



日間訓練服務

從生活經驗中發展、從正面互動
中成長、從多元訓練中學習

服務重點

本會日間訓練服務繼續致力於發展和推行「多媒體輔助訓練」、「生活經驗互動訓練」和「展能藝術」，強調有效及多元化的學習方式、正向互動及環境，讓服務使用者在愉快輕鬆的生活及學習經驗中，體會以人為主體的康復服務，並促進融入社區。

服務成效

多媒體輔助訓練

工作包括舉辦「多媒體輔助訓練」員工培訓工作坊和製作第二批訓練單元範本，上載內聯網共享平台，供各服務單位員工下載使用。同時編製了「多媒體輔助訓練」教材套，進一步協助員工推行「多媒體輔助訓練」。

生活經驗互動訓練

本會在提供職員基礎培訓課程的同時，成立了持續培訓工作組，旨在加強職員的應用技巧。工作組成員到各區的日間訓練中心提供支援，形式包括訓練諮詢、觀摩日、培訓日及問卷調查，並將各區的持續培訓歷程及經驗作「綜合報告」，使服務質素持續提升。本會總結服務經驗，出版了「生活經驗互動訓練資源冊」，並舉行對外機構介紹及分享會。

展能藝術

本會獲香港展能藝術會「創藝自強計劃」資助，在四間日間訓練中心推行「展能藝術在單位計劃」，由藝術導師走進訓練中心提供藝術培訓，內容包括雕塑、裝置藝術、肢體舞蹈、敲擊樂和紙藝等，培訓課程有效促進服務使用者及導師的展藝活動創意及設計。服務使用者於扶康會30週年研討會開幕禮中匯演《綜合肢體舞動》，另在「友愛共融互動SHOW」中表演舞蹈、功夫、時裝、敲擊樂及西樂，並拍賣服務使用者的藝術創作品。

服務發展

多媒體輔助訓練

在內聯網建立多元化的訓練單元範本資料庫共享平台，方便員工下載使用，並與業界分享，達至資源共享的目的。

生活經驗互動訓練

在各服務單位推行(一)「自我形象計劃」，旨在通過日常生活提升服務使用者的外觀及自信；(二)「朝陽計劃」，透過每天早上的活動引起服務使用者的愉快情緒，讓他們能整日體會愉快的生活。

展能藝術

計劃舉行以「水」為主題的展能藝術創作展覽，並由藝術導師提供綜合工作坊和向員工介紹有關的藝術創作觀念及技巧。



■ 「生活經驗互動訓練」分享暨資源冊介紹會



■ 展能藝術工作坊



Day Training Services

To Develop from Life Experience, To Grow from Positive Interaction, To Learn form Diversified Training

Major Services

Multimedia-assisted Training, Life Experience Interactive Training and Arts for Persons with Disabilities remain the focal points of our Day Training Services. The training services emphasize effective and diversified learning modes as well as positive interaction and learning environment, encouraging living and learning in a pleasant and relaxed environment, service users are offered to experience person-centred rehabilitation service and able to integrate better into the community.

Achievements

Multimedia-assisted Training

Our work included organizing staff training workshops on multimedia-assisted training, the production of a new set of training modules for uploads to the sharing platform via the intranet where different service units could download the content for use. Moreover, a teaching kit was also prepared for staff to facilitate the implementation of multimedia-assisted training.

Life Experience Interactive Training

A working group on continued training was formed to enhance staff's practical working skills apart from providing foundational training courses.



■ Outing

Members of the working group would make visits to our Day Training Centres and provide training in the forms of skills consultation, exchange activities, staff development day and questionnaire survey; and collect and report on the training processes and experiences of different Centres to enable continued improvement of our service. In addition, we have also published the “Life Experience Interactive Training Resource Kit” to introduce and promote to other agencies the insights gained from our first-hand and practical experience in a sharing session.

Arts for Persons with Disabilities

Sponsored by the “Creativity to Independence” Arts Programme of the Arts with the Disabled Association Hong Kong, the “Arts for Persons with Disabilities-in-Centre” Programme was launched in four of our Day Training Centres. The training, provided by arts trainers who made visits to the centres, covered an array of items including sculpture, installation art, physical dance, percussion and paper art etc. Both service users and instructors’ creativity and design skills in arts-related activities were effectively enhanced as a result of the training courses. Moreover, service users’ talent in physical dancing was shown during the Opening Ceremony of Fu Hong Society 30th Anniversary Conference, and their talents in dancing, kung-fu, fashion show, percussion and western music were also seen in their performances at the Inclusion Art Show where their creative work was put on auction.

Service Development

Multimedia-assisted Training: to attain the goal of effective building and sharing of resources through the construction of diversified templates of training modules on the intranet platform, facilitating download by staff and to share with other workers within the sector.

Life Experience Interactive Training: to implement in our service units (1) “Self-image Programme”, the goal is to furnish service users’ appearance and self-confidence in daily life; (2) “Morning Sun Programme” aims to arouse through a series of morning activities pleasant emotions of service users that last and infiltrate into different aspects of their daily life.

Arts for Persons with Disabilities: to organize creative arts exhibition for persons with disabilities with “water” as the theme, and conduct integrative workshop and briefing on relevant creative concepts and skills by arts trainers for staff at the training centres.



■ Multimedia- assisted Training



住宿服務

持續改善，提升生活質素

家長滿意程度調查

本會持守著一貫宗旨，在過去一年繼續為服務使用者提供優質的住宿服務；在各職級員工的努力下，服務使用者的生活質素不斷獲得提升。去年的「家長滿意程度調查」顯示，家長對服務的滿意程度高達99.2%，讓我們感到無比振奮和自豪。

提升服務質素

本會多間家舍在過去一年均推行不同的措施，提升員工的安全意識及減少意外發生，例如制定防止服務使用者摔倒的措施、安全大使及安全先鋒計劃、工作前熱身運動、改善服務運作安全、加強新入職員工的工作安全意識和技巧，以及舉辦區域安全問答比賽等。

另外，康復中心增設了一部垃圾升降車，以防止員工在處理垃圾時發生意外。友愛之家亦增設洗碗機取代人手洗碗的工序，不但提升工作效率和衛生，更可節約能源。

本會各家舍自2006年10月開始，已先後參與社會福利署資助的「私家醫生外展到診計劃」。私家醫生每星期均到各家舍為服務使用者診治，並定期進行身體檢查及就家舍的環境提供意見。此服務對各家舍均提供了幫助，特別是位處地牢的麗瑤之家及麗瑤成人訓練中心，自接受服務後，服務使用者的呼吸道傳染病情況大為改善。

五常法管理

友愛之家在過去數年一直落實推行五常法管理，在家舍建立持續改善的文化，鼓勵員工積極提出意見，改善日常工作流程，創造優美的家舍環境，有效地推行五常法的KISS (Keep It Simple and Short — 保持精簡)。

本會於2008-2009年度計劃加入五常法管理，希望在各家舍全面推行，並邀請了五常法協會代表到本會協助培訓員工。

多姿多采的家舍生活

本會東區各家舍去年積極參與由政府舉辦的各項慶回歸的文娛康樂活動，包括國際足球表演賽、由省港粵劇名伶演出的「大唐風雲會」、大英博物館藏珍展、古蜀文明展及創新博覽會等。

繼興華成人訓練中心後，秦石成人訓練中心亦於去年成立了本會第二隊特能童軍。另外，除潔康之家繼續發展服務使用者的靈性活動外，思諾成人訓練中心及怡諾成人訓練中心亦邀請了聯合福音團契到家舍舉行「心靈加油站」。

柔莊之家亦曾安排服務使用者於2008年3月與家長及義工等三十多人往清遠兩天遊。屯門及元朗區服務單位正研究開展「輕度智障人士獨立生活計劃」的可能性。

此外，本年度各家舍為配合會方的年度計劃，努力為服務使用者實踐他們已訂下的「一人有一個夢想」計劃，盡量滿足服務使用者的願望。

員工培訓

為增加各家舍舍監的知識分享及交流機會，住宿服務會議自去年起每次均加入工作分享討論環節，並安排在不同家舍舉行會議，以便順道參觀和提供意見。同時，本會亦在2008年4月於內聯網增設舍監討論區，建立平台讓舍監們互相交流日常工作意見及心得。

此外，為讓資深舍監的寶貴經驗得以薪火相傳，本會於去年成立工作小組，編制「家舍實務管理手冊」，



■ 觀賞國際足球表演賽

以供各家舍參考。

另外，荃葵及深水埗區亦於去年編制了「職員錦囊」，協助新入職員工更快掌握所屬家舍需注意的工作事項，讓他們更暢順地投入家舍的日常運作。

未來的挑戰

我們為提供適切的戶外活動及更多參與社區的機會予服務使用者，各家舍均持續加強義工發展、招募社區老友及家長義工等。

本會已成立超過三十年，部分服務使用者逐漸年長，他們的健康、衛生及護理方面的需要亦不斷增加。因此靚華之家及麗瑤之家亦已先後向社會福利署提出申請安老院牌照。面對「老年化」趨勢，各家舍均需作出適當的規劃、培訓員工如何照顧年長服務使用者的心理及生理需要、檢視服務內容、人手分配、空間運用和研究特別設施的配合。



■ 參觀創新博覽會

Residential Services



Continued Improvement, Enhanced Quality of Life

Parents Satisfaction Survey

Our Society continued to provide quality residential services to service users in the year under review. With concerted effort from different ranks of staff, the quality of life of our service users has been constantly enhanced. We feel particularly encouraged and proud of the findings from last year's Parents' Satisfaction Survey which revealed a high of 99.2% attained from parents' rating.

