



社工的話

Social Worker's Remark

牢守審查資格

Strict Eligibility Review

新同事剛入職，通常作主管的都要給予入職導向，對負責慈惠服務的同事來說，究竟有甚麼重要事項，在入職時必須切切牢守和謹記？

慈惠服務的性質與既有資助模式下的社會服務性質十分不同，既沒有穩定的財政來源，也沒有規定的人手編制，服務範圍全港性而非地區性，由於資源的有限，要發揮專業社工的功能，運用義工的專長和開拓資源等等，工作一點也不簡單。這類工作，在大部份社會服務機構是少有的，所以，很多新同事在入職前未必有相關的工作經驗，說實在一點，確實需要把資助模式下的工作手法放下，重新學習另一套方法才可以令運作得順。

經過一番考慮，在新同事入職之時，選擇了先告訴 - 「牢守審查資格，善款用得合宜」 這個非常重要的訊息！

面對著全港的申請個案，那些申請是有需要，沒有需要；是急切，還是可以等待；是沒有其他選擇，還是有別的資源可協助，我們都要在批核或拒絕前一一知道；由於申請數目之多，實有賴地區社工先作評估。他們可以說是第一個服務把關人，所以我們一向以不同方法讓地區社工了解我們服務的宗旨和內容，有需要我們會派員到訪他們的中心互相交流，這樣更大大加深大家合作的關係，日後在轉介個案上更能準確地作出判斷和配合，令服務更能順暢，最終善款可以落在有最需要的一群。

對於有疑問的申請，通常我們都會再三了解，直至基本申請條件弄清才會批出申請；此外，為令批出的資源可順利送到匱乏長者手上，特別是較為複雜的個案，有需要時工作員會陪同義工上門，研究有關工程、電器或藥物的安排，據我們經驗，這些長者都會有其他方面的需要，我們可以透過家訪更掌握實況及作出跟進或轉介。

新同工的新一課，是整個服務重要的一課，令善款到位，是我們重要的職責！看著小伙子聽後帶著戰兢的心情展開在這裡的工作，作為主管，心底期望著透過他的雙手，牢守善長的交托，切切實實地把服務送到有需要的一群身上。

A new colleague coming on the job is usually given job guidance by his superior. To a new comer to Charity Project, what is the most important thing he must remember and adhere to when he starts work?

Charity Project is different from subsidized social service. It has no steady financial resources, no set staffing pattern, and serves all of Hong Kong rather than just a district. Due to limited resources, the social worker has to give full play to his professional knowhow, make good use of the special skills of the volunteers, and open up new resources. This is not an easy job. Such jobs are rare in most social service organizations. Therefore, many new colleagues do not come with the necessary work experience. To put it plainly, they have to forget the work methods of subsidized social service, and learn a new set of methods in order to work smoothly.

After much thought, we have chosen to tell every new colleague this important message: "Be strict in reviewing eligibility, Make proper use of the donations."

We face with applications from all over Hong Kong. Before approving or rejecting them, we need to know which applications are needy, which are not; are they urgent or can they wait; are there no alternatives or are there other resources. There are so many applications that we must rely on district social workers for preliminary assessments. Since district social workers are our first gatekeepers, we have always tried to give them a good understanding of the objectives and contents of our services. When necessary we send our staff to them for exchanges, so that they can make more accurate judgment and better coordinate with us in sending us referrals, our service can be operated smoothly, and money donated to us can reach the most in need.

In the case of a questionable application, we usually try repeatedly to gain a thorough understanding before granting approval. And, in order to ensure that the approved benefit can be delivered to the needy elderly, especially in a complicated case, our staff will make house calls along with the volunteer workers to study the relevant work and arrangements for electrical appliance or medication. Experience tells us that these elderly persons may have other needs. The house call gives us a better grasp of the actual situation and enables us to carry out further follow-up or referral.

The first instruction for our new colleague is an important instruction for the operation of the entire service. It is our responsibility to see that donations sent to us go to where they are needed. Having given the instruction, and watching the young new comers start work with caution, the supervisor eagerly hopes they will strictly guard what is entrusted to them by the kind donors, and really deliver service to the needy.

善待他人，即是最善待自己。

When you're good to others, you are the best to yourself.



感激善心人士資助針劑藥費 挽救失明危機的十九歲青年

生長於綜援家庭19歲的家俊，在公開考試中取得優異成績並獲大學取錄，當家俊滿心歡喜地認為在畢業後，可以自力更新脫離綜援網時，他開始覺得自己的視線變得模糊，求診時醫生告訴他原來是患上罕有在年輕病患者身上出現的黃斑點病變。醫生向家俊表示，他需注射三支名為「樂明睛」的針劑，藥費約三萬，以壓抑黃斑點的血管增生，減低視力衰退的情況。

「醫生提醒我若不及早接受治療，視力便會衰退至完全失明，但我根本付不起三萬的藥費。當時也不敢跟家人提及，自十年前爸爸因工業意外去世後，媽媽依靠綜援獨自照顧我和妹妹已經很辛苦了，若再把藥費的事告訴他們，只會令他們更擔心……自己一直希望能在大學畢業後工作，可以負責照顧媽媽和妹妹，想不到我患上這病，反而成為了他們的負擔。」家俊憶述當時的心情。

「在得悉患病的初期，為籌集藥費，我向所有認識的朋友借錢，但最後連一萬都籌不到，當時我很絕望，沒有這療程我便會失明，每晚都因此而失眠，很擔心合上眼睛便不能再看見了。當一想到媽媽和妹妹要照顧失明的我，我就感到很愧疚，甚至想過結束自己的生命！」

「幸好，在最絕望的一刻得到社工的轉介，我得到聖雅各福群會『贈藥治病計劃』的藥費資助，能讓我及時接受治療，現時我的眼睛衰退情況已受到控制，十分感謝有心人士的捐獻，不但治療了我的眼睛，還幫了我和整個家庭！我對他們的善心會銘記於心，日後投身社會工作，我要幫助其他有需要的人。」家俊感激地說。

