



改善孤老生活質素,不遲疑!

2013施政報告出了,坊間反應,沒有甚麼驚 喜,對長者而言,最為受惠仍是早前推出的\$2乘車 優惠,既實際又能鼓勵增加社交活動!至於長者生活 津貼,對某一些真正貧窮長者可算是及時雨,每月二 千二百元的生活津貼確可令他們生活可以舒舒口氣, 但要講到改善生活質素,還有待全面性改善生活措施 的配合。

梁婆婆家住公屋,曾與養子一家同住,後來養子 離婚後,自己也很少回家,聽聞是留在大陸工作,自 己生活艱難,又無真正血緣,故沒再供養梁婆婆。梁 婆婆沒有埋怨,就算生活最緊絀之時,就連食不飽的 日子下,也沒去拿綜援,曾眼見梁婆婆從另一拾荒長 者手中取過一袋過期麵包充飢,她的日子就是這樣度 過。

走進梁婆婆的家,環境實在是十分破落,但四週 卻堆著大包小包的東西,壞掉的熱水壺、生銹的風 扇,沒有門的衣櫃、不能開關的光管,還有破舊的地 板;就是床板也因多年失修,已經不可再用,梁婆婆 長期睡在已下陷的沙發上,所以常常申訴腰背痛。生 活環境之惡劣實在急需改善。

雖然我們認為梁婆婆的情況是極之符合申領綜援 資格,但她為保做人尊嚴而堅持不取,所以,她期待 著二千二百元的生活津貼,助她減輕一下生活擔子, 不用再擔心沒錢交租,但其他的就無法可以憑她的能 力做點甚麼。一想到這裡,就不難明白改善長者生 活,特別是有困難的,沒有完全的配套支援,實在難 真正把那些辛勞大半生、到了七老八十還要為住為吃 張羅的長者,還以一個安樂的晚年!

現時「長者家居維修服務」及「電器贈者長者服務」每月分別幫助過百長者生活環境所需,隨著政府 「長者環境改善計劃」落幕,服務需求量必會再增 多,但願藉各善長支持,讓真正有需要、正待施援手 的長者早日獲得幫助。

No More Delay To Improve Living of The Lone Elderly

The Policy Address 2013 is delivered and brings not much surprise to public. For the elderly, the most beneficial policy is still the \$2 transportation allowance, which is practical and encouraging for their social life. While for the old-age living allowance, it is in fact important for those poor elderly as the double allowance can release their living burden; however, in regarding the living quality, there still rooms for more appropriated policy

Grandma Leung is now living in a public estate. She used to live with her adopted son; but after his divoice, he moved out to work in mainland and seldom goes back home. Grandma Leung doesn't complain about her poor situation; even in her poorest time, she doesn't apply for the CSSA. I have once witnessed her taking a bag of expired bread from another elderly for living.

The home of Grandma Leung is shabby with numerous bags of things, including broken kettle, fan and light bulb, wardrobe without door, worn-out flooring and etc. While for her bedding, since it has been used for so many years, the bedplate is no longer suitable to use. Thus, Grandma Leung has to sleep in her sofa, leading to her back pain. This poor living environment is in urgent need for improvement.

Regarding Grandma Leung's case, she is absolutely qualified for applying the CSSA; but in order to remain her dignity, she insists in rejecting for application. As a result, she is long expecting for the old-age living allowance. By receiving the allowance, she hopes to relieve a bit her financial burden with no more worries for having no money for the rent expense. However, apart from this, there is nothing she can do further with her own ability. It comes to a fact that without a set of comprehensive policy in support, it is absolutely difficult to provide those old elderly, who have been working hard for half of their life time, with a basic and comfortable living in their old age.

At the moment, the "Home Maintenance Services" and "Electrical Appliances for the Elderly Program" are helping over hundred cases each month respectively. With the end of the Home Environment Improvement Scheme for the Elderly, it is predicted that the service need will definitely increase. We hope with the donors' continuous support, the needy elderly can receive immediate and appropriated help.





絕路上發出死亡告白 有幸被你們愛的挽回

「我從沒想過是在藥房負責賣藥,為病人講解用藥 知識,會收到病人寄來一封講自己想自殺的信,當下我 真的很擔心。」負責惠澤社區藥房的陳姑娘提及當時的 情況,感受複雜,事情十分深刻難忘。

馬伯伯與一般老友家一樣,面對七十歲時的退休生 活,應該是悠閒寫意,弄孫為樂,閒時上茶樓享受一盅 兩件。馬伯伯沒想料到在一次身體檢查後,突然發現自 己是嚴重的乙型肝炎帶菌者,肝酵素極高,肝炎病毒肆 虐,醫生建議他服用兩種肝炎藥控制病情,但藥物沒有 政府資助需自費購買。

一向身體健康的馬伯伯原以為退休後,依靠些微 積蓄,既不用成為子女的負擔,亦不需要申請政府任何 資助,但沒想到捱了大半生,在晚年的時候不能先享點 福,反而是惡疾臨門。

「我曾經有想不通的時候,不明白上天為何要這 樣對待我,捱了大半生,為何要在退休的日子之時,給 我一個這樣的命運!每月在聖雅各福群會『惠澤社區藥 房』買藥,儘管已比外面藥房便宜,但每月仍需近二千 元藥費,眼見積蓄已漸漸耗盡,存摺的金錢只有支出沒 有收入,子女家庭環境不好,對我的病也無能為力, 加上病情仍未受控,我的精神瀕臨崩潰。所以,在灰心 絕望之時我寫了一封信給藥劑師陳姑娘訴說我想死的念 頭!……反正人也活得不久,省一點納稅人的錢,不作 子女的負累,就不如早一點了結自己吧!」馬先生回想 當時最黑暗的日子,不禁悲從中來。

藥劑師陳姑娘接過馬伯伯一封絕望尋死的信件,暫 時文下藥物教育工作,充當對訪的安慰者和輔導員,一 方面他體諒馬伯伯的痛苦和無助感,另一方面耐心聆聽 伯伯的苦情,嘗試尋找解決他在生活及健康問題上的解 決方法。

「現在回想起來,很感激陳姑娘的鼓勵,亦感謝 她為我的藥費四處籌措。我知道他們將我的情形告訴善 長,有善長明白後樂意作出捐助,幫我支出了一半的 藥費,無礙減輕我經濟負擔。」馬伯伯生活壓力得到舒 緩,感覺猶像重燃了人生希望,他補充:「我不會辜 負陳姑娘以及慷慨解囊的善心人士,縱然我已經是七

十歲,他們依然沒有 放棄過我,我又怎可 以輕易了結自己。」 馬先生充滿信心地說 道。



Death Warning Issued in Despair Saved because of Your Love

"I never thought I would get a letter from a patient who disclosed his intention of committing suicide for normally I am in charge of selling medications and instructing patients the things they need to know about their use. At that moment, I was very worried." Ms. Chan, who's in charge of the Philanthropic Community Pharmacy, said her feelings were complex and it was hard to forget when she recollected the incident.