Continued Improvement of Service

A series of measures were adopted in our homes and hostels last year to promote staff's safety awareness and reduce accidents. These included fall prevention measures for service users, safety ambassador and safety pioneer schemes, pre-work warm-up exercise, improvement in operation safety, enhancement of new staff's work safety awareness and skills, and organization of regional quiz on safety issues.

New equipment was acquired to enhance work safety for our staff. A new garbage lift truck at our Rehabilitation Centre helps prevent accidents from happening to staff during garbage disposals. Father Tapella Home uses a dish washer to replace manual washing which has not only increased efficiency and hygiene but also enabled energy saving.

Since October 2006, all our homes and hostels have participated in the Visiting Medical Practitioner Scheme subsidized by the Social Welfare Department. Every week, private practitioners are scheduled to render medical consultation to service users at the homes and hostels, conduct regular medical check-up and advise on the environmental hygiene of the homes and hostels. The Scheme has offered practical help to the homes and hostels, especially Lai Yiu Home and Lai Yiu Adult Training Centre which are located

in the basement. The situation of service users having respiratory diseases have greatly improved after joining the Scheme.

5-S Practice

Having implemented the 5-S Management System in the past few years, Father Tapella Home has been making great efforts in fostering a culture of continued improvement, encouraging its staff to actively express their views, improving the flow of daily routines, creating a beautiful home environment as well as carrying out the KISS (Keep It Simple and Short) of the 5-S Practice.

The goal to implement the 5-S Management System in all homes and hostels has been incorporated into the 2008-2009 annual plan of our Society. Representatives from the HK 5-S Association were invited to provide relevant training for our staff.

Enriched Life at Homes and Hostels

Our homes and hostels in eastern district had actively participated in the cultural and recreational activities organized by the Government for the celebration of Hong Kong's return to the motherland. These included International Soccer Competition, "Legend of The Tang Dynasty" showcased by prominent Cantonese Opera actors and actresses from Guangdong and Hong Kong, Treasures of the World's Cultures from the British Museum and The Mystery of Ancient Shu Kingdom and Innovation Expo.

Following Hing Wah Adult Training Centre, Chun Shek Adult Training Centre has also set up their Extension Scout last year as the second team in our Society. On the other front, apart from Kit Hong Home where spiritual activities are organized for service users, Si Lok Adult Training Centre and Yi Lok Adult Training Centre have also invited Union Gospel Fellowship to conduct "Soul Station" at their hostels.

Yau Chong Home organized a two-day trip to Qingyuan for more than 30 service users, parents and volunteers in March 2008. Service units in Tuen Mun and Yuen Long district are studying the feasibility of conducting an "Independent Living Programme for Persons with Mild Mental Handicap".

Furthermore, to align with the year plan of our Society, all our homes and hostels will endeavour to assist service users to realize their "One-Person-One-Dream" programme.

Staff Training

Since last year, a work sharing session has been added to the Meeting on Residential Services held at

different homes and hostels each time to facilitate site visit and offer advice. The aim of the sharing session is to encourage exchange of knowledge and views among wardens of the homes and hostels. Moreover, a forum specially designed for wardens was also set up in our Society's intranet in April 2008 that serves as a platform for wardens to exchange their views and insight on daily practice.

To enable senior wardens to pass on their valuable experiences, a working group was formed last year to work on the "Practical Management Manual for Home and Hostel" for internal reference.

In addition, the Tsuen Kwai and Sham Shui Po district has also edited "Tips for Staff" to alert new staff to work items that need special attention and help orient them to take up daily routines of the home and hostel.

Challenge Ahead

In order to organize appropriate outdoor activities for service users and enhance their opportunities in community participation, our homes and hostels would continue strengthening volunteer development by recruiting more Best Buddies citizens and parent volunteers.

As our Society has been established for more than 30 years, some of our service users have also aged which led to their increasing needs in health, hygiene and nursing care. In response, Oi Wah Home and Lai Yiu Home have submitted their applications to the Social Welfare Department for a Home for the Aged license. Facing the trend of ageing, planning with foresight and training of staff to care for the psychological and physical needs of the older service users are essential for our homes and hostels. Moreover, reviews of the service content, division of labour, use of space and special facilities are also deemed necessary.



■ Outing



職業康復及發展服務

持續發展，展現才能，擴闊選擇

工場服務、輔助就業及殘疾人士在職培訓計劃

服務重點

為殘疾人士提供職業技能、工作習慣和社交訓練，並為有潛質和願意公開就業的殘疾人士提供職前培訓、就業選配、在職督導及持續支援。殘疾人士在職培訓計劃更會為聘用殘疾人士的僱主提供薪金資助，鼓勵一些未有聘用殘疾人士的僱主給予殘疾人士就業機會。

服務成效

- 工場過去一年藉著各種的業務拓展策略，繼續為工作能力有限的服務使用者提供多元化的工作種類，包括包裝、郵件處理、速印釘裝、手工藝等。同時，工場亦因應就業市場的情況，為有潛質的服務使用者提供不同類型的職業訓練，包括清潔、洗衣、汽車美容、空氣消毒及殺菌滅蟲、零售、物流速遞、多媒體製作等。本年度，工場生產收入達278萬元，較去年增加6.2%。
- 工場致力發展新工種，增加服務使用者的職業訓練選擇。本會去年獲「萬花筒慈善基金」捐款，成立康復服務界首個多媒體製作服務隊伍「毅·藝」多媒體工作室，並得到Capital Lake Property Ltd和「攜手扶弱基金」共同撥款在工場開設扶康會合作社，為服務使用者提供零售訓練和就業機會。
- 很多僱主亦願意支持殘疾人士自力更新。過去一年，輔助就業和殘疾人士在職培訓計劃成功協助82人獲得就業機會，當中27人已能獨立工作，無需要持續支援。另外，9間新公司於本年度加入了我們的僱主網絡。
- 職業康復及發展服務亦關注發展服務使用者的社交技能和餘暇生活。工場的社交會所讓服務使用者在舒適輕鬆的環境中，享用各種消閒設施及參與小組活動，導師與服務使用者按時茶聚，促進溝通和按個別需要提供支援。
- 設於葵興職業發展中心的「職業技能評估中心」繼續為服務單位和外間機構的殘疾人士提供全面的服務，讓服務提供者透過評估結果，進一步了解服務

使用者的工作能力和進行就業選配，以便有效提供適切的訓練及服務。

服務發展

- 工場來年將繼續運用不同的業務拓展策略，與商界保持緊密合作，因應服務使用者的能力和興趣，開拓多元化工作種類和提供更多職業技能訓練選擇。工場現正籌備設立曲奇餅生產線，讓不同興趣及能力的服務使用者發揮所長。
- 未來一年，輔助就業及殘疾人士在職培訓計劃除了推動服務使用者就業，亦會強化工餘小組、「香港最佳老友」運動及義工小組的發展，促進服務使用者的社交生活及賦權。

社會企業

服務重點

扶康會於2003年10月成立康融服務有限公司（康融），透過承接外間的服務合約，為殘疾人士開拓更多在職培訓機會，促進他們在公開市場上成功就業。

服務成效

- 現有47名僱員，較去年上升了40%，當中包括35名殘疾人士。此外，本年度亦為54名接受輔助就業的殘疾人士提供在職培訓和就業機會。
- 在積極經營下，零售業務的總營業額超越1,300萬元，較上年度增加30%，盈利亦超過30多萬元。康融於2006年起經營醫院管理局職員合作社，累積了兩年相關營運經驗，遂於2008年1月承辦扶康會合作社，進一步拓展零售業務。
- 在有效的服務質素和成本控制下，成功獲得香港大學學生宿舍第三年的清潔合約，為20名殘疾人士和弱勢社群提供就業機會。
- 繼續獲得社會福利署「創業展才能計劃」撥款發展維

修保養和消毒滅蟲服務，由合資格的技術人員和殘疾人士一起承接一般家居、學校及院舍的服務合約。

未來服務發展

除了繼續保持服務質素和嚴格控制成本以保持競爭力外，我們亦致力擴闊客戶層面，拓展業務，尤其是零售業務，並在社會中尋找合作夥伴。



■ 「毅·藝」多媒體工作室



■ 扶康會合作社



Vocational Rehabilitation and Development Services

Sustainable development, capitalizing talents, broadening choices

Workshop Service, Supported Employment and On-the-Job Training Programme for Persons with Disabilities

Major Services

To provide vocational skills, work habit and interpersonal skills training for persons with disabilities, as well as pre-employment training, matching service, on-the-job supervision and continued support for those with potentials and willing to opt for open employment. Moreover, wages subsidies are offered by our On-the-Job Training Programme as incentives to employers for recruiting persons with disabilities, hoping it would encourage more employers to offer job vacancies to the latter group to try out their work abilities.

