

慈惠月報

The Philanthropy Monthly

聖雅各福群會
St. James' Settlement



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社工的話

Social Worker's Remark

與同路人繼續 發揚善心

隨著多姐善心派飯的報導，記者們又一連串帶出很多善心港人做善施的消息，有向長者派粥、80後老板派飯，又有麵包店派麵包等等，這些都是由民間發起關顧長者的行動。派發的食物有的是店內剩餘食材，有的是特別為長者預備。從這些自發行善的受訪者分享中，他們各自在生活裡，不約而同地體會到香港有很多長者，就連基本三餐也不能溫飽，有的要執街市剩餘菜來煮飯，有的流連食肆，等待吃別人的二手飯，看著這些晚景淒涼的長者，就算不是這樣，很多為了應付租金及醫療必需開支，唯有在吃方面省得就省，這些在我們上門家訪時，打開他們的雪櫃和電飯煲，就明白得一清二楚。對於這些慷慨地分享自己所有的港人，很多時候都不是在賺大錢時作出分享。

或許大家沒擁有食店或麵包舖，何來與人分享？

在踏入送暖的11月，就接過一位女士的電話，她很仔細了解送暖行動的工作，特別我們如何在全港找出有需要的長者提供服務，在電話中工作員一一解答，包括恆常與18區社工的協作，了解到我們服務宗旨，亦知道我們可以提供怎麼樣的服務內容，與及合適的服務對象，當中以服務及時性及具彈性的安排，最能應長者之急。經過詳細溝通後，過了幾天，慈惠服務就收到這位女士所發出的善施支票，支持送暖行動的工作。

又有一位退休男士，十多年來經常到同一間茶樓用膳，每逢過時過節，他都會特意買下一些糕券和月餅券等等，送來給我們。細問下，原來他想到中國人過節都是開開心心、熱熱鬧鬧才是，特別是老人家，自己去年開始退休，也是長者，但看著很多獨居老人，無人陪伴，自己有兒有女，仍有餘力，於是就想到在節日送上這些禮品給長者。

每個人都是獨一無二，也擁有著不同的能力，就好像上述店舖老闆、那位女士及退休先生一樣。在踏入2017，在有同路人在18區不斷用自己方法幫助弱老的時間，祝願大家繼續把善心發揚，為更多有需要老人家送上祝福行動。

Kindhearted Development Kept Going

Following reports on provision of free meals, reporters brought out a whole string of news on charitable provisions by kind-hearted people in Hong Kong. These non-government initiated activities include provision of free congee to the elderly, free meals by a shop owner born in the 80s and bakery giving away breads, etc. Some free food may come from shop surpluses, but others are prepared exclusively for the elders. Sharing with these interviewees, group of self-initiated, kind-hearted people, they, by chance in their livelihood, realized many elderly in Hong Kong were living in hunger, picking up scraps in the market to cook meals or hanging around eateries for a secondhand bite from someone's leftovers. Of the elderly not that desolate, many of them still have to cope with the necessary rental and medical expenses through whatever they can cut back on food. Simply opening their refrigerators and electric rice cookers clearly reveal this during our home visits. Most of the Hong Kong people, generously sharing what they have, do it at a time far from having made a fortune.

Perhaps you own no food shop or bakery, what then can you share with the others?

Onto November Warmth Giving Action, we received a lady's phone call asking in great details about our work, particularly how we managed to locate the service needed elderly in Hong Kong. Our staff answered her questions one at a time over the phone, including our constant cooperation with social workers in all 18 districts, understanding our service objectives, contents and appropriate service targets. Of all these, prompt and flexible service arrangements are the best to meet urgent needs of the elders. Days after the detailed conversation, we received a cheque from her, giving support to Warmth Giving Action.

Also, there was a male retiree, frequenting the same teahouse restaurant on meals for over ten years. At time of every festival, he would intentionally buy and send us cake and moon cake coupons, etc.. Close probing revealed his thinking that fellow Chinese, elders in particular, should be joyful and noisy on festivals. He, an elder himself, retired the year before, has children and still affordable. But watching many lone elders without companion, he thought of giving them festival presents.

Every individual is unique and possesses different abilities, just like the above mentioned shop owners, the lady and the retired gentleman. Stepping into 2017, people sharing the same ideal in the 18 districts, use their own ways to help the frail elderly; and we wish to have every one of you keep going with kind-heartedness, sending your blessings to more needy elderly.

能助人的人，就是有福的人。

People who can help others is the most blessed.



藥劑師把關 服藥更安心

聖雅各福群會「惠澤社區藥房」由2009年開辦至今已進入第七個年頭，相信慈惠月報的讀者對我們的服務並不陌生，知道我們一直以較優惠的價錢售賣一些在醫院管理局藥物名冊下屬自費項目的藥物，或以藥物資助計劃的模式來減輕患者的經濟負擔，但大家又是否想過，「惠澤社區藥房」的藥劑師如何善用和病人預先約定的配藥時間來為「安全用藥」把關？

70歲心房顫動患者羅先生憶述首次到惠澤社區藥房配藥的經歷：「藥劑師在處理我的自費藥物處方的同時，主動詢問我有否正在服用其他長期藥物，我便取出藥物清單讓她查看。了解過後，她指出我已服食多年的抗腦癇藥與此自費的新一代薄血丸有藥物相沖的情況，同期服用會降低薄血丸的藥效。所以，她向醫生提議將該抗腦癇藥轉為另一種不會相沖藥物，醫生亦接納了她的建議。」

羅先生繼續分享他患病以來的心路歷程：「醫生說我中風的風險高，需長期服食薄血丸作預防。我實在好怕中風，無奈舊式薄血丸未能穩定地調節我血液的稀稠度，醫生便建議我轉食新一代薄血丸，但醫院不能提供，要自費購買。為了有效地預防中風，我寧願盡量節省其他生活上的開支來應付自費藥物的費用，後來知道『惠澤社區藥房』的藥劑師如何善用和病人預先約定的配藥時間來為『安全用藥』把關？以優惠價格配售此藥，我才放下心頭大石，亦要多謝社會上的有心人，明白我們的處境之餘，並提供協助。除了在藥費上的支援，這個服務亦讓我有機會定期與藥劑師見面，助我解決不少藥物上的疑問。……說實話，以前我並不了解藥劑師的工作，直到首次在藥房與藥劑師見面交流，才明白到藥劑師的重要性。」羅先生語帶感激地說：「藥劑師為我解決了藥物之間的相沖問題，並細心講解多種長期藥物的正確服用時間、藥物的副作用、飲食禁忌以及服藥期間需注意的事項等。除此以外，藥劑師更會針對我用藥後出現的不良反應而提出相應的改善建議，讓我每天服藥時都安心許多。」

Take Drugs With Peace of Mind Under Pharmacist's Monitoring

This year is the 7th year since St. James' Settlement has launched its Philanthropic Community Pharmacy in 2009. We believe our service is not new to readers of Philanthropy Monthly. Our readers are fully aware that the Pharmacy has been selling at discounted prices user-pay medications on the Hospital Authority's drug list. Or, we subsidize medication cost so as to reduce the patient's financial burden. But have you wondered how our Philanthropic Community Pharmacy's pharmacist makes good use of the pre-arranged appointment time with patient with the intention of ensuring safe use of drugs?

