



### 社工的話 Social Worker's Remark

## 在孤老身上的醒悟

早前分享一本探討日本長者「行旅死亡」日趨嚴重的書籍，「行旅死亡」的意思是「不知戶籍所在地、住址，或姓名，且遺體無人認領的死者」。透過警察的跟進，這些無人認領的死者原來並非完全沒有親屬，只是這些親屬因著不同原因而拒絕認領遺體：同樣是年紀老邁的兄弟姐妹，根本沒有能力為死者辦理後事；因婚宴中只見過一面的世姪，平時一直沒有聯絡，實在無法承擔這個重任；離婚後不想再與死者有任何瓜葛的伴侶或子女等等。這些「行旅死亡」就是「無緣死者」，最後會被葬在無依無靠死者的公共墓地。

從追查「無緣死者」的生前活動，來了解導致無緣死的跡象，有以下發現：一生在職場拚搏的「企業戰士」，意思是在日本經濟蓬勃的時間，不顧自己的家庭，全心全意為公司賣命的上班一族，到離開職場，就斷絕了一切人脈；單身人士，其中有不少是不婚女性，多承擔了照顧年老父母的角色，努力工作，到父母百年歸老，自己獨剩一人，為了不加添其他兄弟姐妹的麻煩，不會主動向他人尋求協助，漸漸地走上孤老之路，社交圈子萎縮至連身後事也要托外人來辦理。

這個報導當年在日本引來很大的迴響，特別是對30-40歲的一群，他們在網絡上發出大量的討論，重點是他們在這群孤老及「無緣死者」身上找到自己的身影。訪問中有兩位仍處於單身的男女，一個曾在IT公司工作，婚後生活本來美滿，唯經濟不景氣，被裁員後自己經營生意，太太對不穩定的生活失去安全感而離婚，這位IT男自始過著單身生活，在不想故鄉父母擔心下，也甚少回鄉及聯絡；另一位女士是自由創作人，時尚的打扮，搬離父母過獨立的生活已十多年，也習慣了十多年一個人吃飯的日子，可是在過時過節的時候，身邊的朋友回鄉或陪家人，就是她最寂寞的時間。

有些人不能把這書讀完，因為覺得愈讀愈灰，說實在一點，應該他們有無緣死會發生在自己身上的覺悟，所以很怕再往下看。

面對薄弱的家庭關係，單身化的時代，在前線工作接觸到的個案，不論是「後顧無憂生前規劃服務」、「電器贈長者」計劃又或是「長者家居維修服務」都有著書本討論的類似例子。慈惠服務除了呼籲大家一起以金錢及實物來回應寂寞孤獨老人生活需要，減少他們連基本生活無法支撐的情況外，也與地區社工協作，幫助長者在座落的社區編織支援網絡，陪伴他們一起渡過晚年的生活，為孤單的生活加添生氣、溫暖和安全感。

## Realization From the Solitary Elderly

As shared previously, there is a book investing the serious phenomenon of "Deaths of Homeless People" in Japan. "Deaths of Homeless People" refers to the unclaimed corpse living in the society with no household registration, address or name. According to police investigations, it revealed that these unclaimed corpses were not totally without kindreds. There is a number of reasons for not claiming: siblings at similar age having no abilities to handle the funeral details; or the younger generation met by the deceased just once in a wedding banquet but having no further ensuing contact thus unable to take up such heavy responsibility; or divorced persons or their children cutting off interconnection with the deceased after the separation and etc. These "Deaths of Homeless People" are "The Unconnected Deceased", having no one to rely upon, will eventually end up in graves of public cemeteries.

Tracing the lifetime activities of "The Unconnected Deceased" revealed the following findings: their entire lives were spent as an "Enterprise Fighter" in the work place, meaning they worked wholeheartedly for the companies without concern for their families when Japanese economy was booming. But after leaving the work place, their contacts were totally cut off. Single persons, mainly the single female, assumed the role in looking after elderly parents, and worked very hard until the parents passed away; hence, they stayed being single. In order not to bother their siblings, they did not actively seek help from other people and as time went by they became solitary old men or women. As their social circle shrunk, they had to entrust someone else to handle their funeral.

The report stirred up huge reverberation in Japan, especially among the age group of 30-40. There were many discussions regarding this subject in the Internet; and the focus becomes this group of people finding themselves similar to the mentioned group of solitary old men or women in "The Unconnected Deceased". In the interviews of two single persons. One worked in an IT company who has married before but then divorce since he has been laid off during the economic downturn. This IT male then became a bachelor; however, in order not to get his parents who live in the country side worried, he seldom went home or made contact with them. Another lady is a freelance creator with trendy style. She moved out from her parents and has lived independently for over ten years. She was used to live by herself over the period. However, on days of festivities when most of her friends went home or joined in family celebration, those were the moments of her most lonely time.

Some people were unable to finish reading the book as they felt more and more gloomy. In fact, they suddenly realized "The Unconnected Deceased" might occur to them and hence are too frightened to go on.

With weakened family ties, era of staying single is popular. Front-line workers whether from "Pre-paid Funeral Navigation Service", "Electrical Appliances for the Elderly Program" or "Elderly Home Maintenance Services" have come across many similar cases being described in the book. Apart from making donations appeal in response to the daily needs of the needy elders and to ease their inability to cope with basic living, Charity Project also works with district social workers to assist the elderly setting up supportive, in-district, community network which is to accompany them through their golden years, adding vitality, warmth and safety to their lonely lives.

對人付出友誼，伸出援手，就是在散發和樂平安的光芒。

Show friendship and extend a helping hand, you will emit the radiance of harmony, happiness and peace.



## 「沒有你來訪，我真的攪不懂！」

現今醫學昌明，患病時服藥，如傷風感冒藥物，一般每六小時服藥一次，又或每四小時一次，每種藥物都有獨立藥袋，藥袋及藥水樽上有明確標籤，十分方便，按照指示，每次不消一分鐘就把藥物送到肚腹。

就這樣聽來，正確服藥方法是十分簡便及清楚，但在生活上，我們遇到的病患人士服藥情況，又並非如此，當中究竟發生了甚麼問題？其中常見的是病人不知從何時開始，培養了錯誤的服藥習慣，最終不能好好控制病情和在生活中加添不必要的苦惱。

梁婆婆的個人是一典型例子，身患多種長期病患，每天靠服用不同種類的藥物控制病情，單是血壓藥物已有3種，還有其他控制血糖和血脂等等的藥物。梁婆婆面對一餐就要服用10多粒藥丸，她打趣地說：「真是吃藥都吃到飽！」

「那個年代只有有錢人才可以讀書，做女人的更加沒有機會，後來為了工作，跟人學一些字，閱讀報紙，勉強強強讀到一些簡單字。你問我藥袋上寫著的是甚麼，每日一天兩次我還懂，其他的就不記得。那裡有人教我服藥的正確方法？我自己根據寫著的一次兩次來自行分配，食十幾粒藥，我怕會眼瞓，藥物令我會疲倦，所以夜晚服用就最好不過，入夜後我通常都會待在家中，那就無有怕。」梁婆婆跟大部分七、八十歲的長者一樣，在戰前出生，童年時沒有接受教育的機會，為了工作她學懂一些簡單的中文，所謂一般的藥物知識或服藥時間方法的概念，全靠個人成長時不知從那裡聽來的，又或是個人判斷去處理。當「到戶藥物檢視服務」的配藥員家訪了解梁婆婆用藥情況，才知道因著擔心受藥物影響而把大部份的藥物集中在晚上服用，由於服藥時需要大量開水送服，導致她頻頻夜尿，睡眠質素差。

