



社工的話

Social Worker's Remark

由一個善心 影響更多善心的行動

上月，風靡海外社交網絡的「冰桶挑戰賽」傳到本港，大家用冰水將自己澆個「透心涼」，為給罕見病患者提供捐助。這項充滿「喜感」的活動在幾天內引發巨大關注，目的是希望社會人士關注罕見疾病的群體，予以關心和支持。

作為推行慈惠服務的單位來說，十分明白推動社會關注弱勢社群及籌募善款的重要性，正如一直以來我們透過慈惠月報及傳媒報導將有需要長者及患病人士的需要分享開去一樣。

在剛過去的炎夏，同事跟義工們忙著送涼行動，逐一上門為住在火爐裡的長者送上風扇，這些實物捐助，全來自善長的一分一毫，沒有善款支持，幾百把的風扇送贈行動又談何容易？現在，同事們又正準備著面對寒冬的來臨，籌募暖風機、暖水壺、棉衣及大型電器如電熱水爐的工作，又隨即展開！

在物質豐裕的香港，如生活環境中很少有機會接觸到基層人士的話，真的是無法知道他們的實況。早前有位善心人士，從慈惠月報中看見一張在長者家中的破舊風扇相片，在「有相有真相」的情況下，他為到這些弱勢獨居老人感到悲涼，長者一生勞碌，老來連一把百幾蚊的風扇也買不到？香港社會究竟發生了甚麼事？然後他毅然作出捐助，希望以實際行動來改善老人家的生活。

或許有些人士會感到自己的力量很有限，覺得自己可幫得上的地方很少。事實上個人的力量真的是有限制，正如「冰桶挑戰賽」，參加者會向另外3個人發出挑戰，從而增加善款的支持。在我們的服務上，也曾遇到一些有心人士，他們雖然是打工仔，但卻得到老板的信任及認同，於是向老板建議一些配合慈惠服務的資助計劃，或是捐出相關的實物，或是善用公司物資及人手，在淡季時為弱勢社群做一些合用的產品等等，這些都是因著個人善施的心，影響另一些人士及資源再去多做一些善事，實在是很有意思的行動！

Kindness Spread from One to One

Last month, the Ice Bucket Challenge spread to Hong Kong from the Internet quickly. People dump the ice water on their head to promote awareness of the disease amyotrophic lateral sclerosis (ALS) and encourage donations. This "interesting" activity arouses huge attention in just a few days and hopefully people in the society can be more aware of the disease and provide the patients with support.

In running the Charity Projects, we understand well the importance of public attention and fund raising to the deprived people in the society. Taking our Projects as an example, we share the need of the elderly and patients to public by the Philanthropy Monthly and the media reports.

This summer, our colleagues are busy in the "Fan for the Elderly Campaign" by sending the fan to those elderly who are living in the heat. The Campaign is totally supported by the donations from kind benefactors. In fact, it is absolutely not easy to have hundreds of fan for the elderly without the donations. Now, colleagues are busy again in preparing the winter. They are appealing donation for fan heater, kettle, cotton padded coat, large electrical appliances, such as water heater, and etc.

Hong Kong is such a rich city where people have few chances to know the real situation of those living in poverty. Recently, we have met a kind donor. He saw the picture of a broken fan in an elderly's home. The "real" picture brings him the "real" situation. He is very upset that those elderly who have working hard for their whole life are not capable to buy a fan which may just cost a hundred dollars. He then questioned what is happening in Hong Kong; and thus he made donation to us wishing to improve the elderly's living quality.

From some people's point of view, their contribution is very limited. Undoubtedly, the power of individual is limited; thus, the "Ice Bucket Challenge" maximizes the donation by asking the participants to "challenge" 3 more people. In our services, we also met many kind hearted people. Although they may just a working labour, they will propose the subsidy plan for Charity Projects to their boss, make donation in kind, utilize the company's resource and manpower and etc. They do it all by their kind heart and their kind heart is in fact influencing other people to make more donation which is really a meaningful action!

好施捨的，必得豐裕；滋潤人的，必得滋潤。

The liberal soul shall be made fat; and he that watereth shall be watered also himself.



「感謝善長，不因我九十歲，就放棄我！」

年近九十歲，理應頤養天年，享受以弄孫為樂的日子，過著幸福洋溢的生活。可是，對於同樣九十高齡的李婆婆來說，卻沒有這麼幸運。丈夫比她先離世，由於兩人感情十分要好，一時間婆婆在身心上承受十分大的打擊，女兒有見母親情緒十分低落，於是暫時回來跟她同住。受到情緒打擊的李婆婆終日以淚洗面，本已患有黃斑點病變的她在這時間再度復發，「醫生睇完我之後，話我要打針，[注射一種名叫 Denosumab (Prolia的藥物)]，避免我會失明，但原來每一針需要二千三百元，我是靠綜援維生，女兒自己有頭家，經濟上幫不上忙……其實我怪就怪自己沒有學識，後生個陣搵唔到錢，女兒好早就出來工作，無好好比佢讀書，自己老來又儲唔到錢！」李婆婆很難接受連串發生的悲劇。

及後經醫務社工轉介，聖雅各福群會惠澤社區藥房得悉李婆婆的情況，於是運用熱心人士的善款資助病人購買一支針藥的藥物，暫時舒緩她的經濟壓力，「其實年紀這麼大，好話唔好聽，擺多幾年都落去搵我老公！但係善長沒有咁樣睇我地咁大年紀既老人家，無放棄我哋，無因為我年紀大就唔幫忙，我真係好感激大家！」李婆婆的病情暫時舒緩，不用擔心視野模糊的情況發生。眼睛是身體的靈魂之窗，不論是長者或是小孩子，能看得見東西是一種幸福。

長者隨著年紀愈來愈大，少不免會出現身體毛病，長期服食藥物對他們來說會打擊他們對生活的鬥志，「後生個陣，有病都唔會睇醫生，感冒咪用一張棉被焗到出汗，就自然會好，而家老左，食幾十種藥，食左又唔會斷尾，唔食又惡化，你話人老左有咩用呀？」李婆婆對於自己患有多種長期疾病已感到十分厭倦，幸得家人支持以及素未謀面的熱心人士支援得使李婆婆重燃希望，「唔認識既人都會關心我，我點會就咁放棄自己！」希望李婆婆的病情能得到控制，健健康康地生活下去！

“Thanks for the Kind Donors. They Didn't Give Up Me Because of My Old Age!”

