

遇良機 得蛻變 — 李倩瑩

With a Fine Opportunity Comes along a Transformation – Lee Sin Ying

毅誠工場殘疾人士在職培訓計劃社工楊春華

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李倩瑩於2011年5月加入扶康會殘疾人士在職培訓計劃。作為她的負責社工，這三年來我陪伴她經歷工作上的轉變，見證她的成長與進步——由缺乏自信、害怕公開就業，到現在好學不倦、凡事願意嘗試。

Lee Sin Ying joined Fu Hong Society On the job Training Programme for Persons with Disabilities in May 2011. As her social worker, I accompanied her to face with changes at work over the past three years. I also witnessed her growth and progression – from someone who lacked confidence and was afraid to seek open employment, to someone who is now never too tired to learn and try new things.



蛻變來自機會與鼓勵

三年前，年長的李先生帶著女兒倩瑩到來查詢在職培訓計劃。李先生表示，女兒將要入住另一社福機構的輕度智障人士輔助宿舍，由於該宿舍沒有日間服務的配套，故到來為倩瑩申請本會殘疾人士在職培訓計劃的服務。

父女向我訴說倩瑩以往於快餐店工作的辛酸史。李先生表示，因為早產，導致女兒患有輕度智障，而且體形嬌小。父親不想她終日在家中虛度光陰，十年前開始讓她嘗試外出工作，怎料女兒因此換來一身傷患。快餐店以兼職形式聘用倩瑩，人手不足時，倩瑩要一天工作十多小時，每次送外賣均揸著十幾磅重的食物及汽水，長期勞損導致倩瑩腰部經常疼痛。倩瑩亦需要處理廚房工作並接觸滾油。一次意外，導致她手臂被滾油燙傷，留下一大片傷疤。這些不愉快經歷，令李先生掙扎應否讓倩瑩再次公開就業。倩瑩也向我表示，擔心自己「太蠢」，做不到要求會被上司罵。

作為社工，我很想幫助這對無助的父女，但一時間實在很難找到合適的工作給她。適逢當時毅誠工場的康姨餅房訂單日漸增多，需要增聘人手，可以聘用在職培訓服務的服務使用者為員工，一邊工作一邊培訓他們。倩瑩藉此良機，由本會的服務使用者「升格」為職員。

進步源於支持與嘗試

倩瑩加入康姨餅房工作兩年多，在導師悉心的指導與鼓勵下，她重新建立對工作的信心，亦願意主動與人溝通，積極學習新事物。倩瑩更於2011年11月代表本會前往北京分享工作經驗。2012年4月，本會更推薦倩瑩參與香港電台製作的戲劇《沒有牆的世界III》之《我要做父母》試鏡，並成功成為劇中女主角。雖然工作繁忙，但卻令倩瑩的生活變得多姿多彩，父親見到女兒的轉變也大感安慰。

最近倩瑩又進入新一個里程碑。她於2013年12月主動申請由康融服務有限公司（由扶康會成立的社會企業）營運的康姨咖啡室的餐飲服務員職位，藉此擴闊眼界，學習更多工作技能，並夢想將來擁有自己的咖啡室。這夢想推動她每天積極工作，主動向廚師學習沖製絲滑奶茶、濃香咖啡等特色飲品。倩瑩更努力學習一些簡單英語招呼外籍遊客。她很開心地向我訴說工作上的趣事，並表示每天能夠接觸不同的客人及外籍遊客，令她大開眼界。她與工作團隊相處融洽，在快樂的氣氛下工作，讓她獲得很大的滿足感。

倩瑩從以往害怕公開就業，到現在充滿夢想，積極工作，全因三年前扶康會提供的一個就業機會。扶康會現正積極發展社企餐飲服務，希望將來有更多服務使用者像倩瑩一樣，充滿自信地投入公開就業市場。

Transformation Comes from Opportunities and Encouragement

It was three years ago when the elderly Mr. Lee took his daughter Sin Ying here to inquire about the On the Job Training Programme. He said his daughter was moving into another welfare organization's supported hostel for persons with mild intellectual disabilities which did not provide any day services. He was therefore here to apply for Sin Ying the service of On the Job Training Programme for Persons with Disabilities provided by the Society.

The father and daughter then told me the hard time Sin Ying had when she worked in a fast food restaurant. Preterm birth, Mr. Lee said, was the reason to his daughter's mild intellectual disability and petite figure. He did not want her to waste time at home and so he started to let her get a job on society ten years ago. However, she ended up full of wounds and injuries. The fast food shop had hired Sin Ying on a part time basis and Sin Ying had to work more than ten hours a day when there was a short of hands in the shop. Every time when she made a delivery she had to carry the food and sodas which weighed more than a dozen pounds. This long term strain brought her constant back pain. Sin Ying was also required to work in the kitchen and deal with boiling oil. The huge scar on her arm was the result of an accident in which she got scalded by the boiling oil. These unpleasant memories made Mr. Lee struggle on whether he should let Sin Ying seek open employment again. Sin Ying also expressed her worries that she thought she was "too stupid" and that her boss would scold her if she could not meet the requirements.

As a social worker, I would very much like to help them. However, it was hard to find a suitable job for Sin Ying in such short notice. Luckily, Madam Hong's Bakery had been receiving more and more orders and was in need of more manpower. The service users of the Programme could be hired and on the job training could be provided to them. With this fine opportunity, Sin Ying was "promoted" from a service user to a staff of the Society.

Progression Originates from Support and Attempts

Sin Ying has joined Madam Hong's Bakery for more than two years now. Under the devoted guidance and encouragement of the instructors, she has rebuilt her confidence towards work. She is now willing to take the initiative to communicate with others and show enthusiasm in learning new things. In November 2011, Sin Ying, as the representative of the Society, even flew to Beijing and shared her working experience. In April 2012, our Society nominated Sin Ying to audition for the female leading character of the episode "We Want to be Parents" of the TV drama "A Wall-less World III" produced by RTHK and she got the part. Sin Ying's new work made her busy but it also added vivid colours to her life. Mr. Lee was glad to see the change in his daughter as well.

Sin Ying has recently set another new milestone. In December 2013, she applied for the post of Waitress at Madam Hong Café, which was operated by Hong Yung Services Limited (a social enterprise set up by Fu Hong Society). She hoped to broaden her horizons and acquire more job skills, and dreamt of owning her own coffee shop one day. This dream is the incentive to her enthusiasm towards work these days. She voluntarily learns from the chefs how to brew special drinks such as smooth milk tea and rich coffee, etc. She is also paying a lot of effort in learning simple English so as to serve foreign tourists. She cheerfully shared with me the interesting things she encountered at work. She also mentioned how eye-opening it was to talk to different customers and foreign tourists every day. She and her team get along well and they work together in laughter every day. This happy working environment brings her much contentment.

The change of Sin Ying from a girl who was afraid to seek open employment to a girl who is now full of dreams and enthusiasm towards work, is all because of the employment opportunity given by Fu Hong Society three years ago. The Society is now actively expanding the food and beverage services of its social enterprise, in the hope that in the future there would be more service users who could confidently seek open employment like Sin Ying.

