





我們負責推行的所有「慈惠服務」,乃基於弱勢社 群,如獨居無依老者、病弱殘障者的生活需要,由於他們 缺乏財力解困、兼完全沒有任何親友的援助、以及並未有 政府及團體任何資助下,在沒有替代他們親人的照顧責任 及慈善機構的工作下,方接受地區福利機構社工的轉介, 加上在我們專責的社工審核,或義工的家訪瞭解,方會作 出服務或援助。

為能令地區福利機構的轉介社工,掌握每一項「慈惠 服務」的申請資格、服務範圍、類別及形式等事項,我們 除經常透過信件、電話溝通、於網頁內經常更新資料,還 會自薦出席各地區社工的會議、主動要求與個別機構及社 工的會面,以聽取他們對服務的反嚮、所遇問題等外,亦 會探取他們對本會深化及拓展有關服務的意見;我們希望 藉這些相互溝通機會,以能加強我們的服務質素,以達善 長的施善的期望,起著「珍貴資源不被濫用以及直接幫助 困苦無助者」為依歸。

即是說,轉介者所提供的個案資料必要真,我們才可 真正依循善長的施善指引行事。

事實上,我們不容許社工因誤解或基於個人私人感 受,而錯誤地轉介一個不適合的個案,因而浪費及增加我 們的審核時間,因為我們定下同工必需於接到申請後三個 工作天內作出回覆;因為若情況緊急,如長者家居照明、 水喉及電力出現問題時,我們定會即時安排維修義工到戶 服務;而很多時候,我們的義工作出服務,而轉介社工也 未能上門與義工會合,此也令受助長者及社工們驚訝我們 的快速服務;我們不欲拖慢服務的速度,除免令長者每刻 留在家中苦候義工到臨的服務,而上述的情況,實也是我 們「救急 防危」的要務,因為那正是老人的潛在「家居 陷阱」,我們不欲見到因照明問題,令長者晚間摸黑而跌 倒、因電掣漏電,而被「電傷」。

We speed up our service delivery, but we serve only the right cases

All philanthropy projects organized by SJS are aimed at helping the underprivileged such as poor singleton elderly, the disabled and those who are seriously sick to fulfill certain basic needs. Only those who have got no money themselves to maintain a basic standard of living and are enjoying absolutely no financial subsidization from friends, relatives, government or any kind of institutions, can be referred to SJS by the community-based social welfare organizations. All applications referred to us will be verified before we deliver our service, either by social workers who is in charge of the corresponding project or by volunteers who pay home visits directly to the applicant.

To get the front line social workers in the community well acquainted with the details of our various service projects, including eligibility, service category and means of servicing, etc., we keep them abreast of our latest news through regular mailed updates, telephone contact and through our website. We even take initiative to approach them, to meet with them and to involve directly in their review meeting, in order to understand the problems they encountered and to gather their feedbacks to our projects and our future service direction. Through open and continuous communications, we hope to further improve our service and to better fulfill the expectation of our donors, i.e. to put every penny in good use to help the needy and the poor.

Only if all information in every application we received are authentic and well verified, can we act in the interest of our donors to make sure money are utilized in the way they expect.

We pledge to finish processing each and every application within 3 working days after receipt, therefore we can afford no wrong cases in our system, no matter it is due to misunderstandings or misjudgments of the referring social workers. Any wrong cases sent to us would cause an unnecessary waste of our manpower to process it and hence an unnecessary delay to the other applications awaiting service. We realize some of the applicants truly require our urgent attention, for instance, the lighting went out in the elderly's house, or there is water leakage, short circuit. In such cases we would send our volunteer technicians to fix it right away. However, it is not uncommon to see our volunteers waiting to deliver service but the front line social workers cannot match up with our schedule. We have to admit sometimes our processing time is much shorter than what others can expect so that it causes coordination problems between us and other welfare organizations. Rather hit and miss, we stay committed to our pledge, as we understand the elderly could be left in home danger if we don't act fast — the elderly could get tripped over at home without adequate lighting or get caught in an electric shock if the short circuit is not fixed in time.