在香港，對於貧窮的家庭來說，接受藥費高昂的治療實屬奢侈，在缺乏政府支持的醫療制度下，唯有依賴香港社會上有心人士的捐獻，以協助像家俊一樣的孩子走出徬徨無助的幽谷。



Thanks Donor for Subsidizing Treatment Save 19 Years Old Youth from Turning Blind

Born into a family receiving CSSA, 19-year-old Ka Chun obtained brilliant results in the DSE and successfully entered the university. When he thought happily he would earn his own living and be free from the CSSA network after graduation, he found his eyesight became blurred. The doctor diagnosed his problem as Macular Degeneration, a disease that rarely attacks young people. The doctor told Ka Chun he had to receive 3 Lucentis injections to suppress the additional growth of blood vessels. The treatment would cost around \$30,000. Consequently, it will reduce the speed of vision deterioration.

"The doctor reminded me if I didn't receive treatment as early as possible, my eyesight would deteriorate until I become completely blind. But I definitely can't afford the treatment cost of \$30,000. And I didn't dare to bring up the subject with my family. My father died of an industrial accident ten years ago. My mother has had a hard time bringing up my younger sister and me on her own, living on the CSSA. They will get very worried if I tell them about the treatment cost. I have been hoping that I will be able to look after Mom and my younger sister once I start to work after graduation. I never thought I would become their burden now that I am afflicted with Macular Degeneration." Looking back, Ka Chun shared the way he felt at that time.

"When I first learnt of my disease, I borrowed from all my friends for the treatment money. I barely got ten thousand dollars. I felt completely hopeless since I would turn blind without the treatment. I couldn't sleep at night. I was worried that I wouldn't see again once I closed my eyes. Whenever I thought of the day when Mom and sister had to take care of me, I felt so ashamed of myself that I thought of committing suicide."

"Fortunately, when I thought I was lost for hope, I obtained help from St. James' Settlement's Medication Subsidy Program through a social worker's referral. I received timely treatment which kept the deterioration of my eyes under control. I am very grateful for helpful people's donations which not only treated my eyes but also helped me and my whole family. I will always remember their kindness. I will help other people in need once I start working in the society," said Ka Chun thankfully.

In Hong Kong, it's a luxury for poor families to receive medical treatment at a high cost. With a health system that lacks government support, we can only depend on kind and generous people's donations to free young people like Ka Chun from anxiety and helplessness.



我們需要你的捐助
We Need Your Donation

急籌善款救助病者 為一家人解憂解困

馬先生，綜援家庭，育有一子一女，早前證實患有突發性血小板減少性紫癜。患者會出現自發性黑青血腫及出血情況。嚴重者還可能出現頭顱內出血，危及生命，所以不適宜外出，要被迫經常留在家中。

醫生判斷馬先生不適合用類固醇治療，於是處方特殊藥物供馬先生療病。無奈此藥藥費高昂，馬先生根本無法負擔。所以想放棄治療。

尚在求學階段的子女，得知父親患上此病後，都自發外出找兼職，希望能幫補其他開支。女兒又不斷尋求協助，最後知道聖雅各福群會有藥物資助計劃，於是透過醫務社工的協助前來找尋援助。經工作人員審核，按馬先生的經濟情況合乎申請資格，原本每月支付數千元的藥費，在半年內可以成功申請到全數資助。由於全免的資助只能為期半年，往後每月馬先生還是要負擔近千元的藥費。

「我只希望爸爸能夠堅持活下去，真的不要擔心我們而放棄食藥，我們兩姐弟會去做兼職，一份不行就找兩份，還是不行就輟學去打工。」女兒堅強的說。看著一個年輕人承受如此沉重的負擔，我們怎能視若無睹？真的不能就這樣看著這對姐弟就此無法畢業！

其實，這只是聖雅各福群會「贈藥治病計劃」的個案之一，有很多貧困家庭都面臨著無法負擔藥費的問題，有的甚至連百多元也拿不出來。現在呼籲有心人士捐助，善款項數目不拘，希望以集腋成裘方式，為貧弱病殘者施救。支票抬頭請書：「聖雅各福群會」，支票背面指定捐予「贈藥治病計劃」之用。施善查詢：2835-4321或8107-8324。



Urgent Need for Money To Save the Sick To Relieve Family from Worry and Hardship

Mr. Ma's family lives on the Comprehensive Social Security Assistance. He has a son and a daughter. He was diagnosed with Idiopathic Thrombocytopenic Purpura (ITP). The patient showed symptom of blackish green blood swelling and haemorrhage. In serious cases, the afflicted could suffer from internal haemorrhage of the head which is hazardous to life. As a result, the patient has to stay at home all the time since he is not fit to go out.

The doctor was of the opinion that Corticosteroids were not the right medicine for Mr. Ma. He then prescribed a special medication for him. The special medication is expensive and beyond Mr. Ma's financial ability. He therefore thought of giving up.

Both his children, who are still attending schools, found part-time jobs to help pay some family expenditure once they learnt of their father's illness. The girl tried to seek help from various channels. When she finally learnt of St. James' Settlement's "Medication Subsidy Program", she sought help through the medical social worker. After assessment, Mr. Ma was qualified to apply after accessing his financial condition. He succeeded in getting 100% subsidy from the Program for 6 months and he didn't have to pay the original monthly medication expense which should cost him a few thousand dollars. However, after 6 months, Mr. Ma has to pay nearly \$1,000 each month for the drugs.

"I only hope my Dad can strive to stay alive. He mustn't stop taking medications because he worries about us. My younger brother and I will work part-time. We'll both work 2 part-time jobs if one isn't enough. If that still doesn't work, we'll quit school and work full time," said Mr. Ma's daughter bravely. How can we pretend not seeing when this young girl is bearing such a heavy burden? Can we really let these two youngsters quit school and not be able to complete secondary education?