Grandpa Ma is a retiree of 70 years old. Like other retired elderly, his life should be leisurely and comfortable. He should enjoy his life by playing with grandchildren and going to the tea houses. Grandpa Ma never dreamt that after one body check he was diagnosed a carrier of severe Hepatitis B. His alanine transaminase (ALT) was high and the virus was overwhelming. His doctor suggested him take two kinds of medicines for hepatitis to control his illness. He had to buy his own medicines since they are not government subsidized.

Grandpa Ma used to be in good health. He thought that he wouldn't become a financial burden to his children nor apply for any government subsidy as he had his savings to fall back on. It never occurred to him he would be afflicted with hepatitis B instead of enjoying his life at old age.

"There was a time when my thoughts came to a cul-de-sac. I didn't know why Heaven treated me like that. I struggled for a living when I was young. Why did Heaven bring me this fate when I am retired? It costs me nearly \$2,000 to buy medicines from St. James' Settlement's Philanthropic Community Pharmacy although the price is cheaper than outside. My savings are decreasing. My children aren't well off, they can do nothing to help. In addition, my condition was not under control, so I was close to a nervous break down. When I felt completely hopeless, I wrote to Ms. Chan, telling her I wanted to die! Since I haven't got much longer to live, I might as well put an end to my life in order to save the tax-payers' money and not to be my children's burden." Grandpa Ma looked sad when he recollected the bleakest day of his life.

As soon as Ms. Chan, the pharmacist, got Grandpa Ma's letter telling her he wanted to die, she visited him, bringing him consolation and counseling leaving behind her work on medication instruction. On one hand, she understood Grandpa Ma's feeling of pain and helplessness. On the other, she wanted to listen to his sorrow and tried to work out ways to solve his problems on health and daily life.

"When I look back now, I am grateful for Ms. Chan's encouragement. I also thank her for her effort in raising funds to buy me medications. I know they revealed my situation to benefactors. Some of them were willing to help me pay half of my medication cost. That reduced my financial burden definitely," Having had his pressure from life been

reduced, Grandpa Ma feels the hope of life has been rekindled. He added confidently, "I won't waste the good intentions of Ms Chan and the generous benefactors. Even though I am 70 years old, they didn't give me up. How can I take my life lightly and put an end to it?"

Diseases are cruel but there is love in our world. Sometimes, one may not be able to solve problems on one's own. With others' consolation and encouragement, those who are afflicted with serious illnesses must feel they are not alone along the path of cure.

善長的一份支持,助重燃無數病者的生存希望。 The kind support of donors lights up the hope of living for many patients.



盼施善款助更多病患者 再次踏上人生燦爛旅途

我們需要你的捐助 We Need Your Donation

患上傷風感冒,大家可能已沒有精神去返工、上學 又或者處理日常生活事務,萬一是大病,相信更令人沒 精打采,情緒更有可能陷入低谷。不過,如果你有機會 跟這位不一樣的癌症患者——盛先生傾談,你一定會發 現他是個選擇以非常積極態度面對自己頑疾的人。

身為一家之主,家庭所有的開支都落在盛先生身 上,然而肺癌這個惡夢,昂貴的藥費加上不沉常的物價 通脹,令全家經濟陷入嚴重拮据。盛太要照顧子女,不 能外出工作,盛先生患上肺癌被迫辭去職業司機工作。 「當時我都有過灰心,心想怎麼辦好?我根本沒有錢去 繳付昂貴的藥費,不如放棄治療吧!反正死路一條!但 好快認識到惠澤社區藥房,雖然不知道這個服務可幫助 我的程度,唯社會上有助人治病的服務,當我想到這一 點,特別是社會人士沒有把困難的一群遺忘,我心裡真 的很受安慰,好快放棄的念頭就在我腦海中消失了。」 盛先生雖然抱著肺癌的病,但嘴角仍縱放出絲絲微笑。

「首先,幸好有善心人士捐款給聖雅各福群會成立 了『惠澤社區藥房』,我才得以獲得資助,減輕藥費的 負擔,全家才可以渡過最黑暗的日子。」

盛先生憑著樂觀積極的態度,在善長的幫助下,接 受適切的抗癌治療,現在他的病情已經穩定多了,可以 漸漸重拾以往的生活。那次他來藥房找藥劑師,單從遠 處就聽到他開懷大笑的聲音,如今單憑外表,根本看不 出他正在抗癌之中。

「我的病情已經穩定下來,我可以再次工作嗎?」 「我想重踏工作之路,做個貢獻社會的人,積極生存下 去!」這些都是盛先生向我們透露的心聲。

藥物可以治療頑疾,可以助人重投社會,可以為家 庭再次帶來親情間的溫暖,盛先生的感恩和積極,讓我 們感受到受助者在接過大家的善施後,很想回饋社會, 幫助其他弱勢社群動人的一面。你願意加入這個善施

行動,齊手拼貼這幅美麗的圖 畫?捐款支票抬頭:「聖雅各 福群會」,指定捐款:「惠澤 社區藥房」,使本會依善長的 心意幫助他們;支票請寄:香 港灣仔石水渠街85號1字樓105 室。網址:www.thevoice.org. hk。捐款熱線: 2835 4321或 8107 8324。



Donations for the Critically Ill

Once a person has fallen seriously ill, their physical condition deteriorates quickly and they will be unable to work or to attend school. For those with serious illnesses, it is impossible for them to lead a normal daily life. Mr. Shing is a very special cancer victim who faced his sickness with a positive attitude.

