

慈惠月報

The Philanthropy Monthly

聖雅各福群會
St. James' Settlement



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社工的話
Social Worker's Remark

「直接促銷活動」 與我們何干？

早陣子向各位發出《2012年個人資料(私隱)(修訂)條例》使用個人資料通知，對於我們來說，之前從沒想聯想到有關條例與社福機構也相關，直至3月底經社會服務聯會舉行了簡介會才知道，非資助的服務單位需要向服務使用者、捐款人或讀者發出通知書，詢問對方是否願意我們繼續聯絡。唯這時已是3月28日的早上……。

新措施並不適用於本會於2013年4月1日以前可控制使用的個人資料，然而，機構仍需明確告知有關受影響的一方，以確認可以使用他們的個人資料作直接促銷及我們未有收到他們的反對。讀到「直接促銷活動」這六個字，確實對我們從事社會服務的來說，十分抗拒。因為，與善長聯絡是分享孤老病患所需，大家的善心如何為他們解決生活苦困，那裡有何「直接促銷活動」所言？又我們為《松柏之聲》讀者，送上的都是免費資訊，希望藉各專業人士的幫助下，義務報道及分享與長者息息相關的訊息，那又為何與「直接促銷活動」扯上關係？這不單令同事疑惑，也令很多收到有關信件或電郵的善長和讀者產生莫明奇妙之感或抗拒；甚至我們收到讀者向報館投訴，以為我們亂發資料，幸經解釋後對方十分明白，真感謝大家的體諒！

知道新法例也是希望保障各位市民大眾的利益為前題，故此，我們也會盡力配合新法例推出。對是次引來的不便，敬請大家見諒！

How Does the “Direct Marketing Activities” Relate to us?

In earlier days, we have sent out note to all donors regarding the “Personal Data (Privacy) (Amendment) Ordinance 2012”. We never think about that this Ordinance has any relations with the non-profit organization before. Until the seminar held by the Hong Kong Council of Social Service at the end of March, we realized that all the non-subsidized service units have to ask for the consent of their service users, donors or readers regarding future contact. However, that was already the morning on 28 March…….

The Ordinance is not applicable to the personal data collected before 1st April 2013; however, the organization still has to confirm the affected parties that their personal data is agreed to be used in the direct marketing activities without receiving any objections. For those who are providing social services, the wordings “Direct Marketing Activities” appear to be hard in accepting. It is because our contact with donors is to share what the poor and the ill need; and to let the donors understand more how their generosity helps in resolving those difficulties. If so, how is the “direct marketing activities” relating to us? Also, taking “The Voice” as an example, it provides readers with free elderly-related information by the professional volunteer's help. Once again, what is the relationship with the “direct marketing activities”?

Actually, this not only confuses our colleagues, but also donors and readers who received our letters and email. We even received reader's complaint to media, mis-thinking that we distribute his data to others. Luckily, after our explanation, he understood our situation well. For us, we really thanks all for the understanding.

We agree that the new ordinance is all to protect the personal data of public; thus, we will try our best to comply with. Once again, we would like to thanks all your understanding for any inconvenience caused this time.



感謝你們 無時無刻的關懷

據統計香港獨居兩老有17.6萬人，當中佔53.9%是貧窮。在身體機能衰退、缺乏子女供養、喪失工作能力的情況下，經濟亦漸漸出現危機，支援網絡弱的他們，很多時都會倍感孤單和容易抑鬱，有的還更會出現社會退縮。大家在電視時有所聞的不幸報道，往往都是這群獨居老人。

本會的慈惠服務對象正正是針對這群社區高危一族，不論是電器贈長者計劃、長者家居維修服務、後顧無憂，以至是惠澤社區藥房，只要是乎合服務的門檻，即60歲以上、獨居兩老、無子女、綜援或低收入，按著他們的需要便可提供服務；換句話說，即有關長者成功申請電器贈長者服務時，如同時發現他有藥物支援的需要，他就不用再次被審查，個案會自動被同事轉介到上述有關服務。這樣，有真正需要的長者，可在顧及尊嚴下獲取適切及週全的服務。

陳婆婆年近九十，膝下無兒無女，加上丈夫早逝，其他親人都在內地生活，陳婆婆一個人孤苦伶仃，只依靠著綜援的幫助，勉強能夠支持生活所需。身體日漸衰老，心臟病、糖尿病等一大堆長期病患慢慢出現，加上早年曾經發生車禍導致行動不便，要獨力照顧自己的起居飲食，真的非常吃力。

「有時候真的感覺人生在世，很想放棄自己，每日又要依時依候服食多種藥物，又冇人係身邊，都唔知為左邊個繼續生存落去，但每當想起聖雅各藥劑師陳姑娘等人的關切慰問，我才有動力活下去。」陳婆婆紅著眼眶流著淚說，「很多謝他們常來探望我，我咩都唔識，陳姑娘見我電視機壞了，就有另一個社工來幫我派人修理；剛在冬天時，社工鍾姑娘又告訴我有義工送暖衣來。今日，你們又來幫我檢查食藥情況，並且帶來很多由善長捐出的日用品給我，有時候自己都不好意思收下，冇想過他們這麼關心我！」每次到訪陳婆婆家，她都非常高興，說起話來視我們如親人一樣。

其實大部份長者都希望得到身邊人的關懷及關注，在不同節日、不同需要下，有各位包括善長及義工的幫忙，令他們得到生存的勇氣和動力。快樂確實不需要用金錢去堆砌出來，一句簡單的問題說話，一些簡單的物資，其實都可帶給他們無限的歡樂和溫暖。



Thanks for the All-Time Care

Statistics indicates there are 53.6% of the 176,000 living alone elderly couples are in poverty. With the health degeneration, no children support and loss of working ability, economic crisis will gradually show up. Being weak in supportive network, they often feel doubly lonely and easily depressed; some even retreat from social contact. Very often, the unfortunate reports heard on TV news often fall on to this group of living alone elderly.

