



社工的話

Social Worker's Remark

未能問好 請體諒

FORGIVE ME FOR NOT GREETING YOU

自筆者在此欄披露自己患上鼻咽癌，到本月18日已有8年了，但仍經常收到不斷的關懷問候，實在感激涕零；在此謹向熟悉的、忘記的及不認識的善長及朋友，致深切謝意與歉意。

治療後筆者的容貌確有所轉變。首先頭髮脫落較以前快，尤以前額為甚，髮線向後退移；面部皮膚迅速收縮變得更加鬆弛、縐紋湧現，而且眼神失去光彩顯得無神，確令人感到「老而殘」，深覺疾患擾纏不放。覆診時，太太定會陪伴在側；在旁的病友多會對她說：「你爸爸患上的是何種癌症？」我聽到後，當然不會感到忿怒，反之大笑起來，因為我有個年紀與我相若的「老女兒」。誠然，我的樣貌太殘了。幸而筆者依然手腳靈活，行動迅速，雖然體重較病前仍欠兩三磅。

這8年來，筆者間中會收到一些不認識的市民送來的藥物及補身食品，可惜必須全部退回；從事社會服務的筆者，是不可以私自收下任何餽贈物品的。筆者自發病至今亦未有進食任何補品，每日三餐依然是粗茶淡飯。

不斷亦收到一些問候信件及問候咭、防癌書籍、關於健康飲食及食療資料、運動健身指南、光碟、勵志金句，以及宗教書籍等等豐富多姿的物品，無不令筆者動容。在感激之餘，筆者只有更堅定地努力工作，以答謝大家關愛。在此不能遺漏的是那些以無名氏身份默默表示關懷的賜贈者。

最令筆者感到驚喜的，是經常在街上、巴士及地鐵車廂內遇到不認識的善長向我問候或點頭招呼。有巴士司機遠遠看見筆者時，停在站前等候筆者上車，還叫「陳先生，不用急，慢慢上車。」也有的司機把車停下，讓我橫過馬路，隨後也叫著：「陳先生，祝你身體健康。」筆者記不起他們的名字，感到十分抱歉，而他們多回應說：「只要你健康，忘記我不是問題。」

筆者如此疏漏不周，不能歸咎於病，雖然癌症的後遺症仍為身體帶來一些不適。在此謹向各位致深切的歉意，因事務太忙，記憶稍遜，未能向大家問好，仰請體諒。

It's been eight years since I disclosed I was suffering from nasopharyngeal cancer. Yet today I am still receiving messages asking after and expressing concern for my health. My gratitude is beyond words. Here I would like to express my deep-felt gratefulness and apology to the kind donors and friends whom I know well, may have forgotten, or don't know at all, for their concern.

My appearance has changed since undergoing treatment. First of all, I am losing hair more rapidly, especially on my forehead, and my hairline is receding. My face is drawn and the skin has become loose, with wrinkles showing up in abundance. And my eyes don't look as spirited, having lost their sparkle. I really feel "old and worn out" in the unrelenting grip of illness. My wife always accompanies me on my visits to the doctor. Other patients would ask her, "What kind of cancer does your father have?" I of course am not offended angered by the question. On the contrary I would break out in laughter, because I have an "old daughter" who's about my age. My appearance does look worn. Fortunately I am still limber and fast-moving, even though my weight is still two or three pounds short of before.

Over the past eight years many strangers have sent me medicine and food supplements. I have had to send them all back, because a social worker is not supposed to accept any gifts. Actually I have not taken any food supplement since falling ill, but have stuck to simple foods for my three meals.

I have also received many letters and cards wishing me well, books about fighting cancer, information on healthy eating and helpful diet, handbooks on health-building exercises, discs, encouraging sayings, religious books, etc. They are all very moving. In my gratitude I can only work hard with greater resolve to return the kindness shown me, some of which came from people who chose to remain anonymous.

My best surprises are greetings I get on the street, on the bus or MTR from people I don't know. Some times, a bus driver who spots me from a distance would stay put at a bus stop to wait for me, telling me, "No need to hurry, Mr. Chan, take your time." Taxi drivers have also stopped their car to let me cross the street, shouting, "Mr. China, I wish you the best of health!" I would apologize for not remembering their names, but most of them just reply, "No problem, so long as you are well!"

Although cancer does have its after effects on me, it is no excuse for my forgetfulness and oversight. I am just too busy and cannot remember everything. Please accept my apologies and forgive me for not greeting you!



受惠者言
Client's Remark

將無助者 自谷底拯救出來

處於困境而無望改變現實，身患重病又急待援助以購買藥物，是本會「贈藥治病」申請人的寫照。受助者得到善長的濟助，像從谷底被拯救出來一樣，感到重生的喜悅。以下便是一些受惠者於獲悉得到援助時，第一時間的反應。

當聽聞申請到資助可以購買藥物後，程先生灰暗的臉上泛起久違的紅光，說：「好多謝嘞善長！有咗善長關懷我才有機會食藥！善長真係幫我減咗好多壓力！社工只係幫我轉介到『贈藥治病』計劃，但善長根本唔識我，都捐款幫我，他們真是真正真正的大好人。」

赤貧如洗的甘先生說：「非常感謝幫助過我既人，包括送我電磁爐、電熱水壺的善長，令我空空如也的家增添一啲暖意；更多謝善長幫助我兩年既藥費，令我嚴重既肝病得以控制，避免患上癌症；又好感謝善長王先生及王太，佢哋不單只幫助我交水費電費，佢哋仲親自送我食物及日用品，佢哋既細心真係令我感動，連油、鷹粟粉、鹽、糖都送埋俾我，真係好多謝你哋！」