An 90 years old elderly should enjoy their old age with family and grandchildren. However, Grandma Lee, who is also 90 years old, is not as lucky as others. Grandma Lee's husband passes away before. As she is very depressed, she cries all day and hence her daughter temporary moves back to live with her. Worse still, her macular degeneration relapses, “The doctor said I have to take the injection in order to avoid being blind. (Grandma Lee has to take the injection called Denosumab.) However, each injection costs \$2,300…… I am living on the CSSA and my daughter has to take care of her own family…… In fact, I can blame no one. I am not education and thus I earned little money. I cannot provide my daughter with education so that she has to work when she was young.” It seems that Grandma Lee is hard to receive the series of tragedy happening on her.

By the referral of the medical social worker, our Philanthropic Community Pharmacy knows about the situation of Grandma Lee. Our pharmacy then subsidy her for one injection by the donations in order to solve her financial burden temporarily. “Actually, I am that old and I am going to “meet” my husband soon. However, you all do not give up me. I am so touched!” After the first injection, the degeneration problem of Grandma Lee is temporarily controlled and she does not have to worry of being blind at the moment. We always say that “Eyes are the window of our soul”. It is important for everyone to see!

It is unavoidable for one to have different kinds of health problem when getting old. Having the medication in no term undoubtedly will defeat their living hope, “When I was young, I don't have to take any medication for recover; however, I have to take over 10 kinds of drugs now with no end!” Grandma Lee is tired with the chronic disease; luckily, with the support from family and kind donors, she regains the hope of living, “People who don't know me also give me support! How can I give up myself?” We hope Grandma Lee's situation can be controlled so that she can live healthily and happily afterwards.



主動出擊 傳遞健康資訊 糾正錯誤想法

眾所周知，聖雅各福群會「惠澤社區藥房」的成立是始於自政府訂立了藥物名冊後，以打破匱乏患者「無錢無藥醫」的局面。作為社會上首間由非牟利機構營運的藥房，其角色除了是為一班有經濟困難的病患者提供經濟援助，以紓解他們的身心壓力外，我們亦期望集結社會不同單位的合作，肩負起於不同層面為患者及社區人士提供最到位服務的使命。

從過去的服務中，我們發現很多人於用藥物知識及處理等各方面均存在不少問題。當中，特別是一班長者，他們過往沒有途徑接收正確藥物知識，因而存有很多根深蒂固的錯誤資訊。例如，他們會誤以為將藥物儲存於雪櫃內，可保存其新鮮度，卻不知原來雪櫃會使部份藥物受潮及抽乾藥物中的水份，影響其劑量及藥效等；又或長者喜歡將新舊藥物同時存放於一個個小樽內，並把原來貼有藥物標籤的藥袋棄置，結果出現將藥物混淆、藥物過期、服錯藥等情況。另一方面，又有部份長者即使他們心中存有疑問，卻因不善於或身體行動不便等問題，未能尋找解決辦法。

因此，「惠澤社區藥房」其中一項工作就是主動出擊，走進社區為他們提供教育及輔導工作。我們會與各地區中心合作，以講座形式提供藥物諮詢服務，或為偏遠地區長者提供視像問藥服務等。透過藥劑師親身為長者講解，能有效改變病患者對處理藥物及用藥上的一些錯誤想法，同時亦可去除他們對藥物帶來的副作用或對身體影響的擔憂。

其實，長期服藥不只帶來身體上的困擾，心理上壓力也不容忽視。我們期望繼續主動透過社區教育的活動，協助病患人士正面及積極參與治療計劃！



Proactive Action Delivery Information & Correct Misconception

As you all know, St. James' Settlement's "Philanthropic Community Pharmacy" established since the launching of "HA Drug Formulary", in providing financial support for patients with treatment. Being the first Community Pharmacy run by the non-profit organization, apart from the provision of financial support, we also hope to a knit community resources web for serving the patients as well as the public by different kinds of programs.

From our past experience, there are many people who have many misconceptions regarding to medication usage, storage and etc. Especially for the elderly, they haven't received proper medication knowledge in the past and hence lead to misunderstanding. For example, they will store the medication in refrigerator in order to keep fresh; however, they never know it will actually affect the medication's dosage, effectiveness and etc since the water element of some medication will be dried up by the refrigerator. Also, some elderly have a bad habit of putting both the old and new medication into a bottle as well as discarding the packing which is of the medication label; as a result, it leads to medication confusion, overdue medication, wrong intake and etc. While for some elderly, although they have medication problems, they do not know the way of searching the answer or they have mobility difficulties in seeking help.

Therefore, one of the Pharmacy's missions is to act proactively by offering education and consultation in public. The Pharmacy will cooperate with district centers to offer talks or tele pharmaceutical consultation. By having the explanation of Pharmacy in person, it can correct the patient's misconception and can release their worries in medication, such as the side effect.

In fact, the chronic illness patients not only have to face the side effect of taking medication in long term, their mental pressure should be taken in care as well. Thus, we will keep providing public education in order to encourage the patients in facing the treatment positively!

透過主動出擊，讓有需要的長者得著正確的健康知識。
The Pharmacy actively provides needy elderly with proper health information.



