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「真」捐助

網絡世界,亦被稱為虛擬世界,常聽說那裡很多東西是假的,當大家收到資訊時,需要再三驗證;早前, 一個冒起的網絡媒體,卻在名詞或形式詞前加上「真」 字,以強調人及感情上的真正身份及真實狀態。

其實,在日常工作中,我們也常接到求真的查詢,「先生,我想問吓,現時你哋的最急切同『真』正需要的捐助係咩野服務?」「我嘅捐助係唔係會『真』正幫到有需要嘅人?」「我提供呢D物品捐助,係咪『真』係幫到你哋去幫人,還是會麻煩到你哋?」

相信當大家在問『真』捐助的問題時,背後期望 著自己的捐款要實在及到位,了解捐助對弱勢社群的幫助,這資源可以是金錢,可以是實物,可以是時間,可以是人力。

一般來說,大家會透過閱讀本報,了解我們持續做前線工作的情況,一個個的人物,透過慈惠服務,改變了外在的生活 — 不論是居住環境的改變,又或是獲的藥物的援助,同時,都會帶來內心的變化 — 被關懷和得安慰。從這些真故事,幫助大家明白慈惠服務所作的是甚麼,然後按大家的心意和所期望的進行捐助,亦有些善長會抽空給我們電話,了解最近的燃眉之急。這也反應了社會政策、人口和環境變化,服務也隨之要有所應變,弱勢社群的需要亦有所增減。

有些細心的善長,明白慈惠服務有服務的焦點 — 藥物、病人支援、家用電器、基本環境改善等等,對於網羅回來的其他資源,我們會盡力聯繫到相關的單位或群體,一來慈惠服務乃非政府資助,在人手上是十分緊張;二來這也真反應著社會上,其實是有賴不同機構或組織來提供多元服務來回應社會需要。

農曆年將至,在此先感謝大家過去一直的支持,願 大家的善心繼續令多人蒙福! 祝福大家身體健康!生活 愉快!

"Real" Donation

The internet is also named as a "virtual world". People questioned that things happening there are always fake. Every time when we receive information in the internet, we have to clarify in different ways. Recently, there is a popular social media. They put the word "real" in front of different nouns and adjectives in order to emphasis the "real" identity and status.

Actually, we also receive a lot of enquires for the truth: "Sir, I want to ask which service is with urgent needs for donations?", "Will my donation be used in helping the people with real needs?" or "Are the items I donated able to offer help or in fact causing you trouble?"

People asking for the "truth" are in fact hoping their donation can be used properly and effectively as well as understanding the deprived people's needs. The donated resources can be money, items, money or even manpower.

Generally speaking, donors can continually be updated for the service situation by the Philanthropy Monthly. The living of cases being reported can be improved, such as the enhancement of living environment or subsidy of medication treatment. Apart from the "external" aspects, it also leads to changes "internally" by providing the cases' care and comfort. By these real stories, people can understand more about the Charity Project and donate accordingly. Sometimes, there are even donors who give us call in knowing what item is in the most urgent need. This reflects that service can to change flexibly as the social policy, population and environment are all changing with expected increasing need from the deprived group in the society.

Some donors understand well of our service focus, including medication, patient assistance, electrical appliances, home maintenance and etc. For other resources they network, we will try our best in connecting other units or organization. This is because our manpower is tense due to the lack of government subsidy; on the other hand, it reflects that there is a real need for having more organizations to response for the social needs.

The Lunar New Year is coming, may I take this opportunity in giving thanks for the continuous support from all of you. I wish your kind heart can benefit more people in need. My warmest blessing to all of you for a healthy and happy living!





長期藥物資助計 去罕有病患者困憂

聖雅各福群會「惠澤社區藥房」一直關注病人在用藥方面的趨勢及需要,從而努力拓展不同範疇的藥物資助計劃。就好像「CRIZOTINIB」是一種較新的治療肺癌的標靶藥物,藥費每月高達五萬元以上,一般市民難以應付這筆龐大的藥物開支,病人及其照顧者的反應是徬徨及無助,甚至拒絕就醫。「惠澤社區藥房」就回應病人的需要,推出一項全新的肺癌藥物「CRIZOTINIB資助計劃」,病人一旦被公立醫院評估需服用該藥物超過二百二十四天,隨即可向本藥房提出申請,經與醫管局核實資料後,合格受資助病人可獲免費資助藥費開支,直至停藥為止。是次計劃希望為病人及其照顧者解決長期的藥物開支問題,去除經濟壓力而繼續接受治療。

藍小姐是接受該計劃的肺癌病人,從她親筆 的感謝信中,她坦言:「大約一年前,本人因左 背部經常感到痛楚便到急症室求醫,經照X光後 發現左肺有一黑影。後來,經醫生診斷出左肺 腺癌為ALK基因變異肺癌,即是間變性淋巴瘤激 酶,此基因變異會促進癌細胞擴散及有利於癌細 胞生存。當時知道結果後,本人感到非常惶恐、 不安及擔憂,醫生通知我的病情可用CRIZOTINIB 標靶藥物來治療,但由於此藥物沒有在醫管局的 醫藥名冊內,所以本人要自費購買。但此藥價錢 非常昂貴,每月藥費要幾萬元,對本人及家庭造 成非常沉重的經濟負擔。在本人積蓄快要用盡, 感覺徬徨無助的時候,得知聖雅各福群會有新的 肺癌藥物資助計劃,令本人及家人非常高興,可 以使本人繼續治療,在此感謝聖雅各福群會,希 望社會上有心人能鼎力支持聖雅各福群會能為更 多需要幫助人士得到及時的幫助,惠澤社群。」

八成的肺癌屬「非小細胞肺癌」,據美國國立癌症研究所於2010年的研究顯示,3%非小細胞肺癌患者會出現罕見的ALK基因變異,而本港每年約有300多名肺癌患者出現ALK基因變異。有醫生指,當肺癌病人出現ALK基因時會倍感無助,而若能及早確診有助把握治療黃金期,制訂適合個人的治療計劃,有助延長生命。

Long Term Subsidy Program Release Worries of Patients with Rare Diseases

The trend and need of patient's medication usage is always of St. James' Settlement Philanthropic Community Pharmacy's high concern in order to develop different medication subsidy programs. Taking the "CRIZOTINIB" as an example, it is a new kind of targeted medication for Lung Cancer. It costs near fifty thousand per month which is definitely unaffordable for general public. Thus, most of the patients and their family are always anxious and helpless; some even reject to continue the treatment. In response to the need, the Philanthropic Community Pharmacy launches a new Lung Cancer program "CRIZOTINIB Subsidy Program". Once the patient is diagnosed of the disease by the public hospital and has to take the drug for more than 224 days, he/she can apply for the program. After the assessment by Hospital Authority, the eligible case can take the drug free of charge until the treatment is over. With this new program, the Pharmacy hopes to release the patients and their family's pressure in long term.