另一位受惠者黃先生也說：「善長於我最無助、人生最低潮時候來幫助我，除咗資助我昂貴既藥物費，又幫助我個仔既奶粉同埋我哋一家既食糧，仲有善長陳小姐親自帶埋玩具嚟探望我哋，臨走時仲封咗一封利是俾我既仔。我真係無以為報。如果他日有能力，我一定會捐錢幫番人。」

善長惠賜的善款，也為我們社工帶來極大的鼓舞，令我們深深感受人間溫暖。感激善長們無私的捐助，向一班為病魔蹂躪的人伸出援手，讓我們得以扶病助弱，謹此深深叩謝善長們的默默支持。



PULLING THE HELPLESS OUT FROM THE BOTTOM OF THE PIT

You're in the bottom of the pit, with no way to get out; you're critically ill and urgently need help to buy the medicine you must take. Such are the circumstances of the SJS Medication Subsidy Program applicants. When they get help from donors, they feel as though they have been pulled out from the bottom of the pit; they feel the joy of rebirth. Following are some beneficiaries' immediate reactions on learning that help is at hand.

When Mr. Ching heard that he had been granted subsidy to purchase medicine, his face lit up. He said, "I am so thankful to the kind donors! The social worker merely referred my case to the Medication Subsidy Program, but the donors who didn't even know me donated money to help me. They are really good people."

Penniless Mr. Kam said, "I'm really grateful to those people who have helped me, including the donors who gave me an induction cooker and an electric kettle, adding warmth to my bare home. I'm also grateful to the kind donors who helped me out with two years of medicine cost, enabling me to keep my serious hepatitis under control and to escape from possible liver cancer. I also thank Mr. and Mrs. Wong, who not only helped pay my water and electricity bills but also brought food and daily necessities to me personally. Not forgetting to bring me oil, corn starch, salt and sugar, their thoughtfulness is most touching. Thank you so much!"

Another beneficiary, Mr. Wong, said, "The donors came to my help when I was most helpless, at the worst time of my life. Besides subsidizing my hefty medicine expenditures, they helped me with milk formula for my son and food for the whole family. Donor Miss Chan paid us a visit personally, bringing toys and giving my son lucky money before going away. I don't know how to repay her. If I can afford it in the future, I will surely donate money to help out others!"

Cash donations from our kind donors are also an immense encouragement to us, the social workers, letting us feel human warmth. We thank our donors for their selfless donations, for extending a helping hand to victims of ill health, enabling us to give assistance to the sick and the weak. We thank our donors deeply for their quiet support.

「多謝大家對我的幫助，令我有得食飽肚，有藥食，減咗我好多負擔。」甘先生開心說道。

"Thank you all for your help, so that I have food to eat and medicine to take. You have lightened my burden a lot," says Mr. Kam happily.



孝子為中風母付出一切 唯購買醫療用品仍困難

古語有云：百行孝為先。身體髮膚受諸父母，父母的養育之恩，你有想過怎麼報答呢？有的人會每個星期和父母飲茶、有的會每月給點錢父母、有的人會請個家傭照顧父母……但是，父母臥病在床的時候，又有多少子女可天天在床邊侍候著他們？

李先生的母親去年中風後全身癱瘓，靠著醫療機器維生。母親的一句話：「我不想去老人院或療養院，我想待在家裏。」李先生聽了這番話，不管有多辛苦、多困難，他都願聽從母親的話，決定自己照顧母親。

上班、下班、照顧母親，這就是李先生每天的生活。他的薪金減去了每天的膳食及交通費後，全部都用在母親身上，他的一切便是母親。「我的父親去世了，只剩下這個母親，我不照顧她誰理她？更何況她是我的母親。我小的時候她勞心勞力的照顧我。我怎麼可以狠心放下她不管？我再怎麼辛苦也要陪著她，更何況她還有機會康復？」李先生說著說著不禁眼泛淚光。

李先生的月入不多，為了母親的疾病，已用盡了所有的積蓄和強積金，連拍拖多年的女朋友都捨他而去。一無所有的李先生，仍然堅持自己獨力照顧母親。雖然家中與療養院的設備是天淵之別，但李先生對母親的照顧無微不至，讓母親得到適切的照料。

李先生已是竭盡所能，但購買有關醫療用品(如血壓計、血糖機、減壓床褥及氣管護理用品等)還是有困難。善長們，你們是否願意伸出援手，捐贈一些醫療用品或善款，幫助李先生這樣的家庭？施善款項數目不拘，只是以集腋成裘方式，為貧弱病殘者施救。支票抬頭請書：聖雅各福群會，支票背面指定：「家居醫療用品支援計劃」。施善查詢：2835-4321或8107-8324。



Son gives all to ailing mother still needs help for medical equipment

We Chinese regard filial piety as the most important of all virtues. We owe our being to our parents, and it is our parents who raised us. Did you ever stop to think how you can repay them? Some of us will take them out for meal every week; some will give them money; some will hire help to take care of them... But, when our parents are sick and bed-ridden, how many of us are at their bed side to give them daily care?

Paralyzed completely by a stroke last year, Mr. Li's mother depends on medical equipment to for life support. She said, "I don't want to go to an old age home or a convalescent hospital. I want to stay here, at home." Mr. Li is determined his mother should have her wish. He has decided to take care of her himself, no matter how hard it may be.

Going to work, coming home, taking care of mother – that is Mr. Li's daily routine. Besides his meals and transportation expenses, he spends all his earnings on her. She is everything to him; she is his life. "My father passed away, leaving me only with my mother. Who will take care of her if I don't? How can I have the heart to leave her unattended? I must be at her side no matter how hard it is. Besides, she may still recover." Tears welled in his eyes as he spoke.

Mr. Li does not earn much. His mother's illness has exhausted all his savings and his mandatory provident fund. Even his girl friend of many years has left him. Left with nothing, he still insists on caring for his mother single handedly. Even though his home is very poorly equipped compared to a convalescent hospital, he attends to her every need and gives her the best possible care.