Achievements

- By employing various business development strategies, our workshops continued to provide diversified job types for service users with limited abilities, these included assembling and packaging, mail handling, printing and binding, and handicraft making. Moreover, in response to market situation, different types of job training were also rendered to service users with potentials, such as cleaning, laundry service, car beauty, air sterilization and pest control, retails service, logistics and courier service, and multimedia production. The total gross income reached \$2.78 million, a 6.2% increase compared to last year.
- Our workshops were committed to develop new types of job which provide more choices of vocational skills training for service users. Sponsored by the Kaleidoscope Charitable Foundation, Ngai-Art Studio, the first multimedia production team within the rehabilitation sector of Hong Kong was formed last year. Apart from that, funding was also received from Capital Lake Property Ltd and Partnership Fund for the Disadvantaged to open Cooperative

Stores at Fu Hong Society's workshops, providing retail training and working opportunities for service users.

- With support from employers, 82 persons with disabilities were successfully employed through our Supported Employment and On-the-Job Training Programme in the past year. Among them, 27 could now work independently without continual support. In addition, there were 9 new companies joining our employer network this year.
- Service users' interpersonal skills and leisure life were also areas that our vocational and rehabilitation development services concerned about. The Social Club House provided a relaxing environment where service users could use all kinds of leisure facilities and participate in group activities; regular tea gatherings were conducted between tutors and service users to facilitate communication and individualized support when needed.
- The Vocational Skills Assessment Centre set up at Kwai Hing Vocational Development Centre continued to provide comprehensive assessment for persons with disabilities both from our service units and external organizations. The assessment results enabled service providers to understand service users' job abilities, facilitated employment matching and allowed appropriate training service to be arranged.

Service Development

- The workshops will continue to adopt a variety of business expansion strategies, maintain close collaboration with the business sector, explore new job types and provide more choices of vocational skills training based on service users' abilities and interests. The plan of setting up a bakery would allow service users with different interests and abilities to develop their potentials.
- For Supported Employment and On-the-Job Training Programme, in the coming year, apart from assisting service users to seek employment, effort will also be directed to enhance their social life and empower them through strengthening leisure groups, "Best Buddies Hong Kong" Movement and volunteer group development.

Social Enterprise

Major Services

Hong Yung Services Limited (Hong Yung) was established in October 2003 by Fu Hong Society. Through bidding service contracts from external, Hong Yung

helped expand on-the-job training opportunities for persons with disabilities as well as enabling them to seek employment in open market.

Achievements

- Presently, Hong Yung has 47 employees, a 40% increase than last year, among whom 35 are persons with disabilities. It has also provided 54 service users of Supported Employment with on-the-job training and employment opportunities.
- With concerted effort, the sales amount from this year's retail service has exceeded \$13 million, a 30% increase of last year's amount with a net profit of over \$300,000. Having acquired two years of sales experience from operating the Hospital Authority Staff Co-op Shop, Hong Yung took up the operation of Fu Hong Society Cooperative Stores in January 2008 with the goal to further develop its retail service.
- Under effective quality and cost control, Hong Yung succeeded in obtaining the third year cleaning contract of the student halls of The University of Hong Kong, providing employment opportunity for 20 persons with disabilities and deprived groups.
- Continual funding was received from the Social Welfare Department's "Enhancing Employment of People with Disabilities through Small Enterprise" Project to develop Hong Yung's repair and maintenance service as well as sterilization and pest control service. Working hand in hand with qualified technical staff, persons with disabilities were able to carry out service contracts of households, schools and hostels.

Service Development

Apart from maintaining high quality of service and cost control to sharpen our competitive edge, effort would be made to broaden the scope of our customers, expand business especially retail service and forge partnership within the community.



■ Laundry Service



社區精神康復服務

社區共融及參與

社區精神康復服務一直以協助精神康復者融入社區生活，並獲得認同、重建自信心和重拾對生命的盼望為目標。承接去年提倡的關愛文化，鼓勵康復者互相幫助和互相關懷，社區精神康復服務去年的服務計劃分為五個範疇，以回應服務使用者不同的需要。

「身」

運動好處多，相信沒有人會有異議。常做運動除可增強體質外，專家更指出運動可刺激大腦，分泌一種令人心情愉快的物質「多巴胺」，是一種以助降低焦慮情緒的荷爾蒙。有見及此，本會於2006年向余兆麒醫療基金申請撥款，以資助於2007年4月至2008年3月期間，推行一個綜合運動計劃「靈機一動」。內容除包括遠足、羽毛球及乒乓球外，更舉辦各式各樣的單元活動，如歷奇日營、攀石同樂日及野外露營等，以改變康復者對「做運動很悶」的印象。去年參與「靈機一動」計劃的服務使用者接近500人次。

在提升服務使用者對飲食健康的意識方面，續顧服務及社區精神健康照顧服務透過外展家訪形式，為服務使用者提供個別生活訓練，包括一些煮食技巧、均衡飲食等；我們於去年更籌辦了一系列的小組活動「拉闊生活系列」，內容包括食物安全、煮食心得等，參加者反應相當理想。

「心」

每一個人對「美」有一定的追求。很多時候，康復者需要更多讚賞和認同，才能重建自信心。悅行之家去年獲香港美國婦女會贊助三萬元，推行為期九個月的「美麗人生計劃」，共有超過30位女服務使用者參與。她們於過程中經歷個人的轉變，建立正面的自我形象，並排除困難，勇敢地嘗試突破自我，學習積極地生活，追尋自己的美麗人生。



社區精神健康照顧服務提供職業康復訓練，讓服務使用者藉著工作帶來滿足感、生活寄託和目標，培養他們對生活的積極態度。社區精神健康照顧服務與中途宿舍攜手合作，提供多元化的職業康復訓練，訓練項目包括手工藝製作、文職訓練、清潔、零食銷售等。我們因應服務使用者的能力和意願，讓他們參與工作訓練，去年共有38位服務使用者參與訓練。

除提供個案輔導外，社區精神健康照顧服務亦於去年舉辦了情緒管理小組，共約40人次參與四節的小組活動。參加者均表示於小組活動學會正面處理情緒的技巧，並能應用於日常生活中。

「靈」

「心靈加油站」為中途宿舍的服務使用者提供重建心靈的機會。一群來自不同教會的弟兄姊妹帶領活動；他們給予服務使用者的心靈營養素，對有宗教信仰的服務使用者而言是康復過程的重要元素之一，讓他們明白生命並不孤單，靠著信仰可以得到心靈上最大的安全感。

「社」

「互助社」與「1樂團」一直是社區精神康復服務的重點發展活動，亦是一道讓康復者與社區人士接觸的橋樑。透過籌辦和參與社區活動，不單讓康復者發揮潛能，提升自信，並且藉著服務社區，提升康復者的正面形象，促進社區人士對他們的認識和接納，消除歧視。

「互助社」

去年配合中途宿舍的主題「建立關愛文化」，透過「朋輩老友計劃」及「禮貌大使」選舉等活動，推動組員互動互助，發揮守望相助的精神。另外，本會亦與港鐵義工隊繼續合作，探訪區內的長者，服務社區，表達關懷。

「1 樂團」

樂團去年應邀在多個公開場合表演，包括香港理工大學、銅鑼灣鬧市、君悅酒店、赤柱廣場、石排灣邨等，為康復者增添不少自信。



「連友Club」

由社區精神健康連網會員組成的自助小組「連友Club」，每月均舉行聚會。他們除自行籌辦康樂活動予連網會員外，近年還積極參與義工服務以回饋社區，如端午節派糉予區內長者、中秋節探訪活動等。

在社區教育方面，精神康復社區支援服務獲國際復康日南區活動籌劃委員會贊助，於2008年1月12日舉辦「攜手共創無障礙」社區教育活動。當日參與活動人數超過120人；透過減壓工作坊、互動遊戲、表演、參觀及茶敘等，增加社區人士對精神健康和精神康復者的了解。

「家屬工作」

精神病患者在康復過程中，需要旁人的支持和鼓勵，家人持續不斷的關心和照顧尤其重要。我們成立「家屬園地」，以促進家屬的參與及加強家屬間的聯繫；並透過有關精神健康知識方面的培訓，增強家屬在照顧病患者的能力。

去年，中途宿舍首次推行「家連家精神健康教育家屬課程」，共有13位家屬參加。參加者完成九節課程後，都表示獲益良多，尤其家屬間可以交流經驗，從中得到支持和鼓勵。



Community Psychiatric Rehabilitation Services

Social Inclusion & Community Participation

To assist persons with psychiatric disabilities to live in the community with recognition, rebuild their self-confidence and hopes towards life have been the goals of our community psychiatric services. Following the footsteps of last year's effort in promoting a caring culture and encouraging mutual help and concern among persons with psychiatric disabilities, the programmes of the community psychiatric services were classified into five aspects in order to respond to the different needs of service users.

