

慈惠月報

The Philanthropy Monthly

聖雅各福群會
St. James' Settlement



一六年五月份 MAY 2016

網址 Website: www.thevoice.org.hk



社工的話

Social Worker's Remark

誰來保障他們晚年的生活？

早在殖民時代，香港已討論退休保障計劃，後來被納入扶貧委員會之下跟進的其中一個項目，雖然負責跟進政府研究退休保障的周永新教授一再強調不同意退休保障只是為了扶貧，而是扶貧只是整個退休保障的其中一個意義。

65歲長者佔貧窮人口的三分之一，數目一點也不少。坊間討論貧窮問題，之前有媒體探討現時收入在一萬左右的前線人員，在退休，到了65歲取回強制性公積金(即MPF)的供款，可是在管理費高，與長期服務金及遣散費對沖等下，強積金並非有足夠保障水平的退休保障制度。此外，隨著物價指數不斷提升，似乎這個制度不單幫不到低下階層，最近有記者正打算探討MPF對中產人士的保障情況，可見大家對此制度對整體香港人退休保障也不樂觀。

針對經濟困乏的長者來說，慈惠服務一直照顧他們的生活所需，特別是在家居環境安全、日常生活所需電器，甚或床及基本傢俱，在顧及長者的尊嚴，慈惠服務以一條龍的形式，省去重覆的審查，讓服務為有需要的長者帶來福祉。同樣，在惠澤社區藥房接觸到的弱老孤老，在捉襟見肘下，生活出現缺乏，除了贈藥治病計劃外，有需要也可以接受相關慈惠服務。

鍾先生本來就是惠澤社區藥房的個案，他患了慢性阻塞性肺病，情況令他無法工作，透過贈藥治病計劃，他得到藥費資助。以前從事酒樓員工的他，去除平日板間房的租金，可以說是月光族，「我收入少，強積金的供款也少，根本不能對我生活帶來保障。」事實上，在沒有工作後，停止了每月收入，60歲的鍾先生就開始了靠綜援金生活。之後有幸獲派公屋，藥房的同事就轉告「長者家居環境改善計劃」的同事，同事就隨即跟進鍾先生入基本入伙工程及購置基本電器用品。

很多認識我們的善長都知道我們以實物來支援有需要長者生活需要，透過指定捐款，我們會購買有關用品支援長者度過困難時刻，讓貧窮人生活上得到支援。此外，曾有善長對我們說，「有經驗及有熱誠的員工才是輸送社會服務重要元素。」這確實又是非常真實。在社會保障制度仍未有定案的時候，但願藉眾善之心力，為他們免除辛酸，讓他們有尊嚴地度過晚年生活。

Who Are Going to Ensure the Living Quality In Their Old Ages

The Universal Retirement Protection has been taken into discussion as early as in the colonial period; and was later follow up by the Commission on Poverty as one of their items. According to Professor Chow Wing Sun, professor who are in charge of the Universal Retirement Protection study, the poverty alleviation is not the main purpose of the scheme but just one of its element.

One-third of the poverty population is elderly over 65 years old, which is definitely a large proportion. There are lots of discussions regarding poverty problems in the society. According to some media reports, due to the high management fee, hedge between the long service payment and severance payment, and etc, the living standard of a retired front line staff with around 10 thousand dollars monthly salary cannot be guaranteed under the existing MPF scheme. In addition, with the increasing price index, the MPF scheme not only unable to protect the lower class but also the middle class. Recently, there is report investigating the above topic which shows that most of the people in Hong Kong are not optimistic regarding the retirement protection.

The Charity Project has been taking care of the deprived elderly's need, especially their living environment safety, essential electrical appliances, bed and basic home furniture. Concerning the elderly's dignity, the Charity Project provides a one-stop service in order to avoid the duplicated assessment. Also, apart from Medical Subsidy Program, the Philanthropic Community Pharmacy also provides other supports and subsidies for the deprived patients.

Mr. Chung is the case of our Philanthropic Community Pharmacy. Due to the Chronic Obstructive Pulmonary Disease, he is not able to work. With the Medical Subsidy Program, his medical expense has been subsidized. He was a waiter before, after paying for the rent, not much of the salary left, "I am a lower income class so the MPF is also low; thus, the scheme is definitely unable to protect my living." The fact is that the 60 years old Mr. Chung has to live on the CSSA after losing the job. Luckily, he has been allocated to a public housing unit; hence, the pharmacy staff immediately referred his case to the "Home Safety Enhancement Plan" basic decoration and appliances.

Most of the donors understand well that we support the elderly's living in kind. With designated donation, we will purchase materials so as to give support for people in need. Also, one of the donors shares to us, "Experienced and enthusiastic staff is also an important element for giving out social services!" This is absolutely true! Before having a finalized plan for social security scheme, we hope to gather effort of all parties in giving a dignity living for the deprived.

能助人的人，就是有福的人。

He who can help others is the most blessed.



知藥用藥

近年癌症治療發展一日千里，標靶藥物的研發使一些不能根治的癌症變成可長期用藥的「慢性病」。它們透過干擾與癌細胞增生和存活相關的特定酵素、受體、訊息傳遞路徑以及血管新生因子等機制，針對性地抑制腫瘤生長及擴散，延長病人的生存期或疾病惡化時間。

鑑於標靶藥物費用昂貴，由聖雅各福群會所開辦的非牟利社區藥房「惠澤社區藥房」，一直致力推出各個癌症藥物資助計劃，以優惠價錢售賣由醫院管理局轄下醫院及診所處方的自費標靶藥物，減輕基層病患者的藥費重擔，實踐「病者有其藥」的服務宗旨，令人人皆可享有平等治療疾病的機會。

此外，為達到「知藥用藥」的效果和提高服藥依從性，我們的註冊藥劑師會提供專業的用藥知識，增加病人對藥物尤其是常見副作用的認識、預防或處理方法。

「雖然標靶藥物對正常細胞的影響較傳統化療藥物少，病人服用後仍可有重大的副作用。其中，手足皮膚反應是標靶藥物酪氨酸激酶抑制劑（tyrosine kinase inhibitors）常見的副作用。患者的手腳受壓處如指頭、手腳掌的皮膚會變得紅腫乾燥、變厚起繭，亦可能出現麻痺針刺的感覺，甚至水泡。每當觸摸受壓時，患者會感到相當疼痛，簡單如拿筷子、走路等日常活動也倍感吃力，嚴重的話，醫生可能需要減量或暫時停用標靶藥物。」藥劑師詳細地說。

為免治療效用和生活素質受影響，藥劑師會向服用此類標靶藥物的病人盡早採取預防措施，保護手腳免受太重的壓力、摩擦或暴露於陽光高溫下，例如：使用吸壓鞋墊、經常在手腳受壓點塗抹不含香水或酒精的保濕乳液或潤膚霜、穿戴寬鬆柔軟的棉質手套和襪子、使用防曬系數（SPF）不少於30的防曬露等等。

透過藥療輔導服務，幫助病人認識藥物藥效、副作用及相關用藥知識，這有助患者掌握自己的病情及身體變化，亦懂得如何減低副作用對自己的影響，減輕他們的身心所受的壓力，提升在患病中的生活質素。

非牟利社區藥房「惠澤社區藥房」以不同形式支援經濟困乏人士面對頑疾，施善支票抬頭：「聖雅各福群會」。施善查詢：8107 8324或2835 4321。

Know Your Own Medicines

In recent years the development of cancer cure has advanced dramatically. The invention of target medicines has changed deadly cancer into "chronic disease" by means of long term drug use. Target medicines suppress tumor growth and spreading specifically through interfering mechanisms such as special enzymes, receptor, information transfer pathway and blood vessel new birth factor that directly affect the multiplication and survival of cancer cells. Consequently the patient's deterioration time or survival duration can be extended.