Though doing his utmost, Mr. Li still finds it hard to purchase the necessary medical equipment(e.g. sphygmomanometer, glucose monitor, pressure relief mattress and respiratory care series etc) for his mother. Dear donor, will you extend a helping hand to families like Mr. Li's, by donating some medical equipment or cash? Any amount of cash will be helpful. Small amounts gathered together will bring relief to the sick and needy. Please make your check payable to St. James' Settlement, and specify on the back that it is for the Home Use Medical Equipment Support Program. For enquiry please phone 2835-4321 or 8107-8324.

中風後需長期臥床的李母
The stroke has left old Mrs. Li bed-ridden.



我們需要你的捐助
We Need Your Donation

請援手關懷 助貧困老人

「電器贈長者」計劃是一項慈惠服務，需要不斷向社會人士募捐，方可募得貧老所需電器。

由於每月由地區福利機構的社工轉介而來的個案實在太多，而我們所募得的電器有限，平均每一個個案需要輪候三至四星期，遇有較難籌得的電器時，貧老亦可能要輪候半年以上。這並不是表示社會人士不關心貧老的需要，只是很多善長均不知道此服務的存在，致施善無門。

事實上，我們已每月最少一次發放新聞稿，以該月長者最需要或輪候已久的電器為募捐電器，透過傳媒，包括電台、電視、報紙及雜誌，呼籲社會人士作出施贈。當然，並非所有傳媒會予以協助呼籲，因為此要配合他們當時的節目及版位傳達的需要，縱使此是慈濟解困的工作，我們所寄出的新聞稿，結果只是落得被投籃的下場。

無論如何，我們仍會不斷努力用心將每篇新聞稿寫好，以迎傳媒對稿件質素的要求。

接觸層面廣闊的你，於每月接到此月報，知悉我們的徵集活動所募集的電器時，可否將我們的需要轉告所熟識的朋友，鼓勵踴躍施善嗎？我們深信，倘此訊息能可透過人傳人的方法，其效果亦為更大，貧老再無需輪候電器太久，而可及早改善生活。就以本月為例，現時共有63名經核實資格的貧老，正輪候不同的電器，如電視機、暖風機、熱水爐及雪櫃等電器。故在不影響你們的社交生活及工作氣氛下，可否推動此慈濟解困事工的發展？施善援助熱線：2835-4321或8107-8324。

PLEASE HELP!

Since the EAE scheme is a charity service, St. James' has the need to ask for donations from people in Hong Kong in order to raise the electrical appliances needed by the destitute elderly. Each month we have a lot of referrals from social workers of various regional welfare organisations. Each applicant for EAE has to wait for around 3 to 4 weeks before they get the appliance they need. Sometimes they may have to wait for over 6 months if the item is hard to come by.

The situation shows that very few HK people are aware of the existence of the EAE scheme; it is not an indication of unconcern or indifference in our society. In fact, St. James' gives a press release on the EAE issue at least once a month. We exhort for donations of the most needed electrical items through TV, newspapers, magazines and radios. We realise that not all organisations in the media are willing to help us in the process of asking for donations since they have their own publishing or broadcasting schedules and policies to take care of. Sometimes our press releases end up in the waste paper basket.

Notwithstanding, St. James' will do its best in drafting each article for press release so as to meet the requirements of all published materials of the media.

You are familiar with the EAE scheme of St. James'. Will you please re-direct our message and spread the news among your friends? We firmly believe that the news of the EAE scheme can be widely and better spread by word of mouth among friends. Hopefully the poor elderly can improve their quality of living without having to wait for weeks and months. At present we have 63 poor and old cases are waiting for our assistance, e.g. for television, refringerators, warmth heater and water-heaters etc. Will you please help promote this charity movement under no obstructions to your normal social or working life? Helping Hotline: 2835-4321 & 8107-8324.



及時送暖是行善的表現。

Giving warmth in time is the most helpful deed.



一切暖意 發自你的關懷

「活到這環境，還求甚麼呢？只求三餐溫飽已很滿足了！」鄭伯伯說：「只要手腳還能活動，就能照顧自己的起居飲食，不用別人照顧，是多麼好。」

鄭伯伯因與家人關係不佳，被安排入住臨時宿舍。正盡快要適應新環境及新生活之際，於忙亂購備有關物品，以應新生活所需，鄭伯伯竟忘記購買電飯煲煮食。「所謂上屋搬下屋，唔見一籬穀。樣樣都要買，現在怎再有\$200多元買一個電飯煲呢？唔通用餘下的錢買嗎？那我就唔食飯4至5日才可以，但我體弱多病，是不能捱的。」

在沒有電飯煲煮食的日子，鄭伯伯只好購買麵包帶回臨時宿舍進食。「無辦法啦，要慳錢買電飯煲煮食；但問題來了，因為沒有飯入肚，結果弄出病來，要睇醫生，問題好似骨牌效應接踵而來，最後要花錢睇醫生了事，真是得不償失！」鄭伯伯憶述說：「我希望可以自食其力，不用靠人照顧；我實在不敢奢望其他生活條件，但求兩餐溫飽，唔通上天都要趕絕我？」鄭伯伯剛離開子女的悲傷心情似乎還沒有平服下來。「點解宿舍不提供膳食呢？」

「真是絕路有生機，我向社工訴苦後第二天，他竟尋得一個電飯煲給我煮飯。」原來社工向聖雅各福群會之「電器贈長者」為伯伯提出申請，瞬即獲一善長的憐惜餽贈。「有了電飯煲煮食，我可以有正常膳食，人也變得健康及有氣力了；試問，吃不飽肚子，那有力氣應付以後一個人的生活？」

人在絕處得到慈長慷慨捐助的意義深重，也給予鄭伯伯很大力量的支持，最重要的不只是實物的餽贈，而是鄭伯伯能夠重拾那份被人關懷、被人重視的情懷，實在令受惠者窩心及感到暖意萬分。善長們施善後，是否知道「到位捐賜」後深層次的意義及受助人的溫馨暖意？



Donor's concern generates warmth

“What more can I ask for in my present situation? I am contented to have 3 meals each day!” Mr. Cheng said, “As long as I am mobile, I can take care of my daily life. It is wonderful that I need no one to take care of me.”