We would like to expedite our service delivery, but we never compromise efforts to make sure all cases are authentic and well verified.

盡速提供服務,實也是服務的要旨。

『家居維修服務』及『電器贈長者』 5/09 個案統計 HMS & EAE 5/09 Cases Statistics

新個案來源	Origin of New Cases	家居維修服務 HMS	電器贈長者 EAE
聖雅各福群會	St. James' Settlement	5	10
社會福利署	Social Welfare Department	5	13
非政府機構	Non-government Organization	87	85
其他政府部門	Other Government Department	3	0
個案總數	Total	100	108
個案數目統計	Cases Statistics		
5月份新個案	New cases in May	100	108
4月份尚未完成的個案	Cases carrying-over from April	91	46
5月份共需處理個案	Total cases to be handled in May	191	154
5月份完結之個案	Cases settled in May	90	66
帶往6月份之個案	Cases carrying-over to June	101	88
完結之個案情況	Status of Cases Settled		
綜援個案	CSSA cases	79	53
非綜援個案	Non-CSSA cases	11	13
已完結之個案	Cases settled	90	66

服務電器送贈數字 No. of Services Donations

	家居維修服務數字 [^] MS No. of Services [^]			贈長者計劃 送贈電器數字 No. of Electrical Appliances	
裝置(如扶手/毛巾架/ 照明)	Other fitting (eg. handle bar / towel rack / lighting system etc.)	132	收音機/錄音機	Radio / Recorder	1
電力供應系統維修	Electricity systems	65	電飯煲	Rice cooker	15
木工維修	Wood-work	25	電視機	Television set	8
來去水系統維修	Piping & drainage systems	22	雪櫃	Refrigerator	6
家庭電器維修/安裝	Electrical appliances	36	風扇	Fan	14
新居裝修 (如鋪膠地板 及其他裝置等)	New house decorations (eg. install plas- tic floor tile & other fittings.)	16	電水壺/電水煲	Electric water boiler/pot	9
安裝《弱聽長者應門》	Flash-bell fitting	5	熱水爐	Water heater	13
檢查電力裝置	Check electricity system safety	30	洗衣機	Washing machine	4
電器安全常識和操作 指導	Home safety guide on electricity and electrical appliance use	0	電話	Telephone	2
鄉郊工程 (如改善水電	Country-side works (eg. water and electricity works/ living environment	3	電磁爐	Induction cooker	3
系統、生活環境改善)	improvement etc.)	3	其他	Others	0
總數	Total	357	總數	Total	78

^ 部份「家居維修服務」支出乃由省善真堂及新界崇德社贊助

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缺雪櫃保鮮食物 可免貧老被病染

「為了慳錢,即使食物有異味,也會吃下。」一位家 中缺乏電雪櫃、領取綜援無依老者說。

「際此炎夏將至,細菌容易滋生的季節,長者吃下不 潔食物,確是很容易影響身體健康。」一位向從事安老工作 的社工說。

為何長者不顧食物衛生,而不購買一電雪櫃,以保食物新鮮免細菌感染?

「購買一個動輒千多元的電雪櫃,將會用去我半月的 食用費,試問不吃不喝兩星期才可有一個電雪櫃,那怎會有 可能呢?」一些貧困無助的老者肯定會無奈地說。

該社工亦指出:「很多領取綜援的長者,每天均要省 下金錢留待翌日使用,在捉襟肘見下,加上要應付醫療費 用,根本鮮有能力可改善拮据困境。」

故你可支持聖雅各福群會《電器贈長者》計劃於本年 六月所舉行的「電雪櫃徵集月」嗎?捐出使用不超過5年性 能良好的電雪櫃?或以集腋成裘方式,讓該會以批發價用 \$1,500購買新雪櫃以改善正輪候多月的10名貸而無助老者, 以助他們可保持食物衞生,不用冒險強行因節儉及不欲浪費 而吃下不潔的食物,使虛弱的身體更受疾病折磨。有意施善 使貸老即時改善生活的人士,請往該會位於香港灣仔石水渠 街85號一字105室的收集點聯絡,或致電施善熱線:2835-4321或8107-8324。





Without refrigerator to keep food fresh, poor elderly may get infected.

