

# 慈惠月報

## The Philanthropy Monthly

聖雅各福群會  
St. James' Settlement



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社工的話  
Social Worker's Remark

## 接觸貧窮長者

最近一項香港調查，訪問約千名大學生及約千名長者，約4成受訪大學生認為大部分長者貧困、苦悶及無法適應變化，因而減低他們接觸長者的意願。學者希望增加跨代交流活動，以促進跨代共融。為甚麼年青人會怕了接觸貧窮長者？

根據我們多年來落區探訪生活在捉襟見肘的長者，看著他們居住在破舊的居住，有的因著年老，機能衰退，加上視力差，難於處理日常環境及個人衛生，蟑螂、蜘蛛網和虱的情況並不罕見；住在木屋的老人家，住所經風吹雨打，更顯得破舊非常，加上路途遠離市中心，一般方便日常用品，並不是可以隨時補給，嚴重影響生活質素。相對於社會不斷講求保持良好衛生質素，經常用1:99消毒藥水來清潔家居，外出常備消毒濕紙巾的生活習慣，叫人如何進入基層長者生活的當中？

當然，不是所有經濟困乏長者的生活環境也是如此，我們也曾到訪一些家徒四壁，卻是打理得十分有條理的住所。所以，曾長期參與家訪活動的義工，就好明白及體會到，為甚麼我們要對每一個報名參加義務工作的人士，要單獨見面，提供上門前訓練——家訪時說話的方式、態度及要留意的事情。這樣有心的朋友，在具體的了解下，先評估自己可接受及提供服務的能力，是否有足夠的心理準備，而最終我們希望在服務社會上生活困難及缺乏家人支援的長者時，不但是解決他們日常生活的家居、電器及用藥等問題，還要顧及他們心理上的感受，給予尊重和關愛。

慈惠服務是服務社會上一班表面上不是「人見人愛」的群體，可是，日常生活上的缺乏、長期孤軍面對生活挑戰而不想受人施予、鮮有人來訪而性格變得愈來愈孤獨、因感義工們關懷而悲從中來，這等等長者的反應，許多時候或反而給大家有不少感觸，可幸的是相信能令同工們、義工們及善長們，一直身體力行地支援著這一眾長者，是大家清楚知道，大家所付上的時間、心力及財力，正正是改善他們生活質素的重要元素。同時，著眼於他們的需要，高於個人方便及所求，這才會是真正體現跨代共融的真義。

## Contacting The Poor Elderly

A recent Hong Kong survey had interviewed about one thousand each university students and the elderly. Approximately 40% of the students were of the opinion that the majority of the elderly are financially poor, bored and unable to adapt to changes. As a result the students are less inclined to come in contact with the elderly. Scholars hope cross-generation interactive activities could be increased in order to promote cross generation integration. What is the reason for youngsters to be afraid of contacting the poor elderly?

According to our years of home visiting to elderly who struggle to make ends meet in daily life, these are our observations. They live in dilapidated homes. Some have trouble keeping their surroundings presentable and taking care of personal hygiene owing to old age, deteriorating health in addition to poor eyesight. It's not rare to see cockroaches, spider webs and lice inside their home. Some live in an outwardly extremely dilapidated hut which is often weather beaten. Moreover since they live far from city center, they are unable to replenish daily necessities as often as they would wish. These seriously affect their living quality. It's easy to understand why youngsters are afraid to contact the elderly of the basic stratum in a society keen on maintaining good hygiene, as youngsters today often clean their home with 1:99 disinfectants and always carry wet tissues when going out.

On the other hand, not all homes the poor elderly live in are as above mentioned. Some homes we visited were well kept though sparsely furnished. Our long term volunteers who have participated in home visiting understand why we have to interview individually each person who enrolled to participate in voluntary work. Training we provide prior to visit include things like the format of speech, attitude as well as things to watch out for. Interested parties must assess their ability of providing service, whether they are psychologically prepared with full understanding of home visit requirements. Our final objective is we hope that when we serve the elderly who experience hardship in life and without family support, we have to pay attention to their psychological feelings. We give with respect and care at the same time as we give sundries, electric appliances, medications etc to meet their needs in their daily life.

St. James' Settlement's Charity Project has been serving the group that does not appear to be "lovable" on the surface. They are the ones who experience deprivation everyday, fighting life challenges constantly with no intention of receiving outside help. Some have become more and more unsocial as they rarely get visitors. Some were so touched by concern of volunteers that they were on the verge of tears. These reactions from the elderly bring us moments of introspection. Fortunately St. James' staff, volunteers and donors have been supporting the elderly because they realize clearly the time, money and arrangements are important elements towards improving the elderly's living quality. At the same time they regard the elderly's need to be more important than their personal convenience and desire. This is the true meaning of realizing cross generation integration.

憐恤人的人有福了！因為他們必蒙憐恤。

Blessed are the merciful: for they shall obtain mercy.



## 感謝抗癌路上 有藥劑師團隊同行

陳小姐的媽媽早前因腹部腫脹求醫，沒料到竟然是患上擴散性大腸癌。陳小姐說：「醫生提供四個化療方案讓我和媽媽與家人商討選擇，突如其來的癌症已令我們手足無措，面對手上和網上一堆堆的資料，我們愈來愈混亂徬徨，很想獲得其他專業人士客觀的藥物建議。」

陳小姐與媽媽致電預約一星期後，便與藥劑師進行約30分鐘的藥物輔導面談。「藥劑師給我們分析講解四個化療方案的長短和注意事項，令我們有更清晰的方向為媽媽選擇療程。除了藥物外，藥劑師亦關心媽媽的食慾狀況。藥劑師知道她經常擔心『食得太好』會助長腫瘤生長，又會因為肚脹而胃口欠佳後，立即轉介我們到聖雅各福群會的營養師諮詢計劃，聽取飲食建議，實在十分貼心。」

因使用癌症藥物的首二至四周往往會出現不同的副作用，為了提高整個治療的穩定性和減低病人自行停藥或放棄治療的情況，藥劑團隊會主動於服藥後的第3天、兩周和及後的每個月與病人保持密切聯絡。「開始療程後沒多久便接到聖雅各福群會藥劑團隊的來電，問候媽媽的藥物反應及提醒我們預防護理方法，使我們安心不少。」陳小姐很感激地說。

很多在聖雅各福群會「惠澤社區藥房」購買或領取癌症藥物的病人及其家屬憶述初時選擇治療方案時，都如陳小姐般無助。有見及此，聖雅各福群會「惠澤社區藥房」推出「癌症專科支援服務」，由開始癌症療程前直至病情及用藥情況穩定期間，全方位照顧和追蹤癌症病人。仍未確立治療方案的病人可了解更多治療方案成效及藥物反應的資訊以作出決定。

癌症病人在抗癌路上承受許多壓力，經濟支援固然有助減輕負擔，但多一份關懷和體貼同樣有著重大的意義。

## Thanks The Pharmacist Team Fighting Cancer With Us

Miss Chan's mother went to see the doctor for bloated abdomen and unexpectedly was found to have spreadable colorectal cancer. Miss Chan said, "The doctor gave four chemotherapy treatment plans for their consideration. Diagnosis of the disease was a shock to us, not knowing what to do. Being confronted by both on hand and a cluster of Internet information, we are getting more and more confused and frustrated, just wish to get an objective opinion on the suggested drug from other professional experts."

