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尋找有需要人士 提供適切援助

回想有位朋友,在十多年前想到行乞長者老來三餐不繼,要在街上低著頭、失去尊嚴地伸手討飯,甚是可憐。故此,他很樂意把錢給行乞老人家。直至後來有報章揭發,原來一些集團在背後操控行乞長者,利用市民的同情心來騙財,之後朋友曾一度關起了善心的行動,但同時又擔心有真正需要的長者,心情很矛盾。

「幫助有需要人士」一向是善長關心的事,他們希望透過資源幫到有真正需要的人,亦能按自己認同的方法提供協助。有善長希望向長者提供食物援助、有的希望幫助他們改善家居環境,讓他們可以繼續安居社區、有的希望幫助患病人士、有的希望幫助基層小朋友、有的希望做發展性工作,以預防問題發生等等。

公眾人士,包括上述的友人,不論是想幫助那一個群體,最終都是希望可以安心地把善款(不論多少)用作改善有需要人士的生活質素,解決他們當下的生活困難。過去,本會不時接到善長來電,其中他們有興趣想知道的就是本會怎樣找到來自全港、眾多的有需要人十。

要聯繫社會上弱勢社群,實在有賴與各區社會服務 機構的協作。因為,現時我們各種的慈惠服務,只有數 位同工,有的服務計劃只有一位職員負責。故此,與座 落在18區的社工們合作是整個慈惠服務重要的一環。 慈惠服務的同工多年來走訪不同地區,親自與不同機構 介紹服務,定時向他們發出相關資訊,如冬天的送暖行 動、夏天的送涼行動、長者家居維修服務、惠澤社區藥 房藥物支援計劃等等。最近,房屋署也再次來找我們, 協助我們在區內發放幫助基層長者入屋服務的資料。服 務得到同業及相關機構肯定及協作,讓我們可以更快找 到更多社會上貧乏人士,繼而提供適切的援助。

聖雅各福群會各項慈惠服務有多年的歷史,親身接觸不同弱勢社群令我們更明白他們的需要。同時,我們會把他們的急切需要如實的反應,讓善長更明白我們所做的工作,期望你們繼續認同及支持,讓有需要人士得到幫助!

Find Out Those In Need Provide Suitable Help

More than 10 years before, a friend of mine thought it was so miserable of elder beggars who starved at their old ages and needed to bow down, reached our their hands for money, so he was very willing to give them money. Sometime later, however, some newspapers revealed that gangster groups controlled the old beggars to deceive money by making use of people's sympathy, my friend was then stopped doing the good deed for a certain of time, but at the same time he felt the struggle deep in his heart, as he worried about the needy elders.

"Helping people in need" is always the concern of donors, they hope to use resources for those who really in need, they also hope to choose a way which they agree with to provide support. Some donors want to help elders with food support; some want to help the pensioners to improve their home environment so that they can continue to live safely and happily in the community; some wish to give a hand to patients while some wish to help the disadvantaged children, and some think of working on the developmental tasks to prevent problems from happening.

No matter which charity group is to support, the open public, including my friend are just looking forward to improving the living quality of the underprivileged and helping to solve the problems they encounter by making donation without any worry. In the past, St James' Settlement received quite a lot of calls from our donors, asking how we find out those needy from all over Hong Kong.

In fact, to reach out these disadvantages is much rely on the cooperation among the districts' social service organizations. It is because we only have few staff working on various philanthropic projects, some even have only one person to look after the whole project. In this case, working closely with social workers in all 18 districts is one of the keys to SJS philanthropic services. Our staff have been visiting different institutions in different districts to introduce SJS services and routinely share some relevant information: Warmth Giving Action, Fan for the Elderly Campaign, Elderly Home Maintenance Services, Philanthropic Community Pharmacy for instances. Recently Hong Kong Housing Authority has assisted us in distributing our service information of helping grassroots elders at their home. With the affirmation and cooperation from other NGOs and relevant institutions, we can efficiently find out more hidden poor and to provide them with suitable aids.

The philanthropic services of St. James' Settlement have years of history, my experience of reaching out to different people in the disadvantaged community enable me to better understand their needs. Meanwhile, we truthfully reflect their needs, so that donors can have a clearer picture on our work. We wish to have your continuous trust and support, to help those people in need!





在我最無助時 向我伸出援手

李先生,六十一歲,是一名夜班的士司機及長期 乙型肝炎患者。 2015年11月發現患局部肝細胞癌, 手術成功切除了右肝葉和膽囊後,獲醫生嚴密監察。 但不幸地,卻在短短一年內,即2016年5月,舊病 復發,癌症蔓延至肺部,恐會遍及全身。醫生提議他 服用一種叫做「索拉非尼」的標靶藥,這種藥在醫管 局的藥物名冊中列為自費藥物。

「醫生說我每天要服兩次,每次兩片,一個月的藥費3萬8千元。我的收入有限,這筆錢對我們一家來說是很大的開銷。當然,我可以申請關愛基金資助,只是必須先通過醫務社工的家庭經濟狀況評估,而這項評估需時一兩個月。我沒有錢購買如此昂貴的藥,不能及時醫病,病情必然惡化,這教我和家人十分焦慮。」

聖雅各福群會的惠澤社區藥房鑒於病人申請資助 需時,於是開展了一項「索拉非尼標靶藥物資助銜接 計劃」。申請關愛基金資助的病人,在等候批准的過 渡時期可憑有效處方,以每月約一半的價錢購買藥 物。

「聖雅各惠澤社區藥房在過渡時期對我伸出援 手,令我於財困中不致斷藥,我無任感激。我同時要 多謝藥劑師的輔導,詳細教導我藥物的功效和負作 用,減輕了我面對首次服用癌症藥的不安。」

「索拉非尼」是一種酪胺酸抑制劑,會影響手部和足部的皮膚,令皮膚受到壓力便會發紅、脫落、增厚。有的人皮膚還會發麻、長出水泡、觸碰到會很痛。因此病人日常活動時,如拿筷子和走路,都有困難。

