

慈惠月報

The Philanthropy Monthly

聖雅各福群會
St. James' Settlement



一二年五月份 MAY 2012

網址 Website: www.thevoice.org.hk



社工的話

Social Worker's Remark

入屋服務

助匱乏弱老在家安老終老

那有老人願意離開安樂窩，甘願自動入住老人院或安老院呢？

很多長者，就算是獨居、人生無依、或因種種原因與子女關係疏離、或窮得要領綜援、病來要常出入醫院，但身體如勉強許可，他們寧可選擇死守在家，安老終老，也不願離開自己的居所，被人照顧。

他們的心願，一點也不難明白，其實你我又何嘗不是有同樣的想法？！

圍繞著貧弱老人的，是環境的失修，影響日常生活：廁所水箱漏水、地板凸凹不平、電線破損；是物質的缺乏，令生活質素低於水平：密室般的臥室，缺乏風扇、電飯煲耗損、乏冰箱保鮮食物；是多病帶來無奈無助，令生命大受威脅：多病多藥，易出現誤服或忘記服用，一旦要自費購藥，經濟壓力難當，情緒大受困擾；是終日擔心自己死了都無人知，希望保著人生最後的尊嚴，有人會及早知道，為他們打理身後事。

想到匱乏長者的心情及實際艱難的處境，一連串慈惠服務應運而生。最近，我們推出「長者家居安全計劃」(Home Sweet Home)，透過主動與地區機構的協作，及早找出目標人物——有需要的孤老弱老，為他們提供一站式到點到位的安心安老服務，改善他們在身心、環境各方面的條件，延長他們留在社區、居住家中的日子，最終提升他們晚年的生活質素。

近幾次，我們到過樂華村、大埔廣福村、石硤尾村、澤安村等作洗樓式的工作，服務過百戶的長者。「長者家居安全計劃」深受地區社工的支持，這正正是大家看到老人的需要；在老人人口大增的同時，他們更是佔了貧窮人口中的三分一席位，具彈性和回應力的服務對他們來說，是支持他們生活的重要支柱。

人生而有尊嚴，每個人，以至每位長者，也是一樣。一個人的家，也是家，未到最後，即自己再不能照顧自己，仍想守維家園，為自己生存留下多一份獨立與尊嚴。盼望善長繼續支持慈惠服務的工作，不只令服務繼續營運，更要緊是擴大服務入屋的滲透力；最終，讓香港老人家嘗到在家「安老終老」的生活。

“Home Sweet Home” Allowing Poor and Weak Elderly Continuing their Living in Home

Under any situation, I believe the elderly prefer staying in their home to moving in the homes for the aged.

For many elders, no matter they are alone, with no support, in an estranged relationship with their children, poor in living on CSSA, too sick to go in and out the hospital and etc, they still insist to spend their remaining time in home rather than being looked after in another place, as long as their health condition is able to support.

In fact, the wish of them is totally understandable as I believe it is also the wish for all of us.

Difficulties faced by the poor needy elderly are the shabby living environment causing them inconvenience in daily life, such as the leaking of water tank, scraggy floor, broken electrical wire; also, the lack of resource causing low living level, such as a living room with no windows, lack of fan, broken of rice cooker, lack of fridge for restoring fresh food; even more, the illness threatening their life and leading to the sense of hopelessness, such as taking the medicine wrongly or even forget to take, financially and emotionally being disturbed because of the self-purchase medication fee and etc; nevertheless, worry of the ignorance of self's dead, with a strong hope to preserve their dignity by having someone in handling their funeral.

Understanding the poor elders' concern and the real difficulties they are facing, a series of Charity Project is thus established. Recently, a new project "Home Sweet Home Charity Project" is launched. By actively cooperating with the local service centers, we are in an attempt to discover our target, the needy elderly living alone or in poor health condition, and provide them with full set of service, hoping to improve their physical, mental as well as health condition, extending their time in community and finally enhancing their living quality.

In recent months, we have been to Lok Wah Estate, Kwong Fuk Estate, Shek Kip Mei Estate, Chak On Estate and etc, giving services for more than a hundred of elders. The "Home Sweet Home Charity Project" receiving many supports by the local social workers to a certain extend shows the needs of this group of elders. The elderly population is expanding largely, at the same time, this population is of one third of the poor population. Thus, a flexible service with fast response is in a great importance in supporting their living.

People are born with dignity, and there is no exception for everyone and even every elder. Even a home of one person, it is still a home; thus, not until the last moment, having no ability to take care of one self, one still wants to stay in his/her home in preserving their independence and dignity; thus, we are in strong hope that our donors can continue your support in our Charity Project, not only maintaining the operation of our services, more importantly, expanding the permeation of the service, finally allowing elderly in Hong Kong can live safely and happily in their home.



老來病患無錢無藥醫 贈藥治病添求生鬥志

陳婆婆現年八十多歲，一直患有糖尿病、高血壓、膽固醇及乙型肝炎等疾病，需要服食多種長期藥物，當中糖尿病藥及膽固醇藥是需要自費購買的，每月陳婆婆要找二千多元來應付藥費；可是，對一位只靠生果金生活的孤老來說，簡直為她孤苦的晚年塗添了一份悲涼！「真的十分吃力，我試過冇錢買藥，咪停幾個月唔食囉，有咩辦法，冇親冇故，邊一個會可憐我呀！」陳婆婆紅著眼眶說道。

醫務社工得悉陳婆婆的情況後，轉介她到聖雅各福群會「惠澤社區藥房」，希望就著「贈藥治病計劃」為陳婆婆的藥物提供經濟上支援，以減輕財政上的負擔，亦期望減低陳婆婆的心理壓力。本會藥劑師指出，藥物不能胡亂停藥、加藥或減藥，陳婆婆突然停服糖尿病藥會引致血糖指數不穩定，隨時會因糖尿上眼導致失明，所以胡亂停藥不但會影響會病情，嚴重的更會引發其他併發症。「以前我唔知道每日依時依候食藥為左邊一個，但而家我知道除左為了自己身體健康著想，亦唔想辜負陳藥劑師對我既關懷。」

藥劑師得知陳婆婆胡亂停藥及對藥物的種類，服食時間又不清晰，故替她製作了一塊藥物提示板。藥劑師將陳婆婆的藥物分門別類，而且將每種藥物抽其中一粒放入細藥袋中，並且細心地於提示板中清晰展示每一種藥物應該於早上、晚飯後還是睡前服；每日服一次、兩次還是三次都明確顯示出來。例如，陳婆婆的糖尿藥物需於飯前服食，藥劑師會清楚地顯示出來；還有，為讓陳婆婆知道每一種藥物的功效，藥劑師在藥袋旁都會貼上一些小貼紙，上面有不同器官圖案，陳婆婆一看就知道其用途了。

「而家買藥方面，壓力冇咁大，唔使擔心買完呢個月，下個月仲有冇錢買藥，好感激善長既捐款，幫助我地呢班長期病患者！」陳婆婆破涕為笑，露出燦爛的笑容。

老來得病還要受「冇錢冇藥醫之苦」，這只會催毀他們緊餘的一絲求生意志，可幸是有著你們的善款和愛心，令無望的人生帶來絲絲暖光，令生命得以重新振作！



藥劑師為陳婆婆製作的藥物提示板，清晰的將藥物分門別類，並展示每一種藥物的服用時間及藥物的功效。

The reminder board made by pharmacist for granny Chan clearly classifies each medication and displays both the time for use and therapeutic effect.