“Physical”

Nobody would disagree that exercise has a lot of benefits. Not only does exercise strengthen the body, experts have pointed out that exercise can trigger the brain to produce a pleasure-generated matter — a hormone called Dopamine which helps reduce anxiety. In view of this, application was made to the S K Yee Medical Foundation to sponsor a multi-exercise programme “Smart Move” launched from April 2007 to March 2008. Intending to alter the impression of persons with psychiatric disabilities that doing exercise is boring, the programme had included in its content a great variety of activities, including hiking, badminton, table tennis and one-off activities such as adventure day camp, rock climbing and wild camping. There were near 500 participations in the “Smart Move” last year.

In order to promote service users' knowledge about healthy diet, individualized life training through outreaching home visits was rendered by our Aftercare Service and Community Mental Health Care Services. Apart from including cooking skills and balanced diet as part of the training content, a series of group activities, for example food safety, cooking tips, under the package of “Broadening Life Series” were also organized that received positive response from the participants.

“Psychological”

The pursuit for “beauty” is unique to each one of us. More often, persons with psychiatric disabilities require more appreciation and recognition to rebuild their self-confidence. Last year, Yuet Hang Home received a \$30,000 funding from The American Women's Association of Hong Kong to launch

the nine-month “Beautiful Life Scheme” with over 30 female service users participated. The Scheme enabled the participants to experience personal change and build positive self-image, it also encouraged them to overcome difficulties and be brave enough to seek breakthrough, learning how to live positively and pursuing one’s beautiful life.

It has been the aim of our Community Mental Health Care Services to cultivate among persons with psychiatric disabilities a positive attitude towards life by bringing them job satisfaction, a sense of purpose for life and goals to attain through providing vocational rehabilitation training. Joining hands with our Halfway Houses, different training items including art and handicraft, clerical training, cleaning, tuck shop sales were offered in our vocational rehabilitation training programme. Last year, 38 service users joined the programme and job training was arranged based on their abilities and preferences.

Apart from providing case counseling for service users, organizing group activities on emotional management was also an important contribution of our Community Mental Health Care Service last year. There were about 40 participants taken part in the four-session group activities which enabled them to learn how to manage emotions in a constructive way and apply them in daily life.

“Spiritual”

“The Soul Station” offered Halfway House service users the opportunities to refurbish their soul. Brothers and sisters from different churches brought religious nutrients for the service users, an important ingredient in the rehabilitation process of those who had religious



belief, helping them realize that they were not alone; they would find peace and security in religion.

“Social”

Serving as a bridge between persons with psychiatric disabilities and the community, the “Mutual Support Group” and the music group “Unison” have been the focus of our community psychiatric services. Not only do the service users develop their potentials, promote self-confidence through organizing and participating in community activities, the service they render for the community also helps promote a positive image and enhance the general public’s understanding and acceptance of persons with psychiatric disabilities as well as eliminating discrimination.

“Mutual Support Group”

Based on the theme of “Building a Caring Culture” in the Halfway Houses, the Group cultivated the spirit of mutual help and support among its members through launching the “Peer Group Scheme” and election of the “Courtesy Ambassadors” in the year that past. In addition, the Group would continue its cooperation with the MTR Volunteer Team to make home visits to the elderly and express their care and concern for the community.

The Music Group “Unison”

The Group received numerous invitations last year to perform in open space, these included The Hong Kong Polytechnic University, Causeway Bay district, Grand Hyatt Hotel, Stanley Plaza and Shek Pei Wan Estate, adding a lot more credits and confidence to the Group members.

The “Link Club”

Regular monthly meetings were held for the self-help group formed by members of the Community Mental Health Link. Apart from organizing recreational activities for members of the Link, the “Link Club” had also participated in community volunteer service in recent years, such as distributing rice dumplings to the elderly at Dragon Boat Festival, and making home visits during Mid-Autumn Festival.

Sponsored by the for the International Day of Disabled Persons Southern District Organizing Committee, the “Joint Hands To Make It Obstacle-free” community education programme was launched on 12 January, 2008 by our community psychiatric support services. More than 120 participants took part in the educational activities which included stress management workshop, interactive games, performances, visits and tea talks, enhancing public understanding of mental health and persons with psychiatric disabilities.

Working with the Families

Persons with psychiatric disabilities require support and encouragement from others, especially continuous care and concern from families during their rehabilitation process. “Relatives Club” is set up with the goal to promote families’ participation and relationship with one another, as well as enhancing their knowledge about mental health and abilities to take care of the patients.

Last year, pioneering effort was made by our Halfway House to organize the “The familylink Mental Health Education Course”. 13 family members who joined the nine-session course were all positive about its effect, they appreciated in particular the opportunities to share one’s experience and receive support and encouragement from others in return.



扶康家庭

建立屬於自己的家

目標及使命

本會創立扶康家庭，讓沒有父母或缺乏家庭照顧的智障人士繼續享有家庭生活，並透過其向外開放的特色，提升社區人士對智障人士的認識及接納，使他們融入社區。扶康家庭以普世性的愛為根基，透過這份愛組成一個互愛、共融的家庭，這亦是她繼續發展的最大原動力。

實踐的工作

馬來西亞觀光及交流

扶康家庭一行42人(包括22位智障成員)於2007年5月底到馬來西亞觀光及交流，受到當地服務智障人士的宗教團體熱情款待，並分享彼此的生活體驗。此行不單擴闊智障成員的視野，更加深我們對他們的了解。他們衝破語言的障礙，主動地與當地人交流，以他們的純真及熱情打破彼此的隔膜。整個行程的點點滴滴也加強了團員間的凝聚力，令這個由義工及扶康家庭成員組成的小團體發展更為成熟。此活動亦獲選扶康會第一屆「好人好事表揚計劃」的十大計劃。

社區共融

扶康家庭除了在日常空閒時間外出、使用社區公共設施及與社區人士接觸外，亦籌劃活動以提升社區人士對智障人士的認識。我們與荔枝角天主教小學的教師及學生合作，邀請他們進行家訪，共同預備午餐以慶祝農曆新年。其後，我們有機會參與該校的小型運動會。智障成員的主動和熱情使他們與學生們打成一片。

2007年是扶康家庭成立十週年，扶康家庭舉辦慶祝活動，並邀請社區人士一同參與。智障成員用歌舞帶動各人投入活動，增加社區人士對智障人士的認識。

專業和靈性的發展

專業和靈性的發展是提升服務質素不可或缺的元素。因此，我們除了為家母、兄長提供專業培訓外，亦鼓勵他們參加外間的培訓課程，包括社會福利署的藥物管理課程及感染控制進修課程、香港城市大學的康復服務證書課程等。靈性的啟發是扶康家庭成立及發展的根基，所以除了每年一度的兩天靜修外，我們於本年度亦舉辦每季一次的半天聚會，以加強愛與關懷的信念。智障成員也恆常參加宗教活動，以達至全人發展。

展望

扶康家庭能繼續發展，實有賴各方善心人士的資助。香港賽馬會慈善信託基金撥款超過200萬元，資助由2008年4月至2010年3月的經常性開支。這是一枝強心針，推動我們全力以赴提供最好的服務。

高質素的服務離不開以人為本的互愛扶持。服務者需要熱誠及使命感，並包容及接納扶康家庭的成員。因此，扶康家庭的發展重點是提升扶康家庭成員及服務者的靈性修養、加強服務者的專業培訓及團隊精神。

我們將於觀塘翠屏邨開設第四間扶康家庭，並已於2008年中旬展開籌備工程，期望能繼續發揚扶康家庭的精神，為智障人士帶來充滿愛與關懷的家庭生活。



■ 馬來西亞觀光及交流



■ 社區共融活動



Casa Famiglia

Building a Family

Goal and Mission

The establishment of Casa Famiglia is to enable persons with mental handicap, who are orphans or deprived of their parents' caring, to continue enjoying family life, as well as to promote the community's understanding and acceptance of them through its openness and promotion of social inclusion. Casa Famiglia is a tender, loving and integrated family which is built on universal love and through which it derives its driving force for continual development.

Our Work

Exchange Tour to Malaysia

In May 2007, a total of 42 members of Casa Famiglia (including 22 members with mental handicap) went on an exchange tour to Malaysia and were warmly received by local religious organizations that rendered services to persons with mental handicap. Sharing on one another's daily living experience proved to be most fruitful. Not only did the tour broaden the exposure of our members with mental handicap, it had also enabled our better understanding of them. Behaving in their natural simplicity and with great enthusiasm, they have overcome the language barrier, broken the ice and actively interacted with local people. The tour had also strengthened the bond between its members, consolidated Casa Famiglia's community. The event is ranked among one of Fu Hong Society's top ten "Good Staff and Good Event Recognition Scheme".

Community Integration

Apart from encouraging them to go out into the community during their leisure time to use public facilities and interact with local people, Casa Famiglia would also organize programmes that aim to promote public understanding of persons with mental handicap. Joining hands with Lai Chi Kok Catholic Public School, their teachers and students were invited to the homes of our Casa Famiglia for lunch to celebrate the Chinese Lunar New Year together. Later on, we also had the opportunity to participate in their mini Sports Day where members with mental handicap, in great enthusiasm, mixed happily with the students.

The celebration of 10th anniversary of Casa Famiglia was marked by the capacity of members with mental handicap to bond all the participants together. Their simplicity, enthusiasm and spontaneity have moved participants to join them in singing and dancing, to celebrate as one family.

