

慈惠月報

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社工的話
Social Worker's Remark

有你最溫暖

回想今年年初，香港五十多年一遇的2度氣溫，在偏遠地方更錄得0度記錄，相信對很多香港人來說，應該是十分深刻。

踏入11月下旬，香港的天氣明顯轉涼，特別是太陽下山的時間，份外清涼。12月開始，各區開始有不同規模的送暖行動，有的是送湯包、有的是送毛毯、有的是送超市券，形形式式都有。

雖然，各區都會有不同的送暖行動，一般來說，地區社工為免受患者重複申請或接受實物或現金券支援，他們都會核對每項申請的名單。對於食物或湯包，其實我們也很支持有不同的機構可以為長者，特別在節日時送上大大小小的歡樂，因為獨居長者長年都是孤伶伶，難得有不同義工上門探訪或到長者中心跟他們活動，總計這些活動始終相比起他獨自在家生活的日子，也是很大的差別。

於本會慈惠服務，在沒有區域的限制下，早在11月初，已跟全港長者服務單位聯絡，希望藉地區社工認識區內長者需要，及早作出評估，並預早與本會溝通，把預計有需要的物資，於寒冬來臨前送到附近社工手上，讓長者得到及時和適切的幫助。

每年在準備禦寒衣物及防寒的電器時，同事們都會聽取長者的意見，衣物會否太重、暖風機的操作是否容易、暖水壺的容量是否合適等，都會成為我們預備有關物資前的參考，務求善款用得其所，受惠的人士得到最大的幫助。

今年的天氣如何，那有待天文台向港人報告，我們可以做的，一如過往，就是為獨居、缺支援的長者一起做好預防寒冬的工作，透過這段時間多了義工探訪及慰問，一旦長者面對天氣轉變，身體受到影響，也可及早通知社工跟進。

今個冬天，因著善長們、義工們的愛心及熱心，相信長者們會感到更加溫暖！

人起善心，吉神隨身。

The spirit of fortune will follow
people with a benevolent heart.

Your Support Generates Warmth

Hong Kong saw a freezing cold early this year. It hit a record low of 2 degree Celsius in 50 years with some remote areas reaching even a lower temperature of 0 degree Celsius. Many Hong Kong people probably felt very strongly about those freezing days.

Weather in Hong Kong has turned cool distinctly after mid-November; it is markedly cool after sunset. Since December, warmth-giving actions of different scales and in many various forms have been launched in all districts, handing out soup packs, blankets, supermarket coupons and many other items to the needy.

As many helping actions are in operation during the same period of time, it is possible that applications are unnecessarily repeated or donation-in-kind and cash coupons are delivered to the same applicant more than once. In order to avoid this defect, district social workers would generally check over lists of applicants in respect of each application. Nevertheless, we do support the idea that handing out of food and soup packs to the elderly can be carried out by multiple organizations especially during the festive periods, which would indeed bring them a lot of joy. The lone elderly are living by themselves all the time; they would be more than happy to have many different volunteers to visit them or invite them to join the activities in the Centre. This would help turn some of their dull lonely days into joyful moments, which yet only account for a short duration of their long lonely days.

Having no district confinement to our philanthropy services, we have started to liaise with elderly charity service providers in all districts since early November. With the help of district social workers, we would be able to understand the need of the elderly in their respective districts allowing us to make assessments in advance. Then we can response to their request for the most needed items before the chilly winter sets in and early enough to make them ready for the elderly to meet what they need and when the need.

Our colleagues would ask the elderly for their opinions when they start preparing the anti-freezing resources such as clothing and electronic appliances at this year every year. Is the clothing too heavy? Is the heater fan user-friendly? Is the water capacity of the thermo flask optimal? These are the aspects among many others that we would look into when preparing the necessary resources bearing in mind that donation will be utilized to its full to give the needy as much help as possible.

We have yet to learn how the weather will be this winter; the Hong Kong Observatory will be keeping track of it for us. What we can do now is, as what we have been doing every year, to make good preparation of anti-freezing resources for the elderly living alone and without any support. The cold weather is about to set in and more volunteers are now paying visits to the lone elderly. If they find that the elderly is feeling unwell triggered by the change of weather, they would immediately inform the social workers who will have the elderly properly attended.

With the compassion and enthusiasm of the benefactors and volunteers, expectedly the elderly are going to feel warmer this winter!



老友腸癌再度復發 有幸你們悉心幫助

陳小姐（化名）為了朋友李先生（化名）的緣故，於年中首次接觸聖雅各福群會惠澤社區藥房，原因是李先生於多年前患上大腸癌，曾接受化療，不幸再度復發，醫生建議李先生現階段需要使用標靶藥治療。此標靶藥為自費藥物，費用昂貴，平均每月需要約逾萬元開支。

陳小姐知道後為李先生非常擔憂，並向我們透露李先生在港沒有任何親人，而李先生近年身體大不如前，已沒有工作一段日子，這段時間他一直依靠自己的積蓄過活。故此，熱心的陳小姐每天為朋友尋求社區資源，希望可以幫助他渡過難關。

經惠澤社區藥房的資助後，大大減輕了李先生的藥費負擔，令他暫時鬆一口氣。可是，在開始服藥後，藥物帶給李先生的副作用大大影響他的情緒，加上食慾不振，令他身體非常虛弱，而手腳同時出現水泡及脫皮情況，嚴重影響他的行動能力。每天放工後便趕去照顧他的陳小姐表示：「有次見他連站也站不起來，靠爬行才可以進到洗手間，我本想扶他一把，卻又遭他拒絕，感到非常痛心。」的確，照顧者眼見病人默默承受身體上的痛苦，而自己卻幫不上忙，內心是非常的難過的。

後來陳小姐轉告了李先生的情況，本藥房安排藥劑師於每次配藥時都額外提供合適李先生使用的潤膚露，以舒緩他因脫皮及出水泡的痛楚，同時，為他提供癌症病人專用的奶粉，漸漸地，李先生改善了胃口，體重漸漸上升，而皮膚的問題亦得到改善。「看著李先生的服藥副作用得到控制，心情亦得到改善，感謝藥劑師的悉心建議及提供的物品，這些對病者有非常大的幫助，我實在非常感激聖雅各及一眾善長的捐助！」陳小姐連聲向藥劑師道謝。