Getting Old and Sick Without Money and Medical Care

Medical Subsidy Raises Fighting Spirit for Survival

Granny Chan, over 80 years old, has all along been suffering from illnesses of diabetes, hypertension, cholesterol and hepatitis B and thus has to take multiple medication long term. Of which, diabetic and cholesterol drugs have to be self-purchased, necessitating her to find some two thousand dollars a month for medical expenditure. Such a need to an all by herself old woman living on senior citizen allowance, especially at an advanced age, is indeed lamentable! "It is really tough. I have experienced occasions when I had no money for the purchase and had to go without. What else could I do with no relatives or old friends? Who would have pity on me!" said Chan with tears in eyes.

The medical social worker on learning the old lady's situation referred her to our SJS Philanthropic Community Pharmacy, hoping our Medical Subsidy Program could come to her rescue and lessening her financial burden while also lowering her mental stress. Our institution pharmacist pointed out to her that such casual suspension, increase or reduction of medication is dangerous. Her sudden suspension of diabetes medication would induce instability in blood sugar level, leading to sight loss due to diabetes getting into the eyes at any time. Therefore, such casual practice not only affects her illness and more seriously leads to other complications. "In the past, I did not know the benefit of taking daily medication on time. Now I know besides for my own good and for my health, I do not want to let down Pharmacist Chan's personal care to me."

The pharmacist knowing granny Chan's past practices, a casual attitude and ignorance on taking medication, made a reminder board for her. She classifies the medication and puts a single pill of each into a small medical bag, meticulously and clearly displaying them on the reminder board showing what has to be taken in the morning, after dinner or before going to bed; once, twice or three times daily. In addition, in order to let granny Chan know the therapeutic effect of each medication, the pharmacist put a small label on each medical bag with illustrations of various organs for her to see at a glance its use.

"Now I have less pressure in buying medication that I do not have to worry whether I still have money for the next after this month's purchase. I am really grateful to the benefactors for their donation in helping a group of chronic patients like me!" said Chan turning tears in bright smiles.

The hardship on getting old and sick without money and medical care could destroy the fighting spirit for survival in their remaining life. Luckily, it is being revitalized with your donation and kindness for their otherwise hopeless life!



我們需要你的捐助
We Need Your Donation



一二年五月份
MAY 2012
慈惠月報
The Philanthropy Monthly

救一個人 如同救了一個家

古老人的言語，大多是在經過人生無數練歷下有感而發，就好像是一家人最重要的是「整整齊齊，無病無痛」，這比起大富大貴來得更為寶貴。

甘太，婚後與丈夫共建新居，並生了一子一女，剛剛一個「好」字。生活雖然並不富足，但一家四口清茶淡飯，兩公婆外出工作，年幼子女靠外婆協助照顧，一家人開開心心，日子總算是過得不錯。直至2006年，甘太一次暈倒入院，經詳細檢查證實患上腎衰竭，翌年病情漸趨嚴重，甘太被迫放棄工作，一個充滿幸福和笑聲的大好家庭，一下子被愁雲慘霧侵佔！

甘太：「我覺得自己累左對仔女，佢地好乖，好生性，原本以前我可以放假帶佢地去公園玩，而家我成日都好疲倦……成頭家靠老公撐住，佢都好辛苦，返到屋企又要教仔女功課，我都驚佢頂唔順。」甘太說來就不禁涕淚漣俱下。原來，甘先生亦患有糖尿病及睡眠窒息症。

現時，甘家四口靠丈夫每月一萬元生活，甘太每月的醫療用品開支高達二千多元。丈夫為了節省開支，令太太有較好的醫療照顧，於是自己每日注射胰島素的針頭會重覆使用，但這是很不衛生，肚皮承受鈍了的針頭也倍加疼痛。甘先生語帶沈重地表示：「見到老婆成日要翻係張床，面色很差，無精神，我好心痛！以前佢好活躍，好開朗，個病令到佢攞成咁，我做老公，有咩可以做，我都願意做！我希望佢唔好咁辛苦，我好想大家見到仔女長大……」甘先生本應要購買睡眠窒息機幫助呼吸，但由於儀器昂貴，寧願冒著病情惡化的危險拒絕購買。

最近，甘家更要四出奔波地籌錢，因甘太的洗腎機需每年繳交租機費及保養費，費用高達五千多元。他們在「餐搵餐食餐餐清」的情況下，銀行戶口只剩下五千多元的儲蓄，繳交這筆款項後，他們已沒有多餘錢生活，情況比領取綜援人士更差。

現時，本港與甘太情況相約的末期腎衰竭患者愈七千人，數目有持續上升的趨勢，每年新症約有千多宗。末期腎衰竭病人要依靠長期洗腎來控制病情，而洗腎的醫療開支龐大，很多病人除了節衣縮食外，更要四出借貸才能支付有關的費用。

聖雅各福群會有鑑腎衰竭患者的特殊需要，為他們提供「燃點希望計劃」，幫助經濟困難的末期腎衰竭病患者解決燃眉之急，協助他們購買每月平均二千元的醫療用品。善長們，希望你也能參與「燃點希望計劃」行動，為他們減輕沉重經濟負擔和壓力。你的支持十分重要，你的一分一毫，救了一個人就如救了一個家。支票抬頭請書：「聖雅各福群會」，支票背面指定：「燃點希望計劃」之用。施善查詢：2835-4321或8107-8324。



A Life is Saved, So is their Family

An old adage says, "Nothing has ever taken precedence over family and health, not even fortune and wealth."

Mrs. Kam lives with her husband, her son and her daughter. Both the couple had to work, so the kids were looked after by their grandma. The family of four was not particularly well-off but they were closed to each other. Everything was fine until 2006 when Mrs. Kam suddenly collapsed. She was diagnosed with Renal Failure. A year later, her condition got worse further and she had to quit her job. The family, used to be filled with laughter, from then on was clouded by worries.

"I feel sorry for my kids, they are very understanding and they never complain. I used to play with them once I was off, but now I can't as I always feel so tired all the time. My hubby becomes the only bread-earner that he has to take care of the kids after a hard day's work. I can see how tired he was and I just wonder how much longer he could still stand..." Mrs. Kam told us her story in tears. Later, we were told that her husband has diabetes and sleep apnea as well.

Mrs. Kam's monthly spending on medical device and supplies alone cost more than \$2,000, which represents a significant portion of Mr. Lam's \$10,000 salary. To save money, Mr. Kam decided to re-use the insulin injection needles. Those unsterile and blunt re-used needles in fact caused him much pain, but he said, "Seeing my wife lying wearily in bed is the biggest affliction of mine. She used to be an outgoing and a pleasant person. I would do anything I can to relieve her pain. I wish we can see the kids grow up together..." Mr. Lam cancelled his plan to buy a Sleep Apnea Machine due to the expensive price, even if he understood that his own health might be compromised.