Mr. Cheng was admitted into temporary housing quarters since he didn't get along with his family. On one hand, he had to adapt to a new life in a new home. On the other, he had to buy necessary household items. He forgot to buy a rice cooker. “It costs much to set up a new home on top of the removal expenses. I can't afford another \$200 to buy a rice cooker. If I do that with the remaining money, I'll have to skip meals for 4 or 5 days. But I can't go without meals because I am weak and sickly.”

Mr. Cheng bought bread to eat back in the quarters when he had no rice cooker to cook rice. “That's the only way I could save enough for a rice cooker. The problem was I got sick because I had no rice to eat. I saw the doctor. My problem brought a domino effect. I spent money on the consultation. It didn't pay to skip my meals.” Mr. Cheng recalled, “I wanted to be independent, not needing anyone's care. I only ask for my daily meals and nothing more. Why doesn't Heaven help me out?” Mr. Cheng still seemed to be upset about departing from his children. “The quarters should also provide meals for the residents.”

“Truly to every cloud there's a silver lining. The following day after I told my problem to the social worker, he found me a rice cooker.” A donor bought him a rice cooker after the social worker applied for St. James' Settlement's Electrical Appliances for the Elderly Program on his behalf. “With the rice cooker, I can eat normally. I have become healthy and strong again. I definitely haven't the energy to live by myself on a half-filled stomach.”

It's very meaningful when one receives generous donation when he thinks life is hopeless. It also brings great support to Mr. Cheng on top of the convenience of a rice cooker. He can feel concern and respect from others once again. As a beneficiary, he finds it very heart-warming. We hope donors realize the deeper meaning of giving when it's sorely needed and the warmth felt by the beneficiary.

「非常感謝捐贈者的捐賜。」

“I must say to the donor, thank you for your donation.”



「香港咁有溫情！」 Hot water carrying fear

「我病了很久，只知要睇醫生，人也變得朦查查。」72歲的阮老伯，自從妻子3年前因癌病去世後，記憶力也衰退了。「我也忘記要交電費，每次收到帳單，只放在檯上，慢慢地被作垃圾拋掉了。」

「年老又多病，入醫院前因每月花了一半生活費在治病，確實也不足以交電費。」患有呼吸道疾病的阮伯伯氣促地說。

「雖然有女，但她在鄉間，怎會有人提醒我要交電費呢！」有一女兒的他說。「她在鄉間已有家庭，家境又不好，怎能照顧我呢？在鄉間又無福利，我又怎敢返鄉投靠她呢？因為香港可以有醫生睇，又過慣香港生活，唯有獨自一人孤孤淒淒渡餘生，生生死死也要認命了。」阮伯伯說話時顯得滿臉無奈，令人感到同情。「原來我未入醫院前，已有三期未交電費了。」

「那次因暈倒在街上被送入醫院，醫生話我患上肺氣腫，結果斷斷續續在醫院住了半年。」阮伯伯拿著醫院的覆診咭說道。「那天回來，晚上開燈，才知因為欠交電費太久被停電了，結果要摸黑生活，真是苦上加苦，莫非是趁我病取我命。」

「好彩，我識得樓下老人中心的張姑娘，她替我申請聖雅各福群會的家居維修服務，義工隊替我向電燈公司申請駁電，又同我更換殘破的電線，令我全屋再有電燈。」阮伯伯高興地說。「真係多謝義工，因為他們不單義務幫忙我，更不用我支付所有材料費。」事實上，本會的「家居維修服務」義工除替阮伯伯更換家中電線，並在客廳、廚房及睡房等改裝4呎長光管、裝上抽氣扇、帶來新電風扇，除了滿室光明外，亦幫助他的居室通風，以利他呼吸暢順。

「在香港有人照顧我，比子女照顧更好，真係多謝善長的關懷。」當阮伯伯知道所有費用及電器都是由善長捐賜而來，眼有淚光地說。「原來，現在的香港變得咁有溫情！」



"I have been sick for a long time and only knew seeing the doctor and got loss." The 72 years old Yuen has been losing his memory since his wife passed away 3 years ago. "I often forgot paying my bills. When I received them I just put them on the table and later on chucked them into the garbage bin."

"Getting old and frequently ill, I was spending more than half month's living expenses on doctor's visit before the hospitalization, not realizing the need to pay the power bills," said the asthma stricken old man chokingly.

"I have a daughter, but she lives in my home town. Who else would remind me to pay my bills?" said he. "She is poor and has her own family to care for, hence unable to look after me. There is no social security in my home town and I cannot go back and live with her. In Hong Kong, I get medical care and am used to living by myself, though lonely, but that is life." "I had not been paying my bills for three months before I staying in the hospital."

"That time I collapsed in the street and was taken to the hospital. The doctor said that I had pulmonary emphysema that ended me in and out of the hospital for half a year," said Yuen holding his hospital follow-up visiting card. "When I got home that evening, there was no light when I switched it on and I then discovered that my bills had not been paid for long time. I had to live in the dark. Do they really want my life while I am sick?"

"Fortunately, Miss Cheung from the elderly centre got in touch with SJS voluntary Home Maintenance Services for me and they applied to the power company to reinstate my power and helped me to replace all the wiring. Now I have power in the house again," said he happily.