李先生現在每天同樣地努力與癌病打仗，不同的是我們在陳小姐的臉上看到點點笑容，陳小姐高興地跟我們說：「他近來精神好，今天更可以與他一起外出食早餐了！」簡單一句關於生活瑣碎說話，卻成為我們工作的最大動力——為病人努力服務。多年來，惠澤社區藥房的團隊透過專業服務及情感上的支持，與病者、家人及照顧者同行復康路！

Colorectal Cancer Recurred Fortunately Get Great Care & Help

Miss Chan (alias) for the sake of her friend Mr. Lee (alias) contacted the Philanthropic Community Pharmacy of St. James' Settlement for the first time mid this year. Mr. Lee, a colorectal cancer patient few years ago, has received chemotherapy treatment but unfortunately it recurs recently. The doctor recommended using the target drug treatment at this stage. This is a self-purchase target drug which is very expensive costing an average of over ten thousand dollars a month.

On learning it, Miss Chan worries a lot for Mr. Lee and disclosed to us that he has no relatives in Hong Kong. Recently, his physical condition is much worse than before, and he has quit work for quite a while, just living on own savings. Hence, the enthusiastic Miss Chan looks for community resources everyday, hoping to get him off the difficult situation.

Obtaining the Philanthropic Community Pharmacy subsidy has drastically reduced Mr. Lee's medical burden and he could afford to relax a while. However, side effects of the drug have severely affected his mood and appetite, making him extremely weak, blisters appeared on his limbs and skin peeling off, seriously affecting his movement. Miss Chan, rushed to take care of him after work everyday and said, "There was an occasion, seeing him unable to stand up, he had to crawl into the bathroom. I wanted to give him a hand; however, he refused and I felt deeply sorry." In fact, watching a patient suffers in silence without being able to help makes one really feel sad.

Later on, Miss Chan relayed Mr. Lee's situation to us and the pharmacist gave him a suitable skin cream for relieving the pain of skin peeling off and blisters, and also the milk powder for cancer patients. Gradually, his appetite weight and skin condition also improve. "Watching Mr. Lee's drug side effects under control and mood also lifted, I really thank the pharmacist for his careful care and provision of materials, all of a great help to the patient. Thanks also to St. James' Settlement and the benevolent people for their donation!" Miss Chan repeatedly said thank you to the pharmacist.

Mr. Lee keeps fighting the cancer battle now, the only difference is signs of a little smile seen on the face of Miss Chan who happily said to us, "He is in good mood; we went out for breakfast this morning!" Just a very casual remark becomes the biggest driving force for our all-out service to patients. All these years, the Philanthropic Community Pharmacy team, through professional service and mental support, walks together with the patient, family and carer on the road to recovery.

救助黃斑點病變 患者免失明危機

香港貧富懸殊情況愈趨嚴重，超過40萬名長者生活在貧窮線以下，這班年老長者，隨著年齡增長身上出現的毛病亦有增無減。他們每天在三餐一宿和藥費開支上掙扎，結果往往為應付生活需要而放棄治療。

在眾多病症之中，長者多忽視眼疾的問題，其中要以黃斑點病變最為常見。黃斑點病變是一種慢性眼科疾病，是人體眼球內視網膜中的黃斑部逐漸退化。主要成因是由於有沉積物存留於黃斑點或不正常的血管在黃斑部增長，引致黃斑點出血和液體滲漏，令視力受損，並形成疤痕。

隨著年齡增加，黃斑點病變發病機會也相應增加。此病沒法根治，只能透過注射藥物去延遲病變，減少疾病對生活的影響。常見的黃斑點病變藥物多為眼科針劑藥物，病人需注射整個療程才見效。一般而言，療程需要三針，每四星期須注射一針，而療程需要的針數因人而異，有機會多於三針。可是，這類型的眼科針劑藥物價錢非常昂貴，每針高達七千港元或以上，完成一個基本（共三針）療程便需要兩萬多元。嚴重的病人有機會需注射數個療程去延緩病變。許多有經濟拮据的長者根本無力支付高昂的藥費，迫於無奈而放棄治療。可是，如果病人無法及時接受治療，嚴重可引致失明！

目前，有經濟困難的黃斑點病變的病人可經過社工轉介，申請聖雅各福群會惠澤社區藥房的「贈藥治病計劃」，舒緩一次性療程的藥費開支。可惜，有為數不少的病人需接受多次療程才能延緩病變，本計劃在限資源下，並未能支援合資格病人的全期藥費，因而影響病情控制，實在極度令人惋惜。

本計劃秉持「病者有其藥」的宗旨，希望能令病人不分貧富貴賤，也能有同等權利去治療疾病。在此，深盼一眾善長能慷慨解囊，捐助黃斑點病變的針藥費用，令更多有需要的病人真正受惠，造福社群。

Save Patients With Macular Degeneration From Losing Their Eyesight

The gap between the rich and the poor in Hong Kong is getting more and more serious. More than 400,000 elderly live below the poverty line. As those elderly get older, the number of illnesses that afflict them is also increasing. Each day they struggle between 3 meals plus lodging and medication expenses. Consequently they give up treatment for the sake of paying for living expenses.

Among various kinds of illnesses, the elderly usually overlook the problem of eye diseases, the most common one being macular degeneration. Macular degeneration is a slowly developed eye disease. It happens as the macular of the retina gradually degenerates. Such degeneration appears due to the accumulation of residual matter stored in the macular or abnormal blood vessels develop in the macular. As a result haemorrhage and liquid leakage appear in the macular and they damage the eye sight and form a scar.