Professional and Spiritual Development

Professional and spiritual developments are essential components in promoting the quality of service. We therefore encouraged housemothers and elder brothers to attend professional training courses organized by our Society or other agencies. For example, the Drug Management Course and Infection Control Course organized by the Social Welfare Department, and the Certificate in Rehabilitation Services conducted by City University of Hong Kong. While spiritual insight is the cornerstone for the formation and development of Casa Famiglia, the annual two-day retreat and the quarterly half-day gathering conducted in the past year helped strengthen the values and belief in love. Members with mental handicap also regularly took part in religious activities to attain whole-person development.

Looking Ahead

The continual development of Casa Famiglia is made possible with the generous support from the general public. More than \$2 million funding received from The Hong Kong Jockey Club Charities Trust for the recurrent expenses of Casa Famiglia between April 2008 and March 2010, serves as a great boost and adds fuel to our effort to provide service of the highest quality.

Service of high quality cannot be done without mutual love and care for people. The care giver needs passion and a sense of mission to accommodate and

accept members of Casa Famiglia. For that purpose, to nurture the spiritual quality of members and care givers of Casa Famiglia, and enhance their professional training and team spirit become the focus of development for Casa Famiglia.

The fourth Casa Famiglia will be set up in Tsui Ping Estate, Kwun Tong where preparation work has already been started in mid-2008. It is hoped that it would carry forward the spirit of Casa Famiglia in the future in which persons with mental handicap can enjoy family lives with love and care.



■ Community Integration Activity



自閉症人士發展及支援中心

發揮潛能 活出繽紛

服務重點

現時的日間訓練（即繽紛計劃）依據自閉症的主要障礙，即溝通、社交、行為和感知而設計，並以一對一和分組形式的指導推行。另外，因應自閉症人士的不同需要，中心提供相應的服務，例如為延續自閉症學生的學習需要而設的「課餘學習活動」、為滿足自閉症兒童和青少年康樂及社交需要而設的「六星俱樂部」。

我們十分強調提供教育講座的重要性，在過去一年，約460名人士包括家長、康復從業員及教師，參加中心舉辦以自閉症為主題的講座。我們亦認為義工計劃是社區教育的重要部分之一，讓義工及自閉症人士從中獲益。過去一年，共42名義工參與中心活動。

服務成效

我們於2007年7月對參加日間訓練的34名服務使用者進行個案分析，發現所有參加者於社交技巧、溝通表現和工作行為三方面，都有頗大的進步。這結果顯示，自閉症服務使用者參加日間訓練後，減少了行為問題、改善了社交和溝通技巧，最終提高了他們的獨立性，並提升在家庭、工作及社區環境的生活質素。同時，我們亦對家長和轉介人士進行服務滿意調查，結果顯示60%的受訪者感到「滿意」，而餘下的40%受訪者則感到「非常滿意」。

香港社會服務聯會和香港經濟日報合辦的「冬日展關懷」慈善大行動選取了本會的自閉症人士發展及支援服務為受惠服務之一，我們感到十分鼓舞，同時亦證明中心的服務理念，能獲得社會大眾的認同。

服務發展

中心獲得管理層的支持，本會臨床心理學家將加強參與中心的服務，以提升個案管理的質素。臨床心理學家日後將出席新個案的收錄面談，並就個案的介入計劃提供專業意見。

為配合更多自閉症人士及其家長的需要，中心除鞏固現有服務外，將加強「個別治療及諮詢」和「小組治療訓練」兩項服務。中心亦期望與香港理工大學康復治療科學系繼續於學術研究方面的合作，令中心提供實證為本的服務。



■ 教育講座



Development and Support Centre for Persons with Autism

Developing Potentials, Leading a Beautiful Life

Major Services

Our day programme, currently conducted in a one-to-one and group guidance format, is designed to tackle the difficulties faced by persons with autism in communication as well as social, behavioural and cognitive aspects of their lives. Apart from that, the Centre also provides on-going services to cater for the different needs of persons with autism. These include the Afternoon Programme providing continued learning experience for students with autism, and Six Stars Saturday Programme that fulfils recreational and social needs of children and youth with autism.

Being an integral part of our provisions, we put emphasis on the value of education seminar. In the year under review, about 460 participants including parents, rehabilitation workers and teachers took part in seminars with themes on autism. Furthermore, volunteer service, as an important part of community education, was regarded beneficial to volunteers and persons with autism alike. Last year, there were 42 volunteers participating in the Centre's programmes.

Achievements

The results of the case analysis conducted on 34 service users of our day programme in July 2007 revealed improvements in their social skills, communication and work behaviour. This proved that persons with autism, after joining our day programme, had their behavioural problems reduced; social and communication skills improved; independence as well as their

quality of life in family, work and community environment enhanced. Meanwhile, we had also conducted surveys on parents and referral personnel's satisfaction towards our service. Results showed that 60% of the respondents were satisfied, and 40% were highly satisfied with the Centre's service.

Being nominated as one of the beneficial services of the WiseGiving Donation Programme, jointly organized by The Hong Kong Council of Social Service and Hong Kong Economic Times, all of our staff felt encouraged for the social recognition given to the mission and service approach of the Centre.

Service Development

With support from the management level to enhance the quality of case management, increased involvement from clinical psychologist in the Centre's service could be envisaged. In the future, clinical psychologist would involve in the initial interview with new case and provide professional advice to the formulation of the intervention plan.

Apart from consolidating present provisions, we would also strengthen the services on individualized treatment and consultation as well as group treatment to meet the needs of persons with autism and their parents. Moreover, our collaboration with the Department of Rehabilitation Sciences, The Hong Kong Polytechnic University in academic research would continue to flare with the goal to enhance the evidence-based component of our service.





社區為本的支援服務

回應社區內智障人士的需要

服務重點

我們提供社區支援服務是希望協助有需要的殘疾人士，在自己熟識的社區中獲得適切服務。我們一方面提升他們的社區生活技能，協助他們建立社區支援的網絡，使他們保持與社區接觸；另一方面則舒緩照顧者的壓力，讓他們有機會在社區發揮積極作用，不再成為社區中被忽略的一群。

我們現時提供的社區支援服務可以分為發展性及照顧性兩種類別。發展性的服務包括家居訓練及支援服務、智障人士義工服務隊(愛心屯隊)、興趣及技能發展課程(繽紛生活學堂)、多元化消閒社交會社(樂融大本營)、個人才藝表演活動(互唱共融齊OK・歌唱及才藝比賽)等。照顧性的服務則包括假期照顧服務、家居托護服務、嚴重殘疾人士日間照顧服務、暫宿服務、臨時日間照顧服務等。

服務成效

社區支援服務的成功與否，不能單靠服務單位本身的資源，服務單位必須爭取機會，為服務使用者建立社區網絡。正如家居訓練及支援服務(港島東)的職員，為配合一群居住於社區的輕度智障人士的獨特需要，設計了「職前學堂」小組，透過訓練以提升組員的工作技能，建立他們的工作習慣及工作態度，鼓勵組員發揮所能，貢獻社群。服務單位幾經努力，成功聯絡了區內的香港明愛香港太平洋獅子會幼兒學校，為組員提供每月兩次到幼兒學校參與真實環境工作的機會。經過一年的實習，組員感到自己的能力獲得認同，自信心及投入公開就業的能力亦提升了。「職前學堂」於2008年度再次獲幼兒學校延續實習機會，這無疑是對組員的認同及肯定。

屯門及元朗區的支援服務亦同樣得到認同，永旺(香港)百貨有限公司更捐助約20萬元，資助購置復康巴士，讓屯門及元朗區的社區支援服務得以透過交通的安排，縮短服務使用者與服務單位的距離，方便他們獲取服務；另外亦可擴闊他們的生活經驗，令生活更為充實。

此外，屯門及元朗區的「互唱共融齊OK•歌唱及才藝比賽」轉眼間亦已舉辦了四屆，四年來一直得到社區人士及地方團體的支持，比賽的規模一屆比一屆龐大，每次比賽均吸引百多位殘疾人士參與。參賽者投入及認真的態度亦讓觀眾深受感動，殘疾人士的才藝亦更進一步得到大眾的認同。

服務發展

社區支援服務需要多樣化的發展，才能切合服務使用者的個別需要，因此我們不斷嘗試新的服務環節，並漸漸連結成為一站式的服務系統。無獨有偶，明年社會福利署將會改變家居訓練及支援服務的服務模式，建立一站式的社區支援服務，當中的服務內容正好與我們這數年來發展的服務相合，足證我們的服務推展方向正確。未來我們的發展步伐將會繼續配合社會的轉變，努力為殘疾人士提供更適切的服務。



■ 家居訓練及支援服務使用者參與廣州交流活動



Community Support Services

Fulfilling the Needs of Persons with Mental Handicap in the Community

Major Services

To receive the services they need in the community where they live describes the goal our Community Support Services set for their services to persons with disabilities. On the one hand, our Services help enhance their community living skills and weave a social supportive network through which persons with disabilities can maintain their contact with the community; on the other hand, it is also our hope to relieve carers' burden in rendering care and enable their positive contribution instead of remaining a neglected group in the community.

