

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

永遠是艱辛

當很多善長翻閱每期「慈惠月報」背頁後，都非常驚訝地問：「你們怎可以有這麼多完全沒有政府資助的服務，兼且這些多達20項以上的服務又無財團支持，如何可為貧者作出解困的服務呢？」

作為社工，我們的職責是要為弱勢社群服務，況且身處的部門--企業拓展(協作)乃以專事「明察社區需要」，在大家的支持及扶助下，為的是要推出服務以應需要；即是說，我們是要面對困難與資源的匱乏，作出為弱勢者改善生活質素的工作。我們自問，社會若沒有困難，怎會有社工的職業呢？

據資料顯示，本港的貧窮人口超過 123萬，人數更創歷來最高，並較10年前上升20%。當中長者貧窮問題最為嚴重，達32%。這也足以道明本港貧富不均的問題，亦日漸見明顯。當他們出現生活上的問題，正如一些貧病者因須應付自費藥物以療惡疾，要被逼減少購買「飽肚」的食物，而要求我們濟助食物。試問，我們怎不可不施援手呢？

萬事總會有起始時候，若沒有開始，怎會有發展呢？我們現在推行的只是展開「慈惠服務」的第一步，企盼在大家支持下，我們希望有著未來的發展--為弱勢者作出更理想的服務。有朋友會問，然我們現在的工作「前途未卜」，如此「摸著石頭過河」艱辛地工作，是否值得嗎？應該要萬事俱備才推出，不是更好嗎？不是更能得心應手嗎？

他們指出我們的一些「慈惠服務」，如「電費助貧弱」計劃，貧病者因要療病用氧氣機助呼吸，而帶來電費的增加，致無法應付而要此計劃作出資助；惟我們只會予6個月之援助，且只是部份而非全數資助，於半年後停止援助，豈非又置受助者於困難中？我們承認，由於善款不多，未能予他們全費資助及半年後停止援助，是要將有限資源平均分與其他同樣有需的個案分享。我們知道，若我們不踏出第一步，沒有此計劃的存在，他們可能因沒有你們的關懷，亦不能得到幫忙。我們永遠抱著「服務一個得一個」的理想而盡力。

總的說來，在當局一日未將弱勢社群的逼切需要，納入福利資助政策範圍內，我們也會積極投入艱辛的工作內，奮力為貧病者推出各項「慈惠服務」；亦感激藉著大家的援手，受助者可見到極黑暗中的曙光。

It's never an easy task!

After reviewing our service statistics publicized on "Philanthropy Monthly", many people, many of our supporters would raise a very same question as this one, "How can you manage to keep offering over 20 different categories of services for the poor without government funding or corporate backing?"

As social workers we understand it is our role to serve the underprivileged. We work under the Corporate Venture (Partnership & Alliance) of SJS, what we do is to uncover the poor's needs in the community and to line up resources to cope with it. It is our destiny — to work with scarce resources under difficult environment, so as make many troubled lives easier. Let's be honest, who would ever need a social worker if there were no miseries in the society?

The latest figures stated that the poverty population in Hong Kong climbed to a new high — it rose to 1.23 million and has increased by 20% in the past 10 years, of which 32% are elderly. Widening income disparity in recent years is definitely a contributing factor to the growing poverty problem. There are people having problems maintaining a basic standard of living. Some of them living only on a meagre income, after settling their medical bills, they practically don't have enough left to get themselves fed. Can we just walk away and pretend they never exist?

We know we are still in a very beginning stage in promoting this community-driven philanthropy service model and we look forward to a brighter future, in which this concept would be better received and hence ample resources will be available for our upcoming services for the poor. Considering the fact that we are facing high uncertainty in securing adequate resources to get a service project properly running, some people worried about our sustainability and some of them even suggested us to put our further projects on hold until resources are in place. Our answer is simple: we believe we start off first and we are going to achieve something.

Recently we received queries over some of our philanthropy projects, the "Power Subsidy Program", of which the idea is to cover for the poor sick the extra electricity fee incurred from the use of medical appliances such as oxygenators, is one of them. The fact is, we could not get enough funding for the project but we insisted on sharing the limited funds more evenly among as many beneficiaries as possible. Scaling back our commitment to individual eligible applicants seemed to be our only choice — the subsidy duration was limited to 6 months and only a partial reimbursement of the extra incurred electricity fee could be allowed. The cutbacks did raise a few eyebrows over the ultimate effectiveness of the project. Nevertheless, after the project rolled out we did bring the situation of many poor people to public attention and they did receive the assistance they need. We are glad that we did it.

We hope one day our government would be properly taking care of the welfare needs of the underprivileged. Yet before the day comes, we still need to strive harder to help the needy and the poor to survive the darkness by kicking start many more new philanthropy service projects.

「家居維修服務」及「電器贈長者」 5/10 個案統計 HMS & EAE 5/10 Cases Statistics

| 新個案來源 | Origin of New Cases | 家居維修服務 HMS | 電器贈長者 EAE |
|----------------|----------------------------------|---------------|--------------|
| 聖雅各福群會 | St. James' Settlement | 2 | 8 |
| 社會福利署 | Social Welfare Department | 9 | 12 |
| 非政府機構 | Non-government Organization | 70 | 83 |
| 其他政府部門 | Other Government Department | 1 | 0 |
| 個案總數 | Total | 82 | 103 |
| 個案數目統計 | Cases Statistics | | |
| 5月份新個案 | New cases in May | 82 | 103 |
| 4月份尚未完成的個案 | Cases carrying-over from April | 28 | 115 |
| 5月份共需處理個案 | Total cases to be handled in May | 110 | 218 |
| 5月份完結之個案 | Cases settled in May | 100 | 116 |
| 帶往6月份之個案 | Cases carrying-over to June | 10 | 102 |
| 完結之個案情況 | Status of Cases Settled | | |
| 綜援個案 | CSSA cases | 84 | 99 |
| 非綜援個案 | Non-CSSA cases | 16 | 13 |
| 已完結之個案 | Cases settled | 100 | 112 |