On the increase of age, the likelihood of a macular degeneration attack also increases. There is no permanent cure for the disease; injection of medication can be used to control its development so as to reduce the extent of disturbance it brings to daily life. Commonly seen medications for macular degeneration are injection type medications. Patients need to receive injections by the course in order for the treatment to be effective. Generally speaking the course consists of 3 injections, one to be injected every 4 weeks. The number of injections in one course varies with patients, there's the possibility of more than 3 injections. But this kind of eye injection medication is extremely expensive. Each injection costs HK\$7,000 or more. Each completion of course (totally 3 injections) needs more than \$20,000. Patients who are severely affected may need injection by several courses in order to delay development of the disease. Such highly expensive eye medications are absolutely beyond the means of many elderly who have financial difficulty. They would be forced to give up treatment. However, if patients do not receive timely treatment, they may lose their eyesight in some serious cases.

Presently patients who are suffering from macular degeneration with financial difficulty can apply for the Medical Subsidy Program with St. James' Settlement's Philanthropic Community Pharmacy through a social worker's referral. The successful applicant will receive a one-time subsidy to his medication expenses. There was a fair number of patients who had to receive several courses before the macular degeneration could be kept under control. Our Program was unable to subsidize their medication expenses throughout the courses due to limited resources. Consequently the failure affected the control of the disease adversely, which was truly regretful.

The objective of our Medical Subsidy Program is "Own My Medicines". It hopes that all patients have the right to have their illness(es) treated, irrespective of rich or poor, noble or base. We appeal to all you generous, kind hearted donors: Please donate to the injection medication expenses for macular degeneration so that more needy patients and community can truly benefit from your generosity.



在寒冬中感謝善長 捐贈電熱水爐

Thanks For Donating Water Heaters In Cold Winter

張伯伯看到家中新安裝的電熱水爐，口中不停說感謝的話，「真係好多謝善心人捐的熱水爐，多謝聖雅各福群會，多謝各位先生姑娘。」張伯伯依靠綜援獨居生活，並沒有任何積蓄，近日獲配公屋。張伯伯患多種長期病，包括血壓高、心臟病、肢體傷殘、貧血和胃出血等，原來他在舊居一直是煲水沖涼，每次要提著一大煲熱水進入廁所沖涼，可想像當中的危險。隨著身體健康漸漸轉差，特別在上一次出院後更出現經常頭暈。負責張伯伯的社工擔心他在攜熱水過程中會萬一跌倒及發生燙傷意外，所以協助他申請熱水爐，讓他可享有熱水洗澡。

Grandpa Cheung looking at his newly installed water heater said repeatedly, "Really thank the benefactor for donating this water heater. Thank St. James' Settlement and you guys and girls." With no savings, he lives alone on CSSA and is recently allotted a unit in a public housing estate. He is a chronic patient with multi-illnesses including hyper tension, heart disease, body injury, anemia and bleeding stomach etc. He used to heat up water to bath. One can imagine the risk in carrying a kettle of hot water into the bathroom. As his health deteriorates, in particular frequent dizziness after last discharge from the hospital, his social worker worried about his slip and fall and scalded while bringing hot water into the bathroom. Hence, he helped him to apply for a water heater in order to have hot water for taking bath.

另一個案是黎伯伯，他感恩地說：「昨日已經試了用新爐沖涼，真係好舒服，熱水好夠，過去冬天，我都是靠煲水沖涼，天氣冬或身體轉差時，我就沒有沖涼，雖然會影響衛生，但都沒有辦法，現在有了熱水爐，就不用怕了，這個寒冬也可以有熱水沖涼。真的好感謝聖雅各福群會的善長呀！」黎伯伯同是獨居長者，像張伯伯一樣依靠綜援金生活。黎伯伯近年自我照顧能力欠佳，不能長時間步行，如外出覆診或跟長者中心旅行則需要以輪椅代步。在社工家訪了解後，才發現黎伯伯家中一直沒有安裝熱水爐，原因是他實在無力負擔購買熱水爐昂貴費用。於是，協助他申請熱水爐一部，改善他的生活質素。

Another case Grandpa Lai said gratefully, "I tried the new water heater yesterday. It was really comfortable and water is hot enough. In past winters, I relied on heating up water to bath. In the case of poor weather or physical condition, I took no bath, though affecting personal hygiene, but what else could I do. Now with this water heater, I fear no more as I have hot water for bath this winter. Really thanks to St. James' Settlement and the benevolent people!" Lai, also a living alone elder like Grandpa Cheung, lives on CSSA. In recent years, Lai's self-care ability goes down and is unable to take a long walk. He needs wheelchair for doctor's visit or elderly center outings. The social worker during home call found that Lai hadn't installed water heater as he could not afford its high cost, and hence he helped to apply for one to improve his living quality.

現今社會仍然有很多長者面對生活中不同困境，「電器贈長者計劃」為孤苦清貧長者提供電器轉贈服務，改善他們基本生活需要，讓他們能維持社區生活質素。「電器贈長者計劃」堅持為長者購備合適的家電，以改善他們飲食、個人衛生的情況，讓他們同享一定的生活質素。

In our society, there still are many elders facing difficulty in life. The "Electrical Appliances for Elderly Program" is geared for provision of electrical appliances for poor elders to provide their basic need in life and maintain their living quality in the community. The "Electrical Appliances for Elderly Program" is committed to procure suitable electrical appliances for the elderly to improve their food and drink and personal hygiene for them in enjoying a better living quality together.



張伯（左）與黎伯接過善長捐贈的熱水爐，雙雙表示十分感謝。
Both Grandpa Cheung and Grandpa Lai thanked the benefactors for the donation of water heater.