「藥劑師一早便教我如何預防和補救手足皮膚的 反應,除了避免壓力、摩擦及暴露於高溫之下,保濕 劑和防曬都有幫助。他第一次見面就給我一個護理 包,其中有含尿素的外用乳膏、柔軟的棉質手套及鞋 墊,實在是又體貼又溫暖。後來服藥時真的起了副作 用,但我已早有認識,知道對策。」

兩個月後,李先生申請的資助批准了,他也退出藥房的過渡計劃。

「讓我在此向聖雅各福群會惠澤社區藥房再次致謝, 感激藥房在我開始療程、最感無助時, 向我伸出援手。」

SJS Gave Me a Helping Hand When I Was Most at a Loss

Mr. Lee is a 61 year-old man who works as a night-time taxi driver. He chronically suffers from Hepatitis B and was diagnosed with localized hepatocellular carcinoma in Nov 2015. A surgical resection was successfully performed to remove the affected right liver lobe and gallbladder. He was then kept under close monitoring but unfortunately, the disease came back with lung metastasis within 1 year in May 2016. In view of the systemic spread of the cancer, the physician suggested him to start on a targeted drug called Sorafenib (Nexavar®) which is a self-financed item in the Hospital Authority Drug Formulary.

"According to the physician, I have to take two tablets twice daily which amounts to a monthly expense of HKD \$38,000. That costs a fortune to me and my family given my low income status. Although I could apply for the Community Care Fund (CCF) Medical Assistance Program for financial subsidy with the supported clinical indication, I must pass a household-based financial assessment conducted by the medical social worker first to be eligible. However, the whole process can take a month or two. Both my family and I were very concerned to have delayed my treatment and thus worsened my condition because I was not able to afford the expensive drug cost."

In view of the gap, SJS Philanthropic Community Pharmacy rolled out a bridging program for Sorafenib (Nexavar®) in which patients who are filing application for CCF can obtain the medication with valid prescriptions at about half price per month in the interim period.

"I am more than grateful for the assistance of SJS Philanthropic Community Pharmacy during the application time so that I was not put out of medications due to financial difficulties. I also every much appreciate the counselling session by pharmacist in which I was educated in details about the efficacy and adverse effects of the drug. That really alleviated a great deal of my concerns for taking the cancer medication the first time."

Sorafenib (Nexavar®) is a tyrosine kinase inhibitor that may commonly cause hand-foot skin reactions at pressured areas of hands and feet. If affected, the skin will become red, peel and thicken. Some may even have tingling sensations or formation of blisters. Since it is painful upon touch, patients may find it hard to even perform simple daily activities like holding chopsticks and walking.

"The pharmacist advised me ahead on the measures for preventing and remedying the hand-foot skin reactions. Apart from avoiding stress, rubbing and exposure to high temperatures, the use of moisturizer and sunscreen can also help. I was given a care kit containing urea cream, soft cotton gloves and insoles at the first consultation. That was indeed very considerate and heart-warming. Even though later I did develop the adverse effects, I knew how to manage to reduce the severity as I was well informed."

After 2 months, Mr. Lee was finally successful in his application for CCF medical assistance and left the bridging program.

"Once again, I would like to thank SJS Philanthropic Community Pharmacy for lending a helping hand at the time of treatment initiation when I was most at a loss."





不讓「高昂藥費」成為「病人頭號殺手」!

俗語有云:「久病床前無孝子」,但實際上,其 實依然有很多「孝子」不時前來惠澤社區藥房為家中 長期患病的父母配藥。

「昨天探過父親後,他說自從服用了這新一代抗凝血藥物後,確實令他安心了不少,既不需要為『再中風』而憂心,亦從藥劑師口中得到了不少健康資訊,令他的健康大大改善,父親叮囑我們,要代表他向藥房和善長致謝。」專程來為父親配藥的兩位女兒跟藥劑團隊說。

其實她們的父親,早在多年前已經開始服用新一代的抗凝血藥物,他們一直在社區內的註冊藥房配藥,日子一天一天過去,在長期承受昂貴藥費下,造成家庭經濟壓力。在首次面談時,這兩女兒跟我們說:「在社區藥房配藥的費用十分昂貴,我們經濟能力有限,父親知道後不想令我們百上加斤,便經常嚷著不吃藥,不必再買這些藥等等……後來更不時聲稱自己記性差,而故意漏服藥物,可是,我們發現他能按時服用其他血壓及糖尿科藥物,惟獨是抗凝血藥物就沒有,令到我們兩姊妹都感到非常憂心和煩惱。」

病人的女兒續說:「當我們得知原來有非牟利機 構開設慈惠藥房服務後,便馬上致電來查詢。我們跟 爸爸知道藥費得到善款減免,一來大大減輕我們的經 濟負擔,而爸爸又會乖乖按時服藥,令我們安心了! 真的非常感謝你們的幫助,亦非常感謝善長無私的捐 助!希望你們能夠幫助到更多更多的病人!加油呀! 」聽到這些說話後,團隊同事也為他們感到高興。

回想起來,這已是半年前的對話,但我們仍然十分深刻,原因無他,因為在我們接觸的個案中,他們的情況並不罕見,說來真是令人感到唏嘘。在現今社會中,醫學科技日新月異,有些所謂的「不治之症」,其實仍有藥可控制或治癒,然而「高昂藥費」竟成為「病人頭號殺手」!

惠澤社區藥房會繼續努力,透過多方的協助,竭力為更多好像上述的家庭帶來希望,貫徹「病者有其藥」的宗旨!

Stop 'Expensive Drug Cost' from Being 'Disease No. 1 Killer'!

Despite the saying that there's no filial child by a chronic patient's bedside, many filial children often drop in St. James' Philanthropic Community Pharmacy to buy drugs for their parents.

"When I visited my father yesterday, he told me that he felt relieved since he started taking the new antithrombotic drug. He doesn't worry about the possibility of getting a stroke again and he has obtained lots of information which helped to improve his health to a large extent from the pharmacist. Dad reminded us to say thank you to the Pharmacy and the kind donors," so said the two daughters to staff of the pharmaceutical team, who came specifically to buy their father's medications.