Mr. Law, 70-year-old sufferer of atrial fibrillation, described his experience the day he first visited our Pharmacy for the sake of getting his medications. "While the pharmacist was handling my prescription for user-pay drugs, she asked on her own initiative whether I was taking other long term medications as well. I showed her my list of medications. Having learnt about my situation, she pointed out the antiepileptic drugs I had been using for years would counterbalance the effect of user-pay anticoagulant drugs. If I take them both at the same time, the effect of the anticoagulant drugs would be lowered. She suggested my doctor change his prescription to a different type of antiepileptic drug without the counterbalance effect. And my doctor accepted her suggestion."

Mr. Law went on to share his state of mind since he was afflicted by disease. "The doctor said I have a high risk of getting a stroke. I have to take anticoagulant drugs continuously for prevention. I dread the possibility of getting a stroke. But the old anticoagulant drugs failed to regulate the thickness of my blood stably. So the doctor suggested me take the new anticoagulant drug instead. But the hospital can't supply me with the drug, I have to buy them myself. In order to prevent getting a stroke effectively, I'd rather cut down on other daily expenses and save the money for buying the user-pay medications. Later when I found out how the Philanthropic Community Pharmacy's pharmacist makes good use of the prearranged appointment time with patient to ensure the safe use of drugs and that she sells this drug at discounted price, I worry no more. I am also grateful to kind-hearted people in society. Besides understanding our situation, they also give help. In addition to medication cost support, this service allows me to see the pharmacist regularly. She helps me to solve a lot of queries about drugs... To be honest I knew nothing about the work of a pharmacist before. I never understood the importance of a pharmacist until I met and chatted with her in her pharmacy during our first encounter." Mr. Law, with a touch of gratefulness in his voice, said, "The pharmacist solved the problem of counterbalance effect between medications for me. In addition, she pointed out the right time of taking many kinds of long term drugs, their side effects, food taboos as well as things to note at the time of taking drugs. Moreover, the pharmacist made improvement suggestions against my unfavorable reactions to drugs after I took them. Those suggestions give me peace of mind every day when I take my medications."



我們需要你的捐助
We Need Your Donation



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加強社區 健康普檢工作

聖雅各福群會非牟利社區藥房「惠澤社區藥房」一直致力推出各種藥物資助計劃，減輕公立醫院基層病患者購買自費藥物的經濟重擔，實踐「病者有其藥」的服務宗旨。除了到戶藥療輔導及藥物諮詢等服務外，藥劑師和配藥員團隊還積極進行社區教育及健康普檢的工作，提高大眾對各疾病的認識之外，同時鼓勵「早發現、早確診、早治療、早康復」的概念。

我們定期免費為地區長者提供多項長期病患的測試，包括高血壓、糖尿病和青光眼等，透過量度血壓、檢測餐後兩小時的血糖及眼壓，已可以初步了解參加者的指數是否高於正常水平，好讓他們盡快改善飲食和運動的習慣，在有需要時及早向醫生作進一步的檢查。

另外，我們亦不斷關注和緊貼其他長期病患者的檢測，擴大免費健康普檢的範圍。因應新式的流通心臟監察器引入香港，我們亦開始到各區長者中心或舉辦健康普檢日，免費為高危的長者提供心房顫動的測試。新儀器與平板電腦或智能手機等裝置連接後，參加者只憑手指接觸金屬片30秒，即可測量心跳節奏，準確度達百分之九十九。心房顫動屬心律不正疾病之一，由於心跳不規律且加快，血液容易滯留於心房凝固成血塊，當血塊流到腦部阻塞血管，便會導致中風。研究指出心房顫動患者的中風機會比一般人高出五倍。此項測試有助找出隱性心房顫動的病人，及早轉介懷疑個案接受診斷和適當的藥物治療，以預防中風。

我們深知社區健康教育活動和疾病篩查對及早預防和診治的重要性，現誠盼各位善長慷慨施善，為添置以上測試所需的各類儀器和物資出力，包括：檢測血糖儀器、血壓機、膽固醇機和流動心臟監察器等，施善可支票抬頭：「聖雅各福群會」，背書：「惠澤社區藥房」，查詢電話：2835 4321 或 8107 8324。



Strengthen Community Health Screening Work

The Philanthropic Community Pharmacy of SJS, a non-profit making pharmacy, has all along been promoting various pharmaceutical subsidies programs to lessen the financial burden of public hospital, grass-root patients' medicine purchases, to achieve patient's "Own My Medicines" service objective. Additional to pharmaceutical care service and medication consultation service, the pharmacist and dispenser teams from the Pharmacy also conduct active community education and general health screening to raise awareness by the general public on diseases and promote the idea of "early discovery, early diagnosis, early treatment and early recovery".

We provide a number of free tests on chronic disease regularly, such as hypertension, diabetes, glaucoma and etc for elderly patients. Measurements of blood pressure, blood sugar level two hours after meals and eye pressure will give preliminary readings on whether they are higher than normal or not, so as to let them quickly change their habits on diet and exercise, and as required seek further check up by doctor as soon as possible.

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In addition, we continue to keep close track on the tests of other chronic patients and expand the scope of free general medical screening. With the introduction of the latest model of heart circulation monitor into Hong Kong, we start going to various district elderly centers or organize General Health Check Days to provide free atrial fibrillation checks on high risk elderly. The new instrument, hooking up to a computer or smart phone, would only require person taking the test touches his finger onto the metal piece for 30 seconds in the determination of heart beat rhythm with a 99% accuracy. Atrial fibrillation is a disease of abnormal heart beats. As a result of irregular and fast heart beats, blood could easily be detained in the cardiac atrium, congealing into clots which when flow to the brain could result in stroke. Studies have indicated chances of stroke for an atrial fibrillation patient is five times higher than an ordinary person. These tests help to find patients with hidden atrial fibrillation and refer suspected cases for early diagnosis and proper medical treatment to prevent stroke.

We are fully aware of the importance in community health education activities and disease screening for early prevention and treatment. We are now calling on your generous contribution for additional equipment and materials needed for the above tests, namely, blood-glucose meter, sphygmomanometer, cholesterol measuring machine and heart circulation monitor etc. Donation cheque, beneficiary "St. James' Settlement" with "Philanthropic Community Pharmacy" written at the back. Inquiry hotlines: 2835 4321 or 8107 8324.