「我瞓得好差，常常要上廁所，所以早上醒來也很疲倦，有時報了名去參加老人中心的活動，也無法出席。」梁婆婆補充說。配藥員逐一仔細查看每個藥袋上的指示，然後特定為梁婆婆設計了服藥時間表，以她懂得的文字及圖樣作提示。在解釋了藥物藥效及副作用後，去除了婆婆擔心的問題；然後教導她閱讀時間表，再反覆詢問她，以確定她掌握的程度。根據這個服藥時間表，梁婆婆會在早上服用大部份的藥物，減小晚上飲大量水的情況，讓她不用再夜間多次起床如廁，改善睡眠質素。「你解釋得很清楚，我明白了，我會根這個方法去服藥，原來瞓得差，常常疲倦是可以解決的。多謝你來訪，沒有你來，我真的攪不懂。」

很多個案不只是面對難於控制的病情和錯誤的儲存藥物問題，而更常見的是培養了不正確的服藥習慣，大大影響日常生活起居。

聖雅各福群會推出的「到戶藥物檢視服務」正正回應長期病患者的需要，特別是那些獨居、缺乏家人朋友支援的長者，為他們提供正確及適切的藥物資訊，讓他們達至知藥用藥，妥善控制病情，提升生活質素！

## Without You Coming to Help, I Would Not Realize My Misconception

Nowadays, medical science has been well developed. Taking medication is convenient attributable to the precise instruction labels attached to bags or bottles for different kinds of medicine which are individually packed. For instance, for cold and flu drugs, patients are usually instructed to take the medicine every four or six hours. Just follow the instructions, one can easily take the needed medicine in less than one minute!

To follow a correct way of taking medicine is simple and clear as it sounds. However, it is not the case for many patients we came across. What is going wrong when they take their medicine? It is commonly noticed that these patients at some point in time started to get into a habit of taking medicine improperly, which led to their failure in keeping their health condition in control and suffering from the unnecessary distress in life.

Grandma Leung is a typical example of the above-mentioned. She is a patient of multiple chronic diseases and has to take various types of drug to keep her health condition in control. Just to regulate her blood pressure, she needs three kinds of drug, let alone the other drugs for keeping her blood sugar and blood lipid in normal levels. Having to take ten strong tablets each meal, she said jokingly, "The tablets alone can make me feel full!"

"In my era, education is the privilege of the rich; the opportunity for women to receive education was even slim. I learned some words when I needed to start working to earn my livelihood. I can barely read some simple words in the newspapers. If you ask me to read out the words on the drug bags, I can only read: one or two times per day. No one has ever taught me how to take drugs properly! I just follow the number of times needed per day for each kind of drug. I am worried that these dozen of tablets will make me feel tired and therefore I use to take them at night when I always stay at home." Grandma Leung was born before the Second World War; like most elderly who are in their seventies or eighties, she did not have a chance to study in her childhood and came to know some simple Chinese words as needed in her work. Her own concepts about drugs and the way and time of taking drugs are only something she heard from here and there during all the years she went through or simply her own judgments. Our dispenser under "Outreach Medicine Inspection Service" visited grandma to review her way of taking drugs and found that she took most of the drugs at night trying to avoid the possible drowsiness during daytime. But quite a large consumption of water with drugs caused her urges to go to toilet several times overnight resulting in poor sleeping quality.

"I can't sleep well as there are always urges to go to toilet overnight. I feel tired when I wake up and sometimes I am too tired to attend the activities I have signed up." Grandma Leung added. The dispenser went through carefully all the instructions on each drug bag and set a drug-taking timetable for grandma in words and figures comprehensible to her. Grandma became worry-free about the drug efficacy and side effects after the clear explanation by the dispenser who then taught her how to read the timetable and questioned her repeatedly to make sure she understood. According to the timetable, grandma will take most of the drugs in the morning save her drinking too much water at night and thus urges to go to toilet overnight with the hope that she can sleep better. "You have explained very clearly that I understand now. I'll follow this way to take my medicine. I now realize that my problems of sleep disorder and chronic fatigue can be resolved. Thank you so much for coming to help me, otherwise I will not know the cause of my problems."

As to many cases, difficulty in keeping health condition in control and misunderstanding in storing drugs are not the only issues we have to address; it is even more commonly found that a patient's daily life is adversely affected by his adoption of improper way of taking drugs.

The "Outreach Medicine Inspection Service" under St. James' Settlement was launched to address the needs of patients of chronic diseases, particularly those elderly living alone and without any support by family or friends, providing them with proper and relevant drug information. It is our aim that the drug information they obtained will direct them to use the drugs appropriately and as a result, they will keep their health condition in control and improve their quality of life!



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## 愛他們到底

聖雅各福群會惠澤社區藥房於2009年成立，作為藥劑師的我驚訝社福機構怎能開設一所藥房？就現時香港的環境，怎能說服政府，讓社福機構開設一所藥房，為低收入家庭提供廉價或免費的藥物支援？一群熱血的社會工作者（不單是社工，還有其他專業及前線同工）的努力下，開展了這個富爭議性、而且連政府也未有想過、前所未有的社會服務。

為什麼開設藥房是富爭議性的？因為這是一個自身風險及社會責任的平衡議題。拿一個實況作比喻：

現時香港不少人會報考急救員課程，曾聽說一個不願報考者的論點：「如果我成為了急救員，又遇上了要被拯救的人，那時如果我不去救他、又或拯救失敗，我就會被入罪了！那麼我為甚麼要報考呢？不是自討苦吃嗎？」

為甚麼急救員面對有被拯救的人時會見死不救？以上這個人的想法不是把「急救員」神聖的使命扭曲成為一紙「纏擾」的證書？

如果為免承擔責任而不衝破既有的思想及框框，那只是自私及對別人沒有益處；這種按章工作的生活態度某程度上是對社會不公的默然妥協。而惠澤社區藥房正是發揮藥房本身的重要職責，叫病人於這平台得到藥物、以及藥劑師的專業藥療輔導，抗衡「冇錢冇藥醫」及推動「知藥用藥」教育。

成立一所藥房的風險大得驚人。營運成本每年超過一百五十萬，但成本根本不是風險；提供藥物本身是一個高危的工作，當中涉及病人資料核對工作、正確的藥物提供步驟、服用後反應的照顧及適切轉介、藥物的穩定性及安全性確保機制等等。萬一出錯、或病人出現不良的副作用，得要承擔對病人身體影響的責任。

聖雅各福群會大可只提供購藥的金錢補助；但我們的前人大膽嘗試，成就今天的服務，一方面能把藥物成本大減，另一方面對於病人來說，不用「左撲右撲」買藥。藥房成為了最實質、最落地的幫助。

曾經有人用問愛人要愛到怎樣的程度，一個人回應道：「他既然愛世間屬自己的人，就愛他們到底」（約翰福音13:1）。涉足香港的藥劑業，不是一件易事，跨過了前段所提及的風險之前，得說服自己「我可以承擔這個風險」，當然我們也說服了自己。我們的前人承受過市場的挑戰、政府的關卡、最要緊是跨過了自身的信心考驗，我們不會逃避責任，反而要擁抱責任！有多少低下階層的病患呼聲沒有得到回應？我們就去嘗試回應！有多少貧困戶在絕症下沒有得到應有的治療？而治療是每個人應有的基本權利！

時至今天，藥房的服務發展已不足夠回應病人日益增加的購藥需求，故我們開設了配藥員配藥通道，讓病情穩定的病人可以面見配藥員而得到藥物，疏導原本已需要四個禮拜等候時間的現況。隨著這個安排，有需要增添配藥員人手及改動藥房的工程，預計新安排可以服務較現時病人人數多65%。

我們確實需要你的捐助，讓我們可以一起承擔這份社會使命，以專業及實質的服務，與貧窮人和身體軟弱的人同行。善款支票抬頭請書寫：「聖雅各福群會」，支票背面註定：「惠澤社區藥房」。施善查詢：2835 4321或8107 8324。



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## Love Them With All Means

The Philanthropic Community Pharmacy of SJS was set up in 2009. As a pharmacist, I was really curious why a community welfare institution sets up a pharmacy? Under present environment of Hong Kong, how can they convince the government to let a non-profit organization run a pharmacy in providing medication for deprived patients at a discount price or even free of charge? With a joint effort, a group of enthusiastic social worker (including social workers, other professionals and front-line workers) launched this unprecedented and controversial service which has not ever considered by the government before.