The Kams were in urgent need of money recently. Mrs. Kam needs dialysis treatment but merely renting a dialyzer costing them over \$5,000 a year. As medical expenses run high, the family has depleted most of their past savings in recent years. After using up the last \$5,000 they had to rent the dialyzer, the family has problems covering even living expenses. Their situation was in fact worse than the families receiving CSSA.

Mrs. Kam is not alone. There are currently more than 7,000 patients with terminal renal failure and more than 1,000 new cases emerge every year. All these patients have to receive dialysis treatment to keep their condition in check. To cater for the high treatment costs, many of these patients are forced to cut corners in everyday life, some of them even have to raise loans.

The "Light Up the Life Program" under St. James' Settlement aims to offer certain financial relief for the terminal renal failure patients with financial difficulty. Eligible applicants can be provided up to \$2,000 per month in average for acquiring medical devices and supplies. Donating money to our "Light Up the Life Program", you are going to help saving the patient's life and bringing his / her entire family back from the brink of financial distress. Please send us a cheque made payable to "St. James' Settlement"; and don't forget to mark on the back of the cheque "Light Up the Life Program". Donation Hotline: 2835-4321 and 8107-8324.



獲贈雪櫃的欣喜

在繁華的香港，雪櫃已經成為每戶家庭的必需品。然而，對綜援無依的長者而言，擁有一個雪櫃，只是一個遙不可及的夢想。

「屋企個雪櫃用左廿十多年，好似我咁人老機器壞，冷藏功能已完全喪失，裡面的食物都變壞了。」每月依靠二仟多元綜援金過活的王伯伯嘆息地說。

現時七十多歲的王伯伯，無兒無女，獨身生活至今，照顧自己生活所需。王伯伯鮮向他人求助，不希望為他人帶來麻煩，直至上星期社工主動探訪王伯伯，發現家中的雪櫃完全不能冷凍，打開雪櫃門更發出陣陣惡臭。王伯伯告知：「自己沒能力購買雪櫃，我有時會於垃圾站留流連，睇下有無人掉棄雪櫃，但自己身體唔好，見到都無力搬。」

當聖雅各福群會「電器贈長者」計劃了解王伯伯的困難及需要後，隨即透過「電器贈長者」的義工運輸，餽贈一個新淨兼性能良好的雪櫃，讓王伯伯能在炎夏時使用保鮮食物，不再冒險吃下變壞食物而生病。「感謝善長的大恩大德，雪中送炭的善舉。我等了這個雪櫃好久了，以後買餸可以分幾餐享用，省下食物的錢以後有病時，都可以有錢可以看醫生。」

尤其於炎夏的日子，這個「及時的雪櫃」對王伯伯的生活而言，甚具意義；於餽贈的背後，最讓王伯伯感動的是，善長無私大愛的付出，讓王伯伯相信人間有情，為他解困分憂。



Joy with a Given Refrigerator

In a prosperous place as Hong Kong, a refrigerator has become an essential household item. However, for the living alone and helpless elderly living on CSSA, having a refrigerator is a far-fetched and inaccessible dream.

“The refrigerator in the house has been with me for more than twenty years and is getting old like me. It no longer able to keep food from spoilage,” sighed the old man Wong who lives on some 2,000 dollars monthly CSSA.

Wong, over 70 years old, has no kid and lives alone. He rarely seeks help as he does not wish to bother others until the social worker visited him last week, discovering that his refrigerator is not longer working and bad smell rushed out from it. Wong said, “I do not have replacement money. Sometimes, even when I saw a discarded refrigerator while wandering around the refuge station, I am too old and weak to bring it home.”

Upon learning the old man's need and dilemma, staff from the SJS “Electrical Appliances for Elderly” program had one of its volunteer worker delivered a new and working refrigerator to his place. That allows him keeping foodstuffs fresh and avoids the risk of getting sick from eating spoiled stuffs. “Thanks to the kindness and great virtue of the benefactor for their timely assistance. I have been longing for this refrigerator quite a long time. From now on, I can buy food for several meals and the saving generated can be used for seeing the doctor when I am sick.”

In hot summer days, this ‘timely refrigerator’ means a lot to old man Wong. What has moved him most is the selfless love from the benefactors making him to believe there is passion in this world to help him overcome difficulty.

「全靠善長的慷慨捐助，我可以安心保鮮食物，不用再冒險吃下變壞的食物了。」

“Thanks to the benefactor, I can now keep things fresh without the risk of eating spoiled foodstuffs.”



我們需要你的捐助
We Need Your Donation



一二年五月份
MAY 2012
慈惠月報
The Philanthropy Monthly

支持「炎夏清涼」行動 急需風扇助弱老迎炎夏

香港處於亞熱帶地區，每逢夏季來臨，氣溫既潮濕又酷熱。對一班居於板間房籠屋的獨居無依長者及長期病患者而言，黴爛的環境容易造成中暑的危機，更可能引致併發疾病。根據地區機構的調查了解，環境最黴爛的板間房，室內溫度較室外高出五度，如欠缺風扇等通風系統取涼，可能備受中暑的威脅。

「我住既板間房屬密封式設計，沒有窗戶可以通風，日間熱起來根本令人無法忍受，一把風扇實在少不了。」居於深水埗板間房的張伯伯，早前因不小心將風扇弄破，正急需風扇乘涼。「我地捱綜援的，只僅僅足夠付租金和吃飯，風扇呢額額外支出，我實在不捨得花費。」張伯伯直言最怕夏天來臨，日間只能到公園或長者中心乘涼，到黃昏時間才敢返回家中。「近年身體不好，常有暈眩情況，有時狀況不好被迫留在家中休息。」張伯伯的困難，反映了眾多居於板間房匱乏長者的情況。一把風扇，正是他們的需要！

而對居於環境相對較佳的公屋長者而言，炎熱的威脅並未因此消除。獨居長者賴婆婆居於柴灣的公屋，喪偶後得靠自己一力照顧生活所需。賴婆婆慨嘆：「我平時好少出街，都以電視為伴。炎夏的日子，天氣熱得難受，衣服換完一件又一件。昨天用左年幾既風扇突然『啪』一聲停止轉動，按極都唔著，連唯一可乘涼的電器都沒有了。」賴婆婆依靠綜援維生，資助只僅夠於糊口，根本無力購買風扇。「我體弱多病，需留番餘錢買藥治病，點敢用黎買風扇呢？」

根據老人科醫生的分析，高溫容易促成長者及長期病患者慢性病的發作，如心臟病、支氣管疾病等，尤其對長者造成較大的傷害。醫生建議在高溫下，空內應維持一個較清涼的環境，利用風扇等電器增加室內空氣流通，慎防中暑的可能。

像張伯伯、賴婆婆的個案，正正也是眾多匱乏長者的故事。聖雅各福群會「電器贈長者」計劃，現正呼籲社會熱心人士伸出援手，慷慨捐助「炎夏清風行動」，為弱老送上風扇、手撥扇及毛巾等物資。計劃並會透過義工到戶探訪，親身到戶送上風扇，並進行妥善安裝，務求改善確保長者「及時、到位」受惠，助貧病弱者擺脫中暑的威脅，為孤苦無依的長者於炎夏裡添上一份溫情，感受社會人士的關懷。懇請與各位於香港灣仔石水渠街85號一字樓105室的收集點聯絡，或致電施善熱線：2835 4321 或 8107 8324。



Support "Fan for the Elderly Campaign" Electric Fans in Urgent Need for Elderly

Hong Kong is a sub-tropical city. In summer, the weather is often hot and humid. A poorly ventilated environment is often the cause of sun stroke to those chronic patients and the lone elderly who live in partitioned flats and bedspace apartments. It may also trigger off various diseases to occur at the same time. According to a survey conducted by a certain regional organization, the worst ventilated room's indoor temperature can be five degrees higher than that of outdoors. Dwellers are under the threat of sun stroke if they lack an electric fan to ventilate.