Miss Lam is one of the beneficiaries. In her thank you letter, she said, "Around one year ago, my left back was frequently painful. It was found that there is a shadow in my left side Lung. After further check up, I was diagnosed with Lung Cancer which is ALK Gene Mutation Lung Cancer (anaplastic lymphoma kinase). This kind of gene mutation will active the diffusion and survival of cancer cell. I was extremely anxious, nervous and worried with the result. The doctor informed me that CRIZOTINIB targeted therapy can help; however, the drug is self-financed medication. The medication is very expensive costing few thousand per month; it absolutely creates a heavy pressure to my family. Luckily, just when my saving is nearly used up, I know about the new program from St. James' Settlement. I am so happy and thankful to the Settlement's subsidy so that I can continue my treatment. I hope kind hearted people in the society can keep supporting the organization so that more people in need can receive help!"

At the moment, 80% of the Lung Cancer is non-small cell lung cancer. According to a survey by US National Cancer Institute in 2010, 3% non-small cell lung cancer patients will have the rare gene mutation; while in Hong Kong, the average number of cases is around 300. The doctor said those patients will feel helpless at the beginning; if they can have proper treatment as soon as possible, it can help their surviva.



為義受逼迫

常聽說香港的醫療架構未能叫病人得到合適的治療, 窮人不能得到應有的藥物;但另一邊廂,政策發言人表示 已能「確保病人可公平地獲處方獲驗證為有效、安全及具 成本效益的藥物」。(*食物及衞生局局長高永文(2013年 五月二十三日)在立法會會議上就「藥物名冊及藥物資助制 度」動議辯論的總結發言)

無論雙方有理地爭辯不休,事實上低下階層的病患人士,在有需要時未能得到合適的藥物治療;惠澤社區藥房也為此而生。

引用以下兩個例子讓大家可以更明白現時香港的情況:

晚期前列腺癌藥物

2011年美國食物及藥品管理局(FDA- Food and Drug Administration)批核了一種藥物可作為治療晚期前列腺癌,於2012年該藥物被美國國家綜合癌症網絡(NCCN-National Comprehensive Cancer Network)建議為治療該疾病的其中一種首選藥物。此藥物於2012年進入香港市場,但時至今天,所有合適使用這藥物的醫管局病人,均需要全費自支每月\$33,600的藥費。本藥房有幸可資助數十位經濟有困難的病人接受該藥物治療。雖然不是全部病人也能收回春之效,但當中亦有因這藥而逾越死門。

罕見疾病

還記得冰筒試練嗎?是早前為肌萎縮性脊髓側索硬化症 病人籌款的活動,他們為什麼要籌款?因為這是罕見疾病。

根據香港罕見疾病聯盟提供的資料,台灣於2013年 把197種疾病定為「罕見疾病」,台灣政府也向低收入家 庭提供全數的藥物、維生設備和營養品的支援,非低收入 家庭也能得到80%的支援。而反觀香港暫時未有對「罕見 疾病」作定義立法,只有身患6種罕見疾病病人,每年均 被「罕有遺傳病專家小組」以審批形式作逐年性的支援更 新。即是說,香港的罕疾病人,當中不是每一個能得到每 月以「萬」為單位計算的醫藥、醫療費用。

值得我們思考的,社會是需要龐大的金錢支援以供低下階層得到合理的治療,但在收集捐款的過程中,曾被質疑惠澤社區藥房的服務,不就是幫政府做他們沒有做、而該做的工作?所以,決定不作支持。讓我們反思這道問題,香港的社福行業那麼蓬勃,究竟是因為什麼呢?不是因為社會不公而生嗎?公營的社福部門如果可處理所有的不公事情,服務就沒有存在意義了。

另一邊,因為我們的藥物價錢是市場的3至7折,豈不會被同行藥業作為談論對象?!事實上,守護著一班低下階層的病人,又豈不是我們的使命!

聖經中有一句話:「為義受逼迫的人有福了!因為天國是他們的。」(太5:10)我們所作的是「為義」,就以上所說「受逼迫」是容易理解的,但天國為什麼是我們的?倒不如說,我們堅持為義作工,天國這公義的價值已在我們的服務及我們的人格中彰顯出來,天國因此在地上這不公義的國度出現了。

如果在捐獻之時,遇到同樣的問題,「這樣不就是幫政府做他們沒有做、而該做的工作?」或許你可以這樣回應,就是「為義」而且「受逼迫」了。這一點一滴的金錢成就了慈惠月報所報道過的感人故事,而且永無絕響。



Persecuted For The Sake of Righteousness

People always blame that the medical system in Hong Kong cannot secure patients for proper treatment; meanwhile, the government clarifies that the present policy can fairly ensure patients having the effective, safe and cost effective medication. (*Quoted from the conclusion speech of Dr Ko Wing-man, BBS, JP, Secretary for Food and Health in the debate of Legislative Council regarding the drug formulary and subsidy system on 23rd May 2013.)

In fact, no matter how different sides argue, there are many deprived patients who are not able to obtain proper medication for treatment. This is also the background of how the Philanthropic Community Pharmacy launches.

Below are two examples which provide a clearer picture of the situation in Hong Kong now:

Prostate Cancer Drugs for Patients in Final Stage

The America Food and Drug Administration approved a prostate cancer drug for patients in final stage as treatment in 2011 and the drug was then suggested as one of the first priority choices for the diseases by National Comprehensive Cancer Network in 2012. The drug was being introduced in Hong Kong market in 2012; however, all patients still have to pay for the medication fee which is \$33,600 per month by themselves at the moment. It is blessed that the Pharmacy is able to subsidy dozens of deprived patients for the medication. Although not all of them survived, there are patients luckily recovered after taking the treatment.