Actually, this is only one of the cases of St. James' Medication Subsidy Program. Many poor families are facing the problem of medications that they can't afford. Some can't afford even though the medication costs slightly over a hundred dollars. We appeal for donations from kind and generous people. Any amount is welcome. We hope to help save the poor, the weak, the sick and the disabled by amalgamating donations. Make out your cheque payable to "St. James' Settlement", specifying for "Medication Subsidy Program" at its back. Donation hotline: 2835-4321 or 8107-8324.

很多貧困家庭都面對無法負擔藥費的困境。

Many of the deprived family faced the difficulty of not being able to pay for the medication.



不停的感謝

「謝謝！謝謝你們！」當社工再次家訪的時間，湯婆婆不停地說道謝的話，更囑咐社工一定要轉告聖雅各福群會的善長。

領取綜援的湯婆婆，因年前中風，行動不便，出入都要靠拐杖。在未出事前，一直堅持自己煲水沖涼，或許因著婆婆在農村長大，個子高大，有氣有力，所以，根本一直以來用不著別人的幫忙。社工見她獨居，生活清貧，又因著婆婆年近80，勸喻她申請電熱水爐，但一直被拒絕。婆婆唯一的女兒在大陸居住，在她中風後曾申請雙程證來港照顧她短暫時間。

「我自少就跟呀爸耕田，一大清早起身，工作到日落，有雙手工作，那怕捱餓，我日日出田，練得好的體魄，來到香港工作，我在礦場工作，少些體力都不可，事實上不是很多女人會做得來。」湯婆婆回憶著自己還有體力的日子，時說時大笑，相信湯婆婆對自己靠雙手生活，養大女兒感到很自豪。

很多長者都因為年青時為家奉獻一生，老來沒有為自己留分文，湯婆婆在最後關頭時才接受綜援，「中風後我連執紙皮的力都沒有了，在沒辦法下社工叫我取綜援，後來又為我申請電熱水爐，真的要求助於人了，我還有力氣去拿起熱水煲？！」

社工幫湯婆婆申請到本會的「電器贈長者」計劃，希望可以替她安裝一具熱水爐，其實湯婆婆不習慣求助於人，唯在最困難之時才領別人的恩惠，在心情矛盾之餘，她又很感謝香港人的善心，「成二千數元一個電熱水爐，不少錢呢！我知道善長不單幫我，還有好多比我更慘的老人家，善長們真的好心，體恤到老人家的需要，我一定要多謝大家！」



Non-stop Thanks

"Thank you! Thank you very much!" Grandma Tong said thanks repeatedly when social workers went to visit her again. She kept reminding them to relay her thanks to the St. James' Settlement benefactors.

CSSA recipient Grandma Tong is unable to move around freely and has to rely on a cane for support since she suffered a stroke a year ago. Before the incident, however, she has the habit of using boiled water to bathe. As she grew up in the countryside and is tall and strongly-built, she never needs anyone's help. Seeing she is almost eighty and is living alone poorly, social worker suggested to her for applying for an electric water heater but she refused to do so. Her only daughter who is living in the mainland has come to HK on a two-way visa to take care of her for a short period of time after she suffered the stroke.

"Since I was young, I worked with my father in the field from early morning till sunset. As long as one can work, there is no need to worry about hunger. I used to work in the field every day and gained a good physique. After coming to HK, I worked in the mines. It required a lot of physical strength. Not many women can handle that." Grandma Tong laughed when recalling the days when she was still strong. She must be proud of having raised her daughter with her own hands.

Many elderly are just like Grandma Tong, having devoted all their lives to their families and left nothing for themselves in their old age. Tong only applied for the CSSA at the very last minute. "Since the stroke, I barely have the strength to pick up cardboards. Witlessly I followed the social worker's advice to apply for CSSA. Later they helped me to apply for an electric water heater too. I really need help now. How can I have the strength to pick up the water kettle to boil water now?"

Through the Electrical Appliance for the Elderly Program of St James' Settlement, social worker helps Grandma Tong to apply for an electric water heater. Tong is not used to seek for help from others, she only does so when she is in great difficulty. While feeling conflicted, she is also grateful to the generosity of the benefactors too. "An electric water heater is over two thousand dollars, it must cost a fortune! I know the benefactors are not only helping me, a lot more elderly out there are in worse situation. How kind the benefactors are to be so considerate to us! I must say thanks to you all. Thank you!"



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請給弱老一雙手 協助他們洗衣服

獨居長者隨著年紀漸長，處理家務不再像年輕時那般得心應手。一幅剛洗好的冷氣被單，要扭乾水實在是何等困難的一件事。獨居於耀東邨未婚的郭婆婆，年輕時已一力承擔家中所有大小事務，打掃、煮飯、洗衣服甚至換燈泡，郭婆婆都堅持親力親為。郭婆婆很愛乾淨，床單衣服隔天便拿去清洗。然而，郭婆婆像其他同齡長者一樣，患上關節炎，尤其病發時，手腕及膝頭痛苦難言。「人老想扭乾件衫，甚至扭毛巾都做唔到！我成世都無靠過人，只要我一日健在，我都堅持留在家照顧自己。」社工了解以郭婆婆的堅毅個性，絕不肯接受家居照顧服務，但眼看她家中地面有不少積水，晾起衣服時還在滴水，就知道婆婆的手力根本不能扭乾衣服。一部洗衣機，絕對是郭婆婆生活的必需品！

郭婆婆依靠二千多元綜援金過活，一聽到買「洗衣機」便搖頭嘆息地說：「我唔係富有人家，點買得起洗衣機？一個月唔食飯都唔會買得起！」為了減輕郭婆婆洗衣服的困難，社工決定向「電器贈長者」計劃求助，希望為郭婆婆覓得一部洗衣機。