服務/電器送贈數字 No. of Services/Donations

| 家居維修服務數字 HMS No. of Services (部份支出乃由省善真堂或新界崇德社贊助) (Partly supported by Shang Sin Chun Tong and Zonta Club of The New Territories) | | | 電器贈長者計劃 送贈電器數字 EAE No. of Electrical Appliances Donated | | |
|---|---|-----|--|--|-----|
| 裝置 (如扶手/毛巾架/照明) | Other fitting (eg. handle bar / towel rack / lighting system etc.) | 183 | 風扇 | Fan | 17 |
| 電力供應系統維修 | Electricity systems | 76 | 電飯煲 | Rice cooker | 21 |
| 木工維修 | Wood-work | 26 | 電視機 | Television set | 28 |
| 來去水系統維修 | Piping & drainage systems | 31 | 雪櫃 | Refrigerator | 17 |
| 家庭電器維修/安裝 | Electrical appliances | 58 | 電水壺/電水煲 | Electric water boiler/pot | 12 |
| 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.) | 46 | 熱水爐 (部份支出乃新界崇德社贊助) | Water heater (Partly supported by Zonta Club of The New Territories) | 13 |
| 安裝《弱聽長者應門》 | Flash-bell fitting | 4 | 洗衣機 | Washing machine | 27 |
| 檢查電力裝置 | Check electricity system safety | 53 | 電話 | Telephone | 6 |
| 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.) | 1 | 電磁爐 | Induction cooker | 5 |
| | | | 收音機 | Radio | 2 |
| 總數 | Total | 478 | 總數 | Total | 148 |



我們需要你的捐助
We Need Your Donation

孤獨長者待贈 電視機解悶

對於一些獨居無依的長者來說，當在家中寂靜無聲時，看電視是他們最大的解悶及消閒法，電視機因此是他們的家中良伴。

長者家中一旦缺乏電視機或電視機失靈，而又無力購置或更換以調劑生活，生活便會變得極為枯燥。對依賴每月二千多元的綜援金為生的貧老而言，購買一部全新電視機，需要動用他們半月的「食用」，實在是他們無法解決的難題。

61歲的譚婆婆，老伴年前因癌症逝世，因耗盡積蓄治理老伴的疾病，而又膝下無兒，數月前經鄰居勸導開始領取綜援。「電視機早於丈夫未過世時，已經師傅檢查過不能修理了，那時怎有心情看電視呢？現在他去世後，家中變得鴉雀無聲，如果我唔咳，根本家中就唔覺有人聲。」患有哮喘病的譚婆婆說：「我怎有錢更換電視機呢？有錢都睇多一次醫生啦！」

張伯伯由於以前的工作甚少與別人接觸，退休後也缺乏朋友。未婚的他窩居深水埗一板間房，一向收入微薄，積蓄早已用罄，去年起便開始依賴綜援渡日。跟隨他20多年的「老伴」電視機已於月前離他而去。「街坊叫我去老人中心坐，不過我又唔識人，又唔識同人相處，又唔習慣參加大班人嘅活動，平日都是在家看電視打發時間。」年66歲的張伯伯坦言生活寂寞難耐，希望再得一「良伴」日夕陪他，以解孤獨。

人到晚年，面對無力應付的種種轉變感到十分無奈，加上缺乏親友的照顧，定會倍感寂寞，若家中又缺乏電視機提供基本娛樂，以調劑生活，確實缺乏生趣。故聖雅各福群會之「電器贈長者」計劃，正為一群貧而無助的老人募集電視機，盼請大家伸出援手。你家中可有21吋以下購買不超過5年，運作良好的電視機，能夠捐贈給他們嗎？你也可以支票捐出\$700，抬頭寫「聖雅各福群會」，背面指定「購買電視機」。支票請寄：香港灣仔石水渠街85號一字樓105室。網址：www.thevoice.org.hk。施善查詢：2835-4321或8107-8324。

Lonely elderly need TV for pastime

To elderly persons who live alone in the silence of their home, watching TV is their best pastime. The TV set is their companion.

Once an elderly person lacks a TV set, or if his set breaks down, and he cannot afford to replace it, life becomes most boring. To a needy elderly person living on just over HK\$2,000 of CSSA a month, buying a brand new TV set takes half a month of his household expense. It is simply not within his means.

Grandma Tam, 61, lost her husband to cancer a year ago. His medical bills had used up all her savings, and she has no children. At the persuasion of her neighbours, she began to collect CSSA several months ago. "Our TV set was declared beyond repair when my husband was still living. I was in no mood to watch TV then. Now that he's gone, the house is completely silent. There is no human sound other than my own cough," said Grandma Tam, who suffers from asthma. "Where can I find the money to buy a TV set? If I had more money, I would spend it on another visit to the doctor!"

Uncle Cheung was seldom in contact with other people at his old job, and he has no friends now that he is retired. Unmarried, he lives in Shamshuipo, in a cubicle partitioned off with wooden boards. Having exhausted the meager savings he had built up with his scanty wages, he began to collect CSSA last year. His "long-time companion," the TV set that he had had for more than 20 years, left him last month. "My neighbours tell me to go to the senior centre. But I don't know anybody, don't know how to get along with others, and I'm not used to group activities. I am used to passing my time at home, watching TV." 66-year-old Uncle Cheung says his loneliness is unbearable. He wishes he could to have another "good companion" that will keep him company and drive away his loneliness.

In old age a person can feel terribly helpless when faced with new situations. His loneliness becomes worse for lack of care from loved ones. There is hardly any pleasure left in life if he also does not have a TV set at home for basic entertainment. For this reason the SJS Electrical Appliances for the Elderly program is appealing for donation of TV sets for a group of needy elderly persons. Do you have a TV set of no more than 21 inches, purchased less than 5 years ago and working well, that you can donate to us? Or you can send us a cheque for HK\$700, made payable to St. James Settlement, with a note written on the back specifying that it is for "purchase of TV set." Please mail your check to 85 Stone Nullah Lane, Room 105, First Floor, Wanchai, Hong Kong. Our website is www.thevoice.org.hk. For telephone enquiry please call 2835-4321 or 8107-8324.