Rare Diseases

Do you still remember the "ice bucket challenge"? It is launched as to raise fund for amyotrophic lateral sclerosis patients. Why we have to raise fund for them? It is because the disease is rare.

According to Hong Kong Alliance for Rare Diseases, Taiwan has categorized 197 kinds of disease as "rare disease". For low income family with patients having these kinds of rare disease, they can enjoy the full subsidy of the medication, facilities and nutritious supplement; even for the non-low income family, they can also enjoy 80% subsidy. Reviewing Hong Kong's situation, we have no official definition or law for rare disease. Also, only patients of 6 rare diseases can be reviewed yearly for subsidy by the "Expert Panel Meeting on Rare Metabolic Diseases". In other words, not every patients with rare disease can receive the monthly subsidy which starts from ten thousand or above.

The present situation leads to our further reflection. A large amount of money is needed for deprived patients in having proper treatment. However, we have been questioned that the service of Philanthropic Community Pharmacy is in fact helping the government. As it is the government's responsibility, they decide not to donate. We reflect on the situation. Why the social service industry in Hong Kong is so flourishing? Doesn't it appear due to different unfair issue in the society? If the government is able to solve all the unfair issue, it is meaningless to continue the services.

In addition, we sell the medication at a discounted price which is generally 30% to 70% cheaper than the market price. It may lead to other pharmaceutical companies' complaint; however, providing assistant for deprived patients is our mission!

There is a saying in the bible that "Blessed are those who have been persecuted for the sake of righteousness, for theirs is the kingdom of heaven." We are forced by the justice; with our persistence, the value of justice can then be shown in our service and personality. Hence, the heaven appears in our society.

If you are also being questioned when making donation, perhaps you can simply reply that we are forced to take action for the justice. Every support from you is in fact leads to all touching story in the Philanthropy Monthly!



年老夫婦飽遭虐待 感謝善長關愛支援

正所謂「家家有本難念的經」,每一個家庭背後都有機會隱藏著一些困境,這並非外人所能理解。本服務一直為清貧的獨居長者提供電器支援服務,希望改善貧弱獨居長者家居生活質素、避免家居意外發生,使受惠長者感受社會人士的關懷。事實上,不少獨居長者並非無兒無女,只是各個家庭有著自己的故事,令長者得不到子女的經濟援助,甚或適切的關愛。

劉伯伯與太太一直居於國內,子女隨親戚在港長大。今年劉伯伯與太太來港,本想與子女一家團聚,享受天倫之樂,希望得到子女的照顧。有誰會想到,當他們跟子女一起居住,一起生活的時間,卻不幸地遭受子之虐待,讓他們逼不得意搬到長者緊急宿舍暫住。及後兩老在新界區找到板間房租住,希望可以在社區獨立生活。當他們逐步搬入新屋的期間,板間房內的水龍頭突然爆裂,把屋內的電器浸濕弄壞。僅僅一百多尺的板間房內所有物品,包括風扇、電磁爐及電熱水壺均被弄濕損毀。當時正是十月份,天氣仍然悶熱,風扇浸壞了讓他們在屋內焗得抖不過氣來,屋內沒有廚房,現在電磁爐及電熱水壺也損壞了,兩老十分徬徨。地區中心社工接獲他們的求助,得知他們面對的困難,於是向本會「電器贈長者」計劃申請服務,以解他們燃眉之急。

由於劉伯伯的個案屬緊急情況,於是負責社工及義工隨即把有關的電器送到他們元朗的家。在探訪期間,義工耐心地教兩位長者使用電器之餘,更與他們閒談,關心他們現時的生活狀況。兩位長者均表現得十分客

氣,傾談期間不斷表示感激,並握著 義工的手以表謝意。劉伯伯與太太更 把一封錶在相架中的感謝信送來,以 感謝本服務施予援助。「衷心感謝聖 雅各福群會電器贈長者計劃,感謝您 們為百姓之所想,為百姓之所急,在 我們最困難時,給了我們物質上的捐 助,我們再次多謝」。

「電器贈長者」計劃宗旨為年老無依靠的長者送贈電器,解決生活所需。不少長者如劉伯伯與太太般會面對突如其來的生活困境,善長的捐助實在能及時幫助他們解決生活之困。



Abused Old Couple Thanks Kind Donors For The Caring Support

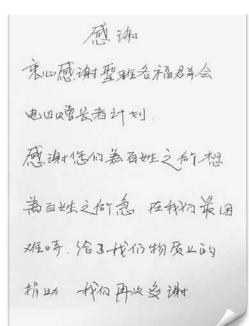
Every family has an untold story hidden behind closed doors, probably a story involving great hardship or difficulties that outsiders may not easily understand. It is part of our service's focus to grant electric appliances for needy elderly especially those who live alone, so as to improve their living condition, to make their homes safer from home hazards, and to let these secluded seniors feel being cared about by others in the community. In fact, many of these elderly do have children, only their adult children are too busy providing for their own families instead of their parents.

Grandpa Lau and his wife used to live in mainland China while their children accompanied a relative to Hong Kong and grew up here. This year the old couple moved to Hong Kong, they planned to live together with their children and they thought they would be well taken care of. The reality is, they were ill-treated by their children and had to flee to the emergency elderly hostel for temporary shelter. Later the couple found a partitioned flat in the New Territories and hoped to start a new life on their own. While they were busy moving into their new home, the water pipe in the 100 sq-ft-room burst and all their belongings inside were inundated, including their electric fan, induction stove and electric kettle. At the time it was October but it was still hot. Without a functioning electric fan, the couple had to struggle with the stifling heat. There was no kitchen in the flat; as they learnt that both the induction stove and electric kettle no longer worked, they felt even more helpless. Receiving their request for assistance, the social worker from the district center learnt of their situation and referred them to our "Electrical Appliances for the Elderly Program".

Grandpa Lau's case was considered emergency, so the social worker in charge and our volunteer immediately sent the required appliances to their home in Yuen Long. Our volunteer patiently explained to them how to operate the appliances and asked about their latest situation. During the conversation, the couple held our volunteer's hand and thanked him repeatedly. They even presented a

beautifully framed "Thank-you Note" to us to show their appreciation of our service. It says, "We would like to express our most heartfelt gratitude for the timely assistance offered by the Electrical Appliances for Elderly Program of St. James' Settlement. You truly see the people's needs and properly act to help them out. You provided us with all the necessary electric appliances we need at the time we felt most vulnerable and helpless. Please accept our sincerest thanks again!"

