

慈惠月報

The Philanthropy Monthly

聖雅各福群會
St. James' Settlement



一六年一月份 JAN 2016

網址 Website: www.thevoice.org.hk



社工的話
Social Worker's Remark

貧老，不只是用數字來讀

根據去年10月政府對香港貧窮人口數字的報告，表示貧窮人口連續兩年跌穿100萬，全港去年貧窮人口96萬人，創了6年有紀錄以來新低。然而，貧窮長者的數字卻有增無減，在96萬人中65歲以上長者約有30萬，約每三名長者便有一人屬貧窮，當中24,500為非綜援人士，逾96%無從事經濟活動。

我們不時在臉書或報章上，讀到一些生活在貧困中的長者故事，這與我們從慈惠服務中接觸到的長者，沒有兩樣。執紙皮、破舊衣裳和鞋子、望著破落的房屋、一個個不捨得掉棄的生鏽或損耗的老家電和一些存放多時的膳食等等；還有，因著身體漸漸虛弱，手腳不靈活，雙眼不中用，就連個人衛生也弄得不好，久而久之，更不敢接近人群。

到位的扶助和維持尊嚴地生活，對貧老來說是同等重要。

在申請服務的個案中，差不多大半數是社工、職員或義工上門家訪或傾談時，發現長者的生活出現了問題，令他們在身心出現不同程序的困擾；而社工一搬特別對無親友支持及獨居的長者，當中又特別對租板房的，更為關注！因為他們不是怕難堪，就是不想麻煩別人。對他們而言，過去也很獨立地生活了幾十年，不論是好、是差，也是這樣生活；所以，在幾度的天氣，摸著一張薄薄的被，也會口口聲聲說，「我有被、有衫，沒有問題，不用給我，把東西給那些更需要的人。」這樣回應，對前線的同事來說，一點也不陌生。

做人的工作，是一種講求「關係」的工作。

所以，我們的藥劑師、配藥員及不同前線的工作人員，在自己專職的工作上，也充當轉介社工的職責。因為，在接觸的病人和老弱者當中，我們不難發現，他們生活中的大小需要。只是，該從那裡入手？就是一份「關係」，一份載有關心，載有尊重的關係，才可以叫他們可以打開心扉。

貧老除了用數字來讀之外，應該讀他們的細節。在每一個普遍性當中，都存在著一個個的獨特性。懂得讀，才會了解；有了解，才可回應。我們知道，因為慈惠服務就是一直這樣的地走著，往後，也會是這樣。

Elderly Poverty

According to the government report on Hong Kong poverty population released in October last year, there is an over 1 million drop in the poverty population for the past two years while the poverty population last year is ninety-six thousands which is the lowest among the past six years. However, the population of deprived elderly keep increasing. Among the ninety-six thousands population, there are around thirty thousands elderly. At present, every three elderly has one poverty cases; while 24,500 are non-CSSA recipients and 96% does not participate in the economic activities.

The story of elderly living in the poverty can frequently be read in the newspaper or Facebook. Their living is in fact similar with the cases of our Charity Project. Collecting cardboard, wearing old clothing and shoes, facing a shabby home environment, using the rusty and broken electrical appliances as well as storing expired food and etc; moreover, some will have hygiene problem due to the deteriorated health situation and hence not willing to get contact with others.

For the deprived elderly, to offer proper assistance and to maintain a living with dignity are equally important.

For most of our cases, nearly half of the elderly are discovered with living problem during the home visit by social worker, staff or volunteers, which causes them both physical and mental problems. In fact, the social worker is especially sensitive to the living alone elderly or elderly without family support; also, those who are living in the partitioned flat is also of their high concern. Since they have been living by themselves in the past few decades, they have their own way in maintaining their lives no matter how the environment is. Thus, even they are just with a very thin quilt, they will still tell us, "I have quilt and clothes. I have no problem. You can giving the items to people who are more in need." Their response is absolutely not strange and unique to our front line staff.

Doing "human" work is a job requiring "relationship".

As a result, our pharmacists, dispensers and different front line staff not only work for their profession, but also work as a "referral social worker". It is because the elderly's need is easily noticed during our services. The point is "How we should deal with it?". Actually, all we need is a "relationship with care and respect". Only with this can open the heart of elderly.

To understand the elderly poverty, it is not simply a matter of statistic, we should read of their every details. Every of them has their own uniqueness. Only with ability to read, we can understand; and only with understanding, we can then response. We understand well because the Charity Project serves with this attitude since the past and for the future.

恒行正義，必走向生命。

He who acts on justice walks on the path of life



以後不敢亂買藥！

不論在電視、報紙又或雜誌，大家都會接觸到很多有關健康食品的廣告，特別是一些保健產品；而形形色色的保健食品和補充劑的介紹，又確實令人花多眼亂，每種商品都標榜著是成效顯著。由於這保健產品及補充劑都不是處方藥物，即不需要醫生處方也很容易在坊間買到，但究竟是否每個病人都合適食用？或者在服用上的方法又是否正確？

陳伯伯是位長期病患者，除患有糖尿病、高血壓和高血脂外，還確診患上心房顫動。在認識本會「惠澤社區藥房」前，因著醫生的診斷，他需要服用薄血藥物，由於這是自費藥物，故此，他就到坊間的藥房購買處方的薄血藥。由於陳伯伯的身體情況愈來愈差，女兒為了加強伯伯的身體抵抗力，於是吩咐家傭購買維他命E給伯伯服用。

陳伯的女兒告訴我們：「我哋都好希望爸爸的身體可以健康一D，不過，佢咁多病，我都唔知有咩可以做，睇廣告見到，話果隻維他命丸可以增強體魄，對身體有益，我就吩咐工人買，工人幫手每日比阿爸食。」藥劑師從女兒手上接過有關維他命丸，發現這與陳伯正在服用的薄血丸是不可以同時服用的，在藥效它們是相沖的，這會影響薄血丸在身體內發揮作用的效果，嚴重的會有生命危險。

當女兒聽過藥劑師的解釋後，一方面很自責，另一方面卻不停向藥劑師道謝，她說：「好彩阿爸身體無野，如果有咩事我地都唔知點算。我以前仲以為食吓維他命丸，應該唔會有問題，不過經過今次之後，我都唔敢單靠廣告資訊買藥，同埋我會問清楚你哋先。而家我明白咗，兩種藥原來要分開只少2小時先可以服食。」

OTC Medication Purchase Caution!

People are in constant contacts with many dazzling healthy food, especially the nutrient supplements, advertisements on TV, newspapers or magazines. They all claim to have excellent effective results. As they are over-the-counter (OTC) items, they are easily obtainable without doctor's prescriptions. However, are they suitable for the patient or the method stated is accurate?

Grandpa Chan, a chronic patient, has diabetes, hypertension, high cholesterol as well as atrial fibrillation. Before coming to our Philanthropic Community Pharmacy, he has to buy the self-paid blood thinning medication from pharmacies in the market according to doctor's diagnosis. As his condition deteriorates, his daughter asked the maid to buy him Vitamin E hoping to boost his immunity.

His daughter told us, "We wish dad to get somewhat healthier, but as he has multi-illnesses, I don't know what can be done. I saw in the advertisement that Vitamin can strengthen one's physique and is beneficial to the body, so I asked my maid to buy and help feeding it to him daily." On taking over the vitamin capsule from the daughter, the pharmacist found that the Vitamin cannot be taken simultaneously with his dad's blood thinning drug as it counteracts the latter's effectiveness and could be fatal in serious cases.

After listening to the pharmacist's explanation, they daughter was very guilty; on the other hand, she keep thanking the pharmacist and said,

"Luckily, it has no harm on my dad's health at present, else we really don't know what to do. I used to think taking vitamin pills should cause no problem. But from now on, I dare not rely solely on advertisement information for medicinal purchase and I would ask for clarification first. Now, I understand these two types of medication need be taken with at least 2 hours interval in between."