禦寒物資保我們 走過嚴冬

送暖行動開始個多月，義工們走訪全港，為獨居、兩老、缺乏經濟能力及沒有子女支援的他們，提供禦寒衣物及電器，助他們面對寒冬！

獨居於鯉魚門的公屋的黃伯伯，一直以來依靠綜援生活。黃伯伯寡言，對過去沒有多談，只知道去年健康狀況轉弱在醫院留院好幾個月，出院後雖然健康較為穩定，但身體狀況大不如前，除了定期覆診外，已沒有信心獨自外出。是次有義工探訪他，為他送上禦寒外套及棉被時，他感到非常開心，並立即穿上外套，並說：「姑娘，除咗返醫院外，我已經有成年沒有落街，我唔敢自己行，因為怕跌又要入醫院，再入院就麻煩……最近天氣轉冷，想過要買張被及外套，但我沒有多餘錢，而家有你哋幫忙，我真係好多謝你哋送衫同被比我。」

黃伯伯沒有家人也沒有朋友，最常見面的就是每天送飯給他的家居照顧員，但每天送飯時間緊迫，亦難以照顧到黃伯伯的其他需要，幸好有地區社工定期探訪，了解到黃伯伯沒有厚衣及棉被過冬，遂協助他向本會申請「送暖行動」禦寒衣物，讓黃伯伯過一個溫暖的冬季。

張伯伯是一位獨居藍田區公屋的長者，他是一位體弱多病的長者，在家中需要依靠助行架協助步行，加上他患有氣管疾病，容易氣喘，所以，在天冷時更加要為自己做足保暖措施。於是，地區社工向「送暖行動」申請一部暖風機。在送暖行動的當天，義工親自把暖風機送到張伯伯府上，向張伯伯解釋及示範暖風機的措作，然後細心地教導張伯伯使用，大家對張伯伯當下充滿喜悅的臉容，仍然難於忘懷，而張伯伯當時亦不停說：「多謝多謝！我唔識講野，又唔知點講好，我真係好多謝各位善心人。」

一部小小的暖風機，對於我們可能不算得是甚麼，但對於類似張伯伯的長者，就是保命的良伴，嚴寒的天氣奪去長者生命的新聞並不是新事。所以，我們能感受到當他們收到各位善長贈送的送暖物品，實在十分感恩和喜悅。

善長有意支持「送暖行動2017」，請將支票抬頭「聖雅各福群會」，背書「送暖行動2017」的支票，寄往香港灣仔石水渠街85號1樓105室。施善熱線：8107 8324 或 2835 4321。



患有氣管疾病及不良於行的張伯伯，喜獲收到暖風機的捐贈。
Bronchus problem stricken Cheung, happily took the fan heater.

Warm Keeping Materials For The Harsh Winter

Warmth Giving Action has taken place more than a month by now. Our volunteers have been visiting live alone elders and elderly couples lacking financial means and children support to provide them with clothing and domestic appliances for the cold winter!

Living alone in Lee Yue Mun public housing Grandpa Wong lives all along on CSSA. He is a man of few words, does not talk much on his past. We learned he has been hospitalized for some months due to poor health; only been discharged after condition stabilized. But his health is far worse than before and does not go out alone except for scheduled doctor's appointments. On the day of volunteer worker's visit delivering him winter clothing and quilt, he was very happy and immediately put on the coat. He said, "Miss, other than going to the hospital I have not been going out for a year. I dared not go out alone and fear falling down. It would be troublesome if I had to be hospitalized again The weather now turns cold and I have thought of getting a quilt and a coat but I have no money for that. Now with your help, I really thank you for the coat and quilt."

Grandpa Wong has no family or friends. Often seen by him are workers delivering his daily meals. As the time for delivery is tight, they could hardly look after Wong's other needs. Fortunately, scheduled visits by the district social worker learned that he lacks thick coat and cotton padded quilt for winter. Hence, he applied our Warmth Giving Action for the items to give him a warm and cosy winter.

Cheung, living alone in a Nam Tin public housing estate, a frail and poor health elder needs a walker to walk even at home. Besides, he has bronchus problem, easily short in breath, has to take all precautionary measures to stay warm. Hence, the social worker applied for Warmth Giving Action in providing him with a fan heater. On the day of delivery, the volunteer worker took the fan heater to Cheung's home, explained and demonstrated its operation to him and carefully guided him on use. We could hardly forget the all joyous appearance on his face. He then said repeatedly, "Thank you, thank you! I don't what to say, I really have to thank all the kind hearted people."

A small fan heater means very little to us but to elderly like Cheung is a good life saving companion. News of elderly losing their lives in cold winter is not new. We are really grateful and joyful in sharing the feelings of the elderly in getting warm giving items donated by you, the benefactors.

Benefactors who are willing to support for "Warmth Giving Action 2017" can send the donation by cheque, beneficiary "St. James' Settlement", specified at the back for "Warmth Giving Action 2017"; and mail it to Room 105, 1/F, 85 Stone Nullah Lane, Wan Chai, Hong Kong. Donation hotlines: 8107 8324 or 2835 4321.



我們需要你的捐助
We Need Your Donation

你的捐贈 為獨老生活帶來無限改變

十二月的時候，社工與義工一同探訪居住在元朗的李伯伯，李伯伯早前透過地區社工的轉介，向「電器贈長者」計劃申請了一部雪櫃。因著這個雪櫃，大大改善了李伯伯的生活，現在他可以重新購買新鮮食材，自行煮食。

李伯伯獨居公屋多年，退休後一直依靠綜援金生活，李伯伯向探訪他的義工及社工不諱言地直說：「自己都八十幾歲啦，無人無物，靠份綜援金生活，要捱千幾蚊出嚟買部雪櫃，根本就無可能。……今次聖雅各福群會的善長送部雪櫃給我真係好開心，而且部雪櫃係全新，真係好開心好感謝。因為好多食物都一定要放入雪櫃，無雪櫃用，食物好快就變壞。有時食剩飯菜倒又唔捨得掉，照食又怕生病，如果病咗又要撻錢去睇醫生。之前舊雪櫃壞了，我連雞蛋都沒有地方冷藏，剩餘的雞蛋唯有送了給鄰居老友，而家就好啦，我昨天收到新雪櫃，今朝一早就去街市買左幾隻雞蛋回家放入雪櫃。」

李伯伯在香港沒有親人，沒有家人支援，社區支援網絡十分薄弱，經過今次電器餽贈計劃，伯伯生活情況得到改善，也去除了他的煩惱及擔心。

容伯伯未婚，是露宿者，同樣依靠綜援金生活。最近成功獲配公屋單位，雖然社署有批出搬遷費，但只能足夠用於應付添置傢俱及日常用品，卻沒有剩餘資源可添置家中其他的家電。社工探訪評估了解後，認為容伯伯最急切需要的是雪櫃，於是向本會作出申請。其後義工及社工一同探訪容伯伯，他非常高興感恩善長的捐贈，因為有了雪櫃後，容伯伯不再為食品保鮮而煩惱，多年來在街露宿，沒有新鮮及熱食，有了雪櫃及煮食工具後，容伯伯可跟平常人一樣，吃一口親自煮的飯和熱湯。

若然你也希望為貧老解困，施援手，改善他們的家居生活質素，為無依體弱的獨居長者送上合用的家電，請善施「電器贈長者」計劃，支票抬頭：「聖雅各福群會」。查詢：2835 4321 或 8107 8324。



Donations Bring Endless Changes To Living Alone Elderly

The social worker and volunteer visited Grandpa Lee in Yuen Long in December. Through an earlier referral by the district social worker, Grandpa Lee applied for the "Electrical Appliances for the Elderly Program" for a refrigerator with drastic lift on his living. He can now purchase fresh food and do own cooking.