In view of the high costs of target medicines, the non-profit making Philanthropic Community Pharmacy, launched and operated by St. James' Settlement, has been establishing various subsidy schemes on cancer medications. It sells at discounted prices user-pay target medicines prescribed by hospitals and clinics under the auspices of Hospital Authority. These schemes can reduce the heavy medication burden of patients of the root stratum on one hand and achieve its Own My Medicines service objective on the other. In this way, everyone will be able to experience the fair chance of getting cure to his disease.

Moreover, in order to achieve the effectiveness of Know Your Own Medicines and to raise drug taking compliance, our registered pharmacist would provide professional knowledge on use of medicines. This can increase patient's knowledge about drugs, especially commonly seen side effects, prevention and handling method.

"Though target medicines affect normal cells less than traditional chemo-therapeutic drugs, patient will still feel the impact of side effects after taking. Among them, one of the most common side effects can be seen from the reaction of skin on hands and feet caused by target medicines' tyrosine kinase inhibitors. The patient's finger tips, the skin on his palms and soles will become red, swollen and dry or thickened with corns. Alternatively, patient may become numb, feel needles and pins and blisters may appear. Whenever those affected areas are touched or pressed, patient would feel extreme pain. There may also be trouble with performing daily life tasks such as holding chopsticks and walking. In serious cases, the doctor may have to reduce dosage or suspend use of target medicines temporarily." Thus remarked the pharmacist in detail.

In order to prevent curing effect and quality of life from being affected, the pharmacist would suggest patient using this kind of target medicine take precautions as early as possible. The patient should prevent his hands and feet from heavy pressure, rubbing or be under the sun at high temperature. For example, he can use pressure absorbent shoe pad, frequent use of moisturizing lotion or cream containing no perfume or alcohol on hands and feet's pressurized spots, wear soft and loose cotton gloves and socks, use sun screen with SPF not less than 30.

Besides, the pharmacy helps patients to get to know drugs and their effectiveness, side effects and relevant knowledge of drug use through Pharmaceutical Care Service for Patient Project. This can assist patient to grasp condition of his illness and bodily change. He also knows how to reduce the extent to which side effects affect his own self. As a result, this will decrease patient's stress, both physically and mentally as well as enhancing his quality of life in the process of disease.

St. James' Settlement's non-profit making Philanthropic Community Pharmacy supports people with financial difficulty to face cancer in various ways. Make a donation by writing out your cheque payable to "St. James' Settlement". For enquiries please dial: 8107 8324 or 2835 4321.



一顆螺絲

小時候曾聽說「香港是一片福地」，擁有水深港闊的優勢，亦不會受地震海嘯災難之苦。作為香港人我們理應驕傲快樂，但現實日復日的生活並非如此簡單容易。一個住著700萬人的地方，資訊發達繁華進步的國際大都會，每年GDP(本地生產總值)數字超卓，奈何在不斷提高生產指標的都市，對人民基本生活保障卻十分不足。

在租金及房樓市高昂的地方，物價飛漲十分嚴重，維持衣食住行基本生活開支都已經非常困難，若然生活上出了甚麼叉子，就更變得百上加斤。惠澤藥房每天都在接觸正滑向下層的市民。他們的身體出了毛病，除了承受實實在在的肉身之苦外，還面臨經濟拮据。事實上，購買自費藥對很多人來說的確是一個非常沉重的擔子。試想想，大輩子勞碌工作儲下的積蓄都花在藥物上，得病後失去工作能力，幸慶有子女的而他們又有能力的話，部份會依靠子女的供養。「後生的一輩，養自己都難。租啊！食啊！甚麼都貴！賺的又不多，藥費一個月要幾千蚊，點俾啊？」一位病人平淡地說。歸根究底，這是徹頭徹尾的社會政策問題。

「一個不小心踩滑了腳，你就會毫無阻攔地一路直直滑到底層。這樣的社會，我稱之為『溜滑梯社會』。」《反貧困 湯淺誠 2010》一本講述日本貧窮社會的書，揭露文明進步的背後貧窮人被滑到社會底層而無法挽救。就好像這個在大阪發生的真實故事，一名男士餓死在家中而身旁留下遺願只是想要吃一口飯團。社會福利保障無法協助人民走出困境，最後從社會上消失。你可能會說，這是個遙遠的故事，香港並未有餓死，香港人還可以申請綜援解困。然而，每天接觸申請藥物資助的個案，彷彿就是在自己的地方看到彼岸的故事。得了病，需要用藥治療，這是市民的基本需要，可是因藥費昂貴而無法治病是無法接受的，人的尊嚴重那裡去？！

本會惠澤社區藥房本著幫助經濟有困難的患病長者及長期病患人士，藥價以較便宜的價格向他們發售，每種藥物都有不同的申請要求，每一個新的申請，都需要出示政府醫生的署方藥物證明及經社工作經濟審查，期望透過不同專業人士的協助及各位善長的善心支持，盡力幫助病人度過每一個難關。

面對大社會，我們都是微不足道的，就像顆螺絲一樣。社會的巨輪下，你我不過是處於同一部生產機器內的一顆螺絲，可是，不要少看著自己的能力，我們都可以推動甚或為當下作出改變，扶弱是我們的工作，其實也是我們每一個市民的責任。

Just A Tiny Screw

When I was little, I once heard people said "Hong Kong is a blessed land", having the advantage of a wide and deep water harbor with no calamity from earthquake or tsunami. So as a citizen of Hong Kong, we should be proud and happy, but in fact real daily life is far from that simple and easy. A cosmopolitan city where 7 million people live, with well-developed information, flourishing and progressive, annual GDP figure excellent, but dealing with unceasing rise in production target, peoples' basic livelihood is far from being adequately secured.

In a place of exorbitant rental and property prices, acute soaring inflation, managing basic living expenses for clothing, food and transportation is already very tough. Should there be any hiccups, the situation could even be worse. The Philanthropic Community Pharmacy has daily contact with this group of sliding down citizens. Should they be sick, not just the body suffers, so too their financial hardship. Having to pay for self-purchase medicine is quite a heavy financial burden to most people. Just think about having to spend the saving, from one's almost entire life-time hard work, on medicine and job lost due to sickness. For those more fortunate who have children and capable, some can rely on their children support. "The younger generation, have difficulty feeding themselves. Everything is expensive! Rental! Food! Limited income! How can they afford the few thousand dollars a month medicine cost," calmly said one of the patients. The root cause is strictly a social policy issue.