Our current services can broadly be classified into two categories: developmental and care services. Developmental services include Home-based Training and Support Service, volunteer service group teamed up by persons with mental handicap (Joint of Love), interest and skills development courses (Beautiful Life School), diversified social club activities (Social Inclusion Club), individual performances (Karaoke Singing and Talent Contest) etc. Care services include Holiday Care Service, Family-based Respite Service, Day Care Service for Persons with Severe Disabilities, Respite Service and Temporary Day Care Service.

Achievements

The success or failure of Community Support Services relies not merely on the resources of the service unit alone, rather, the service unit itself has to outreach and grasp every opportunity to build a social network for service users. Take Home-based Training and Support Services (Hong Kong Island

East) for example, a “Pre-employment School” was designed to meet the unique needs of a group of persons with mild mental handicap in the community. The School aimed to enhance group members’ work skills and develop work habits and attitudes. With the goal to develop their potentials and encourage their contribution to the community, the service unit, after much hard work, was able to secure a placement opportunity from Caritas Lions Club of Hong Kong (Pacific) Day Nursery, whom agreed to offer job placement for group members in the Day Nursery twice a month. After a year of practical training in a real working environment, group members felt their abilities were being recognized and their confidence to engage in open employment had also been greatly enhanced. The “Pre-employment School” was offered an extension in job placement again in 2008, surely a positive recognition for the members’ effort.

Recognition was also gained by support services in Tuen Mun and Yuen Long. A donation of approximate \$200,000 was received from AEON Stores (Hong Kong) Co. Ltd. for the purchase of a rehab bus which enabled convenient transportation arrangement to be offered. The bus has effectively shortened the distance between service users and our service unit, facilitating the former to consume our services more easily. Moreover, it has also broadened the life experience of service users and enriched the content of their daily living.

Entering its 4th anniversary, the “Social Inclusion Singing Contest” of Tuen Mun and Yuen Long district has received wide support from the community and local organizations throughout the years, which has enabled the scale of the Contest to grow and attract more than 100 persons with disabilities to participate. Deeply moved by the contestants’ devotion and enthusiasm to their performances, the audience gave their full recognition to the arts talents of persons with disabilities.

Service Development

Community Support Services require developments of a multi-dimensional nature in order to meet the individual needs of service users. Such belief has driven

us to make attempts in new service format which has gradually evolved into a one-stop service system. Coincidentally, changes initiated by the Social Welfare Department for the Home-based Training and Support Service in the coming year will also come in the form of a one-stop service model. The content of the changes are aligned with the attempts we made during the past years which prove our foresight and the choice of a right path. Looking ahead, we will continue to keep in line with social changes while striving to provide quality service for persons with disabilities.



■ Meeting of Social Inclusion Club



輔助醫療服務

鞏固服務、促進交流

隨着物理治療師及職業治療師的「分區化」，在不同地區及服務類別上，都有經驗豐富的治療師帶領着治療隊伍，積極參與區內事宜，與專業及前線員工分享心得，提升服務質素及加強安全性。

參與工作小組工作

治療師在不同服務範疇上，已成為各工作小組不可或缺的成員。過去一年，治療師參與制定「使用約束的政策和指引」，亦在處理服務使用者的挑戰性行為上，與臨床心理學家、社工及護士作廣泛的交流。訓練方面，參與訓練服務的員工透過生活經驗互動訓練工作小組，共同研習如何優化服務使用者的生活質素。治療師聯同各專業員工研究有關訓練自閉症人士的方法，藉此更有效地提升自閉症人士的生活技能。

安全事宜

服務使用者隨着年齡的增長，肌能漸漸地退化，衍生的安全問題和危機比以前大。本會非常重視如何避免服務使用者發生意外，治療師和各員工努力不懈地提供安全環境，防止服務使用者因意外令活動能力下降。職業治療師及物理治療師為了讓員工掌握有關照顧服務使用者的安全知識和技巧，除分別提供安全餵食方法和正確體力操作技巧外，更舉辦有關安全的徵文比賽及問答比賽，培養員工更高的安全意識，穩妥地照顧服務使用者。

專業發展

我們除繼續優化網上個案管理系統的工作外，高級職業治療師亦成立工作小組，以配合人力資源部為各專業職級制定的「勝任能力」計劃，就有關治療師的部分作出了建議。

感覺統合治療服務

感覺統合治療服務自2004年4月投入服務後，一直受有需要人士歡迎，輪候人數不斷增加。為滿足社區需求，本會遂於2006年8月於香港仔增設感覺統合治療中心，擴展感覺統合治療服務，但兩間中心仍有數十位有需要人士輪候服務。本會感覺統合治療服務不但受本地家長歡迎，近年更有三位從東南亞國家慕名而來的家長，帶兒子到本中心接受評估或短期治療服務。他們來自的國家包括新加坡、菲律賓及馬來西亞。一位來自馬來西亞吉隆坡的服務使用者，於2007年暑假期間接受了六堂評估及治療，其母親對服務非常滿意，更要求在2008年暑假再次到中心接受短期服務。

本會計劃在2008年中推出「治療聆聽」服務。「治療聆聽」是基於感覺統合理論及治療範疇發展出來的一種治療工具，透過使用特定的耳筒去聆聽經特別處理的音樂光碟，達至治療果效，包括改善聽覺失調、改善情緒、調節警覺程度、改善視覺聽覺專注、空間時間處理及動作計劃。

「治療聆聽」服務包括個別評估、光碟使用建議、家居感覺統合「餐單」及光碟借用服務。服務使用者須每兩星期更換光碟一次，治療建議則由得到相關專業訓練資格的職業治療師負責。現時「治療聆聽」已在兒科康復範疇被廣泛使用，在青年及成人康復範疇是一種比較嶄新的治療工具。期盼「治療聆聽」對於青年及成人服務使用者也同樣帶來裨益。



■ 安全姿勢示範

Consolidation and Exchange

As a result of the regionalization of physiotherapists and occupational therapists, treatment teams, led by experienced therapists in various regions and services, have actively participated at regional level and were in close collaboration with professional and frontline staffs in enhancing service quality and safety level.

Involvement in Working Groups

Having involved in working groups of different services, the role of the therapist as a member of the group has become indispensable. In the year under review, our therapists have involved in designing “Policy and Guidelines on the Application of Physical Restraint” , and shared extensively with clinical psychologists, social workers and nurses in managing challenging behaviour of service users. In training matters, therapists joined hands with training service staff to excel in ways of improving the quality of life for service users through life experience interactive training. Our therapists would also collaborate with other professional staff to deliberate on training methods that enhance the life skills of persons with autism.

Safety Issues

The degeneration of service users’ physical abilities as they aged has endangered them to greater vulnerability. We are particularly concerned about taking precaution against accidents happening to them. Our therapists and staff strive to ensure a safe environment for service users that prevents their abilities and health from going downhill because of accidents. In order to

equip staff with better knowledge and skills about safety in their care for service users, safe feeding methods and proper manual handling skills were taught by occupational therapists and physiotherapists respectively. Moreover, writing competition and quiz on safety issues were also organized to cultivate higher safety awareness of staff and to ensure good and steady care be rendered to service users.

Professional Development

Apart from improving the Web-based Case Management System, a working group, responsible for offering recommendations, was formed by senior occupational therapists in response to the core competencies scheme initiated by the Human Resources Department for different professional grades.

Sensory Integration Therapy Service

A popular service with a long waiting list, the Sensory Integration Therapy Service has been well received by the needed since its inception in April 2004. To meet the growing demand for such service, a new centre was opened in Aberdeen in August 2006. However, the number of people on the waiting lists of the two Centres has now exceeded dozens. Moreover, the popularity of the Service did not only limit to local parents, there were three parents from Southeast Asian countries (Singapore, Philippines and Malaysia) who brought their sons to our

Centre for assessment and short-term treatment. A service user who came from Kuala Lumpur, Malaysia had received 6 sessions of assessment and treatment in the summer of 2007, the mother was fully satisfied with our service and indicated her intention to bring her son over for short-term treatment again in 2008 summer.

Therapeutic Listening, which will be introduced in mid 2008, is a treatment tool developed from sensory integration theories and respective treatment areas. It involved the use of specific earphones to listen to pre-arranged music CD, the outcomes of which included improving auditory dysfunction and emotions, adjusting arousal level, enhancing visual and auditory orienting as well as organisation of time and space, and motor planning / praxis.

Therapeutic Listening encompasses individual assessment, recommendation on the use of CD, household sensory diet and CD lending service. Service users are required to change the CD every two weeks and to be advised by professionally qualified occupational therapist's regarding their treatment plan. While Therapeutic Listening has been extensively adopted in pediatric rehabilitation currently, it is relatively new in youth and adult rehabilitation. Looking ahead, it is our hope that Therapeutic Listening will benefit youth and adult service users alike.