Our Charity Projects specially target on this group of people who are with high risks in our community. For our "Electrical Appliance for the Elderly Program", "Elderly Home Maintenance Services", "Funeral Navigation Service" or even "Philanthropic Community Pharmacy", once the elderly meets our requirement, namely 60 years old and above, living alone couples, without children, CSSA recipient or low income elderly, they can be provided with service in need. In other words, if the elderly request happens to be electrical appliance and we discover at the same time a need for medication support, their case will then be automatically referred to the relevant service with no further review. In this case, elderly in real need will be provided with prompt and proper services with due respect for dignity.

Granny Chan, nearly 90 years old, is with no children and her husband passed way man years ago. As the kin of her is in China, she lives alone and is without much support. The CSSA she receives barely covers her basic daily necessities. As she gets older day by day, there are different health problems, such as heart diseases and diabetes. In addition to a car accident years ago, it leads to her moving difficulties, hence, she really finds it hard in managing her own living alone.

"On occasions I really wanted to give up staying in this world. Having to take so many medications daily with no help by my side, I do not know for whom I am living for. However, every time I think of the care and kind words of SJS pharmacist Miss Chan, I gain the drive to keep on living." said with tears in her eyes. "Thanks for their frequent visits. I am ignorant and know nothing. When Miss Chan saw my broke-down TV set, another volunteer worker came over to fix it. Just last winter, social worker Miss Chung told me a volunteer worker would send me warm clothing. Today, they come again to check my medication in-take and bring me many benefactors' donated daily necessities. I really feel being spoiled on acceptance as no one has been so caring for me like them!" Each time on our granny Chan's home visit, she is always very happy and talks to us as if we are one of her family.

In fact, most elderly wish to have caring people by their side. On days of various festivities and needs, the help from benefactors and volunteer workers give them the courage and drive for survival. In fact, happiness is not built by money, few kind words of regard and some simple stuff will surely bring them boundless joy and warmth.

對於很多如陳婆婆一樣的獨老來說，簡單的關懷及問候，與實際的援助同等重要。

For many living alone elderly like Grandma Cha, a simple care means the same as the actual help.



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承諾落空 失求生機會 贈藥治病 助康復續命

2005年剛推行「藥物名冊」時，政府曾承諾過：「沒有病者會因經濟困難而無法得到適切的醫療治療」。但現實告訴我們，金錢的確確主宰着一些病者的生命。有為數不少的病者因自費藥物過於昂貴，而拒絕接受治療，導致病情惡化甚至威脅到生命。

87歲的王伯兩年前證實患上「血小板減少性紫癜」，此病患將難以凝血，受傷出血時不能輕易止血，嚴重者身體內部也會出血並且威脅到生命。為控制王伯的病情，醫生初期處方政府資助的藥物——免疫抑制劑和類固醇，但此兩種藥物有不少的副作用，如降低免疫力、令病者容易生病、頭痛、手震、發肥等。這嚴重影響到王伯的生活質素。醫生也曾建議王伯服用一種新藥——利復凝，此藥的副作用較少之餘，治療的效果亦更佳，但王伯當時一口拒絕了，只因該藥物每月花費需高達七千多元。

「我和太太的生活主要依賴女兒每月給的二千元和生果金，生活也只是剛剛好，加上太太肺癌的每月二千多元開支，根本沒有餘下的錢可以讓我買新藥。雖然副作用有時候令我生不如死，但我沒有錢也沒有資格要求什麼。」

最近王伯的病情急轉直下，醫生處方的政府藥物開始無效，因此醫生再次建議王伯服用新藥。經社工轉介，王伯認識到我們，透過「贈藥治病計劃」，王伯獲得資助並開始服用新藥，現時王伯的病情已受到控制，副作用的惡夢也暫時遠離他。

相信王伯只是眾多因經濟困難而沒法獲得適切治療的病人之一，透過支持我們的「贈藥治病計劃」，不但可以幫助病者穩定病情，更可改善他們患病時的生活質素。施善支票抬頭：「聖雅各福群會」，支票背面可指定：「贈藥治病計劃」。施善查詢：8107-8324或2835-4321。



No Guarantee, Lost Chance of Survival Give Medicine to Help Recover and Stay Alive

When the Drug Formulary was introduced in 2005, the government guaranteed that no patients would lose the chance of getting proper medical cure because of financial difficulty. But the fact is money controls the lives of some patients. A large number of patients refused to receive treatment because the user pay medicines are too expensive. As a result, their conditions either get worse or their lives are at stake.

Grandpa Wong, 87, was diagnosed with ITP 2 years earlier. Patients who suffer from ITP have problem with blood clotting. If they have a wound, the blood does not stop bleeding easily. In serious cases, internal hemorrhage can happen and it threatens the chance of survival. In order to suppress Grandpa Wong's condition, doctors prescribed immunosuppressant as well as steroid to him, both government subsidized. These two drugs bring side-effects such as the decrease of immunity. Patients may also get sick easily, suffer from headaches, get fat and trembling of hand. They seriously affect Grandpa Wong's quality of life. Doctors had suggested a new drug, Eltrombopag, which will bring fewer side effects with a better healing effect. Grandpa Wong turned down the suggestion right away because Eltrombopag costs over \$7,000 a month.

"My wife and I live on the old age Social Security Allowance and the two thousand dollars our daughter gives us. We just manage to make ends meet. My wife spends more than two thousand dollars on lung cancer. There is no extra money for me to buy the new drug. Although the side effects sometimes make me so unbearably painful, I can't pick and choose as I am not well off."