送暖行動2017

Warmth Giving Action 2017

張婆婆一邊撫摸着義工們送給她的禦寒外套一邊說：「件褸好軟好輕好舒服，真係好感謝你們。仲有一張厚棉被，今個冬天一定唔怕凍！」義工回應張婆婆說：「仲有新熱水壺煲水，今年可以過一個暖笠笠既冬天啦！」張婆婆笑逐顏開地回應道：「係呀，係呀！」

張婆婆獨自居住在新界北區的打鼓嶺，是香港最寒冷的地區，之前因為不慎跌傷入院，出院後經社工探訪，發現張婆婆家中缺乏電器，如只有舊式大型電水煲，這類電水煲非常重，張婆婆每次煲水亦十分吃力，而且社工亦擔心婆婆在攜熱水過程中會發生跌倒及燙傷意外，所以為她申請了一部輕巧方便快捷煲水的「酒店式電水壺」。張婆婆收到送暖行動義工送上「酒店式電水壺」，並看著義工教他如何使用，頓時展現出燦爛的笑容。

伍伯伯與妻子住坪州，兩人均已經九十多歲，兩老依靠綜援生活，並沒有任何積蓄，經社工家訪了解兩老沒有足夠保暖的外套及棉被，於是轉介本會。本會隨即安排送暖行動的義工探訪伯伯及送上禦寒物品，兩老立即試穿上新外套，並連忙感謝義工及善長的捐助，伍伯伯更即時更寫下感謝信，感謝聖雅各福群會適時到位的服務。

另一位接受送暖的吳婆婆歡欣地說：「多謝聖雅各福群會，多謝姑娘。」收到送暖行動的義工送上的頸巾、棉衣和棉被，並隨即戴上頸巾，不斷讚揚送暖服務十分貼心，了解到長者的所需，在寒冬來臨前送來禦寒衣物。吳婆婆依靠綜援獨居生活，手拿著早已殘破不再保暖的外衣，又無力負擔購買新棉被及外套，所以，對及時送來的禦寒物品，陪感開心和感恩。

「送暖行動」每年為數百位有需要老者籌募禦寒物品，並透過熱心義工把衣物送到長者手上，其中包括暖風機、電熱水壺、棉被、棉褸及頸巾等等。善長欲支持「送暖行動2017」，請將支票抬頭：「聖雅各福群會」，背書：「送暖行動2017」的支票，寄往：香港灣仔石水渠街85號1樓105室。施善熱線：8107 8324 或 2835 4321。



伍伯伯隨時書寫感謝字條，多謝善長人翁關心長者！
Grandpa Ng immediately wrote a note to thank benevolent people for their care to the elderly.

Grandma Cheung said, fondling the winter coat taken to her by volunteer workers, "This coat is very soft, light and comfortable. Thank you very much indeed. Also, with the thick quilt, I do not have to fear for cold this winter!" The volunteer worker in response to her said, "There is also a new electric thermos and you will enjoy a snug winter this year!" She replied with a broad smile, "Sure, you bet!"

Grandma Cheung lives alone in Ta Kwu Ling, northern district in the New Territories and the coldest area in Hong Kong. She was injured from fall not too long ago. The social worker on house visit found her deprived of electrical appliances. There was just an old type electric kettle, which is very heavy and too strenuous for the Grandma's use. The social worker also concerned of tripping and scalding accidents when she has to carry the kettle around. Hence, he applied for her a light, portable and fast acting "kettle" which usually used in hotel. On receiving the "kettle", the volunteer worker taught her how to use; and a broad smile appeared.

Grandpa Ng and his wife, both over 90 years old, live in Ping Chau. They live on CSSA without any savings. The visiting social worker found they lacked sufficient warm clothing and quilt; thus, he referred them to our organization for help. We then promptly arranged Warmth Giving Action volunteer worker to visit and deliver them needed items. After tried on their new coats, they promptly thanked the volunteer worker and the benevolent people for the donation. Grandpa Ng also wrote a note of thanks St. James' Settlement for a timely job well done.

Grandma Ng, another beneficiary of Warmth Giving Action said happily, "Thanks St. James' Settlement and the young lady." On receiving the scarf, cotton padded coat and quilt, she immediately put on the scarf and praised Warmth Giving Action for understanding elderly needs, delivering warm clothing before the winter comes. Grandma lives alone on CSSA, she only had dilapidated and no longer warm clothing on hand; and had no means for new quilt and coat. Hence, she was overjoyed and grateful for the delivered winter items.

Warmth Giving Action has to raise fund for the provision of winter items for few hundred elders; and through the hands of volunteer workers, the items can be delivered to the elderly. These items include hot fan blowers, electric thermos, quilts, cotton padded coats and scarves etc. Will the well-wishers for this program please donate by cheque, payable to "St. James' Settlement", earmarked for "Warmth Acton 2017" and mail it to Room 105, 85 Stone Nullah Lane, Wanchai, Hong Kong. Donation hotline: 8107 8324 or 2835 4321.



熱心義工的愛心工程 改善婆婆餘生的生活

「這電熱水爐是早年經政府資助推出的長者家居環境改善計劃購買的，但是我根本無辦法用，原因是我們有這個病不能爬高爬低，只要是輕輕的碰撞，後果可以嚴重到連性命都不保。」眼前的是患有「脆骨症」，又稱「玻璃骨」的陸婆婆。

患有「玻璃骨」的陸婆婆，身高不足一米，部份脊骨隆起。由出生就跟這病扯上關係，來到七十餘歲，婆婆從未想過放棄自己的生命，皆因她遇上了一生的最愛。

「我們五十年前已經認識，他是一個膽小鬼，每當我不在他身邊他就會很擔心，整個人會變得沒有安全感，所以我不能自暴自棄，為了他我要繼續生存。」陸婆婆一邊說一邊望著放在枱上丈夫的遺照。

「丈夫四年前離開了世界，他臨終前一再叮囑我不要拿綜援，因為我已經有一物業自住，其他人更有需要使用這資源。」所以陸婆婆一直都依靠微薄的積蓄過活，加上跟女兒關係惡劣，過著自己照顧自己的生活。不過作為一個七旬老人，自己照顧自己並非一件容易的事。陸婆婆每天出門都要小心翼翼地走過數十級樓梯，單是這樣，對於她來說已經一點也不簡單。

今天長者家居維修的義工來到陸婆婆的家中，為婆婆改動電熱水爐的位置。「從此我就不用戰戰兢兢地『煲水沖涼』，非常感謝義工們的協助，你們願意花出寶貴的時間來關懷我這個獨居老人，真的不知道該如何感謝你們。」更換電熱水爐的位置只需兩至三小時，但影響的卻是陸婆婆的餘生。

莫因善小而不為，看似是一件舉手之勞的小事，但是對於受助人來說，卻可以是影響她一生的大事。所以我們不要看少自己的能力，要相信自己都有能力為這城市帶來一份正能量，而這股正能量集腋成裘後，就如陽光般照耀著每一位服務使用者，使他們感到最真摯的溫暖。



原本電熱水爐位置令陸婆婆根本無法使用，不過透過義工的協助下，以後婆婆就可以安心有熱水沖涼。

Original water heater position makes it impossible for Grandma to use. With the help of volunteer workers, she can have comfortable hot shower now.