"I am grateful to the volunteer workers for their free work and paying for all the materials." In fact the SJS 'HMS' volunteer workers replaced all the wiring in the sitting room, kitchen and bed room etc and installed a 4 feet fluorescent light, an extractor fan, and a new electric fan, not just with improved lighting but ventilation as well.

"People are looking after me in Hong Kong better than my own children. I am really grateful for their caring." When the old man learnt that all these were donated by benevolent people, he said with tear in his eyes, "Now, Hong Kong has become passionate!"

義工替阮伯伯更換電線，令他喜笑顏開。

Volunteer workers replacing the electrical wiring made Yuen happy.



我們的服務
Our Service

誰來助他？

儘管香港是一個先進的國際城市，但老人福利仍然有很多不足的地方。

十多年前一場暴風雨中，郭先生在派送報紙時遇上水浸，為了能依時將報紙派抵客戶家中，他只可淌水徒步派送報紙；可是他左腳破損的傷口，沾染街上污水的細菌，令左腳受到感染致潰爛，最後為要保存性命，迫於無奈只可將左腳切除。從此，郭先生只能依靠輪椅代步，失去了工作能力，妻子亦於此時離他而去；受著重大打擊，逐漸地他亦變成不會與人相處的「隱蔽長者」，加上長期缺乏別人關懷，人也看來衰老及骯髒。

他的狀況引起了一位善長的注意。善長趙太在偶然的機會遇上了他，對他的遭遇深表同情，故致電本會，希望能給予適切的協助。起初，郭先生表現得甚為抗拒，令我們接觸他過程當中造成了很多困難，但經過耐心的溝通後，他終於願意接受工作人員家訪，並了解可以如何協助他。

經過家訪之後，工作人員留意到獨居的郭先生家中並沒有熱水爐及水壺、家中的洗衣機亦已經殘破不堪，連接電源也出現問題、天花板油漆剝落，構成了家居危險。在家訪後，聖雅各福群會立刻替郭先生安裝熱水爐及送予電水壺一個，以能於嚴冬時可讓他有熱水使用；本會「家居維修服務」則派出義工為他維修失效多時的洗衣機及剝落的天花，以助他解除家居苦惱。

現今，透過本會的轉介，郭先生的個案已交由該區的長者中心跟進，正逐步為他尋求更多適切的社區服務，以改善他的生活質素。深信，香港仍然有很多貧而無援的長者如郭先生般無助地生活，在此呼籲各善長與我們聯絡，「舉報」周遭的「隱蔽長者」，給我們可藉大家的支持，以可改善他們的生活質素。「舉報」熱線：2835-4321或8107-8324。



Who is going to help?

Though Hong Kong is a modern and international city, its elderly welfare is far from adequate.

More than ten years ago, Mr. Kwok while delivering newspaper got a cut in his toes when waded through the flood water during a heavy storm. The subsequent infection was so bad that the doctor had to have his left leg amputated. He had to ride the wheelchair, lost his ability to work and his wife left him. He then became a 'hidden elderly' with no care and looked old and filthy.

His condition caught the eyes of a Mrs. Chiu who happened to run into him. She was sympathetic and called our institution hoping that we could offer him help. Initially, he was extremely reluctant to see us. However, through perseverance and patience, he finally agreed to our home visit and we understood his need.

During the home visit, our worker observed that he was living alone, did not have a hot water heater and a kettle, and the washing machine there was old and had power connection problem, the ceiling had peeled off and the environment unsafe. After the visit, SJS installed for him a hot water heater, electric kettle, and the "Home Maintenance Service" team dispatched volunteer technicians to fix his washing machine and repainted his ceiling.

Now through referral of our organization, Mr. Kwok has been referred to the elderly centre of his district for follow-up. We firmly believe that there are many similar hidden elderly like him in Hong Kong awaiting help. Here we are appealing to you to help locating and reporting them to us. With your supporting effort, we hope to bring them back to the community and help them to improve the quality of life. Reporting hotline: 2835-4321 or 8107-8324

郭先生出入均需輪椅輔助

Mr. KWOK is depended on wheelchair for mobility.

為我度身設計的 電提服務

「只要一個電話提示，便可帶出我們對病弱獨老的關懷，令他們感受到社會並未有忘記他們，支持他們依醫生指示服藥，提醒他們的覆診日期，以及了解他們於覆診後有否換藥的轉變，確實令長者感受到人間的關懷與溫暖，其效果總勝過予他們一頓豐富的美食。」參與聖雅各福群會「電提服藥服務」的義工鄭小姐說。

查「電提服藥服務」乃在藥劑師的審視下，透過義工定期致電獨居長期病患者家中，在藥劑師的支持下，關注病者服食藥物的問題、藥物的處理等事項，倘義工發現有關問題而無法作出輔導時，會交由藥劑師跟進及家訪了解。

「老年人的用藥安全有很多是需要提醒的，特別是吃藥問題及藥物存放問題、由於藥物服用方式又分為三餐、二餐、飯前、飯後、睡前，這麼多種吃法令阿公阿嬤多會混亂；故為確保我們對有疾病與藥物相互關係與認識，聖雅各福群會除教導有關疾病的徵狀，亦會講解有關疾患藥物的藥能、藥性、副作用、服食方法，以及與有關藥物及食物的相沖問題，甚至有關疾病的飲食及生活作息注意事項等；而且我們必須參加服務前的考試，待合格後才有資格做此份義務工作。」另一位義工強哥說。

「還有，他們還教導我們認識病人的心理需要、電話溝通技巧、有關病人醫療設施及老人福利服務資源等，當然亦為我們提供工作指引、定期報告及與藥劑師求助及定期匯報等事項；此訓練令我們可有更多能力及信心作出服務，真是既可以幫到人，又可令自己學到很多知識。」另一位義工區小姐說。

「我們無需走上老人的家中，只要隨時隨地透過電話提示及關心他們的食藥問題，省去不少交通時間，於短時間內便可服務更多有需要的老人，對我們這群工作忙及關心老人的人來說，此義務工作確是為我們度身而設計的有意義工作。」他們均異口同聲說。



Medication Concern Call Service - my perfect volunteer work

“By means of a telephone call, we show our care to the poor singleton elderly and they'll know they are not forgotten. This is an effective means to get them properly follow the doctors' instructions, far more effective than offering them a big feast. We would remind them their next appointment with the doctor and check with them to see if their prescription medication has been changed.” Miss Cheng, a volunteer in the Medication Concern Call Service of SJS, told us what she thought about the service.