Recently, Grandpa Wong's condition changed for the worse. The old drug started to become ineffective. Therefore doctors suggested once more time Grandpa Wong should use the new drug. Grandpa Wong finally learnt of our Medical Subsidy Program through a social worker's referral. Grandpa Wong obtained financial subsidy and began to take the new drug with the help of our Medical Subsidy Program. Presently, Grandpa Wong's condition is under control and the nightmare of side effects have disappeared temporarily.

Grandpa Wong is just one of the many patients who failed to receive appropriate treatment because of financial difficulty. You can help not only stabilize patients' conditions but also improve their quality of life by donating to St. James' Settlement's Medical Subsidy Program. Make your cheque payable to "St. James' Settlement", specifying "Medical Subsidy Program" at its back. Mail it to Room 105, 1/F, 85, Stone Nullah Lane, Wanchai, Hong Kong. Donation enquiry: 8107-8324 or 2835-321.

很多病患者因自費藥物費用過於昂貴，而拒絕接受治療。
Many patients refuse treatment simply because the self-paid medication is to expense.



「我以後有話題談了！」

「我以後又可以有話題了，不用坐在一旁聽別人說話，不用總是摸不著頭腦，而無法發表意見。」崔老先生於獲贈一部電視機後，歡天喜地地說。

獨身的62歲崔老先生，9年前因工廠北移不願隨僱主北上，且已踏入中年、文化程度不高及非技術人員，再未能尋得工作，被迫提早退休，並需依賴積蓄過活。7年前發覺健康日壞，後更發現腎結石，往私家醫院施手術，致很快便將積蓄用罄，生活日漸困難，月前開始依靠綜援為生。

半年前，家中用了19年的電視機突然損壞，因乏財力，未可有另購一新電視機的費用，令他失去唯一接收社會資訊的渠道。經社工的轉介及本會核資資格後，本會隨即送上一部電視機。

「新的電視顏色鮮明、畫面清晰，最緊要不會再時時壞，有時我真的不好意思麻煩人呀！」他笑著說。「以後在公園，我都有話題與那些老友談了。」原來喜歡說話及發表意見的崔老先生，向來喜歡觀看電視台的資訊節目，經常與其朋友談論有關時事的話題。「我識字不多，唯有看電視知資訊啦！」眼見崔老先生看著新電視，心情很興奮，他不斷說：「多謝有心人的幫忙，記掛著我地這些孤獨老人，多謝！」

「電器贈長者」的服務是透過善長的捐款，購買一些家庭常用的電器，以解獨居無依長者的生活困苦。

“I Have Talking Subject From Now On”

“I have talking subject again from now on, no more have to sit at the side without knowing what is going on and unable to express my opinion,” said Mr. Chui joyfully after being given a TV set.

Old man Chui, 62 years old and not married, failed to find a job after the factory he worked before moved to China 9 years ago as he is not a professional technician and with low education. He was thus forced to retire early and lives on his own saving. Seven years ago, his health started to deteriorate and later found to have kidney stone; thus, he had operation in a private hospital which speeds up the to the run off of his saving. A month ago, he started to live on CSSA.

Six months ago, his 19 years old TV set suddenly broke down. As he lacked the money to buy a new one, so gone was his sole information channel to stay in touch with the community. Upon referral by social worker and assessment by our program, he was then given with a TV set.

“The new TV set has high colour definition. It is sharp and the image is clear. What is more important, it stays working. Sometimes, I really hate to bother other people!” he said smilingly. “From now on, I have talking subject with my pals in the park again.” The talkative Chui loves to express his opinion. He often watches TV news and documentaries and discusses with his friends about current issues. “I only know few characters and my information comes mainly from TV!” Looking at Chui watching the new TV in elation, he kept saying, “Thanks for the help of the well wishers who care about lonely old man like me. Really thanks a lot!”

“Electrical Appliances for the Elderly Program” is to purchase electrical appliance by the donation in releasing the living difficulties of those helpless poor elderly.



一部電視機是很多獨居長者接收社會資訊的重要渠道。
A TV set is one of the important channels for many living alone elder to know about the society.



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餽贈電飯煲 長者的安樂茶飯

Giving Out Electrical Rice Cookers Happy Meals for the Elderly

獨居於長沙灣公屋邨的金婆婆，自丈夫過身後一直過著無依無靠的生活。以往健康狀況較為理想，金婆婆都可以照顧自己生活所需，為自己煮三餐。然而，今年踏入90歲高齡，視力開始退化，更因駝背及膝退化而需用扶行架行走，根本不能自行外出。金婆婆一直不想依靠別人，堅持不用送飯服務，希望至少可為自己煮三餐。鄰居看到金婆婆的情況，都會協助幫她買餸菜，一買就是好幾天。「我會拜託隔離街坊幫我買幾日餸，我隻腳唔行得，我隻手仲郁得嘛，可以煮飯的。」

Grandma Kam lives by herself in a Cheung Sha Wan Public Housing Estate. Her livelihood is not assured ever since her husband passed away. When she used to be in a better health condition, she could look after herself and cook three meals a day. However, now that she is already 90 years old, her eyesight is deteriorating; and because she is hunchbacked and has knee degeneration problem, she requires a supporting rack to help with her walking. She therefore cannot go out on her own. All along Grandma Kam does not want to rely on other people and insists that she needs no meal delivery service, hoping that she can at least cook for herself three meals a day. Seeing her plight, her neighbours usually offer their help by buying foodstuffs from the market for her. "I will ask my neighbours to buy several days of foodstuffs for me in one single trip. Although I cannot walk very well with my legs, I can still cook with my hands," said Grandma Kam.