九十多歲的謝伯伯，居於觀塘山上秀茂坪邨，喪偶後獨身生活至今。「其實我應該有100歲了，以前拿身份證時報小了年紀！」謝伯伯健康一直衰退，無奈老人院久候仍未有消息，一切生活起居都只能依靠自己。謝伯伯對我們說：「而家只能得過且過日子。有時企得太耐腿也會無力，健康實在大不如前。」計劃社工到訪家中發現謝伯伯家居設備簡陋，被單、床單、衣服等有陣異味，才了解到謝伯伯根本沒有體力洗衣服。「我只有能力將衣服放在水裡浸，要扭要洗我實在無辦法做得到！」看到眼前堆積如山的骯髒衣服，計劃社工決心要為謝伯伯找尋一部洗衣機。

「電器贈長者」計劃一向堅持為匱乏弱老建立「安樂窩」。計劃正急需善長的慷慨捐助，為如郭婆婆、謝伯伯等弱老長者添置一個簡單易用的頂揭式洗衣機，讓弱老不再為洗衣服而感無助和煩惱。一個「及時的洗衣機」，絕對可以減輕弱老清洗衣服的負擔，不再加重關節痛楚帶來的煎熬。你願意伸出慷慨的援手，讓更多於輪候冊上的弱老長者，及時獲贈一部簡單易用的洗衣機嗎？「電器贈長者」計劃作出緊急呼籲，期望籌集足夠善款為無依長者們購置洗衣機。捐款支票抬頭：「聖雅各福群會」，指定捐款「洗衣機餽贈」。查詢：2835 4321 或 8107 8324。



Give the Weak Elderly Hands To Help Washing Clothes

As the lone elderly age gradually, they can't perform household chores like they were able to. It's really demanding for the elderly to wring out the blanket cover after it's washed by hand. Grandma Kwok, unmarried, lives on her own in Yiu Tung Estate. She used to do all her housework herself when she was young. She insisted on doing everything herself such as cleaning, cooking, washing clothes, even replacing a new light bulb. Grandma Kwok is very clean, she washes her clothes and bed linen every other day. However, Grandma Kwok suffers from arthritis like some other elderly at her age. Her wrists and knees ache terribly when she is in pain. "I'm old and I can't wring out my washing, not even a towel! I never depended on anyone. As long as I live, I insist looking after myself in my own home." Her social worker knew that Grandma Kwok would never consider home-caring service since she is persevering. On the other hand, he could tell that Grandma Kwok's hands were not strong enough to wring out her washing judging by the water on the floor. After Grandma Kwok hung them up, the clothes were still dripping. A washing machine is definitely what Grandma Kwok needs.

Grandma Kwok lives on a sum of slightly over \$2,000 from the Comprehensive Social Security Assistance. When the social worker suggested buying a washing machine, she sighed, shaking her head, "I'm not rich. How can I afford a washing machine? I won't be able to pay for it even if I don't eat for one month!" In order to solve Grandma Kwok's problem, the social worker decided to seek help from the Electrical Appliance for the Elderly Program (EAE), hoping to get a washing machine for Grandma Kwok.

Uncle Tse, over 90, lives alone in Sau Mau Ping Estate on Kwun Tong Hill after his spouse died. "Actually, I should be 100. I lessened a few years when I applied for my identity card!" Uncle Tse's health has been deteriorating. Yet, he has only himself to fall back on in daily life since there's yet no news about his application from the home for the elderly. Uncle Tse said, "Now I only live from day to day. My legs feel weak if I stand for too long. I'm not what I used to be." The program social worker found that Uncle Tse's home was scantily furnished when he visited him. His clothes and bed clothes smelt. He realized that Uncle Tse wasn't strong enough to wash his clothes. "All I can do is to soak my clothes in water. I really can't wash them or wring them out!" The social worker made up his mind that he must find a washing machine for Uncle Tse at the sight of the soiled clothes that piled up high.

The EAE Program has persisted in establishing a cozy home for the underprivileged, weak elderly. The Program is urgently in need of donations to buy simple-to-use washing machines that open at the top for elderly like Grandma Kwok and Uncle Tse so that they won't feel helpless and worried about washing clothes. A timely washing machine will not only reduce the elderly's burden when it comes to washing clothes but also ease the pain brought by arthritis. Will you give a generous, helping hand so that many of the elderly on our waiting list can receive a timely and simple-to-use washing machine? The EAE Program is making an urgent appeal and hopes to collect sufficient donations to buy washing machines for the needy elderly. Make out your cheque payable to "St. James' Settlement", specifying at its back "Washing Machine Give-out". Donation hotline: 2835-4321 or 8107-8324.

對弱老而言，一部簡單功能的洗衣機，絕對是他們生活的必需品。
To the weak elderly, a washing machine with simple functions is definitely a must in daily life.



走出平穩的一步

First Steady Step

對於一些獨居長者來說，能夠在一個安全而又舒適的環境居住，是極為重要的。根據衛生署長者健康中心的一項調查，約有百分之五到中心接受健康檢查的長者，於檢查前的六個月內曾經跌倒兩次或以上。研究亦顯示，跌倒過的長者再跌的機會比從未跌過的長者高出四倍，所以預防跌倒對長者十分重要。

潘伯伯今年84歲，獨居於沙田一舊式公屋單位。潘伯領取綜援，在物價日益高漲之下，款項亦只僅夠糊口。即使他知道家居環境出現問題，也因為沒有金錢處理而忽視。潘伯的身體情況一般，偶然會有暈眩的情況，又因為關節退化而不時出現腳痛及無力的情況。

舊式公屋的的間隔雖然比較寬闊，但出入露台和洗手間的門檻都很高及沒有扶手，稍一不留神會容易被絆倒。潘伯向工作人員說：「有數次出入洗手間之時都曾經有暈眩及腳軟的情況出現，幸好我即時定一定神，立即用手捉著洗手盆才不致跌倒。」潘伯的情況實在很危險，萬一他真的跌倒，情況就很麻煩了！

工程當天，義工師傅拿著幾支新簇的扶手上門協助潘伯安裝，首先小心量度好扶手安裝的位置，然後用純熟的手法協助潘伯安裝了數支扶手於洗手間及露台。安裝過後潘伯急不及待試用扶手。「扶手很穩陣，安裝位置也很合適，以後我出入露台同洗手間就可以使用這些扶手協助出入。因為多了這份依靠，就算真的突然腳軟也不怕了！真的很感謝師傅的關懷及協助！」潘伯伯開心地說。

曾聽過長者說「一步一步慢慢行，最緊要穩陣」，真的，安裝了扶手之後，潘伯伯以後就可以行得平穩，行得安心。

To the elderly who live by themselves, it is most important to have a safe and comfortable home. According to a survey by an elderly health center of the Department of Health, about 5% of elderly persons who received health check-up at the center had fallen twice or more in the previous six months. Studies show that an elderly person who has fallen before are four times more likely to fall again compared to those who have never fallen before. It is therefore vital to prevent the elderly from falling.