Working under the instructions of professional pharmacists, our volunteers in the Medication Concern Call Service would regularly call individual singleton elderly to inquire about how and when they take medication, how they store their medicine, etc. In case our volunteers find problems they are unable to handle, they will send the cases to the pharmacists for further investigations.

“Many elderly patients do need the service and most of their problems lie on medication administration and storage. They are prescribed various medicines, some are to be taken 3 times a day while some should be taken only twice, some should be taken before meal while some other should be after meal or before bed; many elderly are just confused. This is why as volunteers we have to receive so much training beforehand. We have to learn much about several commonly-used prescriptions, e.g. how they work, how they should be taken, their possible side-effects and various do's & don'ts during treatment, etc. To prove ourselves qualified, we have to pass an examination before we can officially start our service.” This is Ah Keung's account, another volunteer in the project.

“The training also includes phone counseling skills; now we can advise the elderly on the medical facilities and elderly welfare services available in the community while at the same time tackling their emotion and psychological needs. Moreover, we have clear operations guideline; we learnt how to prepare regular reports and how to seek advice from the pharmacists. We truly learnt a lot in the training, and now we are capable and confident of giving our services professionally”, said Miss Au, another volunteer.

“As volunteers, what we do is to remind individual elderly through phone calls of the proper way to take their medications and clarify the questions they have on their medications. We don't need to visit the elderly in person, it saves us time and hence lets us serve many more elderly. This sort of volunteer work is meaningful and perfect for us and those who only have limited free time after work.” All three volunteers shared the same opinion.

藉一個電話提醒服食藥物，帶出關懷的「電提服藥服務」。

Just give one phone call, we bring out messages of concern to the elders via “MEDICATION CONCERN CALL SERVICE” .

不知後果的行為

「今天為婆婆做藥物輔導，真是嚇了我一大跳，婆婆如此錯誤處理藥物，沒有事故發生，真是萬幸中之大幸。」義務註冊藥劑師蘇先生說。

蘇先生是本會與香港醫院藥劑師學會合辦之「藥療輔導服務」之義務註冊藥劑師之一。當日蘇先生細心檢視李婆婆帶來正在服食的所有藥物。

「當我細看之下，竟發現其中一個透明樽盛著劑底丸，我便立刻問李婆婆，平時是否也是這樣存放劑底丸？」蘇先生繼續說：「李婆婆竟滿有自信地說，因聽從醫生說劑底丸是重要，故她怕失掉它，所以將它由原裝樽倒進體積較小的透明膠樽，亦將未開封的藥片也放在雪櫃內。」

「她竟然隨身將透明膠樽放在最貼身的內衣口袋內，以讓她無論走到何處，都可每天早、午、晚定時服一粒；她還說雖然服藥後經常頭痛，但這樣做必定也萬無一失。」

李婆婆令蘇先生「嚇了我一大跳」的原因，是因為「劑底丸」是一種心絞痛藥之一，成分為硝酸甘油，因其可供舌下含服而得名。藥物迅速被吸收後，能使血管擴張，增加心臟肌肉的血液供應，故能有效地舒緩或消除心絞痛的症狀，乃心臟病患者隨身攜帶的「救命藥」。換句話說，此藥只是於有需要的情況下才服用的，李婆婆不知就裡，每天定時服藥，結果常惹上頭痛的副作用！其實李婆婆應該按時服用的，是單硝或雙硝酸異山梨酯。

雖然婆婆把「劑底丸」當成護身符一樣，但她卻犯了貯存「劑底丸」的三大禁忌，即：忌光—應把藥片放於原裝棕色玻璃瓶內；忌熱—隨身攜帶的藥片應放在手提袋內，不宜置於貼身的衣袋裡；忌水—未開封的藥片應存放在陰涼及乾燥的環境中，要避開潮濕的地方，絕對不能放在雪櫃內。硝酸甘油藥片的有效成份容易揮發及失去作用，而以上三項均會令「劑底丸」更容易失效。

「好彩，有其女兒陪同前來，當教曉她們後，婆婆的女兒記下我的指示，答允跟進她存放藥物及每日服藥的情況，我才安心讓她們離開。」



Acts with unknown consequences

"I was counseling an old lady on drug handling to-day and she gave me a shock. Luckily, nothing serious has happened up to the moment," said Mr. So, the volunteer registered pharmacist.

Mr. So is one of the pharmacists participating in the joint SJS and Hong Kong Hospital Registered Pharmacists Association "Pharmaceutical Care Service for Patients Project". That day he carefully checked the medication taken by old lady Lee who took them to her meeting.

"I found the sublingual pills for chest pain contained in a clear bottle. I immediately asked her if how she normally keeps them." Mr. So continued to say, "The old lady proudly told me that they were vital pills and in order to avoid them getting lost she placed them in a smaller clear plastic bottle instead of the original brown glass bottle and kept original packing tablets in the refrigerator."

"She also placed the clear plastic bottle in the underwear pocket close to her body. So no matter where she goes, she could take one tablet each daily in the morning and in the evening. In fact she had headache after taking the tablet, but she believed in doing so she would not miss out."