As the sole financial provider in his family, it was a nightmare for Mr. Shing when he discovered he had Lung Cancer. Mr. Shing was forced to quit his job as a driver, leading to a rapid deterioration in family finances. The situation was further exasperated due to the high medical expenses incurred on top of normal daily expenditure. "I felt hopeless when I learnt about the Lung Cancer, medical treatment is so expensive and I did not think I could afford it. Fortunately as I was about to give up, I discovered the Philanthropic Community Pharmacy and even though I didn't know much about the service they provide, at least it gave me hope." said Mr. Shing with a smile.

"I would like to thank all the donors to the Philanthropic Community Pharmacy, organized by the St. James' Settlement. The financial assistance they provided for my medical expenses has enabled myself and my family to move forward with hope from one of the darkest periods of my life.

With the help of the Philanthropic Community Pharmacy and with his own positive attitude, Mr. Shing was able to obtain proper medical treatment for his cancer. He is now recovering and this has enabled him and his family to return to their normal lives.

"I am getting better and hope to go back to work. From now on, I will live with hope and gratitude that I am able to contribute to society again." said Mr. Shing.

Proper medication is very important; in addition to treating the physical condition, it also provides hope. The positive attitude of Mr. Shing delivers a message that donees are eternally grateful for the chance and assistance that they are provided and they are keen to repay society where possible. If you wish to assist, please make your donation to "Philanthropic

Community Pharmacy" of St. James' Settlement. Cheque should be crossed and made payable to "St. James' Settlement", specifying at the back "Philanthropic Community Pharmacy" and mailed to Room 105, 1/F, No. 85, Stone Nullah Lane, Wanchai, Hong Kong; or alternatively you can visit our website: www.thevoice.org.hk or contact our donation hotlines at: 2835 4321 or 8107 8324.



冰冷雪櫃為母女 帶來溫暖

受惠者言 Client's Remark

吴女士五年前由國內來港獨力照顧現年九歲的女 兒,丈夫一直身處海外,鮮有聯絡。背負着新移民的 身份及彷如單親的責任,在港舉目無親,女兒一份綜 援支撐著二人的生活,日子刻苦,但為著照顧女兒, 她只有咬緊牙關。

在有限的資源下,「劏房」是僅有的居住選擇, 母女蝸居於不足百呎斗室,但卻樂安天命。教人懊惱 的,卻是因與其他租客共用雪櫃和洗衣機而不時產生 磨擦。於去年五月,吳女士再次為使用雪櫃問題與兩 名租客發生激烈爭執,並驚動警方及被拘捕。事件擾 攘半年雖告平息,但母女二人因此事飽受了不少困擾 和傷害。

為免再次發生同類事件,醫務社工為她們向聖雅 各福群會申請了一台體積輕巧的單門雪櫃,恰恰置在 房中。母女二人為着得到這小小的私人天地而興奮不 已,更趕緊添置平日不敢買又怕被偷去的盒裝飲品。 她們一聲道謝承載了多少欣喜,教社工不能忘懷。相 信她們為能減少與租客爭執而爭鬆了口氣,更重要的 是為她們保持了可貴的尊嚴!

雪櫃雖冰冷,卻帶給有需要的人無限温暖! 吳女 士和女兒叮囑社工向善長表達她們的祝福和謝意。

Cold Refrigerator Brings Warmth To Mother and Daughter

Ms. Ng came five years ago from China to single-handedly bring up her nine years old daughter. Her husband, scarcely contacts them, has all along been living overseas. In her new immigrant status and without any kin around, she shoulders the responsibility as if a single parent family. The sole CSSA of her daughter has to support them both, living has been tough but what else could she do other than calmly accepting her fate.

With limited resources, a subdivided apartment is their only choice of dwelling, a confinement under one hundred square feet, yet they are contended. However, what had been annoying were constant conflicts on shared uses of the communal refrigerator and washing machine with the other renters. Last May, Ng once again entered into heated dispute with two renters on refrigerator use, the police was called in and she was arrested. The case took them six months to resolve, yet both mother and daughter had more than enough agitation and harm.

In order to avoid repeated similar incidence the medical social worker requested on their behalf to SJS for a slim, single door refrigerator that fits snugly into their confined area. They were extremely excited and happy in their little private haven and quickly went to buy box drinks which they dared not do for fear of getting pinched. Simply saying thank you reflecting their joyfulness has made the social workers hard to forget. They are at ease as there will be less dispute and conflict with the other renters and more importantly, it helps them to preserve their valuable dignity!



The refrigerator though cold brings much warmth to the needy! Ng and her daughter asked the social worker to convey their blessing and gratitude to the benevolent people.

一部冰冷的雪櫃為吳女士和女兒帶來溫暖。 A cold refrigerator brings warmth to the family of Ms. Ng an her daughter.





每逢寒流來襲,香港北區氣溫總比市區低,尤其空曠 地方較多的偏遠村落,寒冷程度更為明顯。當天文台發 出寒冷和霜凍警告時,打鼓嶺、流浮山等地名必出現在氣 象報告裡,寒冷程度更曾令水面結霜,令當地居民指頭赤 痛、身體不適等。相信居於偏遠鄉郊的體弱長者,或未能 抵受如此寒冷的氣溫。

「送暖行動2013」計劃沒有區域的限制,只要長者提 出需要,計劃必及時為他們送上所需的禦寒物資。今年在 「香港長領會」的義工協助運輸和探訪下,為居於上水、 元朗鄉郊的體弱長者,送上禦寒物品如棉褸、棉被、暖風 機等。義工一大早從市區出發,駕車到上水古洞。由於古 洞邨落分佈地域甚廣,義工必須分三小隊才能完成整個探 訪。他們攜著眾多的禦寒物品,步行到邨內每角落,將「 溫暖」送給邨內的長者。已居於古洞村屋三十多年的劉婆 婆,收到善長親身編織的頸巾,不時表達感激之情。「義 工咁遠從市區入來,拎住咁多物資,仲要行咁遠路黎到我 家,真係辛苦晒佢地。頸巾上好多色彩繽紛的花紋,感受 到義工細膩既心思,圍在身上也倍感溫暖。」

探訪完上水古洞區的長者,義工下午隨即到元朗洪水 橋的村落,將禦寒物資送給居於邨內的體弱長者。由於邨 屋沒有路標,門牌號碼也不是順序,當中花了不少時間尋 找長者的所居地。居於和平新村的陳伯獨居無依,體弱多 病,很多時都需要鄰居的照顧。義工幫他更換用了十多年 的電暖爐,為他送上全新和安全的暖風機,讓室內可持續 保暖,不會因而冷病。另外也送上禦寒絲棉被,即使寒冷 的日子也可讓陳伯安枕無憂,足夠保暖。