One week after the phone appointment, Miss Chan and her mother met with the pharmacist for a 30 minutes drug consultation. "The pharmacist analyzed for us the pros and cons on the four chemotherapy treatment plans and their precautionary measures. That gave us clearer direction on which to choose for my mother's treatment course. Apart from the drug, the pharmacist also concerned about my mother's appetite. He knew my mother worries about "eating food which is too rich" would feed growth of the cancer cells. As the bloated abdomen caused her to lose appetite, he promptly referred us to consult the SJS nutritionist for advice. It is really considerate indeed."

Different side effects would often occur in the first 2 to 4 weeks after use of the cancer drug. In order to raise the stability of overall treatment and reduce patient's unilateral decision stopping medication or giving up treatment, the pharmacist team starts to contact the patient 3 days, 2 weeks and hence every monthly after treatment initiation. "We received a call from the SJS pharmacist team shortly after starting the treatment program to see if my mother has any drug side effects and reminded us on preventive care methods, really gave us much peace of mind," said Miss Chan gratefully.

Patients and their families recalled they were just as helpless as Miss Chan when they first came to SJS Philanthropic Community Pharmacy to buy or pick up cancer drugs and on initial choice of the treatment plan. By understanding that, the Pharmacy launched "One-Stop Support Services for the Cancer Patient". It gives an all rounded caring and tracking on the cancer patient in the entire duration from treatment process initiation to patient's condition and use of medication have been stabilized. For patient's treatment plan still to be finalized, they can have a better understanding of the information and effectiveness of the plans and drug reaction before making the decision.

The battle of fighting by cancer patients is subject to much pressure, financial support is of course helpful to reduce the burden but equally vital are care and being considerate.



## 藥房服務拓展 有賴你的支持

香港社會人口老化，針對長者的福利援助需求增加，但現行制度所囊括的支援並未足夠。在百物通脹的生活中，長者一般每月所申領的生果金或長者生活津貼用來應付日常衣食住行開支都有難度，更別說需要定期支付醫療費用開支。

惠澤社區藥房一直致力協助長期病患的長者和各類癌症病人，減輕他們購買自費藥物的開支，避免因經濟壓力而產生放棄服藥治病的念頭。然而隨著服務對象的需求數字不斷增加，服務的資源卻是有限，不論於硬件（中心設備配套）或軟件（系統、人力資源及時間）上都需要作出配合。

中心團隊一直堅持提供專業的藥物輔導服務而非單單只解決配藥需要，還希望透過藥劑師與病人的對談了解他們對服藥的疑問，甚或是服藥後面對任何副作用帶來的困惑。藥劑師往往都能把對藥物的建議耐心地向病人或家屬解釋清楚，並妥善地記錄每位病人的狀況。時至今天，惠澤藥房已發展至三間中心以應付不斷增加的服務使用者。另外，中心亦有三位配藥員同工專責為情況穩定的病人配藥，又針對行動不便的長者提供到戶藥物檢視服務，以跟進弱勢病人的服藥依從性，而且團隊更會到各地區中心講解知藥用藥的重要性，令更多長者及市民大眾受惠。

服務一直有賴各界善長的支持，能夠得到各位信賴，對惠澤社區藥房是一件非常鼓舞的事。面對服務需求日益，拓展藥房服務的迫切性愈來愈大，然而經營成本亦同時相對提高。除了人手緊絀外，亦急需改善藥房設施，望能為病人和他們的家屬提供一個理想的環境，安心地進行藥物輔導。除此以外，我們極需要改進藥房的電腦系統，使各資料能更妥善地一一記錄和跟進，減少查閱的繁複性，優化整體運作，此外，良好的電腦系統能幫助我們更有效分析服務使用者的背景，了解各項病人數據的分佈，對拓展多元服務回應社會需求是非常重要的。

希望各界人士理解我們服務的情況，可以慷慨解囊讓更多的長者受惠。善施請支票抬頭：「聖雅各福群會」，背書「惠澤社區藥房」。

## Your Support Is Crucial For Expansion of Pharmacy Service

Hong Kong population is aging and the demand for elderly-targeted assistance is ever on the rise. But the support rendered to them under the current welfare policy is insufficient. As the cost of living in Hong Kong is always increasing owing to inflation, the old age allowance or the old age living allowance provided by the government can hardly cover the elderly's daily necessities, not to mention the medical expenses on regular basis.

Philanthropic Community Pharmacy has been striving to help the elderly with chronic diseases and the cancer patients to reduce their expenses in self-paid drugs so as to try to save them from quitting medication when they face great financial pressure. While our resources are limited, the demand for this service has ever been increasing and we have to cope with it in terms of hardware (equipment and facilities) and software (operating system, human resources and time).

Our service team does not simply help the patients in need to get their drugs at an affordable rate; we have been persistently providing professional medicinal counseling service to them. In an exchange with patients, our pharmacists can find out their doubts and queries about the drugs and their concerns about the side effects. They then explain their suggestions clearly and patiently to the patients and their family and set up a detailed record for each patient. Philanthropic Community Pharmacy has been expanding its service to meet the increased demand for assistance and until now, we have three centers in operation. There are three co-workers assigned to do drug dispensing for patients in stable condition. We also render Outreach Medicine Inspection Service for the incapacitated elderly as a follow-up service for the underprivileged patients to ensure that they take their drugs properly and timely. Our team has also arranged seminars in many different locations across Hong Kong highlighting the importance of medicinal knowledge and the proper ways to take drugs hoping that more elderly and Hong Kong people would be more careful about medication.

We are grateful for the continuous supports from benevolence of all sectors, which enables us to carry on with our service. Your trust in our Philanthropic Community Pharmacy service is always an inspiration to us. The ever increasing demand for our assistance has been posing an urge on us to expand our service; however, the operating costs rise day by day. In order to enhance our service, we have to deal with the shortage of manpower and address the urgent need to improve our facilities where patients and their family can have counseling on drugs at ease in a comfy environment. In addition, the computer system in the Pharmacy really needs to be upgraded so as to allow a more comprehensive record of patients and facilitate our follow-up work. Data processing and searching will be simplified, which will in effect enhance our operation. Furthermore, an advanced computer system can help us in analyzing more effectively the service users' background information and data relevant to their illness. These analyses play an important role when we draw up diversified plans to address the needs from society.