在夾縫中找到 生存的希望

聖雅各福群會惠澤社區藥房的主要服務是本著病者有其藥的宗旨，透過不同資助方案來支援有經濟困難的病人獲得藥物治療。劉小姐早於2013年在聖雅各福群會申請了帕唑帕尼(Pazopanib)的資助計劃，帕唑帕尼(Pazopanib)的價格非常昂貴，每月的藥費高達一萬元以上。

劉小姐患上非常罕見的癌病，她表示來向本藥房尋求幫助前，心情一直十分低落，據她了解早前幫助她的基金會，因著她的病類不符合基金會的成本效益，縱然她正服用已納入該基金會資助的標靶藥物，也不獲資助，她不明白為何要再把病者分類、分階級。在徬徨之際，她知道社會上有另一些資助計劃可以幫到她，故嘗試申請。最後，接到本藥房的電話確認，申請被接納。經過今次的事情，劉小姐跟我們說：「凡事要抱有希望，就算是處身夾縫之中，這亦是我患病多年以來一直抱有的態度，正因這樣，我才可以堅持生存至今！」

社會上有些類似劉小姐個案的例子，因著突然而來的疾病，花了一生的積蓄力抗頑疾，也心感負累了家人，身心飽受壓力。明白他們情況，也就不難想像他們在找不到坊間資源協助下焦急的情況。故此，善長的捐助，在制度下存實際情況的考慮等等，確實為邊緣一群患者重燃希望！

惠澤社區藥房的「贈藥治病計劃」，為病患者提供藥物，穩定患者的病情，透過面見藥劑師，明白服用藥物的須知，令藥物發揮最大的效用，同時亦可改善患者的生活質素。施善支票抬頭「聖雅各福群會」，支票背面可指定：「贈藥治病計劃」。施善查詢：8107 8324 或 2835 4321。

Found Hope For Survival In Narrow Straits

The main service of St. James' Settlement's Philanthropic Community Pharmacy is based on the objective that patients get drugs they need. The Pharmacy has been helping patients with financial difficulty to obtain medicines by means of various subsidy cases. Ms Lau has applied for St. James' Pazopanib subsidy plan as early as 2013. Pazopanib is a very expensive drug, its monthly drug cost comes to over ten thousand dollars.

Ms Lau was afflicted with a rare cancer disease. She remarked that she had been awfully depressed before she sought help from St. James' Community Pharmacy. She told us that the Fund organization that had helped her earlier cut off her subsidy for the reason that her disease failed to fit in the organization's cost benefits though she was taking targeted medicine which was included in the organization's subsidy list. She could not understand why the Fund organization dealt with patients according to the nature of disease and ranking. In her anxiety, she learnt that other subsidy plans in the society might be able to help her and she tried to apply. Finally, St. James' Pharmacy phoned to inform her that her application was accepted. After this experience, Ms Lau said, "I must be hopeful in every situation, even I was in narrow straits. This has been my attitude since I was diagnosed with cancer. As a result of my persistence, I can stay alive up to this moment."

There are other cases like Ms Lau. They spent their lifelong savings on fighting against fatal diseases due to the attack of a sudden illness. They went through great pressure physically and mentally because they felt they became their family's burden. When we understand their situation, we can easily imagine their state of anxiety when they failed to find communal support. Accordingly, the benevolent donors' donations definitely re-kindle hope for the sufferers in view of the real situation as well as existing medical system.

St. James' Philanthropic Community Pharmacy's Medical Subsidy Program provides medications which stabilize the patient's condition. Moreover, medications can bring about best curing effect when the patient undergoes personal interview with pharmacist and learns the proper usage of drugs. At the same time, the patient's quality of life can also be enhanced. For donation, kindly make out your cheque payable to "St. James' Settlement", specifying "Medical Subsidy Program" at its back. Please mail your cheque to Rm. 105, 1/F, 85, Stone Nullah Lane, Wanchai, Hong Kong. Donation hotline: 8107 8324 or 2835 4321.



獨居長者無力添置家電 幸得善長慷慨解囊

猶記得探訪朱婆婆當日正下著又濕又冷的毛毛雨，由於朱婆婆居住的地區偏遠，並非按地圖指示就能找到，即使義工駕車前往，兜兜轉轉花上了半小時，也未能找到目的地。最後，唯有請朱婆婆步行約二十分鐘前往最近的巴士站匯合，帶領大家到她居住地點探訪。眾人在車上，看著年約八十歲的老婆婆，穿著水鞋，拿著雨傘，一步一步走到義工的車前。看著她步履蹣跚，走路不穩，大家心裡都有點歉意，見狀眾人都立即下車迎接朱婆婆上車。

朱婆婆年約八十歲，由於家庭問題，被逼與子女分開生活。在沒有經濟能力、沒有親友支援下，她只能賴以綜援維生。由於家庭發生突變，她被逼搬離原本居住地方。在緊急情況之下，她向朋友借了一所非常破舊的鐵皮屋暫住。這所鐵皮屋位於新界較偏遠地區，外表看來是一所荒廢的破屋，沿路沒有車也沒有途人，如非婆婆帶領前往，根本難以找到。「我每日是走路往巴士站，約二十分鐘，然後乘車出市區買食物和生活用品，沒有辦法……要暫時在這裡住下來……」朱婆婆說起話來沒有氣力，加上她患有關節炎，經常跌倒入院，一旦她在鐵皮屋內發生意外，根本是無人發現。

這所鐵皮屋全以鐵皮搭建，既不能擋風又不保暖，幸好社工為她申請禦寒物品，並由本會「送暖行動」義工送來給婆婆，讓她可抵禦寒冷的天氣。義工向婆婆寒暄問暖期間，發現屋內設施簡陋，不少電器及設施已損毀，屋內的洗衣機已經不能操作，還出現滲水。由於婆婆患有關節炎，手腕及膝蓋經常感痛楚，蹲下身用手洗衣服時手腳也感痛楚。然而，朱婆婆根本沒有經濟能力添置洗衣機，她每天只好硬著頭皮用手洗衣服。眼見一位八十歲的老人家獨個兒住在破屋內，關節經常痛得厲害，大家都不忍心看著她這樣生活下去。於是本服務立即找來善長，為婆婆送贈一部洗衣機，讓她洗衣時不再感吃力。「很多謝你們，我其實沒有想過會有善長願意為我送贈洗衣機，我真的很多謝你們的善長。我自己子女都沒有這樣待我好，幸好得到你們的幫助！」當婆婆提到自己家庭問題，也不禁流下眼淚來。除了朱婆婆外，本服務也經常收到不少經濟困難的獨居長者求助，希望獲得善長幫助，添置家電。

在此感謝「拜耳醫療保健有限公司」的捐贈，為有需要的獨居長者送來電器，包括雪櫃、洗衣機及收音機，讓多名經濟困難的獨居長者受惠，解決他們生活所需。「電器贈長者」計劃宗旨為年老無依靠的長者送贈電器，解決生活所需。善長的捐助確實能為每位有需要的獨居長者解決生活困難，簡單的一個小電器，及至每月的捐款，已為不少貧困獨居的長者提供援助，改善他們生活環境，讓他們能獨立地於社區生活。



Lonely Elderly Couldn't Afford Generous Donor Gave Electrical Appliances

The day we visited Grandma Chu was drizzling damp and cold rain. Since Grandma lives in a remote, distant area, we couldn't find her place even with the help of a map. Our volunteer drove us there in his car; we spent half an hour looking but failed to find her home. Finally, we had to ask her to pick us up at the nearest bus stop. Grandma walked for 20 minutes to meet us at the bus stop and led the way to her home. From our car all of us watched 80-year-old Grandma Chu stagger towards us in her rain boots holding an umbrella. We all felt sorry for making her walk that distance. We immediately got off and brought her in our car.