「義工咁遠黎關心我,我真係好感動。呢度杳無人 煙,從村口行入來都要幾個字。係咁凍既日子黎為我送上 暖風機同棉被,我唔駛再擔心會凍親了。」陳伯伯更珍而 重之義工親手撰寫的心意卡,關懷暖意之情盡在心頭。

「關懷無分邊界」正是「送暖行動」的服務宗旨。服 務堅持透過義工親身到戶,送上禦寒物品之餘,不忘送上 對無依長者的真摯關懷和慰問。即使在寒風澟澟的日子 裡,歷盡病痛的折磨,也能記起善長、義工對他們的無私 關懷,讓他們感受到不是被社會遺棄的一群,正是「送暖 行動」希望達致的最終效果。

如果你也希望讓無依長者於寒冷的冬天送上關懷,請 捐助「送暖行動」計劃,讓更多的狐苦無依長者,感受到 人間溫暖。支票抬頭:「聖雅各福群會」,指定捐賜予「 送暖行動」。查詢:2835 4321或8107 8324。



「義工咁有心織頂冷帽俾 我,仲有暖風機和棉被,親 手寫埋心意卡俾我,人間真 的「溫暖」、「有情」!」居 於元朗鄉郊的陳伯不斷向善 長、義工道謝。

"The volunteers are so thoughtful to knit a hat for me, and to give me a fan heater, a quilt, and a hand-written card. There really are warmth and heart in this world!"Uncle Chan who lives in rural Yuen Long kept thanking the donors and volunteer workers.

Sending Warmth To Rural Areas

Whenever a cold wave hits Hong Kong, temperatures are always lower in the North District of the New Territories than in the urban areas. It gets especially cold in the remote villages which lie in open areas. Ta Ku Ling and Lau Fau Shan are place names which invariably show up in the Hong Kong Observatory's cold weather and frost warnings. It gets so cold there that ice forms on water surface, and residents complain of sharp pains in their finger tips and general physical discomfort. The extreme cold is too much a strain for frail elderly persons who live there.

Warmth Giving Action 2013 is not restricted by boundary. Any elderly person who expresses a need will be presented with material to keep warm. This year, with the help of volunteers of the Zhang Ling Association taking care of transportation and making house visits, frail elderly residents of rural Sheung Shui and Yuen Long received padded jackets, quilts and fan heaters. The volunteers set out from urban areas early in the morning to drive to Kwu Tung in Sheung Shui. Because the villages in Kwu Tung are widely scattered, the volunteers had to form three teams to complete the visits. Carrying the gifts, they went to every corner of the villages on foot, to "give warmth" to the elderly residents. Grandma Lau, who has lived in Kwu Tung for over 30 years, kept repeating her thanks when given a scarf knitted personally by a donor. "The volunteers came a long way from the city, carrying so much stuff and walking such a long distance to my house! They took so much trouble! From the colourful pattern on the scarf I can sense the thoughtfulness of the volunteers. It makes me feel doubly warm."

Having finished calling on the elderly residents of Kwu Tung, the volunteers headed for villages in Hung Shui Kiu, Yuen Long, in the afternoon, to make more deliveries. As there were no street signs and the house numbers were not in sequence, it took them a long time to find the homes of the elderly persons. Uncle Chan of Wo Ping New Village, all alone and in poor health, often has to rely on help from his neighbours. The volunteers replaced his more than ten years old heater with a brand new and safe fan heater to keep his room warm. They also presented him with a quilt padded with silk wad that will keep him warm in bed on very cold days.

"I am very touched by the volunteers' concern. There are few people here, and it takes about half an hour to walk to my house from the entrance of the village. You have come on such a cold day to give me a fan heater and a quilt! I don't have to worry any more about catching cold." The volunteers also presented Uncle Chan with a card on which they had penned their warm concern for him. He treated it like a treasure.

"Concern without boundary" is the aim of Warmth Giving Action, which insists on delivering its service with personal visits made by volunteer workers to helpless elderly persons, to present them with keepwarm material and to express sincere concern for them. In so doing, it is hoped that, on bitterly cold days or when suffering from illness, these elderly people can recall the concern of the donors and the volunteer workers and feel that they have not been abandoned by society. This is the ultimate aim that Warmth Giving Action hopes to achieve.

If you would also like to express your concern to helpless elderly people in this cold winter, please support "Warmth Giving Action", so that more lonely helpless elderly persons can feel warmth. Please make your cheque payable to "St. James' Settlement", specifying that the donation to "Warmth Giving Action". Donation hotline: 2835 4321 or 8107 8324.



「義工告訴我,暖風機能讓我手 腳時刻保持溫暖,仲教我點用, 真係好感激!」

"The volunteers told me the fan heater will keep my hands and feet warm, and also taught me how to use it. I am really grateful!"





義工主動檢測 獨老住得守心

關伯伯獨居,行動不便故甚少外出。早前因電熱 水爐故障而向「長者家居維修服務」求助,因長者體 弱及健康問題,本機構亦儘速聯絡義工協助。

檢修電熱水爐當日,義工亦為長者進行了家居安 全評估,期間發現了數項需要維修的項目,首先是聽 到關伯伯表示慣常坐著閱報的位置光線不足,在視力 欠佳下,需要使用放大鏡閱報,之前找人製作了一個 流動燈泡裝置,惟經家居維修義工檢測後評估,認為 有潛在危險不建議使用,於是,是次家訪遂為其安裝 了一枝兩呎光管,「真係好囉!而家唔駛棧細燈仔, 有支光管光好多!」關伯伯對此十分開心並大表滿 意。

另外,經義工檢查,發現大門把手出現疏脫、廳 內的電掣失靈、及如廁時沒有扶手可靠,故此,便趁 是次來訪,續一把有關危險地方作出維修,關伯伯眼 見木門把手修妥、更換了新電掣,而廁所內又安裝了 扶手,這一切本來對拿綜援的關伯伯來說,是沒有額 外錢應付的家居工程,現在卻一一解決了,他實在十 分感激:「我以前諗自己年紀大,無人無物,社會都 不理我地老人家,而家有咁好心地的師傅來幫我地老 人家,如果唔係佢地,我都唔敢講出其他需要,我怕 麻煩到人,下次影響申請,但原來佢地唔係咁諗,社 會上有這種服務真係好好!」

長者申請維修項目之中,很多時都未有完全提出 需要處理的項目,一來可能是怕擔誤申請時間,二來 可能怕一次性申報多個項目會難被接納,因而忽視了 家居潛在的危險問題,但這每每成為跌倒或家居意外 的發生原因,所以,「長者家居維修服務」很重視「 家居安全評估」,期望除了被動式的工作外,主動出 擊更能有效達到幫助長者「居家安老」的目的!