"Electrical Appliances for the Elderly Program" aims to help destitute elderly by offering the electric appliances necessary for subsistence. Many helpless elderly, like Grandpa Lau and his wife, need to face a sudden change of fortunes and a very hard life ahead; your donations are going to offer them a timely relief from the hardship in life.





The Philanthropy Monthly

請立即捐助送暖行動 為獨老送上絲絲溫暖

今年香港天氣持續炎熱,十一月尾的天氣,仍維持在二十多度左右。當大部份人以為今年香港再沒有冬天的時候,在上月中一股寒冷的氣流湧至,令原本約二十度的氣溫降至十三度,部份地區更低至十一度,意味著香港的冬天正式來臨。正當大家都忙著選購保暖衣物迎寒冬,準備過暖笠笠的聖誕節時,又有人多少人想起香港仍有一班清貧體弱的獨居長者,在沒有支援之下,獨個兒迎接寒冷的天氣?

居於新界古洞石屋的薛婆婆,年約八十多歲,自數年前丈夫去世後,便獨個兒居住於偏遠的古洞石屋。她現時賴以綜接維生,生活簡樸清貧。長者服務中心社工在探訪獨居長者期間,發現薛婆婆家裡多年前別人送贈的電暖爐已壞了,不能發熱,擔心一旦寒冬將至,她沒有能力禦寒,於是向本會「電器贈長者」計劃服務申請暖風機,希望讓薛婆婆的家能充滿溫暖。

本服務得知薛婆婆有此需要,於是帶同善長送出的暖風機及物資送給婆婆。在探訪婆婆當日,香港天氣開始下降,市區約十七度左右,幸好還來得及把物資送到婆婆手中。婆婆居住的石屋佔地雖不少,外表看來屋內物品會全,但其實大都是都非常破舊,部份電器已壞了多時,當年她與丈夫因年老沒有能力棄掉,只能繼續放置在屋內的物品都滿載了婆婆與丈夫的回憶,相信自她更大過身後,她更不願隨便把它們棄掉。大家一邊從屋內,大過身後,她更不願隨便把它們棄掉。大家一邊從屋內大邊規探著婆婆與丈夫從前的生活點滴,一邊教婆婆使用暖規機。看著教著,從婆婆滿面的皺紋上掛著好奇的眼神,努力地學習使用暖風機。她雖年老,但為人活潑聰明,只要教她一次,她便懂得使用,今個冬天她不用擔心寒冷,氣的來臨。臨行前,婆婆更熱情地擁著義工們拍照留念,感謝各人送來的溫暖。

每一次的探訪,每一次的送暖行動,都承載著溫暖及對長者的關懷。善長的捐贈,實在能造福不少獨居體弱長者。天氣氣溫隨時急降,不是每位獨居長者都得到親友的支援。本服務每年均會籌集善長捐出禦寒物品,按需要送給有需要的獨居長者。請立即施予善款,熱線:81078324 或 2835 4321;或請將抬頭:「聖雅各福群會」,背書「送暖行動2016」的支票,寄往香港灣仔石水渠街85號1樓105室。



Prompt Support For Warmth Giving Action Keeping The Lone Elderly Warm

This year the summer lasted unusually long and the temperature still stood well above 20 degree Celsius in the end of November. While most of us thought that winter would not set in this year, a blast of frigid air swept through Hong Kong in mid-November lowering the temperature from 20 degree down to 13 degree. Some regions even saw 11 degree. Winter is around finally. While we are busy shopping around for suitable clothing to prepare for a warm and cozy Christmas holiday, are there many of us who think about the local lone, fragile and poor elderly who are struggling all by themselves in the freezing cold?

Grandma Sit, in her eighties, has been living alone in a stone hut in Kwu Tung, a remote area in the New Territories, since her husband passed away a few years ago. She is now living on CSSA and is leading a frugal life. On a home visit, the social worker from an Elderly Centre found that Grandma's electric heater no longer functioned. It was a gift she got many years ago. The social worker worried that Grandma would not be able to endure the freezing cold when it came and she then applied to our "Electrical Appliances for the Elderly Program" on behalf of Grandma for a heater fan hoping that her home would stay warm.

Upon learning Grandma's need, we brought her a heater fan and some other resources. The temperature started to drop on the day we visited Grandma; it was about 17 degree Celsius in the urban area. Luckily, the resources could be delivered to Grandma when they were needed most. Grandma's stone hut is quite spacious and looks quite fully furnished, but actually most of the stuff is old and worn and some of the electrical appliances do not work. They remain in the house simply because Grandma and her husband were too old and weak to dispose of them since some years ago. Another possible reason is that Grandma would prefer to keep them because they bring back memories from the past when she was living with her husband. While we were showing Grandma the way to operate the heater fan, we looked around the house and tried to get a sense of the lives of the couple there in their old days. Grandma's face is heavily wrinkled and her eyes told us that she was curious about the heater fan and was trying hard to learn its operation. She has an easy-going character and is a quick learner despite being old. She needed no repetitions of operating instructions! The forthcoming cold winter would not cause her any worry. When we were leaving, she passionately thanked us for bringing her warmth and care and held the volunteers close to her when photos were being taken.

We extend our care and warm greetings to the elderly through every home visit and warmth giving action. Donation made by kind people can indeed help many lone and fragile elderly to improve their living. Freezing weather will be around any time; however, only some lone elderly have support from relatives or friends. Annually we appeal for donation of warm clothing and then we will deliver these resources to the lone elderly to meet what they need. Now we need your donation! Enquiry: 2835 4321 or 8107 8324. Please make your cheque payable to "St. James' Settlement" with indication on its back for supporting "Warmth Giving Action 2016" and send it to Room 105, 1/F, 85 Stone Nullah Lane, Wanchai, Hong Kong.