"Just one careless slip will get you slide, without hindrance, all the way down into the bottom echelon. This kind of society is termed by us 'a sliding society'." A book, entitled "Anti-Poverty" by Mr. Tong in 2010 on poverty society in Japan, exposed how poor people, behind a civilized and progressive society, get no rescue after sliding down into the bottom echelon. Like a real life story in Osaka, where a man starved to death in his house and his last wish was just a mouthful of sushi. Social security is unable to help people out of their predicament and eventually they just fade away from the community. You may say, this is a remote story, no one in Hong Kong dies from hunger as they can apply to CSSA for relief. However, each day we get in touch cases applying for medicine subsidy, somewhat similar to looking at the story over there from here. Once being sick, medicine is required for treatment, a basic need for the citizen. However, if the medicine cost becomes too high to be available for treatment, this is unacceptable, so where has the human dignity gone?!

The Philanthropic Community Pharmacy of SJS, based on helping the sick and chronic patients in financial difficulties, sells medicine at more affordable prices. However, as each medicine has a different application requirement and each application requires certified prescription by government doctor and has to pass the financial assessment by social worker. We anticipate through professional assistance of various disciplines and benefactors' ardent support help patients overcoming each difficulty.

In front of the big community, we are trivial, like a tiny screw. Under the big wheel of the community, you and I may just be a screw in the same production machine; however, do not look down on our ability, we can push for or even make immediate changes. Support the disadvantaged seems to be our job, but it is in fact the responsibility of every citizen.





精彩的電視劇

Splendid Television Program

「自中風後，我邊度都唔去得，每天在家望天打卦，生活好難過！」感嘆晚年生活如此淒涼的黃伯伯，近年一直備受病痛纏擾，因而患上抑鬱症。「寂寞的生活真的很難過，所以每天起床第一件事，就是開電視，一直開到睡覺時才關上。」黃伯伯自離婚後，再沒與家人聯絡，一人依靠綜援過活。自患病後，黃伯伯更能感受到孤獨的可怕之處。「一個人病起上來，沒人照顧，說得白點死在家中都無人知。想多了，就患上抑鬱症，別人都勸我要看開點、樂觀點。與他人傾計時我都好開心，但返到家又得返自己孤獨一人，生存沒有一點的意義！」對黃伯伯而言，電視是他的最佳良伴，只要聽到聲音、看到畫面，他的心情也會同一併平靜下來。

"After the stroke, I can go nowhere but just stay at home doing nothing. It is hard to pass the time!" Grandpa Wong sighed. Grandpa Wong is plagued by illnesses and pain in recent years and resulted in depression. "It is really hard to live with loneliness; thus, the first thing I will do in each morning is to turn on the television and turn it off until I go to bed at night. After the divorce, he didn't contact with the family members and live alone on CSSA; and after the stroke, he further feels horror and solitude. "I would say no one will know the death of a sick patient without anybody to take care. Thinking too much will lead to depression. People always encourage me to relax and be optimistic. In fact, chatting with others makes me happy but once I am alone in home, I am all by myself again and do not know the meaning of staying alive." For Grandpa Wong, the television is his best companion. As long as having some sounds and image around, his mind claims down.

不幸的是，陪伴了黃伯伯五年多的電視機，突然沒了畫面。黃伯伯變得異常緊張和焦慮，不停拍打電視機身，希望可挽救並抓回唯一屬於他的娛樂。然而無論黃伯伯怎樣的努力，螢幕還是沒有畫面，殘酷的寂靜讓黃伯伯難以忍受。「無咗個電視，我真係驚自己會胡思亂想；為何要奪走我唯一的娛樂？」社工亦擔心家中寧靜的環境，會讓黃伯伯受抑鬱情緒影響，於是向「電器贈長者計劃」求助，希望盡快為他覓得一部電視機。

Unfortunately, the TV set having accompanied Wong for over five years went suddenly without image. He became nervous and anxious. He kept slapping the television case, hoping to bring back his sole entertainment. However, no matter how hard he tried, there still were no images on the screen. The cruel loneliness made him unbearable. "Without the television, I am frightened. I am worried that I will think too much again. Why they have to deprive my only entertainment?" The social worker also worried the quiet home environment would depress his mood, hence turned to our "Electrical Appliances for the Elderly Program" for help, hoping to find him a TV set as soon as possible.

獲得善長慷慨的捐助，計劃收到了 24吋及28吋的薄身電視機。此款電視最合適居於單人公屋單位的長者，而且有內置的高清接收功能，可以接收超過10多個電視台，讓長者有更多的選擇。計劃得知黃伯伯的急切情況，翌日派出義工將電視拿到黃伯伯的家，並即時進行安裝。當善長送出的新電視接駁上天線，畫面一直跳動出不同電視台的畫面，讓黃伯伯異常的高興。「我部舊電視係舊式厚身機，只能收看幾個台。呢部輕巧既電視仲可以收睇埋好多個高清台，給予我好多的選擇，一天的時間再多也可以打發了。」考慮到黃伯伯的視力不佳，計劃還物色了「特大搖控」，讓黃伯伯可以輕易轉台。另亦配備了電視台資料，讓他可以隨自己的喜好調到合適的電視頻道。

With the kind donation, the Program received donation of 24" and 28" LCD TV sets, which are ideal for living alone elderly of a single public housing unit. They have built-in high reception function with more than 10 channels available. By knowing the urgency of Grandpa Wong's need, the Program's volunteer installed the television for him immediately on the next day. As soon as the antenna was hooked up, various channels are available on the screen which makes him very excited. "My old television is the old style and can only receive few channels. This one is much lighter in weight with many more choices. It can greatly kill my day time!" Taking his poor eyesight into consideration, the Program arranges him with a specially enlarged remote control; also, it provides him with information of different channels in searching a suitable program to watch."

「送我一部電視，就如救我一命！一點都沒誇張！感謝善長的捐贈，讓我得以重新獲得娛樂，重要的是我有更多的電視節目選擇，也有為我度身訂造的特大搖控，我實在好高興！」

「電器贈長者計劃」堅持為長者物備度身訂造家電，還有更多孤苦無依的綜援長者等候善長伸出援手。

"Giving me a television is like saving my life! No kidding at all! Thanks to the benefactors. It gives me entertainment again with more channels to choose; also, the enlarged tailor-made remote control also make me very happy!"

The "Electrical Appliances for the Elderly Program" steadfastly designs tailor-made domestic appliances for the elderly. There are still many lonely and helpless CSSA elderly waiting for your support.



特大的遙控制方便長者使用轉台。
Specially enlarged control makes elderly switch channel more easily.