"In order to save money, I'll eat the food even if it smells strange," said a helpless elder who lives on social security assistance and has no refrigerator in his home.

"The hot summer season is coming, food easily gets contaminated by bacteria. This can easily affect the health of the elders if they eat the food," a social worker on elderly services said.

Why don't the elders care about food safety and buy a refrigerator to keep their food fresh so as to avoid infection?

"Buying a refrigerator, which costs over \$1,000, would cost me half a month's food expenses. How can I possibly stop eating for half a month in order to buy a refrigerator?" Some poor, helpless elders would definitely say.

The social worker also pointed out: "Many elders who receive social security assistance must save the money every day for the following day's use. Under such hard circumstances, and having to meet medical expenses too, they rarely have the financial capability to improve their living conditions."

So, can you support our Refrigerator Collection Month under the Electrical Appliances for the Elderly Program, to be held on June, this year? And donate refrigerators not exceeding 5 years of service and in good condition? Or you can also make a cash donation to support this Program in purchasing new refrigerators at a wholesale price of \$1,500, to improve the living conditions of 10 elders who have been on the waiting list for several months. This will help them to keep their food safe, and avoid the risk of further damaging their already weak health by eating contaminated food so as to save money. If you are willing to give a helping hand to improve the poor elders' living conditions, please contact St. James' Settlement in Room 105, 1/F, 85 Stone Nullah Street, Wanchai, Hong Kong, or call the donation hotline at 2835-4321 or 8107-8324.

「有了善心人送的雪櫃,我可保鮮食物了。」 "With the donor's refrigerator, I can keep fresh my food now."



讓我們堅強 活下去

「我覺得自己生存在這世上,累人累物。」年屆六旬,正領 取綜援的葉伯伯含著淚說。「我不煙不酒,我的身體一向健康,直 到數年前,有一日在洗澡後,突然昏倒了三日三夜,醒來後醫生說 我是心臟病發。」

「坦白說,我寧願死去還好,我不能照顧自己,又失去工作 能力,更不能照顧太太,不瞞你說,我曾想過一死了之。」 葉伯伯 愁苦地說。

葉伯伯的太太本已受心臟病困擾,在數年前更患上柏金遜 症。「平日我只能睡在床上,因為每一次嘗試走動,我也會跌倒, 跌得很痛,真係怕有一天會跌斷手腳。」葉太太四肢顫抖地說。「 我常常反問自己,我連累丈夫,對社會更全沒貢獻,我還有活下去 的理由嗎?」

「是我不好,我不能外出工作。因為我患有心臟衰竭,除了 不能活動太多,更不能身處空氣不流通及污濁的地方,因為這樣的 環境會令我心臟變弱,隨時死亡。運動少了,我也變得更衰弱了。 」葉伯伯站在一旁說。

說到在家的情況,葉伯伯說:「日常我也不敢在家煮食,因 為煮食所產生的廢氣會危害我和太太的心臟。」「但我實在沒有法 子,安裝抽氣扇對我來說實在太昂貴,動輒也要千多元,我實在負 擔不起。我們沒有子女,又沒有親友可助,怎會有人關懷呢?」