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舒適的家居

「我兩口子沒有兒女,打足一世工,老來仍得靠政府供養;本來獲派公屋,有個瓦遮頭已經好滿足,沒想到社會仍有如此善心人士,為我建造了一個五星級的家!」甚有夫妻相的梁伯伯和太太,興奮地跟我們分享。

初次到訪梁伯伯的家,發現他們沒有地板,地面佈滿沙石,還有拉動櫈子的痕跡。浴室沒有扶手,兩老腳力不足,得靠附近的洗手盤助力站立。結果,連接洗手盤與牆身的水泥已露出隙縫,隨時有倒塌的危機。另外,洗手盤的龍頭長期滴水,最初以為梁伯為了儲存食水故意讓水逐滴流出,細問下才知原來兩老的雙手關節退化,要他們扭動「十字式」的龍頭甚為困難,因此水龍頭不能關掉,他們索性用膠盤盛水,避免多交多一些水費。「我地兩個年過八十,得過且過就算,要維修又要花費一筆錢,我們實在無力負擔。」

「長者家居維修服務」義工了解到兩老的情況, 二話不說地隨即抽空上門協助梁伯伯一家進行家居改 善工程。義工師傅率先協助伯伯於沙地上鋪設膠地 板,即使他們赤腳於家中走動亦不怕受傷;另外,使 用物料固定浴室的洗手盤,以防倒塌令兩老受傷,同 時,亦於座廁旁安裝扶手,讓他們安全攙扶,以後 用再靠洗手盤以防有所耗損。考慮到兩老使用「「手盤」以防有所耗損。考慮到兩老使用「「手撥」式」龍頭,長者只使用長桿撥向另一邊,龍頭便能式」龍頭,長者只使用長桿撥向另一邊,龍頭便能立 即開啟,簡單易用,以後也不用花盡九牛二虎之力才 能關掉水喉,也不用擔心額外的水費開支。「開水喉 變得咁容易,真係方便多了!偷偷告訴你們,之前開 水喉好困難,我成日都懶得洗手,所以對手好污糟! 」梁伯尷尬的笑說。



"We have no children. We have worked all our lives, but in old age we have to rely on government support. We were already very content to be assigned a public housing unit, to have a roof over our head. We didn't expect people can be so kind as to build a five-star home for us!" Old Mr. And Mrs. Leung, shared their excitement with us.

The first visit to their house revealed there were no floor boards over the gravel ground, which bore marks from dragging chairs. With no hand rail in the bathroom, the couple, whose legs were weak from old age, leaned on the wash basin for support. As a result, the basin was barely attached to the wall, threatening to fall off any minute. Water was dripping non-stop from the basin faucet. Were they letting the water drip slowly in order to save water? Only when asked did they explain that their stiff joints made it extremely difficult for them to turn the faucet knob to completely stop the water flow. They had put a plastic basin there to catch the dripping water in an effort to save on water charges. "We are over 80 years old. We just try to make do. Repairs take money. We really can't afford it."

Seeing the circumstances they were in, our Elderly Home Maintenance Services volunteer did not hesitate to improve their home for them. He first laid a vinyl tile floor over the gravel, making it possible for the old couple to walk around safely even on bare feet. He then secured the wash basin to prevent it from falling off and causing injury. He also installed a hand rail next to the toilet for the old folks to hold on to, so that they would not have to lean against the basin again. As the old couple had trouble turning the faucet knob, the volunteer replaced it with a rod that can be pushed from one side to the other. No more turning the knob with all their might; no more worries over extra water cost. "It is so good to have a faucet that's easy to turn on and turn off! Let me tell you a secret: It was so hard to turn on the water that I often went for a whole day without washing my hands. My hands were very dirty!" Mr. Leung said with an embarrassed laugh.

"You people know our needs so well! Knowing our difficulty and helplessness, you changed the faucet, laid the floor, and put in a hand

rail for us so considerately. We are very grateful to you for taking care of us." Holding a gold-coloured ceramic Japanese cat that invites good fortune, Mr. Leung wished our volunteer prosperity, and hoped he could render help to more elderly people. The two embraced like bosom friends. It is indeed good fortune to encounter someone who understands one's needs well and takes a concern.



長者家居維修義工,竭盡所能到戶為長者進行維修工程, 為他們的家居增添多一分的安全。

The volunteers of Elderly Home Maintenance Services try their best in doing home repair work for needy elderly so as to ensure their safety in home.





為長者而設的電拖板

隨著社會科技的進步,方便生活的家庭電器確能全方位支援生活基本需要。一位獨居長者的廚房裡,應具備能煮食的電飯煲、電水壺和電磁爐,以應付三餐所需。另外,一個能保鮮食物的雪櫃亦是家居必備的。加上如長者手指關節不甚靈活,一部洗衣機亦是家中必備電器。如果以上電器都需設置於廚房的話,三個煮食電器加兩個大型家電總共需要5個電插蘇位。對一般長者居住的單位而言,往往出現蘇頭不足的問題。匱乏長者會因省錢,買下價錢相對便宜但不合規格的萬能蘇或拖板,造成另類的家居意外。

「一個電拖板閒閒地成七、八十蚊,貴過我一日三餐呀!所以,有時我會去垃圾房尋寶,人家掉出的電拖板整整就能用啦。有時我亦會到深水埗的街邊檔買些蘇頭,那裡價錢便宜好多。我真係要留番個錢傍身,自己身體唔好,要留番個錢做藥費。」社工家訪時看到張伯伯從垃圾房執了很多破爛的拖板、電蘇頭和電線,實在擔心這些來歷不明的舊拖板會造成火災,於是尋求「長者家居維修服務」的協助,希望可邀請義務電工師傅協助,安裝安全的拖板給長者使用。

考慮到張伯伯需要在廚房使用電磁爐煮食,因此 義工師傅安裝獨立蘇頭供電磁爐使用,以防出現跳掣情 況。另外,亦安裝一個具獨立開關和顯示燈的電拖板, 並整理好過長的電線,方便張伯伯使用電水壺和電飯 煲。義工師傅反覆提醒張伯伯需注意用電安全,在不使 用電器的時候可關上電拖板的開關制。另外,更強調張 伯伯不要使用已損壞的電蘇頭,一旦漏電時或會出現觸 電的危險,同時也會造成電器損毀。

「長者家居維修服務」的義工團隊,帶著「以人為本」的服務精神,按長者個別的獨特需要提供相關協助。參與服務的義工團隊,都以長者的福址為依歸,抽出寶貴的假期時間到訪長者家中進行維修工作。服務並沒有政府資助,維修中需使用的材料費用得靠善長的慷慨解囊,不用落在匱乏的長者身上。服務今年計劃主動到訪長者家中,為家中欠缺足夠電制的匱乏長者進行電力改善工程,並餽贈安全並具備指示功能的電拖板,實踐「住得安心、用電安全」的長者安居理念。請捐助「長者家居維修服務」,施善熱電話 2835 4321 或8107 8324。

Power Bar Specially for Elderly

With advancement of technology in the society, home appliances that convenient the living can support the basic living needs in all aspects. In the kitchen of a living alone elderly, there should be an electrical rice cooker, an electrical thermos and an induction stove to meet the need of his daily meals. At the same time a refrigerator for food preservation is also essential. In case of those having rather rigid finger knuckles, a washing machine would be vital too. Should all of these appliances be placed into the kitchen, there is a total need for 5 sockets. Insufficient sockets is often a problem to the elderly. In order to save money, poor elders would tend to buy a cheaper non-standard multi-plugs or extension power bars for use which easily resulted in domestic accident.