How controversial is it for opening a pharmacy? Because it is an issue of balancing self-risk and community responsibility. Let's take a real situation for example:

Nowadays in Hong Kong, many people enroll for the first aider course. I have once heard someone who argued against taking it said, "If I become a qualified first aider and come across someone who needs help, I would be incriminated for ignoring him or having the rescue failure. So, why should I take the course? Isn't that asking for trouble?"

Why should a first aider reject to give help when someone is facing mortal danger? Does the above individual thinking distort the sacred mission into a stalking?

Just to disclaim responsibility, without breakthrough of existing thinking or framework, is absolutely selfish and brings no benefit to others. The work to rule attitude is, in certain aspect, a silent compromise to community injustice; while the Philanthropic Community Pharmacy is exhibiting the basic but important duty of a pharmacy. It allows patients getting medication, together with the pharmacists' professional consolation, we can contend against the phenomenon that "no money no medication" and promote proper medication knowledge.

The risk in setting up a pharmacy is extremely high. The operating cost each year is over HK\$ 1.5 million. Just the basic cost is not the risk but provision of medicine is undoubtedly a high risk job which involves checking of patient's information, proper medication provision procedure, appropriate caring and referral, medicine stability, safety assuring mechanism and etc. Once there are any errors or adverse side effects, the pharmacy has to take up the responsibilities of patient's condition.

In fact, St. James' Settlement can simply provide cash subsidy for the medicine purchase; however, our forerunners made a bold attempt in setting current service. On one hand, it can reduce the cost of purchasing medication; meanwhile, patients have no worries to shop around looking for them. The Pharmacy now provides the most practical and down to earth help.

Someone once asked to what extent one has to love others, one person responded, "Having loved his own which were in the world, he loved them unto the end. (John 13:1)". Getting involved in the pharmaceutical industry in Hong Kong is by no means easy. Before overcoming the risks mentioned before, one has to first convince himself, "I can accept the risks". Of course, we have convinced ourselves. Our forerunners have undertaken market challenges, bureaucratic red tapes and most importantly overcoming the trial of self-confidence. We have not run away from our responsibility but embraced it. How many patients have not been responded for their needs? And we are making effort in helping them! How many deprived patients cannot get proper treatment for the disease? In fact, medical treatment should be the basic right for every person.

Up till now, service development of the Pharmacy is inadequate to cope with the ever increasing number of patient. Thus, we set up the dispenser channel which allows patients with stable condition getting medication from the dispenser, wishing to shorten the four week's waiting time. With the new arrangement, manpower for dispenser and construction work are needed while it is estimated to serve 65% more patients.

We really need your donation. Let us make a joint effort in bearing this social mission by giving professional and essential services, and walking together with the poor and frail. Please send your donation by cheque payable to "St. James' Settlement" with the endorsement for the "Philanthropic Community Pharmacy". Donation hotline: 2835 4321 or 8107 8324.



## 小家電解長者日常生活所需

「我上次站不穩，腳無力，整個人連水煲跌在地上，水煲給摔破了，雙手給割損了。」居於深水埗屋邨七十多歲的伍伯伯，在我們探訪期間打開雙手展示傷勢。伍伯伯是一名領取綜援的獨居長者，以前從事航海工作，是一位船長，曾越洋出海。但在接近退休之年，突然四肢無力，經醫院詳細檢驗後，因腦部神經出現問題，需為進行多次腦部手術。手術後曾中風，不慎膝蓋骨碎裂和受坐骨神經痛之苦。種種傷病原因，導致伍伯伯腳部經常突然失去知覺，一不小心便會摔在地上，發生家居意外。伍伯伯在經濟困乏下，未能購買電熱水壺，故向地區長者中心求助，希望能得到「電器贈長者」計劃的幫助，解決生活所需。

負責「電器贈長者」社工及義工送贈電熱水壺期間，伍伯伯大多數時間坐著，因為他每次站起來都需要花很大力氣，他慨嘆身體已不屬於自己，「上次我摔得很痛，整個人摔在地上，花了很大力氣和用了很長時間才能站起來。現在雙腳經常突然無力，站著五分鐘左右便要坐下休息，否則又會摔倒。」伍伯伯居住空間狹小，在家靠步行架走路，外出時則以電動輪椅代步。雖然行動不便，但他仍堅持每天外出買菜，為自己打點生活事情。「下雨就沒有辦法了，只好請鄰居幫忙買菜。但平日我一定自己到街市買菜，否則在家很無聊，好像與社會脫節，不知外間發生什麼事。」臨別時，他客氣地多謝本計劃送贈電熱水壺，讓他不用再擔心發生意外，現在放心煲水了。

另一位居於西營盤單身人士宿舍的楊伯伯，同樣是一位年屆七十多歲，領取綜援的獨居長者。以往居住板間房數十年，最近受業主收樓逼遷，被逼暫時入住單身人士宿舍。以往居住的板間房是共用廚房的，可以明火煮食。但現在居住的宿舍不能使用明火，亦只可擺放小量用電的廚具煮食。由於生活拮据，楊伯伯未能添置小家電，他被逼每天購買飯盒或以餅乾解決三餐溫飽。有見及此，地區服務中心的社工為楊伯伯向本計劃申請小家電，以應付生活所需。

「我雖然沒有什麼學歷，過去前從事保安工作，幾十年來都是靠自己雙手養活自己，想不到晚年時受著業主逼遷，令我老來未能有容身之所。在徬徨之際，幸好有你們熱心幫忙，送我小家電。」楊伯伯在本計劃義工及社工送贈小家電期間，努力學習使用電磁爐，學習操作不同功能，並感恩得到本計劃善長的幫助。現在他可利用小家電解決三餐溫飽，並有新鮮飯菜吃。

「電器贈長者」計劃宗旨是為年老無依靠的長者送贈電器，解決生活所需。即使一個電熱水壺或電磁爐已為長者帶來生活的方便及改善生活質素。



## Electrical Appliances In Need for Elderly

"My legs were weak. I tumbled and fell on the ground holding the kettle. The broken kettle and cut my hands." Uncle Ng showed us his wounds during a house call we made to his home in Shamshuipo. Over 70 years old, he lives alone and depends on Comprehensive Social Security Assistance for income. He was an ocean-going sea captain. Just as he was nearing retirement, his limbs suddenly became weak. Hospital tests showed that several surgeries were necessary to repair the nerves in his brain. After the operations he had a stroke, resulting in knee cap fracture and sciatica. Consequently Uncle Ng's legs are often numb and he tumbles easily. As he could not afford to buy an electric kettle, he sought help at the community elderly centre, in the hope of solving his problem with the aid of our Electrical Appliances for the Elderly (EAE) Program.