Care of Enthusiastic Volunteers Improve Grandma's Living

"This water heater was bought under government's "Home Environment Improvement Scheme for the Elderly", but it is basically useless because I cannot climb up and down because of my sickness." Just a light knocking on things could have serious consequence, which could even be fatal." The person in front of us is Grandma Luk who has Osteogenesis Imperfect (also known as "Glass Bone").

The Grandma, less than one meter in height, has part of the backbone protruded. She has the disease since birth; and she is now over 70 years ago, she never thinks of giving up as she has met her lifelong beloved one.

"We knew each other 50 years ago. He is rather timid and whenever I was not by his side he worried a lot, feeling unsafe and hence I could not be self-abandoned and for him I had to stay alive," said she while looking at the photo of her late husband.

"My husband passed away four years ago; before his death, he repeatedly reminded me not to take CSSA as I have my own property to live in. There are other people having more need in using this resource." Hence, she just lives on her meagre saving. Also, as the relation with her daughter is poor, she has to take care of herself. However, a person over 70 being self-independent is not an easy job. Just walking cautiously for dozens of stairs is totally not simple to her.

Today, the "Elderly Home Maintenance Services" volunteer workers went to work at the Grandma's home to reposition the water heater. "I no longer have to heat up water in a kettle to bath with worries. Thanks the volunteer workers for their help. I just don't know how to thank you people who are willing to spend your precious time in caring the living alone elders." Reposition of the water heater takes just two to three hours, but its impact is everlasting for her remaining lifetime.

Never skip a good deed because it is too small. What appears minute and easy could mean a lot to the beneficiaries having huge impact on their life. So never belittle your ability. You need to believe in your ability bringing positive energy to the city. Accumulation of such positive energy is like the sun shining on each service client, providing them the most genuine warm feeling.

助長者更換 不合規格拖板

「電箱經常跳掣，每天都令我心慌慌。」眼前的是周婆婆，早前因為風扇漏電，轉介社工把周婆婆的情況轉介到長者家居維修服務，希望家居維修隊的義工能上門為周婆婆作出電力安全評估。

周婆婆這輩子終身未嫁，膝下無兒無女，年達八旬的她無人依靠，獨個兒生活。「我不怕死，但我怕家中因為短路等問題引發火災，影響其他鄰居。」

家居維修的義工來到周婆婆家中，發現長者家中出現了不合規格的拖板，加上有使用「拖上拖」的情況，所以電箱發生跳掣。為了解決以上問題，義工首先為長者更換拖板，並且為長者加裝一個新的拖板和電掣，移除原有「拖上拖」的危險情況，完成更換工程後，義工更向長者教授一些電器安全的知識，以便提高長者的危機意識。

「從前我貪圖便宜，在街上跟一個人買了一個拖板，我當時又不知道不同種類拖板的分別，我都知道貴的一定質素好，但我是領取綜援，能夠節省一毫就一毫，生活逼人，無辦法呀！」長者領取綜援加上無兒無女，面對不同價錢的產品，不管該物品會否帶來危險，他們總是會選擇較便宜的。

「感謝你們為我更換拖板，我這輩子都是一個人，直至邁入花甲之年，我生命中遇上熱心的社工，然後就遇到你們，再次多謝你們的幫忙。」長者不住的感謝義工為他所做的一切。

在人口老化漸趨嚴重的情況下，香港出現更多的獨居老人，部份更是依靠綜援。在生活迫人的情況下，他們往往會選擇價錢相宜的產品，在缺乏電器或電力的安全知識下，往往令他們踏入不同危機和陷阱。家居維修服務為了避免獨居長者或兩老，因錯誤使用電器或拖板而引致意外，預計在未來半年為五十位長者更換合規格或增設相關電掣，需善款約一萬元，請各位善長仁翁熱心捐助：「長者家居維修服務」，支票抬頭：「聖雅各福群會」。施善電話：2835 4321 或 8107 8324。



Help Elderly Replace Substandard Power Bars

“The fuse often jumps in the switch box. It makes me so nervous each day,” said Grandma Chow when she’s with us. Previously owing to a leakage of power in her electric fan, her social worker referred her situation to St. James’ Settlement’s Elderly Home Maintenance Services, hoping the Service’s volunteers could visit Grandma Chow to make an assessment on electricity safety of her home.

Grandma Chow is never married and has no children. Aged nearly 80, she has no one to depend on; she lives alone. “I’m not afraid of death. I’m afraid a fire might occur as a result of a short circuit which would affect my neighbours.”

When the Elderly Home Maintenance Services’ volunteers came to Grandma Chow’s home, they discovered her power bar was substandard. In addition, she put in more than one plug in the socket; that’s why the fuse jumped in the switch box. In order to solve the above-mentioned problem, the volunteers changed her power bar first of all. And they put in an additional, new power bar and a switch. In so doing, Grandma would have no need to put in more than one plug in one socket. Having finished the installation, the volunteers taught her some knowledge about electricity safety so as to raise her awareness of danger!

“I bought a power bar from someone on the street because it was cheap. At that time I didn’t know the difference between different kinds of power bars. I know the quality of more expensive ones is better. But I live on Comprehensive Social Security Assistance(CSSA). I try to save as much as I can, even ten cents. Life is not easy. I can’t help it!” Elderly who live on CSSA and have no children will always choose the cheaper products without worrying whether they would bring hazards when they are confronted with products of different prices.

“Thank you for replacing the power bar for me. I have been alone all my life. In my old age, I came across a helpful social worker, then you. Thank you for your help once more.” The elderly kept on thanking the volunteers for everything they had done for her.