感謝善長關懷和慰問

Grateful for Care and Regard From Benefactors

「電器贈長者」計劃一直致力照顧匱乏長者家居所需，透過社工、義工到訪長者家中，了解家居安全包括電器、維修上的需要。除了實物、服務餽贈，計劃亦希望將善長的「慰問」及「關懷」到戶送給長者，讓長者感受到社會大眾對他們的愛和支持。「為長者多行一步，為長者多做一點」，正是「電器贈長者」計劃的來年目標，計劃將致力為長者建造「安樂窩」，透過家電餽贈和支援服務的配合，讓長者可真正的安居。

St. James' Settlement's "Electrical Appliances for the Elderly Program" has been taking care of the need at home of the deprived elderly. The Program operates through home visits made by social workers and volunteers in order to find out the standard of home safety and the need for electrical appliances and maintenance. In addition to the giving of appliances and services, the Program also hopes to bring to the elderly the benefactors' care and regard with the hope that the elderly can feel love and support from society. The goal of the Program for the year to come is "Walk one more step for the elderly; do the extra for the elderly." The Program will try its very best to build "a cosy home" through giving electrical appliances and supportive services to ensure that the elderly can truly live comfortably.

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聖雅各福群會執事先生/女士台鑒：

敬啟者，本人盧XX住柴灣興華邨XXX，係綜援戶獨居長者，極需保溫電水煲及個人電煲各一個，因無力購買，故向貴會求助，得蒙貴會鍾姑娘義允，並親自送至舍下，雪中送炭，未足以比其高義，謹向貴會及鍾姑娘致以萬分感謝！自後飲水思源，每飯不忘！並向到訪義工司徒先生太太暨司徒小妹妹致謝！

To: St. James' Settlement,

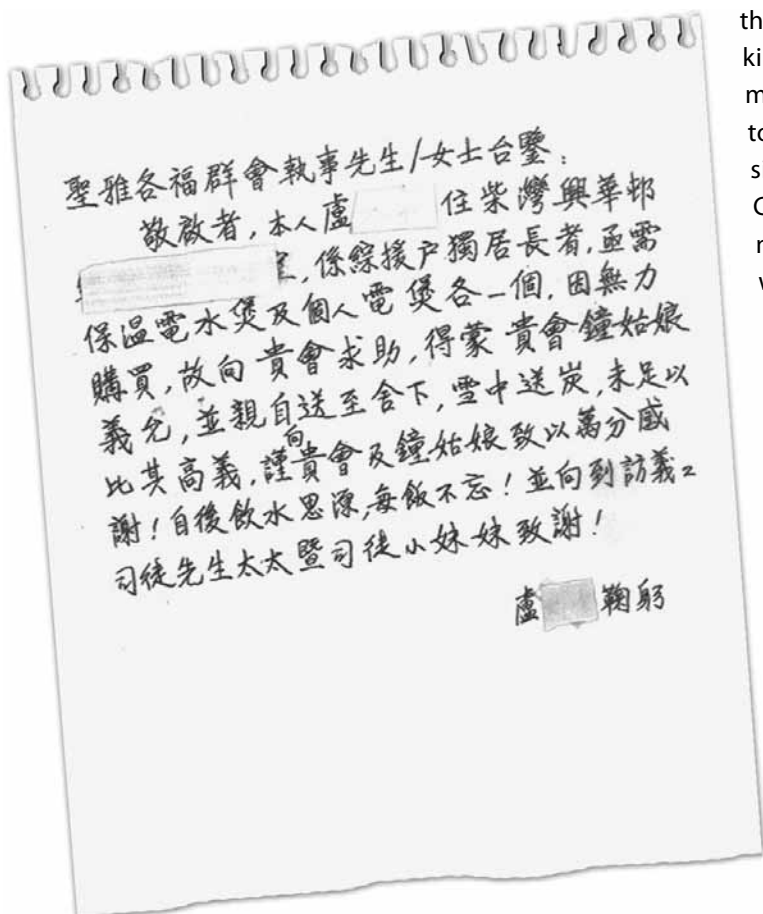
Dear Sir/Madam,

My name is Lo. I live alone in Hing Wah Estate, Chai Wan and am an elderly recipient of Comprehensive Social Security Assistance (CSSA). I needed an electric water kettle and an electric cooker (for one person) urgently. Since I could not afford to buy them myself, I approached you for help. Your staff, Ms Chung, kindly consented to help and delivered those appliances to my home personally. Her deed was nobler than giving coal to someone trapped by snow. I would like to express my sincerest thanks to your esteemed organization and Ms Chung. I will never forget how much your help meant to me. I also thanked Mr. and Mrs. Szeto and their little girl when they visited me.

盧XX鞠躬

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Yours faithfully,
Lo





我們需要你的捐助
We Need Your Donation

熱水爐餽贈 為長者送暖

近日香港興起「Ice Bucket Challenge」的籌款活動，大家以大桶冰水淋身，藉此活動為ALS 病人發聲及進行籌款。鏡頭裡被淋冰水的人，因冰水溫度極低，刺激著皮膚，人禁不住打起冷震，四肢變得「僵硬」。事實上，這種片刻以「冰水淋身」的刺凍感受，亦是家中欠缺熱水爐設施、弱者以「煲水」洗澡面對的困難。居住於深水埗公屋邨、家徒四壁的陳婆婆，與我們分享了於冬天洗澡的困苦。

「每月綜援得個二千幾蚊，用於食物連日用品都是僅僅足夠。熱水爐我就買唔起了，而家我用個電飯煲煲水，之後連內膽拿入浴室洗澡。一隻手扶住牆壁步行，另一隻手拿著滾水，好不狼狽。」陳婆婆每次洗澡都要預備一大輪功夫，加上電飯煲內膽只有1公升多的容量，熱水不足以應付洗澡之用。

「人知足就好了，自己能力有限，不能要求太多。」陳婆婆最擔心冬天之後，「煲水」洗澡加倍困難。「電飯煲容量有限，冬天時際熱水很快變涼，自己手腳動作緩慢，有時被迫『洗冷水澡』，感覺很淒涼。」陳婆婆曾於去年冬天，於洗澡時禁不住寒冷，患上感冒。「我害怕生病，要看醫生吃藥，又是另一筆花費。」