Actually their father had already started to take the new antithrombotic drug several years earlier. The daughters had been buying the drug from the registerd pharmacy in their community. As time went by, the expensive drug cost had brought financial pressure to the family. During our initial conversation the daughters had this to say," The drug cost is extremely expensive as we buy it from our community. We aren't that affluent. Once father knew about our problem, he often said he wanted to stop taking the drug and that we could stop buying since he didn't want to add to our financial burden...Later on, he skipped taking the drug with the excuse that he was getting forgetful. But we found he took drugs for high blood pressure and diabetes on time, but not the new drug. That made us worry and feel frustrated."

They went on saying,"We at once phoned to make enquiries the moment we knew that there's a philanthropic pharmacy service set up by some non-profit making organisation. We and our father learnt that drug costs could be cut down or waived against money donated. On one hand it would greatly reduce our financial responsibility, on the other father would take his drug on time. We feel relieved! Thank you very much for your help, also the kind people for their selfless donations. We hope that you will be able to help more sick people! Keep up your good work!" Having heard those words from the daughters, staff of the pharmacy team also felt glad for their sake.

Looking back, though this conversation took place 6 months ago, it's deep in our heart because among applicants we got in touch with, their situation was not a rare one. In our society nowadays medical technology is advancing day after day. Some so-called 'incurable diseases' can be controlled or cured by medications. But the 'expensive drug cost' has become the 'disease No. 1 killer'! This phenomenon is truly distressing.

Our Philanthropic Community Pharmacy will keep up our effort in bringing hope to many more families such as the one afore-said with the help of various parties to sustain our objective of 'Own My Medicines'!



關懷長者樂善好施

「好多謝聖雅各福群會善長送一個新雪櫃給我! 真係人間有情,大家非親非故都對我地老人家咁好。」 說罷,陳伯伯拿出一個環保信封,寫下「聖雅各福群 會關懷長者樂善好施」,然後以帶有上海口音的廣東 話向社工及義工們道謝。由於家貧,連一張白紙也沒 有的陳伯伯有點害羞地向我們遞上他的心意。

陳伯伯已經八十多歲,他是廣東中山人,出生大富之家,祖父輩已經在上海從商,據他表示小時候有工人照顧及每天乘私家人力車接送上學。可惜,好景不常,在初中時期正值戰爭,他與兄長逃難來港,後又與兄長失散,直到近十年才聯絡上兄長。陳伯伯因能說流利上海話,早年從事上海餐廳伙計,在包食包住的情況下工作至餐廳結業為止,之後一直與同事居住在餐廳宿舍,至舊區重建收回物業,才不得不遷出,後輾轉搬往慈雲山公屋單位。

陳伯伯在香港沒有任何親人,支援狀況薄弱,其家居環境簡陋,衛生情況欠佳。後來地區社工發現他的雪櫃損壞。陳伯伯告訴我們舊雪櫃的由來,「我原本個雪櫃係二手貨,係舊街坊知我申請到上公屋時送俾我,佢話用咗十幾年,不過仔女要換新,見仲可以用又知我搬新屋無錢所以送俾我。其實部雪櫃都用咗七八年先壞,我有問過人買部新要幾千銀,我邊有幾千銀,當時已壞咗幾個月,好在係冬天先壞。」

「電器贈長者」計劃的宗旨是協助無依無靠的長者可以老有所居,改善他們基本生活需要,讓他們能維持在社區的生活質素。而善長們慷慨捐出的善款用於購買電器,希望能解決如陳伯伯般年老無依的長者生活上的需要。事實上,今時今日香港仍然有很多長者面對各種生活中不同困境。「電器贈長者計劃」盡心盡力為長者準備他們所需要的家電,善長施善可聯絡:香港灣仔石水渠街85號1樓105室,或致電熱

線:2835 4321 或

8107 8324 0



舊雪櫃早已生銹損壞, 不能維修。 The old refrigerator rusted from inside out and could no longer be repaired.



Caring for Elderly and Striving to Meet Their Needs

"Thanks to the donors and St. James' Settlement for sending me the new refrigerator. You are kind even to a total stranger like me, kindness truly knows no bound." Grandpa Chan said. He then wrote us a thank-you note on a recycle envelope, 'St. James Settlement always cares for elderly and strives to meet their needs! He also thanked our social worker and volunteers in Cantonese with a Shanghainese accent and passed the note to us with a shyly smile. Due to poverty, Grandpa Chan did not even have any blank paper to spare.

Hailing from Zhongshan Guangdong, the 80-year-old Grandpa Chan was born in a well-heeled family and his grandfather was a merchant in Shanghai. He recalled that he had a nanny and rode own rickshaw to school every day when he was a kid. But good times never last. The war broke out when he was in junior secondary school. He fled with his brother to Hong Kong but ended up losing contact with him during the fight and only managed to find his brother 10 years ago. Grandpa Chan worked as a waiter in a Shanghainese restaurant and lived in the quarter provided by the restaurant owner. He kept working there until the closure of the restaurant but continued staying in the quarter with his old colleagues. Later the Urban Renewal Authority took over the premise for reconstruction and he moved into a public housing unit in Tsz Wan Shan.

Grandpa Chan had no family or relatives in Hong Kong. His home was scantily furnished and the hygiene condition was poor. He recounted how he got his old refrigerator, "My old refrigerator is second hand, my neighbor had used that for over 10 years and his children insisted on replacing it for a new one. Learning of my moving to the public housing and that I had no money, he gave it to me and I kept using it for another 7-8 years before it went down. I checked the price earlier and knew that it would cost me several thousand dollars for a new one. I don't have the money and fortunately, it was winter when it went down."

The 'Electrical Appliance for the Elderly Program' aims to help elderly without family to acquire necessary appliances, so that they can fulfill basic needs in daily life and maintain certain quality of life while living in the community as they age. All acquisitions of electrical appliance in the Program are funded by donations, only with continuous support from our donors can we keep on resolving problems for elderly like Grandpa Chan, and provide them with electrical appliances tailored to their needs. In fact, many elderly in Hong Kong are still facing various difficulties and awaiting helping hands. To learn more, donors can always reach us at Room

105, 1st Floor, 85 Stone Nullah Lane, Wanchai or call our hotline: 2835-4321 / 8107-8324.