你捐賜的電視機會帶來孤老不是歡樂。

Your donation of TV set would bring the lonely elderly with happiness.



保溫水瓶 帶來的溫情

水煲，是一個家庭裡，最基本不過的電器，把水煲放在煤氣爐頭上，直至蒸汽一噴，熱開水便隨即送到，極為方便。但年過八旬的顧婆婆，患有痛風症，手腳並不靈活，要安全的使用水煲卻是一件困難事。

顧婆婆年輕時是一位做膠鞋工人，她望著自己雙手嘆息地說著：「做鞋需要用好大力，記得當時真係好辛苦，雙手成日都受傷。」九十年代時，由於減輕營運成本，香港廠房相繼搬遷至國內，顧婆婆便因此而失業，往後她便到酒樓賣點心，身體每況愈下，需要用柺杖走路，七十多歲便被迫退休。

顧婆婆未婚，只有一位姐姐在港。「大家都老了，佢有時都會過來探我嘅，但我根本無能力行到去佢度。」手腳乏力，行動不便，除了勉強上街賣菜，只好整天困在家中。「以前同屋果個老友記都已仙遊喇，試過自己係屋企用水煲煲水，煲乾晒啲水，成個煲都燒到紅晒，幾乎發生火警，真係嚇死我啊！我隻手又唔夠力拎起個水煲，幾乎淑死我添！」

「而家真係好喇，聖雅各福群會轉贈了一個保溫熱水瓶俾我，因為有電泵，按一個掣就可以有熱水出，安全得多，唔會因為唔夠力而淑親，想飲水都有咁驚喇。」在義工教導之後，顧婆婆立即笑逐顏開，不停試用。



Warmth brought by electric hot water flask

A kettle is a very basic electrical appliance in any household. Hot, boiled water can be obtained easily by putting the kettle on a gas stove. But not so for Ms. Koo who is over 80 years old and suffers from gout. Her arms and legs are far from mobile and she has difficulty using the kettle safely.

Ms. Koo was a rubber-shoe maker when she was young. Looking at both her hands, she sighed, "It took a lot of force to make rubber shoes. My hands were often wounded at work." In the 90's, factories were relocated to China one after the other since owners wanted to reduce their operating costs. Thus, Ms. Koo lost her job. Since then, she went to sell dim sums in Chinese restaurants. Her health got worse and worse until she had to walk with clutches. She was forced to retire in her early 70's.

Ms. Koo is not married; the only relative she has locally is her sister. "Both of us are old. She comes to visit me every now and then. I can't possibly go to see her in return." Ms. Koo barely manages to go out to buy food. She has to stay home most of the time for she has weak arms and legs. "The people I shared the home unit with all passed away. Once I tried to boil some water in a kettle and I nearly started a fire when the kettle went red hot after all the water was boiled away. My arm was too weak to remove the kettle; I nearly burned myself!"

"Now my problem has been solved. St. James' Settlement gave me a new electric hot water flask. Whenever I want some hot water, all I have to do is to press the button. It is much safer and I won't burn myself any more." After the volunteer showed Ms. Koo how to operate the flask, she kept pressing the button for hot water repeatedly, smiling all over.

顧婆婆笑逐顏開，不停試用轉贈的保溫熱水瓶。
Ms. KOO is happy to have a flask from the donor.



我們的服務
Our Service

到戶藥療輔導服務 助你正確用藥之道

你有否因患有慢性疾病而要服食藥物？是否不知對所服食的藥物藥性或藥效？或因需服食多種藥物而感混亂？甚至不知那些藥物該如何存放，或甚至忘記服藥追補吃藥的問題嗎？

「由於長者普遍對所服食的藥物認識不多，且可能抱有許多誤解，當中更有50%的人因藥物的問題，而要留院治理，情況是非常嚴重。」香港醫院藥劑師學會會長蘇耀華表示。

事實上，長者若吃藥的種類和數量特別多，以及處理不當，不但治不好病，反而會將良藥變成毒藥，而危害健康。資料亦顯示，80%年65歲的長者患有一種或以上疾患，若他們服用兩種藥物，其藥物不良反應的危險性約15%；若每天服用5種藥，則其藥物不良反應的危險性增至50至60%；而中文大學年前亦調查發現50%長者，不知所服食的方法；故長者服食藥物治病時，實需要藥劑師的輔導。

「可惜，作為公立醫院的前線藥劑師，我們每日要應付1,500多名門診病人，根本不能抽出時間告訴每位病人有關藥物的資訊。」蘇耀華說：「我們只能忙於為病人『執藥』，眼見病人拿著10多種藥物離開時，也沒有空可到戶為他們作出用藥的輔導服務。」

事實上，在現今醫護撥款制度下，藥劑師若要外展到高危病人家中作出輔導服務，每天只能應付到十個病人，支出實為昂貴，實難為病人作出服務。「為避免病人因用藥不當而影響到健康，以及病人減少使用醫院的服務，以可減低醫院的工作壓力及公帑的支出，發動社區的參與，應是最為理想。」

故該學會的藥劑師正類同聖雅各福群會，合辦「到戶藥療輔導服務」，對象為長期病患行動不便的病人，若他們需要服食多種藥物，或對所服食的藥物有任何疑難時，均可向聖雅各福群會申請接受此免費服務，以可加強自我管理藥物的能力，了解自己的藥物、副作用，以及服藥時要注意的事宜。申請熱線：2835-4320。



Home Pharmaceutical Care Service for Patients Project

Have you ever need to take medication for your chronic illnesses? Do you ever know the nature or effect of the taken medication, or how to store them properly? In case you forget taking it on time what remedial action could you take?