「電器贈長者」計劃了解到陳婆婆的苦況，希望為她覓得一部電熱水爐，透過供應商安裝，讓陳婆婆可於冬天來臨前使用熱水洗滌，不致讓她煲水洗滌時冒著冷病感冒的威脅。

同樣需要煲熱水洗滌的，還有八十八歲的惠伯伯。「我以前住板間房，使用公眾浴室，裡面有熱水爐設施可洗澡。現在搬上新公屋，社署津貼都用來購買床、搬遷等費用，實在無餘錢再購買熱水爐。」年老的惠伯伯，出外行動都要依靠拐杖。「我以前是『舞王』，常參加社交舞比賽。年紀大無用了，雙腳乏力，出入無拐杖連步行都有困難。」每天黃昏時，惠伯伯只能靠熱水煲煲水，倒入盤內才可以「成功」洗澡。「每次沖涼都好麻煩，沖個涼比落街散步更累。冬天即將來臨，我的體力負荷不了，或許會幾天才洗一次澡，抹幾下身就當清潔了。」沒有熱水洗滌的日子對體弱多病的長者而言，實在是苦不堪言的事。

一個熱水爐對體弱無依的長者而言，是不可缺少的基本家電。聖雅各福群會「電器贈長者」計劃預計將於冬季前需為超過50位匱乏長者送上電熱水爐連基本安裝。你願意為每位長者作出捐助，讓於輪候冊上的無依長者可盡快受惠嗎？計劃正急待社會人士在此雪中送炭的好時刻，為貧病無依的貧弱病者伸援手，助免除發生家居意外的悲劇。施善熱線：2835 4321 或8107 8324。計劃網址：www.thevoice.org.hk。



Water Heaters To Warm The Elderly

"Ice Bucket Challenge" is currently a rage in Hong Kong. To raise funds for ALS patients, people dump buckets of ice water over their heads. The freezing water touching their skin makes them shiver, and their limbs turn stiff. This sensation is actually the lot of many needy elderly who, for lack of water heater, must boil water to bathe themselves. Grandma Chan, who is surrounded by four bare walls in a public housing unit in Sham Shui Po, told us about her bath in cold winter.

"I get just over \$2,000 of Comprehensive Social Security Assistance each month, barely enough to pay for food and daily necessities. I can't afford a water heater. I use my rice cooker to boil water, then carry the inner pan into the bathroom with one hand, keeping my balance with the other hand on the wall." It always takes her a long time to prepare her bath. And, as the rice cooker's inner pan only holds one liter, the hot water isn't really enough for a bath.

"People should be content with what they can afford and not ask for too much," she believes. But Grandma Chan's greatest concern is the increasing difficulty of boiling water for her bath as the weather turns cold. "The rice cooker cannot hold much water, and hot water turns old quickly in winter. But I can only move slowly. So sometimes I have no choice but take a cold bath." Last winter, Grandma Chan caught the flu taking a bath in freezing weather. "I dread getting sick. Seeing the doctor and buying medicine cost money."

Aware of Grandma Chan's hardship, our "Electrical Appliance for the Elderly" Program is trying to find her an electric water heater to be installed for her by the supplier, so that she can have hot water for her bath before winter comes, and needn't risk catching the flu.

Just as in need of hot bath water is 88-year-old Uncle Wai. "I used to live in a boarded cubicle and have access to a public bathroom with hot water supply. Now I have moved into a new public housing estate. But all the allowance from the Social Welfare Department has been spent on buying a bed and paying moving expenses. I have no money left for a water heater." Old Uncle Wai needs the support of a cane to go out. "I was King on the Dance Floor and took part in many social dance competitions. But my legs are weak now in old age. I even have trouble walking without a stick." Every evening, Uncle Wai has to boil water in a kettle and then pour it into a basin for a "successful" bath. "Every bath is a strain, more exhausting than going out for a walk. Winter is coming. I don't have enough strength. Maybe I will only be able to bathe myself once several days, or clean myself by wiping my body with a wash cloth." The hardship of taking a bath without hot water is hard to bear for a frail elderly person.

An electric water heater is a basic appliance indispensable to a frail elderly person with no one to rely on. St. James' Settlement's "Electrical Appliance for the Elderly" Program expects that it will have to install water heaters for over 50 needy elderly people before winter. Are you willing to make donations towards them, so that those on our waiting list can enjoy the benefit as soon as possible? They are in urgent need of your helping hand to avoid tragic accidents. Donation hotline: 2835 4321 or 8107 8324. Website: www.thevoice.org.hk.

「善長捐贈的熱水爐，於寒冬之際為我『送暖』，我可有熱水洗滌了。」
"This water heater from generous donors is a gift of warmth in cold winter. Now I have hot water for my bath."



義工上門拆熱水爐 失明婆婆省數百元

Removal of the Old Water Heater Save the Blind Grandma for Hundreds

76歲的獨居長者鍾婆婆，多年前丈夫逝世後，依靠綜援金過活。「我沒有子女，一個人住在這裡，眼睛已經完全看不見，所以日常生活的事務都需要由長者中心的職員幫忙（送飯、家居清潔、陪診等）。」

「今次係長者中心社工話我知我個電熱水爐生晒銹，擔心我有危險，所以建議我換個新的（熱水爐）。」完全失明的鍾婆婆不清楚家中設施損壞的情況，對於家居潛在的危機毫無頭緒。從本服務過往接觸申請個案的經驗得知，很多長者對其居住環境的危險意識並不敏銳，這些陷阱往往就是導致家居危險的開始。

每月依賴綜援金過活的鍾婆婆自知自己的經濟能力負擔不起，「我根本都無錢，一部電熱水爐要成幾千元的，我連想都不敢想自己可以買得起。」轉介社工有見及此，決定為婆婆解除家居陷阱，拆除現時生銹的熱水爐，另向本會申請一部新的（電熱水爐），讓婆婆安全地洗澡。