We hope that our service and the operating difficulties confronting us will be well comprehended. Your generous donation would allow us to serve more elderly in need. Please send us your cheque in favour of "St. James' Settlement" with indication at its back for supporting "Philanthropic Community Pharmacy".



## 聖雅各人常歡樂 福群會內樂榮華

這是黃伯伯接受到本計劃送贈電磁爐時，立即寫下送給本會所有同工及義工的祝賀。義工與工作人員在星期日探訪葉婆婆與黃伯伯，並為他們送上全新的電磁爐，黃伯伯非常開心，而且立即創作祝福的詩句送給工作人員和義工們。

葉婆婆與黃伯伯居於深水埗區，倆老年屆八十多數，子女全在國內，依賴綜援維生。倆老雖然在港生活數十年，但平日非常生活節儉及對於家居電器認識不多，之前一直使用電磁爐是由親友所送，差不多有八、九年時間，葉婆婆早已忘記正確使用的時間，只是胡亂按鈕，最近更壞了放置一旁。葉婆婆平日主要以電磁爐來煮食，因為可以減低煤氣費用。有次長者中心的社工探訪婆婆，發現她家中的電磁爐損壞，開電制後也不能發熱，所以就為他們向本計劃申請電磁爐，以解決倆老日常煮食需要。

黃伯伯與葉婆婆收到本計劃善長捐贈的電磁爐時，笑逐顏開，連番感激，即時向工作人員及義工道謝。除了黃伯伯的祝福詩句，葉婆婆看到義工們為她測試電磁爐時，感動非常地說：「你地聖雅各好好好！沒有想過有這麼多的社工、義工這樣用心幫我，真係好開心啊！」

探訪當日義工細心為兩位老人家測試電磁爐，及教導倆老使用電磁爐的方式，當倆老看到電磁爐數分鐘內已煮沸開水，非常開心，不斷地說感謝的話：「真係好開心啊！個舊爐其實壞了，宜家有新爐用，而且聖雅各社工姑娘同義工哥哥好好人送個電磁爐來我屋企。」本計劃購買考慮到長者的特性，選購的電磁爐按鈕少且容易操作，對於年老的葉婆婆來說，真是方便易用。因為義工的落力付出，不為報酬，只為長者一展笑顏的精神，才能讓「電器贈長者」服務一直延續，讓更多無依的長者受惠。

「電器贈長者」計劃宗旨是為年老無依靠的長者送贈家居電器，解決生活所需。就好似這個簡單，百多元的電磁爐已足以為長者帶來每餐熱粥熱飯，提升生活質素。

## Everlasting Joy To People of St. James Prosperity Perpetuated in Settlement

These words were written by Uncle Wong when he received an induction stove from our program. The words were meant to be good wishes for St. James' staff as well as our volunteers. When our staff and volunteers visited Grandpa Wong and Grandma Yip on Sunday, they brought them a brand new induction stove. Grandpa Wong was very pleased and he immediately came up with those words of good wishes for our staff and volunteers.

Grandma Yip and Grandpa Wong, both over 80, live in Shamshuipo. Their children are in mainland China; the two of them live on Comprehensive Social Security Assistance. Though they have lived in Hong Kong for several decades, they live frugally and know very little about household electric appliances. The induction stove they had used was given by their relatives about 8 or 9 years ago. Grandma Yip had forgotten the proper timing of its use; she just pressed the buttons randomly. A little earlier the stove was left aside after it went out of work. Normally Grandma Yip cooked with an induction stove for it cost less than using a gas stove. One time during visit the social worker of her community center found out her induction stove was not working. He therefore applied for a new one with our Electrical Appliances for the Elderly Program in order to meet their need with daily cooking.

When Grandpa Wong and Grandma Yip received the new stove donated by the scheme's kind donors, they showed a broad, grateful smile and thanked our staff and volunteers repeatedly. In addition to Grandpa Wong's verses of good wishes, Grandma Yip, looking greatly touched upon seeing our volunteers testing the stove for her, said, "St. James' Settlement is wonderful! I never thought so many social worker and volunteers would help me so whole-heartedly. I'm so happy!"

On the day of visit, our volunteers tested the stove for them carefully as well as instructing them the proper way of using the stove. When they saw the stove had boiled water within a few minutes, they were very pleased and said words of gratitude over and over again. "So pleased! Our old stove had been broken. Now we have a new one. It's very kind of St. James' lady social worker and volunteers delivering the stove to my home." Our program takes into consideration the special requirement of the elderly at time of purchase. We choose an induction stove that has fewer buttons and are easy to operate. The stove we gave to Grandma Yip is convenient and easy to use. Our volunteers help voluntarily with the purpose of seeing elderly's happy smile instead of aiming for rewards. It's that objective that enables Electrical Appliances for the Elderly Program to continue operating so that more elderly can benefit from.

The aim of Electrical Appliances for the Elderly Program is to give the elderly household electric appliances to meet their needs in daily life. A simple induction stove at slightly over \$100 like this one is good enough to improve the living quality since the elderly can enjoy freshly cooked congee and rice.

聖雅各人常歡樂  
福群會內樂榮華

## 呼籲捐贈電視

鄭婆婆獨居於屯門區的公屋，由於患有各種長期病患，故她很少前往離家太遠的地方，平日上午會到樓下老人中心或到家附近公園閒坐消磨時間，下午大多數會回家休息。由於沒有多餘的金錢可消費，生活簡樸的她，跟大多數生活貧困的獨居長者一樣，在家只靠電視機接收社會資訊，靠電視機陪伴他們渡過退休生活。

「我自己一個住，日日要自己買餸、煮飯、洗衫，人又開始老，做一陣簡單家務就已經好累。平日生活簡單，因為一來無錢，二來屋企無人，三來不想煩人，自己對生活都沒甚麼要求，電視機有聲無畫面都沒有所謂，我都沒錢買新機，電視機壞了就算，但求仍有聲音就算！」這是婆婆家中電視壞了，而又無力改善的原因。

義工送電視機給婆婆，鄭婆婆按了電視機開關，看見電視機清晰的畫面，她立刻聚精會神站在電視機前，說道：「太好啦，又有電視睇，多謝聖雅各的善長的資助，我沒有錢買新電視機，全靠善長支持，我才有這個又新又靚的新電視機，善長的愛心讓我感到溫暖，還有多謝好人義工的幫助，好多人關心我，雖然我一個人住，但我不是一個人生活！」