"It is common that elderly know little about drugs, and many have misconception about them. As a result, more than 50% of such elderly patients are taken to the hospital for corrective treatment. This is a serious issue," said So Yiu Wah, chairman of The Society of Hospital Pharmacists of Hong Kong.

In fact, if the elderly have to take a multitude of drugs and not handling them properly, not only will his illness not cured, the medication could become an intoxicant putting his health and life in peril. Data has shown that 80% of the 65 years old are suffering from more than one ailment and if they have to take more than one medication, risk of adversed interaction is about 15%. If they have to take 5 drugs, such risk would increase up to 50-60%. A survey last year by The Chinese University of Hong Kong has found that 50% of the elderly do not know the proper taking of the medication. Hence, they require further coaching by the pharmacist.

"Unfortunately, as a public hospital front line pharmacist, we have to deal with over 1,500 outpatients a day and we do not have the time to caution each patient about the medicine prescribed in detail." So Yiu Wah said, "We are always over busy in dispensing, we feel sorry when we see a patient leaving the dispensary with more than ten kinds of medication and we do not have the time to provide "Home Pharmaceutical Care Service to them which would be the ideal."

As a matter of fact, under the current government medical budget allocation, if the pharmacists have to further provide high risk patient with home coaching service, they could at best service ten such patients and the cost would be high and hardly achieve the desired result. "In order to avoid adversed impact on improper drug use which not only would affect health and reduce the unnecessary need for the patients' hospital visit, thus further draining their manpower and financial resources, we believe turning to the community for help would be a better and more satisfactory alternative.

The Society of Hospital Pharmacists of Hong Kong is now partnering with SJS to jointly organize "Home Pharmaceutical Care Service for Patients" for the long-term immobile patients. In case they are required to take several kinds of drugs or if they have any question about what they are taking, they can call SJS and request such a free service in order to strengthen their ability in understanding and administration, the side effects and precautionary measures on the drugs they are taking. Dial up service hotline: 2835-4320.

「正確服藥，才是正確治病之道。」

"Correct drug administration is the proper way to get treatment"



功德無量

自2005年當局推出病人自購藥物後，此無疑對經濟有能力的病者而言，確可購買到副作用少、可控制病情不致惡化及可醫治惡疾的藥物；唯對因病不能工作，失去收入的宿疾患者而言，於應付「坐食坐崩」之餘，還要解決昂貴的藥費支出，此真確是人世間的悲劇；本會「惠澤社區藥房」之設立是藉藥廠的支持，以低於市價3至7成的價錢售予經社工審核入息合乎資格的個案，以助其減低購買藥物的負擔，以令病者可有所需的藥物治療頑疾。以下為化名為亞日的個案來信，以表達其對「惠澤社區藥房」之意見。

聖雅各福群會是一個既陌生又親切的名字，由於我以前未曾接觸機構，所以很陌生，但可能我是教徒緣故（編者按：聖雅各福群會是一間非牟利社會福利服務機構，所以感覺很熟悉。

現在講回我的故事，在12年前的夏天，由於身體不適到相熟的診所求診，醫生一看之下，通知我立即入院，由這刻開始，便與醫生結下不解之緣。

因為我得了急性尿毒症，加上我是乙肝帶菌者，如此12年，由洗血，覆診，移植，覆診...漸漸我變成一個長期病患者；亦由此我由一個小康之家，有樓，有車，有事業。變成一個貧窮戶，三「沒」人士，加上政府政策，我所食用之藥物，有部份要自行購買，費用高至3,000多元，而藥物又必須長期服用，在此進退維谷之際，在偶然機會下，得知有「聖雅各福群會」這個機構，在抱著不妨一試的心情，到「會」一看，到達後看見一遍祥和，真的「老有所依，幼有所長」，與陳姑娘見面後，更覺親切，真是人間有情。

今天我藥物費用每月省下300多元，在胼手胝足的情況下，真是苦中一點甜。所以在此鳴謝。

並告知有需要之人士，在困境中不用恐慌，也不用怕孤單，有問題可與聖雅各福群會聯絡，也許會見到曙光。

希望聖雅各福群會繼續助人，功德無量。

受助人（亞日/化名）上

Thank you, SJS, for everything you did for me

The government has been requiring all drugs outside the Drug Formulary to be solely financed by patients themselves since 2005. For some people the current policy means they can decide upon their own prescription. They can now choose expensive drugs promising less side-effect or superior symptom control and they can take certain drugs to cure malignant diseases. However, not everyone can afford this luxury of choice. Many chronic patients have problems making a living themselves, not to mention bearing an extra medication costs. To keep adequate medication treatment affordable to the poor, SJS launched the 'Philanthropic Community Pharmacy' scheme. In the scheme pharmaceutical companies offer to sell selected prescription drugs through SJS's 'Philanthropic Community Pharmacy' at a discounted price, which is roughly 30-70% off the market price, to patients who are proved eligible through financial screening. Through the account of a real-life client alias Ah Yat you may learn more from the perspective of the beneficiary.

St. James' Settlement is for me a new yet familiar name. It is new because I never had any contact with this organization. Yet it seems familiar to me because we share the same Christian faith. (Note: St. James' Settlement is a non-profit making social service organization in Hong Kong.)

My story started 12 years ago. One day I felt unwell so I went to see a doctor. I was admitted in hospital right away and since then I found myself never separable from doctors.

I was diagnosed with acute uremia and much worse I was a Hepatitis B carrier. During the past 12 years I did haemodialysis, I received kidney transplant and I attended countless medical checks; In the meantime, I was turned to a penniless chronic patient from someone who used to live in a self-owned apartment and drive his own car. Under current policy, I have to pay some \$3000 for the self-financed medications. I have to take these medications in long run but they are just too costly. While pondering how to strike a balance, I came to know of SJS as an all round social service organization and so I tried to see if they could help. As I stepped into SJS, I felt like I was in a different world, the atmosphere, the people, all are different. Miss Chan, a caring and helpful social worker of SJS, helped me tackle many problems and I felt much relieved.