陳伯伯寫得一手好字,以寥寥數字表達他的謝意! Grandpa Chan wrote us a note to express his appreciation. Look at his beautiful handwriting!





送涼行動

近年由於氣候變化,踏入四月份香港天氣開始變得炎熱非常,相信家中有冷氣機的市民,不少已經開始使用。人們的生活質素愈來愈好,從前用柴或炭燒飯,現今用電爐或煤氣;夏天不用搖扇子,有電風扇和冷氣機代勞。

可是,對基層獨居長者而言,經濟狀況令他們沒有安裝冷氣機的念頭,倘若是住劏房或非常狹窄的單位,根本想都不用想,加上安裝冷氣機後,隨之而來是昂貴的電費貴,所以,要度過炎炎夏日,就要靠一把性能良好的電風扇!

七十多歲的黃婆婆就是其中例子。黃婆婆一直居住在觀塘區劏房,單位非常狹窄,面積只是一張床位的大小,而且正式的一扇窗,只是在靠近天花及門口附近有一排細少的氣窗,每年到了夏天,室內就非常非常炎熱及翳焗。

本來黃婆婆有一把約五吋的電風扇,這台細小的風扇,在經年累月下,終於在上個月突然不能開動,經區內電器師傅檢查後,証實內部因過熱而燒熔了。沒有電風扇的日子,黃婆婆只好每天到附近公園、商場或長者中心流連。呆坐主要為了涼冷氣,每天早出晚歸,入黑後就返回『蝸居』。

與黃婆婆情況相若的還有居住在沙田的梁婆婆, 自丈夫離世後,沒有子女的梁婆婆就獨自生活,除了 平日到中心參與活動外,大部份時間就留在家中。梁 婆婆有一部早已損壞的掛牆電風扇,或者大家會問, 壞了還不拆去?這正是我們接觸好多長者的家居實 況,拆也要錢,也沒有能力安裝新的,就這樣作罷! 在細小的單位內,梁婆婆存了很多丈夫的生前的東 西,至今仍不願棄掉。

有見兩位長者的情況,送涼 行動率先為他們分別送上一把 座枱扇和一把纖薄易收藏的鴻運 扇,好讓兩位獨居的婆婆以安心 迎炎夏。

香港正進入初夏,若果你也希望為無依體弱的獨居長者送上一把可乘涼的風扇,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。



With the climatic change in recent years, Hong Kong becomes very hot in April. Citizens with air conditioners at home are supposedly using them already. As quality of life gets better and better, use of firewood and charcoal for cooking before has now been replaced by electricity or gas; and air conditioners have replaced hand fans in summer.

However, for the grassroots living alone elders, financial consideration has excluded their thought for air conditioners, not to mention those living in subdivided or small units. Even with an installed air conditioner, the ensuing cost of power use is still beyond their means. Hence, they can only rely on a good working electrical fan to beat the summer heat!

Seventy plus years old Grandma Wong is one of such example. She has been living in a subdivided unit in Kwun Tong District. The unit is awfully tight in space with area of just the size of a bed. The only window is next to the ceiling with a row of slit opening near the door. So, the room is very hot and sultry every summer.

Grandma Wong used to have a five inches electrical fan; however, it suddenly broke down last month after many years of usage. Examination by the electrician confirmed the core burnt out due to overheating. On the days without the fan, she would linger around the park, shopping malls or elderly centre, sitting there just for cooling. She leaves home early and returns late to her humble abode at night.

Similar to Wong's situation is Grandma Leung living in Sha Tin. Since the decease of her husband and having no children, she spends most of her time at home except joining Centre activities. She has a non-working wall fan. Perhaps one would ask, why not taking it down? But this is the actual situation at home of many elderly we came to contact. All because it costs money taking it down and they have no money for a new one, so just keep it there! In the small unit, Grandma Leung is still keeping lots of stuff left behind by her late husband.

Noticing the situation of the two old grandmas, Fan for the Elderly Campaign offers them a table top fan and a slim box fan respectively, relieving them from summer heat.

As early summer approaches here in Hong Kong, should you wish to give frail living alone elderly an electric fan, please donate to "Electrical Appliances for the Elderly Program - Fan for the Elderly Campaign" by cheque beneficiary "St. James' Settlement". Inquiry hotline: 2835 4321 or 8107 8324.



送涼行動已開始,請大家慷慨捐助! Please donate generously to Fan for the Elderly Campaign with its launch!



一七年四月份 APR 2017 The Philanthropy Monthly

助腦退化婆婆去除居家陷阱

「我今天真的很高興,因為一直纏繞我的問題終於得到解決了。」眼前的是患有腦退化症的吳婆婆,行路的能力已經大不如前,每天回家總是一手拿著拐杖,一手拿著雨傘,慢慢爬上九層樓梯。

轉介社工上門家訪時發現吳婆婆家中地面瓷磚拱起, 部份更已經脫落並鬆脫,轉介社工擔心這些拱起的瓷磚會 絆倒長者,後果一發不可收拾。所以,把個案轉介到長者 家居維修服務跟進。

吳婆婆雖然沒有領取綜援,但積蓄有限,加上該單位 在五十年前購買後就再沒有進行任何翻新工程,室內很多 設置早已殘舊失修,加上長者家中的瓷磚樣式亦在市面失 傳,對於患病的婆婆來說,單靠她一人之力根本無可能解 決以上問題。

義工們跟吳婆婆上樓,吳婆婆不時要停在樓梯間歇息,因為她的身體笨重,每走一級都要花上長時間,義工們靜待吳婆婆慢慢走到家中,就開始維修相關瓷磚。義工首先將拱起的瓷磚拿起,然後磨平地台,再倒上英泥,最後把瓷磚放回原位,整個情況就如拼湊砌圖。