為長者送涼

Giving Cool to Elderly

才剛踏入五月份，香港的天氣變得既炎熱又潮濕。日間溫度已突破了30多度，對居於社區裡的匱乏無依長者而言，狹窄的居住環境令他們的家居變得更騷焗、更悶熱。尤其居於板間房的長者們，酷熱難當的環境讓他們不敢逗留家中。有團體調查發現，近20% 劏房住戶室內溫度高達35至36度，有4.5%更高於39度。沒能力負擔冷氣和電費的匱乏長者，風扇成為他們炎夏的必需品。

「板間房既租金，已用咗我大筆綜援金。而家樣樣都貴，我都不得不勒緊褲頭過活！把風扇用咗好耐了，個外殼爆開咗，不過扇葉還能動，我就繼續用住先啦！」何婆婆視力不佳，探訪的社工擔心外露的扇葉會弄傷婆婆，極力勸她更換新的風扇。「買咗風扇我就無飯食了！一把風扇閒閒地都要幾百蚊，我那來的錢可以購買？」何婆婆婉拒社工的建議，並沒打算把爛風扇換掉。社工離開前還聽到機身發出格格聲響，相信老化的機件已出現問題，擔心扇葉一鬆脫會整個飛脫出來，弄傷婆婆。社工下定決心要幫何婆婆找把讓她用得「安全又放心」的風扇。

得知「電器贈長者」計劃於每年夏季均會推出「送涼行動」，社工於是向計劃求助，希望覓得一把性能良好的風扇，以換掉何婆婆的破爛風扇。得知天文台預告即將發出「酷熱天氣警告」，氣溫將突破33度。為免何婆婆發生家居意外，「電器贈長者計劃」義工立刻到訪何婆婆的家，為她安裝一把12吋座枱式風扇；此座枱風扇具有左右搖擺功能，可從不同的角度為何婆婆送上涼風，而且有堅固的外殼保護扇葉，不用擔心扇葉勾傷婆婆的皮膚。

喜悅從心而發的何婆婆，感恩善長的恩德：「老來還得他人的關心，我真幸福！其實之前我的手腕都被扇葉打了幾次，因為坐得遠又涼唔到陣風，坐得近又被擺動的扇葉刮到。有了這把新風扇，我不用再擔心了。」

同樣接受到善長的照顧，還有80多歲的倫伯伯。獨居於油麻地板間房的他，自風扇壞掉後，日間都跑到社區中心乘涼，直至中心關門。晚上回到家中，室內熱度未有減退，只能依靠手撥扇製造微弱的涼風乘涼；加上倫伯伯的身型較肥胖，每天需步行五層樓梯回家，一到家中便有「抖唔到氣」的感覺。「我間房無窗口，每次行完樓梯我都要在大廳窗邊坐幾個字，回回氣才能回到房中。沒了風扇，每晚都熱到訓唔著，真想夏天快快過去！」義工林先生趁著放假的時間，親身拿了12吋風扇給倫伯伯，當風扇一開啟，倫伯伯即露出幸福的笑容。「這就是我期待已久的涼風，我終於不用日日流連在外，晚上也可有覺好瞓了！」一把風扇，不只为匱乏長者帶來陣陣涼風，也為他們帶來了生活的希望，不用單打獨鬥備受炎熱的煎熬。



Hong Kong weather becomes hot and humid getting into May. Daytime temperature, overshooting 30 degrees, makes poor and helpless elderly living in a narrowly spaced environment in our community, even more sultry. More so are those living in cubicle apartments with the unbearable heat forcing them to hang around outside their home. A survey body found close to 20% of the residents in cubicle apartments has an inside temperature as high as 35-36 degrees, 4.5% even up to 39 degrees. The electric fan becomes essential during hot summer for the poor elderly unable to afford an air conditioner.

"My room rental already has eaten up a huge portion of my CSSA. Things are very expensive these days and I have to tighten my belt to live! I have been using this fan for a long time, the shield has been broken but blades still turning so I just keep using it!" Grandma Ho's sight is impaired and the visiting social worker worried the exposed blades could hurt her, so he tried hard to convince her buy a new fan. "I would not have rice to eat had I bought a new fan! A fan commonly costs a few hundred dollars, and where do I get money for that?" The old lady turned down the social worker's suggestion, no desire to heed. The social worker on departure could hear the clicking sound, believed due to aged mechanical parts and was worried the blades flying off one of these days, injuring her. So he was determined to get her a safe electric fan.

Knowing "Electrical Appliances for the Elderly Program" has the annual project "Fan for the Elderly Campaign", the social worker asked us to help, hoping to get the Grandma a good fan to replace one already worn-out. On learning "Very Hot Weather Warning" of temperature over 33 degrees forecast by Hong Kong Observatory, and in order to avoid her in a home accident, our volunteer worker immediately called on her to install a 12 inches, turning left and right, solidly guarded, table top electric fan, capable of sending breezes from various directions; so no more worry for cutting her skin.

With heartfelt joy, Grandma Ho thanked the favour of the benefactor and said, "I am really blessed in being cared by other people! In fact my wrist had been hit by the blade a number of times, as I could not get the breeze at a distance, so had to sit closer and hit by the turning blades. With this new fan I no longer have to worry any more."

Grandma Lun, over 80 years old, also received similar care. He lives alone in a panel partition room in Yau Ma Ti. Since his electric fan has broken down, he goes to cool off in a Community Centre until its closing time. When he goes home at night, heat in his room is still there and he waves his hand-held fan to get a little breeze. He is rather obese and required to walk up five floors, thus feeling short of breath reaching home. "My room gets no windows, so each time I have to stay in the sitting room until my breath recovers. Without the fan, I could hardly sleep at night and really wish summer be over soon." Volunteer worker Lam, on his day off, took a 12 inches electric fan to Lun. As it was switched on, his face lit up with a fortunate smile. "This is the breeze I wanted for a long time, no longer had I to wander around during the day, and have a good night sleep!" A fan not only gives poor elders cool breezes but also brings them hope in life for not fighting alone in their heat torment.

沒有外殼的風扇，長者勉強使用容易被扇葉刮傷。

Elderly forced to use electric fan with missing guard gets hurt easily.



再次感受香港 人情味

「現在都沒點人情味，真懷念以前的香港啊！」

麥先生家中的電視因為出現接收問題，一直都只能收看幾個電視頻道和出現雪花的情況。有一天，他按了其中一個按鈕，電視就沒有任何聲音和畫面，麥先生走到附近商場查詢維修的價錢。殊不知該店竟獅子開大口，不論成功與否，上門需先收三百元正。這對拿取綜援的麥先生，無疑是落井下石。

「我跟他們講，我拿取綜援，能否便宜點，未想到都要付兩百塊才能幫忙。但是他們來了之後，只是按了一個掣就修好，我問他，既然那麼快就修好，收費方面可否有一個折扣？」答案是沒有，電器行的職員依舊收取麥先生二百塊作維修費用，但麥先生的電視依舊充斥雪花。

「這部電視機是一個朋友轉贈的，這對於我來說簡直是久旱逢甘露，在沒有電視機的日子，我只是依靠收音機解悶，因為那位朋友要買新的電視機，他不想浪費的情況下，把他的電視機轉贈給我。我知道做人不應該太多奢求，朋友免費轉贈了一部電視機給我已經很感恩，但面對充滿雪花的電視，有時候都會感到失落。」麥先生告知電視的由來。

收到社工的轉介，在聖雅各的長者家居維修服務的義工上門為麥先生維修和調台後，麥先生的電視已經能收看所有數碼電視頻道，而且再沒有雪花的情況出現，麥先生不再就此感到困擾，他亦非常感激義工們的協助。「想不到社會上仍有你們這些有心人，你們的存在就如陽光般，帶給我們溫暖，原來這個社會仍有點人情味，真的謝謝你們！」麥先生再次感謝上門維修的義工。

長者家居維修服務凝聚了一群熱心的義工和善長，他們的存在就如陽光和水份，為有需要的「植物」提供養份，讓他們能夠茁壯成長。就讓我們堅持信念，協助更多有需要的人，令他們相信這個社會仍未變成冷漠的機器吧。



義工為長者的電視調台的情況。
Volunteer worker setting the channels for the elder.