陳伯伯獨居於西貢布袋澳的村屋，日常生活主要是留在村屋內，由於他已八十多歲，平日很少外出，起居生活如每日兩餐由住在同村的姪子姪女照顧。陳伯伯家中的電視機已經使用了十多年，是舊款式的膽機，俗稱的「大牛龜」。由於電視機老化，已不能開啟多時，故他向社署綜合家庭服務中心的社工求助，希望可獲資助購買電視機。本計劃得知他有此需要，於是批核一部全新的電視機給他。

對於陳伯伯來說電視機是他生活的伙伴，是他用來與外界聯繫及唯一可娛樂的東西。「電視機」對他而言已是一種生活必需品。「我已經幾十歲又行動不便，不能單獨外出，平時主要娛樂就是看電視，看新聞報告，知道社會大事，就是這麼簡單！」

若果你也希望為這些無依體弱的獨居長者捐贈合適的電視機，請立即捐助「電器贈長者」計劃，支票抬頭：「聖雅各福群會」。查詢：2835 4321 或 8107 8324。

## Appeal For TV Sets

Grandma Cheng lives by herself in a public housing unit in Tuen Mun. Suffering from a number of chronic diseases, she seldom goes far from home. She usually spends the morning in the senior center downstairs or in a nearby park. In the afternoon she rests at home. With no extra money to spend, she lives simply. Like most other needy elderly singletons, she relies on television alone for news and for pastime.

"I live by myself. Everyday I must buy my own groceries, cook and do laundry. I am growing old. A little housework is enough to tire me out. I live very simply. Since I have no money and no one else at home, and I don't want to trouble other people, I don't ask much of life. I don't mind when I only get sound but no picture on TV. I have no money to buy a new TV set anyway. I can put up with a TV not working properly, so long as it still has sound." That's why she could do nothing when her TV broke down altogether.

Our volunteers delivered a TV set to her. Grandma switched it on and a clear picture appeared. She stood in front of it, her eyes fixed on the screen, and said, "So wonderful! I can watch TV again. Many thanks to St. James' Settlement! I don't have the money to buy a TV set. It is entirely because of the kind donors that I have this beautiful new TV. Their charity warms me. And thanks for the help of the good volunteers. So many people care about me! I may live here by myself, but I don't live alone!"

Grandpa Chan lives by himself in a village house in Po Toi O, Sai Kung. Since he is over 80 years old and seldom ventures out, his is largely confined to his house. He is cared for by nieces and nephews living in the same village, who bring him two meals a day. Grandpa Chan has had his TV for more than ten years. It is an old-style vacuum tube set that broke down a long time ago. He sought help from a social worker of the Social Welfare Department's Integrated Family Services Centre, hoping to get a subsidy to buy a new TV. Learning of his need, our Electrical Appliances for the Elderly program allotted him a brand new set.

TV is Grandpa Chan's companion. It is his only link to the outside world, and only source of entertainment. It is a necessity. "I am old and have trouble moving about. I can't go out by myself. My major pastime is watching TV, watching the news to learn about major events in the world. That is all!"



If you would like to offer suitable TV sets to such helpless and frail elderly singletons, please donate to our Electrical Appliances for the Elderly program with a cheque made payable to "St. James' Settlement". For enquiry, please telephone 2835 4321 or 8107 8324.



## 「終於聽到了！」

「歡婆婆患有認知障礙症，沒有親人的支援。這個單位入伙時是4人同住，但是這十幾年來其他住客搬的搬、走的走，只剩下歡婆婆一人住在這個單位。雖然如此，她都習慣在房中『生活』，加上她聽力不好，社工或義工上門不停拍門，她都無法順利應門。雖然她是獨居長者，但我們都不希望婆婆與社會斷絕聯繫。」

轉介社工希望為長者安裝「閃燈組合」，以便協助長者改善生活質素。

歡婆婆因為聽力不好，在溝通上出現極大問題，轉介社工每次致電給長者都需要提高聲量，但歡婆婆都不一定能準確接收有關信息，因此，周不時會出現「蝦碌」情況。有見及此，長者家居維修的義工就為歡婆婆準備了一部擴音電話和一個外置閃燈器。擴音電話經過特別設計，可把聲量擴大到40分貝，對於聽力受損的歡婆婆來說，無疑是雪中送炭。

義工指導歡婆婆如何使用擴音電話後，透過電話裝置，她終能清楚聽到別人的聲音，因此表露出興奮無比的表情，說「好耐我都聽唔到人地講咩！而家我終於可以聽到啦，聽到啦！多謝晒！多謝晒！」看著婆婆的喜悅，這一刻都感動了在場的義工。

為了避免她與社會斷絕聯繫，除了擴音電話，義工更為歡婆婆安裝一個閃燈門鐘。閃燈門鐘本來就不便宜，加上需要持牌電工負責安裝，這筆費用對於領取綜援的歡婆婆絕對是天文數字。今次，服務為婆婆加裝了這個閃燈門鐘後，以後，當訪客按大門門鈴時，同步在室內會有燈光閃動，婆婆就容易知道有人拜訪他了，更重要的是常常來訪的社工和義工，以後就不用「嗌破喉嚨」。

溝通是人與人社交的基礎，但對於長者來說，耳朵聽力會隨年紀增長而慢慢衰退，這時候溝通就不再容易，許多長者為免別人麻煩或免生尷尬而選擇逃避，漸漸就變成自我封閉。為了避免長者與社會斷絕聯繫，及為聽力受損的長者建立溝通的橋樑。長者家居維修服務一直秉持協助長者「居家安老」的精神，以實際及到位的方法解決長者家居環境設施上的疑難，讓他們在社區安享晚年。



## “I Can Hear Now!”

“Grandma Foon has dementia with no family support. Where she lives used to be for 4 persons at the beginning but over more than a decade's time, the others had either moved out or passed away, leaving the unit all to her. In spite of this, as her livelihood is usually in her own room, and as she has hearing difficulty, social and volunteer workers visiting her though knocking hard on the door unceasingly still had much difficulty to get her answer the door. However, we do not wish to see living alone elderly like her to be disconnected from community contact.”

The referral social worker hopes to install for the elderly “Flash Light Door Bell for Deaf” in order to improve their quality in life.

As she is poor in hearing, communication with her becomes a big issue. Each time, the referral social worker called her over the phone was unsure that she had received the proper message even with raised voice. Hence, awkward situations often occurred. Seeing that, the “Elderly Home Maintenance Services” volunteer worker prepared for this hearing impaired Grandma a specifically designed amplified phone with an external flash lamp and loudness up to 40dB which is undoubtedly like sending her coal during snowing winter.