Now I can save up to \$300 per month on the medication expense. The savings do make life easier for me. Therefore I want to take this opportunity not only to thank SJS for what they did for me, but also to give advice to those who consider themselves in the lurch: Don't get panic when you feel stuck; Approach SJS and share your problem with them, they may help.

I hope SJS will be there forever to help those who need care and assistance.

Ah Yat (Alias),

A beneficiary of SJS's Philanthropic Community Pharmacy scheme



當韌帶不再痛時

45多歲的胡女士，無兒無女且無親人在港，平日如無必要也不會外出半步，皆因日常行走對她來說不是一件容易的事，韌帶會經常疼痛非常，尤以「潮濕翻風」的日子，痛楚會直入她的心扉，令她動彈不得。

「我每次去醫院取藥時，我都擔心下次能否可以再返醫院覆診，因為每次韌帶都會很痛。」胡女士每月都會到醫院覆診，然而當韌帶痛楚非常之際，她惟有放棄覆診，直至韌帶不再痛，才有能力自行到醫院求醫；但可惜，胡女士無論有藥在手與否，她不是忘記依時服藥，就是因為沒有覆診致沒有藥吃，致韌帶不能得到適切的治療，而造成病情日益惡化。

可幸胡女士在朋友口中知悉聖雅各福群會有「病患者藥療輔導服務」，便立刻致電報名參加，然而服務當日，她的腳部韌帶忽然劇痛起來，只有花上30多元乘的士前來本會接受輔導服務。「我現在才知我隻腳咁耐都咁痛，因為我根本食藥食到亂晒龍，知道忘記食藥時，就亂咁追補食返；根本唔可以預先切開那些藥，亦唔可以將藥隨手放在窗前讓陽光曬著。試問，藥力怎可以有效同發揮，韌帶怎會唔痛呢！」胡女士似有所悟，發自內心的笑容間，露出其真摯的歡欣，她確切得到藥劑師適切的指導，洗去正如她說的多年錯誤服食藥物的問題。

「多謝你地咁多位藥劑師！講解咗咁多藥物知識比我知！又將食藥要注意嘅事寫俾我，我以後食藥唔會食錯，又唔會亂咁處理，藥劑師真係幫咗我好多呀！」

「我尚年青，當韌帶唔痛時，我會出外找工作做，不用依賴綜援咁艱難過日子，以後生活更沒有咁悶，我不再每日呆坐家中，好以坐監咁。」胡女士相信此後也能回復「自由身」，恢復從前的工作，再融入社會，令生活更燃起希望來。



When my ligament no longer hurts

Ms Wu 45 plus years old has no children nor next-of-kin in Hong Kong and if rarely ventured out of her place unnecessarily as moving around was not an easy task for her. Her ligament often hurts badly especially during rainy days. The pain could become so intense that she could hardly move.

“Each time when I go to the hospital to pick up my medicine, I always wondered if I could manage to make my next clinical visit since it always hurt badly.” She has to make monthly hospital visit, however if it became too painful, she just skipped her visit until it no longer hurt before going to the hospital again. In addition, she often forgot taking her medicine on time when she has it and skipped altogether when it ran out due to delayed hospital visit mentioned above. Hence, her ligament failed to heal and her condition got worse.

Fortunately, she learned from a friend of the SJS “Pharmaceutical Care Service for Patients”. She called and promptly asked for an appointment. On the day of her appointment, her ligament had sudden acute pain, so she spent HK\$30 for taxi getting to our office. “Now I know why I have to suffer so long. The cause was that I have not been taking the medicine properly and I did not know that I should not cut them up before hand and I should not have my medicine expose to sunlight. As I am not getting the full benefit of the medicine how could my ligament heal!” Ms Wu suddenly came to realize. She was pleased that she had proper instructions from the pharmacist that carried her wrong past doing away.

“Thanks to all the pharmacists for telling me so much about medicine. They even wrote it down for me on paper and that really helps me a lot and I will handle my medicine properly from now on. Thanks again to the pharmacists.”

“I am still young and I shall look for work when my ligament no longer hurts and I do not have to depend on CSSA and no need to sit home all day. Life will be more cheerful.” Ms Wu believes that she has regained her freedom, back to her previous work and merging into the community again and igniting her hope in life.

「寫下食藥要注意的地方，你便不會弄錯啦。」

“Write down what is important and you won't be wrong.”

繼續做下去

「能夠替牛頭角上村(牛上)的長者進行入伙裝修工程，我覺得很有意義。」在工程途中邊呷著一口涼水，一邊用毛巾抹汗的家居維修服務義工梁榮新師傅說。「知道牛下的長者等了許久，我也希望能盡一點綿力，使長者能夠安全地遷進新居。」服務當日天氣酷熱，溫度高達攝氏34度，真叫人透不過氣來。

「你問我是否辛苦？坦白說，天氣真的很熱，令人有頭昏眼花的不適感覺。」梁師傅的汗水不斷像雨水一樣滴下，仍充滿著笑容地說。「但不打緊，因為我能夠幫助老人家，而我們一班義工亦不分彼此：掃地、鋪膠地板、安裝光管、鑽孔等等，我們甚麼也爭著做，目的只有一個，就是希望能讓長者能夠盡快上樓，可早日安居。」

「在牛頭角上邨為長者進行裝修工程時，記得有一位張婆婆跟我說過一番話，很深刻，她說：『全靠有你們這一班義工師傅，如果沒有你們，我可能連一萬多元的棺材本，也要拿出來才能為新居作簡單裝修，但我沒兒沒女，又沒有其他親人，我怕我的屍體在死去以後會任別人處置，所以因為你們做義工，我才有少許餘錢叫人替我處理身後事，我衷心謝謝你們。』我望著行路一拐一拐的張婆婆，我覺得我和一班義工們的努力沒有白費，真的能為張婆婆帶來最真切的幫助。」