Feeling Real Human Interest In Hong Kong Again

"I cherish old Hong Kong for her real human interest, not a bit of it is there any more now!"

Mr. Mak's TV set at home had reception problem. All along, he could only watch a few channels on a screen with snowflakes. One day, he pushed one of the buttons, no picture or sound came out. He then inquired a shop nearby for a quote to repair. He was shock to learn just checking alone cost HK\$300, regardless whether repairable or not. Quite an exorbitant amount to Mak, a CSSA recipient.

"I told him I live on CSSA, so could they charge less. \$200 was their final counter offer. They came, by just pushing one button and it was done. So I said as it was that simple and in such a short time, could they give me a discount?" The answer was no. They took \$200 from Mak, but the snowflake stayed.

"The set was given to me by a friend. To me it is like a soaking rain after a long drought, else the radio is my only boredom relief. My friend bought a new TV, not wanting to waste his old one gave it to me. I know one should not be asking too much and I am grateful for that. But confronted with the snowflake screen sometimes makes me feeling frustrated." Mak recounted where the TV came from.

On receiving the social worker's referral, "Elderly Home Maintenance Services" of SJS volunteer workers went to Mak's home, fixed the snowflake problem and set the channels so that he could watch all including digital ones. He no longer feels bothered and was extremely grateful to the volunteer workers' help. "I can hardly imagine there still are well-wishers like you in the community. Your existence is like sunshine giving us warmth. There is still real human interest in the community. Thanks a lot!" Mak again thanked the volunteer repairmen.

The "Elderly Home Maintenance Services" consists of an aggregate of enthusiastic volunteer workers and benefactors. Their existence is like sunshine and water, nurturing the needy plants to make them grow healthily. Let us firmly uphold our belief, assist many more needy, and make them believe the community has not become indifferent.

拖板安全你要知

「這個月電箱不時跳掣，我又沒這方面知識，所以我很怕會發生什麼意外。」劉婆婆憂心忡忡地說。

經過長者家居維修服務的師傅檢查，發現電箱跳電掣原來是與拖板有關。劉婆婆家中的拖板雖然沒有「拖上拖」的情況，但卻不是正規的，如果不即時處理，有機會導致火警發生。

何謂不正規的拖板？若拖板上的插孔是不規則或沒有安全活門的，就是不正規。不正規的拖板為了迎合各種插頭的需要（包括圓腳、方腳或其他國家的插頭等），拖板內的銅片相隔的空間不多，當長者大力或錯誤使用時，銅片接觸不良就會產生短路，繼而引起火災。

但為甚麼仍有人使用這種拖板？其一是「貪方便」。這種拖板可方便家中電器如是圓腳或外國插頭使用，不用額外配上轉換插頭就可直接使用。其二為「不清楚」。部份長者對電力安全知識不足，所以隨便購買後就使用，不過危機就會潛伏在長者家中。

劉婆婆就是後者的情況，於是義工為她換上正規的拖板，婆婆更因而感觸落淚。「家中的電箱一直跳掣，我知道有問題，奈何我拿綜援生活，如果找師傅來檢查，動輒花費幾百，還未計算維修的費用，但是不安排檢查和維修，我每天就提心吊膽，擔心有一天會發生意外。」

「長者家居維修服務」現正為每位長者提供正規拖板，並由義工協助更換及安裝，預計未來半年會為六十戶長者安裝，減低長者家居意外的風險，預計需要經費約一萬元，請各界人士慷慨解囊。施善抬頭支票抬頭：「聖雅各福群會」，註「長者家居維修服務」。查詢電話2835 4321 或 8107 8324。



圖右為不正規拖板，圖左為更換後的正規拖板。
Standard multi-socket extension lead on the left replaces that on the right which is not in standard.

The Extension Units Safety Notes

“The circuit breaker keeps flipping off this month. I know nothing about this and fear what is going to happen next,” said Grandma Lau worriedly.

After inspection by technicians from “Elderly Home Maintenance Services”, the extension lead was found to be cause of the problem. Though there was no “double extension lead connection” in her case; it was not up to standard and if not handled properly, risk of fire is high.

What does that mean? If the extension lead does not have regular socket holes or without safety shutter, it is not up to standard. Irregular extension leads are compatible with various plug types (including plugs with round pins, square pins or from other countries, etc.). As there is little space separating the copper strips in the extension lead, should the elder apply too big a force or use it incorrectly, short circuit could arise due to bad contact with the copper strips, leading to an ensuing fire.

Then, why people keep using this kind of extension lead? In a way for “convenience sake”, being compatible with different plug types without the need of changing it or buying an adapter. It could also be due to “lack of clear understanding”. Some elders do not possess adequate knowledge on electrical safety, just buy one casually and use it. But the potential risk stays in the elder’s home.

Grandma Lau’s case falls into the latter category. As a result, the volunteer worker replaced hers with a standard one and she was so touched and wept. “The circuit breaker kept flipping, I know there is a problem, but as I live on CSSA, had I to call in an electrician to check, it could easily cost me few hundred dollars, excluding cost for repair. But in the absence of inspection arrangement and repair, it scares me a lot each day for fear of an accident one day.”

“Elderly Home Maintenance Services” is currently providing regular extension leads to be installed by volunteer technicians in the homes of the elderly to minimize risk. Current forecast covers the need for 60 elders in the next six months, with a total budget estimate of HK\$10,000. We are appealing to your generous donation.

Donations can be made by cheques beneficiary “St. James’ Settlement”, earmarked for “Elderly Home Maintenance Services”. Inquiry hotline: 2835 4321 or 8107 8324.



我們的服務 Our Service

與長者攜手打造自己的家居

聖雅各福群會「長者家居維修服務」自1991年開始推行，目的為居於全港的無依獨居長者，提供家居改善及維修工程，以建立「安全」的家居環境，避免因家居設施日久失修而造成不必要的家居意外。

據政府統計資料顯示，本港約有113萬名長者，當中約有40%的長者家庭屬獨居或與年長配偶同住。加上政府提出「居家安老為本，院舍照顧為後援」的服務方向，相信很多長者都會選擇在自己的家渡過晚年。我們相信，建立一個「安全」及「舒適」的居住環境，對沒有家人照顧的獨居及兩老長者而言，實在相當重要。

為讓長者獲得更全面的家居安全照顧，聖雅各福群會去年推出「長者家居安全綜合服務」，以「一站式」全方位照顧長者家居環境的安全。服務提供「家居安全檢視服務」，親身到訪長者家中，就長者家中的電力及電器安全性、防跌設施以及儲物設施等作全方位評估。我們很重視長者的想法和意見，因此在家訪的過程裡，會盡量讓長者表達他們的想法和意願，以配對屬於「他們」的電器、傢俱和設施。居於石硤尾的芳婆婆正是其中一位受惠者。「我家的地板已爛了很久，加上自己視力不佳，一不小心便絆倒在地。」不知如何解決家中問題的芳婆婆，忍不住在中心哭泣，被社工發現才知問題所在。「長者家居安全綜合服務」社工收到轉介，便親身到訪芳婆婆的家，與她商討如何處理地板的問題。

