I realized the value of doing something together. I experienced that we can make it together even if you cannot do it alone.

I thought the words such as courage and confidence had disappeared from my life, but I was able to pull them out once again while making precious relationships with the people I met at the Life School. That was the biggest change after finishing the course.

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What is the biggest fruit you got through the Life School?

Choi Gyeong Yong: For me, it was ‘people’. 58 people studied together for 10 weeks. We were cautious about each other. Why not? They were all kinds of semi-specialists who had lived in their own areas in their own ways for more than 50 years. It is natural that the weak points of the others come into sight as the fortune-teller does when we are getting old, isn’t it? (Laughs) But once we open our minds, we could see the good points and merits of other people. Supplementing each other’s ability, we saw the members come together in a wonderful shape, like a variety of gemstones set into one necklace.

Yun Seong-hee: I had the same experience as Mr. Choi. After 10 weeks had passed, I became confident that I could do anything as long as we



do it together. They were strong allies, brothers in arms! (Laughs) It was like I got 58 nice traveling companions.

What are the next goals of the successful first graduates?

Choi Gyeong Yong: When we finished the course, we made ourselves a promise to live different lives as the graduates of the Life School. We hope we will be able to play the role of milestone or coordinate for the next students since we are the first graduates. I would like to create a ground for the challenges of the 50+ generations by activating the community, creating a platform and enrooting the culture.

Yun Seong Hee: We are doing various activities through the community. Once we establish the community, I think we can do business and offer necessary services based on it. It is our goal for the second half of the year to build a solid community base for the next students as well as for ourselves.

Mr. Gong Jong Ho (56) lives a successful second life as a consultant at the counseling center of the Northwest 50+ Campus. He got the job through



the Boram (meaning ‘rewarding’) Job Finding Project implemented by Seoul Metropolitan Government. Now, he is living 25 hours a day in consulting, researching, investigating and studying for graduate school, so busy that he screamed. Mr. Gong belonging to the baby boomer generation, had to face difficulties after retirement a few years ago. We heard about his process of coming to his present position and his plans for the future. The following is a Q&A with him.

You succeeded in redesigning your second life splendidly as a consultant.

I had worked at companies and ran my own company. Like most of the baby boomers of the present day, I also lived very intensely in my own way. I earned enough money to not have to borrow money from someone. I came to know that the Seoul Industry Promotion Agency recruited consultants for youth start-ups. I had worked there for around three years. As the system changes continuously, my activity range began to be narrowed gradually. I was worried about how to establish my career direction at that time, but fortunately I was registered at several organizations as a consultant. This field is also very competitive.

You must know exactly how you will act and contribute based on your talent and personality. I am lucky to have consulting work for two or three start-ups and technical evaluation and deliberation work for three organizations.

I heard that you are providing consulting for start-ups in the Northwest 50+ Campus.

Currently, I am providing business consulting for university students. I am proud that some of them were successful as start-ups. Nowadays, I study in a graduate school in order to understand the generation better. Now I’m in the third semester. As my knowledge has been reinforced in addition to my experience on the site, the output is satisfactory.

I am very grateful to Seoul Metropolitan Government because they continued to provide opportunities for seniors to demonstrate their abilities in seven categories. Seniors are very weak in grasping information. So, I happen to have chances even if there are many people better than me. The programs are not well known yet, but more people will take advantage of such programs once they are known to everyone.

I heard that you are doing a variety of tasks in addition to consulting.

At first, I dealt with grasping seniors' competence, job matching and start-up consulting among the seven categories. Now, I investigate the demands of seniors for jobs and make proposals for the establishment of a DB for job matching. My consulting attempts to link seniors to third sectors such as social enterprises and nonprofit organizations by effectively checking the seniors' competence. Of course, it is not the level of a policy proposal.

When you meet seniors in the fields, usually you can find that they have competence in their own fields and desired directions. However, in many cases you don't know how to connect them to employers. Therefore, I established a basic database to provide human resources whenever the enterprises and organizations ask for them. In other words, it is not a huge study, but a simple task for me to set up a database that can be effectively used for consulting, through basic data mining and study.

What are the difficulties in your consulting?

There is no difficulty of communication. I have gone through the process, and our generation has similar feelings. So there is no difficulty in conversation, but sometimes it is hard enough not to manage my health because of my excessive schedule. I'm at the age that my children need dad's hand. It is almost 1:00 am when I finish my share of housework. Nowadays, I'm living 25 hours a day. (Laughs) I need to manage my schedule, but



I am happy and grateful anyway to have places that need me. I forget my age.

What do you want to change about the Northwest 50+ Campus?

When I talk with the seniors, the biggest problem for everyone is finding a job. They told me 'What on earth can I do?' It is vague, but it becomes specific and strong points and problems appear while talking to each other. They say they didn't know there was such an institute. So I hope it will be known to everyone. There are many retirement management programs in each institution, but I think the programs of the Northwest 50+ Campus should be known to the ordinary citizens more widely.

Do you have any final comments?

Many seniors who belonged to certain organizations and institutions felt gloomy at first when they leave such structure and then feel isolated gradually. One day, the familiar title in which they were called disappeared and they are called as Mr. or Ms. Somebody. The process isn't unfamiliar at all. So I hope the community like the Northwest 50+ Campus will be expanded more, because the seniors can feel a sense of belonging



there. It may be a great relief if you feel you belong somewhere. When you have confidence, you can start again and have chances to jump up.