On our visit to make delivery of the electric kettle, Uncle Ng was seated most of the time, because it takes a tremendous effort for to stand up. He lamented that he was no longer in command of his own body. "Last time I had a very bad fall. It took a great strain and much time for me a get back on my feet. Now my legs will suddenly feel strengthless. I can only stand on my feet for about five minutes. Then, if I don't sit down, I will fall again." Uncle Ng's uses a walking frame in his small living space and an electric wheelchair to go out. Despite the inconvenience, he insists on going out to buy his groceries everyday, and to take care of himself. "I can't go out when it rains. I can only ask my neighbours to buy things for me. But I make it a point to go to the market myself on all other days. At home I feel bored and out of touch with what's happening outside." He sent us off with thanks for the electric kettle, saying that he no longer needed to dread an accident again, that he could now boil water at ease.

Uncle Yeung, also around 70 and a recipient of Comprehensive Social Security Assistance, lives in an urban hostel for single persons in Sai Ying Pun. For several decades he had lived in a cubicle partitioned with wooden boards. Recently he was evicted by the landlord and was forced to move into the hostel. In his old cubicle he shared the kitchen with other tenants and cooked on open flame. But open flame is not allowed in the hostel, which only permits small electrical appliances with low power consumption to be used for cooking. Unable to buy an appliance, he had no choice but eat boxed meals or crackers. A social worker at the district service centre learned of this, and submitted an application to our Program for him.

"I have not had much education. I used to be a security guard. For decades I have made a living with my own hands. Little did I expect to be evicted by the landlord in my old age, left with no place to live. Luckily you have come to my aid and given me a small appliance." During our visit to deliver the appliance, Uncle Yeung tried hard to learn to operate the induction cooker with its various functions, and expressed his gratitude to the donors to our program. Now he can use the appliance to cook, and can have freshly cooked rice and dishes for his three meals.

The EAE Program is aimed at providing needy elderly persons with electrical appliances they need in their daily life. A mere electrical kettle or induction cooker can make life easier and better for them.

伍伯伯試用電熱水壺，開心地品嚐第一口煲滾的熱開水。Uncle Ng cheerfully tries out the electric kettle, ready to take a sip of the hot water.



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## 「送涼行動2015」 為弱老消暑抗炎夏

現居於香港的都市人，基乎每家每戶都裝置了冷氣機和風扇，這些電器已經成為我們迎接炎夏的生活必需品。可是，貧富懸殊的香港，不少生活在基層的社會人士根本是無力添置這些電器，特別是具經濟困難孤苦無依的長者，他們面對炎夏是束手無策，特別是對於行動不便的長者來說，連想到公共圖書館或商場消暑的機會也沒有，他們只能留在家中大汗「掙」細汗，忍耐酷熱之苦。

獨居於牛頭角公屋的葉伯伯，是一名患有白內障七十多歲的長者。他平日一個人生活，鮮有親友探望，靠領取綜援過活。由於白內障情況嚴重，他甚少外出，大部份時間在家聽收音機度日。今年五月份，長者中心探訪時發現才長者家中沒有電風扇，室內翳焗非常。

「電器贈長者」計劃社工得知葉伯伯有緊急需要，立即安排義工為葉伯伯送上一把風扇。在探訪期間，發現葉伯伯居住位置及方向難有天然風進入，讓本身沒有風扇的家居更感悶熱難耐。加上香港天氣潮濕，令葉伯伯屋內引發潮濕臭味。葉伯伯表示他知道家裡有一陣令人難耐的氣味，但因自己受白內障嚴重影響，只能靠雙手摸著牆身而行，當中的內心恐懼相信是導致他長期留在居所的原因，長期沒有走到戶外乘涼，也無膽量外出購買東西。幸好，今送來一把電風扇，讓他在盛夏中加添涼快。葉伯伯記憶力良好，只要觸手教他觸碰每一個按鈕，他便很快學懂調控風扇的方法。

同是需要風扇的鍾婆婆，現年八十多歲，與同為長者之齡的妹妹同住，二人均是領取綜援生活。「我們的家是面向西方，西斜陽光照射太猛烈，曬得屋內熱騰騰，令呼吸也困難，感覺十分辛苦。」由於單位座向的問題，每年夏天都受太陽的煎熬。鍾婆婆的公屋單位在山上，出入街市地方都必經大大小小的斜路，令她對外出十分卻步。「想外出到公園乘涼但腳又痛，在家又給太陽暴曬，很辛苦！」鍾婆婆表示原本有一部冷氣機，但已損壞多時，一來無錢找人維修，二來想到付電費問題，就打消維修念頭。屋內只有一把陳年風扇，與妹妹輪流使用，積塵、生銹令它不再順利攪動出涼快的風。

在盛夏來臨之時，若大家願意為這些年老無依長者送上一把風扇消暑抗炎夏，請捐助「電器贈長者計劃——送涼行動」，支票抬頭：「聖雅各福群會」。查詢：2835 4321 或 8107 8324。



## Fan for the Elderly Campaign 2015

There is an electric fan or air-conditioner in almost every family for current Hong Kong urban dwellers. These appliances are essential to combat summer heat. However, as the wealth gap widens, the grassroots in the community still cannot afford acquiring them, in particular the helpless living alone elders. Even worse, elders having mobility difficulties are unable to cool down by going to public libraries or shopping malls. They have to endure the heat sweating at home.

Grandpa Yip, 70 plus years old, is a living alone elderly with cataract in a Ngau Tau Kok unit replying on CSSA. He has no relatives to visit him. As his cataract situation is worse, he spends most of his day home listening to the radio. In May, a worker from the elderly center visited him and found no fan in his place; thus, the whole place is extremely stuffy.

Knowing Grandpa's urgent need, the social worker of the "Electrical Appliances for the Elderly Program" immediately arranged a volunteer worker to deliver him an electric fan. When the volunteer visited him, he found that Grandpa's unit is hard to get the natural wind; hence, the place is even more sultry and unbearable without a fan. As Hong Kong is humid, his place is quite damp and smelly. Grandpa said he knew his place is obnoxiously smelly; however, as the cataract affects him seriously, he could only move around following the walls by touch. We believe it is the main reason why he stays at home all day and is afraid of going out to get cooling or shopping. Fortunately, the fan delivery gives him some cooling now. Grandpa has a good memory; he quickly learned the function of each button by touching them.

Grandma Chung, who is over 80 years old living with her younger sister at a similar age, is having the same needs. Both of them are living on CSSA. "Our unit is facing west which is in direct fierce shine of the summer sun. It makes the room temperature very high and leads to difficult breathing. It is hard to bear." In fact, they bear the same problem in each summer. Their unit is located up on the hill. Every time they have to go for the market, they have to pass the ramps which is a great barrier for them to go out. "I want to go to the park for cooling down but my legs are in pain. However, staying at home surrounded by the heat is very exhausting!" She told us that she used to have an air-conditioner, but it has broken down for quite a long while. As they lack money for the repair and the electricity cost is a concern, they decided to give up making repair. All they have is just an old, dusty and corroded fan which is in fact not really working.

With the oncoming summer heat, are you willing to send these helpless elderly an electric fan? Please kindly send you cheque payable to "St. James' Settlement", specifying for "Fan for the Elderly Campaign". Donation hotline: 2835 4321 or 8107 8324.

請支持送涼行動，為無依長者添一把風扇。

Please support the "Fan for the Elderly Campaign" by providing the helpless elder an electric fan.