經過義工細心的修補下,每塊拱起的瓷磚都已經回復原狀,儘管有一天吳婆婆病情惡化,再也不用擔心被瓷磚絆倒的問題。此刻吳婆婆亦展露燦爛的笑容並說:「感謝你們,因為你們細心的幫忙,使我減輕了心中不少的重擔。」

腦退化症病人要面對的病況已經夠多,沒有太多說話的吳婆婆,對義工們的熱心幫忙,十分開心。面對著獨居及將漸漸失去認知能力的婆婆,幸有社工繼續健康及福利事情,在居住環境上,義工們可以盡一分力。就這樣透過社區上不同的人士,各盡己能,讓社會上弱勢的一群可以在各方支援下繼續安全地生活。

Elimination of Home Traps for Dementia Grandma

"I am really happy today as the problem pestering me up to now finally gets resolved." said by Grandma Ng who suffered from Dementia. Her ability to walk is no longer what it used to be; she holds a cane in one hand and carries an umbrella on the other. She goes home on the ninth floor everyday by slowly climbing up the stairs.

The social worker on home visit found the tile flooring is popped up and some are even loosen. The social worker who referred the case to us worried about the home risk will lead to horrible consequences for the Grandma. Thus, he referred the case to our Elderly Home Maintenance Services for follow up.

Grandma Ng with limited savings is not on CSSA. Her residential unit purchased around fifty years ago has never been renovated, and most facilities inside are ruined without repair. Also, as the type of tile flooring is no longer available, the sick Grandma is definitely unable to tackle the above issue by herself.

The volunteer workers followed Grandma going upstairs. Being cumbersome, each step took her quite a while with intermittent rests. The volunteer workers had to wait for her getting into the house and hence started the repair. Firstly, they took out all popped up tiles and grinded the floor evenly. Then, they poured in cement and put the tiles back into their original positions. The entire job is like working on a jigsaw puzzle.

With repairs under care of the volunteer workers, every popped up tile flooring was restored to the original look. Thus, even if her health condition worsens afterwards, people no longer have to worry about her being tripped by the tiles. At that instance, she said with a splendid smile, "Thank you. Your help has mitigated much of the heavy burden in my mind."

Dementia patients have to face many problems regarding the disease. Grandma Ng, a person with few words, was very happy getting help from the volunteer workers. Having to live alone

and gradually losing her cognition ability, she is fortunate to get social workers taking care of her health and welfare matters while volunteer workers pick up the responsibility in looking after the living environment. Through efforts from different community, each trying their best to let the disadvantaged receive various support to continue living safely.





圖左為原本所拱起的瓷磚。經過義工細心維修下,就成為平坦的地面(見右圖),從此吳婆婆就不再擔心會因瓷磚拱起而絆倒。

Photo on the left is the original popped up tile flooring. After the volunteer worker's careful repair, they become levelled (photo on the right). From now on, Grandma Ng no longer has to worry about being tripped by popped up tiles.





為長者送上 安全拖板

「這就是我的家。」跟我們打招呼後,譚婆婆就 向我們作出介紹。基於家庭問題,早年她被逼遷離原 先居住的單位,搬到這個不足三十呎的劏房。自身的 情況加上在一個狹窄的環境居住,譚婆婆確診患上抑 鬱症。

「如果我是男兒身,我一定會打開門睡覺。」由 於單位非常狹窄,加上空氣不流通,義工逗留一陣子 已經感到非常侷促,遑論要在這單位生活的譚婆婆。

「我甚麼都不懂,加上我是領取綜接的,所以我 只能負擔這樣的單位。單位內只能放下一張木床,連 一張正規的座椅也不能擺放。」義工一邊聽譚婆婆的 說話,一邊留意到單位內電掣不足。

早前譚婆婆獲「電器贈長者」計劃轉贈了風扇和電飯煲等基本生活所需的電器,可是劏房內電掣不足令得物無所用。今天「長者家居維修服務」的義工來到為譚婆婆安裝新的拖板,這些拖板雖然微不足道,但當長者收到後,知道終可使用送來的家電改善生活質素,就非常感動。加上義工親身來到他的家,細心關懷和慰問,頓時令他獲得鼓勵。

「我真的非常感謝你們做的事,畢竟我領取的綜 援大部份已用作繳付房租,剩餘的只好節衣縮食,其 他生活需要我只好得過且過,我從無想過會有有心人 來幫助我,真的非常感謝你們。」

一片天空如果只有一顆星星在閃爍,那只可照亮它週邊的地方。但如果一片天空有不同的星星在閃爍,那就會形成一道壯觀的銀河,照亮着整片地方。無錯一個人的力量有限,如果每個人都願意多走一步,成為照亮別人的星星,那畫面就一定非常壯觀。「長者家居維修服務」現計劃在未來半年為大約五十位長者安裝拖板,現需款項約一萬元,請各善長仁翁熱心捐助。施善捐助「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。



Safe Extension Sockets for the Elderly

"This is so-called my home," Grandma Tam showed us her place after we greeted each other. Due to family cause, she was compelled to move from her former residence to this partitioned room of less than 30 square feet years ago. Having to face with her personal problems and living in this tiny room, she was then diagnosed with depression.

"If I were a man, I would let the door open while I was sleeping." The room is really cramped and ventilation there was bad. The volunteers could not help feeling ill at ease after staying there for just a short while, not to mention how Grandma feels having to live there.

"I am unlearned and living on CSSA; so I can only afford this tiny room. It is just big enough to accommodate a wooden bed. There is no space left for a chair." Our volunteers were listening to Grandma's accounts; and at the same time, they noticed that sockets in the room provided by her landlord were inadequate.

Earlier Grandma received some basic domestic electrical appliances including an electrical fan and a rice cooker from our Electrical Appliances for the Elderly Program. However, there are not enough sockets to connect these electrical appliances to the source of electricity and therefore these appliances are just put aside. The volunteers from the Elderly Home Maintenance Services came to visit Grandma and put a new extension sockets at a suitable place for her. It did not cost much, but it made Grandma very glad as she knew that the electrical appliances could start to work and that would improve her quality of life. She was greatly inspired by the volunteers who came to her place to express their sincere care and consolation.