「姑娘告訴我原來地板都可以維修的！將舊地板拆起再鋪上新的便可以了！她還幫我計劃工程進行時，傢俱物品需如何移動，避免我需搬搬抬抬；還提供膠箱幫我放好雜物。到訪的社工觀察很細心，她看到我床邊放了一張椅子，就猜想到我是靠它起床。她建議我安裝床欄扶手，一套簡單的安裝便可可在床上安裝扶手，讓我可以借力起床，真的讓我十分歡喜！」我們相信，長者家居的需要不只一方面，一個「全方位」的家居評估，尤其十分重要。

長者們很多時不知道，改善家居的設施，原來有很多的選擇。隨著科技的進步，我們相信長者也應該受惠社會進步帶來的優勢。因此進行家訪時，社工會帶備電器、傢俱以及設施的相片，並按他們的選擇作出配對，為長者送上一套他們覺得「合心合意」的家居設施。服務不是單向的，長者的參與尤其重要。娣婆婆正選擇了合適她使用的大字粒擴音電話。「我隻耳撞聲，一走入廚房就聽不到電話聲。加上我有白內障，好難睇到電話既按制。看圖片原來有個大字粒電話，仲配置閃燈提示我，等我知知道要接電話！我真想要一個！」社工後來為娣婆婆送上擴音電話，並教導她按「擴音制」便能將聽筒聲量調大：「我而家唔怕其他人搵唔到我了！」一套簡單的裝置，就能讓弱視、弱聽長者「看得到」、「聽得到」，讓他們可繼續與外界溝通，這正是長者最適切的家居需要的。

「長者家居安全綜合服務」，整合推行多年的「長者家居維修」及「電器贈長者」服務經驗，採用「一條龍」方式提供一站式的家居安全配套服務。系列服務包括為無依長者「度身訂造」的家居安全檢視服務，服務社工主動走入長者居所，就長者的家居環境進行安全評估，評估項目包括長者的健康狀況、家居設計擺設、電器傢俱的缺乏程度等，訂立出屬於長者個人的「家居安全改善計劃」，同步與各項專才義工，如家居維修師傅、電器指導義工、傢俱設計義工等，合力推行家居改善工程各項的需要，為匱乏長者建立「居家安樂窩」。

隨著獨居長者人數不斷上升，計劃急需要善長伸出援手協助。服務正籌備善款為每戶長者添置改善家居設施，包括基本電器、小型傢俱及安裝物料等。刻不容緩的開展中，請捐助：「長者家居安全綜合服務」。施善電話：2835 4321 或 8107 8324。



Work Jointly With Elderly To Make Their Home Sweet and Safe

Elderly Home Maintenance Service, launched by St. James' Settlement in 1991, aims to help elderly who live alone and have no family support to maintain a safer home environment. We offer various home improvement and maintenance services to eligible elderly, so as to help them avoid unnecessary home accidents caused by lack of maintenance.

According to latest statistics, elderly population in Hong Kong reached 1.13 million and some 40% of which lived either alone or with their elderly spouse. Earlier the government announced a policy initiative – "Ageing in place as the core, institutional care as backup". Against this backdrop, we expect many elderly would prefer remaining in their homes as they age. A "safe and comfortable" home would therefore be an utmost concern for elderly, especially those singletons and elderly couples who don't have children to care for them.

To offer a more comprehensive home safety solution for needy elderly, we looked to make all related home services available in one stop. Last year St. James' Settlement introduced "Elderly Integrated Home Safety Projects" which incorporates a brand new "Home Safety Measure Services" into our existing home services. We will visit the elderly being referred to the "Home Safety Measure Service" in person, firstly examine the safeness of the electrical system and electric appliances in use and review the adequacy of fall prevention facilities & storage facilities; then we will discuss the issues with the elderly and listen for their ideas & preferences; so as to designate the "right" electric appliances, furniture and facilities for them. Grandma Fong, who lived in Shek Kip Mei, was one of the beneficiaries. "The floor tiles in my house were broken since long ago. As I can't see well, I easily get myself tripped up." Not knowing how to tackle the problem, she cried helplessly at the elderly center and alerted the social worker of her problem. She was then referred to our "Home Safety Measure Services" for assistance. We immediately made a visit and discussed with her on how to repair the flooring.

"The lady from SJS told me that the flooring can be repaired and what I need is to have the old tiles replaced with new ones! To help me save effort, she showed me how to move my furniture around when they worked on the flooring. She even provided me plastic boxes to get things organized. The social worker of SJS was so detail-oriented to notice a chair placed by my bed while paying visit, she quickly realized that I used it as a supporting aid to get up from bed. So she suggested I should have a grip bar by the bedside and just a simple one can do the trick. I am so happy about it." However, we believe what these elderly need is a proper home environment assessment which helps to uncover other much needed modifications rather than just a grip bar.

Many elderly are not aware that they can have a choice on home improvement. As technology evolves and our society is allowing increasing support for elderly, we believe they will enjoy even more choice in the future. During home visits, our social workers will present the pictures of relevant electrical appliance or furniture or specific facilities to the elderly for consideration and let elderly make their own choice before we do the match-up. Nobody knows what sorts of facilities or improvement items truly suit the needs of the individual elderly better than his/her own self. This is why we insist that the elderly should participate in the decision-making. Take Grandma Tei for example. "I can't hear well and I can't hear the telephone ring when I am in the kitchen. My eyesight is not good either due to cataracts and I can't see the buttons on the telephone. I saw a picture featuring a telephone with big buttons and its light will flash to signal incoming call. That's the phone I want!" Accordingly our social worker sent her the phone she preferred and showed her how to amplify the incoming voice on the earpiece. "I am not going to miss any calls ever again!" It is just a phone designed with simple functions, but it lets elderly with hearing loss and visual impairment connect with the outside world - it is exactly what they need at home.

We bring "Elderly Home Maintenance Services" and "Electric Appliances for the Elderly Program" together, both are in operation for years, and group them under one roof, which is the "Elderly Integrated Home Safety Project". The idea behind is to provide an all-round service to ensure home safety for eligible elderly. We will visit eligible elderly in person and assess the safety issues they are facing at home by examining their home environment, looking into their health condition and identifying the facilities, furniture or electric appliance they lack. We then made a "Home Safety Enhancement Plan" for each case and at the same time line up the expertise, e.g. volunteers from occupations like renovation and building practitioners, electric appliance technicians, furniture designers, etc., to work together to make a sweet and safe home for elderly.

Singleton elderly population has been rising and needy elderly are waiting in the line for assistance. We are in urgent need for funds to acquire basic electric appliances, small furniture and necessary installation materials. Don't wait and act now! Please donate for "Elderly Integrated Home Safety Projects". To learn more, please call 2835 4321 or 8107 8324.

