

社工的話 Social Worker's Remark

筆者月前休假赴美國德州達拉斯,順道了解當地回收物品 服務,也藉此與大家分享。

當地負責回收物品純以福利性質推行,在政府的支持及鼓

勵下而設立。為令捐贈者作出行動,當 地政府更以優惠性質鼓勵市民參與,捐 贈者可自報購買該物品時的價值,以用 作扣稅之用,這與我們確有天淵之別; 而其以「注重環保 重用物品」包裝之 餘,乃實是以「濟助弱勢社群」為實 務,目的是服務低收入人士,讓他們可 享有一些物質生活的條件。

他們所收集的物品,年份及可用 性不拘,物品亦可以殘缺,而物品「出

門」前均是不會作出檢查;而且亦不會有跟進的服務,如安裝 等。這與我們的「電器贈長者」計劃有著收集5年內、運作良好 的要求不同,而且我們必會檢查所送出的電器物品,以免除捐 贈者的責任;我們更會作出所有跟進,如安裝及教導使用,以 令大家有「直接使受助人受惠」的安心。

他們所位處的地方乃以棄置的商場或人流不多的地方,由 於地方較大及寬濶,多無需另覓地方作倉庫;所收集的物品類 別繁多,計有衣物、復康用具、影音物品、書籍文具、傢俱及 各種電器物品等;分年齡、季節、種類等分門別類地陳列,儼 如像一所百貨公司一樣。

店內的物品,均以極低廉的價錢出售,唯若有關人士因經 濟困難時,在無需審查下,經社工轉介,亦可領受有關物品; 這與我們需要財政及家庭能力的審核,以確保捐贈者的行善目 的,資源不被濫用,實有分別。除提供為善長搬運較大型的捐 贈物品外,他們更為困乏者提供送貨服務,其資源的豐富與當 局的扶助,與我們全賴義工的支持,我們實難與之匹比;其亦 聘有相應員工,分別負責各環節的工作,與我們「一人主政」 的工作,我們根本亦是匱乏。

畢竟,當地發展「物品循環再用」的工作已有近30多年, 唯我們的「慈惠服務」的「電器贈長者」計劃年資尚淺,加上 他們有著政府的優惠與扶助,我們自然是落後很多;唯我們仍 可向他們學習,捨短取長,藉你們的賜助,為本港的貧困無助 者提供更至臻至善的關顧。



I was on vacation to Dallas, Texas in the U.S. recently and tried to get a better understanding of material recycling services of the locations on my way which I am going to share with you hereunder.

Material recycling setup is promoted purely as welfare nature, supported and encouraged by the government there. The donors are prompted into action and the local government setup incentives for participating citizens. People who donate can report value of the material donated which is considered as deductible from their personal income tax. This is totally different from here in Hong Kong. While under the umbrella

> of environmental protection through recycling, they are in fact servicing the low income and weaker minority in the community in gaining material benefit.

They collect all sorts of material regardless of age, whether still reusable or not, broken or just parts, and not checked before turning over to the users and no follow-up action such as installation. This is different from our EAE Program which we have specified to be under five years old and operational, inspected and checked before

delivery to the user, thus taking away donors' liability and our follow-up actions such as installation and teaching the receivers proper use for their peace of mind.

Their locations are abandoned commercial or quiet areas away from heavy traffic and as the sites are some what spacious, there is no need to look for warehouse space. Items are numerous including clothing, rehabilitation items, audio-visual items, books and stationary, furniture and electrical appliances etc. They were displayed by age, season, categorized similar to that of a department store.

Items in there are sold at very low price. For people in dire financial difficulties and with referral from social workers, the goods can be made available to them free without having to go through a prior screening process. This is some what different from our current practice of checking the financial and family background for abuse prevention of our limited resources. Besides providing transportation for sizable items, they also provide delivery service to those who are to handle the items themselves. This is totally different from our reliance on volunteer workers to help. They have people employed to look after each of these functions which is again different from our 'one man band' having to look after every activities – sheer inadequacy on our side.

Of course, their 'Material recycling and reuse' program has been developing for nearly 30 years whereas our 'EAE' welfare service program has much shorter experience. They have government policy backup whereas we here are completely on our own and hence heavily lagging behind. Nevertheless, we can still learn whatever is good from them. With your donation and support I am sure we can still make the best in helping the poor and helplessness in Hong Kong.