"I am really grateful for what you have done for me. As a large part of the CSSA I receive is used to rent this room, I have to live very meagerly and try to get by. I never thought that people would be so kind as to come to help me. I am very much thankful to you."

One star twinkling in the sheer sky can only illuminate its vicinity; but if there are many different stars twinkling in the sky, they can converge and form a spectacular Milky Way that lights up everywhere. It is unarguable that a man's power is limited; however, if every one of us is willing to do more in lighting up others' lives as the stars do, that would be awesome. In the coming six months, the Elderly Home Maintenance Services is going to help fixing an extension sockets for about 50 elderly, which would cost about \$10,000. We now appeal to the warm-hearted people; we need your enthusiastic donation. Please send us a cheque drawn in favour of "St. James' Settlement" with indication at its back for the "Elderly Home Maintenance Services". Enquiry hotline: 2835 4321 or 8107 8324.

經義工安裝拖板後,譚婆婆就能使用風扇和電飯煲等生活基本所需的電器。 After the extension sockets being fixed, Grandma Tam can use the electrical fan, rice cooker and other basic domestic electrical appliances.





搬遷後觀塘藥房 更便利病人

我們觀塘區的「惠澤社區藥房」已於今年2月中 正式再次投入服務了。首先要感謝一直努力進行協調 工作的同工,好讓新藥房得以順利地投入服務。我們 一直致力為長者提供有效的藥物輔導及藥物資助服 務,藉以提供長者正確的服藥之道。有見及此,我們 積極擴展「惠澤社區藥房」,望可以盡力幫助得到各 區有需要的長者。

新觀塘藥房已開業近兩個月3,由於藥房位置鄰近觀塘地鐵站,方便3不少長者及家屬前來,而且藥房較以往寬敞,公公婆婆們可以坐在這裡安心輪候配藥。除了硬件配套,軟件上的配合亦不可缺少。有見前來配藥的人數日益增加,於四月一日起已增加配藥員跟進服藥情況穩定的病人,以減少病人輪候的時間。

此外,藥房的同工每天都收到不少有關癌症標靶藥物資助的查詢。我們明白到家屬一邊照顧患病的家人,一邊需要顧及工作,實在難以抽身處理資助申請。如今在觀塘交通便利的地方增設服務點,九龍東的病人及家屬可在較方便的地區辦理申請手續,家屬亦可以透過電郵或傳真遞交申請以節省時間。

「惠澤社區藥房」因應服務需要在不同區域拓展服務,現時同工分別在灣仔、太子及觀塘三間藥房服務病人,希望透過各項的藥物資助計劃及藥療輔導服務,幫助更多有需要的長者及低收入人士,讓大家都有基本服藥治病的權利。在此,我再三感謝慷慨解囊的善長和一起努力的藥房同工們,於我們來說除了實際的捐贈外,各位對藥房的信任及支持,令我們更有力量為有需要的服務使用者走得更遠!

Kwun Tong Pharmacy Relocation for Patients' Convenience

Our Philanthropic Community Pharmacy is back to service in mid February. First of all, let us thank the great effort of our staffs in coordination to enable the new pharmacy back in smooth operation. We have all along been committed to provide medication consultation and medical subsidy in order to teach elderly the correct of taking medicine. With this in mind we have actively expanded the Philanthropic Community Pharmacy and spent great effort in meeting the need of elders in various districts.

The new Kwun Tong Pharmacy has been in business for about two months. As it is located near the Kwun Tong MTR Station, it is more convenient for the elderly and their families getting there; and being more spacious, elderly can sit comfortably in waiting for their turn to get their medicine. Besides hardware, software is also needed. As more people are coming to the dispensary, we have added dispensers to follow up with patients who are stable with the medication, thus reducing patients' waiting time.

Furthermore, the Pharmacy staffs receive lots of inquiries on subsidy of target drugs for cancer treatment everyday. We understand the family's difficulties in looking after the patient as well as taking care of their job at the same time, it is hard for them to come in person to handle the subsidy application procedure. Now, with this new and convenient location in Kwun Tong, it is more convenient for east Kowloon patients to come for application. In addition, to save time, they can make use of email or fax to submit the application.

The expansion of Philanthropic Community Pharmacy service is in response to the need of different districts. Now with three pharmacies located in Wanchai, Prince Edward, and Kwun Tong, we wish to serve more elderly patients and people of low income through various medicine subsidy programs and Pharmaceutical Care Service for Patients Project as everybody has the right to get medical treatment. Here again we have to thank the benevolent people for their generous donations and our pharmacy staffs for their hard work. Apart from the donation, your trust and support to our pharmacies give us added strength to provide service users with the needed services and let them go further ahead!





拯救獨居長者要及時

「無憂通電聯關顧服務」自2011年開始推行,至今已服務過超過一千二百名孤苦無依、缺乏支援網絡的獨居長者、兩老或長期病患者。參加者每天在他們指定最方便的通話時間,接收由電腦語音系統撥出的電話,只要他們按「1」字鍵回覆,團隊就能確定每天他們的平安。如果他們沒有按鍵回應,工作員便會透過不同的渠道,包括:再次致電、查詢長者常到訪的長者中心、聯絡他的朋友、查詢管理處並請管理員上門拍門,以及查問醫院的入院紀錄等等,務求確定對方的狀況安全。若經過所有上述渠道仍聯絡不上,同事們會上門作進一步了解,有需要甚至會破門入屋。

過去我們也曾試過多次入屋,很遺憾有部分是遺體發現案,有部份則能及時救回,把仍氣息尚存的長者趕及送院救治。

每一次破門都是一個艱難的決定,除了要查探上 述所有渠道外,還需要考慮長者的習慣和性格,經詳 細的評估後便尋求警方的協助。由於參與此計劃者的 特性是獨居,缺乏親友的人士,他們在地區的支援非 常薄弱。

2017年2月,我們藉無憂通發現其中一位使用者 薛伯伯失去聯絡,查詢過所有地方都找不到他。上門 評估後,工作員發現伯伯的廚房於日間亦亮燈,更感 懷疑,於是在保安員的陪同下,以伯伯之前交予我們 保管的後備匙開門。

