

# 慈惠月報

## The Philanthropy Monthly

聖雅各福群會  
St. James' Settlement



一五年九月份 SEP 2015

網址 Website: [www.thevoice.org.hk](http://www.thevoice.org.hk)



社工的話  
Social Worker's Remark

## 送暖行動2016 禦寒衣物防嚴冬

天氣漸漸轉涼，特別在清早及傍晚的時間，更分外清涼，這是秋天悄悄來了的訊號。

當大家享受著涼風送爽的時候，那邊廂慈惠服務的同事就趕著募集送暖的物資。至今天為止，已收到不少電器的捐助，包括：暖風機、電磁爐，預計足以應付今年寒冬所需。唯有保護衣物，仍有待大家的幫忙。

早前跟朋友談香港貧窮，香港的貧窮人被定義為一人戶月入3,500元、六人戶月入是11,800元。他表示很難想像貧窮人怎樣生活，他每天早餐最少25元，晚餐差不多50元，如果要租房，30-50元呎不等，還未計燈油火蠟，他們究竟是如何生活的呢？

慈惠服務中的服務個案，都是生活在水深火熱之中，誠然他們外出用餐的機會近乎零，這些對他們來說都是十分奢侈的，為了省油省煤，很多時在入黑時都不會開著燈火，又或使用煤氣，有的就連最基本的電熱水爐裝置也沒有，家徒四壁，家電失修的情況十分普遍，居住環境亦很惡劣。

夏天，他們要面對酷熱天氣的煎熬，斗室內的溫度比跟室外差不多，原因多是家中的空氣流通差，於是他們走到商場、快餐店乘涼；冬天，他們要與嚴冬作戰，沒有足夠的禦寒衣物，他們不能隨時外出。一般來說早晚的溫度較低，靠中午的陽光，他們才可以外出與社會接觸，如長者的，就可以維持日常到老人中心活動；倘若天氣持續低溫，就是在室內也是很難熬的。

足夠的保暖衣物，對基層弱老是十分重要，加上他們大部份均有一種或多種長期疾病，萬一著涼，就很容易引發其他疾病的發生，特別是一些支氣管疾病，嚴重的會對生命構成威脅，相信大家冬天亦時有聽到天氣太凍，很多人送院的新聞。

「送暖行動2016」已經開始，現募集大量禦寒衣物，包括羊毛內衣及羽絨外套各300件，預計需要善款約200,000元。施善熱線：8107 8324 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。

## Warmth Giving Action 2016 Warm Clothing In Fighting the Cold Winter

The weather is getting cool, particularly in the morning and evening. In fact, it is the signal of autumn coming.

As we are enjoying this nice cool weather, colleagues of Charity Project are busily gathering warmth keeping items. Up to this moment, we have collected quite a number of donations for electrical appliances, including fan heaters and induction stoves, which is sufficient for this winter's need. However, we still need your help for the warm clothing.

Not long ago, I talked to my friend on the poverty issue in Hong Kong. In Hong Kong, poverty is defined as monthly income of \$3,000 for a single person household and \$11,800 for a family of six. He expressed that he is hard to imagine how they live as his breakfast and dinner alone need at least \$25 and \$50 respectively. If rental needs \$30-50 per square foot, how they could manage to live even by excluding utility costs?!

For cases of our Charity Project, they are all living in extreme miseries. They have no chances of having meals outside. In order to save cost in gas and power expenses, they would refrain from switching the lights on at night or using the gas. Some of them do not even have an electric water heater. Also, the situation of having broken appliances is very common; and the living environments are extremely bad.

In summer, they have to face sultry heat. Their room temperatures are nearly the same with outside due to the poor ventilation. Thus, they often wander around shopping malls and fast food shops to stay cool. In winter, they have to fight the cold weather. If they have not enough warm clothing, they cannot go out easily. Generally speaking, temperatures in the morning and evening are fairly low; thus, they have to rely on the midday sun light in going out so as to keep contact with the community. For the elderly, they can join the activities in elderly centers. But if the temperature remains low for a lengthy period, even staying indoors would be unbearable.

Adequate warm clothing is hence vital to the poor and frail elderly. As most of them have one or more chronic illnesses, they could easily get sick by catching cold, especially those suffering from bronchitis; and it could be life threatening if serious. We believe you have heard the news of people taken to the hospitals during extreme cold weathers.

"Warmth Giving Action 2016" already starts and is now gathering warm clothing, including 300 pieces of woolen underwear and down jackets. It is predicted that donation of \$200,000 is needed. Donation hotlines: 8107 8324 or 2835 4321; or please kindly make out your cheques payable to "St. James' Settlement", remarked at the back for "Warmth Giving Action 2016". Please send by mail to 85 Stone Nullah Lane, Room 105, Wanchai, Hong Kong.

努力做好事，就離仁愛不遠了。

Work hard on the good things, you are not far from being kind.



## 贈藥治病 解燃眉之急

嬌姐數年前有次橫過行人天橋，期間需要停下來三次休息，才可順利行到天橋的另一邊，當中亦不斷的氣喘又感到暈眩；經醫生檢查後，發現她患上「障礙性貧血」，在服用環孢素(Cyclosporin A)，並打針後，血小板指數仍不斷下降，經詳細檢後原來她患上「血小板缺乏病症」。患有血小板缺乏病症的人士身體容易因血小板減少而引致嚴重出血，甚至有生命危險。為了控制病情，嬌姐需要轉為服用藥物Revolade(利復凝)。

嬌姐早年與丈夫離異，現獨自在新界區居住。本身只是靠綜緩過活，她表示慳慳地都總夠生活，算是唔需要為三餐憂慮，但係病咗之後，根本負擔不到昂貴藥費，原來日日都要食藥控制住，百幾蚊一粒藥，點食得起……。

縱然育有兩子，關係卻不是太好，偶然會見面，但嬌姐坦言，兒子都有自己的家庭，他們亦承受著生活和經濟上的壓力，實在無能力負擔她每月數千的開支！

8月初，她再到醫院覆診，醫生了解到她的經濟困難，於是建議她向聖雅各福群會「惠澤社區藥房」申請藥物資助。鑑於嬌姐病情嚴重，在審核她的資料後，「惠澤社區藥房」為嬌姐提供半費形式購買藥物！不幸的是最近再度身體檢查時，結果顯示血小板指數仍未有回升，醫生建議增大藥物劑量來控制病情，嬌姐驚見醫生處方的藥物由一天一粒，加到一天服用三粒藥物，便再次顯得憂心。

有鑑於嬌姐的經濟拮据情況，透過「贈藥治病計劃」的善長捐助，為嬌姐延長了兩個月的半費藥費資助，以解她的燃眉之急。當她從藥劑師手上取過藥物後，由衷地感謝善長們的慷慨善心，藥物開支減少，她可將僅餘的錢於往後的月份支付藥費。嬌姐生活仍然相當緊拙，但總算在這段日子足夠支持。同時，她在配藥的過程，得藥劑師的詳細藥療輔導和耐心聆聽，讓她提高對藥物的依從性。

「惠澤社區藥房」的成立，就是陪同更多像嬌姐一樣有急切性需要的病人，一起面對治療，並在他們困難的治療日子中，藉一眾善長為他們帶來的盼望，助他們勇敢地走下去。

## Medication Subsidy Provide Help For Urgent Need

Few years ago, Madam Kui had some health problems. She had to rest 3 times in crossing the bridge with fast heavy breathing and dizzy. She was then diagnosed with Aplastic Anemia. However, after taking the Cyclosporin A, her blood platelet index kept dropping. With few medical checkup, it found that she has the Thrombocytopenia. For patient with Thrombocytopenia, they will easily have severe bleeding due to the lack of blood platelet; and worse still, it can be life-threatening. In order to control the disease, Madam Kui has to take the medication Revolade.