"An extension power bar commonly costs some seventy to eighty dollars, which is much more expensive than my daily meals! Therefore, I would look for it in garbage dumps. What people discarded are usable with some fixing. Sometimes, I would shop from street stalls in Shum Shui Po for plugs which are much cheaper there. I just want to keep few more dollars in my purse for the medical as my health is poor." The social worker visiting Grandpa Cheung found lots of damaged extension power bars, plugs and wires from garbage dumps. He was really worried about fire risks from old extension power bars with unknown origin and sought help from "Elderly Home Maintenance Services", hoping volunteer electricians could come to assist and install safe extension power bar for the elder's use.

Considering Grandpa Cheung's cooking need with induction stove in the kitchen, volunteer electrician installed a separate socket to avoid circuit overload. Also, the volunteer installed an extension power bar with independent switch and light indicators as well as tidying up the wires for his convenient use of the electric thermos and rice cooker. The volunteer repeated reminded Grandpa to aware of the electrical safety and to switch the bar off while not in use. Moreover, he emphasized that not to use damaged plugs since leaking current is not only dangerous but could cause damage to the appliances as well.

The volunteers of "Elderly Home Maintenance Services" provide services with the "people-oriented" spirit. They cater the specific elderly need and carry out the maintenance work in their precious vacations. The government provides no subsidy for the Service; while all material cost is supported by kind donors. In the coming year, the Service hopes to conduct more home visits for electricity improvement project by offering safe extension power bar. This responses to the "comfortable living, safe electricity use" concept. Thus, please donate generously to our "Elderly Home Maintenance Services". Donation hotlines: 2835 4321 or 8107 8324.



合適長者使用的電拖板,必須具備顯示燈和開關制, 為長者作出貼心提示。

A proper extension power bar for the elderly has to equipped with switches and light indicators so as a reminder for elderly.





實踐所長 幫助社群

「我每日的工作是負責調配藥物,透過一個小小的窗口跟病人談一兩分鐘說話,交待藥物效用及使用方法,面對著長長的人龍,那些等候領取藥物的人士,我們務必『快D來、密D手』,否則不是病人呆等,就是冒著被責罵手腳慢的危機,每日如是……」一名來自公立醫院的註冊藥劑師說道。

聖雅各福群會惠澤社區藥房於09年創辦,除了 資助病人購買藥物外,更定期透過講座、大型健康檢查、個人藥療輔導等,到不同地區及機構推廣藥物資 訊及知識,教導大眾正確用藥知識,從而提高患者對 藥物的認知。CONNIE就是這名藥劑師,她在2010年 起,從繁忙的工作中,抽出寶貴的時間,參與本會藥 房的義工服務,服務社群。

「我好高興參與聖雅各福群會的義工服務。我定期可以到不同長者中心主講講座,然後與病人單對單詳細講解每種藥物的藥效、副作用,此外,亦有機會與護老者講解用藥知識,令他們更容易照顧及明白家中患者需要。我可以運用我的專業,幫助社會上有需要的人;我可以運用我的知識,教導患者及照顧者藥物管理知識,提高他們服藥的依從性。」從事義務工作已5年多的CONNIE,說起做義工的日子,仍是津津樂道。她憶述:「曾經到訪社區中心認識了一位婆婆,經常說頭暈,幫她檢閱藥物後,發現長者錯誤服食過多血壓藥,令自己血壓過低,我隨即糾正婆婆每日服食藥物的劑量及用法,使病情得以受控。我每日也想和病人多加溝通,奈何時間和工作的限制,每日也難以實行,好高興參與聖雅各的義工服務,能夠實踐所長。」

Utilize Professions In Serving the Community

"My duty is to dispense the medication for patients. Through the window, I have to clarify the effectiveness and usage to patients. Facing the long queue, we have to act extremely fast; otherwise, either the patients have to wait for a long time or we will be blamed for being too slow" a registered Pharmacist working in the public hospital said.

The Philanthropic Community Pharmacy of St. James' Settlement was launched in 2009. In addition to medication subsidy, we will regularly hold public talk, health check-up and pharmaceutical consultation in order to promote and enhance proper medication knowledge. Connie, the pharmacist mentioned above, starts the volunteer service in 2010.

"I am glad to get involved in the volunteer service. I can regularly give talk in elderly center and explain to each patients the medication they are taking. Also, there is chance in briefing the carers so that they can understand more about the patient's needs. Under this situation, I can utilize my professions in helping the needy in society as well as teaching patients and carers for proper medication management skills." Evert time when Connie recalling her volunteer experience in these 5 years, she is excited and satisfied. She shared, "I have met a grandma in the elderly center before. She told me that she always feels dizzy. After checking her medication, I found that she wrongly eats too much blood pressure drugs which leads to hypotension. I then immediately corrected her and luckily her situation get improved. In fact, I always hope to have more communication with patients I get in touch everyday; however, due to the work and time constrains, it is difficult to do so. Thus, I am happy to provide the volunteer work for St. James' Settlement so that I can utilize my professions."



聖雅各福群會透過義務藥劑師參與義工服務,將專業帶入社區 服務社群!

Through the volunteer work, the volunteer pharmacist can utilize her profession in the community.