■ Therapeutic listening equipment



臨床心理服務

心理治療及諮詢服務

目的

提供心理評估、治療及諮詢服務

臨床心理學家因應服務使用者的個別需要，提供評估及以個人、家庭或小組形式的治療和諮詢服務。此外，臨床心理學家亦會培訓本會員工，協助提升服務質素；又為有需要的家長及照顧者提供與服務使用者有關的諮詢服務，並舉行講座，幫助他們處理壓力。臨床心理學家亦透過「自閉症人士發展及支援中心」，為有需要人士安排智力評估、心理評估及心理治療等服務。

發展重點

協助職員處理挑戰性行為

本會關注處理服務使用者的挑戰性行為，有關行為對服務使用者的生活質素及人際關係造成負面影響。有見及此，本會臨床心理學家提供一系列的員工培訓課程；又容包括認識挑戰性行為、行為評估、行為處理、個案討論及處理方法等。本會亦計劃編寫「行為處理手冊」，收錄和整理不同類型挑戰性行為的個案及處理的參考資料，供各服務單位參閱及使用。

認知行為模式的情緒處理小組及培訓手冊的應用

智障人士學習情緒處理，有助預防及減少其挑戰性行為。臨床研究證明，認知行為治療能有效幫助智障人士學習面對壓力、處理情緒及解決問題。有見於此，本會綜合及整理有關心理治療的理論，設計了情緒處理教材套，透過培訓手冊，以深入淺出的方法，協助導師認識以認知行為模式作為干預方法的理論及技巧，訓練智障人士處理憤怒的情緒。本會的服務單位正進行以情緒管理為主題的訓練小組，並透過成效研究，進一步檢討訓練方法的效用。

智障人士性教育

智障人士與普通人一樣也有性需要。基於種種原因及學習上的障礙，智障人士的性教育往往被忽略。臨床心理學家為服務單位的性教育課程提供意見，讓服務使用者正確認識與異性相處之道，保護自己免受侵犯，並適當地處理性需要。



■ 職員培訓



Clinical Psychological Service

Psychotherapy and Consultation Service

Service Objectives

To provide psychological assessment, treatment and consultation service

Our clinical psychologists provide assessment as well as individual, family and group therapy and consultation service to service users based on their individual needs. Moreover, training is offered to our staff members to enhance the quality of service. For parents and carers in need, our clinical psychologists also provide expert opinion and support in matters related to service users and organize talks on stress management. Furthermore, intellectual assessment, psychological assessment and therapeutic services are arranged on demand through Development and Support Centre for Persons with Autism.

Major Developments

Assisting staff members to manage challenging behaviour

In view of the adverse effects of service users' challenging behaviour on their quality of life and interpersonal relationship, clinical psychologists conduct regular staff training courses covering topics such as understanding, assessing and managing challenging behaviour. A manual on behavioural management would be prepared that records and analyses the case management of different types of challenging behaviour for service units' reference.

Emotional Management Groups based on Cognitive Behavioural Therapy and the use of the Training Manual

Learning emotional management helps prevent and reduce challenging behaviour. Research studies have suggested that Cognitive Behavioural Therapy can effectively help persons with mental handicap to deal with pressure, manage emotions and solve problems. By summarizing and integrating relevant psychological theories, our Society has designed a training manual on emotional management which assists instructors to learn about intervention theories and skills in Cognitive Behavioural Therapy and facilitates anger management training in service users. Training groups with the theme of Emotional Management were conducted in our service units. An outcome study is being carried out to assess the effectiveness of such training.

Sex Education for Persons with Mental Handicap

Like ordinary people, persons with mental handicap have sexual needs. Owing to different reasons and learning difficulties, sex education for this group is often neglected. To fill the gap, sex education with advice from clinical psychologists were organized by our service units to teach service users proper ways to relate to the opposite sex, to protect themselves from sexual abuse as well as to manage their sexual needs.

全面健康護理服務

感染控制

本年禽流感、流感及腸病毒均在社區爆發；有見及此，社會福利署及衛生防護中心經常發出通告，提醒各院舍提高警覺，教育服務單位內的員工遵守預防措施。

醫生到診服務

各服務單位已邀請私家醫生參與社會福利署推行的「私家醫生外展到診計劃」。港島區的服務單位更與醫院管理局的港島東及港島西醫院聯網合作，由其轄下的診所派出醫生到診，並已於2007年6月開始為服務使用者提供服務。此項計劃推出後，除服務使用者的健康可得到更全面的照顧外，服務單位的陪診人手更得以舒緩。因此，各服務單位的護士、員工及家長均表歡迎。另外，到診醫生為服務使用者及其家屬提供健康講座，為職員提供相關培訓，並巡視服務單位的環境衛生。

修訂護理服務手冊

健康護理服務會議於本年成立了工作小組，重新修訂註冊護士及登記護士的職責及年度評核內容。

「殘疾人士院舍實務守則」諮詢會

本會部分護士出席社會福利署於2007年12月舉行的「殘疾人士院舍實務守則」諮詢會。曾出席的護士於會後對守則內容發表意見，並呈交總辦事處跟進。

護理培訓

我們繼續定期舉辦「心肺復甦法」講座，讓護士及保健員重溫有關的急救知識。

藥物管理指引

工作小組於本年度根據社會福利署發出的「安老院舍藥物管理指南」，更新及修訂護理手冊內的藥物管理指引。



■ 健康護理服務會議



Comprehensive Nursing Care

Infection Control

In view of the outbreak of Avian Flu, Influenza and Enterovirus in the community this year, the Social Welfare Department and Centre for Health Protection have constantly alerted the residential care homes and hostels in the importance of raising awareness as well as staff education in infection control and preventive measures.

Visiting Medical Practitioner (VMP) Scheme

According with the VMP Scheme launched by the Social Welfare Department, Medical Practitioners have been invited to join the service by our service units. Honourably, our service units in Hong Kong Island have collaborated with the Hong Kong Island East and Hong Kong Island West

Cluster of the Hospital Authority in providing the service. Medical Officers have come from their general out-patient clinics to render medical care to our service users since June 2007. The VMP service has helped to relieve the strain of manpower in service units and enables our service users to have a more comprehensive care. It is much welcomed by both our staff and the parents of our service users. Furthermore, the VMP doctors have provided health talks for service users and their family members. Besides, they have also provided training in health care to our staff and environmental scanning to our service units as well.

Revision of Health Care Service Manual

A working group has been set up at the health care service meeting this year to revise the job descriptions and annual appraisal content for both registered and enrolled nurses.

Consultation on the Code of Practice for Residential Care Homes for Persons with Disabilities

Nurse representatives of our Society have attended consultation meeting of the Social Welfare Department on the “Code of Practice for Residential Care Homes for Persons with Disabilities” in December 2007. Comments from participants have been collected and submitted to the Head Office for follow up.

Guidelines on Drug Management

Our working group has revised the guidelines on drug management of our health care service manual basing on the “Drug Management in Residential Care Home for the Elderly Guidelines” of the Social Welfare Department this year.

Health Care Training

Seminars are organized for our nurses and health care workers to refresh their first-aid knowledge in cardiopulmonary resuscitation yearly.



香港最佳老友運動

與智障人士建立一對一的友誼

背景

「最佳老友」(Best Buddies)是美國甘迺迪家族成員之一安東尼·甘迺迪·施萊佛於1989年就讀佐治城大學時創立的國際性友誼運動，旨在讓智障人士與學生／社區人士透過接觸建立一對一的友誼，提升智障人士的生活質素，及提供平等參與社會的機會，促進社會共融。現時，全球40個國家及地區的1,300間初中、高中和大學已成立「最佳老友」分社，每年受惠人數多達25萬人。本會獲邀開展的「香港最佳老友」運動在短短四年間，成為全亞洲區最多學校分社參與的地區。

重點活動

過去一年，「香港最佳老友」運動共有四間中學及七間大專院校成立學校分社，並在全港各分區招募個別社區義工，合共300名義工參與本運動。2007年重點活動包括第四屆本運動電能烹飪比賽、於美國舉行的第十八屆週年領袖會議及全體職員會議、深水埗區月餅製作及捐贈予長者的活動、世界夏季特殊奧運會上海交流訪問團、第四屆全港分社週年聚會等。智障人士在學生和社區義工的陪同下，參與本地及海外不同活動，擴闊生活領域，提升生活質素。

此外，本會與香港理工大學酒店及旅遊管理學院合作籌劃該學院的實習活動，並邀請最佳老友參與西點製作，該項計劃更獲香港理工大學選為「學生社區服務優異獎」。

經費資助

「香港最佳老友」運動並非政府資助項目，自2005年起我們獲得利銘澤黃瑤璧慈善基金的支持；在地區工作上，於2007年得到深水埗區議會贊助，舉辦社區共融活動，促進學生和長者對智障人士的認識和接納。

未來發展

為了持續發展「香港最佳老友」運動，建立共融社會，讓更多智障人士受惠，我們會繼續鼓勵其他非政府機構和特殊學校參與本運動，以增加智障人士的參與人數。另外，為配合2009年中學新學制，鼓勵學生參與社會服務，我們亦會與多間中學商討合作計劃，把「香港最佳老友」運動推廣至更多中學。

「香港最佳老友」運動顧問

本會感謝各界熱心支持「香港最佳老友」運動，提供意見及擔任本運動顧問，顧問成員包括：


香港理工大學康復治療學系李萍英博士
香港大學學生事務長周偉立博士
香港教育學院特殊學習需要與融合教育中心主任冼權鋒博士
香港大學教育學院張國華博士
香港浸會大學教育學系戚碧玉博士
香港城市大學應用社會科學系郭鍵勳博士, JP
香港浸會大學協理副校長及社會科學院院長傅浩堅教授, JP
香港樹仁大學社會工作系曾樹明先生
香港紅十字會總監(青年及義工事務)黃兆光先生
康復專員蕭偉強先生
香港中文大學社會工作系魏雁濱教授
香港浸會大學全人教育教與學中心副總監羅觀翠博士



■「香港最佳老友」運動電能烹飪比賽



■ 於美國舉行週年領袖會議



"Best Buddies Hong Kong" Movement

One-to-One Friendship with Persons with Mental Handicap

Background

Established in 1989 by Mr. Anthony Kennedy Shriver, a member of the Kennedy Family in the United States, during his studies at the Georgetown University, the Best Buddies is an international friendship movement that aims to cultivate one-to-one friendship between persons with mental handicap and students / general public through direct contact, enhances the quality of life and provide equal opportunities to participate for persons with mental handicap as well as promotes social inclusion. Currently, there are 1,300 middle schools, high schools and colleges among 40 countries and regions worldwide that have set up Best Buddies school chapters with 250,000 beneficiaries annually. Despite the four-year short history of "Best Buddies Hong Kong" Movement launched by our Society, we are by far having the greatest number of school chapters set up in Asia.