Home Safety Assessment Initiated by Volunteers The Lone Elderly be Assured of A Safe Home

Grandpa Kwan is living by himself and he seldom goes out as he has difficulty in moving around. As his electric water heater needed repair, he asked for help from "Elderly Home Maintenance Services". We responded very quickly given his feebleness and health problems.

Apart from fixing the water heater, our Volunteer Master also conducted a home safety assessment during that visit and found that several things needed to be fixed. During a causal chat, Grandpa said that it is quite dim in the spot where he usually sits when he reads newspapers. He needs to read with magnifying glasses because of his poor vision. He had someone made him a moveable lighting device some time ago, which was found to be a potential threat to home safety by our Volunteer who advised Grandpa to stop using it. Our Volunteer installed a fluorescent tube of 2 feet long in an appropriate position right away. "Splendid! I no longer have to read under a small lamp. A fluorescent lamp is much better!" Grandpa was delighted and very happy with the lighting device.

The other things needed to be fixed and installed included the loosed door handle, switch failure in the living room and handles in toilet. Our volunteers finished them all at one time removing all these potential threats to home safety. As a CSSA recipient, Grandpa cannot afford material and labour costs for fixing these items. But it was all done free of charge! He really feels grateful for the help, "I used to think that I am now aged with no one to turn to and society does not care about the aged people. Now I realize that many kind-hearted Masters do care for and help the elderly. They are so kind that I am encouraged to talk about my other needs, which I dared not bring out before fearing that my future application for help would be declined if I make too many requests now. But now I realize that they don't take it as a trouble and are happy to find out what we need. These services can really help people in need in society!"

Many elderly choose not to list out all the items needed to be fixed when they make an application for home maintenance services because they think multiple requests would probably prolong their waiting time or even lead to rejection. Owing to this misunderstanding, potential threats to home safety are neglected resulting in home accidents such as falling in many cases. Therefore, we take Home Safety Assessment as a crucial element in our "Elderly Home Maintenance Services". Apart from the requested items, we will initiate all relevant examination whenever we have the chance to visit the elderly in need of maintenance assistance hoping to better achieve our goal to help the elderly to have a "safe home".



「年紀大、機器壞」是很多長者經常掛在口頭的說 話,當中不乏是戲言,但亦反映出長者年紀漸長之時所面 對的健康問題。「冇病冇痛」的長者當然亦有面對行動不 便的情況;這些行動不便的長者或多或少是年青時從事長 時間站立的工作(如酒樓賣點心、街市小販又或大廈清潔 工)、曾跌倒致髖骨以下部位曾受傷或骨折、或膝部關節退 化等。行動不便令到長者較少外出,經常留在家中,相對 而言,家居環境安全更為重要。

容婆婆正是上述「冇病冇痛」的長者,多年前跌斷髖 骨後雖痊癒,但雙膝逐漸變得無力,在家需要使用枴杖或 扶著牆壁走動,日常甚少外出,個案社工家訪時見他扶著 牆壁走動,萬一雙腳突然無力,就會再跌,情況真的不堪 設想。故此,社工轉介容婆婆至本機構「長者家居維修服 務」申請安裝扶手。

到達後容婆婆須要一段時間前來開門,目走動時顯得 蹣跚之外,平衡能力亦欠佳,在與婆婆量度扶手位置時, 其表示平常是左手握著近座廁左側的水龍頭,右手則握著 座廁右側的熱水喉,除了容易令上述裝置鬆脫之外,亦有 機會被熱水喉灼傷,加上身體須向前傾才能握住上述裝 置,亦有機會向前仆倒。婆婆在義工及工作員面前示範了 一次,惟顯得力不從心,很費力才能站起來。最後義工為 婆婆在座廁兩側各安裝了一枝扶手,婆婆在安裝扶手後亦 即時試用,很容易便站立起來,婆婆即時顯得十分開心, 並多謝義工幫忙及機構之協助。期間義工師傅見婆婆單位 內的拖板放置凌亂,容易產生危險,亦不方便使用,故協 助將拖板固定在牆上整理妥當。

安裝扶手為「長者家居維修服務」其中一項主要服務 項目,亦反映出長者的需要性,因扶手多安裝在浴室/ 廁所等潮濕地方,故採用「不鏽鋼」扶手,而服務中所提 供的扶手亦多為職業治療師所常採用的呎吋(18吋長, 直徑1.25吋)。長者普遍表示手握直徑1.25吋的扶手較1 吋來得穩當,惟價目相對其他扶手較昂貴,每支約七十五 元,在新一年我們預計需要五百支,需要善款三萬七千五 佰元,希望各界善長踴躍贊助,讓長者能夠安裝合適又安 全的扶手。有意施善助支票請書:「聖雅各福群會」,支 票背面指定支持:

「長者家居維修服 務一一安全扶手」 。施善查詢:2835 4321或8107 8324





Stainless Steel Handrails be Installed To Help The Elderly With Feeble Lower Limbs

The saying "A machine is wearing out as years go by" is often repeated by the elderly when they refer to the health problems they are facing as they are getting older, though they present it in a humorous way. The elderly having no serious illness does not necessarily mean that they are fit enough to move around without difficulty. In fact, many are suffering more or less from the occupational damages resulting from working when they were young (e.g. engaging in work which requires them to stand long hours, such as working in a restaurant selling dim-sum; vendors in wet markets and cleaning labour in mansions) while some others got injured or fractured below pelvis as a result of an accidental fall. Knee joint degeneration is also a common cause leading to difficulty in movement. These elderly prefer to stay at home most of the time and, therefore, home safety would outweigh the other issues faced by them.