金婆婆努力生活的態度並沒有被眷顧。上星期，金婆婆的電飯煲出現跳掣情況，「砰」一聲引致全屋跳電，嚇得婆婆立即致電中心社工求救。「真係嚇得我半死，好彩即日有家居維修義工上黎幫我整返個電箱，個晚先至有電用呢！」師傅發現金婆婆的電飯煲有漏電情況，建議婆婆將之棄掉。

Grandma Kam tried hard to lead a normal life, but this did not bring her any luck. Last week her electric rice cooker blew a fuse, "Bang!" and all the lights and other electrical appliances in her house also fused. Grandma Kam was so scared that she rang up the social workers in nearby centre at once. "It really scared me to death! Luckily, a volunteer from Elderly Home Maintenance Services was able to come up to my house the same day and helped me reset the switch box, so I did not have to live in the dark in the evening," said Grandma Kam. The volunteer electrician found that there was an electricity leakage problem with her rice cooker, and suggested her to dispose of it.

「無左個電飯煲，即係無飯食。我家中個煤氣爐已經壞了，煮麵煮飯都係靠個電飯煲，唔通真係要捱麵包？」金婆婆慨嘆的說。

Grandma Kam sighed, "Without the cooker, I won't have rice to eat. My gas stove was already out of order, so I relied on the electric rice cooker to cook rice or boil noodles. Now that the cooker cannot be used, does that mean I have to live on bread instead?"

「電器贈長者」計劃了解到金婆婆的急切需要，翌日經探訪了解後，即時派出義工為金婆婆送上電飯煲。金婆婆收到善長捐出的全新電飯煲，即時笑逐顏開。「我真係好感激善長人翁，咁關心我，為我送上我最需要的電飯煲，可以有餐熱飯食，不用捱乾糧！」

Workers of the "Electrical Appliance for the Elderly Program" understood the urgent need of Grandma Kam and then paid her a home visit the next day. After the visit, she immediately sent a volunteer to bring her a brand new electrical rice cooker. Upon receiving the cooker given by a donor, Grandma Kam instantly beamed with smiles. "I'm really grateful to the donor who cared so much about me and gave me the electrical rice cooker which was what I needed most. I can have hot rice to eat and don't have to put up with living on dry rations!"

「電器贈長者」義工還細心的提醒金婆婆電器使用上的安全事宜，更在蒸氣位打上記號，提醒婆婆需注意熱蒸氣避免燙傷。「本來要等月底份綜援金出才可以買電飯煲，我真係好幸福，得善長義工的照顧，可以食啖『安樂茶飯』了。」

The volunteer of the "Electrical Appliance Program" caringly reminded Grandma Kam about the safe usage of electrical appliance; the volunteer even made a mark at the steam vent to remind Grandma Kam in avoiding being scalded by steam. "Originally I can only buy an electrical rice cooker when I receive my supplement under the Comprehensive Social Security Scheme at the end of the month. I am now so lucky that I have been looked after by donors and volunteers, and I can now enjoy happy meals!"

一部小型的西施電飯煲，確實是體弱無依長者煮食的最佳良伴。你願意為如金婆婆的體弱無依長者伸出慷慨的援手，為他們送上價值\$130的西施電飯煲，讓不易外出的他們可為自己煮三餐？這款電飯煲操作簡單，除了附煮飯巧能之外，並附有蒸餸架，適合長者翻熱飯餸，也合適蒸魚塊和肉類等。支票抬頭請書：「聖雅各福群會」，背書「電飯煲餽贈」，將支票寄往香港灣仔石水渠街85號1樓105室。施善熱線：8107-8324或2835-4321。

A small electrical rice cooker is surely the best cooking companion of elderly people who are physically weak and dependent on others. Are you willing to lend your generous helping hand to elderly people like Grandma Kam? By giving them electrical rice cookers worth \$130 each, they can cook for themselves three times a day, even though they cannot go out easily on their own. This kind of electric rice cooker is easy to operate. Apart from cooking rice, each cooker comes with a steam rack, which is suitable for the elderly to reheat meals, and also suitable for steaming fish and meat. Kindly make your cheques payable to "St James' Settlement" and endorse with the wording "Giving out electrical rice cookers" on the back of the cheques. Please kindly send your cheques to Room 105, 1/F, 85 Stone Nullah Lane, Wanchai, Hong Kong. Donation hotline: 8107-8324 or 2835-4321.



「有了這個電飯煲，我可以自己煮飯食了！感謝善長的大恩大德！」
"With this electrical rice cooker, I can now cook rice for myself. Thanks to the donor for his kind deeds," said Grandma Kam.



感謝義工的細心辛苦 多謝善長的愛心施善

長者苦候多時，終於取得公屋單位後，很多時便要著手處理入伙事宜。鑑於房屋署只提供基本設施，長者需要自行處理其所需要的設備，例如地板、窗簾路軌、扶手等；加上大部份長者多面對經濟問題，個別亦因年事已高而無法自行處理，很多時便由所屬社工轉介至本服務處理。

江伯伯夫婦獲編配公屋單位後表示：「想儘快入伙，因為過了免租期便要交現時租住之單位及獲編之公屋單位的租金，支出好大同埋好重皮！」一般來說，搬屋都引伸很多支出，加上老人家有種錯誤想法，認為自己年時已高，不用花費執整新屋，鋪了的地板可用上多少年？自己又有幾長命可以享受新屋設施？

老人家的心態固然不難明白，但人的壽數又有誰可推算？相反，因家居環境不安全而跌倒的骨折的個案就時有聽聞，甚至有調查指三分之一長者每年至少跌一次，那麼，本會真的希望可以為長者家居安全作出預防性的工作。

經地區社工的遊說下，江伯伯願意接受「長者家居維修的服務」，接著義工便到他新居鋪設膠地板、安裝扶手及燈膽等工程。另外，由於伯伯單位的露台是沒有窗門的，打風下雨不單令衣物弄濕，亦會容易令兩老滑倒。再且，江伯伯記憶力開始下降，而單位並未設有門鐘，而伯伯又擔心自己外出忘記帶門匙，在門外叫太太應門，很多時對方都聽不到，如這樣入住後相信日後會很不方便。