The volunteer worker guided her on use of the amplified phone. Through which she could clearly hear the voice of the person at the other end of the phone. As a result, she expressed her exceptional excitement and said, “For a long time I fail to hear what others say to me over the phone! Now I can hear them! Thank you! Thanks a lot!” That very moment, watching her happiness moved the volunteer workers on the scene.

To prevent her being disconnected from community contacts, besides the amplified phone, the volunteer worker also installed for her a “Flash Light Door Bell for Deaf”. This bell by itself is not cheap, and requires a licensed electrician for the installation, total expenditure to her would absolutely be astronomical. After installation of the flashing door bell this time, visitors at the door pressing on the bell will turn on the flash light simultaneously, notifying the Grandma someone is at the door. More importantly are frequent volunteer and social worker visitors no longer have to shout at the top of their voices to get her attention.

Communication is the basic means for socializing, but the gradual hearing deteriorated elderly due to aging, communication is not easy. Many of them, for fear of bothering others or got themselves into embarrassment, would elect to just run away, and so gradually cut themselves off from the community. In order to avoid impaired hearing elders being disconnected from community contacts and to bridge the communication gap, “Elderly Home Maintenance Services” upholding the spirit of “Aging in Place” uses pragmatic no the spot approach in problem solving to let them enjoy life in their golden years.

有了這個閃燈門鐘，社工或義工到來探訪，儘管歡婆婆坐在房間內，都能即時得知。

With this “Flash Light Door Bell for Deaf”, though the Grandma likes sitting inside her room, she is promptly notified of the social or volunteer workers come visiting her.

## 為新屋入伙長者 籌募善款

「那個年代急需搬運工人，在碼頭取貨後就徒手搬到市區。肩起三四包大米只屬閒事，只怪年輕時只懂一味衝，結果養成一身傷，受傷最嚴重的是氣管和肺部，現在我走兩步路就氣促，必須歇一會才能再走。」眼前的王伯因為年輕的時候任職搬運工人，從事三十年，身體因而變差，在五十多歲後更轉為散工，收入變得不穩定。

王伯因為工作關係，一直居住在深水埗的板間房，但是日積月累的傷患，令王伯不能再長時間工作，板間房的租金都不便宜，無兒無女的他只好同時申請綜援和公屋。苦等三年，王伯終於獲派將軍澳的公屋，可惜的是卻要離開生活了數十年的社區。

「我做苦力的時候就已經住在深水埗，想不到跟工作講再見，現在要跟這區道別。搬到新區最不習慣就是這裡的物價，在這裡買幾根菜和肉，都已經足夠我在深水埗一天的伙食費。」這刻王伯最依依不捨的是眼前的熟悉的環境和經歷。

獲派公屋只是一個開始，之後仍要處理電器和入伙的裝潢需要，這對於領取綜援的王伯來講絕對是捉襟見肘，今天長者家居維修的義工就來到將軍澳為王伯鋪設地板。鋪上膠地板能阻擋灰塵揚起，這就能減慢王伯氣促惡化的程度。基於他經濟有限，本來打算不鋪設地板就直接居住在該單位，當義工完成工程後，王伯看到成品，感到非常感恩，非常感謝義工們的協助。

「最惡劣的時候我都撐過，我都不想麻煩別人太多，有一個公屋單位已經比住在板間房好得多了，就算沒有地板我都不介意了。」有就是錦上添花，沒有都不用勉強，這正是他們老一輩想法，但是家居維修服務一直堅持「居家安老」的信念，不欲看到他們因為經濟條件所限而委屈自己。在這半年預計為五十戶獨居長者鋪設膠地板和安排其他新居入伙的項目，需要經費約為七萬五千元，請各善長慷慨解囊。請捐助：「長者家居維修服務」，支票抬頭：「聖雅各福群會」。施善電話：2835 4321 或 8107 8324。



## Appeal For Donations For Elderly Going To Move Into New Home

“In those years conveying labourers were in great demand. Having obtained cargoes at the wharf, we carried them to the city centre bare handed. Shouldering 3 or 4 sacs of rice at one time was a piece of cake. I was young and reckless, not knowing how to look after my health. My lungs and wind pipes suffered the most serious injury. Now I have to stop for a while before I can continue since I get shortness of breath from walking.” Grandpa Wong, whose health changed for the worse because he worked as a conveying labourer for 30 years when he was young. He became a casual worker in his 50's and income was therefore unstable.

Grandpa Wong has been living in a boarded room because of his work. Grandpa Wong can no more work for a long time owing to his injuries. The rent of his boarded room is not cheap. He applied for Comprehensive Social Security Assistance as well as public housing unit at the same time since he has no children to depend on. After 3 years, Grandpa Wong has been assigned an estate unit in Tseung Kwan O. That means he would leave the community where he has lived for several decades.

“When I was a coolie, I lived in Shamshuipo. I never thought when I say good-bye to work and I say good-bye to this district, too. When I move to the new district, the prices of things are what I find hard to get used to. What I pay for a bit of meat and vegetables here can buy me a day's food in Shamshuipo.” Right at this moment Grandpa Wong doesn't really want to leave the environment and the experiences that are familiar to him.

The assignment of a public housing unit is merely a beginning. There are things to deal with prior to moving in like electrical appliances and renovations which are definitely beyond Grandpa Wong's financial ability. Today the volunteers of Elderly Home Maintenance Services are going to lay floor boards for Grandpa Wong's home in Tseung Kwan O. The vinyl floor boards prevent dust rising into the air thus slow down Grandpa Wong's shortness of breath from worsening. Originally Grandpa Wong was not going to lay floor boards since he couldn't afford the money. When the volunteers finished laying, Grandpa Wong was very grateful for the volunteers' help as soon as he saw the completed work.

“I had been in the worst situation and I survived. I don't want to trouble people too much. I'm much better off now in a public housing unit than a boarded room. I won't mind even I have no floor boards.” In Grandpa Wong's generation, people's life motto was: make it do and do without. However, Elderly Home Maintenance Services has been upholding its belief of Ageing in Place and do not wish the elderly to make it do because of a shortage of money. St. James' estimated the amount of money needed to be approximately \$75,000. The money will be used on laying vinyl floor boards besides arranging other moving in items for lone elderly in 50 households in the coming 6 months. We appeal to the generosity of kind people of Hong Kong. Please donate to Elderly Home Maintenance Services. Make out your cheque payable to “St. James' Settlement”. Donation hotline: 2835 4321 or 8107 8324.