Grandma Chu is about 80 years old. She was forced to live by herself without her children due to a family problem. She had no support from relatives or friends; she lives on the Comprehensive Social Security Assistance. She was forced to move out from where she originally lived due to a sudden change in family. The decision of moving came suddenly. She borrowed a dilapidated hut from a friend where she could live temporarily. This hut is located at a rather remote, distant area of New Territories. It looked deserted from the outside. There was neither traffic nor passer-by around. We wouldn't be able to find the hut if Grandma didn't lead the way there. "I walk to the bus stop daily, it takes about 20 minutes. Then I take a bus to city to buy food and daily necessities. There's nothing I can do. I have to live here for the time being." Grandma Chu spoke with difficulty. As she suffers from arthritis, she often falls and needs to be hospitalized. If she has an accident in the hut, no one will find out.

This hut was built of iron sheets. It doesn't keep the wind away and doesn't keep warm. Fortunately, a social worker applied for things to keep warm on her behalf. St. James' volunteers of Warmth Giving Action brought those things to her. During our volunteers' visit, they found Grandma's home was sparsely furnished. Some electrical appliances and certain facilities were broken, the washing machine had stopped functioning with water leakage. As Grandma has arthritis, her wrists and knee joints are often painful, more so when she bends down to wash her clothes. However, Grandma Chu couldn't afford a new washing machine. She has to wash her clothes by hand. Seeing that an 80-year-old elderly lives in a dilapidated hut alone and suffers severe pain from her joints, we took pity on her and tried to help her. Our service immediately found a donor to give Grandma a washing machine. "Thank you so much. I never thought some kind donor would give me a washing machine. I am so thankful to your donor. Even my own children won't do this for me. I'm so lucky to have your help!" Tear drops rolled down her cheeks when Grandma mentioned her family problem. In addition to Grandma Chu, our service often receives applications for electrical appliances from elderly who live alone.

We wish to thank Bayer Healthcare Bayer Schering Pharma for their donations. They gave electrical appliances such as refrigerators, washing machines and radios which benefited many lone elderly with financial difficulty. Our "Electrical Appliances for the Elderly Program" aims at giving electrical appliances to the helpless elderly to meet their needs in daily life. The donations can truly solve the difficulty of every lone elderly in need. One small appliance or a monthly donation brings help and support to many poor, lone elderly. As a result, their living condition can be improved and they can live independently in their community.

朱婆婆住在荒廢的破屋，四周缺乏支援。
Grandma Chu lives in a deserted and dilapidated hut with no support whatsoever.



善長送贈禦寒物品 讓獨老過暖笠笠冬天

「我不用了，你不用送東西給我，我已經足夠了，我還有衣服穿。」陸伯伯患有腦退化，對於生活的事物很多都忘記，太複雜的事情也未能處理。他與太太獨居於九龍區公屋，兩老年齡均接近九十歲，生活一直靠太太照顧。近年他們家裡有嚴重的蝨患，為了不再受蝨患困擾，長者中心社工為他們安排滅蝨服務。故此，他們很多衣物及東西都不能再使用，需要棄掉，待滅蝨後才能添置，包括衣服、棉被、床、床褥、木櫈等。由於寒冬來臨，長者中心社工急急為他們申請送暖物品，讓他們有能力抵禦寒冷的天氣。

本服務義工及負責職員到訪陸伯伯家，發現他們家裡物品不多，只剩下一個櫃、兩張櫈、少量生活用品及兩張帆布床，其他傢俬已棄掉，連衣服也不多，只有少量存放作替換。閒談間陸伯伯似乎不太理解家裡蝨患情況，只告訴義工不用給他物品，他已經有，並已足夠。太太一直站在伯伯身旁，緊握他的手，眼神表現無奈，也多次告訴伯伯他們的東西早已棄掉，沒有棉被了，伯伯聽後只是一直望著太太，沒有作聲。太太表示家裡的東西很多都要棄掉，蝨患令他們非常困擾。由於他們依靠綜援生活，沒有能力添置物品。她非常感激善長送給他們的棉被及生活用品，讓他們在最困難的時候得到援助。

另一位年約七十多歲居於新界區劏房的杜伯伯，與太太靠綜援生活。杜伯伯患有多種長期病患，加上中風後影響下肢不良於行，生活大小事務都要靠太太支援。由於伯伯體弱，間中未能控制身體機能而撒尿，把床單弄濕。最近，天氣漸冷，使用了多年的棉被也弄濕了。由於兩老生活沒有親友支援，沒有能力購買。於是，地區中心社工就他們的需要，向本服務申請棉被，讓他們得到社區的援助。本服務義工帶同兩張棉被及一些善長送來的日用品給他們。劏房環境很簡陋，屋內傳出氣味，杜太太表示最近伯伯經常弄濕床單及被鋪，伯伯身體非常虛弱，說話也有困難，太太一直在旁照顧著他。為了照顧他，婆婆根本沒能力清洗衣物，只好把它們放在一旁，但因此他們沒有棉被過冬。婆婆十分感謝善長送贈之棉被，不停地向義工道謝，臨行時更向義工送上祝福。

Kind Donors Give Warm Clothing & Blankets, Needy Elderly Won't Feel Chilly In Winter Anymore!

“No, you don't have to send me clothes anymore, I have enough, I'm fine,” said Uncle Luk. Having dementia, Grandpa Luk cannot remember events happened to him, nor can he handle complex things, so he needs his wife to take care of him. The old couple, both in their late 80's, lives in a public housing unit in Kowloon. In recent years the woodlice problem ran rampant in their unit and the social worker of the local elderly center had arranged for them the woodlice control service. But they had to dispose all their clothing, blankets, mattress, bed & wood furniture and acquire new ones after sterilization. As winter approaches, the social worker hoped to find winter clothing and blankets for the old couple soonest possible so he urgently sent the applications to our program.

Our staff and volunteer paid Uncle Luk a visit the other day and what they saw was a nearly empty house – they retained only a cabinet, 2 chairs, some daily utensils and 2 cots; all the other furniture were thrown away. The clothing they left for themselves was not much either, yet Grandpa Luk did not seem to know what happened and insisted that he did not need anything. Sitting by him was his wife, who repeatedly explained to him that they had given up most of their belongings in order to get rid of bed bugs and they did not have cotton quilts anymore. Looking confused, Grandpa Luk did not speak anything. Mrs Luk said she felt very disturbed as they discarded a lot of things in the wake of the bed bugs but given the meager CSSA allowance every month, they did not have money for new ones. So happy to learn that kind donors were offering them cotton quilts and some daily necessities, she was very grateful for the timely assistance offered to them right at the most difficult time in her life.

Another beneficiary was the 70-year-old Grandpa To who lived in a subdivided flat with his wife, both lived solely on CSSA allowance. A patient of multiple chronic diseases, Grandpa To practically could not walk after having a stroke earlier and therefore he relied upon his wife to care for him. As he aged further, he had incontinence and sometimes wet the bed. Recently even the quilt that the couple had been used for years was wet at the most inconvenient winter time and it was turning cold. The couple did not have money for a new quilt, they needed assistance but they did not have relatives or friends to turn to. Then the district social worker filed an application for a quilt with us. Our volunteer immediately sent them 2 cotton quilts together with some daily necessities we gathered from donors. The unit they lived was not well-furnished and there was an unpleasant smell. Afterwards we learnt that Grandpa To's condition recently worsen further and could not speak properly. In order to take good care of him, Mrs To had to stay by his side all the time and did not have time washing the urinated bedsheets and soiled quilts. Dirty laundry kept piling up and they practically did not have cotton quilts for the winter. Receiving the quilts, Mrs To thanked our donors repeatedly for the kindness and wished our volunteers many blessings.