Grandpa Lee, living for years alone in a public housing unit, has all along relied on CSSA for living. He frankly told the social worker and volunteers, "I am already over 80 with no relatives and has to live on CSSA; how on earth could I raise few thousand dollars for a refrigerator..... This time, I am really grateful and happy with this brand new refrigerator bought by benefactors and SJS. As most food need storage in the cold, lest get spoiled easily. I also hate to waste leftovers which if taken, might make me sick and cost me money to see doctor. When my old refrigerator broke down, no cold storage for my eggs, I had to give what still remained there to my neighbours. Now, it is alright. So, on getting the new refrigerator yesterday, I went out early this morning to the market for few eggs put into the refrigerator."

Grandpa Lee has no relatives in Hong Kong and is very weak in social networking. His living condition has been much improved by this electrical appliance donation program, thus taking away at the same time much of his trouble and worry.

Grandpa Yung, a bachelor and a street sleeper, also lives on CSSA. He got allocated a public housing unit recently. Though the Housing Department provides moving subsidy, adequate for adding furniture and daily items, but not for buying other electrical domestic appliances. The social worker's evaluation after house visit considered he urgently needed a refrigerator and hence applied to us for one. Later on, the social and volunteer workers went to visit the old man found him truly happy and grateful for the donated item. Over the years, he had been sleeping in the street without freshly cooked, hot meals. Now with the refrigerator and cooking utensils, he can, like a normal person, have a mouthful of own cooking and hot soup.

Should you be willing to help the poor elderly, improve their quality in home living, and give helpless frail elderly with proper domestic appliances, please donate to "Electrical Appliances for the Elderly Program" by cheque, beneficiary "St. James' Settlement". For inquiry, please call 2835 4321 or 8107 8324.

李伯伯在收到雪櫃捐贈後，第一時間到市場買一些雞蛋回來存放，他喜悅之情洋溢滿面。

On getting the donated refrigerator, Grandpa Lee went straight to the market for eggs. His broad smile showed his joy.



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感謝安裝窗簾路軌 圓亡夫一直的心願

「我丈夫生前說陽光很猛，一直希望安裝一支窗簾路軌以便遮掩陽光。不過我們是領取綜援，他又說不要麻煩其他人來幫忙，所以一直耽誤至今，直至他離世半年後，社工上門家訪時我跟他商討後，他表明可以把這個案轉介到聖雅各福群會的長者家居維修服務，我才放下心頭大石，這亦算是完成了他的遺願。」眼前的陳婆婆語重心長地說。

半年前，陳婆婆的老伴因為在睡夢中感到胸口疼痛，致電999送院後，住院十數天就與世長辭，陳婆婆與老伴相濡以沫數十載，突然間變成陰陽相隔，這對於陳婆婆來說絕對是非常大的打擊，但是她並沒有被擊敗，相反變得更堅強地生活，同時仍未敢忘記老伴的心願。

今天義工就來到長者家中為她安裝窗簾路軌，同時義工亦為長者加裝數支晾衫架。因為長者家中地方狹窄，每次洗完衣服後可以曬晾的地方不多，如果在坊間找師傅加裝的費用又不便宜，所以義工就義不容辭地為陳婆婆改善晾衫情況。

當陳婆婆看見完成的工程，不禁感動落淚，除了可以解決遮蔽陽光的問題，更完成了老伴的心願。「多謝你們的幫忙，我知道單靠我一人一定無能力自行完成，感謝你們的幫助！」安裝一支窗簾路軌看似輕而易舉，但這支窗簾路軌背後的意義，盛載著陳婆婆對老伴的思念。

這世界最美的風景是人與人之間的互動，可能是一句簡單的噓寒問暖，又或是一句支持和鼓勵的說話，都足讓對方能更堅強地走下去。如果仍有能力的話更可身體力行地幫助有需要的人，看似很基本的事，但在孤老的眼中，卻有著重大的意義，只要我們用心觀察，我們每一位都可以成為別人的陽光，為我城更多有需要的人帶來溫暖！

Grateful for Curtain Rail Installation Satisfy Wish of Dead husband

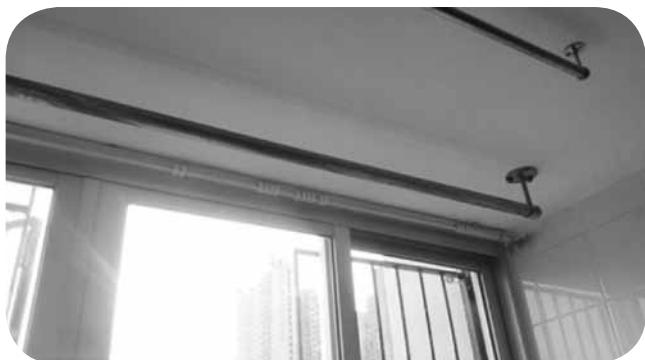
"My dead husband always complained about the fierce sunshine and had all along been wishing a curtain rail be installed. But we were living on CSSA; also, he mentioned not to bother others for help, so it was put off till now. Half a year after his death, I discussed the matter with the social worker on a home visit and he expressed he could refer the case to "Elderly Home Maintenance Services" of SJS. That laid down the stone in my mind, and consider this kind of fulfilling his wish," said in earnest Grandma Chan in front of my eyes.

Six months ago, Grandma Chan's husband felt chest pain in sleep. 999 was called and he was rushed to hospital where he stayed some ten days and passed away. Sudden departure of her beloved, through decades of mutual help on humble circumstances was a big blow to her. But she is not beaten, on the contrary she has become even stronger, and still never forgets her dead husband's wish at the same time.

On this day the volunteer worker went to install the curtain rail and added rails for hanging laundry. As space in the elder's home is narrow and limited, left little room to hang the clothing after each laundry. To call in a technician for the installation needs money and is costly. Hence, the volunteer worker felt duty-bound to install laundry rails for her.

The Grandma, on seeing work completion, was deeply moved and had tears in her eyes. Aside from solving the sunshine problem, also the wish of the old companion was fulfilled. "Thank you for your help. I know I cannot do it by myself, thank you for your assistance!" Installing a curtain rail looks easy and simple, but the meaning behind is loaded with the thought of her missing beloved.

The best scene in this world is the interaction between people. Perhaps just few simple words expressing concern or of encouragement will make the other person stay on living more strongly. Whenever capable, one should personally help the needy. Looks something basic, but makes sense in the eyes of the lonely elderly. All we need is to observe carefully, each one of us can become the other's sunshine bringing warmth to even more needy in our city.



義工為陳婆婆安裝路軌後，長者就可以放下心頭大石，繼續好好生活！
With rails installed, Grandma Chan sheds her stone in mind and lives happily!