在鋪設膠地板後，王伯連番感謝義工的幫忙。看到社會上熱心人的幫助，對此亦非常感動。

Grandpa Wong thanked the volunteers for their help repeatedly after they finished laying his floor boards. He was very touched when he saw they helped him so whole-heartedly.



## 因病患者需要 服務應運而生

自2009起，聖雅各福群會為回應病患者的需要，達致病者有其藥的服務宗旨，透過「惠澤社區藥房」為有需要自行負擔昂貴藥費，經濟困難的長期病患者，在持有醫院管理局所發出的自費處方藥物，以優惠價錢售所需的自費藥物。

為提供更完善和全面的服務，推出「贈藥治病計劃」。申請計劃人士需有由政府醫生處方的藥物種類，經由醫務社工評估個案家庭及經濟情況，然後向本會作出轉介。本計劃主要資助對象為領取綜援金、低收入及缺乏家人支援的病患者，負責工作人員在接到有關申請後，會審查有關申請資料內容，合資格的申請病患者，在得到資助後，可以購買有關藥物，並經由藥劑師提供藥療輔導，以增加患者對藥性的了解及服藥依從性。

此外，有鑑於患者在治病期間需要一些醫療輔助用品監察或控情病情，例如：血壓計、血糖測試機及針頭試紙、呼吸機配件等等，因應所需而成立「家居醫療用品計劃」，以減輕病患者需要購買相關的醫療器材或用品的開支，以協助他們踏上康復之路。計劃亦能減輕病患者家人的經濟及照顧壓力，提升一家人的生活質素。

過去，我們聽了不少病人的故事，其中不乏是因經濟困難，無法承擔計程車費用，而經常往來醫院，導致身心疲憊，更有獨居年老病人甚至放棄就醫；亦有些病患者因過於體弱，又或受到藥物的副作用困擾，而自行減藥或停藥。於是，服務又推出「診病交通費支援計劃」和「營養福袋餽贈計劃」，前者可以為體弱的病患者及家人減輕因車程的勞累，而按時覆診接受治療。後者特別為體弱或正接受標靶治療人士，藉營養奶粉（一般營養奶及癌症專用奶粉）幫助身體吸收更多營養，提升體重，抵抗疾病。

每位「惠澤社區藥房」的病患者，均由註冊藥劑師和配藥員協助提供個別藥療輔導服務，藥劑團隊向用藥物存疑的病人，耐心講解藥物種類、藥性、成效及藥物副作用等資訊，令病患者安心依從指示服藥；與此同時，我們會不定期到全區不同地區中心舉辦知藥用藥及專科專藥講座，把藥物資訊帶到社區，讓更多社區人士提高自我管理疾病的能力。

隨著不同時期，因應病患者的實際需要，各種計劃應運而生，當中亦有賴各善長的慷慨捐助才能順利進行，與病患者及家人同行治療及康復之路。

## Services Launched At The Historical Moment For Needy Patients

In response to patients' need for medicinal service, SJS since 2009 through Philanthropic Community Pharmacy provides concessionary priced medication purchase for chronic patients with financial difficulty and with prescriptions from HA doctors.

In order to provide better and more comprehensive services, "Medication Subsidy Program" was launched. Applicants are required to furnish HA doctor's medical prescription, assessed by the medical social worker of the patient's family and financial situation before being referred to our organization. Main targets of this program are CSSA receivers, low income and absence of family support patients. Staff responsible for the program will verify relevant information provided and only those eligible will get the subsidy. The pharmacist will provide coaching to increase patient's medication understanding on the nature and on compliance with instruction from the doctor.

In addition, in view of patients' need of certain supplementary medical items during treatment in monitoring or controlling the illness, such as, blood pressure monitor, blood glucose meter and lacer test strips, respirator accessories etc. As a result, the "Home Use Medical Equipment Support Program" was introduced to mitigate expenses for patient's purchase of the relevant medical devices or items. That helps to reduce the financial and caring pressure of patient's family on the road to recovery and raise quality of life to the entire family.

In the past, we have heard many patients' stories, mostly related to lack of financial means to pay taxi fares as the trip on public transportations to and from hospital being too physically and mentally tiring. In the worst case, lone living elders would abandon treatment; while some others too weak physically or disturbed by side effects of the medication would voluntarily take a dosage reduction or even quit medication. Hence, we introduced "Patients Travel Subsidy Plan" and "Nutritional Baggie For the Weak". The former reduces frail patients being tired by transportation to attend the appointed consultation. The latter gives frail patients on target drug treatments nutritional milk powder (both general and cancer specific powders) to boost nutrients intake, adding body weight for their battle with the disease.

Patients of the Philanthropic Community Pharmacy will get personal medication consultation from the registered pharmacist and dispenser. This medical team patiently explains medicine type, property, therapeutic value and side effects to the patient on questions they have in mind, in order that they follow doctor's instruction with peace of mind. Meanwhile, ad hoc seminars on knowing your medicine and special drug are organized at various district centers to let more people in the communities know how to cope with their illnesses.

To address actual patients' needs at different time periods, various programs have been put into practice. Amongst these are generous donations from benevolent people, thus making the implementation smooth and possible, walking with patients and families on the road to recovery.





## 獻出你的技能 為長者理髮

還記得6年前，看到報章聖雅各福群會需要招募剪髮義工，我便自告奮勇去參加。我一直有到訪老人院，為院舍的體弱長者修剪頭髮。而聖雅各福群會提供的服務是不一樣的，他們主要是為居於社區、因病未能外出的長者，提供「到戶式」的理髮服務；而且服務並沒有區域限制，即使居於鄉郊的體弱長者，他們也願意提供到戶服務，這樣具備意義的服務，我希望能夠成為他們的一員，於是去報名參加。

登記成為義工前必須跟服務社工面談，服務同事跟我分享了很多體弱長者居於社區裡必須面對的困難。很同意他們說，一個人的生活，不應只是吃飯、喝水和睡覺。體弱長者健康不佳，他們更需要額外的照顧和關懷。當他們的健康日益衰弱，疾病纏身，面容更顯憔悴。體力一直下降的他們，難免需要長時間臥床休息，頭髮不加打理亂成一團，看著鏡中的自己，會有什麼樣的心情？