於是，落實做工程的日子，義工師傅除了帶備一般新居入伙基本材料外，還額外為他們做防風板和安裝門鐘。江伯伯與太太見到義工師傅們的辛勞，都以熱情的態度招呼義工，眼見由原來空空如也的新居，都有基本設施樣樣有齊，江伯伯開心到不得了：「地板好靚，令到間屋舒服了好多；裝了門鐘亦好方便，好好用；裝了防風板就唔使驚落雨啲衫會被淋濕了。你們真的很細心，感謝你們的辛勞，多謝善長捐助！」



Thanks to the Thoughtful Hard-Working Volunteers Thanks to the Kind Caring Donors

After a long wait, elderly people are finally assigned public housing units. After that, they must get ready to move in. As the Housing Department only provides them with the basic installations, they must take care of other needed installations themselves – flooring, curtain railings, handrails, etc. Most elderly people have financial problems; some are even too old to handle the matter themselves. For many cases, social workers refer them to our services.

Mr. and Mrs. Kong recalled the memory when they were assigned a public housing unit, "We want to move in right away. Past the rent-free period, we will have to pay rent on both our current rental unit and the public housing unit. That is a lot of money for us!" Moving house always involves many expenses. Also, many elderly have a mistaken idea that, being old, they needn't spend too much money on getting their new home in shape. How many years do they have left to use the new flooring, to enjoy the new installations and etc?

Their feeling is understandable. Yet, who knows how long a person will live? Contrary to their reasoning, we often hear of incidents of broken bones from tripping and falling in unsafe homes. According to one study, one third of elderly people fall at least once a year. Thus, it is the fervent wish of St. James' Settlement to do preventive work in the homes of the elderly.

Under the persuasion of social workers in his district, old Mr. Kong couple accepted our Elderly Home Maintenance Services. Our volunteers went to his new home to lay linoleum flooring and install handrails and light bulbs. They noticed there were no windows on the balcony. Not only would their laundry get wet in the rain, but the old couple could easily slip and fall on the wet floor. There was also no door bell in the place. As he is becoming increasingly forgetful, Mr. Kong was afraid he might go out without taking the key with him. Returning home, he would have to call out to Mrs. Kong to open the door, but she often could not hear him. Life seems difficult in their new home.

Regarding to this, when our volunteer workers went there to do the work, they not only brought along the usual basic material for new home maintenance but also installed a wind shutter as well as door bell for the old couple. Seeing their hard work, Mr. and Mrs. Kong treated the volunteers warmly. Mr. Kong was delighted to see that the empty unit was now fitted with every basic installation. He said, "The flooring is beautiful. It makes the whole place look much more comfortable. The door bell is a great convenience. Also, with the wind shutter, we don't have to worry about our laundry getting wet when it rains. You are so thoughtful. Thank you for your hard work, and thank the kind donors for their donations!"

安裝了門鐘後，就算伯伯外出忘記帶門匙，太太也可聽到門鐘聲應門了。

Now that a door bell has been installed, Mrs. Kong can open the door for him on hearing the ring even if Mr. Kong forgets his key.



我們需要你的捐助
We Need Your Donation

呼籲伸手支援孤老 籌經費維修電力工程

義工：（按門鐘）……

錢伯：等一等，嚟緊！

雖說是等一等，卻足足五分鐘有多，才漸漸見到錢伯倚著牆蹣跚地走出來打開鐵閘門。

義工：錢伯你好！我們是聖雅各福群會的義工，社工通知我們你家中需要電力維修，所以我們是來進行檢查的。

錢伯：是啊！電線有問題同埋好殘舊，我怕會不安全。

義工隨同錢伯經過鐵閘入內，走過一條20多呎長的走廊才到錢伯住的單位，錢伯表示行動不便，故此剛才前來打開鐵閘較費時，而言談間錢伯表示因為唐樓，沒有電梯，故此日常甚少出門。由於錢伯拒絕送飯服務，平時靠人協助買餸。期間，義工又發現錢伯的聽覺欠佳，談話時需要提高聲浪。

單位不足200平方呎，雖然申請了房協資助進行單位維修，維修了廁所、廳的牆壁及窗，唯單位內仍顯得十分殘舊，有電線老化，插座亦有部份破爛。由於有關資助已用畢，地區社工把錢伯的個案轉介到本會「長者家居維修服務」，跟進電力工程，原因是錢伯家中沒有熱水爐，日常使用熱水煲燙水洗澡，礙於其行動不便，加上廳中放置了一部輪椅，令空間有限，在社工及義工的評估下，以錢伯家居環境及個人身體狀況，認為錢伯拿熱水煲往廁所洗澡容易發生意外，加上錢伯亦希望安裝熱水爐，只是目前依靠綜援金生活，經濟上無力負擔。

經義工師傅檢查電力供應後，發現電箱供電不足、電箱殘舊、電線老化及插蘇損毀等，義工師傅記錄所需工程材料，再與錢伯相約時間，期望盡快為錢伯跟進電力工程，以配合安裝接駁電熱水器，最終希望為這位不良於行、體力日漸退化的老人家，提供一個安全的家居環境。

現呼籲各善長踴躍捐助，為類似錢伯的個案伸出援手，讓他們可以安心和健康地在社區繼續生活。有意施善者支票請書：「聖雅各福群會」，支票背面指定支持：「長者家居維修服務」。施善查詢：2835-4321或8107-8324。



Donate to Help the Lonely Elderly In Electricity Maintenance Work

The volunteers pressed the doorbell

Uncle Chin: Wait a minute! I'm coming!

It turns out to be more than five minutes. Finally Uncle Chin arrives at the door having lurched along the wall for a good while.