梁師傅繼續說：「牛上入伙工程即將完結，我衷心希望我們替他們進行入伙工程的那差不多二百戶長者能夠安居，安全又快樂地活下去。」

事實上，本會的《長者家居維修服務》能可繼續為全香港的無依長者服務，協助他們能於安全及理想的家居環境裡生活，就是全憑如梁師傅般的熱心義工參與，正如他說：「只要一天還有長者家居維修服務，有用得著我的地方，我們會繼續把自己的技術貢獻出來，幫助有需要的老人家。」



No stopping

"I have found it very meaningful to work on the interior decoration project for a group of Upper Ngau Tau kok Estate (Upper Ngau) elderly," said master technician Leung Wing Sun a volunteer worker on the job while wiping off his sweat and drinking a mouthful of cold water. "Knowing elderly from Lower Ngau having been waiting long we are merely making a minor effort to enable them moving safely into their new homes." The day of his service was damn hot, over 34 degrees making breathing difficult.

"Had you asked me really hard work? You bet! Under such hot and humid condition, it makes one uncomfortable and dizzy," said master Leung whose sweat fell off continuously like rain. He kept his smile and continued to say, "No problem. We are all here to help the elderly without prejudice and do whatever we are capable. We drill holes, sweep floors, lay vinyl tiles and install lighting, etc. with just a single goal in mind that is to enable the elderly moving in at an earlier date and live safely and comfortably."

I remembered deeply in our course of Upper Ngau Tau Kok Estate interior decoration project a certain granny Cheung once said, "I am very fortunate to have you master technicians to help me. Without your help I shall have to use the savings for my coffin on this simple decoration. I have no children or next of kin. I always dreaded about passing away without getting my funeral matters properly looked after. Now with the help of these volunteers technicians, I can set aside some money to have someone looking after it." As I watched granny Cheung limped away, I knew that the effort of our volunteer workers has not been in vain. It has given granny Cheung some real help.

Master Leung continued to say, "Upper Ngau relocation project will soon be over. We earnestly hope that elderly of the 200 homes we helped to decorate will continue to live safely and happily."

As a matter of fact, sustainable "Elderly Home Maintenance Service" of SJS services the needy elderly in Hong Kong by providing them a safe and a better living environment. It relies solely on a group of enthusiastic volunteer technicians like master Leung who said, "Wherever there is elderly need, we will be there. We don't mind continuously serving them with our skill."

「只要有用得著我的地方，我仍會繼續服務有需要的長者。」
"Wherever there is elderly need to serve, we will be there."



讓孤老安心地走 人生的後段

Help Elderly live peacefully in the last years of life

本人在長者鄰舍服務中心工作良久，服務對象主要是上水及打鼓嶺地區與主流社區較少接觸的長者--「隱蔽長者」。很多時，我需要探望鄉村地區的長者，他們不少是獨居或合住、經濟拮据、缺乏家庭支援網絡，部份居所亦十分簡陋。

I am a social worker in a Neighbourhood Elderly Centre serving mainly the so-called 'Hidden Elderly' in Sheung Shui and Ta Kwu Ling area, who has little connection with the major communities. I have to pay them visits all the time. They live either alone or live with another elderly and share the same unit together, most of them are financially depressed and lack family support. The poorest among them can only afford to live in cramped and ill-equipped living quarters.

跟公共屋邨的住屋比較，在鄉村地區的住所環境一般較差。有時，孤寡無依的長者在寒冷的日子並不好受，在冰冷的冬天只能蜷縮在被窩中發抖；大雨淋漓的雨季，除導致嚴重漏水外，更有可能使殘破的電線洩電，長者的家居安全，實在是無時無刻地受到威脅。

Comparative to those who live in public housing units, the condition for the singleton elderly living in remote countryside is in average much worse. Cold winter is undoubtedly their hard times. Even with layers of clothes and blankets, they cannot keep themselves from shaking during the chilly winter. Rainy season is no good times for them either. Water leakage and the subsequent current leakage hazard are major risks in their home safety and threatening to claim their lives in any minute.

78歲的鍾伯伯是我當中一個需要關顧的個案，他沒有結婚，獨自住在鮮為人熟悉的打鼓嶺禾徑山新村的一間簡陋木屋中；他患有血壓高、支氣管病及胃病，身體健康不佳；在缺乏親人照顧的生活下，只能依靠綜援生活。數月前當我去探訪伯伯的時候，發現他家裡的電線霉舊得很，有不少電線已經變黃發黑；伯伯更向我說在家中時常有「跳制」的情況，他憶起在一個寒冬晚上，因插上暖風機而引致電箱「跳制」，令他只能獨自摸黑渡過一個黑暗及嚴寒的晚上。

The 78-year-old Uncle Chung is one of the cases that I concerned very much. Never married, he lives by himself in an old wooden hut in Wo Keng Shan Village near Ta Kwu Ling, a remote area seldom known to many Hongkongers. His health condition is far from good, he does not only have hypertension, but also bronchitis and gastric disease. With no family taking care of him, he lives upon social security support to maintain a bare subsistence. Several months ago I paid him a visit and I noticed that the wiring system in his house was seriously worn-out. He then mentioned to me that the RCD switch tripped all the time and told me how he once survived a dark chilly night when a short circuit happened immediately after he plugged his heater in.

當我得悉聖雅各福群會有一項名為「家居維修服務」，有著350多名義工程師會為貧困長者進行維修，以旨在解除長者的家居陷阱後，我連忙把個案轉介至聖雅各福群會。伯伯和我除對貴會的迅速反感到非常詫異應，更發覺他們全都是領有電業牌照的專業工程人員，而且他們更放棄在星期日去休息，在百忙中抽空為鍾伯伯更換家中的電線。

When I first came to know about the 'Home Maintenance Service' program by SJS, a free service offered to elderly in poverty carried out by a team of over 350 volunteer technicians, I immediately made a referral for Uncle Chung to SJS. To my surprise, their processing was swift and the volunteers being sent over were all professional technicians. They even gave up their only day off on Sundays to re-install the wiring system for Uncle Chung.