Uncle Poon, 84, lives by himself in an old-style public housing unit in Shatin. In these days of rising prices, the Comprehensive Social Security Assistance he receives is only enough to keep him from going hungry. Even though he was aware of the environmental risks in his home, he had no money to correct them. He has dizzy spells, and arthritis has weakened his legs and gives him pain.

Though old-style public housing units are more spacious than the newer versions, the sills on the entrances to the balcony and the bathroom are rather high, making it easy to trip and fall. Uncle Poon told our staff, "Several times I felt dizzy and my legs were weak entering and leaving the bathroom. Fortunately I was able to collect myself and hang on to the wash basin to stay on my own two feet instead of falling." He was really in a hazardous situation. It would be big trouble if he fell.

The day of the work, our volunteers took several railings to Uncle Poon's house for installation. After taking measurements to determine the locations, they installed the railings in the bathroom and balcony. When they were done, Uncle Poon couldn't wait to try the railings. "They are stable and in the right places. I can use them for support going in and out of the bathroom and the balcony. With them to hold on to, I need not dread even if my legs suddenly go weak. Thank you so much for your concern and help!" he said happily.

We have heard elderly people say, "Walk slowly, one step at a time. The most important thing is to keep steady." Now that the railings have been installed, Uncle Poon can really walk steadily and free from worry.



感謝師傅的協助安裝扶手，令我出入洗手間也多了一份穩陣的「依靠」！

Thanks to the people who helped install the railings, now I have something safe to rely on going in and out of the bathroom.



鋪設防滑膠地板

現時香港仍有不少長者居住在板間房或套房，居住環境一般比較惡劣，所以，能夠成功輪候公屋單位，環境才會得到明顯的改善。

可是，以往常常聽到獲派公屋的長者說，能夠輪候到公屋單位當然好，但也同時帶來另外的煩惱。特別對於一些貧困或領取綜援的長者來說，他們的積蓄不多，搬新居要搬運和重新購買一些傢俱，每項都是開支。這些巨大支出確實對他們扣成很大的經濟壓力！

房署在安排長者入住單位前，都會預先做好一些基本的裝修，但並不包括鋪設地板，而坊間鋪設地板的費用動輒都需要過千元，一般長者抱著「慳得就慳」心態，寧願不鋪地板。在我們的實際工作中，見過不少長者入住新居後，仍沒有鋪設膠地板，反而只購買一些膠墊鋪在地上，這實在是很危險。因為一般的石屎地面，房署在建樓時不會將刻意把地面弄至平坦，以至個別單位的地面或多或少有凹凸不平的情況出現；膠地墊沒有防滑的功能，遇上潮濕天氣或弄濕的情況，長者便有可能滑到；加上膠墊一來並不是固定貼在地面，二來膠墊並不耐用，當膠墊損壞或翻起，容易造成跌倒，相信大多長者從沒想過這樣會自己家居暗藏危機。

透過善長熱心的捐助，本會的「長者家居維修服務」可以為貧困的獨居兩老長者提供必要的家居維修工程，以確保他們可在安全舒適的環境居住。特別就缺乏金錢鋪地板的長者，我們會提供鋪設防滑膠地板的服務，雖然膠地板不及地磚般漂亮、也沒有特別的花紋和顏色選擇，但膠地板可令地面平順，亦有防滑的功能，為長者提供最實際及安全的居住環境！



Laying Skidproof Plastic Flooring

Nowadays in Hong Kong, quite a number of elders are still living in panel partitioned rooms or suites where the living conditions are fairly poor. Therefore, their living conditions can only be significantly improved unless it is their turn for moving into a public housing unit.

However, we often heard from elders who are allocated with public housing unit saying that getting into a public housing unit is surely nice but it also brings them other worries. It is particularly true for poor or CSSA recipient elders whose savings do not amount much. Moving cost and purchase of few pieces of additional furniture are all expense. These expenses cause great economic pressure on them.

Before arranging elders to move-in, the Housing Department will make certain basic maintenance but excludes flooring that usually costs over a thousand dollars. In general, the elders' attitude toward this is "save whatever possible" and therefore they often choose to skip making the flooring. In our work, we have seen lots of elders not having plastic flooring after moving in. Instead, they buy some plastic mats placing on the floor, very dangerous in fact. As The Housing Department makes no special effort leveling the concrete floor slabs during construction, rough and uneven surfaces show up in some units. Plastic floor mats do not have skidproof function, so in wet weather or just getting wet, elders could easily slip and fall. Besides, plastic floor mats are not fixed to the floor and are not lasting, when they wore out or rolled up, they could easily cause tripping. We trust most of the elders have not been aware of this hidden hazards in their home.

With donations from enthusiastic benevolent people, the SJS "Elderly Home Maintenance Services" provides living alone elderly couples with essential home maintenance to ensure they live in a safe and comfortable environment. For elders who lack money, we provide the service of laying skidproof plastic flooring. They may not look as pretty as floor tiles, without specific pattern or choice of colour, but the plastic flooring gives a smooth, skidproof surface, thus provide the most practical and safe living environment for the elder.