The old lady shocked Mr. So for the fact that 'the active ingredient glyceryl trinitrate in the sublingual pills, are used to treat angina pectoris in the event of acute chest pain. It would then be absorbed quickly by the body, dilating the blood vessel, increasing the blood supply to the heart muscle as to effectively relief the chest pain. The sublingual pills are supposed to be carried all time as a 'life saver'. That means only be taken when needed. The old lady was not aware of that and she has been taking them on a regular basis in fact headache is one of the most common side effect! What she needs to be taken regularly should be isosorbide mononitrate/dinitrate.

In spite the old lady treats her medication as a life saver, she has made several "NO, NO" with the handling: it should be kept away from sunlight in the original brown glass bottle; kept in her handbag away from heat, not in the underwear pocket close to her body; and original packages be kept in a cool and dry location, definitely not the refrigerator and avoid areas of high humidity, as the active ingredient in nitroglycerine tablets could vaporize, and lose its effectiveness. All the above mistakes will reduce the effectiveness of this drug.

"Fortunately, she was accompanied by her daughter that day and she noted my instruction down and told me that she would follow through her mother's medication handling and I let them go with peace of mind."

「很多長者不知處理藥物的方法，真是令我驚駭不已。」

"I am horrified that many elderly do not know how to handle drugs properly."



傳媒報導 Media Report

香港電台邀請本地十三間為長者提供主要服務的志願機構，推舉傑出長者及為長者服務員工或義工
RTHK has invited 13 major institutions providing elderly voluntary services to nominate employee or volunteer worker for outstanding services award.

傑出員工 - 陳炳麟

頑疾纏身不忘助老弱 滿腦諗頭發揮多搞作

陳炳麟曾先後任職銀行、政府機構、律師樓等，當過文員、跑腿。其後，他進修社會工作課程，75年畢業後，投身社會工作者行列，早年負責老人中心之社交及康樂活動，之後加入了聖雅各福群會的家務助理服務，負責探訪及安排服務予體弱長者。由於深切了解到草根階層的困苦，他發起社區熱心義工參與探訪獨居老人之「老友計劃」（後發展為「長者支援服務隊」探訪隱蔽長者的社會工作）。

其後，陳炳麟負責社區教育工作，出版長者報刊《松柏之聲》（76年發行至今33年，現時每月發行量 3 萬份）。為喚起社會人士對退休後生活的關注，他於80年代協助推廣有關「退休前準備」的社區教育活動，並邀得律師於各區舉辦法律講座，為長者提供法律諮詢服務。

91年，他發起「三行」師傅等「另類義工」參與義務工作，組織亞洲首隊的「長者家居維修隊」，為貧苦無助的長者服務。又邀得專科醫生一同舉辦健康推廣活動，以喚起社會人士對防治疾病的關注；開創「家居健康指導服務」，發動醫護人員包括護士、物理及職業治療師，上門探訪病弱老人，提供家居醫護諮詢及建議。96年初，他聯同電台名嘴鄭經翰創辦了長者安居服務協會，為長者安裝「平安鐘」。

02年，陳炳麟患上鼻咽癌，需要接受4個月電療，但他仍然堅持在上午接受完電療後，下午便繼續工作。病癒後，他繼續推廣及參與各項創新的社會服務，包括「電器贈長者」活動、「後顧無憂規劃服務」（為無依長者提供殯儀殮葬委託服務）、「食物銀行」、「到戶理髮服務」、「電費助貧弱計劃」、「家居醫療用品支援計劃」等等。而另一項「病患者藥療輔導服務」，則由藥劑師為長期病患長者提供服藥輔導及家備用藥知識課程。將於9月開展的「惠澤社區藥房」，除聘有藥劑師，亦獲部份大藥廠支持，得以用較優惠價錢售賣一些「醫院藥物名冊」以外的處方藥物予有需要的長期病患人士。

陳炳麟在工作上勇於為長者及病人開創新服務，而面對自己的困境，亦能積極面對並成功與疾病抗爭；他的經歷，可以作為勸勵港人勇敢面對逆境的借鏡。

Outstanding Employee Award winner - Chan Ping Lun

Plagued by illnesses, but still trying utmost to help the old and ailing with unrelenting creativity and action

Chan Ping Lun has been a clerical worker and messenger working in banks, government offices and law firms before attending a course in social work. After completing the course in 1975, he joined the rank and file of social worker. In his early years he was engaged in social and recreational activities for elderly centres. He then joined SJS home assistant services and was in charge of home visits and arrangement of services for the ailing elderly. Hence, he has a deep understanding of the difficulties of the grass root echelon. He initiated communal care home visit on living alone elderly – the “Old Pal Plan”(later became Support Teams for the Elderly to visit self-secluded elderly)

Later on, he took up community education work, publishing “The Voice”, an elderly monthly newspaper (started in 1976 till now for 33 years with a current circulation of 30,000 copies). In order to alert awareness of the public on life after retirement, he in 1980 helped to promote community educational activities on “Prior Preparation for Retirement” and invited lawyers to give presentations at various districts on retirement preparation and elderly legal counseling.

In 1991, he initiated tradesmen volunteer workers program, organized Asia first “Elderly Home Maintenance Services Team” to service the disadvantaged and helpless elderly. Also launched the same year was having a group of medical specialists on community awareness for disease prevention; initiated “Home Health Coaching Services”, mobilizing medical practitioners including nurses, physical and professional physiotherapists to home visit the frail and sick elderly patients to provide home medical care consultation and recommendations. By early 1996 jointly with outspoken radio superstar commentator, Albert Cheng King Hon established Senior Citizen Home Safety Association installing ‘Safety Bell’ for the elderly.