計劃十分實務回應很有效率

社工李姑娘在醫院擔位醫務社工的工作,負責協助病人及家人的求助,不論是經濟上的需要,又或是服務申請。每天都有很多有需要的人士在社工室外輪候,對於這些等候求助的個案,社工李姑娘都希望透過社會上不同的資源,為他們解決生活上的困苦。本會惠澤社區藥房定時把服務的宣傳單張,傳到能夠之事接觸到病人的人士手上,包括醫生和社工。學前,李姑娘接過本藥房有關「補血補愛心計劃」的資料,知道這計劃主要是支援經濟有困難的血科或腎病病人,資助他們注射補血針的開支,解決他們的藥費壓力和負擔。當有關病人來找李姑娘協助時,他會深入了解對方的需要、家庭狀況和病歷背景,從而作出轉介。

李姑娘告訴我們,「梁女士是一位十分年輕的患者,丈夫是當散工,收入不穩定,家中有兩個孩子,一個就讀小學,另一個剛滿兩歲。他們居住在公屋,每月靠綜援維持家庭開支。早前梁女士證實患上腎病,醫生建議她要接受注射補血針幫助病情康復,但當梁女士得知每支補血針的藥費是介乎800元至1,000元,而且必需定期每月接受注射。在無計可施的情況下,梁女士來向我求助。」

梁女士向轉介社工李姑娘說:「丈夫收入不穩, 我們一家四口都要靠政府,日常生活已是捉襟見肘, 何來每月有額外一千元的藥費開支?」說著淚如雨下 的梁女士,經李姑娘安慰後,聽了她介紹聖雅各福群 會的「補血補愛心計劃」,隨即同意由李姑娘轉介申 請,並提供有關資料及證明文件。本會負責同事詳細 審核資料,最後決定為梁女士提供半年約合共6,000 元的針藥費資助,以解決她急於用藥的需要。

轉介社工李姑娘接獲審批結果後說:「謝謝你們為梁女士提供的藥費資助,這些資助可以幫助她和家人過渡眼前的難關。作為醫務社工每天有不同病人抱著沉重的擔子來找我們,社會上有這類實務及到位的資助計劃,申請手續簡單又方便,這確是有效率和達到及時

回應的果效!」



Pragmatic Program Timely Response Enhances Efficiency

Ms. Lee is a medical social worker in a hospital taking care of the demands for help from patients or their family, which include financial assistance and provision of services. Everyday many applicants queue up outside the Medical Social Worker Office trying to get help. By reaching different resources in society, Ms. Lee manages to address to the needy's problems and help ease their difficulties. "Philanthropic Community Pharmacy" under St. James' Settlement regularly distributes leaflets carrying a brief of our services to personnel who have direct access to patients, for instance, doctors and social workers. Earlier, Ms. Lee learned about our "Precious Blood Precious Love" Program which main goal is to help those patients with kidney diseases or problem in hematology who are facing financial difficulties in getting relevant medical treatments. The Program will sponsor the target patients in respect of the Erthropoiesis Stimulating Agent ("ESA") expenses aiming to help lessen their financial burden and ease their pressure. Before referring to us the patients who came to her to seek help, Ms. Lee will carefully look into the needs of the patients, their family particulars and medical history.

Ms. Lee told us about the need of a young patient with kidney disease, "Ms. Leung is living in a public housing flat with her family. Her husband is working on part-time basis and therefore no stable income can be secured. She has two children; one is studying in a primary school and the other one has just turned two years old. They have to rely on CSSA to make the ends meet. Her doctor suggested that she should take ESA which helps her to recover from the disease. But it costs about \$800 to \$1,000 per month and the drug must be applied every month regularly. It is beyond their means and she came to us to seek help."

Ms. Leung explained to Ms. Lee her difficulties, "My husband secures no stable income; we have to rely on the government assistance and are leading a frugal life. How can we possibly afford a monthly medical expense of \$1,000?" Ms. Lee comforted her as she was crying and at the same time she explained to her our "Precious Blood Precious Love" Program where she can try to get help. Ms. Leung agreed right away that Ms. Lee would apply to our Program on her behalf and she would provide the required particulars and proof. Our colleague in-charge carefully studied her application and approved a subsidy of around \$6,000 equivalent to her medical expenses expected

in the following six months, which meets her immediate

need for medical treatment.

Upon receipt of our approval of Ms. Leung's application, Ms. Lee said, "Thanks for offering subsidy to Ms. Leung, which helps solve the problem confronting her and her family. As medical social workers, we meet many patients everyday who come to us to seek help to unload their heavy burdens. This Program, available in the community and offering subsidy, can really address to the problems of the needy. The simple application procedure coupled with the timely response makes the Program highly effective and efficient."



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為長者送上 度身訂造的禮物

因著「送暖行動」服務,讓我認識了聖雅各福群 會。

記憶中在過去的冬天,從報紙上看到「長者凍死」的新聞。實在想不到居在香港如此繁華的都市,長者仍不得溫飽,沒有足夠衣服抵擋寒冷,以致發生人間慘劇。對於上一代為我們建造繁華的長者們,我們這一代,實在應該承擔起照顧他們晚年生活的責任,讓他們「老有所終」。

從事紡織業多年,不同性別、不同年齡、不同身型人士該穿那種合適布料的衣裳,我迅速便能正確判斷。為了讓長者可以渡過一個溫暖的冬天,我主動聯絡聖雅各福群會「送暖行動」的負責人,希望可以實現為長者「度身訂造」保暖衣物的捐贈計劃。

長者皮膚時常出現乾燥和痕癢,因此他們穿著的布料必需透氣度高和具備足夠的柔軟度,以免擦傷皮膚。考慮到長者關節不夠靈活,他們穿著的衣服不能過於貼身,以免防礙他們日常活動,尤其肩膀、腰間位置必須保持寬鬆。社工告訴我們,尤其精化多時喜歡將個人物品如鎖匙、紙巾等放於口袋裡,方便即時拿取使用;因此我們特別縫製了兩個較深的□袋,方便他們放置個人物品而不會輕易掉出。我們獨家製作的這件棉褸,衣服的袖□不會長過長者的手背,以防他們煮食時衣袖接觸到明火,令棉衣起火,造成傷害。

我們相信每位長者都是獨特的,因此希望運用自己的專長,製作一件合適他們穿著,而感覺舒適無比又的保暖衣服。我們首先邀請了服務社工上來,按他們接觸長者的經驗選擇合適的布料顏色和呎碼;另外,我們動員了工廠內的大部份的員工,日夜趕工共同協作,為的只是趕及寒冬來臨前,能為眾多長者製作出保暖的棉衣、背心和毛氈,為他們「送暖」。

收到社工傳來的相片,看到長者穿上這些貼心製作的保暖棉衣、背心和毛顫,讓我頓感溫暖無比。只要我們願意多行一步,伸出主動的援手,就能幫助更

多的無依長者,讓他們不再單打獨鬥面對生活困境。我會繼續支持「送暖行動」, 盼能令每一位無依長者,過一個溫暖無比的冬天。

Tailor Made Present For Elderly

I know St. James' Settlement by "Warmth Giving Action".