善長的捐贈，實在能造福不少獨居體弱長者。

The donations you make are going to let many more needy elderly get blessed.





住得安心又開心

Live Safely and Happily

「今天的我很幸福！有兩個小伙子花了半天來我家安裝門鐘。」已達九旬的玲婆婆看著閃爍著的門鐘手舞足蹈地說

「我爸媽走得早，都沒有機會報答他們，只好把父母的養育之恩都放在弟弟身上。」玲婆婆的父母離開之時，她的弟弟還不足十歲。她帶著年幼弟弟離鄉別井，來到陌生的香港，求的是三餐溫飽。他一心為了湊大弟弟，放棄了尋找另一半的機會。每天長時間在嘈雜環境下工作，她的聽覺能力在不知不覺中嚴重受損。

轉介社工向我們表示，「現在每天都有家務助理送飯給婆婆，服務剛開始時，由於她都聽不到叫門的聲音，令對方等了良久，令她感到非常尷尬。」現在玲婆婆會預早坐近大門口，有如一尊「望夫石」凝望著大門，每當有人從電梯走出來，玲婆婆就探頭看看是否送飯來，每次呆坐約半小時。當她順利地接過飯菜，就暫時可放下擔子，但在明天這股壓力又再次困擾著她。

「姐姐是個不想因為自己耳朵的問題影響或耽誤其他人，於是就把壓力背在自己身上。早前，多次未能以電話成功聯絡她，我擔心起來便上門找她，我一打開門，就發現她暈倒在地上，於是立刻把她送院，幸好這次發現得早……」玲婆婆的弟弟憂心忡忡地說。

收到社工的轉介，家居維修隊的義工就帶了一個閃燈門鐘到玲婆婆的家。閃燈門鐘有別於一般的門鐘，此門鐘是專為聽覺受損的長者而設計，門鐘配有擴音功能，儘管長者完全喪失聽覺功能，但靠閃爍著的燈光，他們就可知道門外有人叩門。除了閃燈門鐘外，義工還替玲婆婆安裝了一部擴音電話，這電話是經過特別設計，可以增強聽筒的音量。透過擴音電話，玲婆婆就可以聽到對方說什麼，而且遇上身體不適的時候，亦可以告知對方，減低發生家居意外的機會。

「衷心感謝你們，我今天真的很開心、很感動。」玲婆婆終於可放下心頭大石，臉上流露出無限喜悅。

身體的毛病，無損與社會的聯繫，「長者家居維修服務」堅持著服務弱勢社群的信念，加上善長人翁的慷慨解囊，幫助有需要的長者，讓他們晚年仍然可以住得安心、開心又放心！



Every family has an untold story hidden behind closed doors, probably a story involving great hardship or difficulties that outsiders may not easily understand. It is part of our service's focus to grant electric appliances for needy elderly especially those who live alone, so as to improve their living condition, to make their homes safer from home hazards, and to let these secluded seniors feel being cared about by others in the community. In fact, many of these elderly do have children, only their adult children are too busy providing for their own families instead of their parents.

Grandpa Lau and his wife used to live in mainland China while their children accompanied a relative to Hong Kong and grew up here. This year the old couple moved to Hong Kong, they planned to live together with their children and they thought they would be well taken care of. The reality is, they were ill-treated by their children and had to flee to the emergency elderly hostel for temporary shelter. Later the couple found a partitioned flat in the New Territories and hoped to start a new life on their own. While they were busy moving into their new home, the water pipe in the 100 sq-ft-room burst and all their belongings inside were inundated, including their electric fan, induction stove and electric kettle. At the time it was October but it was still hot. Without a functioning electric fan, the couple had to struggle with the stifling heat. There was no kitchen in the flat; as they learnt that both the induction stove and electric kettle no longer worked, they felt even more helpless. Receiving their request for assistance, the social worker from the district center learnt of their situation and referred them to our "Electrical Appliances for the Elderly Program".

Grandpa Lau's case was considered emergency, so the social worker in charge and our volunteer immediately sent the required appliances to their home in Yuen Long. Our volunteer patiently explained to them how to operate the appliances and asked about their latest situation. During the conversation, the couple held our volunteer's hand and thanked him repeatedly. They even presented a beautifully framed "Thank-you Note" to us to show their appreciation of our service. It says, "We would like to express our most heartfelt gratitude for the timely assistance offered by the Electrical Appliances for Elderly Program of St. James' Settlement. You truly see the people's needs and properly act to help them out. You provided us with all the necessary electric appliances we need at the time we felt most vulnerable and helpless. Please accept our sincerest thanks again!"

"Electrical Appliances for the Elderly Program" aims to help destitute elderly by offering the electric appliances necessary for subsistence. Many helpless elderly, like Grandpa Lau and his wife, need to face a sudden change of fortunes and a very hard life ahead; your donations are going to offer them a timely relief from the hardship in life.

家居維修隊的義工正為玲婆婆安裝閃燈門鐘。
The volunteer of Elderly Home Maintenance Services is installing a flash light door bell for Grandma Ling.



我們需要你的捐助
We Need Your Donation



一六年一月份
JAN 2016
慈惠月報
The Philanthropy Monthly

為弱老安裝撥桿式水龍頭

香港早在60年代已開始興建公共屋邨予低收入居民居住，部份公屋邨如荃灣福來邨、九龍彩虹邨等更早於60年代落成，設施相比新一代落成公屋邨尚欠完善。按我們的服務經驗，居於舊邨的長者，居所裡仍沿用舊款的十字水龍頭或浴室沒配置洗手盤。隨著住戶年紀漸長，使用這些設施變得更為困難。

「水龍頭一直滴水，以為龍頭壞了就叫鄰居幫我看看，怎知道他出力一扭就沒再滴水，原來是自己唔夠力關緊龍頭。」清婆婆的手指關節退化，難以扭緊十字龍頭，結果白白地浪費了食水。「滴出的水很多，我現時唯用水盤載著，之後循環使用，但我真擔心無錢付水費呢！」社工探訪時看到滴出的水，沾濕了洗手盤的四周，引來不少飛蚊，環境相當不衛生。「如果要到外面請師傅整龍頭，最少都要幾百蚊，我食綜援邊能夠負擔？」

扭水龍頭看似是容易不過的事，然而對體弱長者而言，必須花上九牛二虎之力才能扭動水龍頭，尤其是舊式的十字龍頭，扭動時需講求一定的手指力，往往讓長者們吃不消。相信90歲的銀婆婆感受最為深刻：「自踏入90歲後健康真的退化了不少，要扭緊水龍頭必須吃下10碗飯才夠力！看來我要用氣泵吹大個胃先載到10碗飯，哈哈！」探訪的社工不禁被銀婆婆的「黑色幽默」打動，為了讓銀婆婆不再為扭動水龍頭而每天苦惱，「長者家居維修服務」派出水喉義工，協助為銀婆婆安裝「撥桿式水龍頭」。

「撥桿式水龍頭」讓長者可使用預設手柄左右撥動，在開關龍頭上更為得心應手，不必擔心未有扭緊龍頭而浪費食水。「而家我唔駛食10碗飯都可以開到水喉啦！」幸福的笑容掛於銀婆婆的臉上，只要我們願意多行一步，了解長者的實際家居需要，也足夠讓他們生活得幸福美滿。清婆婆也十分感謝善長和義工們無微不至的照顧：「維修服務真的很體貼，即使我沒有家人照顧，也擁有社會大眾的關心，你們好細心知道我扭動不了水龍頭，再而幫我更換，能獲得如此體貼入微的照顧，我真的很滿足！」

「長者家居維修服務」一向堅持主動走入長者家居，確切掌握匱乏弱老的家居，為他們建立「安樂窩」。計劃正急需善長的慷慨捐助，資助每戶長者\$500，為他們於浴室及廚房安裝2個撥桿式的水龍頭，免除他們扭動水龍頭的困難。計劃預計全年協助80位獨居體弱長者安裝「撥桿式水龍頭」，共需善款 \$40,000。捐款支票抬頭：「聖雅各福群會」，指定捐款「長者家居維修服務」。查詢：2835 4321 或 8107 8324。



Cross Water Tap For Frail Elderly

Public housing estates for low income citizens in Hong Kong began in 1960s. Part of the estate, such as Fuk Loi Estate in Tsuen Wan and Choi Hung Estate in Kowloon, was built during that earlier period. The facilities then were somewhat less desirable than those built later. Based on our service experience, elderly living in these old housing estates still use the old cross shape water taps or are without wash basin in the bathroom; when they get older, use of such facilities has become even difficult.