Madam Kui divorced with her husband and is now living alone in the New Territories. She relies on the CSSA for living. She told us that she can take care of her basic need by being frugal; however, she cannot manage to afford for the medication which cost hundred per tablet and has to be taken everyday.

Although Madam Kui has two sons, their relationship is not close and seldom meet each other. She shared that the two sons have their own family. They are also facing different living and financial pressure. Thus, they are really incapable to afford for the few thousand medication cost per month.

In this August, she had the medical checkup again. After knowing her financial situation, he referred her case to our Philanthropic Community Pharmacy for medication subsidy. Madam Kui's situation is bad and thus the Pharmacy subsidized half of her medication expense. Unluckily, the recent report shows that her blood platelet index is still at a low level and hence the doctor suggested to add the dosage. Knowing that the dosage has to be increased from one tablet to three per day, Kui becomes worried again.

Concerning her financial difficulties, we extend her subsidy for two and a half month in releasing her urgent needs. After taking the medication, she gratefully thanks the kind hearted donor that she can spare some more money for the medication cost in the coming days. Although she still has to face the medication pressure, she has enough support at the moment. Also, with the detailed explanation from the Pharmacist, she understand more on the disease and the medication.

The Philanthropic Community Pharmacy is set to provide help for patients like Madan Kui. With the help from a group of kind hearted donors, we wish to bring hope, care as well as courage for the patients.



我們需要你的捐助  
We Need Your Donation



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## 不幸中幸有你的施予

社會上有很多收入低微而同時身患嚴重疾病的人士，他們根本沒能力負擔龐大的醫藥開支，以致影響病情及導致生活拮据。為了令更多有需要的經濟有困難病人得到及時的援助，「惠澤社區藥房」因應不同的病類提供多元化的藥物資助計劃。

現時「惠澤社區藥房」除了以優惠價錢為病人提供買藥服務外，我們更設立一些特別的藥物資助計劃幫助有需要的病人，今次要分享的就是標靶藥（癌症藥物）資助計劃。

根據官方數字，2013年期間有多達一萬多人因癌症死亡，佔全年登記死亡個案的三分之一，情況非常嚴重。一向以來標靶藥物的費用都是十分昂貴，其中有部分藥物是屬於自費藥物，例如：依維莫司(EVEROLIMUS)，它是用作治療腎細胞癌、胰臟癌或乳癌疾病，每月的醫藥費高達數萬元不等，而本藥房則採用半數資助形式來資助合資格的病人。

L小姐初患癌症時只有十八歲，當時她患上骨癌，六年後又再被診斷出她得了甲狀腺癌，並已擴散至肺部，為此L小姐需切除甲狀腺來保命。芳華正茂的她在戰勝病魔後，結婚生子，過回屬於一般家庭的生活，可惜，這段日子只維持了短短兩年時間。在一次身體檢查中，她被診斷出患上乳癌和骨癌細胞復發，經醫生建議後，她先後切除了左腳及左邊乳房。惡夢並沒有離開L小姐，今年年初，她告訴我們得了胃癌，情況令人擔憂。

當工作人員陪她步出藥房，她輕輕地說：「這個病不能好了。」實在教人非常心痛。知道自己的病情嚴重，但她總是帶著笑容面對。在十多年的抗癌路上，L小姐從沒投降，她為著丈夫及四歲的女兒而努力活下去。依L小姐病情及經濟情況(丈夫靠捕魚為生，收入不穩定)，符合「惠澤社區藥房」的資助條件，在善長人翁的捐款下獲全費的抗胃癌藥資助。希望L小姐病情獲得控制，能爭取多一點與家人共聚的時間。

L小姐的個案只是藥房病人冊上其中的一位，我們每天都接觸很多無法應付醫療開支的病患人士，他們與家人一同承受身心上的煎熬。盼望善長的支援，讓「惠澤社區藥房」可以幫助多一些有需要的病人。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。



## You Can Give to the Unfortunate

Many people who are sick cannot afford huge medical expenses. They consequently do not get proper treatment and must at the same time live in straitened circumstances. In order to give timely support to such needy patients, our Philanthropic Community Pharmacy offers a diversity of medication subsidy plans for different diseases.

In addition to selling drugs to patients at discount prices, the Pharmacy has instituted special medication subsidy plans to help needy patients. This article is about the target drug (for cancer) subsidy plans.

According to official statistics, over 10,000 people died of cancer in 2013, accounting for one-third of all deaths during the year. The situation is grave. Target drugs have always been very expensive. Some of them moreover fall into the category of self-financed drugs, for which patients must pay out of their own pockets. One example is Everolimus, which is used for renal cell carcinoma, pancreatic cancer and breast cancer. Treatment with this target drug can cost several tens of thousands of dollars a month. Our Pharmacy will subsidize half the cost for patients who qualify for assistance.

Miss L was only 18 years old when she was diagnosed with bone cancer. Six years later her thyroid gland had to be removed because it was affected by cancer which had spread further to her lungs. Having once more overcome cancer and at the prime of her life, she got married and gave birth to a child. Unfortunately, the normal family life she returned to lasted no more than two years, when a physical check-up showed breast cancer plus a relapse of bone cancer. Taking her doctor's advice, she had both her left foot and her left breast removed. But her nightmare was not over. Early this year she told us she had come down with cancer of the stomach!

As she walked out of the Pharmacy, she remarked to our worker in a low voice, "I won't recover from this." She is aware of her own grave condition, yet she always faces it with a smile. She has never surrendered in her fight against cancer over the past decade and more. She lives on bravely for her husband and her four-year-old daughter. Miss L's illness and her financial circumstances (Her husband earns an unstable income from fishing.) qualify her for Philanthropic Community Pharmacy subsidy. Thanks to the generosity of kind donors, she is getting full subsidy for her stomach cancer drug. We hope the drug will keep her condition under control, so that she can spend more time with her family.

Miss L's case is but one of many in the files of the Pharmacy. Everyday we meet patients who cannot afford their medical expenses, who are in distress along with their family members. We pray for more support from donors, so that our Pharmacy can give help to more patients in need. Please make your cheque payable to "St. James' Settlement", indicating on the back of the cheque that it is for the "Philanthropic Community Pharmacy". For enquiry please telephone 2835 4321 or 8107 8324.