電器贈長者一04/08 EAE-April 2008 每月服務數字 Monthly Service Statistics

新個案來源	Origin of New Cases	
聖雅各福群會	St. James' Settlement	6
社會福利署	Social Welfare Department	17
非政府機構	Non-government Organization	139
其他	Other	0
個案總數	Total	162
個案數目統計	Cases Statistics	
4月份新個案	New cases in April	162
3月份尚未完成的個案	Cases carrying-over from March	36
4月份共需處理個案	Total cases to be handled in April	198
4月份完結之個案	Cases settled in April	173
帶往5月份之個案	Cases carrying-over to May	25
電器送贈紀錄	Record of electrical appliances handled out	
電風扇	Electric fan	24
電飯煲	Rice cooker	25
收音機/錄音機	Radio/Recorder	6
電視機	Television set	32
雪櫃	Refrigerator	24
電水壺/電水煲	Electric water boiler/pot	12
熱水爐	Water heater	30
洗衣機	Washing machine	21
電話	Telephone	3
暖爐/暖風機	Warmer	1
電磁爐	Induction cooker	8
其他*	Other*	6
總數	Total	192
完結之個案情況	Status of cases settled	
綜援個案	CSSA cases	141
非綜援個案	Non-CSSA cases	32
已完結之個案	Cases settled	173

* 其他包括:其他包括滅蚊燈一個、傳真機一個、電水煲四個

* Others include one mosquito magnet, one facsimile machine and four electric kettles.



捐電器助貧老 送關懷解苦困

孤苦無依,若加上年老及經濟有問題時,確是 令人同情。

由本會作全港推行的「電器贈長者」計劃,乃 透過各地區福利機構的社工轉介,專事解決貧困無助 老者家居電器的需要,向社區人士募捐,於義工的協 助下,轉贈貧老急需電器,以改善他們的家居生活質 素。

你家中可有已購買不超過5年、棄用而運作良好 的電器,如電視機、電雪櫃、洗衣機、收音機、電飯 煲、暖風機、電風扇等等嗎?現時每月我們均送出超 過150件電器予有需要的貧老,由於他們所申請的電 器種類眾多,我們往往亦未可募足所需電器下,部份 長者輪候的時間也需3至4個月之久;事實上,部份 輪候的長者,因家中缺乏電熱水爐,致洗澡時禦寒不 足,著凉而屢次染病;或因電雪櫃無法修理,致吃下 變壞食物,而影響身體健康的事件時有所聞。據本月 資料顯示,我們現共有30多名貧老急需有關電器,其 中欠缺最多的「貴價電器」:包括有電熱水爐、電視 機、電雪櫃及洗衣機等。

故我們將於五月三十一日(星期六全日)在本會灣 仔石渠街85號一字105室舉行「電器贈長者」活動。 善心的你,於有能力助人的時候,可欲讓貧老捱苦 嗎?敬希與我們聯絡,為於艱苦生活中的無依老者作 出關懷吧。施善熱線:2835-4321或8107-8324。



Donate electrical appliances to help the poor elderly Show care to relieve their plight

To live alone and have no one to depend on is a pitiful situation to be in. And more so if the person is old and lives in a financial strait.

Our Electrical Appliance for The Elderly Program aims at meeting the need for home electrical appliances of the poor elderly in all areas of Hong Kong through the referral of social workers from regional welfare organisations. We operate this Program by collecting appliances from residents of Hong Kong. Then the volunteers assist in delivering the appliances to the receiptient. This improves the quality of their home life.

Do you have any electrical appliances which you have stopped using though they still function and you bought them less than 5 years ago? Appliances such as TV's, refrigerators, washing machines, radios, rice-cookers, heaters and electric fans? We deliver more than 150 appliance to the clients each month. Since they apply for all kinds of electrical appliances, we do not always manage to collect the exact items they need. Some of the applicants have to wait for as long as 3 or 4 months. Some of them often catch a cold because they fail to keep warm when they wash themselves without an electric water heater. Often some of them eat food that has gone bad because they have no refrigerator for storage and their health suffers as a consequence. According to our statistics, presently we have more than 30 applicants who mostly need the following 'more expensive' appliances urgently: electric water heaters, TV's, refrigerators and washing machines.