“The tap always drips, I thought it is damaged and hence asked my neighbour to check for it. Who knows he just gave it a hard twist and it stopped. At that moment, I know it is because I am lack of power to twist the tap.” Grandma Ching’s finger joints have deteriorated and is unable to close the cross shape water tap tight; hence, it leads to water waste. “Lots of water drips out and I use a basin to collect it for subsequent use. I am really worried about not having enough money to pay for the water bill!” The social worker calling on her found drip water splashing all over the surrounding areas of the wash basin which attracts many flying mosquitoes. The environment is absolutely unhealthy. “It costs few hundred dollars to call a tradesman in repair. How can I afford by the CSSA?”

Turning on a tap seems a very easy job, but to the frail elderly, it is a struggle, particularly the old cross shape water taps which require a certain amount of finger power. The 90 years old Grandma Ngan understands well for the situation, “After reaching 90 years of age, my health has drastically deteriorated. I need to take ten bowls of rice before having enough strength to tighten the tap! I may need air pump to blow up my stomach for taking in the ten bowls of rice, Ha! Ha!” The social worker, touched by her black humour, then seek help from the “Elderly Home Maintenance Services” for a plumbing volunteer in installing a cross water taps in order to save her from facing such daily trouble.

Cross water tap allows the elderly push the preset handle left and right which is much easier to close tap without having to worry about leakage due to incomplete shut off and hence water wastage. “Now, no more ten bowls of rice for me to turn the water on and off!” The fortunate smile on her face made us understand the real needs of the elders; just our willingness to take one further step is enough to make them live comfortably. She was extremely grateful and thanked the benefactors and our volunteer worker for the meticulous care. “The maintenance service is awfully considerate for one not having family care. We can still feel the care from the community. You guys know I cannot manage turning on the tap and you are now changing it for me. Such consideration is really meticulous and I am more than satisfied!”

“Elderly Home Maintenance Services” actively persists in fixing home problems for the poor and frail elderly. Current plan urgently needs your generous donation for the installation of 2 cross water taps, one for the bathroom and the kitchen, costing \$500 per family. It help to release their difficulty in twisting the tap. We plan to serve 80 living alone and frail elders per year and hence \$40,000 donation is needed in total. Thus, please send your donation by cheque, beneficiary “St. James’ Settlement”, specifying at the back for “Elderly Home Maintenance Services”. Donation hotlines: 2835 4321 or 8107 8324.

長者手力關節退化，難以扭動十字式水龍頭。

The wrist and joint power of elderly are weak; thus, they are difficult in turning on the cross shape water tap.

做義工的得悟

「我從前工作很忙，沒有太多時間陪伴家人，直至家人離世後，才發現家人的重要性！」去年，阿Sue在母親離世時感到很傷心，她說：「母親在世時我沒好好孝順她，我一直以為給她不俗的生活：每月給家用、聘請傭人照顧她、讓她無憂慮地生活便是愛她的表現，但原來……這並不是最好的！」

「我發覺她在世時，我真的很久沒有認真地看過她，真的很遺憾，所以我決定去做義工，我想給老人家一點關懷，讓仍然在世的老人家可以開心地渡過餘生。現在我參加了聖雅各福群會的到戶理髮服務，我本身是一個髮型師，能夠用自己的技能專長來服務老人家，感覺很好呢！」

「記得有一次到老人院為老人家剪髮，初時我真的很害怕，因為他們跟我平日在髮型屋中接觸到的顧客十分不同。他們有的不能自主地控制自己的手腳，有的會自言自語。」阿Sue說：「我很害怕剪刀會傷及他們的身體，但我當為幾位比較能坐定定的老人家理髮後，我開始比較有自信了！當我繼續為其他院友剪時，突然聽見有院友指定希望我為他理髮呢，這刻我十分開心！這天的工作，令我開始明白和感受到，同樣是為別人理髮，但工作和為幫助別人原來是兩種完全不同的感受！」

「曾經有位老人家跟我說，『師傅，我個孫聽日來探我，平時要大時大節先見到佢，我想剪靚D見佢呀！』聽到之後，我心很痛，因為從前我也是沒有時間陪伴自己的家人……。跟那位老人家聊了一會，我才發現原來父母的要求只是這麼簡單——跟自己的兒女和孫兒吃飯，長者便會很滿足。」

「之後，我繼續參與義工服務，到不同的老人院為院友剪髮，我真的感受到『施比受更為有福』這個道理，因為當我每次見到老人家燦爛的笑容時，我的疲倦會自動消失的！」阿Sue笑咪咪地說。



Realization From Volunteer Service

"I was always busy at work in the past and spent little time with my parents. Its importance was overlooked until they were gone!" Last year, Sue felt awfully sad when her mother passed away and said, "When she was around, I did not pay my proper filial role to her and thought provision of a good living: giving her monthly household keeps, hiring a domestic helper to look after her, giving her a living without worry was enough to show her love, but that was hardly the best!"

"I realized when she was here on earth, I did not really see her much. What a regret and hence I decided to do volunteer service in giving elderly care and letting those who are still in this world spend the rest of their life happily. Now I am working for the haircut service of St. James' Settlement in elderly homes. Being a hair stylist myself, I feel marvelous capable of using my professional skill to service the elderly!"

"I remembered that I was really scared to haircut the elderly at the first time. They were quite different from the clients in my normal work. Some of them were unable to control their limbs, others simply soliloquized." Sue Said, "I was afraid that my scissors could cause them bodily harm until some of them were able to sit fairly still and then I started to regain my confidence! I continue to serve them; and all of a sudden, I heard that some specifically requested my haircut service, I was really delighted then! That day's work made me understand and started to feel though same haircutting for people, but as a job versus help to others, was totally two different kinds of feeling!"

"An elderly once said to me, 'Miss, my grand-son is coming to see me tomorrow, which he normally does on festivities, I would like to be in my best look!' By hearing that, my heart was torn as I had not been spending much time with my family in the past..... After a short chat with the elder, I came to realize my parents' want was that simple – just having meals with the children and grand-kids would make them totally satisfied."

"Since then, I continued my volunteer service in giving haircut in various elderly homes and I really feel being "More blessed to give than to receive" as I see the broad smile of the elders and so gone are all my tiredness!" Sue said smilingly.

贈藥治病計劃一問

Answer to Question On Medication Subsidy Program

問：本人透過《慈惠月報》得知聖雅各福群會「惠澤社區藥房」提供不少藥物資助計劃，讓經濟有困難的病者在資助下能支付起所需的自費藥物。本人欲捐款支持該項服務，故此希望多了解受助者一般需符合哪些條件以及所得捐款的用途。

Q: I learned from The Philanthropy Monthly that St. James' Settlement's Philanthropic Community Pharmacy runs a number of medication subsidy programs which help needy patients to purchase self-financed drugs they cannot afford. With the intention of donating to this service, I would like a better understanding of what conditions the beneficiaries must meet and how the donated funds are put to use.