"I live in a windowless room. I can hardly stay in my room unless I have a fan to cool off in the day time." Mr. Cheung, who lives in a partitioned flat in Sham Shui Po, urgently needs an electric fan for cooling since he broke his old one carelessly. "I live on the CCSA which pays for my rent and food. I don't want to spend any money on a fan which is not a routine expenditure." Mr. Cheung frankly expressed he dreaded the onset of summer. In the day time, he goes to the park or the centre for the elderly until evening when he can return home. "My health has got worse in the recent years. I often feel dizzy and am compelled to stay home if my health stops me from going out." Mr. Cheung's situation reflects the plight of many deprived elderly who live in a partitioned flat. An electric fan is exactly what they need urgently!

But the threat of grilling summer heat is not exempted for the elderly who seem to be better off because they live in a public housing unit. Ms Lai, who lives alone in a Chai Wan public housing unit, takes care of her daily needs all by herself after her husband died. Ms Lai sighed, "I seldom go out and the TV keeps me company. On a hot summer day, the heat becomes hard to bear and I keep changing my clothes. The fan I had used for slightly over a year suddenly stopped moving. It was the only fan I had." Ms. Lai relies on the CCSA to live. She barely keeps her body and soul together with the money and simply can't afford to buy a new fan. "I have poor health and suffer from a number of illnesses. I need to save my money for medications. I dare not dream of buying a new fan."

According to analysis by doctors of geriatrics, a high temperature may easily trigger off chronic diseases, such as heart disease and bronchitis, especially for the elderly. Doctors recommended that when the temperature is high, room temperature should be kept cooler by an electric fan to increase indoor ventilation in avoiding the likelihood of a sun stroke.

Cases like Mr. Cheung and Ms. Lai disclose the situation of many similar deprived elderly. St. James' Settlement's Electrical Appliances for the Elderly Program urges kind-hearted people like you to donate generously. Please donate to the "Fan for the Elderly Campaign" which will give electric fans, handmade fans and towels to the elderly in need. The Program will deliver the fans through volunteers who will install each fan properly to ensure the elderly can enjoy the benefit of a cooling fan where it's needed most. As a result, the treat of sun stroke to elderly can be relieved and the helpless under-privileged elderly will definitely sense the heart-warming concern in our society. Those who intend to donate, please contact our collection point at Room 105, 1/F, 85, Stone Nullah Lane, Wanchai, Hong Kong. You can also dial our donation hotline at 2835-4321 or 8107-8324.

「得靠善長既善心，仲有義工細心幫我砌好風扇，而家我唔怕中暑了。」居於石硤尾的陳婆婆感激地說。

"Thanks to the kind-hearted donors as well as the volunteers who installed the fan for me carefully. Now I no longer fear the possibility of a sun stroke," said grateful Ms Chan who lives in Shek Kip Mei.



為失聰婆婆 化解應門困難

To Solve the Problem of Answering Door for an Deaf Elderly Lady

「嘢！嘢！嘢！」大力拍門，沒有反應；於是，只好透過大門旁的一扇小窗，大聲喊叫：「你好呀！鄧婆婆，聖雅各，來修理門鐘呀！」就連隔壁鄰居也探頭來看過究竟，但鄧婆婆還是沒有出來開門。於是，義工師傅唯有在門外打電話給婆婆，響亮的電話鈴聲終於引起婆婆的注意了，令她知道師傅在門外，並拖著緩慢的腳步來開門歡迎。

“Bang! Bang! Bang!” There was no response to the loud bangs on the door, and the visitors have to shout out loud through a small window beside the door, “Hi! Madam Tang! We’re from St. James’ Settlement, coming here to fix your door bell!” Even the neighbor living next door popped his head in to see what’s going on, but Madam Tang did not come out to open the door. So, the volunteer technicians can just phone her outside her door. The loud ringing tone caught her attention at last, which made her realize that the technicians had arrived. She then slowly walked up to the door and welcome them in.

鄧婆婆今年88歲，早年喪偶，沒有一個子女願意與婆婆同住，她獨個兒領取綜援生活已一段時間。「早十年還可以，但身體一年差過一年。」隨著年紀漸大，婆婆需長期服藥，也經常進出醫院。早一陣子，婆婆還在醫院待了兩個月，最近身體好轉了才回家。婆婆出院後需要護理人員上門為她洗傷口，防止傷勢惡化。師傅關心地問：「婆婆，護士幾多日來一次呀？」婆婆側耳大聲地說：「吓？我聽唔到，可唔可以講多次？」

Madam Tang is 88 years old. She lost her husband at an early age and none of her children is willing to stay with her. She has been living by herself on Comprehensive Social Security Assistance (CSSA) for quite some time. “I was fine some 10 years ago, but now my health is getting worse year after year,” said Madam Tang. As she is getting old, she needs to take medicine on a permanent basis, and often goes in and out of the hospital. Not so long ago, Madam Tang stayed in the hospital for two months and only returned home recently when her condition has improved. After her discharge from the hospital, Madam Tang requires nursing staff to come to her flat to wash her wound. The volunteer technicians asked her caringly, “How often does the nurse come here?” Madam Tang leaned over and spoke loudly, “Pardon? I can’t hear you, could you say it again?”

婆婆耳聾，有時不能察覺醫護人員的到訪，如她在廁所和廚房時，連電話響聲也都聽不到。由於病人眾多，護士有時迫不得已，不能等太長時間而需要離開趕到第二家；於是，婆婆便失去一次洗傷口的機會。婆婆行動不便，不能自己回醫院洗傷口，但若果傷口長時間沒有得到妥善的處理，再次發炎的話，婆婆隨時痛得不能走動，亦有可能要再入醫院。醫院的社康姑娘擔心婆婆的情況，四出尋找方法幫助婆婆解決問題，結果找到本會的「閃燈門鐘」服務，並且立即申請。

Madam Tang is deaf, so sometimes she isn’t aware of the visits of paramedics. For instance, when she is in the washroom or kitchen, she can’t hear the ringing of the telephone. As the paramedics have to attend to a number of patients, they cannot wait at the door for too long before rushing to another patient’s home. In this case, Madam Tang will miss the chance of having her wound washed. Madam Tang has mobility problems. That is why she is unable to go back to the hospital herself to have her wound washed. If after a long time the wound is not treated properly, it may become inflamed and Madam Tang will suffer from immense pain, which prevents her from walking and she may have to stay in the hospital again. The social welfare staff at the hospital was very concerned about Madam Tang’s case, and went all out to look for ways to help solve her problem. In the end, they learned about our “Flash Light Door Bell for Deaf” service, and immediately submitted an application.