As the problem of aging population is getting serious, there are more elderly who live alone in Hong Kong. Some of them rely on CSSA. They usually choose cheap products as Hong Kong’s living standard is high. They often step into various hazards and traps because they lack knowledge of electric appliances or electricity. Our Elderly Home Maintenance Services plans to replace substandard switches or install extra related switches for 50 elderly in the next 6 months. In so doing, accidents will not happen to both elderly who live alone and those with spouse due to misuse of electric appliances or power bars. The needed money is about \$10,000. Please donate to “Elderly Home Maintenance Services”. Make out your cheque to “St. James’ Settlement”. Donation hotline: 2835 4321 or 8107 8324. Mail your cheque to Rm.105, 1/F, 85, Stone Nullah Lane, Wachai, Hong Kong.

義工為長者更換拖板後，他們就能放下心頭大石，安心地居家安老。
Replacement of the power bar can release the home risks and worries of elderly.



願以金錢支持 一個令人感動的計劃

我本身也是一位剛退休的長者，熱愛書法，習字多年，偶爾也會教授學生。可是，年紀大了體力大不如前，老毛病亦漸漸增多，並需要定期到公立醫院的老人科覆診，從而認識了很多「同病相憐」的病友。在大家言談之間，我發現原來很多病友都要服用一些自費藥物，而這些藥物是需要自行到醫院藥房或是社區藥房購買。部分病友每月的藥費動輒便要上千元，對於已退休且沒有收入的長者們來說，無疑是沉重的長期經濟負擔。

我透過網上資訊和病友消息得知，原來在人口老化的問題及公共藥療開支與日俱增下，醫院管理局自2005年開始，便在公立醫院推行「藥物名冊及藥物資助制度」，有一部份病人若想得更適切的治療，便需要自費購買一些「藥物名冊」以外的藥物，但這些藥物一般都是比較新及昂貴。此後，我開始更關心這方面的消息，偶爾也會在報章上看到有關該制度的爭議，關注病人權益的團體更倡議要檢討是否該保留這個制度。

有一次我陪一個行動不便的病友到醫院覆診，醫生說要處方一種自費藥物給他，每月要八百多元。因為他只是靠傷殘津貼過活，所以他感到無能力負擔，於是醫生便建議他可找醫務社工幫忙，該病友從而得知聖雅各福群會的惠澤社區藥房的資助藥物計劃，合資格的病人可以優惠價錢配到所需藥物，減輕藥費開支的壓力。

聖雅各福群會的惠澤社區藥房是一間以較低廉的價錢去售賣一些公立醫院自費藥物的慈善藥房，而且註冊藥劑師會提供藥物輔導服務，從而提高病人自我管理疾病的能力。我們在預約的時間來到惠澤社區藥房面見藥劑師和配藥。由於這位病友是從未服用這種新藥，所以在配藥的過程中，藥劑師很用心地詳細解釋藥性、服用方法、服用時要留意的細節和藥物的副作用等等。我們亦主動發問了很多藥物問題，藥劑師亦一一細心解答。

言談間得知惠澤社區藥房的營運主要是依靠善心人士的捐助，我頓時感到十分驚訝和深受感動，想不到在這個以金錢和物質掛帥的香港社會，當中還有一群有心人，不問回報去幫助病人。此時，見到藥房內設有一個捐款箱，寫著請支持「贈藥治病計劃」，本着施比受更有福的精神，我便捐出了一些金錢。此後，我開始計劃定期捐款予惠澤社區藥房，希望在仍然有能力時候去支持一個有意義的計劃，令到更多面對藥費負擔而感徬徨的病人受惠。

Willing To Provide Financial Support For A Touching Project

Being a recent retiree, I love calligraphy and have practiced it for years giving tuition to students occasionally. However, my physical, far from what it used to be, goes down with aging; old wounds hurt me more and more. Regular medical consultation to geriatric doctor in public hospital becomes a need and through which I get acquainted with patients like mine. In our casual talks, I have found many of them have to buy self-purchase medications from the hospital or community pharmacies. Some are required to spend over a thousand dollars monthly which to these zero income elderly retirees undoubtedly is a long term, heavy financial burden.

Through the Internet and news from other patients, I learned that there is aging population and the public pharmaceutical expenses increase. Starting in 2005, the Hospital Authority put effect in public hospitals a Drug Formulary and Drugs Subsidy System. Some patients, wanting to get better treatments, are required to buy medicines not in the Drug Formulary and they are in general fairly new and expensive. Since then, we started to pay more attention on news of this nature. Occasionally, we also read about issues related to the System. Bodies concern about patients' rights proposed a review on whether such System should still stay.

On one occasion, I accompanied a patient with mobility problem on his hospital appointment, the doctor prescribed him a self-purchase medicine costing eight hundred dollars a month. As he was living on disability allowance and unable to afford it, the doctor suggested him to seek help from the hospital medical social worker. From there the patient learned about The Medical Subsidy Program of Philanthropic Community Pharmacy, where lower cost medicines are available to eligible patients to reduce the financial burden.

The Philanthropic Community Pharmacy of St. James' Settlement is a charitable pharmacy selling medicines at a lower price. We went at the appointed hour to get the medicine and met with the pharmacist there. As this patient friend of mine has never tried this medicine before and in due course the pharmacist patiently explained to us drug efficacy, use method, precautions and the side effects etc. We also asked many questions which the pharmacist carefully answered us.

In the course of a conversation, I learned the Philanthropic Community Pharmacy operates on donations from benevolent people and that really surprised me and I was deeply touched. I could not imagine in this materialistic and monetary Hong Kong society, there still is a group of well-wishers helping patients without asking for return. At that moment I saw the donation box in the pharmacy with a sign "Please Support our Medical Subsidy Program"; and in the spirit of "Blessed are the givers", I donated some money. Since then I started to donate regularly to the Philanthropic Community Pharmacy just hoping those who can afford, give support to this meaningful program, so more financially worried patients get the benefit.