Grandma Yung falls into the above-mentioned category of the elderly who are not suffering from serious illness, but are bothered by feeble limbs. Though she recovered fully from a pelvic fracture caused by an accidental fall years ago, her knees are becoming increasingly weak. When she moves around at home, she needs a crutch for support or she has to walk along the wall. That is why she rarely goes outside. During a home visit, the Social Worker noticed that Grandma has to walk along the wall. Knowing that Grandma would be seriously injured if her legs are so weak that she would suddenly lose control and fall again, the Social Worker referred her to our "Elderly Home Maintenance Services" applying for installation of handrails.

It was not until a long while did Grandma manage to come to open the door for our Volunteer Masters who came over to fix some handrails. She walks unsteadily seemingly having difficulty in maintaining a balanced movement. For determining the appropriate position to fix the handrails, the volunteers asked Grandma to describe how she supports herself when rising from the toilet seat. She said that her left hand would grasp the water tap on the left while her right hand would hold the hot water pipe on the right. Without doubt, these devices would very likely be damaged and cast off in time and Grandma may be scalded by the hot water pipe. Furthermore, there is a potential threat of falling as she has to lean forward to grasp the devices. She made a demonstration of how she usually rises from the toilet seat. It is quite a labour to her. Having a better understanding of how to suit her need, the volunteers could determine the best positions to fix the handrails and installed one on each side of the toilet seat. Grandma then tried the new handrails and managed to stand up very easily. She is very delighted and expressed her gratitude to the volunteers and the organization. During the visit, the volunteers also noticed that the electrical switch boards in the flat were not properly positioned that they were not userfriendly and, more importantly, they were posing potential threat to home safety. They then had the electrical switch boards fixed on the wall before they left with assurance that home safety was very much improved for Grandma.

Handrail installation is a major service in "Elderly Home Maintenance Services", which reflects that it is the elderly's general need. As handrails are usually installed in bathrooms/toilets where humidity is relatively high,

handrails made of stainless steel are more preferable. The size of the handrails we purchased under this service is 18 inches in length and 1-1/4 inches in diameter, which is in line with that generally recommended by occupational therapists. The elderly mostly feel that it is better to have a handrail with diameter of 1-1/4 inches than 1 inch. The former which costs HK\$75 each is, of course, more expensive than the latter. We expect there will be a demand of a total of 500 handrails in the coming year, which needs a fund of HK\$37,500. We are earnestly longing for your donation and support in order to get the elderly the handrails which are safe and suit their need. Please make your cheque payable to "St. James' Settlement" with indication of "Elderly Home Maintenance Services - Handrail" at the back of your cheque. Our mailing address is : Room 105, 1/F, 85 Stone Nullah Lane, Wanchai, Hong Kong. Donation hotline: 8107 8324 or 2835 4321.

現在容婆婆可靠不鏽鋼扶手起座,十分安全。

Grandma Yung can now rise from the toilet seat easily with the support of the two handrails. That helps prevent her from falling.





理髪・迎新年!

為迎接農曆新年的來臨,大家會大掃除、添新衣 和修理頭髮,務求以一個最好的狀態去迎接新年,也 以最好的樣子與親戚朋友拜年。這讓的心情是無分富 貴貧窮的。

在年尾的日子,我們接到很多病者和弱老個案, 他們都是無法自如上街的一群,長時間待在家,多到 的地方是醫院。難得新年來到,有機會有親友來訪, 當然希望打理得自己企理一點,給對方留下好的印 象。

「何先生,可以請義工下星期來嗎?我的頭髮長 了,想剪剪。」「何先生,就來新年,我想剪髮呀, 請代為安排。」這些都是近來常聽到的請求。張伯早 年因嚴重糖尿病而需要截斷左腳,自此靠輪椅出入。 「我單身寡佬一個,無仔女,但有兄弟,雖然大家都 老了,但每年新年,他們在子女陪同下會來探我的, 還會與我上茶樓。所以,我要修剪頭髮見人。」張伯 一想這個重要時刻,就十分興奮。

為了滿足他們的心願,義工隊在年尾的日子,忙 得團團轉,因為服務是無分地域,不論是年老或是年 輕患病者,只要是經濟有困難及行動不便的人士,我 們都樂意提供「到戶理髮服務」。

黃先生是長期義工,為過無數弱老提供到戶剪 髮:「其實我做的事很微少,為老人家剪髮不消幾多 時間,但我珍惜和他們聊聊天,關心他們最近的生 活,讓他們知道是被關心,有人願意聽一下他們的心 聲。新年就到,中國人當然十分重視,人人都想打扮 好一點,他們雖然有病痛,但心情與大家都一樣。 見到自己剪髮後端莊了,自然會心情好,見到他們開 心,我就好滿足!」

「到戶理髮服務」是透過受訓練的義工或專業髮 型師義務地為有需要的長者提供免費到戶髮服務;義 工隊亦會到訪老人院或復康人士院舍,為長者留院的 人士提供服務。有關服務沒有政府支援,屬本會慈惠 服務之一,有需要人士可透過地區社工轉介申請。



Hair Cutting To Welcome the New Year Time

In order to welcome the new year time, everyone will clean up their home, buy new clothes and have hair cut. Most of them hope to welcome the new year as well as to meet the relatives in their best condition, which is probably the thought of everyone no matter they are rich or poor.

Near the end of a year, we receive many cases who are patients or weak elderly. They cannot go out easily by themselves and therefore spend most of their time in home or otherwise in hposiptal. However, in the new year time, there comes chance having relatives for visit; thus, they must hope to have a clear and tidy look in leaving others a good impression.

"Mr. Ho, my hair is getting long. I want to have a hair cut, can you arraange me a volunteer for help?" "Mr. Ho, since the new year is coming, may you please kindly arrange me for a hair cut?". These are the very common request we got in recent time. Grandpa Cheung has his left leg cut because of the diabetes. Since then, he has to rely on wheelchair in going out. "I am single with no children but brothers. Although they are old, they must visit me with their children and even go yam cha together in new year time. Thus, I have to do a haircut in this important time." Whenever Mr. Cheung thinks about the moment, he feels very excited.

To satisfy their needs, volunteers are extremely busy. The service is with no location restriction, no matter they are old or young, once they are with financial and walking difficulty, we are willing to provide them with the "Home Haircut Services".