## 人間處處有真情

居於屯門的高伯伯與太太，為雙獨老，二人均年事已高，唯一的女兒在內地生活，故在港沒有親友支援，平日他們互相照顧，互相依賴。高伯伯是長期病患者，數年前曾中風，導致他左邊身活動能力差，室內需用枱杖助行，外出需使用輪椅，而糖尿病影響腳患，每天需要洗傷口。高伯伯日常起居飲食均由太太照顧，太太同樣患有長期病患及腳痛毛病，行動緩慢。

兩老擁有兩把使用多年的小型風扇，一部放在客廳，一部放在床邊。今年七月放在床邊的風扇壞了，於是日間他們就把那唯一的風扇搬到客廳使用，中午睡覺時搬回床邊，晚飯時又搬回客廳，及至晚上搬再回床邊。大家都不難想像如此兩老，每天要把風扇搬來搬去，會容易生意外。靠綜援維生的他們，又沒有經濟能力購買新風扇，經長者中心社工家訪了解，向本會「電器贈長者」計劃申請風扇，以解決他們生活所需。

本計劃接獲申請後，在義工協助下帶同一把16吋座地風扇到屯門探訪他們。探訪當日天氣炎熱，義工在安裝風扇時均汗流浹背，而據我們所觀察高伯伯及太太也熱得在不停抹汗，可想而知他們在沒有風扇之下是實在難抵抗炎夏。接著，義工即場指導他們使用風扇的步驟。這部由善長捐出的16吋座地風扇很合適沒有間房的高伯伯及太太使用。原因是這部風扇的支柱位置具調較至360度的功能，只要把風扇放在客廳及睡床之間，便能夠按需要扭動風扇方向，讓兩老不論在客廳或在睡床都能夠乘涼，更不用把風扇搬來搬去，防止不必要的家居意外發生，一舉兩得。加上此風扇的調較位置不需太用力扭動，即使年老的長者也有能力調較合適的風扇方向。

高伯伯及太太看著這把新風扇，表示十分感恩，感謝善長的捐助，亦感謝義工親身把風扇送來並安裝。期間，高太太更客氣地向我們端上盒裝飲品，表示感謝。

後來在八月中旬收到高伯伯及太太的感謝信，多謝本計劃為他們解決迎夏之燃眉之急。「感謝你們到寒舍關心探訪，8月2日星期天，您們又冒著炎熱的天氣，送來電風扇及生活用品。您們一視同仁地照顧衣食住行，來家中噓寒問暖，為感謝您們對我們兩位老人無微不至的關懷和照顧，特致信感謝之情。這所有的一切，讓我們深刻地感受到了『人間處處有真情』，說千遍萬遍的感謝也表達不盡我們的祝福來表達對您們的感謝之情。祝福您們工作順利！身體健康！萬事如意！」

「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。善長的捐助確實能為每位有需要的獨居長者解決生活困難，簡單的一個小電器，及至每月的捐款，已為不少貧困獨居的長者提供援助，改善他們生活環境，讓他們能獨立地於社區生活。



## True Love Everywhere In Our World

Grandpa Ko and his wife live in Tuen Mun by themselves. They are both elderly. Their only daughter lives in mainland China and they have no support from friends or relatives. They take care of each other in their daily life and depend on each other. Grandpa Ko is a chronic patient. As a result of a stroke he had years earlier, he uses crutches to get around in his home and uses a wheelchair when he goes out. Diabetes gives him leg problem, he has to wash his wound every day. His wife gets him his meals and takes care of him. She is also a chronic patient with painful legs and therefore moves about slowly.

They have 2 small fans that they've been using for many years, one in the sitting room, one near their bed. In July this year, the fan near the bed stopped working. They move the fan near the bed to the sitting room in the day time and bring it near the bed when they take an afternoon nap. They move it to the sitting room at dinner time and bring it back near the bed at night. We can imagine that accident can happen easily when they are moving the fan to and fro. They live on Comprehensive Social Security Assistance (CSSA) and can't afford a new fan. The elderly center's social worker applied to St. James' Electrical Appliances for the Elderly Program (EAE) for a fan after he learnt about their situation in a home visit.

After our program received the application, we visited them in their Tuen Mun home, bringing a 16-in portable fan with the help of volunteers. That day, the weather was extremely hot. The volunteers sweated all over when they were installing the fan. Both Grandpa Ko and his wife kept on wiping away the sweat under the heat. The heat must be unbearable without a fan. In the meantime, the volunteers instructed them the steps of using the fan. This 16-in fan, donated by benefactors, suited Grandpa Ko and his wife's use because it can be adjusted 360 degrees. The Ko's can enjoy cool air whether they are in the sitting room or in bed as long as they leave the fan between the sitting room and the bed since they can set the fan according to their need. In this way, they don't have to move the fan here and there and this could prevent home accident from happening. This is truly killing two birds with one stone. In addition, it's not strenuous to adjust the angle of the fan, even an elderly is strong enough to do it.

Grandpa Ko and his wife were both very grateful. They thanked the benefactors for their donation. They also thanked the volunteers for bringing and installing the fan personally. Mrs Ko offered us some drinks to show her gratitude.

Later, St. James' received a thank you letter from Grandpa Ko and his wife, thanking our Program for the fan. "Thank you for visiting us at our unit. On Sunday, August 2, you brought us the fan and sundry items despite the hot weather that day. You were so kind as to see to our needs. In order to thank you for your concern and care, we'd like to show our gratitude in black and white. We deeply experienced that there is 'true love everywhere in our world'. Even though we said thank you a thousand times, it is not enough to show our gratitude and our blessing to you. We wish you every success in your work and good health! All the best!"

St. James' EAE program's objective is to give electrical appliances to helpless elderly to meet their needs in daily life. Benefactors' donations can truly solve the needy, loner elderly's plight. Monthly donation or a simple, small electrical appliances can give support to many poor, loner elderly. That support can improve their living environment and enable them to live in community independently.

高伯伯與太太感激善長及義工對他們的關顧，解決生活所需。

Grandpa Ko and his wife are grateful for the donor and volunteer's care in solving their daily difficulties.



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## 募集善款為貧老 送贈合適電視機

「我只希望睇到電視，睇到新聞，知道社會發生咩事，就係咁簡單！」現時獨居於公屋的杜伯伯，七十多歲，從事製衣業三十多年，直至製衣廠搬上國內發展，他才正式退休。由於未結婚，生活上並沒有親友支援，直到積蓄用盡後他才領取綜援維生。由於杜伯伯患有多种長期病患，故他很少前往離家太遠的地方，平日上午會到老人中心或到家裡附近行逛消磨時間，下午大多數會回家休息。由於沒有多餘的金錢可消費，生活簡樸的他，跟大多數生活貧困的獨居長者一樣，在家只靠電視機接收社會資訊，靠電視機陪伴他們渡過退休生活。故此，電視機是他們生活的伙伴，是他們用來與外界聯繫及唯一可娛樂的東西。「電視機」對他們來說，已是一種生活必須品。