第一次服務是居於油塘公屋邨的祺伯伯。祺伯伯自跌後手腳乏力，行動都要靠弱小的太太協助。兩口子年過80歲，子女不在身邊也鮮有聯絡，生活上大小事務都靠自己獨力解決。祺伯伯個子很高大，站在身邊的太太顯得更加瘦弱。祺伯伯已經半年沒有剪頭髮，髮尾已長至過頸。由於他身體乏力，坐在椅子上也需太太攙扶。我實在擔心瘦弱的太太沒有力氣支撐太久，拿起電剪快速的幫祺伯伯修剪頭髮。也可能因為電剪的聲音讓祺伯伯很害怕，在過程裡不斷抓緊太太的手，狀甚緊張。這時我知道我需要分秒必爭，將理髮的時間縮短。同時間，我亦希望可以幫祺伯伯修剪一個「醒目」及「精神」的髮型，因此除了將髮尾修短，亦希望於頭頂保留多點頭髮，避免有「禿頭」的感覺。要同時兼顧「質素」和「速度」，對我而言實在是一項極具難度的任務。

十五分鐘過去了，煥然一新的祺伯伯看上去精神多了。「好多謝義工幫佢剪頭髮，我無能力帶佢出街，自己又唔識同佢剪。看多幾眼，覺得佢原來都幾靚仔！」細心替祺伯伯掃掉髮碎的太太，摸著丈夫的頭，幸福的笑了。我從太太的手上拿過掃把，幫她清理掉地上的頭髮碎。只要我能夠為他們做的，我都十分樂意去做。臨走前，還三番四次提醒太太丈夫需要剪髮時，一定要主動聯絡聖雅各，我定會盡快協助。祺伯伯向著我不斷點頭，雖然他不懂說話，但我知道他很喜歡我為他設計和修剪的髮型。

每人都擁有不同的技能，只要我們願意作出奉獻定能幫到有需要的人。希望大家都可以踏出一步，為不能外出、無依的體弱長者服務。你的一雙手，將能為他們建造無限幸福。



## Share Your Professional Skills Give Haircuts For Elderly

6 years ago I learnt through newspaper that St. James' Settlement needed volunteers with hairstyling skills. I signed up right away. Not a novice volunteer myself, I used to visit regularly nursing homes and did haircuts for the elderly staying there. But this is not the way St. James' Settlement does. They set their sight on elderly who live in the community but cannot leave their home due to health problems. They offer home haircuts for elderly no matter where they live - they will send volunteers over even if the elderly lives in a remote rural area. I find the service very meaningful and I want to be part of the team, so I signed myself up.

Before becoming a volunteer, I had to meet and talk to SJS's social workers. They briefed me about the difficulties that these frail elderly in the community face. I totally shared their view that caring for these frail elderly's life should be far more than just concerning about the issues on food and shelter; they need extra care and concern. These elderly wrestle with their illness every day and as their condition keeps deteriorating, they certainly look tired and weary. Some elderly, as they lack physical strength, need to stay in bed for long hours, their hair surely looks messy. Imagine, would they still be in good mood when they saw themselves in the mirror?

My first volunteer assignment with SJS was to help Grandpa Kei who lived in Yau Tong Public Housing Estate. His limbs had become strengthless since he had a fall earlier and hence needed his wife's assistance when he wanted to move around. Not staying in contact with their children, the couple had to tackle everything themselves even if they were both in their 80s. Relative to Grandpa Kei, his wife looked much slimmer and smaller. It had been half a year since he had his hair cut last time, his hair reached nearly the middle of his neck. Besides shortening his hair, I would like to keep more hair on the top so that Grandpa Kei would not look bald. However, Grandpa Kei was unable to hold his body upright and hence needed his wife, a slender old lady, to lend him an arm. The problem was, I didn't think Mrs Kei could hold long, so I decided to use an electric shear so as to shorten the time as much as possible. Then I noticed Grandpa Kei gripping his wife's hands real tight, the problem likely lied on the buzzing sound this time. I realized I had to finish it real fast, yet still made Grandpa Kei look smart and sharp. The challenge of this assignment was to deliver a top quality service in shortest possible time.

In just 15 minutes, Grandpa Kei looked like a whole new person. "Thank you for coming over to do haircut for him. I am not able to bring him out, nor do I know anything about haircutting. Look now, how handsome he is!" Mrs Kei said, while carefully wiping off the loose hairs on Grandpa Kei's face. Then I quickly picked up the broom to clean up the floor. It was something trivial and something I could easily help out, I was happy to do it. Before leaving, I kept reminding the couple to call up St. James' Settlement next time they need a haircut and told them I would be there soonest possible. Not being able to talk anymore, Grandpa Kei kept nodding his head in response. I could tell he liked the new look I designed for him.

Everyone has their own gifts and abilities. We just need to step up and we can help out someone in need. Your pair of hands is going to make a real difference for those disadvantaged elderly who are homebound and otherwise have no one to turn to for assistance.

透過我們的一雙手，為無依弱老理髮，讓他們回復精神外貌。

With our pair of hands, we are going to make a new look for the frail elderly and give them the boost they need.

## 被截電的惶恐

「人老了不打緊，最重要的還是不要生病！」患有肺氣腫的光伯伯，嘆息著自己的不幸。「我沒有結婚，自己生活都成問題，不要連累別人嘛！」從事地盤工作的光伯伯，收入微薄，不想日後妻兒跟自己一起「捱餓」，乾脆獨身至今。

以前大家都不重視職業安全，尤其於高危環境工作的地盤工人，在沒有裝備的情況下吸入不少灰塵和有害物品，身體日積月累承載了不少有毒物質，首當其衝的，必然是對呼吸系統的危害。「以前開工邊有口罩戴呢？後生身體壯健，自然不加理會。一日十幾個鐘係地盤不知吸入幾多灰塵，加上自己又有吸煙的習慣，肺部至今未爛掉已經好慶幸！」光伯伯現時需依靠氧氣機協助呼吸，「氧氣不離身」的他，只能被迫待在家中，過著「望天打卦」的日子。

光伯伯的家日間長期被屋外的陽光照射，炎夏時室溫極高，讓光伯伯氣促得十分厲害。「熱到待不下去時，不得不開冷氣。」光伯伯收到兩個月一期的電費單，電費接近 \$1,000，憂心著如何過渡這「難關」。按計算顯示，開啟24小時的氧氣機每月已需使用接近 \$250 的電費，加上光伯伯的冷氣是由別人捐贈的，並沒有「一級能源標籤」的省電功能，冷氣長期開啟難免引致電費高昂。「我不吃不喝，也得要氧氣過活！」光伯伯沒有能力應付高昂的電費，接到電力公司的「追數」通知，擔心一旦被截電後不能使用氧氣機該如何是好。「我已執好隨時入院的替換衣服和清潔用品，萬一被截電我只好到急症室求診，不能使用氧氣機我怕連命都無！」