Mr. Wong has been our volunteer for long time and provides home haircut service for many weak elderly. "Acuatlly, what I am doing is very minor. Providing haircut is not time consuming but I cherish my time in chatting with them and knowing more about the living. It is important to let them know there are people concerning them and willing to hear their sharing. Chinese people are care of the new year; thus, everyone hopes to have a better outlook. Although some are sick, but there appears no difference in this mindset. By having a tidy appearance, they are obiously more happy; by seeing their happieness, I then feel very satisfied.

With the help by the trained volunteers and professional hairstylist, "Home Haircut Services" aims to provide needy elderly with free home haircut services. Even more, the volunteer team will also visit elderly center or rehapilabtion home to provide service. The service is with no governemtn subsidy and being one of our Charity Project, needy pepople can apply for the service throught social worker's referral.

即使是一些病者和弱老,也希望以整潔的儀容迎接新年。 Having a tidy and clean appearance for New Year is the wish for many patients and elderly.





聖雅各福群會各位愛心善長:

你們好,本人白婆婆,是一個無依無靠的獨身老 者,父親自少失散,母親年老離世,常思念親失。

家居環境惡劣,慚愧得很,導至雜物堆積如山, 又因身體不適,無法清理,困難重重,不知如何是 好。

日前,幸得一位有心女士麗姐,見社署姑娘,提 述我之事,姑娘便帶領團隊,全力協助,把我全屋之 雜物清理,費盡思量,整天不停,為我清除所有障礙 物,得到他們的援助,才能解除我的困境,日後才可 以安住,她們的精神可嘉,真是令我不知如何答謝。

而且,在這刻,我還要感謝聖雅各福群會,得知 陳姑娘述出之此事,更贈給我急須的家庭用品,得到 了各位愛心的善長幫助,帶給我新希望和新生活,我 會很快樂和珍惜,銘記於心,畢生難忘,無奈;本人 學歷所限,未能盡訴,各位見諒。

聖雅各福群會,各位善長仁翁

祝:你們身體安康,永遠快樂

衷心感謝,萬分多謝

Dear benefactors of St. James' Settlement,

Hi! My name is Grandma Pak. I am an elderly with no relations and I live alone. My father left me when I was small and my mother died of old age. I miss members of my family and I often think of them.

My home environment was far from satisfactory. It was piled up with miscellaneous items. Since I have poor health, I am not strong enough to tidy up. It's in such a mess but I could do nothing about it.

A few days earlier, a thoughtful lady, Ah Lai, mentioned my situation to a lady social worker. Later the social worker brought a team of people to tidy up my unit for me. They took one whole day to clean up my home and got rid of the unwanted, useless junk. After this big cleaning, I will be able to live in a comfortable surrounding. They were really helpful and did the job whole-heartedly. I didn't know how to express my gratitude.

At this moment, I wish to thank St. James' Settlement, after knowing my situation from the social worker Ms. Chan, they gave me some household items that I needed. As a result of the kind assistance from various benefactors, I can start a new life and I have new hope. I am happy and will cherish their kindness at heart. Please excuse me if I haven't been able to express myself clearly as I'm not well educated.

May all the benefactors as well as those who have helped me enjoy good health and eternal happiness. Thank you a thousand times. Thank you with all my heart.

白婆婆 敬謝

Yours sincerely, Grandma Pak



得義工師傅幫忙,白婆婆的家煥然一新。 With the help of the volunteers, the home of Grandma Pak is now safe and comfortable to live.





來買藥,要預藥, 好麻煩?!

問:為何聖雅各福群會「惠澤社區藥房」需預早 兩星期預約時間前來購買藥物?

答:「惠澤社區藥房」為了希望能夠幫助到更多 貧困的長期病患人士,至目前為止藥物名單已經增加 至超過六十種藥物,來購買藥物的人士亦愈來愈多; 另一方面,在資源緊絀下,藥房暫時只聘用一位藥劑 師,由於藥劑師除了負責向病人直接賣藥外,仍需要 不定期於社區中心進行藥物教育工作,教導長者服藥 知識及處理藥物方法,希望藉此減低長者對處理藥物 的擔憂。所以,病人需要預早預約時間前來,一來藥 劑師會預留時間在藥房準備接見,二來藥劑師也要按 前來購藥的病人所需藥物,預早訂藥,其餘的時間, 藥劑師還要家訪有需要個案作藥療輔導、視像問藥和 舉行照顧者藥物知識課等等。

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問:為甚麼「惠澤社區藥房」需要於約定的時間 內到達購藥,而且每次見面時間大約需時十五分鐘?

答:如前所說,由於每日來購買藥物的病人眾 多,加上我們一向的宗旨是要讓病人「知藥用藥」, 絕不是單單付錢拿藥這麼簡單,藥劑師會為每一個病 人進行藥療輔導,透過傾談之間,了解病人對自己服 用藥物的認識、病人用藥後有否出現副作用、病人有 否出現誤服藥物等等情況。此外,我們在經濟上及環 境上未能預早訂購大量藥物在藥房,病人必須在事先 打電話來預約時間,以免因藥物缺貨或藥劑師出外工 作而白行一趟。每位病人都有十五分鐘時間,與藥劑 師彼此溝通,病人藉此寶貴時間,把對藥物的疑問向 藥劑師查詢。

「惠澤社區藥房」主要是幫助經濟有困難患病 的長者及長期病患人士,藥物價格會較其他藥房便 宜,而每種藥物都有不同的申請要求,每一個新的 申請,都需要透過出示政府醫生的署方藥物証 明及經社工作經濟審查,期望透過各 位善長的善心捐助,盡力協 助病人解決沒錢沒有 藥吃的情況!

To Make Appointments For Medication Purchase How Troublesome?!

Q: Why is it necessary to book two weeks in advance for the purchase of medicine at the Philanthropic Community Pharmacy of St James' Settlement?

A: In order to be able to help more patients who are underprivileged and chronically ill, the list of pharmaceuticals of the Drug Formulary at the Pharmacy has increased to over 60, and more and more people have come to buy their medicine. Meanwhile, under limited resources, the Pharmacy can only hire one pharmacist. Besides being responsible for directly selling medicine to patients, the pharmacist has to take up pharmaceutical education work every now and then at community centres, teaching the elderly the knowledge of taking medicine and the way of handling medicine and etc. Therefore, the patients have to make appointments in advance before coming to the Pharmacy. For one thing, the pharmacist has to reserve her time to meet the patients. And secondly, she has to make pre-orders for the medicine required by the patients. At other time, she has to pay home visits to patients on Pharmaceutical Care, provide Tele Pharmaceutical Consultation, and giving lectures to carers on pharmaceutical knowledge.