杜伯伯家中的電視機已經使用了數十年，是舊款式的膽機，俗稱的「大牛龜」。由於電視機老化，已不能開啟多時，故他向長者地區中心社工求助，希望可獲資助購買電視機。本計劃得知他有此需要，於是批核一部全新的電視機給他。同樣是膽機，不能接收高清節目，但杜伯伯認為只要能接收到外界資訊，能給他基本的生活需要，他都欣然接受。原以為已解決了杜伯伯的基本生活需要，誰不知杜伯伯表示這部全新膽機出現雪花，讓他不能觀看清晰的電視機畫面。

本計劃得知有此情況，立即請保養公司了解，最初以為天線接收不良，影響電視機畫面，但更換後問題仍然存在，當大家毫無頭緒的時候，碰巧本計劃獲善長送贈一部16吋LCD陳列電視機，經討論後，先把這部LCD電視機送到杜伯伯家，並同時請了「長者家居維修服務」的義工阮師傅到場了解情況及測試電視機雪花問題。阮師傅為合資格的電牌師傅，憑他多年的工作經驗，終於清晰地指出杜伯伯的新電視機出現雪花的原因。原來現在不少公共天線加了數碼廣播訊號後，會把天線系統輸出減弱，只有改加數碼廣播解碼器接收才可解決雪花問題。故此，即使本計劃改送LCD電視機給杜伯伯，由於沒有安裝數碼廣播解碼器，電視機畫面仍有雪花，只是比膽機少了一點。

其實本計劃除了杜伯伯個案外，仍有不少獨居長者安裝新膽機後出現同樣情況。對不少獨居長者來說，他們不懂得什麼是LED電視機，甚麼是解碼器？他們只想有一部能清晰接收外界資訊的電視機。但隨著社會的改變，膽機漸被淘汰，市面上絕大部份已是LED電視機或是在LCD電視機，而裝上數碼廣播解碼器後，可讓畫面加清楚。若果你也希望為這些無依體弱的獨居長者捐贈合適的電視機，請立即捐助「電器贈長者」計劃，支票抬頭：「聖雅各福群會」。查詢：2835 4321 或 8107 8324。



## Fund-Raising Bringing The Poor Elderly Feasible TV Sets

"I just want to have a TV set allowing me to learn the everyday news and what is going on in society. My wish is as simple as that!" Grandpa To, in his seventies, is now living alone in a public housing flat. He had been engaged in the textile industry for over 30 years and got retired when the factory moved and started operating in mainland China. As he is single and has no support from family or friends, he started living on CSSA when his savings was used up. As he is a patient of multiple chronic diseases, he seldom engages himself in activities beyond the vicinity. In the morning, he usually goes to the Elderly Centre or wanders about the neighbourhood while in the afternoon, he would take some rest at home. Grandpa is leading a frugal life and trying hard to avoid any spending; and therefore he prefers staying at home just like many other poor lone elderly. Watching television enables them to get news and information about society, which is indispensable to their retired life. They would regard television as a good fellow, their sole entertainment and something helps them get connected to the outside world. It has become their daily necessity.

Grandpa's television set had been working for decades before it stopped functioning. It was an old-fashioned analog television set with a bulky back. He then sought help from a social worker in the Elderly Centre hoping to get a subsidy for a new television set. After learning his need, we offered him a brand new old-fashioned television set which was not compatible with high definition programs. He said he would be happy to take it as long as it could convey information from the outside world, which was his basic need. The service was supposed to be accomplished; but we then got a feedback from grandpa saying that there were very disturbing statics in the TV reception.

We immediately arranged with the warranty company to replace it with a new one thinking that the defect was only caused by that particular antenna. However, the problem still existed after the replacement. While we were trying hard to find a clue to this problem, a 16 inches LCD displaced TV set was donated by a benevolent person. After some thoughts, we decided to take this LCD TV set to grandpa and at the same time, we asked Master Yuen, a volunteer member under our "Elderly Home Maintenance Services" to help solve the problem on the spot. Master Yuen is a very experienced licensed electrician and he clearly explained how the statics in reception came about. Nowadays many public television antennas have been equipped to receive digital TV signals, which somehow reduce their efficiency. The statics in reception can only be removed by installing a digital TV converter box. According to what was found out, even if we gave grandpa the LCD TV instead, but without installing a digital TV converter box, there would still be statics in reception, but perhaps relatively less when compared to an old-fashioned TV.

Actually, like Grandpa To, many lone elderly came across the same problem when they installed the old-fashioned TV. They know nothing about LED TV and digital TV converter box. What they need is just to get news and information from outside through a TV set with clear reception. As things are ever improving, the old-fashioned TV is being phased out. Now LED TV and LCD TV are the most popular in the market and with the installation of a digital TV converter box, a better display quality can be obtained. Should you want to donate feasible TV sets to these fragile lone elderly, please make your donation to our "Electrical Appliances for the Elderly Program" now with cheque payable to "St. James' Settlement" Donation enquiry: 2835 4321 or 8107 8324.



## 感謝去除 界傷手的陷阱

今年87歲的林伯伯與82歲的太太相依為命，住在港島區舊式公屋內，舊式的意思是這類型公屋的升降機不是可直達每一層，而婆婆的單位樓層正是要上一層樓梯或落一層樓梯才可乘搭升降機的。

「我們以前一家五口住在這裡，現在只剩下我兩老了。」太太語帶唏噓的說：「我有三個仔，一個已經離世，一個已經失去聯絡，剩下的一個證實患有腦癌。」聽來實在令人感到可惜。

「長者家居維修服務」義工師傅今次上門為是為他們維修舊衣櫃的門鉸、更換光管、安裝擴音電話及評估家居安全。在服務期間，婆婆指著床尾附近的一塊木板，「伯伯身體較差，家務都是由我一手包辦，上次做清潔時，被這塊凸出來的木板界傷了手。」婆婆讓我們看那包上膠布的傷口。

義工師傅知道後，想方法為婆婆解決這個危險，於是修整了木板並用釘釘好，以免木板再次翹起而受傷。義工師傅一邊進行維修，一邊細心向長者講解工序以及做法，讓他們知道維修後的效果。兩位長者專心聽著義工的講解，大家有講有笑。林伯伯表示：「師傅真是大好人，在幫我們維修家居時，細心聆聽我們的意見，大家有商有量的感覺很好。」

最後，義工師傅完成了所有維修工程後，再次提醒婆婆在清潔時要加倍小心。「義工好細心，又主動幫我們，有你們真好！這麼多年了，特別在兒子出事後，已經很少有人如此關心和幫助我們，感謝！」婆婆感激地說。



## Thanks for Eliminating Home Trap

87 years old Grandpa Lam lives with his 82 years old wife in an old style public housing unit on Hong Kong Island. Old style public housing means that the elevators do not stop on every floor. The old couple's unit is located on the floor where the elevator does not stop on.

"We used to have a family of five living here before, now just two of us remaining," sighed the wife and said, "I have three boys, one deceased, one lost touch and the one left is diagnosed with brain cancer." It really makes one feel sad by hearing the news.