探訪長者時會帶備設施圖片等資料，讓長者可選擇他們覺得「到位」的家居設備，鼓勵他們進行家居安全改善。
We show the elderly the pictures and diagrams of the relevant objects during home visits, the elderly can pick what they feel right and this is going to encourage them to pay more attention on improving home safety.



為患病者與家人 留下美好一刻

「今天，很感激義工攝影前來為黃生黃太太拍照，兩人互相依靠，照片對他們意義重大！黃太太是兩夫婦從來沒有這般正統的合照，而往後也未必有機會。因醫生形容黃伯伯的生命已是用日來計算。

黃太太形容今天為夕陽的火花，沒有你們，今天的火花不能成。十分感謝您們每一位，你們的專業精神，也令我們感動！繼續努力呀！願您們能繼續燃量其他人心中的火花。」

靈實醫院醫務社工洪姑娘

「第一次接觸及協助病人使用聖雅各福群會愛心攝影隊的服務。你們的積極安排、協助約各義工、為著獨立個案安排合適的衣服假髮等，整個過程也令我與病人相當感動！攝當日，義工們天依無縫的合作，很流暢地已幫病人打扮得容光煥發，眼見病人及其兒子的笑容流露出從心底的喜悅及感恩，真的非常感激！義工們離開後，病人看著兩幅相片時，雖然已很疲乏，但也不禁流露出滿意及感恩的笑容，而她的兒子們則心急地安排放置好兩幅靚相，考慮放那個位才令媽媽易於欣賞。

在與這家庭相處時，家庭背景對這幾個孩子說來不易，父親漸逝，母親病重，經濟困難；家庭每一員必須有團結力量，才可繼續關愛下去，此刻的相片，對兒子們極是重要！

我覺得愛心攝影服務對各類的病人也有好重要的意義，尤其令患有末期病患的病人及其家人留下美好回憶。在以往照顧的病者當中，的確有好多長者從未與伴侶或家人有影過相，也不懂得提出攝影的要求。當真的擁有一幅合照時，他們會珍而重之，日望夜望及永遠留下美好的回憶！」

聯合醫院醫務社工姚姑娘

留住美好的一刻，既可令自己及家人有個美好回憶，總好過在毫無片段下，令人只有思憶，最終只可惆悵而傷感。隨著科技及社會經濟發展，傳統的「影樓」服務，已漸漸被淘汰，取而代之是一些「自拍」的機械式攝影服務；對於部份體弱或行動不便的長者來說，更難以為自己安排，何況是住在院舍或醫院的長者或智障人士，他們更難與家人共聚一刻，拍攝留念一幅全家照。

聖雅各福群會於2002年成立了一隊由義工組成的「愛心攝影隊」，服務初期以為各區低收入長者或傷殘人士免費拍攝「車頭相」服務，發展至今已配套有背幕、服飾、化妝的造形照，期盼能為行動不便及長期病患者提供更理想的個人及家庭的拍攝服務，好讓大眾能以開放、正面的態度面對死亡，帶出珍惜眼前人的訊息。



Save Beautiful Memory For Patient and Family

"I am thankful to the volunteers who came today to take a photo for Mr. and Mrs. Wong. They rely on each other in life and the photo means a lot to them! According to Mrs. Wong, they never took a formal photo together like this before. And they might not have the same chance again afterwards. Because the doctor announced Mr. Wong is counting his days where his life expectancy is concerned.

Mrs. Wong described today as the flame of the setting sun. Without your help, there could be no flame. I'm so grateful to each one of you. We're so moved by your professional spirit! Keep up your good work! May you continue lighting up the flame in other people's heart.

Ms Hung

Medical social worker, Haven of Hope Hospital

"This is my first time to come into contact with and to assist a patient using the service provided by St. James' Settlement's Photo with Love Project. The whole process of your thorough arrangements such as coordinating volunteers, finding appropriate clothes, wigs for individual cases touched me and the patient tremendously! On the day of photo taking, the volunteers made up and dressed the patient the best they could with perfect co-operation. Upon seeing the joy and thankfulness revealed by the smile on the patient and her sons' faces, I felt so grateful!

When the volunteers were gone, the patient, looking at the photos which she and her sons took together, showed a smile of satisfaction and gratitude despite her exhaustion. Her sons were eager to find the best spot to put the photos so that their mother could look at them easily whenever she wants to.

When I came into contact with this family, I found that the family background is a difficult one for the sons. Their father was gone, their mother is seriously ill with financial hardship. Each family member must stick together so that they can keep on going. The photos are extremely important to the sons!

I feel Photo with Love Project has important meaning to various kinds of patients, especially when it helps to save beautiful memories for patients who are terminally ill and their family members. Among the patients I took care of in the past, there was a large number of elderly who never took a photo with either their spouse or members of their family. They didn't realise they should request for a photo taking service either. Once they really have such a photo taken, they would treasure it, look at it day and night and a beautiful memory has been left behind forever!"

Ms Yiu

Medical social worker, United Christian Hospital

Photo taking can save beautiful memory for oneself and his family member. Without the photo, the surviving person would feel remorseful and heart-broken for he could only think of the deceased in his mind. With technological and socio-economic development, the traditional photo studio has gradually disappeared. Selfie, a mechanical photo taking device, has taken its place. The traditional photo taking is especially hard to arrange for some frail elderly or those with trouble getting around. The same problem is true for the elderly or mentally handicapped who live in a care center or hospital. They would find it difficult when they want to get together with their family for the purpose of taking a family photo.

In 2002, St. James' Settlement's volunteers set up the Photo with Love Project. In the beginning they aimed at taking funeral photo free of charge for low-income elderly or physically handicapped people. The service today is able to provide photo background, clothes, make up, hoping it can provide a more ideal individual or family photo taking service for people with movement problem and chronic patients, so that the general public can face death with an open mind and positive attitude as well as promoting the message of "cherish the one(s) around you".

經義工的悉心打扮下，病人容光煥發下與家人留下美好回憶。

After St. James' volunteers made up and dressed the patient the best they could, the patient took a photo with her sons, a photo that saves a beautiful memory.

電話服藥提示服務

Medical Phone Reminder Service

問：請問聖雅各福群會惠澤社區藥房除了藥物資助外，還有什麼服務？

Q: Besides medication subsidy, what other services does the St. James' Settlement Philanthropic Community Pharmacy offer?

答：聖雅各福群會惠澤社區藥房除了藥物資助外，還有到戶藥物檢視服務、診病交通費支援計劃、營養福袋餽贈計劃、電話服藥提示服務及定期舉行社區健康講座等服務。而惠澤社區藥房的服務對象主要包括：領取綜援人士、長者、低收入人士及有經濟困難之人士。診病交通費支援計劃和營養福袋餽贈計劃是為了減輕病患者除了藥費之外的經濟負擔，而到戶藥物檢視服務和舉行社區健康講座是希望增加病患者藥物管理的知識，推廣正確的用藥態度及處理，達到「知藥用藥」的效果。

A: Our other services are Outreach Medicine Inspection Service which makes home visits, Patients Travel Subsidy Plan, Nutritional Baggie for the Weak, Medical Phone Reminder Service, and scheduled community health lectures. They are available mainly to recipients of Comprehensive Social Security Assistance, elderly people, low-income earners and other persons in financial need. The Patients Travel Subsidy and Nutritional Baggie seek to lighten the patients' financial burden other than drug costs. The Outreach Medicine Inspection house calls and the community health lectures are aimed at teaching patients proper management of their medicine and the correct way to take and handle the drugs.