我們甫一開門便發現伯伯於廚房內仰臥,無法動彈。我們隨即上前查探伯伯的生命跡象,發現伯伯仍有意識,對叫喊亦有反應,於是便報警請救護員上門,並在工作員的陪同下入院護理。由於伯伯在廚房煮食時不慎滑倒,無力按平安鐘,故無憂通的追蹤可謂及時雨,讓伯伯不致在嚴寒的天氣下飢寒交迫。

「無憂通電聯關顧服務」一直致力守護獨居長者,除了在危急時作出支援外,近年更積極推動各區的地區活動,茶聚就是其中一個重要的項目,目的是建立各區使用無憂通服務者的網絡,建立他們彼此間的守望。同時,工作員亦藉此發掘熱心及身體健康良好的使用者,發揮他們助人自助的精神,擔當區長角色,有需要時協助聯絡失聯的使用者。

Save the Elders in Time

Our call service "No Worry Link" has started operated since 2011 and have been serving more than 1200 lonesome, helpless elders, old couples and patients with chronic illness who lack of supporting network. Our computer voice system makes calls to these users every day routinely at a designated time when they are convenience to answer the call. All they need to do is to press "1" to return the call then our staff can ensure their safety. If there is no respond, we will try all the way to make certain that the elder is safe, such as making calls again, making enquiry to the elderly center that he frequently visits, contacting his friend, asking the building management office and requiring the security to go upstairs to check the condition, as well as checking the hospitals admission record etc. If we still could not reach the elder via all the above methods, our staff will go over to his home for further follow up and even break into the house.

There were a few cases that required us to break into the house, sadly that some of them eventually become the body discovered cases, and some are "just in time" to send the elders to the hospitals and save their lives.

In fact it is hard to decide whether to break into the house. Apart from the mentioned issues, we also need to consider the habits and characters of the elders, assess the situation carefully and seek help from police. Since the users of this service are all living alone who do not have any relative, they have a very weak district support.

In February of 2017, via the "No Worry Link" service, we found that our user Grandpa Sit was missing. After contacting all the parties, we went to his home and noticed that his kitchen light was on even during the daytime. With the company of the security guard, we opened the door with the spare key that Grandpa left for

What we saw at the first sight was the old Grandpa lying in the kitchen and could not move. We rushed to him and checked his vital signs, found that he was still conscious and could give respond, so we immediately called the ambulance and went to the hospital with him for treatment. As Grandpa Sit slipped when he was cooking in the kitchen, he was unable to call for help by pressing the Safety Alarm, the trace from "No Worry Link" is like timely rain that prevented the Grandpa from suffering hunger and cold in such a freezing weather.

No Worry Link is committed to protect the solitary elderly, besides the support for critical situations, we also actively develop some community activities in recent years. Tea gathering is one of these important projects that aims to build up a "No Worry Link Network" for the elders to help each other. At the same time, our staff can take the chance to spot some enthusiastic and healthy users to become district leaders, who can help to contact the missing elders when necessary.



到戸理髮義工 - 淑英

義工服務之啟程

回想七年前,好友麗玲邀請我一起做義工剪髮服務,需為一位因意外導致行動不便的人提供服務。當時,感到詫異,為何需要不懂理髮的我一同前往服務。由於曾經擔任臨終關懷義工,進行了有關開解受傷人士的負面情緒訓練,所在過程中,亦略盡綿力,負責開導範圍。此經歷讓我感到十分深刻,得悉透過理髮改善服務使用者的儀容亦甚為重要。

經過此事後,湊巧有一位專業髮型師,義務開班 教授剪髮技巧,好友鼓勵我參加訓練,學懂剪髮後, 將來可獨當一面嘗試上門開解長者並進行剪髮服務, 一舉兩得,何樂而不為呢!從始便正式投入「聖雅各 福群會」理髮義工服務。

義工服務,由心開始

在自身上門理髮服務經驗中,受助人大多數是獨居行動不便的長者,亦有因患病導致行動不便的年輕病人。令我感受最深的是一位年輕女病人,他患癌症引致要長期使用氧氣罩,全身乏力不能行動。在交流的過程中,我問一句她答一句,木無表情,看得出她情緒跌落谷底。因此,我慢慢地了解她有關對剪頭髮意見,細心觀察她患病前的髮型,嘗試按照著她的意願,從而剪出她喜愛的髮型。後來,漸漸地看到她面上浮現淺淺的笑意,當時的我亦被觸動。在服務使用者失意落寞時候,主動獻上愛心與關懷,陪伴他們,並提高其面對逆境的信心,就是我做義工的原動力。

助人自助,服務大眾

做義工不但能幫到人,自身亦得著不少。服務過程中,能接觸不同階層的人,從他們身上學會珍惜生命,擴大自己的思維模式,人與人之間是要互相幫忙。我們應該關心及照顧弱勢社群,如長者在年青的時候,曾對社會作出重要貢獻,而現時他們需要社會給予支持,改善生活質素。我們亦應義不容辭,有力出力,投入義工服務。

「聖雅各福群會」對長者服務做得非常周到,不 論生病的藥物支援、家居義務維修、後顧無憂服務, 身體及心靈都能作出支援,令弱勢族群感到人間有 情,精神上得到安慰。更甚者,亦會接觸隱蔽長者, 轉介適合的服務,給予生活上適當支援。所謂有錢出 錢有力出力,令社會變得真善美,這就是我做義工的 主要原因了。



Home Haircut Service Volunteer - Shuk Ying

The beginning of voluntary service

I remember seven years ago my good friend, Lai Ling, asked me to join her as a volunteer of hair cutting service. That time service was needed for someone who had trouble getting around due to an accident. When she asked me, I was surprised as I knew nothing about cutting hair. I was a volunteer for hospice care service and had received training about counselling needy people against negative emotions. I was responsible for counselling by conversation. I found this experience very impressive. I also learnt that hair cutting service is also quite important because the user's appearance could be enhanced by hair cutting.