我們需要你的捐助
We Need Your Donation

請繼續支持 新居入伙工程

衣食住行，是每個人基本生活需求。然而在香港，住屋問題卻困擾住很多香港市民，特別是基層家庭，當中不少更是獨居或兩老，他們通常在輪候公屋前都是入住劏房，而劏房環境之惡劣，人所皆知；事實上，綜援金租金津貼根本不足應付高昂租金，他們要用生活費來補貼，餘下就連平時的起居飲食都未必應付得到，遑論在獲派新公屋後，有餘錢去處理新居入伙工程的開支。

在過去兩年，香港新落成的公營房屋分佈在九龍及新界，分別是新界西的洪福邨、朗晴和朗善邨、新界東的水泉澳邨、九龍東的安達臣邨和九龍西的蘇屋邨。公營房屋相繼落成，受惠不少獨居老人，能夠逃離劏房的惡夢，實在是天大的喜訊。可是，進入新居前，一連串的開支，卻成為長者們的另一個惡夢的開始。在「睇餸食飯」的實況下，經濟拮据的長者往往會自行跳過鋪地板和其他項目等直接入住新單位，從他們的角度來看，在一屋難求下，能夠搬入新居已經是一件值慶幸的事，其他東西也已不敢他想。但是，不鋪設膠地板，除了增加在家中跌倒的風險外，長遠更會因吸入地台揚起的灰塵而引致呼吸系統疾病，這些都是居家安老的基本條件。

今天家居維修的義工就來到沙田的水泉澳邨，為獲派新公屋的五位長者一起鋪設膠地板和其他新居入伙等項目。其中一位長者更是露宿者，所以獲派鎖匙後就直接搬進水泉澳邨，家徒四壁，只有一張床褥席地而睡。不過經社工上門家訪後，與長者商量後決定把這個案轉介到「長者家居維修服務」鋪設膠地板。當長者看到義工，感到非常高興，義工首先為長者搬開床褥到走廊，再稍微打掃就開始鋪設膠地板。對於這位原本露宿長者來說，能夠有瓦遮頭已是一件樂事，鋪設地板無疑是錦上添花，無地板的話亦無傷大雅。不過長者看到地上鋪設整齊膠地板後，從臉上綻放出的笑容，就已經說明一切。最後，計劃亦資助這位長者購買新床架。

為了避免獨居長者因為經濟問題而委屈自己，「長者家居維修服務」一直致力為獲派新公屋的獨居長者鋪設膠地板和安裝新居入伙的項目，隨著物資成本上漲及單位面積有所不同，預計未來半年需要為五十位長者提供有關工程，支出約十萬元。現請各善長仁翁熱心捐助支票抬頭：「聖雅各福群會」，背書「長者家居維修服務」。施善電話：2835 4321 或 8107 8324。



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Please Continue Support New Unit Move-In Projects

Clothing, food, shelter and transportation are the basic needs of every individual. However, in Hong Kong, housing issue has been disturbing many citizens, especially the grass-root families, many being lone elders or elderly couples. While on the wait list for public housing, they normally are living in partitioned apartments, widely known for poor living conditions. In fact, the amount of rental subsidy from CSSA basically hardly matches the high rental which has to be subsidized through reduction in living expenses. Of what remains there may even be inadequate for normal food and drink, not to mention having money aside to handle expenses of moving into new homes after getting their allotment in new public housing.

In the last two years, completion of new public housing estates in Hong Kong scattered throughout Kowloon and the New Territories, including Hung Fuk Estate, Long Ching Estate and Long Shin Estate in New Territories West, Shui Chuen O Estate and On Tat Estate in New Territories East and So Uk Estate in Kowloon West. With completion of these public housing estates in succession, the good news is many living alone elderly will get the benefit as they can escape the nightmare of living in partitioned apartments. However, there still involves a whole string of expenses before moving into the new homes, the beginning of another nightmare. Under the condition of limited resources, elderly lacking financial means will opt for moving into the new units ignoring new flooring and other needed items. From their perspective, they rejoice being able to move into a new home, quite a fortune from the hard to get proper shelter, bars them from thinking of other matters. But without vinyl flooring, aside from increased tripping hazard at home will also cause breathing system disorder from the inhalation of flying dust particles, all being essential to home safety!

This day home maintenance volunteer workers went to Shui Chuen O Estate, Shatin on projects to lay vinyl flooring and other items for five moving into the new homes elders. One of them happened to be a street sleeper had just one mattress on the floor, nothing else when he got the key for the Shui Chuen O Estate unit and straight he moved in. After visit by the district social worker and discussion with the elder, a decision was made to refer the case to "Elderly Home Maintenance Services" for laying vinyl flooring. When the elder saw the volunteer workers, he was elated. The volunteer workers first moved the mattress to the corridor, swept cleaning the floor somewhat and started to lay the flooring. This to the street sleeper elder is like gilding the lily as having a shelter overhead is already a good thing and no big issue for anything else. After seeing the neatly laid vinyl flooring, the smile on the face of the elderly spoke for all. Eventually, the program also financed him a new bed frame.

To avoid the elderly suffer from financial difficulty, "Elderly Home Maintenance Services" has all along been committed to projects of laying vinyl flooring and installing items for the new homes of the lone elders. With inflation in material costs and variation in areas of the new units, our estimate calls for about \$100,000 in the provision of relevant project to fifty elders. We now appeal to you kind hearted people to donate enthusiastically by cheque to "St. James' Settlement", with "Elderly Home Maintenance Services" written at the back. Donation hotlines: 2835 4321 or 8107 8324.

聖雅各福群會為新居鋪設膠地板，絕對不是錦上添花，而是讓長者安居社區的基本安全需要。

Laying new flooring for the new home by SJS is definitely not making what is good still better, but the basic safety need of the elder in the community.

理髮服務展關心 協助長者立自信

剪髮義工齊合力 助長者改善儀容

剪髮義工們適時會於不同有需要的地區或慈善機構提供服務，為行動有困難、貧困長者及病人等進行理髮，整理儀容。在服務過程中，每每有一些令人感受深刻的片段。曾有一次，剪髮義工於慈雲山為長者街坊提供免費剪髮服務，有一位頭髮蓬鬆的老婆婆，她那凌亂的白髮配以沒精打采的面容，從外表上觀察，應該是已有一段時間沒有適當的打理頭髮了。

她才剛進入到門口，便以微弱的聲音說：「請問這裏是幫老人家剪髮嗎？可以免費為我修剪嗎？」剪髮隊的義工婉君便立即回應：「是的，請過來吧！我可以你理髮。」年老的婆婆慢慢行到義工的身旁，坐好位置後，只見義工婉君先細心地協助她整理頭髮。這時，婆婆說：「你的髮型很好看，可以為我修剪出你的髮型嗎？」「謝謝你的讚賞啊，當然無問題！」婉君爽快地回應。

細心理髮 盡顯關愛之情

梳理好頭髮後，婉君便悉心地為婆婆進行理髮。剪髮服務過程中，還不時問候婆婆身體狀況和生活近況等。不一會兒，理髮便完成了。那位婆婆看了義工婉君為她修剪的髮型後，面容轉漸開朗，並說：「很好啊！我很滿意這個髮型啊！十分感謝你！」婉君亦報以笑容。

剪髮服務中，義工們都會好像婉君一樣，除了活用自身的知識及剪髮技能外，更重要的是透過剪髮過程中，為每一位長者或病人送上了關心和愛護，讓他們感受關愛之情，回復生活的自信。

理髮服務為有需要人士服務

聖雅各福群會「到戶理髮服務」是為居於港九及新界各區的長者、傷殘人士或病人提供服務，服務會安排理髮義工到達服務使用者的家中、或到部份有需要的長者院舍，為他們修剪頭髮，整理他們的儀容。

在「到戶理髮服務」過程中，不但為服務使用者整理儀容，更重要的是讓他們重拾自信，敢於參與社交活動並有尊嚴地在社區生活。



Hairdressing Service Extends Care Help The Elderly Build Up Self-Confidence

Hairdressing Volunteers Work In Concert To Help the Elderly Improve Their Appearance

Hairdressing volunteers would deliver their service every now and then in different districts and charity organizations where the incapacitated or poor elderly and patients need hairdressing service to help grooming themselves. There are always touching moments during the course of service. At a time hairdressing volunteers were providing the elderly residents in Tsz Wan Shan with free hairdressing service. There came a grandma with fluffy hair. One could tell from her messy grey hair and dispirited complexion that she had not groomed herself for quite a long while.