本會收到申請後，很快有義工師傅可抽時間協助，為婆婆安裝閃燈門鐘。師傅為婆婆示範閃燈門鐘的操作時，婆婆看著師傅按門鈴時，大廳橫樑上的100W燈泡不斷閃著，婆婆看得樂得笑著點頭。她說：「之前姑娘話我唔識開門，洗唔到傷口，而家個鐘會閃，我睇到就會去開門啦！」、「姑娘話洗唔到傷口就要入返醫院，我唔鍾意住係醫院，我鍾意留係屋企多啲，好彩姑娘搵到咁好人既師傅幫我，更加要多謝新界崇德社既善長送給我這個閃燈門鐘，善人有善報呀！」

Soon after receiving the application, we were able to find the volunteer technicians to offer their assistance in installing the flash light doorbell for Madam Tang. In demonstrating the working of the flash light doorbell, the technicians pressed the doorbell, and the 100W light bulb up above the beam of the living room kept on flashing. Madam Tang noddingly smiled as she watched the flash. She said, “The nurse said that I didn’t answer the door and so she was not able to wash my wound. Now that the doorbell flashes, I can answer the door when I see the flash. I was told by the nurse that if she was unable to wash my wound, I’ll need to go back to the hospital. I don’t like staying in the hospital. I prefer staying at home. Fortunately, the nurse has found the technicians to help me and they are such nice guys. Moreover, I would like to thank the benefactors of Zonta Club of New Territories for donating the flash light doorbell to me. Good people will be repaid with good rewards.”

很多長者都希望能夠在家安老終老，聖雅各福群會「長者家居維修服務」正是為著長者這一個心願，希望透過專業三行師傅的義務工作，並藉善長的善款支持，為一眾長者提供一個更安全的家居環境，讓他們在家安康晚年！

Many elders wish to spend their latter years at home. The “Elderly Home Maintenance Services” of St. James’ Settlement hopes to satisfy the wish of the elders with the help of the volunteer work offered by professional technicians and with the monetary support by donors. In this way, we are able to provide a safer living environment for the elders, so that they can enjoy their old age all the same.



失聰的鄧婆婆在兩位義工師傅協助下，不再擔心應門的問題了！
With the assistance of two volunteer technicians, Madam Tang who is deaf no longer has to worry about the problem of answering the door.

籌善款買「床欄扶手」 除弱老起臥危機

長者隨著年齡漸長，關節機漸漸衰退。一些長者年輕時操勞過度，或者曾跌倒弄傷手脚，都會令個人衰退速度加快。對於行動不便的長者，他們每個動作都要冒著支撐不住的風險、歷盡艱辛才能完成，這是年青人所不能想像的痛。從座廁起身、上落床等「大動作」，更令膝頭、腰部等承受極大壓力，若稍一不慎，便會失足跌倒，有可能造成不能復原的創傷。

本會「長者家居維修服務」其中一項工作重點是幫助長者「防跌」，就好像在新居入伙前，我們鋪設防滑膠地板、安裝足夠的照明設施等。如果長者有從座廁起身的困難，義工師傅可用粗長螺絲安裝扶手借力，長者可靠扶手起座，那就更安全、更輕鬆地完成每日起居的動作。不過，倘若長者有從床上起來的困難，師傅不能用同一方法為他們安裝扶手在木床或鐵床上，因為扶手不能承受長者拉扯所用的力度，一旦扶手扯脫，反而更危險。所以，安裝在床上的扶手，必須經過特別設計，才能合用。

職業治療師指出，「床欄扶手」適合安裝在床邊，以堅固的木板作為腳架，夾在床墊和床板之間，使扶手突出在床邊。床墊重量加上人體坐或躺在床上的重量，足以令扶手穩固，不怕鬆脫或扯脫，長者起床時可以放心利用「床欄扶手」借力，減輕起臥時帶來的痛楚。除此以外，「床欄扶手」另一功用是作床欄防護用途，阻止長者翻身時不慎跌下床而受傷，實在是一舉兩得。

惟此「床欄扶手」乃為體弱長者特製，比在五金鋪能買到的不鏽鋼直扶手通昂貴得多，每套需費\$800。有鑑服務所需，現計劃購買15套贈送予15位經濟困難、體弱、獨居的長者，共需善款\$12,000的支持。盼請善長捐款支持，供長者多一份保障，在安全舒適的環境安享晚年。

施善支票抬頭「聖雅各福群會」，指定捐予「長者家居維修服務—床欄扶手」，俾本會可依指令濟助他們；支票請寄：香港灣仔石水渠街85號一字樓105室；服務查詢及施善熱線：8107 8324或2835 4321。



Urgent Call for “Bed Assist Rail” Donation

Elders' joints will deteriorate gradually with aging. The rate of deterioration will hasten with overwork and overexertion when they were young, being sick on getting old, or having been slipped and fallen. Every movement made risks loss of inadequate strength to support and is completed in strenuous effort, with pains beyond the imagination of the youngsters. Such “big movements” include raising hands, stepping forward, getting up from toilet seats, getting in and off beds. They often put undue pressure on their knees and the back. However, the lack of caution could cause risks of fall, with some permanent damages in a comparatively lucky situation while at worst being “killed” with no immediate rescue.

Fall prevention is one of the key tasks of our Elderly Home Maintenance Services. Prior to elderly moving into a new home, we install slip-free flooring, power saving LED lights for that purpose. If the elder has difficulty getting up from the toilet seat, volunteer technicians will install a vertical handrail to help ease his action. Should the elder need handrails to help them getting on/off bed, the ordinary handrails by the bedside cannot help as they can easily be ripped off injuring the elder. Hence, installation of “Bed Assist Rail” must be of specific design to suit.

In this case, occupational physiotherapists have recommended a specific bed assist rail to suit the needed elderly. This “Bed Assist Rail” uses solid wood for footing and is being affixed between the mattress and the bed board by bedside. The mattress and body weights hold the handholder in place without risk of breaking loose to ease the elder getting up with less pain. In addition, it prevents the elder from falling off the bed when he turns in it.

However, the “Bed Assist Rail” tailor-made for the frail elderly costs much more than those stainless steel handrails available in hardware stores. They cost \$800 each at the present. We are now in an attempt to made 15 purchases of them, totalling of \$12,000, in helping 15 poor, frail and living alone elderly. Will you please help to provide such an additional protection for the elderly and give them a safe and comfortable living environment for their remaining years?

Donation cheque beneficiary “St. James' Settlement” dedicated for “Elderly Home Maintenance Services –Bed Assist Rail” can be sent to Room 105, 1/F, No. 85 Stone Nullah Lane, Wanchai, Hong Kong. Enquiry and donaion hotline: 8107 8324 or 2835 4321.