## 「自己有間屋， 我就唔使再露宿喇！」

「你估下我今年幾歲？」滿頭白髮的葉伯伯俏皮的問道。「我今年92歲了！」真意想不到，眼前這位92歲的伯伯是露宿者。

「我申請了2年，剛收到房署通知有公屋，現在我忙左忙右，收到新屋都唔知點安排，好多野要處理。」原來葉伯一直有租住床位，又甚麼他還要在外露宿？每月二千元床位租金，伯伯的衣物和雜物沒有空間存放，只好全都放在床上，由於空間太少，伯伯根本不可能在床上睡覺，於是，他唯日終日到處流連，時而在公園長椅上過夜，時而在通宵營業的快餐店伏在枱面上休息。「我周圍瞓，其實好辛苦！夏天天氣熱，我就去快餐店，但坐足成晚，雙腳曲著一整晚，很不舒服。……無辦法啦！我咁大年紀，積蓄一早就用完，現在只有靠綜援金生活。」伯伯很健談，他很高興有義工到訪，聽著他訴說自己的故事。

「因為露宿，我認識了社工楊姑娘，在她協助下申請公屋，當他知道我終於派到單位，就幫我申請聖雅各的義工服務，有師傅幫我做新屋入伙工程，鋪地板、安裝掛勾掛架、扶手、窗簾路軌嗰，做咁多野，真係好好！」就在當天，「長者家居維修服務」的義工上門為葉伯鋪地板。我們看到泥地的地下，鋪滿報紙，上面有一張膠墊，這應該是伯伯睡覺的地方。「一收到屋，我總算有個地方瞓，唔使走鬼，屋企甚麼都沒有，連棧燈都冇，總之有個瓦遮頭，我都照搬入嚟住先。好過係外面日曬雨淋。哈！哈！」

義工幫伯伯鋪膠地板和及安裝照明裝置，讓伯伯在屋內可以得到充份的光線。「嘩呀！咁快就鋪好！好靚呀！好開心呀！鋪了地板果然好不同！我現在等緊人捐二手床，這段時間，我就算瞓住地下，點都好過以前好多！現在真的好太多了！多謝咁多位義工，我都不知道應該點答謝你們！」義工異口同聲說著：「現在幫你鋪好塊地，你就唔好再露宿喇！咁樣我們就好開心，就是最好嘅報答。」

「當然啦！而家我有屋，我會乖乖地唔再露宿，我亦期待著這個屬於我的家。」伯伯看著義工為他鋪好的地板，一進入屋內，十分開心雀躍！是次工程完成後，葉伯伯的負責社工仍與我們的「長者居家安全服務」緊密聯絡，希望為伯伯安排一些二手傢俱，一起為他建立一個安全舒適的安樂窩。



## "Having My Own Home, No More Street Sleeping!"

"Guess how old am I?" Witty Grandpa Yip with the grey hair asked. "I am now 92!" I can hardly believe this 92 years old grandpa is a street sleeper.

"I have applied for the public housing for 2 years and just received the Department's notice of a unit being available. Now I am busy in handling it. I am not sure what to do with it as there are too many things to be handled." In fact, Grandpa has rented a bed, so why does he become a street sleeper?" The rent for a bed is \$2,000 a month. Grandpa Yip puts all his clothing and stuffs on the bed where leaves little room for him to sleep. As a result, he has to loiter around. He sometimes sleeps on the benches in the park for whole night or rests in the fast food shops. "It is really hard to sleep around. In hot summer, I song the feet in the fast food shops for whole night which is really uncomfortable. However, what else can I do? At this old age, I have already used up all my savings and now have to live on CSSA." Grandpa Yip is very talkative and pleased to see the volunteer's visit.

"During my street sleeping, I know the social worker Ms. Yeung who helped me to apply for SJS's volunteer service once I have assigned for a public housing unit. The volunteer helped to lay the flooring, install hangers, handrails, curtain rails and etc. It is very good indeed!" On the day while "Elderly Home Maintenance Services" volunteer workers came to lay the flooring, they observed the floor is covered with newspapers and there is a plastic mat on it which should be Grandpa's bed. "After having this unit, I eventually have a sleeping place and there is no more risks of being kicked out. The place was totally empty with no lighting. Although there is just a cover for me, I still moved in as it is much better than being exposed to the sun and rain. Ha! Ha!"

The volunteer workers laid the plastic flooring and installed the lighting in order to provide enough lighting for him in the unit. "Wow! The job has been done so fast! Very nice! Very happy! The floor looks much better with the floorings! I am waiting for donation of a secondhand bed. Meanwhile, even sleeping on the floor is much better than before! Really much, much better now! Thanks to you volunteer workers, I really don't know how to repay you!" The volunteer workers said "Now with the flooring laid, please don't sleep on the street later on! That will make us very happy and is the best pay back!"

"Of course! Having my unit now, I will not do the street sleeping anymore." Looking at the finished flooring, the old man entering the unit was joy! After the work done, the social worker in charge of this case stays in close contact with our "Elderly Home Sweet Home Services", Hopefully, we can get some secondhand furniture so as to give him a safe and cozy home.

葉伯伯看著地板鋪設後的模樣，興奮得手舞足蹈。

Grandpa Yip is extremely excited when seeing the new flooring.



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The Philanthropy Monthly

## 籌備善款解家居陷阱

盧伯伯今年93歲，太太在數年前因病離世。他無兒無女，太太離世後就只剩他一人住在舊式2-3人公屋。

伯伯近年身體欠佳，患有心臟病、血壓病、痛風、腳腫等長期病患疾病。因為單是在家中的行動，他已經是很困難，所以盧伯很少外出。這天工作人員上門了解伯伯的家居環境，發現這些舊式公屋單位差不多有2百多呎。伯伯由餐桌走到門口開門讓工作人員入屋，短短的8呎距離，他卻要花上1分鐘的時間才走到大門。

工作人員查察伯伯的家居環境和裝置，發現洗手間潛在高危陷阱！洗手間內有一個企缸，有一張很矮很矮的膠椅，「這張膠椅是用來沖涼之用，我動作慢，沖一個涼都要幾個字，對腳好腫唔企得耐，所以要張椅坐下。」伯伯解釋著這張椅的作用。但就工作人員所見，這張矮得只合適小童高度的膠椅對行動不便的盧伯伯來說，真的不合適，更有可能會增加他在沖涼時內發生滑倒意外的危險。

因著伯伯的情況，我們決定為伯伯物色一張合適的沖涼椅。沖涼椅送到盧伯家中時，他高興地說：「我真係好開心呀！你地特意買張沖涼椅如給我，又幫我調教高度。這張新椅相對以前的小童膠椅穩陣得多，當然亦舒服得多。」伯伯嘗試模擬沖涼的情況，工作人員又發現有關花灑座對於坐在沖涼椅上的盧伯來說實在太高了，加上牆身又沒有可借力的扶手。於是義工馬上上門為伯伯改裝花灑座至適合伯伯使用的位置，同時亦加裝扶手以協助盧伯伯行動之用。

「好多謝你們！如果不是你們幫忙張羅及捐贈沖涼椅、扶手，又有師傅義務幫我安裝，光靠自己每月二千幾元的綜援金，真的那有能力支付三、四百幾元的沖涼椅和扶手？！感激你們對長者的心，你們實在幫了我很多了，真的多謝你們。我90幾歲了，得到咁多人的關心，我很感恩，謝謝你們！」盧伯伯親切地不停說著感激的話。

「長者家居維修服務」為合資格長者提供個人化以及以安全為主要考慮的工程或家居改裝。我們需要善款來支持我們的服務，得到你們的支持再配合義工的專業技術，為貧苦弱老建立安全舒適的居住環境。善施支票抬頭請書：「聖雅各福群會」，指定捐予「長者家居維修服務」；支票請寄：香港灣仔石水渠街85號一字樓105室，或致電2835 4318聯絡我們。



## To Eliminate Household Hazards

Uncle Lo, 93 and childless, lost his wife several years ago. He is left to live by himself in an old-style public housing unit for 2-3 persons.