When she just stepped into the entrance, she said weakly, "Excuse me! Are you providing free hairdressing service for the elderly? Would you help me to get a free haircut?" Yeun Kwan, one of the hairdressing volunteers, responded immediately, "Yes. Please come here. I'll do the haircut for you." The aged grandma walked slowly to Yeun Kwan and sat down carefully. When Yeun Kwan started to comb her hair with much care, grandma said, "Your hairstyle looks good on you. Would you get me the same hairstyle as yours?" "Thank you for your compliment! Of course, I can do that for you!" Yeun Kwan replied lively.

Concern and Care Revealed Through The Attentive Hairdressing Service

When Yeun Kwan finished combing grandma's hair, she started to do the haircut. At the same time, she asked about her health and living conditions. The haircut was done in just a short while. When grandma found herself in the new hairstyle, her face was lighting up and said, "Excellent! I like this hairstyle very much. Thanks a lot!" Yeun Kwan responded with a smile.

Yeun Kwan is an example of many other hairdressing volunteers who apply their knowledge and skills to help the elderly and patients. More importantly, the care and concern extended to them during the course of service would make them feel embraced with care and compassion, which would also help them regaining self-confidence.

Hairdressing Service For The Needy

"Home Haircut Services" under St. James' Settlement provides hairdressing services for the elderly, disabled and patients in all areas of Hong Kong. Hairdressing volunteers will be sent to the home of an individual service receiver or to some elderly residential care homes in need of the service to help them to have haircut and groom themselves.

"Home Haircut Services" aims not only at helping the service receivers to groom themselves, but more importantly also allowing them to regain self-confidence in engaging themselves with social activities and lead their lives with self-esteem in the community.

透過剪髮義工們的齊心合力，為長者帶來整潔的儀容。With the joint effort of hairdressing volunteers, it provides needy elderly a tidy appearance.



好夥伴,好幫手

本長者中心最先接觸聖雅各福群會，遠在2005-2006年黃竹坑邨居民搬遷往石排灣邨的時期。本中心先後轉介了約10名無親屬支援的清貧獨居長者或夫婦家庭，申請「長者家居維修」之「新居入伙服務」。會方同工積極及快速回應長者需要，動員專業師傅義務於星期天鋪設膠地板、安裝扶手、窗簾路軌、掛勾等基本裝置，大大解決和減低了清貧長者的開支，也減輕了裝修煩惱。

自中心搬到石排灣邨後，中心與聖雅各福群會保持緊密連繫，持續轉介合適長者家庭申請「電器贈長者計劃」、「送暖行動」和「贈藥治病計劃」等。2016年2月25日聖雅各福群會同工更親臨本中心，主講「長者家居安全講座」，其中介講解家居安全陷阱，並介紹相應維修服務範疇、資格及費用等資料，最後誠意邀請合資格的長者進行即場登記，其後再安排師傅作出跟進。

本中心實在欣賞聖雅各福群會貼心到位的服務，實實在在改善了長者的生活和家居環境，更使長者感受到人間有情，生活有希望，進而提昇長者的快樂情緒。同時欣賞各計劃同工的熱誠服務態度，實在是長者服務單位的好夥伴，好幫手。

禮賢會萬隸甫夫人長者鄰舍中心
社工
大張姑娘

Impeccable and Indispensable Partner

We approached St. James' Settlement for the first time in 2005-2006 when all tenants in Wong Chuk Hang Estate had to be moved to Shek Pai Wan Estate. We referred 10 poor elderly individuals or couples to apply for their "Flat-in-take service", one of the components under their "Elderly Home Maintenance Services". They responded swiftly and mobilized their volunteer handymen to fix floor tiles and install handrails, curtain rails, hanging hooks, etc., for the elderly on Sundays. Such services helped elderly by saving much costs and relieving much of their worries about renovating their new homes.

After our center moved to Shek Pai Wan Estate, we worked with St. James Settlement even more closely. We kept referring eligible elderly families to apply for assistance under their "Electrical Appliances for the Elderly Program", "Warmth Giving Action" and "Medication Subsidy Program". On 25th February 2016, St. James' Settlement hosted a talk for the elderly in our center on home safety, introducing common home hazards and clarifying what kind of repairman expertise they should look for and the corresponding costs, in cases when they need to resolve certain safety issues. In the last part of the talk they also invited eligible elderly to register for "Elderly Home Maintenance Services" and their volunteer repairmen would soon attend to their needs.

We appreciate St. James' Settlement very much as they always put clients first and their services truly improve home environment for elderly. They let elderly feel hopeful and feel being cared about, and hence make them happier. We are also very impressed by the enthusiasm and helpfulness of their staff, which make them an impeccable and indispensable working partner for elderly service institutions like us.

Ms. Big Cheung
Social Worker
Mrs. Mann Tai Po Rhenish Neighbourhood Elderly Centre



我們的服務
Our Service



一六年十二月份
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慈惠月報
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媽媽的味道

我們在醫院的紓緩病房認識阿黎，當時收到醫務社工的轉介，得知他的情況比較反覆，隨時有離逝的可能，因此工作員盡快到醫院與阿黎見面，記錄其後事意願，好讓他放下擔憂。阿黎患有末期癌症，很擔心日後病逝，沒有人送他最後一程，他表示自己沒有結婚，父母早已去逝，一直沒有和親人聯絡，到自己病患，忽然發覺自己孤零零一人，非常感慨。「現在總算有人送我一程，不用送去沙嶺做無主孤魂了。」長者知道無人認領的遺體最終會被送到公墓，以一堆數字概括他的一生。

「後顧無憂」規劃服務除了為無依長者作生前規劃，讓他們能有尊嚴安心地離逝，亦非常關心長者生前的生活質素。

為回應體弱住院服務使用者的需要，自2014年起開辦新的服務——「耆義果」行動——社區關顧計劃。計劃內容包括三大部份——耆老、義工及水果，計劃重點以配對耆老和義工，以義工定期探望，特別是一些患病、入院、生活上經歷突變及居住私人院舍的無依長者，為他們提供及時的支援和關心，陪伴他們走過人生最後一程。

「入左醫院咁耐，真係無論過會有人黎探我，仲要幫我搵到魚腸蒸蛋。」阿黎患有末期癌症，在街上暈倒送院後便安排入院紓緩病房。由於欠缺支援，阿黎甚至連牙刷及牙膏也沒有，更沒有人可為其添置。有見及此，義工帶同物資及熱湯到醫院探訪他，將溫暖及關顧帶到牀邊。