After this encounter, it happened that a professional hair dresser gave a hair cutting course for free. My good friend encouraaged me to join for reason that once I've mastered the skill, I would be able to cut hair and counsel the elderly by talking to them on my own. In so doing I can kill two birds with one stone! Then I started to join St. James' Settlement's voluntary hair cutting service.

Voluntary service begins from the heart

In my experience as a home hair cutting volunteer, I found that most of my clients were lone elderly with movement problems. There were also young people with similar problem due to sicknesses. What impressed me most was one young female patient. She had cancer, had to use oxygen mask continuously and was too weak to move. In the course of our conversation, she answered expressionlessly only when I asked her something. I could tell she was at the bottom of her moods. So I tried to find out her opinions about cutting hair slowly. I also studied her hair style before she got ill in detail. I tried to cut her hair the way she liked it. Later on, her face gradually broke into a smile which moved me to some extent. When the client I serve is depressed and helpless, I can show love and concern, be their companion and raise their confidence in facing unfavourable circumstances. This is what motivates me to be a volunteer.

Help and self help in serving people

Besides helping others I benefit from doing voluntary work, too. I come into contact with people of various strata in the course of serving. I have learnt to treasure life and expand my mode of thinking from them. People should help one another. We should care about and look after the under-privileged. For example, the elderly contributed substantially to society when they were young. Now at old age they need support from society so as to improve their living quality. We should contribute however we can and join the voluntary services.

St. James' Settlement has been doing a comprehensive job in elderly service. Its scope of service, both physical and emotional, includes medication support to the sick, Elderly Home Maintenance Servcie as well as Prepaid Funeral Navigation Service. These make the under-privileged feel there's love in our society and bring them emotional encouragement. Moreover, St. James' Settlement also contacts the hidden elderly, refers them to suitable services and provides appropriate support. It is said that those who are financially capable can donate money; those who are not, do voluntary work. Then our society will be a society of Truth, Kindness and Beauty. This is the main reason why I am a volunteer.





傳承助人的心志

「春天天氣回南,又開始熱。爸爸,是時候開始 籌備送電風扇了……」當了六年多小義工的女兒叮囑 道。

誰說香港沒有春夏秋冬?只要心繫一班曾經為香港付出了一生努力的獨居長者,記掛着他們的生活所需,這些細微的季節變化,每每也能成為我家中的上心事。

春天回暖,當開始覺得炎熱時就要開始張羅電風扇、紙扇、葵扇等夏日消暑用品;秋天漸涼,開始感到涼意時就是要準備暖風機、頸巾、羽絨外套等寒冬送暖心意……打從第一日帶着當時只有六歲的女兒探訪獨居婆婆、伯伯,我便開始孜孜不倦的引導她、帶領她,希望她體會到爸媽為善助人、身體力行的一份細微心意。

每年我更會帶她走到灣仔石水渠道,把媽媽寫上 微薄捐獻的支票親手交到聖雅各福群會的社工手上, 拜託社工們為老人家添置一些家居電器、食物等等日 用品……

轉眼間女兒已經十二多歲,也算得上是「資深」 小義工。今天,我夫婦兩人總算也為當年於孩子心田 裡播下的一顆小種子能茁壯成長感到欣慰,也為培養 了一份小善心、一份小力量而感恩。

希望生命影響生命,百川滙聚能成大愛,如願。

司徒志能先生

A Legacy of Helping Others

"Spring is here. It's getting hot again. Daddy, it's time to plan sending out electric fans..." says the daughter who has over six years behind her.

Who says there are no season changes in Hong Kong? The slightest change in the weather causes concern to our family, because elderly singletons who have given their life's efforts to Hong Kong are constantly on our minds, and we care about their daily needs.

With the arrival of spring, when we begin to feel hot, we begin to gather electric fans, paper fans and palm-leaf fans for keeping cool in summer; when autumn sets in and it gets cool, we prepare fan heaters, neck scarves and down jackets for keeping warm... My daughter was six years old when I first took her on visits to elderly persons who lived alone. My wife and I wanted to teach her with our deeds that you help others because you see and feel their needs.

Every year I would also take her to Stone Nullah Lane to deliver donation cheques signed by her mother, to the hands of St. James' Settlement social workers, asking them to please purchase some home electrical appliances, foodstuff and daily necessities for the elderly.

Now she is twelve years old and may be considered a "senior" volunteer worker. Today my wife and I can take joy in the germination of a seed we have sown, and be thankful that we have nurtured a caring heart.

May life shape life, and all rivers flow into a vast ocean of love.



Mr. Elroy Szeto



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



□ 診病交通費支援計劃 □ 專科專藥補助計劃(燃點希) □ 送藥到戶服務 □ 營養福袋 □ 到戶理髮服務 □ 電費助貿弱計劃 □] 家居醫療用品支援計劃	助及支持
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:	古亜%碼:	
以信用咭捐助(□ VISA □ MASTER)	× 577, 0113 ·	
信用卡號碼:	信用卡有效日期:	(月/年)
	簽署:	
□ 銀行入數紙 (善款可存入聖雅各福群會於下列銀行戶□):		
匯豐銀行:002-5-224247 或 恒生銀行:388-558645-001或 東亞銀行:514-10-30561-7		
(請在適當位置加上√號) - ####################################		
敬請在支票背後或銀行入數紙寫上所捐賜之「慈惠服務」,連同捐款者之姓名及地址擲寄本會地址,或將銀行入數紙 傳真至本會,FAX:3104-3635,俾本會可奉呈上謝函以及收據,以供閣下用作 扣除稅額 之用。謹此致謝。		
等其主本曾,FAX:3104-3033,体本曾可奉主工副	函以及以據,以供阁下用作 们 ·	 水化的
I / My company would like to contribute (one-off / monthly) \$to support Medication Subsidy Program		
Donor / Co.'s Name :		ng No. :
Address:	Ph	one No. :
Donation Method: ☐ Crossed cheque (Payable to "St. James' Settlement")		
Bank: ☐ By Credit Card (☐ VISA ☐ MASTER)	_ Cheque No. :	
Card No :		
Card Holder's Name :	_	
☐ 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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