一幅平滑的地面能為長者提供安全的居住環境。
A flat flooring can ensure the home safety for elderly.



關顧受惠者需要 特製閃燈門鐘助聽障長者

由於聽覺不靈，護理人員或家務助理等未能成功上門作出適切的護理或送飯等服務、家人或義工到訪吃閉門羹以致減低了他們的社交生活……這都是一些聽力退化，或是有聽障問題長者的悲哀。

根據數字，現時全港約有10萬名弱聽人士，從我們過去的服務經驗中，聽力不佳確實為長者的生活帶來很多不便。如前所述，長者聽不到按鈴，以致家務助理送飯落空，而令他們白白捱餓；無人應門亦會讓人擔心以為長者於家中發生意外，因而破門入屋，結果原來長者只是在看報紙，因大門被破卻又造成另一麻煩。另一方面，除了生活的不便外，亦為長者帶來心理及情緒的影響。如親友或義工探訪不遂，大大減低了獨居長者與外界的社交接觸，寂寞渡日；此外，長者亦會因為對方「摸門釘」而心感自責，造成心理壓力。此等情況，或使長者傾向自我封閉，不再與外界接觸，大大提高了成為「孤獨老人」或「隱蔽長者」的機會。

有見及此，「長者家居維修服務」多年前已特別設計了附有閃燈及聲響功能的「閃燈門鐘」，使弱聽長者能憑被按動後的閃燈及蜂鳴聲響，得知有人到訪，順利啟門。同時，為與時改善服務，上年度一班義工師傅更進一步改良「閃燈門鐘」的設備。他們以LED燈代替鎢絲燈泡，不但較前環保及耐用，減低長者更換燈泡的機會，同時亦能減低門鐘的體積和重量，降低對長者造成的壓迫感。這不論對弱聽長者或是到訪者來說，確實是貼心的設計。

凡缺乏親友照顧之獨居或與配偶同住、領取綜援或經濟有困難的弱聽人士，可透過醫院之醫務人員或社工或轉介，申請有關服務。



Take Every Case's Needs into Concern Specially Designed "Flash Light Door Bell for Deaf"

Medical carers and domestic helpers being unable to go in for providing proper treatment or meal delivery, family members and volunteers having no one to answer door and hence affects the elder's social life..... All these are the difficulties and sadness of many elderly who has deteriorating or impaired hearing.

According to the statistic, there are roughly 100,000 people in Hong Kong suffering from impaired hearing. From our experience, the impaired hearing really brings a lot of inconvenience for the elderly. As mention above, many domestic helpers are not able to provide meal delivery because the elderly cannot hear the door bell rings. In our experience, we also encounter failure in providing service because of the same reason. Sometimes, others may mistakenly force open the door since they think the elderly have accidents at home. Apart from bring inconvenience in their living, it also affects their mental health. For say, it reduces the lonely elderly's social contact with others simply because they cannot answer the door. Also, leading to the failure visit of others, the elderly may also feel guilty with pressure. As a result, many elderly tend to involve less in social activities and finally become a lonely elder.

Regarding to this, the "Elderly Home Maintenance Service" specially designed a "Flash Light Door Bell for Deaf", which is equipped with a flashing light bulb and buzzer volume function, many years ago. To improve the service quality, a group of volunteers further develop the "Flash Light Door Bell for Deaf". They use the LED bulbs to replace the incandescent light bulbs. It is not only more environmental saving elderly troubles in replacing broken bulbs, but is also smaller in size reducing the sense of oppression. It is undoubtedly a considerate design for both the elderly and the visitors.

Elderly who is suffering impaired hearing, living on CSSA or having financial, having no relatives support can apply for the service via medical social worker or district social worker's referral.

附設閃燈及蜂鳴聲響，弱聽長者以後便可順利啟門了！
With the flashing light bulb and buzzer volume function, elderly with hearing difficulty can answer the door now!

我幫老人家時 老人家亦幫助我

加入了聖雅各長者家居維修工作已有五年多，但相對很多已有十多年資力的熱心師傅義工，我仍是新丁一個。由於我要上班，所以通常在假日才可以上門為老人家服務，除了新屋入伙的義務工作外，其他上門的單位都十分殘舊，有時舊到一個地步，可以見到好多「寶」！

曾經跟其他義工到長洲木屋做維修，那個婆婆的家居雖然不算太破舊，但屋內所有插頭都是配圓腳插蘇的，這些圓腳插蘇早已被淘汰，於是，我跟另外一個義工，一口氣把那些舊插蘇座換掉。在除去插座外殼時，嚇然發現一堆堆壁虎蛋，這些壁虎蛋已風塵多時，旁邊電線上還黏著一隻已死去的小壁虎。這些小動物的痕跡，好像告訴我婆婆的住所是如此有歷史，是如此殘舊！我們實在要來幫忙。

又一次到一個老屋邨維修工程，伯伯已行動不便，終日躺在床上，太太約七十歲，行動自如，唯患有老人痴呆，性格亦較剛硬，上門工作每每要與伯伯溝通，由伯伯再叫太太合作讓我們可以進行安扶手和改燈掣工程，幸好最終都順利完成。後來知道伯伯與婆婆共處了50多年，伯伯身體仍然健康時，與太太天天到公園散步，去街市買餸，十分恩愛，就算現在婆婆變得健忘，但仍然沒有忘記自己的丈夫。本來我是來做義工，去幫助他們，但從兩老身上，看到是不離不棄的守望，老人家用行動來活出「一生一世」，比起很多現代男女所謂愛情，愛得更深。他們實在給我上了人生的一課。

加入義工的行列，我學到一些在工作上、在生活裏學不到的東西，能幫到老人家的同時，又學到做人態度，那份開心和滿足實在很大。所以，雖然我沒能力用錢去幫助他們，但聖雅各沒有嫌棄我的技能，我希望繼續用我餘下的時間，繼續幫助更多有需要的人。