「伯伯腼腆笑容 就是我最好的禮物」

我姓王，可以叫我阿王。好榮幸有次參加聖雅各福群會「電器贈長者」計劃義工家訪行動，亦好開心有機會分享參加義工工作的感受。

做義工的主要是出於好奇，我認識一位波友，他在「電器贈長者」計劃中做義工好幾年了，常常邀請我一齊參與，那次趁著有空便一起來幫忙。

我在學生時代也曾經跟老師去探訪一些公公婆婆，那時候只是抱著一大班同學去玩的心態去參加義務工作，現在想起來印象已經非常模糊了。

在九月份的一個週末，跟著「電器贈長者」計劃社工一起探訪獨居的老友記，為他及她們送上合用的電器，我們不但送電器到老友記們家中，又負責教導他們正確使用電器的方法。這短短一日的義工探訪工作可算是不簡單而又相當充實，給我非常深刻的感受。如今兩個月過去，當日的點點滴滴還是常常浮現腦海中。

本來我對義工探訪工作流於是帶少少食品去探探老友記而已，又或與他們聊聊天吹吹水就可以，原來探訪工作是有一些秘訣與學問！在探訪過程中，我看到香港繁榮背後其實還有許多貧窮長者需要幫助！

回想當日，最令我深刻難忘的是探訪一位獨居的老伯伯，當日我們為他送上一部座枱電風扇及一部煮食用的電磁爐。老伯伯家中的傢俱雖然殘舊，但環境卻非常整潔，一邊為伯伯組裝電器，一邊與他閒聊，聽到伯伯年少時經歷，令他學會十分珍惜擁有的物件。而透過社工家訪後，發現伯伯一些家電已損壞並需要更換，可是伯伯沒有足夠金錢購買新電器，所以轉介他申請新電器。

協助伯伯組裝電器後，就開始慢慢教導伯伯學習使用，電風扇對伯伯沒有甚麼難度，但電磁爐對他來說就彷彿如新玩具。伯伯之前一直使用石油氣爐煮食，為了家居安全緣故，伯伯接受轉換煮食爐，我逐一教伯伯操作電磁爐上的不同按鈕，由於標示是中文字，伯伯亦漸漸掌握使用。

我和另一位義工及社工姑娘在伯伯家中逗留了差不多半小時，離開時伯伯堅持送我們到門口，而他臉上的腼腆笑容就是我最好的禮物，這也是驅使我繼續做義工的力量。

“The Shy Smile of Grandpa Is The Best Gift For Me.”

Wong is my surname, you can just call me Ah Wong. I am honoured to join the home visit activity of “Electric Appliances for the Elderly Program” of St. James’ Settlement and happy for the opportunity to share the feeling of such work.

Joining the volunteer worker is mainly out of my curiosity. I know a friend in the football team who has been with the “Electric Appliances for the Elderly Program” for years and often asked me to join. I happened to be free then and so I went to help.

When I was student, I have visited the elderly with our teachers. The attitude at that time was casual and more or less is just for fun. As I thought about it now, my memory and impression is very vague.

One week in September, I joined the social worker of “Electric Appliances for the Elderly Program” to visit living alone elders, giving them the proper appliances and teaching them on correct use method. The work for just one brief day was by no means simple but it was pretty fulfilling and that feeling was deep down. Two month has gone by, but bits and pieces of that day’s event still floats in my mind now.

My initial idea of volunteer visits was bringing some food to the elderly and chit chat with them, but that turn out to involve certain secret know-how and learning! During the visits, I observed behind the scene of Hong Kong prosperity there in fact are lots of poor elderly requiring help!

Recalling that day, there was one living alone elder I could hardly forget. We were sending him a desk top electric fan and an induction cooking stove. The furniture there tough old but the place was very clean and tidy. While we were assembling components of the appliances, we chatted with him and learned about his past history which had taught him to treasure what he had. Through social worker's visit it was found that some of his electrical appliances had been damaged requiring replacement, but he did not have sufficient money for them and so he was referred to apply from us for new appliances.

After assisting the old man completing the assemblies, we started to slowly coach him on uses. He had little problem with the fan but the stove was like a new toy to him. He used to cook with a LPG stove and for domestic safety he accepted the switch. We patiently taught him function of various panel switches and as they are labeled in Chinese, he soon grasped the use.

Another volunteer worker, a female social worker and I stayed in the old man’s home for nearly half an hour and he saw us off at the entrance. His shy smile is the best present to me, also happens to be the force to drive the strength of our continual volunteer work.



助長者整理儀容 理髮服務現關愛

「咚，咚，咚」敲門口的聲音。「是的，來了，來了……」一把沙啞、微弱的聲音緩緩道來。打開門後，只見一位身型瘦削的長者，精神面貌一般，頭髮蓬鬆，彷彿外表儀容已有一段時間沒有打理過了。這位長者看見門外有人後，便問道：「是聖雅各的工作人員嗎？」

這時，義工阿玲以一把雄亮的聲音去回應：「你好啊，蘇伯！我是聖雅各福群會的義工，今日是來協助你剪髮的！」聽到阿玲的說話後，蘇伯伯面上展露了微笑，並邀請我們入屋剪髮。

剪髮感到困難 幸有義工相助

「每次看到頭髮開始漸長，我都會感到好困擾，因為自己不懂得打理和剪髮。而且，如果要到街上剪髮，會很不方便的，亦感到很困難，所以真的很幸運，可以得到你們的相助。」蘇伯伯慢慢地說著。在剪髮期間，阿玲亦會不時與蘇伯伯談天，展現對服務對象的關懷和愛心，亦有嘗試理解他對於頭髮難以打理的擔憂。

過一會兒，剪髮已經順利完成。「十分多謝你呀！頭髮變得清爽了，整個人感覺舒服多了。」只見蘇伯伯精神奕奕，笑容滿面地說著。義工阿玲也對這次的服務成果感到很滿意。由此可見，在助人服務過程中，義工和服務使用者互相感染，在各自的生命歷程添上色彩。

到戶理髮服務 服務有需要人士

「到戶理髮服務」為全港性服務，服務會派出理髮義工為有需要的服務使用者修剪頭髮，讓他們回復生命光彩。當中，「到戶理髮服務」亦為義工及服務使用者達到充權的效果。一方面為服務使用者整理儀容，送上愛護、關懷，讓其感受到自身生命的價值和尊嚴；另一方面，提供一個服務平台予以義工，活用知識及技能，提高其能力感。



Help The Elderly Look Fresh Hairdressing Service Extends Care

“Tap! Tap! Tap!” The door was knocked. “Yes! I’m coming!” A hoarse, weak voice responded slowly. The door was then opened and there appeared a slim and rather dull elderly with fluffy hair. His appearance suggested that he had probably not paid attention to grooming himself for quite a long while. Seeing someone standing outside, the elderly asked, “Are you coming from St. James’ Settlement?”