經過師傅整個上午汗流浹背地工作，我看見伯伯家中的電線系統煥然一新，以往的霉爛和危險已不復見。我慶幸香港的社會福利界有聖雅各福群會的「家居維修服務」，有著善長們的捐助和義工程師的委身，使全港生活在滿佈家居陷阱、時刻身處危險環境中的無數長者，能夠安心在社區中生活。

After a half-day hard work, they finished the rewiring. Now I can see brand new wiring and cables, the current leakage hazard is a thing of the past.

I am thankful to SJS and all their donors for keeping the wonderful 'Home Maintenance Service' running, and to all volunteer technicians who dedicatedly give away their service, as countless elderly would have lived in danger everyday and could not have enjoyed a peaceful life without their involvement.



義工師傅在鍾伯伯的門外留影

The technician team in front of Uncle Chung house after a half-day hard work



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人生起跌無常，這句說話一點也沒有錯。

在八十年代黃先生為一商人，他自資擁有的公司生意十分興旺，個人入息稅都需要交三萬多元。九七年一場金融風暴導致他生意失敗，公司因而倒閉，他名下的物業全都要被逼變賣，以作償債。最後，他把所剩下的少許金錢投資到朋友的玩具廠，他因而又上人生的高峰。年前，美國發現中國玩具含鉛量超標，因此玩具要全面回收，玩具廠因而倒閉。黃先生又再次跌回谷底，這次確確實實地更要被逼破產了。

第一次生意失敗時，黃先生的妻兒捨他而去，他的情緒因而大受打擊，致需入院治理。其後，黃先生因為內地生活比較平宜，而轉居內地。在內地生活時，黃先生再婚，現在育有一名剛一歲的兒子，又要照顧年邁的母親，沒有收入的他，經濟極度困頓，由於糖尿病病情日見惡化，月前更因被診斷患上肝腫瘤，黃先生遂再遷回香港以便治療。

「可能係我之前因為交際應酬，食野不定時，又成日飲酒，攞到身體壞晒。我依家有嚴重的糖尿病同埋肝病，下個月可能更要做肝手術，我真係無錢，都唔知到時點算。唉…」黃先生說。由於黃先生剛回港不久，因離港太久，無法符合社署綜援的援助資格，遂由公益金援助他「及時雨」的伍仟圓，因要租住朋友的客廳作為居所及購置簡單家具後，現在他只剩餘佰多圓作生活費用。

他為了減低開支，每天只餵食兩餐奶粉給一歲的兒子，其餘時間只餵食粥水。「上次帶BB打針時，護士話他唔夠營養，要食多兩餐奶粉。唉…我又要食自費的肝炎藥，要一千五百多元，糖尿病又要花錢打針；我依家不能應付的自費藥物同醫療用品的費用，都唔知點算！」借貸無門的先生說。「而且往後全家一日三餐將無可避免地要捱飢抵餓。」

黃先生是本會「贈藥治病計劃」的其中一個個案；事實上，醫管局當中的自費藥物價錢平均可能要由數佰圓至超過仟圓以上。對貧乏的個案來說，這數佰甚至仟元已是他們半月三餐的開支，若能有善長施出援手，相信我們的個案除可以有療病的機會外，也可有餘力購買食物，不致因要應付自費藥物的開支而要捱餓。善長們，盼請賜助我們的「贈藥治病計劃」。

。施善查詢：2835-4321或8107-8324。

Life of the poor becomes more difficult for paying the medication

Life is up and down, you never know what would happen tomorrow.

In the 1980s, Mr. WONG was a businessman, his owned company was prosperous. The financial turmoil in 1997 led to his business failure, he needed to sell his properties to repay for the debt. With the money left from repaying the debt, he invested to a toy factory of his friend. Luckily, he got quite good return on it. However, the factory was closed due to the issue of "Lead Toy" in USA. He was then forced to go bankrupt.

At the time of Mr. Wong's business failure, he wife and son had left him, which gave him a heavy blow to his emotions. He was admitted for treatment. Due to the cheaper living expense, Mr. Wong moved to the mainland China. In China, he got married with another woman, and they had a son of one year of age. Mr. Wong has no stable income and he has to look after his family and his mother. Mr. Wong has diabetes and he was diagnosed with liver disease. As his health is worse day by day, he has to move back to Hong Kong.

"Due to my irregular diet and alcohol drinking habits, I have got serious liver disease and diabetes. I may have to take a liver operation in the coming month, but I am now worrying about the operation fee." Mr Wong said. Mr Wong has just returned to Hong Kong after the long stay in China, he is not qualified for applying the sponsorship from the Social Welfare Department. He is now subsidized by the urgent fund from the Community Chest of HK\$5,000.

"To minimize the daily expense, his one-year old son is only milk feed once everyday. "The nurse said my son should drink more milk. However, we need to pay HK\$1,500 for the medicine of the liver disease and diabetes." Mr. Wong said, "Our family members have to be living in hunger."

Mr. Wong is one of the cases of the "Medication Subsidy Program". Nowadays, the medication fee for the Hospital Authority is between a few hundred dollars to over than one thousand dollars. This amount shared a significant expenditure of the poor. You can subsidize them by joining our "Medication Subsidy Program". Please call our hotline: 2835-4321 or 8107-8324.