Recalling my memory, there was news of elderly died because of the cold weather in the past years. I can't imagine that there are still elderly lacking of sufficient resources to keep warm in this prosperous Hong Kong. The elderly has been working hard for the city in the old days and hence we have the responsibility in taking care of them.

I have been working in the textile industry for so many years; thus, I am experience in judging suitable clothing for people with different gender, age and body shape. In order to provide the needy elderly with a warm Winter, I approached St. James' Settlement's "Warmth Giving Action" for the warmth keeping clothing donation.

Dry and itch are the common skin problems among the elderly, so clothing with high level of ventilation and softness is essential for protecting their skin. Also, as the flexibility of their joint is weak, we must spare enough space in the shoulder and waist area. According to the social worker, many elderly like putting their personal items, such as key and tissue, in the pocket; hence, we also especially tailor-made two pockets with deeper space so that their belonging won't fall out easily. While for this tailor-made jacket, the cuff will not be too long in avoiding fire when cooking.

We believe every elderly is unique; thus, we hope to utilize our profession in designing a comfortable and suitable warmth keeping clothing for them. At the beginning, we invite the social worker to share their experience in picking the suitable colour and size; then, we mobilize most of our workers in the factory for the production, aiming to finish it before the cold Winter comes.

When seeing the photos of elderly wearing those tailor-made clothing, we feel warm as well. In fact, we can always give help by just walking one step further. I will keep supporting the "Warmth Giving Action" so that every living alone elderly can enjoy a warm Winter.



為長者度身訂造的棉衣,必須有口袋方便存放鎖匙 紙巾,另必須配備帽子擋風遮雨,用料必須輕身, 不會阻礙他們活動。

The tailor-made jacket must designed with pocket for putting the key and tissue; also, a hat is a must for the raining and windy days; finally, the material has to be light.





* Ming Pao

長者獲家電不懂用 上門義工缺人手

很多人以為讓獨居長者有瓦遮頭就已足夠,但聖雅各福群會項目經理鍾慧蘭指出,很多長者缺乏家居長安知識,一不小心,安樂窩可能會變為致命黑點,所以他們在2001年就發起「長者家居安全綜合服務」,希望為有需要的長者提供一站式家居安全服務,但她表示,該服務需要市民自發捐贈或任義工,惟服務的對象眾多,因此仍需要不少義工幫忙。

每月服務150獨居長者 冬季200

鍾慧蘭稱,該計劃每月服務約150 名獨居長者,冬季的「送暖行動」則有200名服務對象。鍾表示,服務最初只是向市民募款買電器,後來發現長者即使取得電器,若沒有指導便不會使用,最終未能為長者生活帶來改善,於是組織「家居安全檢視隊」,每周由不同義工到訪獨居長者家中,檢查和評估家居改善需要,惟因需求大,義工總是應接不暇,「好多家電都好大件,服務對象又多,而且需要都緊急,就要更多義工,特別是幫手做物流工作」。她強調,因為義工要接觸家電,一般都不會安排小朋友當義工,惟司徒志能為恆常義工,女兒亦常當義工,並有適當的指導,才有此安排。

Shortage of Volunteer Providing Appliances Use Instructions To Elderly

Having a roof for the living alone elderly is thought to be adequate by many people; however, Winnie Chung, Project Manager of St. James' Settlement, pointed out that many of them lack sufficient home safety knowledge. Just being careless once, their cozy home could become a life threatening black spot. Their "Home Sweet Home" Project launched in 2001 provides a one-stop home safety service to the needy elderly. However, she indicated that such service require self-initiated donations or being a volunteer. As the number of target service clients is huge, the demand for helping volunteer is large too.

150 Living Alone Elderly Cases 200 in Winter of "Warmth Giving Action"

Winnie Chung claimed that the project is targeted to serve 150 living alone elders per month; while in winter, the cases will be up to 200 in "Warmth Giving Action". At the beginning, it appealed for donations from citizens for the purchase of electrical appliances. However, it was then found that with the given appliances, the elders were unable to use them without instructions and hence failed to improve their living condition. As a result, a "Home Safety Inspection Team" is organized in having home visit weekly for checkup and assessment of the elderly's home. However, the high demand far exceeds the number of available volunteer workers. "Many appliances are huge and the number of people requiring service is large. Also, the needs are always urgent. Hence, more volunteer workers are required, in particular logistic helpers." She emphasized, as the volunteer workers have to deal with electrical appliances, children in general would not be arranged for such volunteer work. Only exception is the daughter of Mr. Szeto Chi Neng, a regular volunteer worker himself, has been given such work under proper given instructions.



義工除了要把電器送上門,還要確保長者學會使用。
Addition to delivery of appliances, volunteers have to ensure the elderly know about the use.



參與行善之方法 How to donate in these Programs?



□ 診病交通費支援計劃 □ 專科專藥補助計劃(燃點希記 □ 送藥到戶服務 □ 營養福袋 □ 到戶理髮服務 □ 電費助貿弱計劃 □	望計劃、補血寶愛心、乙肝援助防病行] 惠澤社區藥房] 外展體檢計劃	□ 病患者藥療輔導服務	
捐款人姓名/公司:	寄件編號(如有):		
地址:			
捐款方法: □ 劃線支票(抬頭「聖雅各福群會」) 銀行:	支票號碼:		
□ 以信用咭捐助(□ VISA □ MASTER)			
信用卡號碼:	信用卡有效日期:	(月/年)	
持卡人姓名:	簽署:		
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,俾本會可奉呈上謝函以及收據,以供閣下用作 扣除稅額 之用。謹此致謝。			
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☐ Bank deposit (Please deposit donations to St. James' Settlement's Bank A/C):			
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