「電費助貧弱」計劃得知光伯伯的緊急情況，立即動用善款協助他支付拖欠已久的電費，免得被截電以致氧氣機也中斷運作。在現今的系統裡，即使是長期病患的綜援受助者，因健康理由而需長時間使用醫療電器，也未能獲得政府恆常的現金資助，以致這些匱乏的病患者往往擔心高昂的電費，而縮短使用醫療電器的時間，繼而造成對健康的危害。

隨著有更多匱乏病患者對「電費助貧弱」服務的認識，申請個案數字正一直上升。服務平均一個月會接到3至5宗新申請，一位申請人需要使用2至4項醫療電器，過去半年曾資助20位匱乏病患者，總資助金額接近\$20,000。計劃極需各位善長伸出慷慨援手，將這些匱乏病患者帶離「被截電」的困境。有意施善者，支票背面請指定捐予：「電費助貧弱」計劃。施善熱線：2835 4321 或 8107 8324。



## Dread of Power Cut-Off

“Growing old is no big problem. Just mustn’t get sick!” said Grandpa Kwong, lamenting his emphysema. “I never married. I couldn’t ask anyone to share my life when I could hardly feed myself!” Grandpa Kwong earned a meager living as a construction worker. He did not want a family to “starve” with him. So he has remained single to this day.

People did not pay much attention to industrial safety in those days, especially construction workers who worked in highly dangerous environment. Unprotected, they inhaled large quantities of dust and harmful substances. The first organs affected by the accumulated toxic matters are necessarily the respiratory system. “No one wore masks at work then! Being young and strong, we naturally did not care. Think of the amount of dust we inhaled every day, working for more than ten hours at a building site! On top of that, I smoked. It is a miracle my lungs are not totally rotten today!” Grandpa Kwong now relies on an oxygen breathing machine for respiration. His complete reliance on it keeps him helplessly housebound.

Grandpa Kwong’s home is exposed to long hours of strong sunshine in day time. The stifling heat makes him gasp for air. “When it is unbearable, I have to turn on the air-conditioner.” Then his electricity bill came - nearly \$1,000 for two months! How was he to cope with it? Running the oxygen machine daily round the clock already costs nearly \$250 a month. His air-conditioner is a donated machine which does not come with a Grade 1 Energy Label signifying power saving function. Running it for long hours naturally drives the electricity charges even higher. “I can go without food or drink, but I must have the oxygen to stay alive!” Grandpa Kwong could not afford the big bill. Notice came from the power company demanding the overdue payment. Faced with the possibility of power supply cut-off, he dreaded that he would no longer be able to use the oxygen breathing machine. “I am all packed with changes of clothing and toilet articles, ready to go to hospital any time. In case of electricity cut-off, I will have to go to the emergency ward. I will die without oxygen!”

On learning of Grandpa Kwong’s distress, our “Power Subsidy - Ailing & Handicapped” immediately drew a sum from its donated funds to help him pay his long overdue electricity bill, so as to prevent a power cut-off that would stop his oxygen machine from running. In the current system, no regular government financial aid is available even to a chronically ill recipient of Comprehensive Social Security Assistance whose health condition requires the use of electrical medical appliance. Due to their dread of high electricity charges, needy patients often cut down the usage of their medical appliances, consequently jeopardizing their own health.

As more needy patients learn of our “Power Subsidy - Ailing & Handicapped”, the number of applications is rising steadily. On average 3 to 5 new applications are received each month, each applicant needing to use 2 to 4 appliances. In the past six months we have provided 20 needy patients with subsidies totaling close to \$20,000. To save needy patients from the dilemma of power cut-off, the project is in urgent need of your generous support. If you wish to help, please indicate on the back of your cheque that it is for the “Power Subsidy - Ailing & Handicapped”. Donation hotlines: 2835 4321 and 8107 8324.

你的捐助可以協助病患者脫離被斷電的危機。  
Your donation can save patients from the dilemma of electricity cut-off.

## 擔心藥物反應冀詳細解釋 患者較關注 治療成效

癌症病人可能需要接受藥物治療，在擔心藥物費用昂貴外，同時也關注藥物成效及副作用等，因此期望有專業醫護人員，就藥物及治療等作詳細解釋，以求安心。聖雅各福群會早前一項調查發現，受訪患者認為「治療成效」比「治療費用」更重要，而且逾九成人認為藥物治療過程中，藥劑師提供的協助十分重要。

該會惠澤社區藥房註冊藥劑師梁沛康(圖右)表示，對使用癌症藥物的患者來說，首兩周最為關鍵，因首兩周藥物副作用會一一呈現，輕則嘔吐、口腔潰瘍、食慾不振等，重則會增加流血風險。患者因此可能因憂慮而自行放棄治療或停藥，要在這個階段讓患者安心治療，才可提高整個治療的穩定性。

有鑑於癌症患者用藥的特別需要，該會推出免費的「癌症專科支援服務」，該會高級經理盧佩芬(圖左)稱，服務讓癌症患者可在療程前或開始療程一星期內，接受藥劑師藥療輔導服務，之後分別在藥療輔導後的3至4天、兩周及每月，由藥劑師以電話跟進，有需要時並作出舒緩治療跟進。她希望，透過藥劑師介入，讓患者安心用藥。有關服務適用於所有接受公立醫院服務的癌症患者，有需要人士可致該藥房熱線2831 3289查詢。

## Worry of Medication Effect Wish For Detail Explanation

Patients who have to receive medication treatment not only worry of the expensive medication cost but also its effectiveness, side effect and etc; thus, they hope to get detail explanation from medical professions. According to a survey of St. James' Settlement, over 90% patients think that the assistance of pharmacist plays a very important role in the treatment.

The registered Pharmacist of St. James' Settlement Philanthropic Community Pharmacy, Eugene Leung Pui Hong, said, the first two week of treatment is crucial as side effect, from vomiting, oral ulcers, loss of appetite to increase of bleeding risk, usually appears in this period. Since some patients may stop taking medication or even give up treatment at this stage; hence, releasing their worries is important in order to raise the stability of treatment.

Regarding the special needs of these cancer patients, St. James' Settlement launches the free program "One-Stop Support Services For The Cancer Patient". Senior Manager Ms. Lo Pui Fun said, patients can receive the medication consultation before or at the first week of the treatment; after that, the pharmacist team will follow up by phone after 3-4 days, two weeks and every month in order to provide suitable treatment assistance. All public hospital cancer patients are welcome to join the program. Patients in need can contact the hotline: 2831 3289.





# 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"/> 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"/> Outreached 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 祁慕潔 胡友玉 黃秀琼 辛秀麗  
友情印刷：平偉印務有限公司

### Inquiry and Website : St. James' Settlement

Contact Person : Ms. Tse Man Wai  
Telephone No. : 2835-4321 / 8107-8324  
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