Thus we are going to hold once more a collection day for the EAE Program on 31-5-08 (Saturday whole day) in our office at 85, Stone Nullah Lane, Wanchai, Hong Kong. Will all you kind and generous people come and help now that you are blessed with the ability to do so? Call us at 2835-4321 or 8107-8324.



單身的陳國明伯伯於香港居住了數十年,由於居住環 境一直都在改變,樓宇變得繁密的同時,空氣質素更愈來 愈差。患上了哮喘、居於深水埗的他,感受更深。

「可能經濟復甦, 呢兩年, 餐廳食肆不斷開業, 仲愈 開愈多。以前房間都可以開窗, 涼風可不斷吹入, 而家樓 下餐廳啲油煙不停攻入我嘅單位, 我一吸到油煙就好唔舒 服。」陳伯苦著說。

「加上早幾年開始,政府勒令清拆天台屋。我住喺 頂樓,而家太陽直曬著我間屋,房間即時變成一個人間煉 獄,好似煎魚咁。每日留在家時,要用氧氣機,而開動機 器發出嘅熱力,令到呢度幾十尺地方氣溫更加上升,熱得 太緊要,呼吸好辛苦,所以一定要關窗開冷氣,先至呼吸 暢順啲。」

很多長者都會因家中悶熱,走到公園或商場乘涼。但 由於陳伯居住在沒有電梯的唐七樓,上街及回家都非常辛 苦。「每次上落樓都要45分鐘,喺天氣酷熱時,最叫人難 受,連氣都透晤到。」陳怕氣呼呼地說。

陳伯不能上街,又沒有能力外出購買食物。「唯有 『叫外賣』,每餐都要成二三十蚊,每日三餐,貴都冇辦 法啦。」獨居的陳伯由於乏力清洗衣物,只可依靠朋友或 唯一的哥哥幫忙,替他送衣物到洗衣店清洗。「自己做唔 到,樣樣都係開支。」只能留在家中的他,24小時使用 著氧氣機,每天都開動冷氣機才能稍稍舒緩病情。由於長 時間開動冷氣機,他更要負擔沉重的電費開支。加上房租 超出社署的津貼範圍,必須由綜援金中的生活費內抽出, 對一個支付租金及其他支出後只餘2,000多元綜援金的病 弱長者而言,實是一個極大的財困。「食又貴、住又貴、 用電又貴、病又煩,綜援又不夠應付,想活得好些確實艱 難。」

經聖雅各福群會負責同工及義工上門家訪,了解陳伯 的苦困情況後,立時作出電費資津助,幫助處於「水深火 熱」的陳伯。「有善長嘅幫忙,我可以開住冷氣,安心留 喺屋企用氧氣機,唔洗因為焗熱,要喘住氣落街坐喇。」 用氧氣機的陳伯雖然呼吸困難,亦不忘連聲道謝熱心善長 的資助。



Help old Mr Chan live better

Mr. Chan Kwok Ming, an old bachelor, has lived in Hong Kong for several decades. Over the years the environment has never ceased to change – the city getting crowded by more buildings, the air quality worsening with each day, being asthmatic and living in Shamshuipo, he feels these changes more keenly than anyone else.

"Maybe because of the economic upturn, new eateries have been mushrooming in the past two years. Their number has grown tremendously. In the past I could open my windows to let in a cool breeze. Now my room is constantly invaded by greasy fumes from restaurants downstairs. I don't feel well when I inhale the fumes," complained Mr. Chan.

"On top of that, some years ago government ordered the demolition of shacks built on rooftops. I live on the top floor. With the shacks gone, the sun beats down directly on my roof. My room has become a burning purgatory and I feel like a fish in a frying pan. When I'm home, I have to turn on the oxygen generator. But the generator also generates heat, making the room hotter. Breathing becomes difficult for me when it's too not. To breathe more easily I have to close the windows and turn on the air-conditioner."