「床欄扶手」乃為體弱長者特製，減輕他們起床時腰部承受的壓力與痛苦。The “Bed Assist Rail” is specially designed for the weak elderly, in order to release their waist pressure and pain while wake up.



後顧無憂 助獨老安心放下重擔

對很多獨居長者而言，特別是無親人、無子女的長者，一台電視機或一部收音機，不僅是他們的最佳的娛樂，也是他們生活上最親密的同行者。「十九日那場賽事不可錯過啊！是歐聯的決賽，由車仔對…」、「觀看電視節目的旅遊特輯，就當作是自己旅行一樣。」……這兩句說話，均是出自一位年邁八十多歲的獨居長者何婆婆口中。

何婆婆是本會「後顧無憂」生前規劃服務的個案之一，丈夫於二十年前離世，沒有子女也沒有任何親友，近年因為身體漸差已不能獨自外出，孤獨的何婆婆坦言每日都是一個人對著四堵牆，於是電視就成為她最佳的娛樂。「我真的會看足球；除了英超賽事外，半夜失眠後就是去看西甲賽事。」說來哈哈大笑。雖然何婆婆面帶笑容訴說著，但是，一部電視機或一部收音機，怎樣也不及有人陪伴傾訴、分擔生活的樂與憂來得重要。

「後顧無憂」生前規劃服務正正是為這些無依無靠的長者而設，為他們分擔人生憂慮，特別是幫助他們妥善安排後事。他們人生在世數十年，對很多事情均已放下，沒有甚麼憂慮，但願有人可為他們處理好人生最後的一件大事，便真的是後顧無憂。「其實我都沒有太多擔心，因為自從我把人生大事安心交托你們後，要去都去得很安樂放心。」何婆婆笑著回應。

此外，本服務亦看見很多長者在獨自生活的日子，其實更需要有人關心和支援，特別是大時大節，獨居長者確實會倍感孤獨，有些更會感懷身世胡思亂想。故此，盡一點棉力給予關懷，對他們來說也是很重要的。就好像趁著中秋佳節，工作人員與義工便四出探訪他們，陪他們吃飯傾計，希望讓他們感受多一點社會對他們的關懷。何婆婆與我們分享心底話說：「電視雖然是我的良伴，但始終不及有人關心，可以有傾有講。我地這些孤獨老友，可以一整天都沒有與人傾計，所以，有你們來訪，其實真的好開心。」

現時香港約有十八萬位長者與何婆婆情況相近；同時，在貧窮人口中又有三分之一是長者，他們缺乏物質生活，欠缺情感支援，加上香港未來將進入老化社會，故此，我們深信「後顧無憂」生前規劃服務定必要更加努力，藉著善長的施善，配合義工的定期關懷行動，給獨老在物質和精神上更大的支持。

Funeral Navigation Services Helps the Lone Elderly Unload Their Burdens

To many lone elderly, especially those with no offspring and relatives, a television or a radio is not only their greatest amusement, but also their best partner in daily lives. "You can't miss the football match on the 19th! It's the final match of the Europa League with Chelsea playing", "When watching travel TV shows, I would get myself really into them as if I were travelling with the presenters of the shows. Then I would take it as if I had really made that journey." These two discourses were made by Grandma Ho, who is in her eighties.

Grandma Ho is a client of the "Funeral Navigation Services". Her husband passed away twenty years ago, leaving her alone with no offspring, relatives or friends. She frankly said that as her health had been deteriorating over the past few years making it impossible for her to go out by herself, she had to stay at home all the time, feeling that she was confined by the walls all around her. Hence, TV programmes have become the greatest amusement she can get. "I really have the knowledge of football games. Apart from Premier League matches, I would watch Liga BBVA matches when I suffer from insomnia at night," she laughed. Although Grandma Ho says with smile in her face, being with a television nor a radio is not better than having someone to share their happiness and sadness in life.

"Funeral Navigation Services" is launched with the aim of helping those elderly without offspring and relatives, hoping to ease their anxieties and, in particular, arrange a decent funeral for them when they pass away. After all, most elderly only hold a wish that someone can help to complete their last important issue in life. "Frankly, I am not quite worried about the future because I am now well assured that your organization will handle everything for me when I come to the end of my life. I shall leave this world with ease when the day comes," Grandma Ho laughed when she said.

In the course of our introducing this service, we notice that a great many lone elderly need care and support, especially during festivals when they would feel even gloomier and more depressed. It would mean a great deal to them if we extend our care to them just like what we did, for instance, in the last Autumn Festival. Our colleagues and volunteers paid visits to them, dining and chatting with them. Grandma Ho shared with us her inner feeling, "TV programmes are truly my fair companion; nevertheless I would rather have someone to care for me and chat with me. The lone elderly fellows, just like me, sometimes do not utter a word in a whole day. I am really elated that you come to visit me."

There are now about 180,000 elderly who are leading a lonely life just like Grandma Ho; and one-thirds of the poor population is accounted for by the elderly who do not have sufficient basic needs for living and lack emotional support. Moreover, it is an aging society in the near future. Thus, the "Funeral Navigation Services" strongly believes that we have to work harder in giving the lone elderly both material and mental support, together with the kind donations from our donors plus regular visit by our volunteers.

把義務工作的力量擴大

Enlarging the Volunteer's Force

劫後重生 重新出發

我是一個草根階層長大的人，從幼到成長的過程中，活著只為一個「錢」字的方向價值去做任何事情。所以，一到高中畢業後，就急不及待跑去當髮型學徒。學習了兩年後滿師後，正式踏上髮型師的生涯，同時也找出了我從商的念頭。年少氣盛及自以為是的我，在台灣做生意時，竟然遇上了台灣九二一大地震，那次的地動山搖，變天的氣溫，現在在我的心裏仍猶有餘悸。就是這樣，令我的人生觀及價值觀大大的改變了；這次的經歷後，我學習了許多，懂得感恩了許多，許多……

認識聖雅各福群會

我學習到，原來人的一生，並不是單向為錢而活著的，身邊有很多很有價值的、有義意的事情可以去做。學習到許多的我，開始積極地去尋找合適的地方，想要去發揮我的一技之長，終於在一次的義剪活動下，我遇到一個很有心的義工「細玲姐」，再而她把我介紹到一個，我一直在找尋的中心，那就是一一聖雅各福群會，在這個地方，我認識了更多有心的人。

從做義工到當上剪髮義工的導師

在聖雅各福群會《到戶理髮服務》，我開始實踐我從貢獻出發的理念。因為我相信，眼前這一群帶著熱誠及熱心的義剪義工，在中心的凝聚下，我期望可以生命感染生命。因為我知道，單靠一人之力或一雙手，能力及成果有限，但若然我能成為源頭，把他們的技術提升，以一化二，以二化四，以四進八……這樣，就可以有更多高技術的義剪義工，可以獨當一面地為有需要的服務對象提供服務，創造一個一個的成效；這樣，除了可以大大提高義工的內在價值外，也為受助人士提升他們的自信心。最終，達到雙贏的結果。