This time, "Elderly Home Maintenance Services" volunteers aimed to fix the hinges of an old wardrobe, change the fluorescent tube, install loudspeaker phone and evaluate home safety. During the service, the old lady pointed to a wooden board near the end of the bed, "My old man has poor health, so I handle all the house work by myself. Last time when I was doing the cleaning, the pop up part of this board cut my hand." She showed us her wound.

Once knowing that, the volunteer tried to eliminate the hazard. He then got the board trimmed and nailed down in order to prevent having any outstanding part. While carrying out the repair, the volunteer also carefully explained to the elders the process and method so as to let them know the outcome. The elderly couple listened carefully and chatted happily with lots of laughter. Grandpa expressed, "You are a good guy. You only help me fix my home, but also listen carefully to our suggestion. The feeling of mutual discussion is really good."

Finally, the volunteer reminded the Grandma to take extra care when cleaning after completed the repair. "You guys are extremely attentive and provide us with help. You are really nice! In these years, especially after my boy's accident, few people would care and help us like this, thanks a lot!" said Grandma gratefully.

服務有賴一班義工師傅細心無私的付出，助無依長者解除種種家居陷阱。

The patient and selfless contribution of the volunteers releases different home risks of the helpless elderly.



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## 籌集善款為獨老重建安樂窩

林婆婆今年78歲，自丈夫離世、女兒6年前移民後，只剩下她獨自一人留在元朗的舊居生活。從前一家三口一同住，一個家的感覺，已經不復還。獨居的日子，她再沒有動力打理家頭細務和煮食，她選擇在外留連，三餐在外解決，長時間留在商場和公園，甚至走到附近的體育館的更衣室沖涼，唯一回到「家」會做的事，就只有睡覺。

工作人員及義工到訪林婆婆的家，見地方滿佈雜物，室內有點昏暗，婆婆手指著電飯煲、電熱水爐等等的家電，然後跟我們說：「很多年來我已沒有使用這些電器了，不知是否仍然安全，所以我通通都不敢使用。」此時，工作人員發現那半懸吊在天花的電燈，細問下因她擔心安全問題，於是晚上過著摸黑的生活。從傢俱佈滿塵埃，相信如婆婆所說的，沒有心情打理家務，整天外出到晚上才回家休息，加上凡鄰居不要的東西，她都會接收回家，一大堆的飾品和玩具等，她每次出入睡房，都要跨過一堆堆雜物，家中危機處處。

轉介社工表示林婆婆與移民後的女兒已鮮有接觸，以林婆婆的個案來說是一個典型的獨老，家中的雜物令她減少虛空的感覺，這方面的情況，他們仍在密切跟進中，唯家中的電力裝置，希望聖雅各福群會「長者家居維修服務」的義工幫忙。

義工師傅評估林婆婆家中電力裝置後，決定先重新鋪設電線及來水，確保電力安全供應家中的電器所用，來去水可以改善家中用水的情況，再者由本會工作人員向「電器贈長者」計劃申請電熱水爐，以解決婆婆在外洗涼的問題。此外，義工更把那半懸的吊燈拆除，重新安上電燈膽，讓婆婆不用摸黑生活。

「長者家居維修服務」每月協助來自全港，凡經濟困難、獨居、缺家人朋友支援的長者解決家居安全及維修的問題，由專業義工提供到位的服務，所有需要的工程開支及車馬費用，全靠善長的支援。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 4321或8107 8324聯絡我們。



## Donation Appeal To Refurbish Home of Living Alone Elderly

78 years old Grandma Lam lives alone in Yuen Long after her husband passed away and her daughter's immigration 6 years ago. In the old days when they were all living together, there was the feeling of home; however, it no longer exists. Living alone made her lost the drive in doing house work and cooking. She chooses to wander around, eats outside and stays in shopping malls and parks for long time. She even takes showers in the changing room of the gymnasium; and the only thing she does at 'home' is just sleeping.

The social worker and volunteer visited Grandma Lam. They noticed that the place is full of junks and the flat is quite dusky. She showed the workers the electric rice cooker and water heater, and said, "I didn't use these appliances for years and not sure if they are still safe. Hence, I don't use them now!" At that moment, the worker found that the lighting on the ceiling is half hanging down. Concerning the safety, Grandma chose not to use it and hence lived in the dark at night. In fact, from the dusty furniture, we all know that she has no mood in doing the housework. She go out all her time and just back to rest at night; and she bring all the items discarded by her neighbours. The flat is full of things and she has to cross all the junks when entering the bedroom which is very risky.

The referral social worker expressed that Grandma Lam rarely contacts her emigrated daughter which is typical living alone elderly case. The junks in her home diminish her hollow feeling. Regarding this problem, they are still following up on it closely. But for the electrical installations, they hoped volunteers from "Elderly Home Maintenance Services" of SJS can help.

After evaluating the electrical installations in Grandma's home, the volunteer decided to redo the wiring and in/out water piping, ensuring safe use of all home appliances and improving water use situation. Then we applied for the "Electrical Appliances for Elderly Program" for an electric water heater in order to solve her bathing issue. In addition, the volunteer dismantled the half hanging down lighting and install a new light bulb so she no longer has to live in the dark.

Every month, The "Elderly Home Maintenance Services" provides voluntary and professional repair assistance to elders having financial difficulty, living alone or absence of help from family and friends. It aims to fix domestic safety and maintenance problems. Costs for the maintenance work and travel allowance for volunteer are fully supported by donations from our donors. Please make out your cheque payable to "St. James' Settlement", remarked at its back for "Elderly Home Maintenance Services"; and mail to Room 105, 85 Stone Nullah Lane, Wanchai, Hong Kong. For donation enquiries, please contact us at 2835 4321 or 8107 8324.

義工師傅正為婆婆拆除半懸垂在天花的燈，然後裝上電燈膽，讓婆婆不用每天處身危機之中，亦不用摸黑生活。 Volunteer dismantled the lighting half hanging down on the ceiling and then installed a new light bulb. Grandma no longer has to live in a hazardous environment and in the dark.



# 感謝信

# Thank You!

好多謝香港聖雅各福群會，資助我食前列腺癌特效藥「阿比特龍」，使我嘅前列腺癌症得到控制。

從2011年發現癌症，當時醫生說癌症指數已經1300，我想係末期啦。經過不斷的藥物及針藥治療，癌症指數曾經跌過，但又升咗好多；醫院比我化療，初期指數有跌過，後來又升到幾百，打咗6針之後，醫生叫我自己買自費的特效藥「阿比特龍」來食，但價錢好貴，每個月差不多要4萬蚊；當時，我已經退休咗好多年，冇收入，買唔起藥醫我自己。得醫生轉介我向聖雅各福群會申請藥物資助，得到他們的資助，又加上我的細佬同細妹都好努力咁幫我忙，係舊年中吃藥到而家，使我嘅癌症得到控制；啲藥「阿比特龍」真係好有效，早兩日醫院覆診，醫生話癌症指數冇再上升，骨掃描報告話我嘅骨擴散，已經穩定咗，以前盤骨最大嘅擴散部份，仲見到有改善添，真係好多謝聖雅各福群會，係我最有需要嘅時候，能夠幫到我，多謝你哋啊！