為甚麼要有 轉介社工

問：是否所有申請你們的「慈惠服務」個案的申請人，需要社福機構的社工作出轉介，方會受理？

然他們是一群匱乏人士，若要他們尋找其他機構求助，你們是否缺乏誠意去幫助人解困？有否有違你們「以人為本」的工作目標？請解釋。

答：多謝你的查問，且讓我們更講解我們工作背後的深層意思。

我們的所有「慈惠服務」乃是全賴善心們的支持，堅持牢守「慎用珍貴捐助、悉力以達大家的施善指令」，是我們要令涓滴資源「到位」的職志。所有申請個案必須經由熟識申請者作出轉介，一來可省去我們逐一審核個案的時間，可迅速地為申請者作出「解困 解憂」的工作目的，亦可減少涓滴資源不被濫用的效果。

事實上，在我們服務貧而無助病弱傷殘者的過程中，我們只是關注其某一需要，如「贈藥治病」的「慈惠服務」個案中，我們只是專責援助他們有關缺乏經濟能力購買藥物的困難上；即在職能、工作專長、工作範圍及時間上，是不能夠及不會再予個案任何援助的服務；換個角度說，我們是與轉介的社工有著專責的分工，我們是負責其個案「點」的服務，即處理其有關購買藥物的問題上，當我們完成指定的服務後，便會結束與個案的工作關係；而其轉介社工則要繼續全面性地照顧他們其他需要及輔導的工作，即所說「面」的服務。

我們希望藉著處理申請手續的轉介過程中，轉介社工可深入了解匱乏個案的困難，從而可提供深入跟進的工作，以可全面性地為個案作出改善生活的服務，以起著「以人為本」的工作目標。當然，在轉介社工介入的過程中，我們從善長恩賜而來的珍貴資源，除有著社會熱心人士加入參與作為義工，以確保資源不被濫用外，亦可有著一「外間」團體參與監察資源的任用及可起著「到位」的「施善目的」。

Why need a referral social worker

Q: Do you only accept applications for your 'philanthropy services' through the referral of social workers of the social welfare organizations? Those applicants are the people in need. If you require them to seek referral from other organizations before you help them, it seems that you lack sincerity in helping people in difficulty. Please explain if that requirement goes against your 'man-base' work objective.

A: Thank you for your enquiry. Let us point out the deep meaning behind our work.

All our 'philanthropy services' rely on the support of kind donors. We keep to our belief that we must use every precious dollar to carry out the donors' instructions', viz, to make the best use of the donations. Each application must be referred by a social worker who knows the applicant well. On one hand, that can save our assessment time. On the other, we can truly meet the need and solve the plight of the applicant. It can also minimize the danger of resources misuse.

In fact, in the process of serving the poor, helpless people who are sick, weak, disabled or handicapped, we simply concentrate on one aspect of their need. For instance, in our 'Medication Subsidy Program' we only take care of their lack of money to buy medications. We don't provide additional supportive services as far as our duties, scope of work, work speciality and time are concerned. In other words, we and the referral social worker stick to our own division of labour. We deal with the applicant's particular difficulty in purchasing medications. We terminate our relationship with the applicant after we have provided our services. But the referral social worker has to continue to take care of the applicant's other needs and provide advisory services 'in general'.

We hope that the referral social worker has the chance to understand the difficulty of a needy applicant deeper than the surface in the process of dealing with each case. That understanding will enable the social worker to provide in-depth follow-up services so that he can provide services that will improve the applicant's life in general. That will fulfill the 'man-base' work objective. The referral social worker's intervention eliminates the likelihood of donors' precious resources being misused. People who participate as volunteers and referral social workers from outside St. James' can together monitor how resources are used to best meet the need of various applicants.



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計劃 |
| <input type="checkbox"/> 診病交通費支援計劃 | <input type="checkbox"/> 惠澤社區藥房 | <input type="checkbox"/> 專科專藥補助計劃 (燃點希望計劃 及 補血寶愛心) | |
| <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"/> 代購電器服務 |
| <input type="checkbox"/> 健康推廣活動 | <input type="checkbox"/> 法律諮詢服務 | <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：

劃線支票 (抬頭「聖雅各福群會」)

銀行：_____ 支票號碼：_____

以信用卡捐助 (VISA MASTER)

信用卡號碼：_____ 信用卡有效日期：_____ (月/年)

持卡人姓名：_____ 簽署：_____

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，俾本會可奉呈上謝函以及收據，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

- | | | |
|---|--|---|
| <input type="checkbox"/> Medication Subsidy Program | <input type="checkbox"/> Electrical Appliances for the Elderly Program | <input type="checkbox"/> Home Use Medical Equipment Support Program |
| <input type="checkbox"/> Pharmaceutical Care Service for Patients Project | <input type="checkbox"/> Patients Travel Subsidy Plan | <input type="checkbox"/> Philanthropic Community Pharmacy |
| <input type="checkbox"/> Specialty Medication Assistance Program (Light Up The Life Program and Precious Blood Precious Love) | <input type="checkbox"/> Elderly Home Maintenance Services | |
| <input type="checkbox"/> Home Haircut Services | <input type="checkbox"/> Power Subsidy - Ailing & Handicapped | <input type="checkbox"/> Outreached Physical Examination |
| <input type="checkbox"/> Funeral Navigation Services | <input type="checkbox"/> Flash Light Door Bell for Deaf | <input type="checkbox"/> "The Voice" Monthly Elderly Magazine |
| <input type="checkbox"/> Appliances Procurement Services | <input type="checkbox"/> Health Promotion Activities | <input type="checkbox"/> Legal Consultation for the Elderly |
| | | <input type="checkbox"/> General use |

Donor / Co's Name : _____ Mailing No. : _____

Address : _____ Phone No. : _____

Donation Method :

Crossed cheque (Payable to "St. James' Settlement")

Bank : _____ Cheque No. : _____

By Credit Card (VISA MASTER)

Card No : _____ Expiry Date : _____ (MM/YY)

Card Holder's Name : _____ Signature : _____

Bank deposit (Please deposit donations to St. James' Settlement's Bank A/C):

HSBC: 002-5-224247 or Hang Seng Bank: 388-558645-001 or Bank of East Asia: 514-10-30561-7

*Please check off your method of payment.

*Please kindly indicate the name of the Program / Service that you donate at the back of the cheque or bank receipt slip.

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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忠誠篤實的人，將滿屋福祉。
 Homes of honest and earnest people will always be filled with
 happiness and blessing.