全靠各善長的捐助,當本會的「家居維修服務」社工了解葉 伯伯的情況後,便迅速安排義工為葉伯伯安裝抽氣扇。葉伯伯定眼 看著新安裝的抽氣扇說:「我不知道該說甚麼來表達我對各善長的 感謝,各善長的幫忙,對我來說實在是雪中送炭。」葉伯伯和葉太 太互相挽著對方的手,熱淚凝眶地同聲說:「因著各位善長,我們 覺得我們並沒有被遺忘,仍然有很多的人關心我們。謝謝你們,你 們的關懷與鼓勵,讓我們堅強活下去。」

Make Me Live Stronger

"I feel I am useless and helpless this world." Mr Yip, who is lives on CSSA, said unhappily. "I do not smoke and drink, I am healthy. However, a few years ago, I fainted when I finished a bath. I fainted for 3 days. Doctor said I had heart attack."

"Honestly, I feel it will be better to die. I can't look after myself and have a job. Moreover, I can't look after my wife. Actually, I want to die."

Mrs. Yip suffers from heart attack, and she has Parkinsonism few years ago. "I always stay in bed, every time I try to get up, I afraid I will fall and break my bones." She was shivering when she talks. "I always ask myself, I embroil my husband, and no contribution to the society. Do I have any reason to alive?"

"This is my fault because I can't have a job. I have heart attack, I can't move too much. I also can't stay in polluted area, the reason is my heart will become weaker. I will die suddenly. I become weaker due to lack of exercise."

Talking about their home situation Mr. Yip says. "I do not cook at home, because the smoke from cooking could cause our heart attack. However, I can't afford the installation of exhaust fan because it is too expensive. We do not have any children, and no relatives to help. So, who cares?"

Once our social worker understood Mr. Yip's situation, we immediately arrange a volunteer to install an exhaust fan. Mr. Yip starred at the volunteer installing his fan and said, "I do not know how to express my thanks to the donor." They hold each other's hands and said, "Thank you so much, there are many people are concerning us. Because of your care, it can let us live strongly."



「善長的慨助,令我覺得未來不是一片黑暗,人生,仍有亮光。

"Donor's help make us feel the world is bright and life is still has hope."



「個飯煲壞咗,唯有拎原先飯煲個內膽放喺煤氣爐度 煮飯囉,雖然係好危險,可能會燙傷,但都冇辦法喇!」 年屆八十的劉婆婆指著廚房那幾乎被燒焦的飯煲內膽說。

未婚的劉婆婆年紀漸長,獨自一人居住,身體每況愈 下,更患上嚴重的白內障,視力十分模糊,於家裡走動, 也要摸著四周的牆壁引路,生活非常不便。

每月的綜援金也只能足夠用於食用的劉婆婆說:「原 本個飯煲都係廉價購買嘅,有一次我用來煲粥,點知水份 滲入咗電掣,就壞咗喇;我又唔夠錢買過一個性能比較良 好嘅,問樓下維修嘅師傅,維修費要百幾蚊,實在係太貴 喇!我邊會有能力拎去維修?」劉婆婆從火爐上拿起飯煲 內膽裡的飯餸時,顯出一臉無助的表情地說。

得悉劉婆婆由於身體狀況欠佳及眼疾的問題,沒有飯 煲的日子使其生活不便,更使家居安全造成極大的威脅, 聖雅各福群會立即轉贈由熱心公益的善長捐贈的電飯煲一 個給劉婆婆,以解生活之困,感受人間有情。



Cooking with the rice cooker's container

"This rice cooker has been broken for ages, so I just use the container of rice cooker for cooking. I use it on the gas stove, which I know is very dangerous, and it is easy for me to get hurt, but I don't have any choices.", said Ms. Lau who is 80 years old as she pointed to a burned rice cooker's container.

Ms. Lau is unmarried. She lives alone, and her health is getting worse. She also has serious cataract on both eyes, which only gives her limited vision. When she walks around inside the house, she needs to touch the wall to lead the direction, it is very inconvenient.