於是，長者家居維修服務的持牌義工師傅為婆婆將生銹的電熱水爐拆除。婆婆由衷地說：「真係好多謝咁多位熱心幫我，因為我失明，好多野都要由其他人講我知。如果今次唔知個爐原來已經生銹的話，我想我一定會繼續用，可能到出事先知！多謝各位幫我拆爐、做清潔，無你們的幫忙，我這一個失明的婆婆邊有能力打理咁多野，真係好感動。」

義工助婆婆拆除舊熱水爐後，另一計劃隨即為她安排一部新的電熱水爐。獲得多位熱心人士幫助的鍾婆婆喜上眉梢，鍾婆婆的眼雖然看不見，但她的心是知道義工們對她的關顧，一聲聲的道謝，全然表達出長者的感激。



Grandma Chung, 76 years old, is a living alone elderly who lives on the CSSA. Her husband has passed away few years ago. "I have no child and I live here alone. I am now totally blind; thus, I have to rely on the Elderly Service Center in helping my living, such as meal delivery, home cleaning and etc.

"This time, the staff of the Elderly Service Center told me that my water heater gets rusty. They suggest me to change a new one as it is dangerous." As Grandma Chung is blind, she does not know about the broken condition of her home facilities. In fact, according to our experience, most of the elderly do not aware of the risk at home.

However, Grandma Chung cannot afford for a new one as she has to live on the CSSA. "I have no money..... A new water heater costs a few thousands..... How can I afford?" Regarding Grandma's situation, the referral social worker seeks help from our "Elderly Home Maintenance Services" for removal of the old one and the "Electrical Appliances for the Elderly Program" for a new one so that Grandma can have a safe bath.

By receiving her case, our qualified volunteer master takes action to remove Grandma's water heater. "Thanks so much for all your help! As I am blind, I have to rely on others for so many things. Taking this water heater as an example, if no one let me know about the rusty condition, I will keep using it until accident happens. Thanks again for helping me to make removal and cleaning work. Without the help, I am absolutely unable to handle so many things. It really touches me!" Grandma Chung said sincerely.

After the removal, the other Program then arranges Grandma for a new water heater. Although Grandma Chung cannot see, she feels in her heart that there are a lot of people caring her. All the thankful words are expressing her appreciation to kind donors and volunteers.

持牌義工師傅為鍾婆婆拆除生銹的舊電熱水爐。

The qualified volunteer master helps Grandma Chung to remove the broken water heater.



水龍頭斷裂 水源不斷湧出 年近百歲婆婆：「嚇得心都跳出來」

長者家居維修服務，每天都收到不同個案的申請，我們會因應長者的緊急情況，而聯絡及安排義工師傅上門維修。最近，我們收到一個98歲丁婆婆的申請。

丁婆婆年近百歲，丈夫離世後，七十多歲的獨子不在香港，丁婆婆依賴三千多元的綜援金，獨居在屯門的單位，生活種種瑣碎事都得自己勞心。那天，婆婆一不小心把浴室的水龍頭撞斷了。「水源直接由此湧出來，我被嚇得目瞪口呆！幸好有浴缸剛好盛載著流出來的水，否則一定會弄至全屋水浸。」婆婆憶述時仍餘悸猶存。

「我見大量的水不停湧出來，我擔心會爆水喉，又擔心水費好貴，真的六神無主！當下只想到找社工林姑娘幫忙，她立即幫我聯絡管理處，為我的單位關上水掣，停了水，我的心才安定下來！可是每次用水都要出屋外開水掣，用完水又再出去關掣，實在好不方便！」加上丁婆婆在期間不慎跌倒並跌斷大腿骨，正值復康期，行動都需要使用助行架。社工便將她的個案轉介至「長者家居維修服務」，義工張師傅得悉婆婆的情況後，馬上安排時間上門進行維修。

丁婆婆迎門看見張師傅，馬上展露歡顏。「跌倒後，都要靠中心職員來幫我沖涼和清潔家居，他們每次用水都要出入大門開關水掣，實在太麻煩，加上我行動不便，他們在離開前還要幫我儲水，自己盡量行少一步得一步，免再跌傷。今次有師傅上來幫我維修，我真的很高興！」丁婆婆說道。

義工張師傅拿出工具和材料，很快就幫婆婆更換新的水龍頭，我們亦盡量更換長者之前使用的款式，以免長者再重新適應使用方法。此外，義工亦細心地向婆婆講解使用方法：「向右拉個手掣就開水，向左推埋去就是關水。」婆婆跟著張師傅的指示親手試用，看著可順利開關水掣，如釋重負的丁婆婆十分感激義工的幫忙。

「長者家居維修服務」接到地區社工的轉介個案，經評估後交由一群熱心的義工師傅，透過他們的專業上門為老弱人士協助家居維修工程，確保長者能居家安老；義工更會細心講解有關設備的使用方法，並會貼心地盡量使用長者原先使用的款式，避免長者因重新適應新的裝置而感無助！



Water Rushing Out from the Broken Tap Scared Grandma of Near Hundred Years Old

The "Elderly Home Maintenance Services" receives different referrals everyday. We will arrange suitable volunteer masters according to the case's needs and urgency. Recently, we receive a case of Grandma Ding who is already 98 years old.

Grandma Ding's son is not living in Hong Kong, thus she has to live alone on the \$3,000 CSSA in Tuen Mun after her husband's death. On one day, Grandma Ding broke her tap in the bathroom accidentally, "The water rushes out and I am completely scared! Luckily there is a bathtub carrying the water; otherwise, the whole flat will get wet." Grandma Ding describes the accident to the worker.

"At that moment, I don't know what to do and just think of seeking help from the social worker Miss Lam. She immediately helps to contact the property management office and they help to turn off the general power in stopping the water from rushing out. It temporarily releases my worries. However, I have to keep going in and out to turn on and off the general power every time when I have to use the water. It is so inconvenient." Also, Grandma Ding hurt her thighbone before and she is relying on the walking frames for recovery; thus, her social worker refers her case to our "Elderly Home Maintenance Services".