Suffering from heart condition, high blood pressure, gout and swollen legs, he seldom goes out. Even moving about in the house is difficult for him. He has a living area of about 200 square feet. The day we visited him, it took him a whole minute to walk the short distance of 8 feet from dining table to the door to let us in.

A check of his home and household fixtures found a major hazard in his bathroom -- a very low plastic stool in his shower. "It's is for my shower. I am so slow that a shower takes a long time, too long for my swollen legs. I need to sit down," he explained. But the stool was only for a small child, not for a clumsy old man like Uncle Lo. It just added to the danger of his slipping and falling in the bathroom while taking a shower

We decided to get him a proper shower seat. He was delighted to receive it, "I am so happy you took the trouble to buy a shower seat for me, and even adjust it to the right height. This seat is so much sturdier than my little stool, of course more comfortable too." When he simulated the actions of taking a shower, we discovered that the shower head was too high for him to reach from the seated position, and there was no handrail on the wall for him to hold on to for safety. Our volunteer worker came right away to move the shower head to the right height and to install a handrail to help Uncle Lo move about.

"Thank you so much! If it wasn't for your help to get a shower seat and install a handrail for me, how could I with my small monthly Comprehensive Social Security Assistance of 2,000-odd dollars afford to pay 300-400 dollars for them? Thank you for your concern for us old people. You have helped me a lot. I am most thankful. I feel very blessed that so many people take a concern in me at my age of over 90. Thank you all!" He was profuse with gratitude.

Our "Elderly Home Maintenance Services" provides personalized household works and renovations mainly for the safety of qualified elderly persons. We need donations to support the services. Your support and the professional skills of our volunteers make it possible for needy elderly persons to live in a safe and comfortable environment. Please make your cheque payable to "St. James' Settlement", specifying at the back for the "Elderly Home Maintenance Services", and mail it to 85 Stone Nullah Lane, 1st Floor, Room 105, Wanchai, Hong Kong. You can also contact us by phone at 2835 4318.

盧伯正告訴義工最方便他使用花灑座位置的高度。  
Uncle Lo shows our volunteer worker the best height to position the shower head.



## 生命殞落難預料 早作安排樂無憂

聖雅各福群會「後顧無憂生前規劃服務」自二零零四年起至今已推行了超過十年的時間，鼓勵獨居無依的長者以開放及正面的態度面對死亡，及早交帶好自己的後事安排，從而減低長者對死亡的恐懼，貫徹人生的自我尊嚴。

十年以來，我們服務過的長者已超過二千人，基於他們連身後事也交託了給我們的信任，我們跟這些老人家建立了一段段深厚的關係，也聽過他們許多動人的故事，這一個個有血有肉的生命，常常成為支持我們繼續努力服務長者的動力。

周伯伯就是其中一個令我們十分難忘的個案。

從認識周伯伯，到他的離世，前後只不過是兩天。

記得那天周伯伯在鄰居的陪同下突然走到來我們的辦公室。他臉色泛黃，腳步蹣跚，但情甚焦急的神態叫人印象深刻。周伯伯沒有結過緝，沒有兒女，唯一的弟弟失去聯絡多年，除此之外一個親屬也沒有。直至數天前醫生確診他患上了末期肝癌，大概剩下一個月的人生，生命的每一刻都彷彿在倒數著！他擔憂自己的後事乏人打理，後來從朋友口中得知聖雅各福群會為獨居長者提供打理身後事的服務，周伯伯彷彿在大海中抓著一條救生繩，急急前來求助。

在一般的情況下，我們都要求參加者先由地區社工轉介，但由於周伯伯的情況危急，經主管評估後準許我們特事特辦，於是我們就立刻就為周伯伯簽訂臨時合約，把伯伯身後事的意願一一紀錄下來，並承諾在他百年歸老後為他執行。看著伯伯的神情由焦慮變為安心，我們亦大感安慰。

誰知道我們剛跟周伯伯拜別不久，辦公室的門鈴又再響起。今次只見鄰居一臉慌張，表示周伯伯在借用洗手間如廁時，出現痾黑色的血情況，並持續頭暈。我們當然立刻電召救護車，將伯伯送往最鄰近的醫院。兩天後，我們就從醫院接到周伯伯離世的消息。

生命何時消逝實在難以預計，對長者亦然，對我們亦然。倘若我們都能早作安排，縱是大限突然到來，我們亦能正面面對，後顧無憂。「後顧無憂生前規劃服務」為獨居長者提供生前規劃服務，讓缺乏支援網絡者能及早交帶身後事，使其對生命的終結有所掌握，體現人生中不可或缺的基本權利。



## Plan Funerals Early Be Worry-Free

St. James' Settlement's Pre-paid Funeral Navigation Service, launched in 2004, has been operating for more than 10 years. It encourages elderly persons who live by themselves, with no kin to rely on, to face death with an open and positive attitude and plan their own funerals in advance, so that they can be less fearful of death and can journey to life's end in dignity.

In 10 years we have served more than 2,000 people. As they had entrusted us with even their own funerals, we were able to establish a solid relationship with each one, and hear many moving stories of their lives. Their life stories are a strong support to our continued effort to serve the elderly.

Uncle Chow is one unforgettable case to us.

Our acquaintance with him lasted only two days.

He entered our office unannounced one day, accompanied by a neighbor. His face was sallow and his footsteps unsteady. Yet his anxiety was unmistakable. He was not married, had no children, and had lost contact with his only brother years ago. He had no other kin. A few days ago he was diagnosed with terminal cancer of the liver, and was given about a month to live. His countdown was in progress with each passing moment! He was worried that no one would attend to his funeral. Then he heard of our Pre-paid Funeral Navigation Service. To him it was a life-saver he had just caught while struggling to stay afloat in the ocean. He immediately came to us.

We normally require referral from a district social worker. But, in view of the urgency of Uncle Chow's circumstances, our supervisor decided to treat it as a special case. Right away we signed a provisional contract with Uncle Chow, recorded his wishes in detail, and promised to carry them out after he passed away. Seeing his anxiety give way to peace of mind, we too felt great relief.

Our office doorbell rang again, only moments after we said good-bye to Uncle Chow. It was his neighbour, looking frantic. It turned out that Uncle Chow, who came to borrow the use of the bathroom, suddenly passed dark blood and was dizzy. We called an ambulance right away to send him to the nearest hospital. Two days later, news came from the hospital of his decease.

It is impossible to tell when life may end, for us as well as for the old. If we can all make funeral arrangements in advance, there is no need to worry about the future. We can face death squarely even though it may be sudden and unexpected. Our Pre-paid Funeral Navigation Service helps lone elderly persons form funeral plans while they are living and entrust them to us. In so doing it upholds each person's basic right of mastering his own life to the very end.

「後顧無憂生前規劃服務」希望透過為長者協助後事安排，讓他們後顧無憂！

In helping the elderly's funeral arrangements in advance, the Pre-paid Funeral Navigation Service can free their worries of the future.