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Q: Why is it that the Philanthropic Community Pharmacy requires patients to arrive within the appointed time, and that the duration of appointment is about 15 minutes each time?

A: As mentioned previously there are many patients coming every day to buy pharmaceuticals; our aim is to let them know their medicine and how to take it, not just walk away with their medicine after paying the money. In fact, our pharmacist will provide Pharmaceutical Care to the patients. By talking to the patients, she will have an understanding of how well the patients know about the medicine they take, whether there is any side effect after they have taken the medicine, and whether there are cases that the patients may have taken the medicine incorrectly. Due to financial and space constraints, we cannot order and stock up big batches of pharmaceuticals in the pharmacy, that is why patients are required to make appointments by telephone, so that they won't be making futile trips because the pharmaceuticals are out of stock or because the pharmacist has gone out for work. Each patient is allocated 15 minutes to talk to the pharmacist, so that the patient can ask the pharmacist to clear any doubts he or she may have on his or her medicine.

The Philanthropic Community Pharmacy mainly provides assistance for elderly patients who have financial difficulty, so the price of the medicine is lower than that in other pharmacies. Different application requirements are specified for purchasing each kind of medicine, and each new application has to be supported by proof of medicine prescription by Government doctors and the financial status of the patient checked by social workers. It is hoped that through the kind contributions of donors, we are able to try our best to help underprivileged patients in buying their medicine.



Sing Pao

Elderly's Visit to Tseung Kwan O Gardens of Cremated Ashes

A group of elderly participated in a special kind of tour organized by The Board of Management of The Chinese Permanent Cemeteries (BMCPC). They visited the Garden of Remembrance in Tseung Kwan O and joined the cremated ashes scattering in experiencing this new type of funeral. Some elderly think that it is a natural way for having the cremated ashes returned to soil, while some elderly think that it is tidy and convenient.

With the co-operation with St. James' Settlement Funeral Navigation Services, BMCPC leads the elderly and their family to Tseung Kwan O Chinese Permanent Cemetery, visiting the first Garden of Remembrance operated since last December. The Garden has two sections with around 1,030 square meters, including a scattering pool providing barrier-free facilities and also 19 scattering pool in another session. A memorial wall is next to each pool. At the moment, the Garden is capable for 2,691 memorial boards.

Memorial Board Costs for over a Thousand Free of Charge for Scattering Cremated Ashes

Grandpa Hung who is 80 years old has two daughters. He thinks that interment is waste of land, while cremated ashes scattering is clean and convenient. "Nothing has to be followed up after scattering the cremated ashes. We are now very open-minded, which is different from the old tradition." Another participant Grandma Wong is a plant lover. She expresses her will in having her ashes scattered in the Garden. She believes it is the best way that not only simple but also natural. She added that other ways of funeral are too complicated in bringing trouble for their family.

At the same day, the organizer also held the funeral for a passedaway elderly. They invited one of the elderly as the representative

in helping to scatter the ashes into the pool. This gives a chance for the elderly to have a real experience for the whole process.

The executive direction of BMCPC Brenda Lo said that the Cremated Ashes Scattering Service is free of charge but applicants must be Chinese Hong Kong residence. Also, for the memorial board production, family has to pay by themselves and the cost is around a thousand dollars. Up till April 2012, there are already 16 people buried in the Garden.

長者參觀骨灰花園[,]並親身體會撒骨灰安葬的儀式。 The elderly not only visited the Gardens of Cremated Ashes, but also participated in scattering the ashes into the pool.

長者參觀 將軍**澳骨灰花**園

成報

傳媒報導

Media Report

一批長者參加由華人永遠墳場管理委員會舉辦的 另類導賞團,參觀華永會將軍澳紀念花園,並即場參 與撒骨灰儀式,親身體驗這種新的安葬方法。有長者 認為,將骨灰撒在泥土上是回歸自然,亦有長者大讚 於花園撒骨灰做法乾淨利落。

華永會聯同聖雅各福群會「後顧無憂」規劃服務 舉辦導賞團,帶領十多名長者及其家屬前往將軍澳華 人永遠墳場,參觀於去年12月啟用的華永會首個紀 念花園。上址設有兩個區域,佔地1,030平方米,包 括一個撒灰池,提供無障礙設施,讓行動不便的後人 前往拜祭先人時更為方便;以及另一區有19個撒灰 池。每個撒灰池旁都設有紀念壁,以安放先人的紀念 牌匾,目前花園可容納2,691個紀念牌匾。

製牌匾須逾千元 撒灰免費

80歲的孔伯有兩名女兒,他認為土葬是浪費土 地,撒骨灰於花園做法相當好,而且乾淨利落,「撒 咗算數,又無手尾跟,我哋唔同以前,我哋好睇得 開」。另一位參與導賞團的王婆婆本身愛好栽種植 物,又謂其個人意願是將骨灰撒在花園,認為這方法 最好,既簡潔又可回歸自然。她又謂不論是土葬、火 葬還是海葬,都連累後人為自己忙個不停,又勞師動 眾,為免後人麻煩。

主辦單位更於同日,為一名生前交代聖雅各福群 會為他安排撒骨灰安葬的逝者進行儀式,並由一位長 者作代表,將骨灰撒在灰池,一同對先人作最後告 別,讓長者親身體會撒骨灰安葬的程序。

華永會行政總監盧美華表示,撒灰服務費用全 免,申請條件是先人必須為華裔香港永久性居民,但 家屬需自費聘請華永會認可的承造商,製作紀念牌

匾,價錢為一千多 元。截至今年4月, 已有16名先人安葬 在紀念花園。



本人/本公司樂意 🛛 單次捐	助 / 🗆 每月捐助 \$	以贅	助及支持
 □ 贈藥治病計劃 □ 診病交通費支援計劃 □ 送藥到戶服務 □ 到戶理髮服務 	 □ 電器贈長者計劃 □ 專科專藥補助計劃(燃點希望 □ 營養福袋 □ 電費助貧弱計劃 	家居醫療用品支援計劃	 □ 病患者藥療輔導服務 病患者藥療輔導服務 □ 家居維修服務 □ 後顧無憂規劃服務 □ 以上任何一項
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Light a lamp in the darkest corner. Let our love light up wherever darkness prevails.