Because it is stifling hot at home, many elderly people go to parks or shopping centres to keep cool. But old Mr. Chan lives on the 7th floor of a walk-up. It is a great strain for him to go out and come home. "It takes me 45 minutes to come upstairs or go downstairs. It's particularly hard on very hot days. I can't even breathe!" said Mr. Chan, panting.

Old Mr. Chan can't go out, can't buy his own food. "I can only order takeouts and have them delivered. Each meal costs nearly 30 dollars, three meals a day. Expensive! But I have no choice." Old Mr. Chan also hasn't the strength do wash his own clothes. He can only count on friends or his only brother to send his clothes to a laundry for cleaning. "I am unable to do things for myself, so I have to pay for everything." He can only stay home and get some relief with the oxygen generator on round-the-clock and the air-conditioner on everyday. As a result, he has a hefty electricity bill to pay. His monthly rent also exceeds the Social Welfare Department subsidy. It makes a dent to the living expenses from his CSSA. After paying the rent and other necessary expenses this feeble old man who just has more than \$2,000 of CSSA a month carries a heavy financial burden. "Everything is costly – food, living quarters and electricity. Illness troubles me. The CSSA is not enough. I would like to live better, but there is no way."

During a house call, staff members and volunteers of St. James' Settlement learned of Mr. Chan's difficulties. They immediately offered him subsidy for his electricity charges. Despite his laboured breath while using the oxygen generator, old Mr. Chan repeatedly expressed his gratitude for the assistance. "Now that I have the help of the generous donors, I can turn on the air-conditioner and the oxygen generator and rest at home. I won't have to walk down the stairs, panting, just to sit on the street for some cool air," he said.

用氧氣機的陳伯,在電費津助下,可安心養病了。

Old Mr. Chan relies on an oxygen generator. Now that he gets a subsidy for his electricity charges, he can nurse his condition with his mind at ease.

家居維修服務一04/08 HMS-April 2008 每月服務數字 Monthly Service Statistics

新個案來源	Origin of New Cases	
聖雅各福群會	St. James' Settlement	3
社會福利署	Social Welfare Department	10
非政府機構	Non-government Organization	89
其他政府部門	Other government Department	1
其他	Other	5
個案總數	Total	108
個案數目統計	Cases Statistics	
4月份新個案	New cases in April	108
3月份尚未完成的個案	Cases carrying-over from March	21
4月份共需處理個案	Total cases to be handled in April	129
4月份完結之個案	Cases settled in April	110
帶往5月份之個案	Cases carrying-over to May	19
維修項目紀錄	Record of home maintenance services	
裝置(如扶手/毛巾架/照明)	Other fitting (eg. handle bar / towel rack / lighting system etc.)	153
電力供應系統維修	Electricity systems	21
家庭電器維修/安裝	Electrical appliances	211
木工維修	Wood-work	37
來去水系統維修	Piping & drainage systems	35
新居裝修 (如鋪膠地板及其 他裝置等)	New house decorations (eg. install plastic floor tile & other fittings.)	7
安裝《弱聽長者應門》	Flash-bell fitting	6
檢查電力裝置	Check electricity system safety	55
電器安全常識和操作指導	Home safety guide on electricity and electrical appliance use	40
鄉郊工程 (如改善水電系 統、生活環境改善)	Country-side works (eg. water and electricity works/living environment improvement etc.)	5
總數	Total	570
完結之個案情況	Status of cases settled	
<u>综援</u> 個案	CSSA cases	96
	Non-CSSA cases	14
已完結之個案	Cases settled	110



善長們除不斷作出捐賜及獻計獻策外,助我們的「慈惠服務」得可幫助更多獨居無助財拙病弱老者;還經常來電查詢,以鞭策我們改善服務的質素,實在感激萬分。故由今期 起我們將會刊出大家關心的事項,望能藉此增強大家對我們的瞭解與支持。

奉寄特輯

問:月前我曾在無線翡翠台看見介紹你們有關推行「慈惠服務」的情況,片中講述一位社工如何在缺乏津助下,單憑義工及熱心人士的捐款支持,竭力為全港的老人服務;當中談及「救命鐘」的成立以及一些創新性的社會服務的原因與過程。因本人未能全部觀看全集,而且在教會中亦聽聞牧師談及此特輯,感覺得很感人,故請問我何處可觀看此特輯?