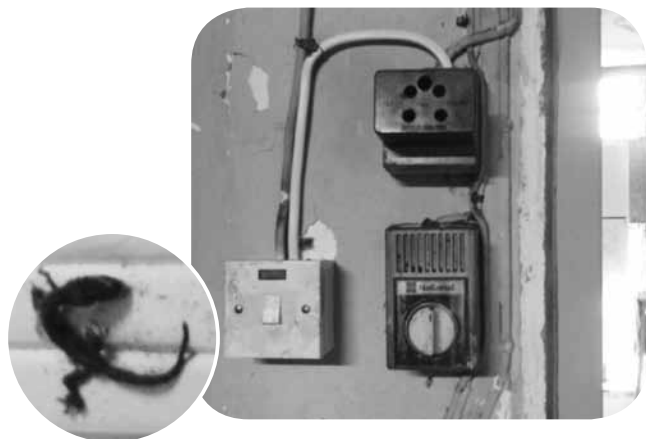
I Help the Elderly Who Help Me Somehow In Return

It has been nearly six years since I started working as a volunteer in the "Elderly Home Maintenance Services" under St. James Settlement. But I still see myself as a novice in the team where you can find many enthusiastic Master Volunteers who have been supporting the program for almost twenty years. As I am working full time, I usually go to help the elderly on my holidays. In my experience, the flats that needed maintenance work are mostly old and worn-out except those newly built public housing units. Some of the flats are so old that "treasures" might be discovered here and there!

Once I went along with a Master Volunteer to help a Grandma in Cheung Chau. Though her hut is not very old, all the sockets installed inside were with round pins which no longer met the current safety standard and needed to be replaced. When we removed the cover of a socket, we surprisingly found a lump of dried house lizard eggs which seemed to have hatched there ages before. There was also a little dead house lizard lying on the electric wire next to the socket. The remains of these little creatures were seemingly telling us how old the hut was. We should definitely come to help Grandma.

In another instance, I met an old couple when I volunteered to go with a Master Volunteer to their flat in an old public housing estate to do some maintenance work. Grandpa had to be lying in bed all the time as he had become disabled as a result of his poor health. Grandma was in her seventies. Though her limbs were still sound, she was suffering from dementia. We had a hard time trying to communicate with her as she was quite tough. We therefore told Grandpa whatever we were going to do, which Grandpa would explain to Grandma and asked her to allow us to proceed. Eventually, we were able to finish fixing some handles and replacing light switches. We then came to know more about the lives of this old couple who had been living happily together for more than fifty years. In the old days when Grandpa was still in sound health, the couple would take a walk in the park everyday and then did some shopping together in the wet market. They loved each other so deeply that Grandma could still remember her husband well although her other memories were continuously fading away due to her sickness. I volunteered to help them with the intention to serve people, but I realized that I had had a wonderful lesson about life-long love demonstrated by this old couple who resolutely stayed together no matter how challenging their life situations were. I would say when it comes to the level of commitment to the loved ones, the young couples nowadays are not comparable to this old couple.

In the course of my serving people as a volunteer, I have been able to meet people in their different life situations. This enrichment of life experience cannot possibly be obtained in my work or daily life. It is such a pleasure and sense of fulfillment to help the elderly who in return led me to reflect on my attitudes towards life. Though I am unable to help the elderly financially, St. James Settlement has given me opportunities to help the elderly with my skills. I hope I can continue to help more people in need in my spare time.



看見到這些陳年小動物，真的嚇了一跳。
This little vintage creature was really a shock to people.



更換了全新的安全蘇座，婆婆可放心使用。
Grandma is happy with the newly installed sockets as they meet the safety standard.



善款的去向？

問：本人一向都有收你們的「慈惠月報」，定期亦有捐款支持你們，但對於「電器贈長者」計劃這服務有少許的疑問，希望你們可為我解答。我想知道你們將「電器贈長者」計劃的捐款如何使用？對受助人的資助是多少？還有，你們怎知道受助人的需要？對不起！本人不是不相信你們，只是緊張善款的去向？

答：首先，衷心感謝你對慈惠服務一直以來的捐助及支持，若沒有你們的捐助，那些貧弱的長者，是沒法藉此改善生活的。

「電器贈長者」計劃為貧弱長者建立「居家安樂窩」，政府在2008年推出為期五年的「長者家居環境改善計劃」，但計劃已於今年三月底結束。沒有政府的資助下，故申請「電器贈長者」計劃數目比去年同期多出4成，在資源缺乏之下，貧弱的長者只可以耐心地苦等，家居環境危機重重，因此善長的慷慨捐款可用於購買一些家居電器用品，如：電飯煲、電磁爐，電熱水壺等日常家居電器用品，讓貧弱獨居無依長者能有個既安全、又舒適的居所。由於大電器，包括熱水爐、雪櫃和洗衣機，動輒要千多二千元，在四月份的慈惠月報中提及，這半年來急需善款三十六萬。感謝善長的關注和捐助，現籌集了近十八萬的善款，可供應三個月的需要，餘下來仍需努力。同時，我們仍然關注新居入伙後的額外需求，總之，多方尋求資源以應所需。

善款得來不易的，我們絕對會善用這些善款，我們十分著緊善款的去向，做到用得其所。一直以來每一個個案都需要經地區社工轉介，凡合乎資格的才可申請，然後再經過本會同工的審批，包括了解個案的日常開支、個案面對的困難和真正的需要，一經審批後，就安排資助有關家居電器用品，讓長者感受到人間溫暖。有需要的個案，我們更可安排義工上門，教長者操作家電的知識和技巧，藉著家訪的安排，為獨居老人送上關心和慰問！

慈惠工作實在是一項背負著扶貧使命的工作，以實質的物品改善匱乏老人的生活質素，而每當長者在使用這些家電時，他們想起的不僅是大家送上的家電，更重要的是他們感受到社會人士沒有把這群日暮黃昏的老人忘記。

How Is Donation Being Employed?