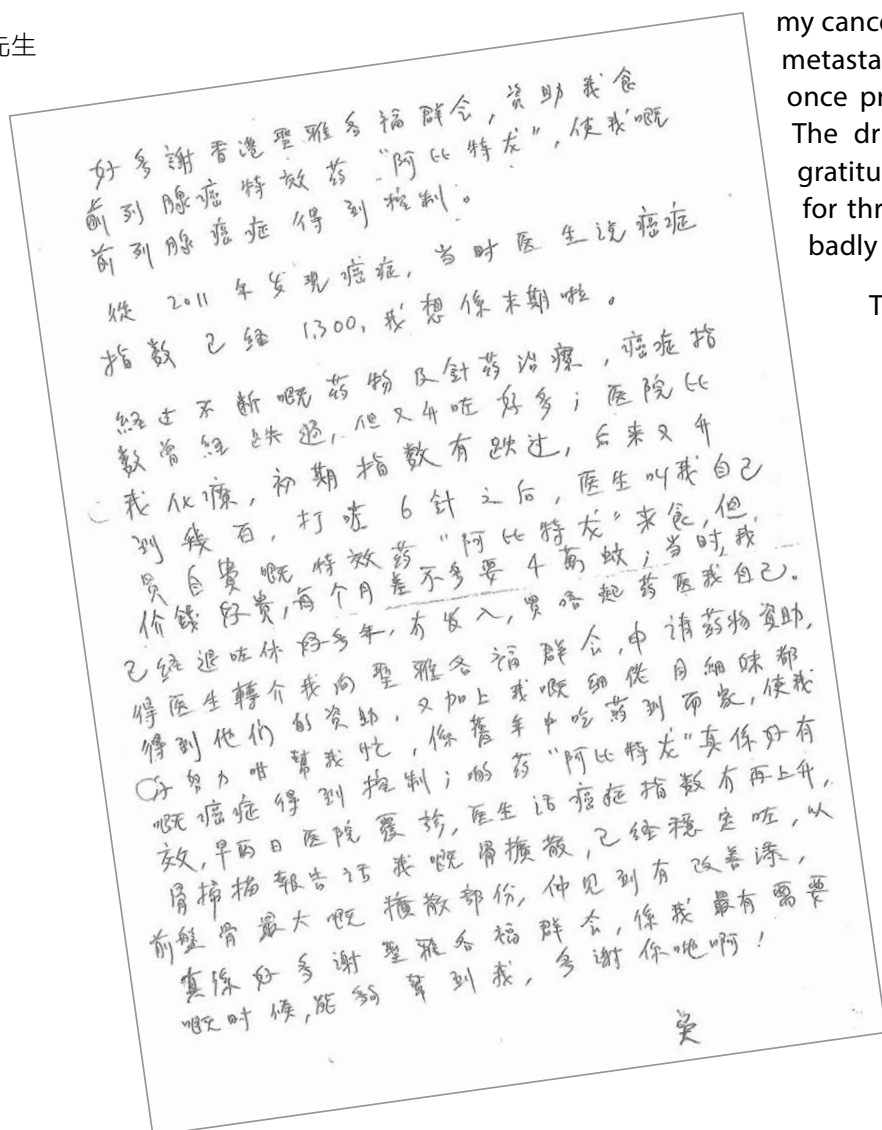
吳先生

I have to thank St. James' Settlement of Hong Kong, they offer me Zytiga, the prostate cancer drug, at highly subsidized price. My prostate cancer is now controlled.

When I was diagnosed with cancer in 2011, my cancer antigen level reached 1,300 and I guessed I was considered terminal. During the course of treatment, the antigen level once came down and later went up again. The doctor then recommended chemotherapy. After receiving 6 injections, the doctor told me to take a self-financed drug called Zytiga. The drug is prohibitively expensive, it costs nearly \$40,000 per month. Retired many years ago, I had no income and definitely I could not afford the drug. Fortunately the doctor referred me to apply for a drug subsidy. With drug subsidies and my younger siblings offered to cover differential costs, I started taking Zytiga mid last year and the cancer proliferation is now within control. I attended a check-up a couple of days ago, the doctor told me that my cancer antigen level did not rise, the bone metastasis stopped progressing, even the once prevalent metastasis in pelvis abated. The drug truly works! It is with sincerest gratitude that I thank St. James' Settlement for throwing me a lifeline at the moment I badly need it.

Thank you so much!

Mr. Wu





## 電器義工隊 一周年感想

時光如飛，隨聖雅各電器義工隊出動，一眨眼已過一年了。由最初戰戰兢兢，像「幼稚園生」來中心見謝文慧姑娘和社工Winnie，做面試，到初出動啥也不曉，漸漸由不同車長與社工身上學會了許多觀察的技巧，與長者互動的竅門，今天總算是「小學畢業」了。

### 內心難安的隱蔽長者

個人最大的衝擊，是探訪活動需要進入現場，親睹長者的家居，很多時候都是雜物堆積，捨不得丟棄的舊物，與腰痛抹不淨的灰塵，堆疊成獨居的風景。有次特別安排，要一天之內送電器到十戶人家，當中有位沒有電話的隱蔽伯伯。

有義工一馬當先跨進廚房，想安裝電熱水壺，但不出三秒又一支箭般標出來，原來是濃烈的冤臭味令她氣管敏感發作。我們幾個人沒有對話，只是默默堅守崗位，社工觀察環境，車長幫手問問題，我蹲在地下拆風扇的紙箱，藉著門邊的鮮風偷偷吸一口氣。

雙目失明的他，在義工進屋後十分鐘，仍站在門口，兩手拿著廁紙筒，像扭毛巾般擰呀擰，看久了，才醒察他內心是何等緊張不安。

伯伯的家當放滿大廳位置，行李箱看似亂拋在雜物堆上，床頭幾件大電器都已見銹跡，顯然廢置已久，如果真是用起來也怕會漏電。我覺得很壓抑，為甚麼會有隱蔽長者？伯伯驚慌的心後面，隱藏著一個怎麼樣的故事？他廚房的濃烈臭味，究竟堆積了多久？有沒有家居清潔為他服務？我們上門送電器，又能幫到他多少？他如何走到這一步，又該如何走下去？

當然，直到跟伯伯說再見的那一刻，我都完全沒有答案。相信伯伯重門深鎖的內心，也很久沒有打開過了。

### 看不見的婆婆 比我們更乾淨企理

極端的生活環境，有時也讓人有驚喜。有次去一位失明婆婆家中送收音機，滿以為要幫手清理，誰知道她的家雅潔整齊，幾乎一塵不染。床是床，凳是凳，屋內沒有一件多餘的東西，眼前所見都抹得乾淨，直教我們（開眼人、年輕人）都汗顏。

我見婆婆一身清爽的豆綠色運動裝，套上一件淡白的背心，心想她也講究配色的美學，於是向她大力推介手上的送暖物品：「婆婆，我們有件酒紅色的抓毛背心想送給你，可以替換呀。」她一聽就說：「這個顏色好美啊。」