答:很多謝你對我們的讚賞,努力做好我們的各項「慈惠服務」,是我們所有工作人員的職份;特輯內的工作人員實在是叨光,若沒有義工的參與及善長們的捐款支持,也不能讓他可推出各項創新性的「慈惠服務」。為能令大家更了解我們的「慈惠服務」發展艱辛經過,歡迎善長來電(2835-4321或8107-8324)、傳真(2834-7300)或電郵(plchan@sjs.org.hk) 索取此名為「我係陳炳麟」的特輯;由於版權關係,此行動純以推動我們的「慈惠服務」,盼請勿作任何商業用途。

「應慳 要慳」的原則

問:當每月收到你們寄來的「慈惠月報」時,雖然細心閱讀 內容,不但令我感到你們真的用心用力為無助老人服務,也 令我知曉平時未可接觸到的老人艱難度日的生活,令我知道 我們的捐款如何可助老人改善生活,得著關懷;但由於印刷 粗糙,只有黑白兩色,完全缺乏吸引力,試問怎可令捐款者 有興趣閱讀「慈惠月報」呢?為甚 此份「慈惠月報」不彩 色印刷?為甚 不用較好的紙質印刷?

答:多謝善長給予我們改善向大家交代工作的建議。我們每 月的「慈惠月報」乃是向大家作出工作報告的一個途徑,而 慎用大家的捐款,亦是另一必須牢守的原則,善長的捐款必 須直接使老人受惠;即是說花費在印刷「慈惠月報」的支 出,必須要低成本製作;除由義工負責版面設計外,當中部 份頁數亦由一外資公司辦公室義務印刷,其餘頁數亦只付出 低於成本價的友情印刷費交予另一印刷公司;只用黑白雙色 兼用普通紙張印刷,也是節省的原則,印刷效果看來粗糙, 企盼大家見諒;若用較重磅的紙張印刷,結果也會引來郵費 的增加,此亦會花費甚鉅,故盼大家支持「應慳 要慳」的 原則,俾我們可有更多資源以助賞老「解困 解憂」,故當 大家閱讀「慈惠月報」時,多所體諒與支持。 **Besides giving** unceasing contribution and advice to the us in our 'Charitable Projects' to help the underprivileged and feeble elderly, well wishers also give us frequent calls aimed at driving us to improve the quality of our services which we are extremely grateful. Starting from this edition our Monthly Report will publish issues of your concern which hopefully will increase your understanding and support in our work.

Special Documentary Mailing

Q: Last month I appeared in a TVB Jade documentary introducing to the audience the current situation on 'Charitable Projects' and there talked about how a social worker without subsidy from the authority working for the elderly in Hong Kong purely on his own zest and with support from donation of well wishers. In there we talked about the reason and the process in the establishment of 'Emergency Bell' and some other creative social services. I missed watching the entire documentary, but in the Church I overheard the priest talked about this documentary which was really very touching and those who missed the program asked me where they could watch this documentary again?

A: Thank you for your compliment. Doing well on 'Charitable Projects' is our duty; workers in the documentary are much obliged to other volunteers and donors for their support which otherwise will make the launching of new and additional 'Charitable Projects' impossible. In order that you get a better understanding of our work and its arduous development, you are welcome to contact us by phone: 2835-4321 or 8107-8324, fax: 2834-7300 or email: plchan@sjs.org.hk and ask for a DVD copy of "I am Chan Ping Lun Documentary". Due to copyright issue, this action is purely for the promotion of our 'Charitable Projects', so please do not use it for any commercial purposes.

The Principle of 'Saving whatever we can'

Q: Each month when I receive in the mail your 'The Philanthropy Monthly' and read all of it in details. It surely is rewarding to us knowing that you whole-hearted carry out your work in providing services to assist the helpless elderly, it also makes us aware of the hardship facing the helpless, living alone elderly in spite of the fact that I never have the chance meeting them. It also makes me knowing how meticulously you handle our donation in caring and making improvement to the lives of the poor elderly. However, printing of the Monthly is rather primitive, only in black and white which is considered unattractive these days and how is that going to arouse interest of other donors reading it? Why it is not printed in colour? Why do we not use better quality paper?