Q: I have been a reader of The Philanthropy Monthly for a long time and have been supporting your work by making regular donations. But I have a query about how the “Electrical Appliance for the Elderly Program” works. I would appreciate your explanation of it. How is the fund raised for “Electrical Appliance for the Elderly Program” being employed? How much will a recipient get? Also, how do you know the recipients’ needs? Excuse me! These questions do not carry any sense of mistrust; I am just keen to know how the donation is utilized.

A: First, I would say we are deeply grateful for your continuous support and donation. Had it not been for donors’ support, the poor feeble elderly would not have been able to improve their living conditions.

“Electrical Appliance for the Elderly Program” was launched with an aim to make a safe and relatively cozy home available to the poor feeble elderly. As the 5-year term “Home Environment Improvement Scheme for the Elderly” put in place by the government in 2008 has already ended this end of March, relevant subsidy is longer available. Many poor elderly has therefore turned to us for help, as a result of which applications to “Electrical Appliance for the Elderly Program” has soared 40% when compared with the same period last year. As resources are limited, the poor elderly inevitably have to wait for a long time before the hazard to their home safety can be removed. Under such circumstances, the generous contributions made by donors are critical in turning the elderly’s home into a safe and cozy place by providing them with some basic home electrical appliances such as cooker, induction stove and kettle. As reported in our April edition, donation as much as HK\$360,000 is required to meet the needs of the poor elderly in the following six months as we have to take into account some costly, but basic electrical appliances such as water heater, refrigerator and washing machine. Thanks to the donors’ care and support, we have raised a sum of nearly \$180,000 enabling us to run the program for three months. Yet, we are still striving for more support in this respect. At the same time, we continue our effort in coping with the needs of those poor elderly who have lately moved in the new public housing estates. In a nutshell, we will try every possible mean to raise fund so that these services can last.

Donation does not come easy. We will definitely make good use of it. Every penny will be carefully allocated so as to make sure that our services are cost-effective. It has long been our practice to stick closely to our criteria of service and conduct strict assessment for each single case. All applications should be referred by district social workers who will also submit supporting papers showing that the elderly concerned fall into our criteria of service. Then, our colleagues will look into the general expenses and difficulties faced by the elderly and their real needs. After approval, we will arrange delivery of the needed electrical appliances to the elderly carrying also the care and warmth from society. Some elderly may have no knowledge on how to operate these home appliances. Our volunteers will pay them visits, during which they will do some demonstrations on appliances operation and teach them some relevant skills and things that need special attention. Of course, it is our goal to show them that there are people readily to help and care about them.

Philanthropy is a mission to help the poor. An effective way to improve the quality of life of the poor elderly is to provide them with tangible things they need. The recipients of these electrical appliances will be comforted not only by having the appliances, but also by the sincerity of society that it still cares about this group of aged fellows.

神經內分泌腫瘤 個案倍增

本港神經內分泌腫瘤的發病率呈上升趨勢，當中腸胃胰發病率在過去六年升逾兩倍，後腸更急升四倍，在全港癌症中升幅最大。由於該病徵狀不明顯，容易誤診為其他疾病，延誤診治。有醫生建議，市民若持續一個月感到腹瀉、發紅發熱或者氣促等，應及早就醫。有社福機構推出藥物資助計劃，月入六萬以下的患者可獲一半藥費資助額。

腹瀉、發紅發熱或者氣促，這些徵狀很容易和腸胃病、更年期等病徵混淆，但亦可能是神經內分泌腫瘤所致。不同年齡的人均有機會患上該病。瑪麗醫院內分泌科主任兼醫生梁熊顯建議，若徵狀一個月後無緩解，應及早求醫。

現時神經內分泌腫瘤有口服標靶藥物「依維莫司」或「舒尼替尼」，副作用較小，且可以有效控制腫瘤生長，使復發期推遲六個多月。但藥物價格昂貴，每月約須三萬多元，患者經濟負擔過重。

聖雅各福群會昨日起推出藥物資助計劃，月入六萬以下的患者可獲一半資助額，預計可為每名病人每年節省約二十萬藥費。

Double Increase in Neuroendocrine Case

There are an increasing number of cases in Neuroendocrine (NET), with the highest increase rate within all cancers in Hong Kong. In the past six years, there is a double increase in GEP NET with four times increase in rectal. Since the symptoms of the disease are not clear, it is frequently being mis-diagnosed as other disease, which leads to delay of treatment. Doctor suggested that if a person is having diarrhea, short of breath and etc, he/she has to seek for medical treatment as soon as possible. A non-profit organization launches a medical subsidy program, subsidizing half of the medication expenses for patients whose monthly income is less than \$60,000.

Diarrhea, short of breath and etc are symptoms of NET but are also symptoms which are easily being confused with those of climacteric, digestion diseases and etc. Mr. Brain Lang suggested that one have to seek help as soon as possible if those symptoms cannot be relieved within one month.

At the moment, there are two kinds of oral targeted therapy, namely Everolimus and Sunitinib Malate. They are with fewer side effects and can effectively control the growth of the tumor delaying the recurrence by six months. However, the medication is expense costing thirty thousand a month and hence causes heavy burden to patients.

Yesterday, St. James' Settlement launched a medication subsidy program subsidizing half of the medication expenses for patients whose monthly income is less than \$60,000. In prediction, it can help each patient save for \$200,000 medication expense each year.





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"/> Elderly Home Maintenance Services | <input type="checkbox"/> Home Haircut Services | <input type="checkbox"/> Power Subsidy - Ailing & Handicapped |
| <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"/> General use | <input type="checkbox"/> Health Promotion Activities | |

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

Address : _____ Phone No. : _____

Donation Method :

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

Bank : _____ Cheque No. : _____

By Credit Card (VISA MASTER)

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

Card Holder's Name : _____ Signature : _____

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

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

*Please check off your method of payment.

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

Please ensure that the bank receipt slip is returned along with your name and address to us via mail or fax at 3104-3635.

A tax return receipt will be issued with respect to your donation for tax deduction use. Thank You for your support.

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