In 2002, he was diagnosed having nasopharyngeal cancer and had to undergo 4 months radiotherapy treatment. He insisted going back to work immediately after having radiotherapy treatment in the morning. Upon successful completing the treatment, he continued to promote and participated in many new social services projects, including “EAE Program”, “Funeral Navigation Services”, “Food Bank”, “Home Haircut Services”, “Power subsidy - Ailing & Handicapped”, “Home Use Medical Equipment Support Program”, etc. Another one of these is the “Pharmaceutical Care Service for Patients Project” provided by pharmacists to prolonged chronic illnesses patients and the “Philanthropic Community Pharmacy” opening September 2009. It has a stationing pharmacist and is supported by some large drug manufacturers supplying at discounted prices some of the prescription drugs not on the “Hospital Dispensary List” to needed patients.

He is a forerunner in launching new and creative services for elderly and patients. His positive attitude in fighting cancer and the long track record of his work is a good example for the unrelenting Hong Kong citizens in the fight against adversity.



服務有所傾斜?

問：本人對你們推行各項幫助及關懷無助人士的「慈惠服務」，可說是既欣賞又不滿；欣賞的是你們在人們絕路無奈時，伸出及時的手援助，紓緩受惠人的困難；但我總認為你們只單以關注貧病交迫者的生活問題，可有念及一些孤寡獨居者於節日時精神的慰藉？

相信你們作為社工，也知道於大節日前後，此上人士多會感懷身世，倍覺抑鬱；相信你們也曾聽聞，「每逢佳節倍思親」的名句，以及有關報導與調查，於節日時很多無親者都會有情緒低落的問題，加上若他們多病多痛及貧拙時，會有輕生的念頭；即是說，你們的「慈惠服務」基本上有傾斜只關注一群無助孤寡人士的一些需要，而無全盤考慮及體察他們的問題。此點是我極為不滿的感受。

答：非常感謝你的分享、提點及推動。我們會竭力工作，希能有一天我們的「慈惠服務」可顧及孤寡無助病弱傷殘者的全面生活及精神情緒需要，以可達我們遠景的工作目標。

社會不斷轉變、經濟結構仍在轉營、人口迅速老化、很多疾病有年青化跡象，加上港府在社會福利政策及醫療護理舉措落後與不足，一些無助急需援助者是「無路可求」，致衍生我們的20多項「慈惠服務」，按著不同困頓者的需要，藉仰賴善長們的捐款支持，盼可向他們作出關懷。

我們絕大部份的「慈惠服務」，是沒有當局的資助，純靠大家的愛心支持，確有舉步維艱勉力推行的感覺，我們只管做一個、幫一個的堅持態度，為無助者作出「解困解憂」的服務。

事實上，每逢節日前我們也接獲一些地區之社工求助，希望我們可予如中秋節的月餅及新年時的「加餸錢」的援手，他們希望藉這些節日的關懷，正正如你希望能可帶來受惠者一點節日的溫情關懷。這些要求，當然我們是無能為力，唯有只待善長們主動提出，方喜可作出支援。

可以說，我們竭力推行的所有「慈惠服務」，面對全港不斷轉介而來的求助個案，雖在「救近火」主力的逼切工作下，仍然仰盼可有更多善長的支持，會有一天朝著 閣下指示，於每一節日前送上大家的關懷，令獨居孤寡無助者更感受人間深層次的關愛，免去節日抑鬱及情緒低落的傷感。

Tipped services

Q: The various caring programs catered for the helpless under your "Charitable Services" are adorable and yet uncomfortable to me. I admire your effort in helping the needy at time of dire difficulties. However, while helping them to overcome hardship on their daily living, have you ever contemplated provision of spiritual comfort to some living alone elderly at time of festivities?

I believe you social workers know real well that at times before and after festivals many of the people aforementioned will succumb to their melancholy situation feeling very sad and depressed. You probably recall the famous Chinese poetic line of 'I pine for kinsfolk doubly at time of festivities' and study reports have found that many of those without kin and plagued by illnesses are depressed and think of ending their lives. That is to say your "Charitable Services" is tilted in just meeting the needs of a group of helpless and living alone elderly without due consideration and care for their overall issue. This is an area I feel upset.

A: We are grateful for sharing your view and remind us our short coming. Hopefully one of these days our "Charitable Services" can take care of both physical and emotional needs of the lonely, helpless, weak, handicapped and sick people. That will be our long term goal.

Our community is rapidly changing, financial structures are changing, the population is rapidly aging, and many illnesses associated with aging are now affecting much younger people, besides, the social welfare policies and medical care measures of Hong Kong government are way behind and inadequate. That is the reason for our launching some 20 items under "Charitable Services" with donations from benevolent people to meet various needs of those facing extreme difficulties.

Great majority of our "Charitable Services" receive no financial subsidy from the authority, it relies solely on support from benevolent and generous people which is not easy to come by to begin with. As a result we can only provide help one at a time to the helplessness.

As a matter of fact we have received requests from some district social workers urging us to provide moon cakes for the Mid Autumn Festival and extra food money for Chinese New Year. These requests from them are exactly what you are now saying to us about festivity caring, and unfortunately are well beyond our means and capability, unless some one initiates and makes the necessary donation with specific instructions designated for such purposes.

One can say that we have tried our utmost in launching the "Charitable Services", but confronted by unceasing referrals and demand we can only firefight at the moment. Hopefully one of these days with increasing support from well wishers, we are able to fulfill your suggestion in showing extra care to those helpless and lonely people on festivity days.



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"/> 惠澤社區藥房 | <input type="checkbox"/> 專科專藥補助計劃 (燃點希望計劃、補血寶愛心及乙肝援助防病行動) | |
| <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, Precious Blood Precious Love and Anti-hepatitis B Action) | | |
| <input type="checkbox"/> Elderly Home Maintenance Services | <input type="checkbox"/> Home Haircut Services | <input type="checkbox"/> Power Subsidy - Ailing & Handicapped |
| <input type="checkbox"/> Outreach 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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有心就有福，有願就有力，自造福田自得福緣。
Thoughtful mind means blessing, wish means strength and self-made fortune means fate.