A: Thank you for allowing us to respond on request for improvement suggestion on our work. Our 'Philanthropy Monthly' is a means of our reporting to the public about our work and spending your donation wisely is another principle we firmly uphold. Your donation is for the sole benefit of the needy elderly and that is why the cost of production of the Monthly must be kept to minimum. Volunteers provide the design and layout of the Monthly and some of the printed pages are done free of charge by a volunteer foreign company while the other pages are done by another friendly printing company at cost in black and white on ordinary paper which would otherwise increase total cost if heavier paper and colour is used in the printing. This is what we call The Principle of 'Saving whatever we can'



藥療服務教長者 如何食藥

不少長者患有一種或以上的慢性疾病,如 高血壓、糖尿病、心臟病等,每天要服用多種 由專科醫生各自處方的藥物,因而有機會同時 服用藥效相似,甚至重複的藥物,從而增加副 作用及藥物產生相沖作用的風險。聖雅各福群 會今年首次與香港醫院藥劑師學會合辦「病患 者藥療服務」計劃,透過大型藥物講座、個別 藥物輔導、個別諮詢等,讓長期病患者與其家 屬的互動參與,確保藥物治療發揮最佳療效。 聖雅各福群會社工陳炳麟表示,有不少長者誤 以為將藥物放入雪櫃就可防變壞;亦有長者視 醫好自己的藥物為良方妙藥,「照辦煮碗」給 別的長者服食。陳又指,用啡色樽裝藥有別透 明樽,原來是要防紫外光。服藥一日三次,究 竟是否每隔六小時,抑或早午晚,很多人都不 知道。

註冊藥劑師提供服務

有見及此,聖雅各福群會本月開始與香港 醫院藥劑師學會合辦「病患者藥療服務」計 劃,由註冊藥劑師提供服務,對象為社區人 士、長者病患者及其家人。旨在確保藥物治療 能發揮最佳療效;提高治病成效;改善病患者 服藥之依從性;幫助病人了解及解決有關服藥 的問題,以及促進病人對自身疾病的了解。由 於有關計劃屬自負盈虧,租借場地、票務等都 需要費用推動,該會希望有多些熱心人士支 持,使這計劃得以長期推行。

Pharmaceutical Care Services to teach elderly proper way

The majority of elderly people suffers from one or more chronic diseases such as high blood pressure, diabetes and heart diseases. Each day they have to take a number of medications prescribed by specialists. They encounter the likelihood of taking drugs with similar or redundant healing effects and thereby increase their risks of side effects and drugs cancelling each other in terms of healing. This year, St. James' Settlement is going to jointly host a "Pharmaceutical Care Service for Patients Project" with The Society of Hospital Pharmacists of Hong Kong. This Project will organize large scale talks on medications, personal medication counselling and personal consultation. Chronic patients and their family members can participate in an interactive manner. The objective aims at ensuring the best healing effects from various medications. Mr. Chan Ping Lun, a social worker of St. James' Settlement, observed that many elderly people believe wrongly that medications kept in a fridge can be prevented from going bad. Some let other elderly people take their own medications regardless of the nature of ailments, thinking one drug heals all. Mr. Chan went on to say brown bottles are better containers for storing drugs for they keep away the ultra-violet rays. Many people who take drugs 3 times daily are uncertain whether the time interval is 6 hours apart or morning, afternoon and evening.

Services provided by registered pharmacists

In view of the afore-mentioned phenomenon, St. James' Settlement begins to jointly organize with registered pharmacists from local hospitals a "Pharmaceutical Care Service for Patients Project this month. Registered pharmacists are to provide services to targeted people from the community, elderly sick people and their family members. The objectives of this Project is to ensure the prescribed medications can bring about the best healing effects and to increase the curing percentages. The Project also aims at improving the patients' co-operative tendency in taking medications, assisting them to understand and solve the problem of taking medications and enhance the patients' understanding of their own diseases. Since the Projects needs to be self-financing with regards to leasing venue, printing tickets etc., St. James' Settlement is looking forward to substantial support from generous donors so that this Project can be organized on a long basis.

參與行善之方法 How to participate in these Programs?

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及時行善,可以避免你的心裡再泛起壞的念頭。 Doing good guards one against ill thoughts.