談及父母，阿黎表示年輕時每次回家，母親都會為他準備滿滿一桌的飯菜，其中他最喜歡的是魚腸蒸蛋，十分回味當時和家人一起的情形。每當感到疾病十分熬人，感到疼痛和不適時，他就會回想他的父母，紓緩他的寂寞感。瞭解他的背景後，我們爭取時間為他配對義工，並和義工尋找魚腸蒸蛋去探望他。他看着熱騰騰的魚腸蒸蛋，一時感動得說不出話來，良久才說出「真沒想到你們會為我帶來魚腸蒸蛋。」義工着他趁熱吃，他吃了一口，流着眼淚說：「雖然不是媽媽親手做的，但讓我回味到舊時媽媽烹調的味道。」

長者在是次探望後不久便安然離逝。雖然義工與阿黎只是初相識，相處數周時間，但仍慶幸能陪伴阿黎走最後一程。

獨老在步入晚年，甚至面對頑疾時，他們很需要有義工及善長支持，在有限的資源下，願你能入我們的行列，捐款或成為義工，成為無依長者最後階段的同路人，送上關懷。如有查詢，歡迎致電 2831 3230跟我們聯絡。



Taste of Mother's Cooking

We met Ah Lai in the hospital's palliative care ward. When we received the medical social worker's referral, we learnt that his condition was unstable for he had the possibility of passing away any moment. Our staff made it a point to meet Ah Lai as soon as we could so that we could record his intention regarding his funeral matters thus release him from his worries. Ah Lai was terminally ill with cancer. He was worried that no one would see to his funeral matters once he died. He was not married, both his parents had died. He had never kept contact with his relatives. The minute he was afflicted with cancer, he suddenly realized to his dismay he had no one but himself. "Now there's someone who will take care of my funeral matters, my body won't be sent to Sandy Ridge Cemetery and become a lonely ghost." The elderly knew that an unclaimed dead body would be buried in a public cemetery with his tombstone marked by a series of numbers only.

Our Prepaid Funeral Navigation Service not only plans funeral matters for lone elderly before they die so that they can leave this world in dignity but also cares about the quality of life when they are alive.

In order to respond to the need of those frail, hospitalised users, since 2014 St. James' Settlement has started a new service by the name of "Reach & Enrich" – Caring for the Deprived Elderly, a communal caring plan for the deprived elderly. This plan contains 3 parts – the elderly, the volunteer and the fruit. The main idea of the plan is to match an elderly with a volunteer. The volunteer visits regularly especially lone elderly who are either ill with diseases, hospitalised, experience sudden changes in life or live in private elderly home. The volunteer will provide timely support and care as well as accompany them at the last stage of their life.

"Since I was hospitalised, I never expected that I would have a visitor. What's more you even managed to find me a dish of steamed eggs with fish intestines." Ah Lai was suffering from cancer. He was sent to the hospital's palliative care ward when he fainted on the street. As he lacked support, Ah Lai had neither toothbrush nor tooth paste in the ward. There was no one to buy them for him. With the intention of solving Ah Lai's problem, our volunteer brought him some necessary items and some hot soup when he visited Ah Lai in the hospital, bringing warmth and care to his bedside.

In the course of talking about his parents, Ah Lai mentioned that each time he went home in his younger days, his mother always cooked him a whole table of dishes, among which the steamed eggs with fish intestines was his top favourite. At that instant, he became much absorbed in his reminiscences of the time he spent with his family. Whenever his disease became excruciatingly painful and made him uncomfortable, he would think of his parents to alleviate his loneliness. Having learnt something about his background, we matched him with a volunteer as soon as we could. We also visited him with our volunteer, bringing with us a dish of steamed eggs with fish intestines. Upon seeing the bubbling hot steamed eggs with fish intestines, he was so touched that he was lost for words at first. After quite a while, he said, "I never thought that you would bring me steamed eggs with fish intestines." Our volunteer suggested him eat it while it's still hot. He took one mouthful, then said with tears in his eyes, "Although Mother didn't cook this with her own hands, it reminded me of the taste of her cooking in the good old days."

The elderly passed away peacefully not long after our visit. Though our volunteer knew Ah Lai for a short period of time and spent just a few weeks with him, he was glad he could keep Ah Lai company in the last stage of his life.

As lone elderly are entering their old age, especially when they are confronted with a serious disease, they very much need support from volunteers and benefactors. In view of restricted resources, we hope you can join us in our service by donating or volunteering. A volunteer will act as a lone elderly's companion in the last stage of his life by giving him care he sorely needs. For enquiries, kindly contact us by dialing 2831 3230.

「耆義果」行動——社區關顧計劃期望陪伴無依長者走過人生最後一程。
"Reach & Enrich" — Caring for the Deprived Elderly aims to provide timely support and care for lone elderly in their last stage of life.

購買自費藥品疑問

病人初次接觸本會「惠澤社區藥房」，也會提出相類似的疑問，又或誤以為我們跟社區一般的藥房一樣。故此，藉以下的篇幅，解答一些最常見的問題，讓大家更加了解慈惠社區藥房的運作。

問：醫生給我處方了自費藥物藥單，並告知醫院沒有配售，要我到社區藥房自行配藥，由於我經濟環境不好，根本沒有能力自費購買藥物，醫護人員和社工得知我的情況後，便介紹了聖雅各福群會「惠澤社區藥房」，說可以以優惠價錢購買藥物，請問來購買藥物的程序及手續是怎樣的？

答：謝謝你的提問，「惠澤社區藥房」作為一間慈惠社區藥房，與一般營商的社區藥房，甚至醫院的藥房是有分別的。我們除了為合資格的病人配售資助性藥物外，藥劑師和配藥員在配藥的過程中會提供藥療輔導，詳細講解藥物的用法、副作用和注意事項等，最終增加病人對自身病情和服用藥物的了解，教導病人「知藥用藥」的重要性。故此，位於太子及灣仔的「惠澤社區藥房」都是實行預約機制，病人必須先透過電話預約配藥，以減少在藥房輪候的時間。同時，本服務為每位病人預留十五分鐘約見藥劑團隊，確保在足夠時間內為病人提供專業建議和解答疑問。為令服務運作更順暢，病人準時和避免缺席都是十分重要。

問：關於申請藥物資助，申請資格和程序是如何？還有資助的比例是多少？

答：作為慈惠社區藥房，我們致力為基層病人及其家庭減輕自費藥物帶來的藥費負擔。現時本藥房資助多種類的藥物，長期病患藥物方面有薄血藥、血壓藥、降血糖藥，甚至是治療癌症的標靶藥等；服務對象主要是公立醫院就診的長者或病人，領綜援或低收入人士。

在資助方案上，舉例申請薄血藥、血壓藥和降血糖藥類別的藥物，一般來說，病人65歲或以上，豁免入息審查，在領有醫生處方後致電申請熱線：2831 3289，依照同工指引預約時間。而65歲以下的病人在申請本服務時則需提交相關經濟資料並通過相關審查程序，然後再預約時間配藥。一般情況下，本計劃資助每種藥物約二至三成藥費，以舒緩病人長期的經濟壓力。

至於標靶類藥物，則會因應個別藥物而提供獨立的藥費資助計劃，當中需要審查家庭入息和資產兩個項目，病人可先致申請熱線查詢相關藥物的資助詳情，再按同工指示提交相關的資料以供經濟審查之用。當審查完成後，本服務會透過電話聯絡通知申請人其批核結果。資助計劃會以優惠價或免費領取部份週期（一週期等於四星期）的形式進行，計劃務求病人不會因為經濟緣故影響療程。

Self-Paid Drugs

When patients first approached our Philanthropic Community Pharmacy and made an enquiry, the questions they asked were usually very similar. Some of them got the wrong impression that we operate in the same way as the general drugs store in the community. We would therefore like to present herewith the answers to the mostly asked questions as a way to provide our readers with a clear picture of how our Philanthropic Community Pharmacy operates.