答：謝謝你的提問，亦藉此感謝各位善長，向有經濟困難的病者伸出援手，你們的捐助為病患者及其家屬均帶來了希望。「惠澤社區藥房」提供的藥物資助計劃，覆蓋的主要是醫院管理局藥物名冊內的自費藥物。這類藥物有別於一般在醫院管理局轄下的公立醫院或診所藥房以標準收費取得的藥物，病人需自己承擔自費藥物的費用，所需支付金額由每月數百至數萬元不等，對一些因患病而退出職場的人士或已退休的長者來說，無疑是沈重的經濟負擔，有時候甚至是無力支付而選擇放棄該藥物治療。

A: Thank you for your question. Also, let me take this opportunity to thank all our donors for extending a helping hand to patients in financial difficulty. Your support has given hope to them and their families as well. The medical subsidy programs offered by the Philanthropic Community Pharmacy mainly cover self-financed drugs in the Hospital Authority Drug Formulary. The self-financed drugs are different from drugs which can be bought in public hospitals and clinics at standard prices. Patients must pay for them out of their own pockets, and the costs range from several hundred to as high as several ten thousand dollars a month. It is unquestionably a heavy burden to a person who has stopped working due to illness, or an elderly retiree. Some patients have given up treatment for lack of money.

「惠澤社區藥房」的成立就是希望幫助這些病者，因此受助者需出示有效的公立醫院或診所發出的藥單；此外，以優惠價格配取「惠澤社區藥房」所能提供的藥物前，一般亦需受助者提供個人或 / 及家庭經濟狀況資料，以便跟據不同藥物資助計劃的入息資產條件作出審批。

It was to help these patients that The Philanthropic Community Pharmacy was established. A beneficiary is required to produce an effective prescription from a public hospital or clinic. To buy drugs from the Pharmacy at discount prices, he is usually asked to show proof of his personal or his family's financial situation, so that his case can be processed according to the appropriate subsidy program.

善長的捐款，無論多少，也代表對整個藥房服務的肯定及支持，亦同時向病人提供援助或送遞溫暖。捐款的用途十分多元化，包括用作資助藥費、醫療用品（如：切藥器、自我血糖檢測套裝等）和營養補充品等，以及用作推動藥房服務的發展等。正因為有許多善長認同並熱心支持「惠澤社區藥房」的服務發展，我們近年可大力推動一些可提高病患者安全用藥意識的計劃，如到戶藥物檢視服務及電話提示服藥計劃等。到戶藥物檢視服務可幫助一些行動不便或在社區中不甚活躍的長者，上門協助他們以安全有效的方法進行家居藥物管理；而電話提示服藥計劃則可協助一些獨居又容易忘記服藥的年老病患者，提醒他們按時服藥，從而確保病者得到藥物應有療效。

Every donation, regardless of the amount, is an affirmation of and support to the Pharmacy's services. It is also help and warm concern to the ill. Donated funds are put to diverse uses, including drug subsidy, medical supplies such as pill cutters and kits for blood sugar test, and nutrition supplements. Thanks to the warm support of donors, the Pharmacy has in recent years been able to promote services to enhance patients' awareness of safe medication. One of them is the Outreach Medicine Inspection Service, which entails making house calls on immobile or inactive elderly patients, to help them manage their medication safely and effectively. Another is the Medical Phone Reminder Service - telephoning elderly patients who live alone and tend to forget their medication, to remind them to take their medicine on schedule so as to get the full benefit from drug.



無憂通之 後備鎖匙的計劃

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名孤苦無依、缺乏支援網絡的獨居長者、兩老或長期病患者使用者。長者每天在自己指定最方便的時間接到我們利用電腦語音系統打出的電話，然後按指示按鍵回應，我們就能確定他們的平安。倘若長者沒有按鍵回應，工作人員便會透過不同的渠道，包括再次致電、查詢長者熟識的長者中心、管理處等，並請有關工作人員上門拍門，又或查問醫院的入院紀錄，以求確定長者的安全狀況。若經過所有這些渠道都找不到，我們同事會上門了解，甚至破門入屋。

過去我們也試過要破門入屋，當中有部分是遺體發現案，部分是仍有氣息尚存的長者，正待等候求援，並趕及送院救治。每一次破門都是一個艱難的決定，我們除了要查探上述所有渠道外，我們還需考慮長者的習慣和性格，經詳細的評估後才能請警方協助。然而，評估長者情況也需要一些時間，有見及此，我們上年開始積極策劃收集長者後備鎖匙的計劃。

後備鎖匙的計劃包括：儲存鎖匙的保安措施、訂立授權文件以及確立清晰的取匙程序。我們初推行這計劃時也有點憂慮長者的反應，畢竟把後備鎖匙交出來需要一份很大的信任。不過長者的反應實在讓我們鼓舞：「除了你們也沒有人每天跟我聯絡了，我不信任你們還可信任誰呢？」

這個計劃推出以後，不單獲得許多長者的歡迎，在服務上亦帶來不同的好處。以往我們發現長者失蹤，上門跟進評估後若懷疑長者在家中發生意外，我們都會向管理員表達有破門的需要。管理員盡責地執行職務，當然也會有他們的難處和考慮，故需要破門時他們也面對着同樣艱難的決定。當他們知道我們持有長者的鎖匙，他們也就比較能快速配合，從而亦提高了成功救援的機會。

過往我們也試過有一些長者離開了香港卻沒有向我們或其他人交帶自己的行蹤，我們因發現長者失去聯絡並破門入屋，入內才知道屋內空空如也。破壞門鎖不單意味着修理的成本，並且為了保障長者的財產，我們不得不利用鐵鍊把長者的家門鎖起，導致長者回港後「有家歸不得」的尷尬情況，部分長者甚至跟我們表達過這造成他們一定的心理壓力。鎖匙收集計劃的實施容許我們在非常的處境時順利入屋了解情況，更全面保障長者的安全，令參加服務的長者更加放心地享受晚年。

參加無憂通電聯關顧服務的都是一些缺乏支援的老人家，長年的孤苦也使他們難於相信身邊的人，是次後備鎖匙的計劃，不單在危急時發揮作出，同時，它像一條通往他們心房的鎖匙，讓無依的重新感受被重視的人間溫情。



The Key Collection Scheme for No Worry Link Users

"No Worry Link" Phone Care Service has served more than a thousand clients since its launch in 2011, most of them are the chronically-ill and elderly: singletons and couples living by themselves and lacking interpersonal support. The elderly need to answer the call generated by our system every day at their pre-designated time and press some keys as instructed in order to tell us they are fine. If an elderly did not respond, our staff will pick up on the case and start tracking his/her whereabouts. We will firstly call the elderly again in person to see if he/she was home, then the elderly center he/she visits and the management office of the building he/she lived to see if anyone saw him/her. Next we check hospitals for his/her admission record. If all these efforts bear no fruit, our colleague will directly go to where the elderly lives and check it out in person; if necessary, we may request a forced entry into his/her apartment.

In such forced entry cases, sometimes we found the elderly dead inside while some other times we found the trapped elderly awaiting medical assistance and just managed to send them for treatment before they took their last breath. However, none of such decisions is a hasty one. Before we request police to make forced entries, we would ensure all our efforts to find the elderly are exhausted, then we would very carefully evaluate and consider the odds in each suspected case, taking into account of their individual personality and habits. As evaluation takes time, we started pondering on keeping spare home keys for elderly last year.