Every month, she receives social assistance from the government. However, the money she gets is only enough for food. Ms. Lau said, "The rice cooker was so cheap when I bought it. One time I used it for cooking porridge, but water got into the plug by accident, and it was broken immediately. I don't have any extra money to buy a new one. I checked with a repairman downstairs at the market, and the repairing fee was over a few hundred dollars. It was so expensive! I could not afford it." Ms. Lau took the cooked food from the rice cooker's container and shows her helplessness on her face.

Once St. James' Settlement found out Ms. Lau's situation, with her deteriorating health and problems with her sight, that it was very difficult for her without a proper rice cooker, we immediately sent her a new rice cooker. It was donated by kind people who wanted to improve Ms. Lau's quality of life. She was overjoyed that there are people who care about her.

劉婆婆從火爐上揭起燻黑了的飯煲內膽的煲蓋,顯得一臉無助的表情。 Ms. Lau shows her old and dirty rice cooker's container on the gas oven.



低潮中更見憐愛

「只要我有手有腳,我深信自己一定終有一日可以 翻身!」李先生豪言地笑著說。「其實短期的失業又有 甚麼大不了?我有氣力、有時間,而且背後還有家人默默 的支持。相比起那些貧苦無依的長者,我的景況還算甚麼 苦?」

李先生是「電器贈長者」的長期捐贈者,小至電水 壺,大至雪櫃,甚或乎電器禮券,只要他能夠從身邊搜尋 得到的資源,都毫不吝惜地捐贈予有需要的老人家。原先 從事地產經紀的他,由於金融海嘯的關係,而被公司裁 了,在家已賦閒了兩個多月。在許多人眼中,李先生正處 於人生的低潮,對於前景應該會感到十分徬徨,可是他本 人卻沒有氣餒,在努力找尋工作之餘,亦利用餘閒積極參 與義工服務,並以身作則鼓勵身邊朋友幫助有需要的人。

「生活總是有高有低,很難一帆風順。社會上實在有 太多人比我更不幸,尤其沒有家人照料、行動又不方便的 弱老,他們即使有苦亦不知有何途徑尋求援助。以前的我 忙碌得像一輛不會停的車,趁著現在有點時間,何不貢獻 他人?」

隨著金融海嘯一波接一波的衝擊,本港經濟正逐步衰 退,市民的生活更捉襟見肘。在這種大氣候下,社會服務 募集的善款也顯著下降。正正是由於李先生這類善長的積 極捐助,我們的服務才能繼續運作下去,以幫助一些社會 上備受忽略的人士。你願意伸出幫人之手嗎?義工及捐贈 熱線2835-4321或8107-8324。

Tender affection in time of downturn

"As long as I still have my arms and legs, there surely will be time when I shall be back on my feet again!" said Mr. Lee gaily with pride. "Short time unemployment is no big deal, isn't it? I am still able, time is on my side and so is my family backing me up in silence. My situation is still comparatively better than those poor and without anybody turning to elderly."

Mr. Lee has been a long-time donor to our "EAE" Program from small items like electric kettles to huge refrigerators and even electrical appliance gift coupons, whatever resources he could get hold of will be generously donated to the homes of the needed elderly. He used to be a real estate agent but was laid off by his company as a result of the financial crisis and has been resting at home for over two months. In the eyes of many people, Mr. Lee is in his low time and should worry a lot about his future. However, he is never disheartened. In his effort of continual looking for work, he actively engages in volunteer services in his spare time, setting a good example for his friends to help the needy.

"Nothing is smooth in life, there will always be ups and down. Many people are even less fortunate than I, especially those who are weak and old, lacking mobility and without family members to give support. They do not know where to turn for help. In the past, I was so busy like a car with engine running all the time. Now, as I have time, why do I not contribute it to the others?"

With wave after waves of the financial tsunami strike, Hong Kong economy is slipping and the average livelihood of the citizen are in financial difficulty. Under the circumstances, donations to

> social services have significantly declined. It is only with positive actions of benevolent people like Mr. Lee that allows our services to continue operation in order to help those who have been neglected by the community at large. Will you be willing to extend your helping hands? Volunteer and donor hotline: 2835-4321 or 8107-8324.