Volunteers: Hello, Uncle Chin. We are volunteers from St James' Settlement. We are informed by the social worker that you need electricity maintenance work at your home. We therefore come for inspection.

Uncle Chin: Yes! The electricity wiring is old and having problems. I'm afraid it is not safe.

The volunteers followed Uncle Chin into the house and arrived at his unit after walking through a long corridor of more than twenty feet. Chin said he had trouble in walking therefore it took him quite a while to reach the door to open it. And as there is no lift in the old building, he seldom goes out. Since he rejects the meal delivery service, he needs help from others to buy food for him. While talking, the volunteers also discovered they had to raise their voice as Chin's hearing was not good.

Chin's unit is less than 200 feet in area. Despite the assistance from the Hong Kong Housing Society in maintaining the toilet, wall and windows, the unit still looks rundown. The electricity wiring is old and some plugs are broken. As the subsidy has been used up, the regional social workers referred the case to our Elderly Home Maintenance Service to follow up on the electricity maintenance work. The fact that there is no water heater in the unit requires Chin to boil water every time he has to take a shower. With a wheelchair in the sitting room, the small place looks even more cramped. It would be dangerous for him to carry a pot of hot water to go to the bathroom, according to the social workers and volunteers' judgement. Chin wants very much to install an electric water heater in his place but he cannot afford it with his meagre comprehensive social security assistance income.

After careful inspection, the volunteer electricians discovered several problems in the unit including inadequate electricity power, broken fuse box, worn-out plugs and others. They dropped down the materials required for maintenance and set up another appointment with Uncle Chin in the hope of renovating the electricity supply and installing an electric water heater in the unit as soon as possible. It is hoped that a safe home environment can be provided for this lame and senile elderly.

We now call to appeal to all benefactors. Please donate generously to lend a helping hand to cases like Uncle Chin so that they can live on safely and healthily in the community. For cheques, please make it payable to "St James' Settlement" and mark on the back "Elderly Home Maintenance Services". For enquiries, please call 2835-4321 or 8107-8324.

電力系統或裝置殘舊及損壞，如電箱殘舊，是其中一項對長者安居安全的潛在威脅。

The deterioration and damage of electricity system or facilities, such as the deterioration of fuse box, are one of the potential threat for the home safety of elderly.



很久沒有買新年衫 感激善長細心善施

五十三歲的張先生，受精神病影響令他無法繼續原有的工作，現在庇護工場安排下，於屯門一個農莊接受訓練。疾病和艱苦的生活沒有打倒天性樂觀勇敢的他，他勇於接受治療，勤力地於農莊工作，陽光雨水和花草令他更具氣息，黑溜溜的膚色配上結實的體格，是結集汗水和努力的成果。

「太好了，太好了！這是我的新年衫！很久也沒買新衫了！是真的給我嗎？太好了！」當張先生接過醫務社工手上的紅色格子外套時，禁不住流露了心底的歡欣，臉上那張合不攏嘴的笑臉，深深感染着醫務社工，捧在手上輕柔的外套忽然變得很重很重。善長的心意在張先生眼中原來是這麼珍貴，看他珍而重之地穿上，再比劃著外套如何貼身貼心，幸福的笑聲流瀉。更意想不到的，那新潮的外套充滿活力的把他帶回年輕歲月，自信滿足刻於臉上，一言既之曰：有型！

張先生希望透過社工向送衫給他的善長道謝，並承諾他日如有能力，一定將愛心傳送。



Much Appreciated for The Long Lost New Year Clothing

53 years old Mr. Cheung, mental illness affected, failed to hold his usual job. Through arrangement of the Sheltered Workshop, he is now under training in a farm in Tuen Mun. Sickness and difficulties in life have not knocked down his optimistic and brave nature. He accepts treatment with a positive attitude and works hard in the farm. The sun, the rain, the flowers and the trees have lifted his spirit a great deal; his tanned skin and sturdy physique are the fruit of his hard work.

"It's great, very great! This my New Year coat! I haven't bought new clothes for ages! Really for me? Marvelous!" said Cheung taking the red checked coat from the hands of the medical social worker. He was unable to hide his joyfulness deep at heart. The grin in his face deeply impressed the medical social worker as if the coat in his hands had suddenly gained huge weight. The love and kindness of you, benevolent people, is that much precious in Cheung's eyes. By watching how he carefully wear the coat and turn around looking how the coat fits him, it is full of happiness and laughter. Beyond our expectation is that stylish coat has taken him back to the time of his youth, confidence and satisfaction are in his face, All to say, it's "SMART"!

Mr. Cheung wishes to thank the donor for donating his coat through the social worker and promised that he will spread the caring and love when one day he is capable.



種善因 得善果

May Kindness Brings Blessing

時代進步，人們對生活的要求都隨之而升；就像是：天氣冷就要開暖風機、天氣熱就開風扇、生病了就看醫生，基本上這些都變得順理成章。作為前線接觸匱乏貧而無助病弱者的工作人員，在這百物價格飛漲的時候，我們每月都接到不少沒有能力追上這些「必需品」而求助的個案。

全因為他們連最基本的生活費都要謹慎運用，只要物價稍為增加，都使他們整個月的經濟陷入困境，更莫說是那些理所當然的「溫暖」、「涼快」和「健康」。我們的求助者多是長期病患和領取綜援為生的人士，他們每月都將大部份有限的金錢用在醫療和膳食方面。單靠每月的綜援金，只能勉力應付每月的基本支出，他們只好化身一個又一個卡通人物——叮噹，竭力鑽研一套屬於他們的節儉百寶袋。