Ah Ling, the volunteer, replied resoundingly, “Hello, Uncle So. I am a volunteer from St. James’ Settlement. I come to help you to have a haircut.” Grandpa So then smiled and invited us to come in his flat.

Hairdressing is difficult. Help from volunteer is a blessing.

“It bothers me when my hair is getting long as I do not know how to take care of it or do a haircut. It is so inconvenient for me to get the haircut done in a saloon, which is difficult indeed. I am so fortunate that you come here to help me!” Grandpa So spoke slowly. During the hairdressing, Ah Ling had a chat with Grandpa So extending to him her care and compassion. She also tried to understand why he found hairdressing bothering him.

It took just a short while to finish the haircut. “The new haircut makes me look so refreshing; I feel much better now!” said Uncle So, who was now in great spirit, while grinning from ear to ear. Ah Ling was happy too as she found the service this time very fruitful. This is an inspiring illustration that the respective life experience of the volunteer and the service receiver can be happily enhanced during the course of service where they share the joy of giving and the compassion of being cared.

Home Haircut Services. Help those in need.

“Home Haircut Services” is a far reaching service to all areas in Hong Kong. Hairdresser volunteers will be sent to the targeted service receivers to help do haircuts. The “Home Haircut Services” can also achieve an empowerment effect for both the volunteer and the service receivers. As to the latter, they will feel the compassion and care extended to them while their need of grooming is being taken care of, which will in effect help them reassure their self-esteem and value of life. At the same time, this Service provides a platform for volunteers to apply their knowledge and skills to help the needy, which boosts their confidence in their ability.

阿玲為蘇伯伯剪髮，讓蘇伯伯面上重現笑容。
Ah Ling helped Grandpa So for his hair cut which make him regain smile.

癌症病人不清楚治療成效 近半考慮放棄治療

聖雅各福群會調查發現，癌症患者選擇治療方案時，有近7成認為「治療成效」是最優先考慮的因素，只有24%的患者認為「治療費用」是最重要因素。惟調查亦指，有94%的受訪者表示藥費開支比預期大，更有近一半受訪者想過因此放棄治療。面對藥費壓力，6成多的受訪者依靠儲蓄支付藥費，而6成半人曾依賴親友協助，為家庭造成困擾。

53歲的黃先生（化名）2014年確診患晚期腎癌，因腫瘤過大不宜開刀，至今曾轉藥兩次。黃表示，服用第1種抗癌藥時出現嚴重副作用，手、腳、關節疼痛到睡不著，連筷子也拾不起，其後因藥物失效轉了兩次藥。他坦言：「心理壓力很大，醫生又無解釋副作用和轉藥原因。」

黃先生轉用第3種標靶藥前，偶然接觸到聖雅各福群會的藥劑師，藥劑師告知他該藥會引致手爛及腸胃不適的副作用，並給他藥膏舒緩及提醒要少食多餐，令他安心不少。黃表示，1個月的藥費需3萬元，初靠積蓄及親友支援，後來也只好申請綜援及其他藥物資助。

聖雅各福群會惠澤社區藥房於8月1日首推社區「癌症專科支援服務」，該會高級經理盧佩芬女士表示，癌症患者可在藥物療程前接受藥劑師輔導服務，費用全免。藥劑師將透過面談或電話為病人進行評估，包括解釋藥物副作用及舒緩方法等，團隊亦會定期跟進個案情況，希望讓患者安心進行治療。



黃先生坦言面對兩次轉藥，身心都面對極大壓力。
Facing two times of medication treatment change, Mr. Wong felt stressful both physically and mentally.

Unclear about treatment effectiveness, Nearly half of cancer patients considered giving up

A study by St. James' Settlement showed that over 70% of cancer patients considered expected efficacy as the key factor when they evaluated different treatment options, whereas only 24% would rank treatment costs over efficacy. However, the study also found that over 94% of respondents reported to have incurred actual treatment costs much higher than expected; for this reason nearly half of the respondents had thought about discontinuing treatment. More than 60% of respondents used their own savings to foot the bill while 65% respondents needed finance assistance from relatives which further added to the financial strains on the family.

The 53-year-old Mr. Wong (alias Wong) was diagnosed terminal renal cancer in 2014. His doctor had already changed prescriptions for him twice since they found his tumor too large to be removed. Wong recalled that he couldn't sleep and nor could he pick up even the chopsticks due to the severe joint pain while taking his first anticancer medications. As the drug effect wore off, the doctor changed the prescription. He said, "Changing medication makes me nervous, the doctor never let me know the reason of the change and what side effect to expect."

Before Mr. Wong switched to his 3rd targeted cancer drug, he incidentally got to know a pharmacist in St. James' Settlement. The pharmacist said that the new medication would cause skin infections in the hands and digestion problems, he then gave Wong some skin ointment and advised him to eat smaller meals and eat more often. He felt much relaxed after learning more. The medications costs Wong \$30,000 every month. To cover the sum, he exhausted his own savings and the money loaned from relatives; later he had to apply for CSSA allowance and medication subsidy.

Beginning from 1st August, the Philanthropic Community Pharmacy of St. James' Settlement offered "One-stop Support Service for Cancer Patients". According to Ms Lo Pui Fan, Senior Service Manager of St. James' Settlement, cancer patients can have free medication counseling sessions with their pharmacists before their therapy starts. Counseling is conducted through telephone or meetings in person, the pharmacist would explain to individual patients the side effects of the medications and how to cope with them. The pharmacist team also provides follow-up services afterwards so as to encourage them to continue treatment.



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 |
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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 |
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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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