Key Collection Scheme is governed by tight security measures on key storage, a well-defined authorization system and a strict set of rules regulating the use of keys. At first we were rather unsure whether the elderly would let us keep a spare set of home keys for them as it demands high level of trust. But to our surprise, this is what the elderly told us, "No one but you keeps contacting me every day; if I don't trust you, then who else can I trust?"

The scheme is well-received among elderly since its inception and we can get our job done more easily under the scheme. We used to have long tussles with the property managers over the need of making forced entry into the elderly's residence every time we suspected that the missing elderly had accident at home. Given their role and responsibilities, the property managers certainly have good reasons to resist our requests. But if we have the keys to the unit, we can resolve all their hesitations and have their full cooperation; it definitely helps to improve the chance of a successful rescue.

In the past we did have cases of false alert, some of the elderly failed to let others know of their travel plans and we ended up finding no one in the apartments after breaching the doors. However, involved elderly incurred more costs and trouble than just replacing a door. We would have the breached door chained and locked, in order to secure the safety of the properties and belongings for the elderly. Involved elderly, as they return home, must come to us first before they can step inside. Some elderly had shared with us their worry over the possible trouble incurred. The Key Collection Scheme is going to free them from this unnecessary anxiety while at the same time let us better secure their wellbeing.

Many elderly who signed up for the "No Worry Link" Phone Care Service do not have much interpersonal ties and they cannot easily find people they can confide in. The Key Collection Scheme lets us do our job better in case of emergency. With this set of spare home keys, we are going to open up their hearts and let them feel embraced again.



父女檔義工與長者重溫舊屋邨人情 獨居婆婆拒社工捐贈 小女孩開口即笑開顏

Father-Daughter Volunteer Team Relives Good-Neighbourliness With the Elderly Girl Brings Cheer to Old Lady Who Declined Help

「呢張卡我畫嚟送畀你，我講畀你聽：劉婆婆，身體健康，樂怡上。我一陣幫你貼上去。」10歲的樂怡，年紀輕輕已為聖雅各福群會的「長者家居安全綜合服務」擔任義工3年，趁冬天來臨，她隨爸爸司徒志能走訪各屋邨，向獨居長者送暖，司徒今年更第一次帶同30年的好友一同探訪長者。他說，最溫暖的禮物不是手上的電器，原來一伙兒熱鬧的氣氛，讓長者嘗到昔日屋邨的情懷，才是最溫暖。

"I drew this card for you. Let me read it for you: Grandma Lau, I wish you good health, from Lok Yee. I will post it up for you later." Though only ten years old, Lok Yee has been a volunteer of our Elderly Home Sweet Home Service for three years. With the approach of winter, she and her dad Szeto Chi Nang made house calls on elderly singletons at different government housing estates, to deliver electrical appliances for them to keep warm. This year, for the first time, Szeto also brought along a good friend of 30 years. The most heart-warming gift is not the electrical appliances we bring, but the lively atmosphere of people gathering, to give the old folks a taste of the old neighbourhood in the housing estates, he said.

根據2015年扶貧委員會高峰會上的報告指出，香港有131萬貧窮人口，而每3人就有1名貧窮長者。很多人以為讓這些貧窮長者上樓已是很大的幫助，但40多歲的司徒志能就知道，很多獨居長者雖有地方居住，生活也未必有改善，「見過有老人家翻咗地下，無任何家具、電器，唔係話畀咗間屋，就係照顧好佢咁」。

According to a report published by the Commission on Poverty in 2015, there are 1.31 million poor people in Hong Kong, of whom one out of three is elderly. Many people think it is already a great help to the poor elderly to be given a public housing unit. But Szeto Chi Nang, who is in his forties, knows that having a place to live does not necessarily make life better for the elderly singleton. "I have seen some who sleep on the floor, with no furniture, no electrical appliance. Merely giving them a place to live is not good care."

捐家電先了解需要非「有錢就得」

聖雅各福群會由2001年開始，為缺乏照顧的獨居長者收集家電，而司徒是第一批捐贈者，「希望少少嘅捐贈，可以填補到政策夾縫」，當日陪伴捐贈電器的女朋友，如今已是他的太太和3個孩子的媽媽。

Know the Need before Donating Appliances, Money Alone Does Not Do the Job

St. James' Settlement began in 2001 to collect electrical appliances for elderly singletons who need care. Szeto is one of the first donors. "I hoped my small donation could help to fill the gap left by government policy." His then girlfriend, who made the donations with him, is now his wife and the mother of three children.

捐贈家電10年，司徒見子女長大了，就嘗試親身接觸獨居長者，才發現捐贈電器並不容易，「唔係話你有錢就得，你要了解佢咩需要，知道佢咩家居環境，先可以買到真正合用嘅電器」，如電熱水壺容量不可太大，風扇的按鈕不可太小或電視機的模式不可太新等。

Ten years later, seeing that his children are grown, Szeto began to make personal contact with the elderly singletons. Only then did he realize that donating appliances is not such a simple matter. "Money alone does not do the job. To buy appliances that are really useful to them, you have to know what they need, their living environment." For example, the electric kettle must not be too big, the push buttons on the electric fan must not be too small, and the TV set must not be too new a model.

攜女兒教尊敬長輩不為「開眼界」

「老人家唔會話你知佢需要啲咩，只會係咁拒絕你，唔識用都唔話你知，所以更加要同佢打好關係」。3年前，司徒開始帶着自己的女兒一起探訪，他強調，從不希望女兒用「開眼界」的心態做義工，而是希望子女學會尊敬長輩，並把這「習慣」承傳，「好似做家務咁，全家一齊出力做」。意外的是，當女兒一起探訪時，司徒看見往日多愁善感的長者都變得開朗，「老人家好聽我個女話」。今個冬至接受探訪的70歲劉姐，早前因喪夫獨居，社工今年中接觸她，發現其被褥單薄，慢慢才從她口中得知，半夜凍醒便會拿風筒把被褥吹暖，但之前一直拒絕接受社工的捐贈，惟當日由小朋友開口送贈，劉姐便馬上接受，更開心得笑不攏嘴，一直跟進劉姐的社工說，未見過她笑得如此開懷。

Wants to Teach Daughter Respect for Elders, Not to "Open Her Eyes"

"The old folks won't tell you what they need. They just keep declining. They won't even tell you they don't know how to operate an appliance. It is all the more necessary to build a good relationship with them." Three years ago, he began to bring his daughter along on these visits. He does not want her to do volunteer work with the attitude of "opening her eyes," he stressed. His hope is for his children to learn to respect their elders, and to carry on this "practice." "It's like the whole family pitching in to do the house work." To his surprise, those elders who were usually burdened with sadness and worry would open up when he brought his daughter. "They listen to her." Seventy-year-old Elder Sister Lau, whom they visited on Winter Solstice Day, has been living alone since losing her husband. A social worker contacting her at mid-year found that her bedding was too light to keep her warm. It took some time before she began to tell that, when she woke up from feeling cold at night, she would use a hair dryer to warm her bedding. Yet she kept refusing to accept a gift from the social worker, until that day, when the little girl offered it to her. She accepted it right away, and couldn't stop smiling. The social worker following her case said she had never seen her so happily.

邀友加入重溫鄰里情懷

除了聽到劉姐、司徒和他女兒的笑聲，司徒更邀請認識30年的朋友劉栢榮一同探訪，劉也帶同自己的女兒一起作第一次探訪。熱鬧的氣氛填滿不足300呎的單位，說說笑笑，大家都憶起小時候在屋邨的時光。

Invites Friend to Relive Good Neighbourliness

Besides the laughing Elder Sister Lau, Szeto and his daughter, a friend invited by Szeto, Ricky Lau, was also there with his daughter on a first visit. The housing unit of less than 300 square feet was filled with a lively atmosphere. As they chatted and laughed, they recalled their childhood days living in housing estates.