電台是婆婆唯一的娛樂。確定調校好電台頻道，她讓我們取回已報廢的舊收音機。義工按指示將它由廚房水喉底下抬出來，一看，包得乾淨企理，打開兩層膠袋，還用尼龍繩紮得清爽利落。那種感覺，就像示範單位，真是讓人服了！

婆婆的自顧能力真高，唯一難題是走不慣往來新屋的路，現在出外要靠社工。好在每個禮拜都有社工來帶她出外吃齋飯，她也活得精神奕奕，充滿樂趣。否則，以我的「小學程度」，著實不知道該怎麼安慰她才是呢。

義工：梁穎勤

## Reflections On One Year Voluntary Service In The Electrical Appliances For The Elderly Program

Time flies swiftly. It has already been a year since I joined the Electrical Appliances Service Team. It seemed just a matter of blink. When I first met Ms. Tse Man Wai and the social worker, Winnie, during an interview, I found myself like a kindergarten student with much trepidation. When I took my first assignment, I had absolutely no idea what to do! But thanks to the team leaders and social workers, I have gradually learnt quite a lot of observation skills and effective ways to interact with the elderly. After making all these efforts, I might get my "primary school graduation certificate" now.

### Always feeling uneasy, The elderly shuts himself off from the community

As to me, the biggest challenge brought by these visiting activities is that we have to step in the elderly's home and very often we would see what could be collectively described as a characteristic home of people living alone: piles of stuff of different kinds; useless old stuff kept only for the sake of keeping; layers of dust not cleared away because of the elderly's lower back pain that did not allow them to carry out any serious domestic cleaning work. Once there was a special arrangement that we had to deliver electrical appliances to ten individual clients in one day. Among them, there was a grandpa who shut himself off from the community and could not be reached by phone.

In no time, a volunteer stepped in the kitchen trying to put the electrical kettle in a suitable place. But in a matter of less than three seconds, she escaped from the kitchen because the strong disgusting smell there caused her airway sensitivity problem to relapse. Then we did not converse and only focused on what we should do in silence. The social worker took a good look of things inside while our team leader was asking the grandpa some questions hoping to learn more about his living condition. I squatted down to unpack the electrical fan where I could quietly breathe in some fresh air.

Grandpa is blind. He was still standing at the door ten minutes after we entered into his flat. His hands were holding a toilet paper roll and he continued to twist it as if it were a towel. After some time, I eventually realized how nervous and uneasy he was.

The living room was all occupied by grandpa's belongings; a luggage bag seemed carelessly put over the piles of stuff. On one side of the bed were a few pieces of electrical appliances. One could tell from the traces of rust found there that they had not been used for quite some time. They might already have problems with the electrical parts. I felt very depressed. I wonder why many elderly would prefer to distance themselves from society. Was his inner fear resulted from a particular life challenge? Since when did the disgusting smell in the kitchen linger around? Did he get any home cleaning service? Can bringing him some electrical appliances help address much of his needs? Why did he fall into such life situation? What would he have to face down the road?

Obviously, I would not be able to get any clue to my queries even until we waved him goodbye. I thought he had not allowed himself to share his feelings and stories with others for a very long while.

### Though blind, Grandma keeps her resident tidy and clean better than we do

Sometimes the unexpectedly appealing residents of clients would take you by surprise. One time we delivered a radio to a grandma and were well prepared to help clean her flat. Surprisingly, it was so clean and tidy that you could scarcely find any dust there. Things inside were kept to a minimum and the pieces of furniture were suitably placed. The flat was so clean that we (the young with normal eye-sight) could not help feeling embarrassed.

Grandma was wearing a track suit in refreshing green with a white vest. Thinking that she might be interested in colour matching, I took out the warm-giving items we brought with us and earnestly saying, "Grandma, we have brought you a wine coloured fleece vest. You can put it on when the other vest is being washed and dried." She responded quickly, "What a beautiful colour!"

Grandma's mere entertainment is to listen to the radio. After ensuring that her favourable channels were properly tuned, she returned to us the broken radio. We were directed to fetch it from somewhere beneath the water pipe in the kitchen. It was wrapped neatly by two plastic bags which were tightened effectively with a nylon rope. It felt like you were in a show flat! Grandma deserves our applause!

Grandma can take good care of herself; she only finds it difficult to acquaint with the pathways in her new neighbourhood. Every time she goes out, she has to be accompanied by a social worker. Gratefully, a social worker comes to take her out for a vegetarian meal every week. I was happy to see her living with vitality and joy, otherwise, I would be in trouble as with little relevant knowledge as a "primary student", I had no idea as to how to comfort her!

Volunteer: Leung Wing Kent



## 伸出援手資助所需 有助改善貧弱生活

**問：**本人每月收到《慈惠月報》時，都會細心閱讀，除希望了解現今社會貧病老者的需要外，更重要是從而作出實際援助，改善他們的生活質素，或解決緊急需要等，希望可以盡早解除他們面對的困局。早前細閱月報，得知「電費助貧弱」計劃，當中表示計劃會資助貧困長期病患者因使用醫療器材或復康用具而引致額外的電費支出，那實際的資助內容即是甚麼？是甚麼長期病患者有此等需要？

**答：**首先，非常感謝你對社會上一群無依貧者的關懷，伸出援手以改善他們的生活。有賴你們的支持，我們得以繼續緊守「慈惠服務」的宗旨，填補服務縫隙，為社會上有需要的人士作出支援。

有關「電費助貧弱」計劃，其目的是為一些有經濟困難並因病需要長期依賴醫療儀器的病患者提供電費資助，減輕他們因需長期使用醫療儀器而要支付額外電費開支的負擔。

事實上，有不少長期病患者因病情所需，必須跟從醫生指示長期使用醫療器材。個案中，最常見的為慢阻性肺病及支氣管疾病病患者，他們需依賴氧氣機來擴張支氣管，確保呼吸暢順；當中，部份嚴重患者更需24小時開動氧氣機，並於冬天時配合使用暖氣，以令病患不會惡化，對生命構成威脅。如此計算，他們因使用醫療器材而需支付的額外電費開支可比平日高達五成。此外，亦有一些患有皮膚問題、因肌肉萎縮或癱瘓需長期臥床的患者，他們需長期使用冷氣機舒緩病情，以防出現熱痱、濕疹、褥瘡等皮膚問題；特別是夏季，每月使用量平均會帶來額外1至2倍的支出。

對於貧病患者而言，平日尚且要節衣縮節以應日常生活開支，現在面對賴以為生的醫療器材，更加添一份對繳交額外電費來支持生命的壓力，實在是百上加斤。因此，我們盼望可有你更多的支持，擴大服務個案的能力，以致申請個案不因我們缺乏資源而需輪候甚長時間或被拒，延續他們的生命！

## Extend Help to the Needy Improve their Impoverished Life

**Q:** Whenever I receive The Philanthropy Monthly, I will read it carefully as I want to understand the needs of the poor, the sick and the elderly in the society. More importantly, I want to extend practical help to improve the quality of their lives and solve their urgent needs so as to relieve their problems. Earlier on, I read about the project "Power Subsidy – Ailing and Handicapped" which would offer financial help to poor chronic patients to pay the extra electricity expenses incurred from their use of medical appliances and rehabilitation tools. I want to know more about it. What kind of chronic patients have such needs?