Q: My doctor has given me a prescription of self-paid drugs saying that they are not available in the public hospitals and I have to buy them in the community drugs store. I cannot afford the self-paid drugs as I am having financial difficulties. When the medical personnel and social worker learnt about my difficulties, they referred me to the Philanthropic Community Pharmacy under St. James' Settlement with a remark that I could buy the drugs at a lower rate there. Would you please explain to me the formalities and procedures for buying drugs at your pharmacy?

A: Thank you for your question. As a charity community pharmacy, Philanthropic Community Pharmacy is very different from those community drug stores operating for profits. It is not akin to the pharmacy in hospital either. At our pharmacy, patients upon approval can buy their needed drugs at a lower rate; and they would also get medicinal counseling service from our pharmacists and drug dispensers who would explain to them in detail the usage and side effects of the drugs and other aspects concerning the drugs that they should be aware of. The core of our service is to help patients understand more about their illness and the proper way of taking medicine and to highlight the importance of "Know Your Own Medicines". We offer service by appointment at centers in the Prince Edward and Wanchai. Patients need to make an appointment by phone so as to shorten their waiting time at the pharmacy. We would allocate 15 minutes for each patient during which our pharmacy team members would offer their professional medicinal counseling service and answer patients' questions in no hurry. Patients' punctuality and really showing up at the appointment time are crucial to our operating smoothly.

Q: What is the eligibility and formality for drug subsidy? What is the subsidy rate?

A: As a charity community pharmacy, we are dedicated to help the underprivileged and their family relieve from their financial burdens arising from the self-paid drugs. Subsidy is available for multiple drugs such as Warfarin, the Medication for Hypertension and Antidiabetic Drugs under the category of drugs for chronic diseases, and some targeted therapy drugs for cancer. The main targets of our services are the patients of the public hospitals who are elderly, recipients of CSSA or living on low income.

As to the subsidy rate, let's take Warfarin, the Medication for Hypertension and Antidiabetic Drugs as an example. Generally, applicants aged above 65 will be exempt from assets assessment. When they have got the doctor's prescription, they can call our Application Hotline 2831 3289 to make an appointment with our co-worker's guidance. Applicants aged under 65 need to provide us with documents for financial assessment. Upon approval, they can make an appointment with us. In general, a subsidy equivalent to 20%-30% of the drug cost will be granted to help relieve the patient's long-term financial stress.

As to the targeted therapy drugs, there is an individual subsidy plan for each kind of drugs. Application would involve assessments of both family income and assets. Applicant may call our Application Hotline to get detailed subsidy information for that particular drug he needs and submit the required documents for financial assessments. Applicant will be notified of his application result by phone. We will offer subsidy in the form of discounted drug cost or free drug for parts of treatment durations (a duration means four weeks) hoping that financial issue should not be an obstacle to his medical treatment.



參與行善之方法

How to donate in these Programs?



本人/本公司樂意 ☐ 單次捐助 / ☐ 每月捐助 \$ _____ 以贊助及支持

- | | | | |
|------------------------------------|---|-------------------------------------|------------------------------------|
| <input type="checkbox"/> 贈藥治病計劃 | <input type="checkbox"/> 電器贈長者計劃 | <input type="checkbox"/> 家居醫療用品支援計劃 | <input type="checkbox"/> 病患者藥療輔導服務 |
| <input type="checkbox"/> 診病交通費支援計劃 | <input type="checkbox"/> 專科專藥補助計劃 (燃點希望計劃、補血寶愛心、乙肝援助防病行動及慢性阻塞性肺病家居支援行動) | | |
| <input type="checkbox"/> 送藥到戶服務 | <input type="checkbox"/> 營養福袋 | <input type="checkbox"/> 惠澤社區藥房 | <input type="checkbox"/> 家居維修服務 |
| <input type="checkbox"/> 到戶理髮服務 | <input type="checkbox"/> 電費助貧弱計劃 | <input type="checkbox"/> 外展體檢計劃 | <input type="checkbox"/> 後顧無憂規劃服務 |
| <input type="checkbox"/> 閃燈門鐘 | <input type="checkbox"/> 《松柏之聲》 | <input type="checkbox"/> 健康推廣活動 | <input type="checkbox"/> 以上任何一項 |

捐款人姓名/公司：_____ 寄件編號(如有)：_____

地址：_____ 聯絡電話：_____

捐款方法：

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☐ 銀行入數紙 (善款可存入聖雅各福群會於下列銀行戶口)：

匯豐銀行：002-5-224247 或 恒生銀行：388-558645-001 或 東亞銀行：514-10-30561-7

(請在適當位置加上✓號)

敬請在支票背後或銀行入數紙寫上所捐賜之「慈惠服務」，連同捐款者之姓名及地址擲寄本會地址，或將銀行入數紙傳真至本會，FAX：3104-3635，俾本會可奉上謝函以及收據，以供閣下用作扣除稅額之用。謹此致謝。

I / My company would like to contribute (☐ one-off / ☐ monthly) \$ _____ to support

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|---|---|---|
| <input type="checkbox"/> Medication Subsidy Program | <input type="checkbox"/> Electrical Appliances for the Elderly Program | <input type="checkbox"/> Home Use Medical Equipment Support Program |
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| <input type="checkbox"/> Philanthropic Community Pharmacy | <input type="checkbox"/> Specialty Medication Assistance Program (Light Up The Life Program, Precious Blood Precious Love, Anti-hepatitis B Action and Chronic Obstructive Pulmonary Disease Home Support Scheme) | <input type="checkbox"/> Medication Delivery Services |
| <input type="checkbox"/> Elderly Home Maintenance Services | <input type="checkbox"/> Home Haircut Services | <input type="checkbox"/> Power Subsidy - Ailing & Handicapped |
| <input type="checkbox"/> Funeral Navigation Services | <input type="checkbox"/> Flash Light Door Bell for Deaf | <input type="checkbox"/> Outreach Physical Examination |
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Card No. : _____ Expiry Date : _____ (MM/YY)

Card Holder's Name : _____ Signature : _____

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*Please check off your method of payment.

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Please ensure that the bank receipt slip is returned along with your name and address to us via mail or fax at 3104-3635.

A tax return receipt will be issued with respect to your donation for tax deduction use. Thank You for your support.

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