劉栢榮說，現在經濟比以前好，但昔日鄰里互助的關係似被淡忘，他跟司徒小時候都失去父母中的一位，見到獨居長者，難免更易被觸動，只是沒想到這次能讓他再感受小時候鄰里間的情懷，「我細個成日感受到人哋同我分享，我都想我嘅小朋友感受到和做到」。

Ricky remarked that people are better off now, but seem to be forgetting the good neighbourly help they shared before. He and Szeto had each lost a parent as youngsters. They are more sensitive to the sight of a lone elderly person. What they did not expect from this visit was reliving the good neighbourliness of their childhood. "As a child I was often moved by people sharing with me. I want my children to experience the same feeling and to also share with others."

「捐贈非重點問候才是溫暖源頭」

司徒笑着說，跟老朋友一起探訪「特別窩心」，認為這份暖意更有意義，「老人家唔在乎我哋帶咩電器畀佢，而希望有人同佢傾下計」。他憶述，曾有獨居長者因為收到一支蠔油而攏着他哭，「因為係久違嘅味道，送咩電器都唔會有呢份感覺」，所以他知道，電器只是一個媒介，他們的問候才是溫暖的源頭。

"Warmth Comes from the Visit, Not the Donation"

Szeto remarked, laughing, that making the visit with his friend was particularly gratifying, that it added meaning to the warm feeling. "The old folks don't much care what appliance we bring them. They want people to talk to." He recalled one elderly singleton who broke down in tears, holding him with both arms, when presented with a bottle of oyster sauce. "It was a taste he had long missed. No appliances could bring on feelings like that." So, he knows, the electrical appliance is but a medium. It is the visit that brings warmth.



司徒志能（左二）第一次帶同30年好友劉栢榮（右二）、劉的女兒（右一），一起為獨居婆婆劉姐（左三）送暖，他們除了帶來電器，司徒的女兒（右三）也發揮開心果角色，讓劉姐感受到鄰里互助的溫暖，咧嘴而笑。聖雅各福群會項目主任鍾慧蘭（左一）更說，未曾看過劉姐笑得如此開懷。

For the first time, Szeto ChiNang (second from left) brings along his friend of 30 years Ricky Lau (second from right) and Ricky's daughter (first from right) on a visit to elderly singleton Elder Sister Lau. Besides bringing her an electrical appliance, Szeto's daughter (third from right) also played the part of a cheer-upper. Elder Sister Lau breaks out in a smile, her heart warmed by neighbourly help. St. James' Settlement Project Manager Winnie Chung (first from left) said she had never seen her so happy.



參與行善之方法

How to donate in these Programs?



本人/本公司樂意 單次捐助 / 每月捐助 \$ _____ 以贊助及支持

- | | | | |
|------------------------------------|---|-------------------------------------|------------------------------------|
| <input type="checkbox"/> 贈藥治病計劃 | <input type="checkbox"/> 電器贈長者計劃 | <input type="checkbox"/> 家居醫療用品支援計劃 | <input type="checkbox"/> 病患者藥療輔導服務 |
| <input type="checkbox"/> 診病交通費支援計劃 | <input type="checkbox"/> 專科專藥補助計劃 (燃點希望計劃、補血寶愛心、乙肝援助防病行動及慢性阻塞性肺病家居支援行動) | | |
| <input type="checkbox"/> 送藥到戶服務 | <input type="checkbox"/> 營養福袋 | <input type="checkbox"/> 惠澤社區藥房 | <input type="checkbox"/> 家居維修服務 |
| <input type="checkbox"/> 到戶理髮服務 | <input type="checkbox"/> 電費助貧弱計劃 | <input type="checkbox"/> 外展體檢計劃 | <input type="checkbox"/> 後顧無憂規劃服務 |
| <input type="checkbox"/> 閃燈門鐘 | <input type="checkbox"/> 《松柏之聲》 | <input type="checkbox"/> 健康推廣活動 | <input type="checkbox"/> 以上任何一項 |

捐款人姓名/公司：_____ 寄件編號(如有)：_____

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捐款方法：

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信用卡號碼：_____ 信用卡有效日期：_____ (月/年)

持卡人姓名：_____ 簽署：_____

銀行入數紙 (善款可存入聖雅各福群會於下列銀行戶口)：

匯豐銀行：002-5-224247 或 恒生銀行：388-558645-001 或 東亞銀行：514-10-30561-7

(請在適當位置加上✓號)

敬請在支票背後或銀行入數紙寫上所捐賜之「慈惠服務」，連同捐款者之姓名及地址擲寄本會地址，或將銀行入數紙傳真至本會，FAX：3104-3635，俾本會可奉上謝函以及收據，以供閣下用作**扣除稅額**之用。謹此致謝。

I / My company would like to contribute (one-off / monthly) \$ _____ to support

- | | | |
|---|--|---|
| <input type="checkbox"/> Medication Subsidy Program | <input type="checkbox"/> Electrical Appliances for the Elderly Program | <input type="checkbox"/> Home Use Medical Equipment Support Program |
| <input type="checkbox"/> Pharmaceutical Care Service for Patients Project | <input type="checkbox"/> Patients Travel Subsidy Plan | <input type="checkbox"/> Nutritional Baggie For the Weak |
| <input type="checkbox"/> Philanthropic Community Pharmacy | | |
| <input type="checkbox"/> Specialty Medication Assistance Program (Light Up The Life Program, Precious Blood Precious Love, Anti-hepatitis B Action and Chronic Obstructive Pulmonary Disease Home Support Scheme) | | |
| <input type="checkbox"/> Medication Delivery Services | | |
| <input type="checkbox"/> Elderly Home Maintenance Services | <input type="checkbox"/> Home Haircut Services | <input type="checkbox"/> Power Subsidy - Ailing & Handicapped |
| <input type="checkbox"/> Outreach Physical Examination | | |
| <input type="checkbox"/> Funeral Navigation Services | <input type="checkbox"/> Flash Light Door Bell for Deaf | <input type="checkbox"/> "The Voice" Monthly Elderly Magazine |
| <input type="checkbox"/> Health Promotion Activities | | |
| <input type="checkbox"/> General use | | |

Donor / Co's Name : _____ Mailing No. : _____

Address : _____ Phone No. : _____

Donation Method :

Crossed cheque (Payable to "St. James' Settlement")

Bank : _____ Cheque No. : _____

By Credit Card (VISA MASTER)

Card No : _____ Expiry Date : _____ (MM/YY)

Card Holder's Name : _____ Signature : _____

Bank deposit (Please deposit donations to St. James' Settlement's Bank A/C):

HSBC: 002-5-224247 or Hang Seng Bank: 388-558645-001 or Bank of East Asia: 514-10-30561-7

*Please check off your method of payment.

*Please kindly indicate the name of the Program / Service that you donate at the back of the cheque or bank receipt slip.

Please ensure that the bank receipt slip is returned along with your name and address to us via mail or fax at 3104-3635.

A tax return receipt will be issued with respect to your donation for tax deduction use. Thank You for your support.

查詢及網址：聖雅各福群會

聯絡人：謝文慧女士
 電話：2835-4321 / 8107-8324
 傳真：3104-3635
 電郵：thevoice@sjs.org.hk
 網址：www.thevoice.org.hk
 地址：香港灣仔石水渠街85號1樓105室
 義務設計：黃志文先生
 翻譯義工：梁達仁 胡友玉 辛秀麗 祁慕潔
 友情印刷：平偉印務有限公司

Inquiry and Website : St. James' Settlement

Contact Person : Ms. Tse Man Wai
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 Friendly Printing : Ping Wai Printing Co., LTD.