After knowing Grandma's situation, our volunteer master, Cheung, immediately arrange his time in paying her a visit. When Grandma saw his arrival, a smile appears on her face. "After my falling down, I have to seek help from the worker in bathing and cleaning. Every time, they have to keep going in and out for water which is so troublesome. Also, they have to bring extra water for me before leaving as I am not convenient in moving. With the help of the volunteer this time, I can bring less trouble to others so I am really thankful and happy for your help!" Grandma Ding said.

Just a while, Master Cheung installs a new tap for her. Also, we try to offer her a tap which is with similar style of her old one so that she doesn't have to learn again. The volunteer teaches Grandma patiently, "You just have to pull to the right hand side for turning on and push to left hand side for turning off." By following the instruction, Grandma can now handle the tap smoothly.

After receiving the application from the referral workers, the "Elderly Home Maintenance Services" will arrange professional volunteer master according to our assessment. With their professional knowledge, the elderly's home safety problem can be fixed and improved; also, with the volunteers' detailed explanation, the elderly can really be worry free.



從低谷走向感恩

居於顯徑邨的楊婆婆，她表示自己當天活潑好動，喜歡到處遊歷，欣賞周邊的事物景色。不過，經歷工傷及治療後，人就變得無用，記性又差，行動又緩慢，起居飲食全部要靠自己，她講出的句句話都是苦不堪言。

探訪楊婆婆的義工林先生環顧四周時，發現楊婆婆影了數張畢業照，一問之下，才發現楊婆婆剛剛於香港理工大學接受音樂治療的課堂，並畢業了。「我出咗院之後，一直都靠喺理工大學上堂，個人先放得開咋，你睇，我仲攞咗份獎品！」楊婆婆於上課期間有一份功課，需要的是2年沒有哭，才能獲得的獎品。楊婆婆表示，音樂治療真的改變了她，邊說楊婆婆就一邊穿著畢業袍，更急不及待地整理自己，說要與跟我們合照留念！

當天，楊婆婆接過「電器贈長者」計劃送來的電飯煲，十分高興，「很多謝善長的關心，十分感恩你們的幫忙，上天對我真好，活到這把年紀亦有很多人關心…… 從前我只看到自己的傷心和不幸，所以才會鬱鬱不歡過日子，現在我不會再是這樣。看！善長的心意幫我好大，每天我可以利用這個電飯煲煮兩餐食用，我真的很感恩！」感恩的話沒有從婆婆口中停止過，相信跟她受音樂治療後不無關係。

「電器贈長者」計劃的宗旨是為無依病弱長者建立「安樂窩」，善長慷慨捐助，確能減輕如楊婆婆般經歷人生起跌的長者生活壓力，讓他們可以獲得人間溫暖！



From Low Tide to Pleasure

Grandma Yeung is living in Hin Keng Estate. She recalled that she was an person who like travelling around. However, after an industrial injury and treatment, both her memory and mobility became worse; and she has to live by herself. By her sharing, we feel her sadness.

When our volunteers Mr. Lam visit Grandma Yeung, he noticed a few photos of Grandma Yeung who is wearing the academic dress. Grandma Yeung then shared with us that she has graduated from the Music Therapy class in The Hong Kong Polytechnic University. "After discharging from the hospital, I have to reply on the class in making myself more open-minded and happy. You see, I even gained a prize!" Grandma Yeung continued that the prize is to recognize her completion of homework for not crying for 2 years. By sharing the class's help to her, she wears the academic dress at the same time and then asks for picture with us!

During the visit, Grandma Yeung received the rice cooker from the "Electrical Appliances for the Elderly" Program. She is excited, "Thanks a lot for all kind donors. I am really thankful to their help. God treats me well as I still have people caring me at this old age..... In the past, I only focus on my sadness and misfortune; thus, I live very unhappily. Now, I will never look back. I will think positively. Look, I have this rice cooker from kind donor today and therefore I have to be grateful." The thankful wordings from Grandma Yeung haven't stopped for a moment which we believe the class really helps her a lot.

The purpose of our "Electrical Appliances for the Elderly" Program is to provide a comfortable living environment for the living alone elderly. The donation from all of you really helps to resolve the pressure of elderly like Grandma Yeung, helping them to go through every low tide in their lives and to gain warmth in the society.



貼心的服務

每日，醫院裡的醫務社工都需要面對很多因不同需要而來求助的病人，有的因病患困擾令情緒十分不穩，有的因缺乏家人照顧而缺乏生活支援，有的因面對昂貴的藥費而徬徨不已，有的因為無法接受因病或意外離世的至親而無法抒懷，在工作中所接觸到的病人或家屬都是懷著擔憂哀傷的心情。作為醫務社工就是為有需要的病人提供情緒輔導，又或為病人尋找社區資源，提供人力或金錢的援助，以不同方法與他們一起解決生活問題。

早前在醫院裡接過張伯與他太太的個案，年近八十歲的張伯步履蹣跚，每次來回醫院都要靠太太陪同，不單只是陪同，更重要的張伯要靠扶著別人才較安全出入，來見我的時間，我見太太滿頭大汗地狀甚辛苦。聽張伯太太所言，原來他們乘港鐵來醫院，但由港鐵站到醫院的一段路，對他們來說實在不容易。有鑑於張伯患有嚴重腎病，出入醫院頻繁，經深入了解後，兩位長者膝下無兒，生活靠綜援，實在需要找方法解決他們這個問題。

經與上級討論後，透過同事轉告，知道聖雅各福群會的惠澤社區藥房有一交通津貼計劃，透過網上取得聯絡電話後，直接跟「診病交通費支援計劃」負責人聯絡，經初步電話溝通後，個案合乎申請資格，負責人亦了解到個案需要急切，故本人便立即填上轉介表為張伯申請資助。很快地，聖雅各已決定資助張伯的個案，他們可以乘坐的士來回醫院，計劃不單減輕兩老的經濟壓力，最重要的是讓他們減低跌倒的風險。現時正值炎夏，相信這安排大大減輕兩老體力上的辛勞。