問：你好，我想了解多些關於電話服藥提示服務？

Q: Please tell me more about the Medical Phone Reminder Service.

答：電話服藥提示服務，顧名思義是一個預設的電話錄音系統，會定時致電到用戶的電話的服務，提示病者準時服藥。

A: It is a preset telephone recording system which will make scheduled phone calls to remind patients to take their medicine on schedule.

長期病患者或長者多數每日都需要服食多種藥物，而每種藥物也有其最佳服用時間。對於年紀比較大、患有認知障礙症或藥物管理欠佳的病者來說，普遍記性都比較差，服藥時間容易出現混亂，導致忘記或在錯誤時間服食藥物，影響病情的穩定性。所以如何能夠確保患者依時服藥，提高服藥的依從性是控制病情的關鍵。一個完善的電話系統，有助定時提醒他們在正確時間服用藥物、培養良好的服藥習慣及提高自我管理疾病的能力，有效控制病情。

Most patients suffering from chronic diseases and elderly persons need to take several kinds of drugs every day, each drug at a designated time. Older people, people afflicted by dementia and patients who do not manage their drugs properly generally have poor memory. They tend to be confused as to when to take their medicine. As a result, they may forget to take the drugs altogether, or take them at the wrong time. Ensuring that drugs are taken properly and at the correct time is key to keeping the patient's condition under control. A good telephone system helps to effectively keep his condition under control by reminding him to take his medicine at the right time, to form good habits in taking medicine, and to manage his own condition.

問：如果想申請電話服藥提示服務有沒有什麼申請條件？申請方法及手續是怎樣？

Q: What qualifications are necessary for a patient to apply for the Medical Phone Reminder Service? How does one apply?

答：基本上長期病患者、患有認知障礙症或藥物管理欠佳的病者都可以直接向我們申請服務。合資格人士可先透過電話登記，然後填寫一份簡單的表格（無須上門安裝）。聖雅各福群會的藥劑師或配藥員會先根據有關資料，檢視病患者的藥物，並且為他們安排一套適合的服藥時間表，並把該服藥時間輸入系統，然後系統會按時致電給病人，病人只需跟隨系統提示，簡單按電話數字鍵回覆，讓系統得悉病人已獲相關的提示。倘若系統沒有收到回覆，本會的配藥員會個別跟進病人的服藥情況。同時，我們亦會定期檢視系統報，監督各服務使用者服藥情況。如有查詢，可致電2389 9456與黃先生聯絡。

A: Basically, patients suffering from chronic diseases or dementia, or are unable to manage their medication can all apply to us directly for the service. They can first register with us by telephone, and then fill out a simple form. There is no need for a device to be installed in his home. Our pharmacists and dispensers will examine the patient's medication, formulate a schedule for properly taking the different drugs, and upload the schedule onto the system, which will then telephone the patient according to the set schedule. To reply and acknowledge receipt of the reminder, all the patient needs to do is to pushing some numeral keys on his phone. If the system receives no reply, a dispenser of the pharmacy will follow up on the patient. We will also keep the patients' medication records under observation by making scheduled reviews of the records in the system.

If more information is needed, please telephone Mr. Wong at 2389 9456.



從網上找到 理髮服務

「到戶理髮服務」是由一群熱心剪髮師傅組成的義工隊，義務為長者或行動不便人士到戶理髮，使他們能有精神的面容與人接觸。日前，「到戶理髮服務」的兩位義工，走進醫院內的老人內科、骨科及舒緩專科，為住院的病人作出剪髮服務。

據該醫院的醫務社工李姑娘所言，住在醫院的病人因長期病患、中風或跌倒骨折等原因引致行動不便，一般都需要長期住院，即使在出院康復期間亦未能解決理髮需要。由於病人親屬不能安排理髮師到醫院病房為病人剪髮，故此李姑娘希望針對這需要以解決病人的生活質素及減輕病人家屬的照顧困難。透過網站得知本會有這項服務，認為非常合適，於是聯絡本會。

剪髮當日，兩位理髮義工Andy和Clara在剪髮和院友有說有笑，氣氛融洽，義工細心地按每位院友的要求，為他們扮靚靚。當義工幫助院友剪完頭髮後，院友看著鏡子裡的自己，衷心感激地說：「多得你地來幫手剪頭髮，我住院五個月了，期間都無人來探訪我！」醫務社工李姑娘表示：「能看見院友們現在以精精神神的模樣，真是好了！另要為部份卧床病人修理頭髮，實在好有難度，但你們的義工真的處理得好，十分有經驗和細心。」

原來一件看似很微小的事，對有些不幸的人來說，卻是一個難題；義工亦有感地表示，自己只是做一些平日在髮型屋的工作，真想不到會讓住院病人這麼高興，修剪頭髮原來都能夠幫助他人。



Hair Cut Service Found On The Internet

Home Haircut Service is a volunteer team formed by a group of caring hair stylists who make house calls on seniors and people with mobility problems to give haircuts free of charge, to put them in great form to meet others. The other day two volunteer stylists went to a hospital to perform haircuts in the geriatric, orthopedic and palliative care wards.

According to Ms. Lee, the medical social worker at the hospital, the patients in these wards have been rendered immobile by chronic disease, stroke or bone fracture. They generally have to be hospitalized for long periods, and may have trouble getting a haircut even when discharged to recuperate at home. The patients' family members have no way of arranging haircuts for them in the hospital wards. Ms. Lee wanted to help, both to make life better for the patients and to lighten the burden of their families. Finding St. James' Settlement's Home Haircut Service on the internet, she contacted us.

During the haircuts, our two volunteer stylists Andy and Clara chatted and joked with the patients in a harmonious atmosphere. They worked carefully following the clients' requests to make them look good. When they were done, one client looked at himself in the mirror and said gratefully, "Thank you for coming to help me with my hair. No one has visited me in the five months I have been in hospital!" Ms. Lee remarked, "It is so good to see them looking in such great form! It is really very hard to give a haircut to a bed-ridden patient. But you have done it very well, with experience and care."

So, what may seem to be a small matter can be a big problem for some unfortunate people. The volunteers were marveled that what they do every day in the hair salon could make the hospital patients so happy. A mere haircut can be a help too.



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)：_____

地址：_____ 聯絡電話：_____

捐款方法：

劃線支票 (抬頭「聖雅各福群會」)

銀行：_____ 支票號碼：_____

以信用卡捐助 (VISA MASTER)

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"/> Elderly Home Maintenance Services | <input type="checkbox"/> Home Haircut Services | <input type="checkbox"/> Power Subsidy - Ailing & Handicapped |
| <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"/> General use | <input type="checkbox"/> Health Promotion Activities | <input type="checkbox"/> Medication Delivery Services |
| <input type="checkbox"/> Outreach Physical Examination | | |

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
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 Translation Volunteer : M.K. KEI, Kathy SHIN, Yoyo HU, Tat-yan LEUNG
 Friendly Printing : Ping Wai Printing Co., LTD.