## 感恩的心

與大部份香港人一樣，忙碌的工作佔據了我生活大部份的時間。睡覺前打開電腦看新聞，看到一位96歲的長者因病厭世，選擇以跳樓方式結束生命。

「老有所依」相信是每位長者的願望，為家庭努力了大半生，晚年卻孤單一人面對貧窮和病痛。一直只為工作奔波的我，竟遺忘了社會上一班無依孤苦的長者，正待社會有心人士去表達關懷和作出照顧。終於下定決心主動踏出一步，接觸到聖雅各福群會，了解貧困獨居無依長者之所需。

「在『電器贈長者』計劃的輪候冊上，無依的長者每天都生活在水深火熱的環境中；每天冒著燙傷的危險攜著熱水煲燙水沖涼、家中使用無蓋的爛風扇乘涼、同時使用喪失冷藏功能的雪櫃雪胰島素針，在缺乏捐助資源下，長者往往需要輪候一段時間才能獲得所需電器，實在無奈。」計劃社工擔心長者在等候期間因而發生家居意外，但又因每位長者都有個別不同的電器需要，在找尋捐助上亦有相當的困難。

我相信每位長者的需要也是獨特的，慶幸結識到聖雅各福群會，並能參與其中的探訪服務，透過家訪過程洞察他們的個別需要。記得探訪居於牛頭角公屋邨的葉伯伯，一入屋便有一陣惡臭傳出來，地面盡是積水。無依的葉伯伯，因視力不佳自我照顧也有極大的困難，屋內只有一張破爛的鐵架床，枕頭早已發霉變黑。因缺乏風扇的關係，室內空氣極之不流通，異常翳焗。考慮到葉伯需雪藏糖尿藥，我購買了一部雙門雪櫃，讓他可棄掉只合適放汽水的小冰箱；了解到他每天只能沖凍水涼，我捐贈了一部容量較大的儲水式熱水爐給他，讓他每次洗澡可享用熱水。考慮到他沒有床褥，平硬的舊床板讓他腰骨持續酸痛。我為他找了一張床褥，讓他可以睡個好覺，安心休息。炎炎夏日，風扇是絕不能缺乏的電器，我安裝了一把小型座枱風扇放於葉伯伯的床邊，讓他可用之乘涼。

按照長者的個別需要作出的捐贈，既「到位」，亦能提供實際幫忙。當我未能抽空，我會按照服務社工的評估作出合適他們的捐助。我實在很慶幸結識到聖雅各福群會，並能參與其中服務，多年來體會到他們盡心盡力的探訪；捐助物資的過程中，確實能讓一班受助者感受到一份貼身的關愛，特別是年邁的長者，在他們幽暗世界內流露一點真光。

施比受更有益，時常帶著感恩的心，有能力幫助他人，是個人福份，期望大眾能出一分力，群策群力，那怕只是燃亮一點燭光！



## A Thankful Heart

Like the majority of Hong Kong people, most of the time I am busy with work. One time before I slept, I watched the news on the computer. I learnt that a 96-year-old elderly ended his life by jumping off a building because he had enough from life due to sickness. I believe having someone to depend on at their old age is the wish of every elderly. It is absolutely disheartening for someone who had worked hard for his family but had to face poverty and disease alone with the onset of old age. I who have been spending my time on work all day long forgot that there were helpless and deprived elderly waiting for caring people of society to show concern and help. Finally I made up my mind to take the first step forward. I contacted St. James' Settlement to find out the needs of the poor elderly who live alone.

"On the waiting list of St. James' Electrical Appliances for the Elderly Program, helpless elderly spend each day of their life in plight. For example, some elderly boil water in a kettle for hot water to wash themselves risking the danger of scalding. Some cool themselves off by a fan without cover. Some store their insulin syringes in a fridge that does not refrigerate. Owing to a lack of donations, the elderly often have to wait for a period of time before they got the electrical appliances they needed. And there is nothing we can do." The EAE social worker was worried that household accidents might happen while the elderly were waiting. There is difficulty to some extent in seeking donations since each elderly needs different electrical appliances.

I believe the need of each elderly is definitely personal. I am glad I found St. James' Settlement and participated in its visiting service. I learnt about their individual needs through home visit. I remember when I visited Uncle Yip who lives in Ngau Tau Kok public housing estate. As soon as I stepped in his home, I noticed a pungent, stinking smell and water puddles all over the floor. Loner Uncle Yip has trouble looking after himself due to poor eyesight. There was only one dilapidated bed supported by iron bars, the pillow rotted into black with mildew. Ventilation was extremely poor and the unit was terribly stuffy due to a lack of fan. Since Uncle Yip needed to refrigerate his diabetes drugs, I bought him a double-door fridge so he could discard his old, small fridge which was good enough only for storing soft drinks. I donated a water storing water heater so that he did not have to wash with cold water any more. As he had no mattress for his bed and the hard wooden bed gave his backbone pain, I bought him a mattress so he could sleep comfortably. In hot summer, a fan is a must have electrical appliance. I installed a small, portable electric fan by Uncle Yip's bedside to keep him cool.

Donations made according to the elderly's individual need are practical and meet actual need. When I cannot spare my time, I will donate according to the social worker's assessment. I am glad that I found St. James' Settlement and take part in its services. For years I have witnessed their heartwarming visits. In the process of donating appliances, the recipients can truly feel the existence of personal care, especially the aged elderly who can see light in their bleak world.

It is more blessed to give than to receive. He who has a thankful heart and is able to help is indeed blessed. I do hope each one in society contributes as much as they can. Let us contribute and do our best, even if the light we kindle might be small.

很難想像長者每天躺已發霉的枕頭上，他們正待大家施予援手。It is hard to imagine how the elderly could sleep on pillow with mildew. They are waiting for your help.



## 提供適切資訊 締造健康社會

「惠澤社區藥房」成立以來，除了為一班有經濟困難的病患者提供藥物援助外，其亦肩負提供教育及輔導工作的使命。

如過去所言，不少病患者對藥物的效用、副作用或處理等都欠缺認識，當中有為數不少的人士因而未有正確服藥，或對藥物存有疑問而停藥，結果影響病情的控制及康復，甚至令情況變差，對健康構成威脅。例如曾接觸一位需服用劑底丸的婆婆，長期自行將劑底丸放於透明膠樽內，犯了劑底丸「忌光、忌熱」的大忌；不但如此，更令人震驚的是婆婆稍有不息，便服食劑底丸作止痛藥。要知道劑底丸是治療心絞痛的藥物，只應於心臟病發時才服用的「救命藥」，且服食數量有嚴格限制。婆婆長期服用，結果得承受不時頭痛的副作用，至藥劑師詳細講解後方恍然大悟！有見及此，「惠澤社區藥房」會定期走進社區，以不同形式（如：藥療輔導服務、視像問藥服務等）與各單位（如：長者地區中心、病人資源中心等）合作，由藥劑師親身提供藥物諮詢服務——檢視病人服用及存放藥物的情況、教導正確的服藥方法、對服藥後的反應及情況作出專業的意見和輔導等。

同時，隨著社會進步，除病患者對健康資訊需求殷切外，社會大眾亦愈來愈注重健康，對於保健護理、預防患病、健康飲食等各方面的健康知識亦十分重視。因此，除針對病患的相關服務外，藥房亦會不定時舉行免費健康講座，邀請專科醫生、護士及藥劑師等為市民大眾提供健康資訊，而主題亦會以常見的疾病為主，如：退化性膝關節炎、心房顫動、糖尿病、高血壓等。透過專業醫護人員的講解，市民大眾可獲取正確的知識，清楚了解病患的成因、預防及治療等，並有機會即場獲醫生解答疑問，以能更適切地管理自己的生活及飲食，最終有效控制病情，甚或減低病患機會。過往反應正面熱烈，動輒超過二百人參加，實可見舉辦之需要。

「惠澤社區藥房」期望繼續透過不同的途徑，為不同人士提供適切的服務及資訊，攜手締造一個更健康的社會。



## Delivery Proper Information Create Healthy Society

Apart from providing medication support for patients with treatment, the "Philanthropic Community Pharmacy" also knit community resources web for serving patients as well as public by different kinds of education and consultation program.