張伯及太太知道獲計劃資助，可於未來半年乘搭的士來回醫院，兩人即時喜上眉梢，他們還不斷向我道謝，而我則告訴他們是捐助聖雅各福群會的善長幫助他們，他們設了這個貼心計劃，為有需要的病人減輕來回醫院的壓力。

作為醫務社工幫助病人的經驗中告訴我，這些具體的服務計劃，看來好似很微小，但卻是很實際。希望善長可以繼續支援這些被病患煎熬的病人，為他們生命繼續綻放溫暖的陽光！

Thought Service

Everyday medical social workers posted in hospitals must face many patients and their family members who seek help for different reasons. Some are emotionally upset by to illness; some lack family support; some cannot afford expensive medication; some cannot cope with the sudden or accidental death of loved ones. All of them are worried or grief-stricken. It is the medical worker's job to help solve their problems in different ways – giving emotional counseling, obtaining community resources, providing assistance in manpower or finances.

Grandpa Cheung is a recent case I took up in hospital. Nearly 80, he walks haltingly. He has to be accompanied by his wife on every hospital visit. He needs not only her company but also physical support to move about safely. Mrs. Cheung was in sweat and looked strained when they first came to see me. She told me they had come by MTR, and it was hard for them to get to the hospital from the MTR station. Grandpa Cheung has kidney trouble and makes frequent visits to the hospital. Childless, the couple lives on Comprehensive Social Security Assistance. I had to find a way to solve their problem.

Having reported the case to my superior, I learned from a colleague that the Philanthropic Community Pharmacy of St. James' Settlement has a Patients Travel Subsidy Plan. I found the phone number online and spoke directly to the person in charge of the plan. After hearing me out, the person in charge found Grandpa Cheung qualified for subsidy and also saw the urgency of the case. I lost no time in filling out a referral form and submitting an application for Grandpa Cheung. St. James' Settlement quickly approved the subsidy for the old couple to make their journey to and from the hospital by taxi. This has not only lightened their financial burden but, more importantly, reduced the risk of their tripping and falling on the way. The arrangement must also be a physical relief for them this scorching summer.

Grandpa and his wife were overjoyed that they could take the taxi for their hospital visits in the next six months. They thanked me profusely, but I told them the help was from the kind donors of St. James' Settlement which launched this very thoughtful service to lighten the pressure of patients going to hospital.

My experience as a medical social worker helping out patients tells me that such concrete services which may seem trivial are in fact very practical. I hope the kind donors will continue to give support to patients suffering in illness, and bring light to their life.



剪出一份愛

「喂，聖雅各呀？我係赤柱王婆婆呀，天氣好熱，是時候剪個靚髮啦。」收到長者的電話，便隨即致電義工相約時間到戶理髮。

今天氣溫33度，伴著義工上門探望王婆婆之餘，更帶同理髮工具，幫婆婆「扮靚靚」。甫出升降機，已見她鋪好了報紙和放好了椅子，可見這理髮服務是多麼的叫人期待。

手起刀落，專業的義工一下一下的把王婆婆的髮型修理好，伴著頭髮掉下的，是她一句一句的說話：「以前我日日行好遠買菜，也不覺辛苦。現在呢？想行多兩步也是難事。」看著她拐杖不離手，可見身患的疾病為她帶來行動上的不便。今天天氣實在有點悶熱，義工汗流浹背但卻面露笑容，王婆婆看著義工的幫助，一直說著多謝的說話。

轉眼間，頭髮已修好，王婆婆開心到不得了。沒錯！人生也許像天氣般不似預期，縱使身患多種疾病，以致行動不便，不能像年輕時自由自在四處走動，心情總是惡劣得擠不出笑容，但透過義工們簡單的問候說話就能把心中那份愛帶給他們，因為每一份的關心每一份愛，對一班特別是獨居的長者尤為重要。

聖雅各福群會「到戶理髮服務」，服務港九新界各區，對象以長者和傷殘人士為主。義工會上門又到長者中心或護老院，為一些經濟上有困難及行動不便的長者提供服務。透過理髮的過程，除了可以讓他們換上新形象外，更藉著傾談對話，送上一份無價的關心！



Cut with Love

"Hello, is here St. James' Settlement? I am Grandma Wong living in Stanley. The weather is hot so I want to have the haircut." By receiving her call, we ask for the volunteer's help in providing the Home Haircut Services.

Today's temperature is up to 33°C. Apart from visiting Grandma Wong, we bring along the tools in helping Grandma Wong to cut the hair. As long as we come out from the lift, she has already prepare the newspaper and her seat. You can feel how excited she is expecting the service.

The professional volunteer cut her hair quickly. Grandma Wong said, "I did not feel tired even walking far away. However, it is now hard for me to walk even just a few steps." We can notice clearly her poor mobility due to the disease as she has to be with her stick all the time. Although it is very hot today, the volunteer keeps smiling while Grandma Wong keeps expressing her thanks!

Just a moment, the service is done and Grandma Wong is very happy. With no doubt, life is just like the unpredictable weather. Very often, elderly may not able to travel around freely in their old age and hence become upset; however, the visit and care of volunteers can send them love and warmth which is very important for the elderly especially for those living alone.

The "Home Haircut Services" of St. James' Settlement provides haircut service for the elderly and disable all over Hong Kong. With this service, they not only can have a clean and tidy outlook; more importantly, they can receive the society's care with the volunteer's visit.

「到戶理髮服務」不但為長者提供整潔的儀容，還為他們送上一份關心。The "Home Haircut Services" not only provides the elderly with a tidy and clean outlook, but also offers them a sense of care.