他們默默地「捱日子」，但現實社會逼得他們太緊，只好向我們求助，希望有關社福機構能可助減輕他們的醫療支出壓力；但縱使我們盡悉到他們的困難，無奈的是我們也沒有資源予以援手，直至我們知道聖雅各福群會的有關《慈惠服務》乃是針對長期病患者及經濟有困難的需要人士；只要經過中心社工的經濟條件審核及轉介後，成功獲得貴會在電費、電器及醫療等方面的資助，這些好消息讓一眾「叮噹」們減輕不少壓力。

得到貴會《慈惠服務》的關顧後，當然是大大減輕不少經濟上有困難個案的生活壓力；受惠者一個一個的笑臉，就是給我們可為更多有需要人士服務的動力。受惠者得到解困後，仍不忘著我們代為向聖雅各福群會《慈惠服務》背後的善長們致謝，他們祝福善長們多種善因、多得善福、善果福澤家庭、子女與事業。

社會福利署一社工

People's needs have grown with the passing of time. We need to turn on a heater when it's cold; we need to turn on a fan when it's hot; we need to see a doctor when we are sick. These are now taken for granted. In these days of rising prices, we frontline social workers in close contact with the poor, the helpless and the sick receive many requests each month from people who cannot afford such "necessities."

It is all because they have to spend their money very carefully, even on the most basic living expenses. The slightest price increase can throw their finances off balance for the month, not to mention the "warmth," "coolness" and "good health" that we all take for granted. Those who seek our help are mostly chronically ill or recipients of Comprehensive Social Security Assistance (CSSA), who spend most of their limited monthly income on medicine and food. The monthly CSSA payment is only enough to cover their basic expenses. They all need to turn into the cartoon character Doraemon, each to fashion a treasure bag of frugality for himself.

While they endure each day in silence, social pressure can be too much for them to bear, forcing them to seek help from us, in the hope that some welfare organization can lighten their burden of medical expenses. However, though we knew their difficulties, we had no resources to help them, not until we learned of the St. James' Settlement (SJS) Charity Projects, whose very purpose is to help out the chronically ill and those in financial difficulty. They only have to pass a financial assessment by a social worker to be referred to SJS, which will help them settle electricity bills, obtain electrical appliances and pay medical expenses. Such good news eases the pressure on the Doraemon considerably.

SJS's help has significantly lightened the burden for many cases of financial difficulty. The smiling faces of our clients are the motive force which propels us to render service to many more needy people. Their problems solved, our clients keep urging us to convey their thanks to the kind donors behind SJS's Charity Projects. They pray that the donors' kind deeds will be rewarded with blessings not only for them but also for their families, their children and their careers.

A social worker of the Social Welfare Department

《松柏之聲》的種種問題

1976年1月創刊的《松柏之聲》，毫無政府資助，全靠專業義工(如記者、作家、編輯、攝影師，以及醫護人員等)的支援，為讀者提供晚年生活的資訊，包括健康、退休生活、福利與學習等，30多年以來廣受年50歲以上人士歡迎。

隨著日子的過去，年長的人口不斷增加，仍然有很多社會人士未明《松柏之聲》之所以，不斷來電查詢，以下是他們常提出的問題：

問：我不是你們的會員或教友，可否每月收到《松柏之聲》？

答：很多謝你直率的查詢，《松柏之聲》多被誤為聖雅各福群會的內部刊物，專門為會員服務。事實上，《松柏之聲》是為全港的長者及關心長者的人士而設，不論貧與富、信仰，只要喜歡閱讀有關長者資訊，均是我們的服務對象。聖雅各福群會是一個社會服務機構，《松柏之聲》並無任何宗教色彩，運作上與坊間商營印刷傳媒沒有分別；唯一不同之處是每篇文章與插圖，都是為年長人士而設。

※ ※ ※ ※ ※ ※ ※

問：索閱《松柏之聲》是否需要繳費？你們的經費來自何處？你們可有網址？

答：《松柏之聲》是一份免費寄贈刊物，只要喜歡閱讀《松柏之聲》，我們是非常樂意免費寄奉大家的。刊物是在香港公益金的有限資助以及一些熱心讀者的捐助下，才得以營運，每月中旬定期出版。我們的讀者連年不斷增加，印刷費、郵費及封套紙(郵寄封包)等支出不菲，以現在出版30,000份計，沒有他們支持，我們根本不可能每期依時將讀物寄到香港及世界各地讀者手上。故我們非常感激熱心支持這份刊物的讀者，他們除鼎力向親友介紹《松柏之聲》外，還捐款資助《松柏之聲》的出版和運作案費用，以解《松柏之聲》一向以來的財困。無論讀者捐款與否，只要喜歡閱讀《松柏之聲》，都是對我們的支持，鼓勵我們繼續奮力為大家提供本港唯一的長者資訊。除了接收郵寄的《松柏之聲》外，讀者亦可於世界各地隨時上網www.thevoice.org.hk瀏覽，一睹我們的《網上松柏》(The Voice Online)。

About “THE VOICE”

The Voice was inaugurated in January 1976. Without any subsidy from the government, it depends entirely on the support of professional volunteers –journalists, writers, editors, photographers, medical personnel and etc.— to provide readers with information on life at old age, covering such subjects as health, retirement life, welfare and learning. For more than 30 years, it has been welcome reading to people over 50 years of age.

The senior population has grown considerably with the passing of time. Still many people don't know much about The Voice. We keep receiving telephone enquiries asking the following questions:

Q: I am neither a member of St. James' Settlement nor a Christian. Can I receive The Voice every month?

A: Thank you for your candidness. The Voice is often taken as a publication for internal circulation among SJS members. Actually, it is published for all the elderly people of Hong Kong and also those who take a concern in them. Whether rich or poor, whatever your religion, you are the target of our service so long as you are interested in reading information about seniors. SJS is a social service organization and The Voice is not religious. The Voice operates the same way as any other print media in the market, except its every article and every illustration is intended for senior readers.

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Q: Do I have to pay for receiving The Voice? Where do your funds come from? Do you have a website?