As mentioned in the past, many patients have misconception or lack of knowledge regarding to the medication usage, side effect, storage and etc and it leads to non-compliance or even stop of medication taking. It not only affects the illness control and recovery; worse still, it may worsen the situation and pose great threat to death. For example, we met in the past a grandma who has to take the sublingual pills. She stored the pills in a clear bottle by herself which violates the rule of keeping away from light and heat. Even more, she took the pills whenever she didn't feel well. In fact, the sublingual pills is for treating angina pectoris; patients should just take it when having the heart attack and the taking amount is also strictly limited. Since grandma has taken the pills as anodyne in long term; thus, she suffered from headache as the side effect. As a result, the "Philanthropic Community Pharmacy" will work proactively and regularly with different units (e.g.: the district elderly center, patients resource center and etc) in providing education and consultation service by various ways (e.g.: Pharmaceutical Care Service, tele pharmaceutical consultation and etc).

In addition to the patient group, the public becomes increasingly health conscious in step with social progress. They are desperate for knowledge on health care, disease prevention, healthy diet and etc. Thus, the pharmacy will invite medication professions in offering free talks and the topic is usually related to common diseases, like degenerative knee arthritis, atrial fibrillation, diabetes and high blood pressure. By provision of professional explanation, public can gain knowledge on the cause, prevention and treatment for different illnesses; also, the medical profession can solve their queries immediately. This undoubtedly can help public to manage their living habit and diet in a better way with the purpose of controlling disease or even reducing the chance of having it. From our past experience, the response is positive with more than 200 participants each time which shows the needs of launching these talks.

The "Philanthropic Community Pharmacy" will keep its mission in providing proper service and information for people in need and hence create a better society.

透過講座提供適切資訊，讓大眾建立良好的健康意識。  
Public can gain proper health knowledge through different health talks.



## 「伯伯叮嚀我要一定代他 向義工說聲『謝謝！』」

「這個伯伯的情況很尷尬，他的確住在公屋。家中有需要修理的地方，理應是找房署，可惜我幫伯伯了解情況後，知道原來伯伯早年曾自行找師傅進行單位維修，所以房署不作任何的跟進。」這番說話是由九龍區一間長者中心的社工向我們解說伯伯所面對的處境。

李伯伯今年86歲，他無兒無女，太太於數年前因病去世，只剩他獨對空屋。「伯伯以前常常來中心參加活動，最近很少見到他，所以我們特意連同區內的義工一同上門探望伯伯。這樣才知道伯伯因年紀漸長，身體轉弱，行動亦較前不便，因此減少外出。」幸好李伯伯有中心的社工關懷，才得知他的近況，了解他的需要。

「我們來到伯伯屋企才發現他家徒四壁，傢俱破舊。於是，我們簡單地為伯伯做了一些基本清潔，一開水龍頭才發現水龍頭的開關鈕已經磨損了，要對準位置和用力才可以勉強扭開，但當要關水時，又是很困難。所以伯伯都寧願不在廚房用水，洗碗、煮食都係用廁所洗手盆。」中心社工知道伯伯的行動不便，實在不忍伯伯要拿著餐具、水壺來回廁所和廚房，於是幫伯伯尋找維修的方法。

「我們曾經幫過一些長者向房署提出維修服務，他們一般都會跟進。可是李伯伯的情況有點不同，因為他曾經改動過水龍頭，於是房署不會跟進有關的維修。我在附近問過維修師傅的價錢，上門費要300元，材料費另計。」李伯伯多年來依靠綜援金過活，一直都很節省金錢，知道要花數百元做維修，伯伯堅持維持原狀不作修理，於是社工向「長者家居維修服務」提出申請。

我們的義工師傅上門為行動不便的李伯伯維修家中日久失修的水龍頭，維修後，伯伯可以輕鬆地開關水龍頭。「如果沒有你們的幫忙，我相信伯伯為了省錢而不維修，他這樣拿著重物走來走去（來回廁所和廚房）隨時可能造成跌倒的危險。幸好，社會上有此計劃，回應快，有彈性，亦有寶貴的資源，可以處理到伯伯這類的個案。作為轉介社工，經常會接觸到有具體需要的個案，實際地改善長者生活環境，不單解決他們生活情況，也去除他們擔心的情緒。感謝義工師傅的幫助，改善伯伯的家居問題，讓他可以舒適地在廚房清潔、用水。伯伯也叮嚀我一定要代他向義工說聲『謝謝！』。」



## Grandpa Urged Me To Say “Thank You!” To The Volunteers For Him

“This grandpa is stuck in a very embarrassing situation. He is living in a public housing flat and it is understood that the Housing Authority is responsible for any repair work when the need arises. However, grandpa's request for maintenance work was denied by the Housing Authority owing to the fact, which I found out after some enquiring work, that grandpa employed masters to carry out some maintenance work in the flat years ago.” A social worker from an elderly centre in the Kowloon District explained to us the situation grandpa is confronting.

Grandpa Lee, 86-years-old, without any children, has been living alone after his wife passed away a few years ago. “Grandpa used to attend activities in our centre quite frequently, but recently he rarely comes. We therefore paid him a visit with volunteers in our district and came to know that aging made him feel weaker and unable to move freely as before. As a result, he went out less frequently.” Fortunately, grandpa is having care and concern from the social worker of the centre who gets to know his latest situation and needs.

“We can only find some shabby furniture in grandpa's flat when we arrived. We then started doing for him some necessary cleaning in his flat and noticed that the switch of the water tap in the kitchen was worn and it could barely be turned on or off with some force in the right position. Because of this difficulty, grandpa preferred to do washing in the water basin in toilet and bring water from there to the kitchen for cooking.” Knowing that grandpa was unable to move freely as before, the social worker felt very sorry for grandpa for his having to bring the cooking and dining utensils and water pot to and from the toilet and kitchen and, therefore, tried to find a way to get the water tap fixed.

“We have ever lodged requests with the Housing Authority on behalf of the elderly for maintenance work and they would generally take up the case. But it was not true in grandpa's case as he had ever employed a master to re-position the water tap and, therefore, the Housing Authority would not be obliged to do any related repairing work. I was told by some masters nearby that the relevant labour cost is \$300 exclusive of material costs.” Grandpa has long been living on CSSA and leading a frugal life. He insisted not to get the water tap fixed because a few hundred dollars is really a big sum to him. The social worker then applied to our “Elderly Home Maintenance Services” for assistance on behalf of grandpa.

Our volunteer master then went to help this feeble grandpa and got his water tap fixed. Now grandpa can turn on or off the water tap easily. “Should grandpa had not had your service, probably he would not have been willing to have the water tap fixed due to financial concern. If he continues to bring heavy stuff to from the kitchen and toilet, he is quite likely to fall and hurt himself. Fortunately, this kind of service is available in society. It has valuable resources and addresses demands swiftly. In addition, it allows flexibility in the approval of application and therefore can benefit the needy like Grandpa Lee who fell into such embarrassing situation. As a referral worker, I often come across people who are really in need of help. To help improve the elderly's living condition will not only help solve problems in their daily life, but also alleviate their worry. Many thanks to the volunteer masters for their effort in making grandpa's home better and safer, making it possible for him to use the water source in the kitchen and stay there to do the washing with ease. Grandpa urged me to say ‘Thank you!’ to the volunteers for him.”

日久失修的水龍頭的開關制已喉重生鏽及損壞，開關時要用上很大力氣。

The water tap in the kitchen was worn and has to be turned off with some force in the right position.



# 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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友情印刷：平偉印務有限公司

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