義工服務令受惠長者感到久久的温暖。 Volunteer service renders the elderly a feel of everlasting warmth.



改善用藥提升治療成效

錯誤服藥帶來的影響非常大,不但減低藥物成效,也無 法令病者有效控制病情。病人及早識別服用藥物時面對的困 難,以助控制病情,是會大大減少入院、到診所或急症室求 診的次數。

可惜,不少長期慢性病患者,特別是長者,都不依照指 示服用藥物,亦存在很多錯誤的服藥觀念,因為他們多會屯 積過多不同種類的剩餘藥物,造成浪費及混亂、未有妥善存 放藥物、自行減少服藥分量或為免服藥後的副作用,主動停 藥。

聖雅各福群會與香港醫院藥劑師學會自去年三月起已為 超過850名病者提供「病患者藥療輔導服務」計劃,統計顯 示,藥療輔導服務有助提升藥物的成效,有效控制病者的病 情。此計劃除接受任何年齡的病人,報名接受此免費諮詢服 務,亦歡迎社會福利機構社工及護理人員作出轉介。

病人必須攜備正在所服食及剩餘的藥物,藥劑師除講解 藥性與療效,同時評估病人平日服用的情況是否理想,假如 有副作用的情況發生,藥劑師會按處方建議病人的醫生,以 增添或刪減所需藥物的數量,避免浪費或屯積藥物的情況。

改變病人對使用藥物的錯誤觀念,向病人灌輸依時服藥的知識,使藥物發揮最大的醫療成效,幫助病人控制病情, 是該計劃推行的目的。你或你的家人可有服食或處理藥物的問題?為保健康,「知藥用藥」的知識是療病的竅門。速與 聖雅各福群會聯絡,參加此計劃。報名電話:2835-4320。



Medical Counseling Enhances Patients' Knowledge Medication Improvement Raises Treatment Effectiveness

Incorrect usage of medication will not only reduce its effectiveness, but will also result in failure to effectively control the illness. If patients are well informed of the problems they may encounter in using medication, it will not only help to control the illness, but will also significantly reduce the need for hospitalization or visits to clinics or the Accidents & Emergency Unit.

However, many chronic disease patients, especially the elderly, do not follow the instructions when taking medicines, and also have a lot of misconceptions about medicine taking. Some accumulate many different types of medicines, resulting in confusion and wastage, some does not store the medicines properly, some reduce the amount of in-take on their own, and some even stop taking the medication to avoid side effects.

Since March last year, the St. James' Settlement and the Society of Hospital Pharmacists of Hong Kong has provided counseling services to over 850 patients under the Pharmaceutical Care Service for Patients Project. Statistics indicate that pharmaceutical counseling helped to enhance the effectiveness of the medications in controlling the patients' illness. In addition to accepting applications for this free-of-charge service directly from patients of any age, we welcome referrals by social welfare organizations and paramedics.

Patients must bring along the medications they are taking and any unfinished. The pharmacist will not only explain the characteristics and curing effects of the medicines, but will also assess whether the patient's daily dosage is satisfactory. If side effects have occurred, the pharmacist will recommend the patient's doctor to increase or reduce the number or amount of medicines required, so as to reduce wastage or accumulation of unfinished medications.

The objectives of the project are to correct patients' misconceptions about usage of medicines, inform them about the need to take their medications on time, so as to maximize the effectiveness of the medications and help them control their illness. Have you or your family members encountered problems in handling and taking medicines? To maintain health, "know your medications" is the key to curing. Contact the St. James' Settlement as soon as possible to join the project. For registration, call 2835-4320.

「依照醫生服藥是治病的要道。」 "Following the doctor's instruction on taking medication is key."

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