堅持助人精神 一切從基本開始

在義剪的課堂上，我看到、感受到、體驗到義工們的熱心及熱誠，他們放下了自己的面子，擁著謙卑的態度去學習，這是技術進步的一種根源，看到他們的認知及技術不斷進步，自信心也同步建立不少，這個「一切從基本開始」的課堂湊效了。

我不知道我能否看見千人剪義術的成效，但至少，我相信我眼前那班熱誠的義工，帶著那份熱心，一定會成功的，也一定會達到他們想要的東西。這種成效、成果，也就是我堅持向前、排除萬難的最好原動力呢！

義工 呂國基

Reborn from Disaster, Staring Anew

I grew up at the grassroots of society. Money was my sole objective and value in everything I did since childhood. So, as soon as I finished secondary school, I joined a hairdresser as an apprentice. Two years later, after completing my apprenticeship, I began my career as a hairdresser. At the same time, I also developed the idea of going into business myself. I was young, ambitious and conceited. But, while I was running my business in Taiwan, the Island was struck by the September 21 earthquake. The trembling of the earth and mountains and the drastic changes in climate and temperature are memories that still haunt me today. They altered my view of life and my values significantly. The experience taught me a lot about being grateful for what I have ...

Getting to Know St James' Settlement

I learned that we don't just live for money, that around us are many valuable and meaningful things we can do. Having learned this, I started to look for a suitable place to give play to my skills. Then, at an activity to give free haircuts, I met a very caring volunteer, Sister Sailing, who referred me to the place I was looking for – SJS, where I have met many other caring individuals.

From Volunteer Work to Teaching Volunteers to Cut Hair

At SJS's Home Haircut Service, I began to put into practice my idea of making contribution. Care and concern can be contagious, and I believe it can spread among the warm-hearted haircut volunteers brought together by SJS. I am aware that one person with one single pair of hands cannot do much, but if I can be a fountain head and help improve their skills, one volunteer hairdresser can generate two, two can generate four, etc... Then, we will have more skilled volunteer hairdressers to serve those in need, and the results will multiply. Not only will this enhance the inner value of the volunteers, but it will also enhance the self-confidence of those they serve. It's a win-win situation.

Persist in Helping Others; Always Start from the Basics

I can see and feel the enthusiasm and sincerity of the volunteers at the training sessions. Casting aside all considerations of face, they try to learn in modesty – a necessary attitude to improve skill. I can see them growing more confidence as they progress in knowledge and skill. "Starting from basics" works.

I don't know if I will ever see a thousand volunteers giving haircuts. At least, I am convinced that, with their enthusiasm, the warm-hearted volunteers before me will definitely be successful, will definitely achieve their objectives. Such effects and results are also the moving force that keeps me going forward, overcoming all obstacles.

Volunteer Mag, Lui Kwok Kei

為甚麼要預約時間 來買藥？挺麻煩！

問：我曾經到訪你們的「惠澤社區藥房」，幫一個無子女的老人家前來買藥，可是你們說要預約、要有醫務社工轉介及因當天藥劑師不在，便不可買藥給那長者，實在很不方便！一般其他藥房，有職員就可買藥，你們又說是到位的服務，為何設了這些門檻，令有需要人士不方便？亦因為如此，差點令長者沒有及時買到所需藥物！

答：多謝閣下的查詢及表達意見，你上次到訪，白走一場，實在很對不起！而閣下的查詢，可讓我們藉此再一次解釋「惠澤社區藥房」的服務。

根據香港法例，「處方藥物」必須經本港註冊醫生處方（俗稱「醫生紙」），在註冊藥房由註冊藥劑師監督下配售，例如降血壓藥、抗生素、類固醇和精神科藥物等。所以，如果在沒有註冊藥劑師監督下自行賣藥，實屬犯法。

本會有見自費藥物制度推出後，很多綜援或低收入的患者，有藥無錢醫；故此，藥房推出多個支援病人的服務計劃，包括：「贈藥治病計劃」，以較低廉價錢賣藥給合乎受惠資格人士等等。所以，凡來購買藥物的人士，必須是持政府醫生處方及醫務社工的經濟評審轉介信。

基於資源有限，我們只能聘請一位註冊藥劑師，而註冊藥劑師除了是賣藥給病人外，藥物正確使用輔導也是相當重要。需知道這些自費藥物多是針對嚴重及長期疾病的控制之用，稍一不慎服用，例如：用藥過量、服用時間不正確、保存方法錯誤等，最終都是令病人受損。故此，凡合乎資格並打算前來買藥，必須致電預約時間，而每一個預約來買藥的病人，均由註冊藥劑師提供一對一的藥物指導。

此外，註冊藥劑師的工作亦很廣泛，除了售藥及個別藥療輔導外，有需要時她要上門為一些行動不便病人提供藥物指導、前往不同中心作藥物教育等。

就以上介紹希望能讓閣下了解多一些「惠澤社區藥房」的服務運作，往後就買藥或其他藥物查詢，歡迎致電5131 3638。同時，我們深信本會位於九龍區的新藥房正式啟用後，能增加服務量及回應力，令有需要病人得著更大的幫助！



Why Must We Make An Appointment To Buy Medicine?

Question: I went to your Philanthropic Community Pharmacy to buy medicine for a childless senior who is with no children. But, I was told that I should have made an appointment before-hand, I needed a referral from a social worker, and even the pharmacist was not on duty that day. So, I was not able to make the purchase. How frustrating! At other pharmacies, one can make a purchase so long as a staff member is there. You claim to provide needed service, then, why did you set up those hurdles to make things difficult for people in need? Precisely because of those hurdles, the senior in question almost did not get his medicine in time.

Answer: Thank you for your inquiry and comments. We are very sorry that your last visit proved fruitless. Your inquiry gives us a chance to again explain the service of our Philanthropic Community Pharmacy.

According to Hong Kong law, prescription drugs can only be dispensed and sold according to a doctor's prescription and under the supervision of a registered pharmacist. Examples are hypertension drugs, antibiotics, steroids and psychiatric drugs. Therefore, it is a breach of the law to sell drugs without the supervision of a registered pharmacist.

Following the introduction of the system of self-financed medication, SJS found that many patients living on CSSA or low incomes could not afford the drugs they needed. So, our pharmacy launched a number of programs to support them, including the Medication Subsidy Program selling drugs at lower prices to those who qualify for the benefit. That is why everyone who comes to buy medicine must present a doctor's prescription from a public clinic and also a medical social worker's referral letter based on financial assessment.

Due to limited resources, we can only employ one registered pharmacist. In addition to selling medication, the pharmacist also has the important duty of giving guidance on the correct usage of the medication. It is necessary to know that most self-financed drugs are for keeping serious and chronic diseases under control. Any mistake in consumption, such as over-dose, wrong timing or wrong way of storage, can in the end harm the patient. Therefore, any qualified patient who plans to come to our pharmacy to make a purchase must telephone in advance to make an appointment, and every patient who comes at the appointed time will receive one-on-one guidance on his medication from the registered pharmacist.