A: The Voice is mailed to readers free of charge. It is our pleasure to mail it to you so long as you like to read it. We are only able to operate and publish on schedule in the middle of every month with limited subsidy from the Hong Kong Community Chest and donations from concerned readers. Our readership has grown with each year. Printing, mailing and envelop costs are all considerable, and we are publishing 30,000 copies each month now. Without financial support, it would be impossible for us to deliver every issue of The Voice to our readers in Hong Kong and overseas on time. So, we are very grateful to readers who donate to this publication. They not only recommend The Voice to relatives and friends, but also help us out of our constant financial traits with their donations. But donation is not essential. Every reader who loves to read The Voice is a supporter to us, encouraging us to continue our effort to produce this publication – Hong Kong's only publication for seniors. Besides receiving The Voice by mail, readers the world over can also read The Voice Online by going to www.thevoice.org.hk.

「補血針」有效控制腎衰竭

慢性腎病逐步損害腎功能，當腎功能降至四成或以下，患者有機會出現腎性貧血。有腎科醫生表示，腎性貧血可引起疲勞、眩暈及頭痛等情況，並增加心臟衰竭及死亡風險。患者可定期注射「補血針」，有助控制腎衰竭速度。有非牟利社區藥房推出「補血針」資助計劃，補助最多達一半藥費。聖雅各福群會提供「補血針」資助計劃，料可惠及八十至一百人，資助期半年。

公立醫院一零年有逾十萬名末期腎衰竭患者，九百九十一人死亡，逾七千人要洗腎或換腎。腎科醫生黃煜表示，若腎臟損傷逾三個月或腎功能降至六成以下，屬慢性腎病。但早期病徵不明顯，患者往往到第四或五期才確診。腎臟負責產生紅血球生成素，刺激骨髓製造紅血球，當腎功能下降，有機會併發腎性貧血。黃煜引述研究指，腎病患者血液透析（洗腎）期間，血色素每下跌一度，增加一成八慢性心臟衰竭風險，死亡風險亦增一成四。他說，若腎性貧血患者每百毫升血不足十克血色素，即需注射俗稱「補血針」的紅血球生成刺激劑，實際須按個別情況調節。慢性腎病影響深遠，他建議市民定期檢查身體。

申請補助毋須資產審查

聖雅各福群會惠澤社區藥房註冊藥劑師陳羽微說，有一名三十多歲慢性腎病女病人於十年前患病，常感暈眩及疲勞，零八年底開始打「補血針」，每周到醫院注射兩次，因影響工作，維持數個月即停針。半年後，女病人血色素又過低，要每月打針，幸獲得補助。「補血針」約五百元至三千元不等，分每周及每月注射。聖雅各福群會惠澤社區藥房資助計劃，獲醫院管理局醫生處方補血針的病人，毋須資產審查，即可以優惠價買藥，補助最高半費，資助期半年，料可惠及八十至一百人。查詢：2831-3289。



Erthropoiesis Stimulating Agent ESA Injections Slow Decline in Kidney Function

Chronic kidney disease constantly impairs kidney function. Patients with relative kidney function below 40% are subject to further complications such as renal anemia. Fatigue, dizziness and headache being common symptoms, patients with renal anemia incur higher risk of heart failure and hence higher risk of death, according to a nephrology specialist. Injections of erthropoiesis stimulating agent, usually called ESA injections for short, is proved effective in managing anemia and slowing kidney function decline. St. James Settlement is now offering a subsidy scheme for 80 - 100 applicants on ESA injections through their non-profit community pharmacy. Successful applicants are going to enjoy a subsidy of up to 50% the original costs for 6 months.

Data shows that in 2010 there were over 100,000 patients with end stage kidney failure being treated in public hospitals, of which 991 patients died while over 7,000 were either receiving dialysis regularly or waiting for a transplant. Dr. Wong Yuk, a nephrology specialist, said that a person who had kidney damage over 3 months or whose kidney function dropped to 60% or below was considered having chronic kidney disease. Unfortunately most cases were undiscovered until they reached Stage 4 or 5. As kidney function deteriorates, the kidneys produce less Erthropoetin (EPO), which is a crucial hormone to stimulate hemoglobin formation, and therefore lead to renal anemia. According to Dr Wong Yuk, a research showed that a 1-notch drop in hemoglobin level during hemodialysis period would cause patients to increase the risk of chronic heart failure and the risk of death by 18% and 14% respectively. Therefore, as a rule of thumb, patients with renal anemia whose hemoglobin level fell below 10g per deciliter of blood should take ESA injections. However, he added, situations of individual patients might vary. Considering the risks posed by chronic kidney disease, he highly recommended everyone to have regular health checks.

No Income and Asset Tests are Required

Miss Anita Chan, the Registered Pharmacist of SJS's Philanthropic Community Pharmacy once handled a case of female patient who discovered the chronic kidney disease 10 years ago. Complaining of dizziness and fatigue, she started the ESA injections in 2008. To take injections, she had to take leave from work twice a week and go to the hospital in person. The injection caused continual disruptions to her job, so she stopped the treatment a few months later. 6 months later she was advised to resume treatment again because of her low hemoglobin level. Now ESA injections of both weekly and monthly doses are available and costs range from \$500 to \$3,000. The patient decided to take monthly injections and luckily, at subsidized costs.

The Subsidy Scheme, organized by the Philanthropic Community Pharmacy under the auspices of St James Settlement, will offer ESA injections at subsidized costs to 80 -100 qualified applicants who are prescribed ESA injections by the Hospital Authority of Hong Kong. No income and asset tests are required in the application. Successful applicants can buy the injections at a cost as low as half the original price, for 6 months at maximum. For more details, please call 2831-3289.



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

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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。

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A willing heart overcomes a lot of difficulties.