Well, I'm not doing this job because I want be rewarded. If I want rewards, then I'd better start my own business. However, I will do this job continuously because I want to sympathize with the sense of loss of the seniors and I want to see them set their objectives, challenge themselves and achieve them. I'm paid off by that.



16.

Moving Laundromat

Severely handicapped people and senior citizens who live alone are not able to move about freely, so it is also a hard job to clean the beddings. The Seoul Metropolitan Government decided to operate a moving laundromat in order to increase their quality of life. Now that the policy has been implemented for 2 years, what are the citizens' reactions? In conclusion, it was very 'successful'.

Seoul,
Dreams of Humanism

The face of the elderly is brightened with the moving laundromat.



| Jo Hyeon Sik | Moving Laundromat Operator

An apartment complex in Seoul. When the moving laundromat vehicle arrives, the elderly gather together with their bedclothes in their hands. When the laundromat starts its operation, the narrow inside of the vehicle gets hot. On the face of the person collecting the bedding flows beads of sweat. Continuing to collect the bedclothes, he is always smiling even when the elders give him curious looks and ask questions. Mr. Jo Hyeon Sik, the moving laundromat operator, says his work is hard but he is happy because he is providing a small but necessary welfare service for the elderly. We heard from him about how the necessary

welfare service can enrich the lives of citizens.



I heard you worked almost every day from March to November. Wasn't it hard?

I am very busy. I'm going around every corner of Seoul with one vehicle. 17 to 20 households or sometimes 27 households a day use the laundry service. It means I have to handle 40~50 blankets, comforters and so on each day on average. With the merits of the service gradually known, the number of citizen users is increasing. Because of the increased demands, I have to work every day except for two days for office work and vehicle inspection or repair.

In consideration of the hygienic aspect, it is a principle to wash the laundry of a household in a washing machine. The number of laundry is limited to three for a household. Of course, we wash the laundry of two households together after asking their understanding in the case that the amount of the laundry is too little. Some people come out with a lot of laundry but I try to handle as much as possible because I can come back to the place 3~4 months later. Some people come out with down clothes or carpets. I explain that the temperature of the dryer here goes up to 70~80℃ and it does

harm to the fabric. In that case, I washed the laundry and dry it to a small extent.

When I do laundry for the elderly and disabled people, I often find very old and worn duvets. So I carry about 20 new blankets and quilts so I can replace them for free. Ah, it is not replacement because I wash the worn laundry also. (Laughs)

They don't want to throw away anything, no matter how old and worn the laundry is. (Laughs) This is because he or she may have only one quilt. So they are all happy with the new blankets.

I heard there were many trials and errors. I think you had to go through a long process to provide better service.

Yes, you are right. Since the moving laundromat service is provided using vehicle, I had a lot of trouble. In 2014, I received civil complaints due to noise and exhaust gas at least once a week because I had to keep the engine on to run the washing machines. Some citizens made reports to the community service center that a truck kept idling, and then the officials of the center called

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Among the elderly, there are those who help with the collection and delivery of laundry. Even though they are poor, they are going to share their food with me. The inside of the vehicle is quite hot, so a bottle of cool juice is a great gift for me. I'm working and feeling good with the exchange of hearts.

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me to check what was happening. Those who receive the laundry service ask me to come more frequently, but those who live around the parking place ask me not to come again... (Laughs) But I understand their stance.

So, it is most convenient for me to work in the welfare center yard. When I have to go to residential areas such as apartment complexes, I agonize over how I can park the truck to prevent the noise and exhaust gas from inconveniencing the citizens. Of course I can go to some remote place, but it is not easy for the elderly to come to those places carrying their laundry in that case. I choose the place with great care.

There were a lot of trials and errors. I do not have enough knowledge about fabrics like the experts.



Once I put a nylon blanket in the laundry dryer, the blanket shrank a lot. I was surprised at that. Fortunately, I could replace it with a new one. Since I have too much laundry, sometimes a wrong delivery can occur. Now, I take pictures to prevent it. I am gaining various kinds of know-how.

What is the virtue you need while doing this project?

Um... it is communication. This work requires you to keep meeting people. I have to continue to communicate with the elderly. Also, I have to communicate with the people of the agency in charge of the project in order to eventually provide the senior citizens with better service. I try to approach them first as a friend. Most of them open their mind quickly.

When is the most rewarding time?

I am happy when I see that the elderly people are really happy. When I go to an apartment complex, some of them do not go back to their home and watch me to help me spontaneously while the washing machines are running. They collect or deliver the laundry. Even though they are poor,



they share their food with me. The inside of vehicle is quite hot, so a bottle of cool juice is a great gift for me. I'm working and feeling good with the exchange of hearts. It is a project to help them live a long and healthy life.

I hope all of them are well and healthy. So, I always say that 'I hope to see you healthy again next year' when I deliver the washed laundry to them.

Smoother communication with the elderly and the people of the agency in charge helps me eventually provide them with better service. So, I try to approach them first as a friend. Most of them open their mind quickly.

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