姊寫信亡弟 哀傷化微笑思念

一封封家書，是Susanna與弟弟之間的聯繫，二人自父親去世後，一直分工肩負照顧母親的責任，惟這名「戰友」卻於4年前突然因病身故。

姊姊有苦說不出，透過家書，將家中近況告知「已移民」的弟弟，慢慢將哀傷轉化成會微笑的思念。

父早逝 弟4年前突去世

年約40歲的Susanna兩年前舉行婚禮，由於父親早於她唸中五時過身，原打算手執弟弟的手步入教堂，最後由舅父補上。

兩姊妹感情極深，她回想父親去世後，自己停學外出工作，供弟弟讀書，弟弟亦懂事，努力讀書完成學業。

她形容與弟弟似「戰友」，二人會想盡方法為母親安排節目，姊弟倆少有坐下傾偈，但自99年起二人一直透過文字或書信來往。

不過，弟弟於2010年8月因突發性心肌炎去世，那時身處非洲做義工的Susanna接到消息後即時安排機票返港，肩負起照顧母親、弟婦及兩名年幼姪兒的責任：「（弟弟去世）打擊好大，但不懂去哭、去感受，成日同自己說無事，好多事又要處理，（整個人）好混亂！」

事無大小 寫家書「稟報」

弟弟去世後，不擅辭令的Susanna，難以道出痛失弟弟的哀傷，不斷叫自己要堅強，即使哭都只能匿於房中偷泣，免得母親擔心。直到一個月後，弟弟追思會當晚，她執筆再寫家書給弟弟：「（寫家書）似是同弟弟有聯繫，當他是移民了，向他說追思會當日朋友的分享。」

Susanna自那天起，由家人近況、至自己手執舅父之手入教堂，事無大小都會透過家書向弟弟稟報，將對弟弟過世的哀傷，轉化成思念，她現時對弟弟的思念，就如於沖繩蜜月期間寫給弟弟的家書中所言：「不像兩年前的充滿痛與淚水，今天的思念是帶着點點會心微笑」，叫弟弟放心。

那篇家書是聖雅各福群會是次「天堂家書及思歌比賽」的參賽作品之一，題為「愛的接力棒」，Susanna直言，婚禮前一天到弟弟墓前，背向墓地時卻看到未婚夫的工作地方，令她感受極深：「弟弟在生時，好盡力照顧家人，背着墓地看到丈夫工作的大口環，就似是（弟弟）將家庭責任帶給丈夫，由他去接力一樣。」



聖雅各福群會註冊社工岑智榮(右)稱，Susanna(左)透過家書向弟弟「稟報」，更將蜜月期間寫給弟弟的家書，作為「天堂家書及思歌比賽」的參賽作品。
The Social Worker, Sham Chi Wing, in St. James' Settlement said that Susanna was reporting things going on in their family in her letters to her brother and had chosen and submitted the one written during her honeymoon for the "Sacred Songs and Letters to Heaven Competition".

Writing To The Late Brother Helps The Sister Overcome Her Grief And Reminisce With Peaceful Smile

Susanna and her younger brother used to maintain their bond by writing letters. Since their father passed away, Susanna had been taking good care of her mother jointly with her brother, who unfortunately died suddenly 4 years ago.

The sister was too sad to talk about her deep grief for her brother's death. By writing letters to her brother who "has settled down somewhere else" talking about things going on in their family, she gradually let go her grief which has turned into reminiscence with peaceful smile.

Father passed away a long time ago; Brother died suddenly 4 years ago.

Susanna, around 40 years old, got married two years ago. As her father died when she was still in Form 5, she had ever thought that her brother would be the one who took the role of a father and held her hand and accompanied her to the wedding ceremony in church. But eventually her uncle did it instead.

The sister and brother have developed a tight bond with each other. After her father died, Susanna stopped studying and started working in order to support her family so that her brother could continue his studies. Her brother could appreciate her effort and in return he studied very hard and graduated.

She described that she and her brother were like "comrade-in-arms" trying every means to make their mother live happily by arranging activities for her. But they rarely had the chance to do some face-to-face chatting, instead they had been writing to each other since 1999.

Sadly, her brother died of isolated myocarditis in August, 2010. Susanna got this shocking news while she was serving as a volunteer in Africa. Instantly, she got herself an air-ticket back to Hong Kong to take up the responsibility of taking care of her mother, sister-in-law and two juvenile nephews. She recalled, "(My brother's sudden death was) a hard hit to me; I was too shocked to cry or feel. I just kept convincing myself that everything would be alright. With pile of things laid on my shoulders, (I was) very confused."

Reporting in letters things going on in the family, trivial or significant

Susanna is not good at verbal communication and she did not manage to express her agonizing pain for the loss of her beloved brother. She just kept reminding herself that she needed to be strong. Even if she could not hold back her tears, she could only weep in her bedroom lest her mother should be worried about her. After the memorial ceremony held one month later, Susanna started to write to her brother again that night. She said, "I can feel a linkage with my brother when I am writing to him; I just take his departure as kind of immigration. That night I told him about the sharing of our friends at the ceremony."

Since then, Susanna has been writing to her brother reporting things happened in their family, trivial or significant such as "how everyone is doing"; "she was holding their uncle's hand when walking into the church in her wedding day". Thanks to this kind of communication, she managed to overcome the deep grief for the loss of her brother who has turned into her precious reminiscence. Now she has a different feeling for her brother as narrated in her letter to him written during her honeymoon in Okinawa-jima, "Unlike two years ago, I am now no longer filled with agonizing pain and tears. Peaceful smile is on my face when I reminisce." She hopes her brother can rest in peace.

That letter captioned "The Relay of Love" is one of those pieces submitted for the "Sacred Songs and Letters to Heaven Competition" organized by St. James' Settlement. Susanna recalled that she went to his brother's grave the day before her wedding. When she looked at the direction the grave is facing, she could see the place where her husband-to-be was working. She was touched deeply by the thought: "My brother was doing his best to take good care of his family and now he was gone. His grave faces the Sandy Bay where my husband is working. When I looked at the place from his grave, it felt like (my brother) had finished his part in the "relay of taking care of our family" and had handed over the duty to my husband."



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