The duties of the registered pharmacist are wide-ranging. In addition to selling medication and providing individual guidance on medication treatment, when necessary she also makes house call to give medication guidance to house-bound patients, and goes to various centers to promote medication education.

I hope the explanations above give you a better understanding of the services and operations of our Philanthropic Community Pharmacy. Please telephone 5131 3638 for any future inquiry about medication purchase or other medication questions. At the same time, we are confident that, with the official opening of our new pharmacy in Kowloon side, we will be able to increase the volume of our service and response capability, thus rendering more help to needy patients.



我要讚讚你： 髮術高手 剪出長者歡顏

華髮落地，本來被頭髮遮蓋着的眼睛漸漸浮現，隨臉上的笑容，雙眼猶如彎月。受助長者滿意的笑容，就是聖雅各福群會義工剪髮隊成員Joe的工作動力。俗語有云：「助人為快樂之本」，為了將快樂宣揚開去，Joe不但身體力行，上門為長者剪髮，更不吝嗇和八十後分享助人經驗，寄望更多人加入拉闊愛的行列。

「做呢一行，我好自豪架！」一頭清爽短髮的Joe，從小樂於為人「扮靚」。當了髮型師十八年，自零六年開始，她以一雙巧手到保護兒童會院舍為小朋友義務剪髮，後來經同事介紹，參與聖雅各福群會義工剪髮隊至今。她與年輕髮型師上門為行動不便的長者剪髮，在受助長者馮婆婆身邊，儘管主要操「刀」不是她，不過笑容一直沒有停止過。

Joe的笑容來自工作熱誠，無論義務與否，她都視剪髮服務為交心過程。她憶述有一次到護老院義務剪髮，院內職員請她為一位一百零四歲、需長期臥床的長者剪髮，「剪完後佢望一望我：『唔該』，我內心好希望佢身體健康。」又一次，一名客戶患上癌症，她到醫院見那名男士最後一面外，亦為他最後一次整理好髮型，送別他走人生最後一段路，「我只係同佢講咗一句，我會睇住你囡囡長大，希望佢安心啲，唔好掛心。」

「工作中得到樂趣」

髮型師不只在技術上展示自己手藝，Joe認為，在了解客人需要之時，會不經意間走入了各人的故事中，認識更多朋友，「雖然講得難聽啲，客人係畀錢我使，不過我係一個交心嘅心態，先可以喺工作中得到樂趣。」她補充，長者人生經歷豐富，可以和義工分享與別不同的人生觀，從而啟發出新思維。無論是助人還是受助，快樂都能互相感染，Joe的同事亦一起投入義工行列，「佢哋仲準時過返工囉！」Joe鼓勵年輕人走出網絡世界，與不同的人接觸，以自己的努力回饋社會外，更能感受當中的喜悅。



Joe (右) 和 Alvin (左) 為馮婆婆剪髮時，笑容一直沒有停止。

My Praise For You : Hair-Cutting Expert Shapes the Elders' Happy Faces

Grey hair falling onto the floor, gradually revealing the eyes previously covered by the hair. The eyes, like the crescent moon, beam with the smile on their faces. The satisfying smiles of the elders benefitting from the service are the motivation of Joe, a member of the Home Haircut Services Volunteering Team of St. James' Settlement. As the saying goes, "Helping others is the source of happiness". In order to spread her happiness, Joe practices what she advocates by going to the homes of the elders to cut their hair for them. She is also generous enough to share with the post 80s generation her experience of helping people, in the hope that more people will join her caring and loving act.

"I'm very proud of my job," said Joe who was wearing a short hairstyle with a fresh look. From a small age, Joe has enjoyed "dressing up" other people. She has been a hair stylist for 18 years, and since 2006, she has worked as a volunteer cutting the hair with her talented hands for the children of the Society for the Protection of Children. Later on, upon the referral of a colleague, she joined the Home Haircut Services Volunteering Team of St. James' Settlement and has stayed with the team ever since. She now goes with young hair-stylists to the homes of elderly people whose mobility is confined. Standing by the side of Granny Fung who was being benefited by their service, Joe never ceased smiling although she was not the one mainly responsible for cutting Granny Fung's hair.

Joe's smile comes from her enthusiasm in her work. Whether she works as a volunteer or not, she considers the hair-cutting service as a way to make friends with an open heart. She recalled once when she went to an elderly care home centre, where she was asked to cut the hair for a 104-year-old bed-confined elderly. "After I've finished cutting her hair, she looked at me and said "Thank you". I sincerely wish from the bottom of my heart that she remains in good health." Another time a client was suffering from cancer. Joe went to the hospital to see him for the last time as well as to trim his hair for him, so that he could have a tidy look during the final leg of his life journey. "I only told him that I would see his little son grow up, hoping that as he made his departure, he could do so without any cares and thus rest in peace."

"Getting fun out of my job"

According to Joe, a hair-stylist is not only able to show his or her talent technically. When they try to understand the requirements of their clients, they will inadvertently enter into their world, thus getting to know them better as friends. She said, "Although you may say that my clients pay me to do my job, yet I can get fun out of my work when I'm under the mentality of making friends with an open heart." She added that elderly people have a wealth of experience, so they can share with the volunteers their outlook on life, thus inspiring the volunteers with new thinking. Benefactors and beneficiaries alike, happiness can spread from one person to another, that's why Joe's colleagues have also joined the volunteering team. "They're even more punctual when they engage in volunteer work rather than their everyday work," said Joe, who encouraged young people to come out of their IT world and get in touch with more people. Apart from reciprocating the community with their contributions, they can get the joy out of it.

Joe (右) 和 Alvin (左) 為馮婆婆剪髮時，笑容一直沒有停止。
Joe (right) and Alvin (left) never cease smiling when they cut the hair for Granny Fung.



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：

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"/> Nutritional Baggie For the Weak |
| <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"/> 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"/> Health Promotion Activities |
| <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.

查詢及網址：聖雅各福群會

聯絡人：謝文慧女士
電話：2835-4321 / 8107-8324
傳真：3104-3635
電郵：thevoice@sjs.org.hk
網址：www.thevoice.org.hk
地址：香港灣仔石水渠街85號1樓105室
義務設計：黃志文先生
翻譯義工：黃秀琼 梁達仁 辛秀麗 祈慕潔 潘麗桃 胡友玉
友情印刷：平偉印務有限公司

Inquiry and Website : St. James' Settlement

Contact Person : Ms. Tse Man Wai
Telephone No. : 2835-4321 / 8107-8324
Fax : 3104-3635
E-mail : thevoice@sjs.org.hk
Website : www.thevoice.org.hk
Address : Rm 105, 1/F, 85 Stone Nullah Lane, Wanchai, Hong Kong
Volunteer Design : Mr. Edmond Wong
Translation Volunteer : Constance Wong, TY Leung, Kathy Shin, Kei Mo Kit, Liza Poon, Yoyo Hu
Friendly Printing : Ping Wai Printing Co., LTD.

你若有能力作到，不要拒絕向有求於你的人行善。

Never turn down an appeal for help if it is within your power to give it.