**A:** First of all, thank you very much for your care and concern for the poor and needy in the society and help to improve their lives. With your support, we can continue to adhere to the principle of our philanthropy service to fill the gap and extend support to those who are in need in society.

The objective of the project "Power Subsidy – Ailing and Handicapped" is to help relieve the financial difficulties of chronic patients by offering subsidy to pay the extra electricity expenses incurred from their long-term use of medical appliances.

As a matter of fact, plenty of chronic patients have to follow the doctor's instructions to rely on long-term use of certain medical appliances. The most common cases are patients suffering from chronic obstructive pulmonary diseases and bronchial diseases. They need to rely on oxygen machines to maintain smooth breathing. In some severe cases, patients might need to keep the oxygen machine running around the clock and at the same time, heater must also be used in colder months to avoid their conditions from deteriorating which might be life-threatening. In such a case, the electricity expenses incurred from the use of these appliances might be 50% higher than the usual bills. Besides, patients with skin problems or those who need to be bed-rested due to muscle atrophy or paralysis, they require constant use of air-conditioning to relieve their conditions in order to avoid skin problems like heat rash, eczema or pressure sore especially during summer months. As a result, the electricity expense will be double or even triple the normal one.

The daily expenses are already a heavy burden to these impoverished patients. Now faced with the extra electricity expenses incurred from the long-term use of medical appliances, they are in further dire straits. Therefore, we sincerely hope that you can extend your support to enable us to expand the scope of the service so as to shorten the waiting time of eligible patients and avoid cases being turned down due to insufficient resources so as to keep their life going.



## 雪中送碳 有如及時雨般的殮葬實務支援

孫婆婆是經社工轉介參加「改善家居及社區照顧服務」的服務對象，婆婆一個人獨居香港，在港沒有任何親友可作支援網絡，唯一有聯繫的親人為內地兩個姨甥。

「今年八月中的一個早上，同事如常到孫婆婆家提供服務，但拍門良久婆婆並無應門，我們懷疑婆婆有意外，使用她提供給我們的後備鎖匙開門入屋，當時發現婆婆倒卧在地上，後來證實離世。」

第二日，轉介社工通知婆婆在內地的姨甥，他們隨即從內地來到香港，希望處理婆婆的身後事，但礙於經濟上的困難，在香港又沒有居所和親人支援，姨甥只能在港逗留幾天便必須返回內地；他們並不熟悉香港的殮葬手續及情況；再加上孫婆婆的離世讓他們心情很低落及心煩意亂，實在難以處理孫婆婆的後事安排。因此，轉介社工致電了「後顧無憂規劃服務」的社工求助。

實務支援服務的目標是協助一些有困難執行在港親人(獨老)後事的支援服務，包括：親友非本港人士及經濟困難、獨老、復康人士和精神病患者等等，提供殮儀實務支援，由領取文件到處理靈灰，可謂一條龍式的身後事服務。

「很感激當時實務支援服務工作人員的協助」轉介社工表示，「在孫婆婆的姨甥感到徬徨無助時，為他們提供一些專業的殮葬建議。當親屬得悉『後顧無憂規劃服務』可協助辦理婆婆身後事，他們只須選定出殯的日期，當天來港出席儀式，以及在婆婆火化後再來港一次取回骨灰便可，他們當刻有如放下了心頭大石。另外，正正因為婆婆身後事的實務能交由後『後顧無憂規劃服務』協助處理，我能夠更專心為婆婆的親屬提供情緒的支援，協助家屬處理哀傷的情緒。」

轉介社工繼續說：「另外，後顧無憂的工作員實在非常細心，他們仔細地提醒我在殮房認領遺體的程序及注意事項，即使我多次致電查詢詳情，工作員仍然會耐心解答和全力協助，如親屬希望可以安排一些鮮花在喪禮上使用時，工作員也會盡力彈性配合，以使整個殮葬過程也非常順利。在出殯當天，在各方面的配合下，親屬表示覺得孫婆婆很安祥地行了她最後的一程，他們一家人都感到很安慰；當我聽到他們的回應，我也感到很欣慰。有感對於孤苦無依的長者，此類型的服務的確很配合到他們的需要及有其重要性，在這裡再一次感謝後顧無憂規劃服務的協助。」



## Timely Pragmatic Funeral Support

Grandma Suen was referred by social worker to our "Enhanced Home and Community Care Services". She lived alone in Hong Kong and has no one to count on locally for supportive network. Her two nephews living in mainland China are her sole family contact.

"One mid Autumn morning this year, our colleague went to her home as usual to provide service. After knocking on her door for quite a long time without response, we suspected something is wrong. So we used the spare key she left to us to enter and she was found lying on the floor, subsequently confirmed dead."

On the following day, the referral social worker notified her nephews in China and they soon came to Hong Kong hoping to handle her funeral matters, but they lacked the financial means. Without a place to live and no family support in Hong Kong, they had to go home after staying few days here. Besides, they were not familiar with funeral process situation and terribly upset by the departure of the deceased, so it was really difficult for them to handle the funeral arrangement. Therefore, the referral social worker called the "Pre-paid Funeral Navigation Service" social worker for help.

The service objective is to give pragmatic support service to assist families having difficulty in the execution of funeral arrangement for deceased relatives in Hong Kong (sole elder), including relatives of non-Hong Kong resident and lone elder, rehab and mental patient etc. with financial difficulty. It provides pragmatic funeral supporting services, from obtaining the documents to getting the ashes which can be called a one-stop type funeral service.

"Thanks to the pragmatic support services workers for their assistance", expressed by the referral social worker. "When Grandma Suen's nephews felt helpless, not knowing what to do, they came up with some professional funeral recommendations. As the relatives learned 'Pre-paid Funeral Navigation Service' is capable to help arrange Grandma's funeral, all they need to do was to set the funeral date and come to attend the funeral ceremony, plus returning one more time for her ashes, they became completely relieved. Meanwhile, as 'Pre-paid Funeral Navigation Service' takes over the practical matters of the funeral, I can then concentrate on comforting the relatives so as to ease their sorrowful mood."

The referral social worker continued, "In addition, the 'Pre-paid Funeral Navigation Service' staff were very cautious and detailed in telling me on the procedure. Even when I repeatedly called to inquire on details, they were still very patient in answering and fully cooperative. They are also flexible in meeting the families' request, like the fresh flowers relatives wished to be used in the funeral. On the day of the funeral, with good coordination from all parties, the relatives felt comfortable that Grandma Suen has peacefully completed her final journey. When I heard their response, I felt pleased too. This kind of service, truly matching the needs, is vital to helpless elders and hereby once again, I am grateful for the assistance of the 'Pre-paid Funeral Navigation Service'."





# 參與行善之方法

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本人/本公司樂意 ☐ 單次捐助 / ☐ 每月捐助 \$ \_\_\_\_\_ 以贊助及支持

- |                                    |   |                                     |                                    |
|------------------------------------|---|-------------------------------------|------------------------------------|
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