Major Activities

Locally, school chapters were set up in four secondary schools and seven tertiary institutions in the year that past. Moreover, efforts were made to recruit community volunteers in different districts and a total of 300 volunteers joined the "Best Buddies Hong Kong" Movement. Major activities in 2007 included The 4th "Best Buddies Hong Kong" Movement Electric Cooking Competition, the 18th Annual Best Buddies Leadership Conference and Annual General Staff Meeting held in the United States, Mooncake Production for the Elderly in Shamshuipo, Shanghai Exchange Tour of Special Olympics Summer Games, and the 4th Annual Gala. In the company of Student and Citizen Buddies, the participation of persons with mental handicap in local and overseas programmes has broadened their scope of life and enhanced their quality of life.



■ “Best Buddies Hong Kong” Movement Electric Cooking Competition

The “Student Community Service Merit Award” was granted by The Hong Kong Polytechnic University to a collaborative programme between our Society and their School of Hotel and Tourism Management. Our Best Buddies were invited to take part in western cooking classes of the work placement programme for their students.

Fundings

Though not receiving any government subvention, the “Best Buddies Hong Kong” Movement has been receiving financial support from Drs. Richard Charles & Esther Yewpick Lee Charitable Foundation since 2005. In 2007, funding was also granted by the Sham Shui Po District Council to organize local activities that promoted community integration as well as understanding and acceptance of persons with mental handicap by students and elderly.

The Way Ahead

To encourage more non-governmental organizations and special schools to join the “Best Buddies Hong Kong” Movement would be our major attempt to achieve sustainable development for the Movement, and foster a socially inclusive society that benefits more persons with mental handicap. In response to the 2009 new curriculum for secondary schools which encourages students to participate in social service, our plans for school collaboration are underway with the goal to promote the “Best Buddies Hong Kong” Movement to more schools.

“Best Buddies Hong Kong” Movement Advisors

We thank for the generous support from the general public and professionals who offer advice and serve as

advisors for “Best Buddies Hong Kong” Movement. Our advisors include:

- Dr. Chau Wai Lap, Albert, Dean of Student Affairs, The University of Hong Kong
- Dr. Cheung Kwok Wah, Faculty of Education, The University of Hong Kong
- Dr. Maria P.Y. Chik, Faculty of Education, Hong Kong Baptist University
- Dr. Law Koon Chui, Agnes, Deputy Director, Centre for Holistic Teaching and Learning, Hong Kong Baptist University
- Prof. Frank Fu, J.P., Dean & Chair Professor, Faculty of Social Sciences, Hong Kong Baptist University
- Dr. Kwok Kin Fun, Joseph, J.P., Department of Applied Social Studies, City University of Hong Kong
- Dr. Eria P.Y. Li, Department of Rehabilitation Sciences, The Hong Kong Polytechnic University
- Professor Ngai Ngan Pun, Department of Social Work, The Chinese University of Hong Kong
- Dr. Sin Kuen Fung, Kenneth, Centre Head, Centre for Special Needs & Studies in Inclusive Education, The Hong Kong Institute of Education
- Mr. Sui Wai Keung, Stephen, Commissioner for Rehabilitation
- Mr. Tsang Shu Ming, Social Work Department, Hong Kong Shue Yan University
- Mr. Luke Wong, Director (Youth & Volunteer), Hong Kong Red Cross



■ Award Presentation Ceremony of PolyU Community Service Learning Programme

第八次週年會員大會(2007)

攜手同行三十載



扶康家長會

與家長建立夥伴關係

扶康家長會於2000年正式成立，經過三屆幹事會的籌組及發展，第四屆家長幹事會亦在2007年履新。幹事們都秉承扶康家長會一貫的理念，積極與會方建立良好的夥伴關係，鼓勵家長參與，與機構共同攜手，為服務使用者爭取最佳的服務。

與機構的夥伴關係

過去一年是扶康會的三十週年紀念，家長會以「攜手同行三十載」為主題舉辦連串活動向扶康會致賀，包括「穗深澳康復服務探訪團」和「家長工作坊日營」等。家長們都踴躍參與，除了加深對扶康會服務理念的認同外，亦增加了家長之間的團結。此外，家長會成功向伊利沙伯女皇弱智人士基金申請撥款，出版「攜手同行三十載」紀念特刊，在慶賀及祝福的同時，亦促使家長反思及探索未來家長工作的路向。

面對社福界的共同議題，扶康家長會都會與機構商討，以互信共事的態度一同面對。就「整筆撥款」的實施和推行，家長會亦舉行了「整筆撥款」座談會，讓家長們了解會方所面對的處境，通過雙方的溝通和了解，減低服務可能受到的影響。

與家長的同行互勉

第四屆家長幹事會著重與地區家長的關係，因此成立探訪組，定期到各區服務單位探訪，了解地區家長的意見和想法，積極鼓勵家長與機構的了解和合作。家長們亦關注國內康復工作的發展，除到訪內地康復單位如廣州慧靈、廣東省揚愛特殊孩子俱樂部、廣州市殘疾人安養院等，又邀請國內家長到香港交流，表達扶康家長對國內康復工作的關心及對國內家長的支持。

對康復服務的關注

對外方面，家長會主動或與其他自助家長組織聯合向有關政府部門聯署發信，表達對康復服務的關注及提出改善方案；又舉辦「家長工作前瞻」研討會，探討家長工作的前路，更榮幸邀得社會福利署助理署長(康復及醫務社會服務)袁鄭鏞儀女士擔任主禮嘉賓，與及邀請來

自廣州及澳門的家長代表參與，提出家長對康復服務的關注和期望。

扶康家長會未來會貫徹與會方建立良好的夥伴關係，積極提倡家長參與，共同為服務使用者謀福祉。



■ 穗深澳康復服務探訪團



■ 「家長工作前瞻」研討會



Fu Hong Parents' Association

Building Partnership with Parents

The Fu Hong Parents' Association, formally established in 2000, has grown under the organization and development of three Executive Committees, with the fourth one taking office in 2007. Upholding the beliefs of the Association, the Committee members work hard to maintain a constructive partnership with Fu Hong Society, encourage parents' participation and collaborate with the Society to attain the best service for our service users.

Partnership with Fu Hong Society

Themed "Hand in Hand for 30 Years", the Parents' Association has organized a series of programmes to commemorate the 30th Anniversary of Fu Hong Society in the year that past. Programmes like "Visits to Rehabilitation Services in Guangzhou, Shenzhen and Macau" and "Parents Workshop Day Camp" were received with great enthusiasm and succeeded to unite the participating parents apart from enhancing their identity with the mission and vision of Fu Hong Society. Moreover, as part of the celebration effort, the Parents' Association had also applied funding from the Queen Elizabeth Foundation for the Mentally Handicapped to publish a special edition of the "Hand in Hand for 30 Years". The publication also served as a good opportunity for parents to reflect and explore on the future development of the Association.

For issues pertaining to the social welfare sector, the Parents' Association would engage in discussion with the Society to attain mutual trust and reach a common stance. Regarding the implementation of the Lump Sum Grant, a seminar was conducted to enable parents to comprehend the situation faced by the Society and help reduce negative impact on the service through mutual communication and understanding.

Mutual support and encouragement among parents

Prime importance was placed by the 4th Executive Committee on their relationship with parents from different regions. Regular visits were made to service units in each region in order to listen to parents' views and opinion and to actively solicit their support and collaboration with the Society. The parents, moreover, were concerned about the development of rehabilitation service in mainland China. Apart from visiting mainland welfare organizations, such as Guangzhou Huiling, Guangdong YangAi Special Children Parent Club and Guangzhou Handicapped Nursery Home, the Parents' Association had also invited mainland parents to participate in local exchange programmes, reflecting Hong Kong parents' concern towards rehabilitation work in Mainland China and their support to parents in the mainland.

Concern for rehabilitation service

In external affairs, the Parents' Association would initiate or join hands with other self-help parents groups to reflect their concern on rehabilitation service and put forward proposals to relevant government departments. Moreover, a seminar on "The future of parents work" was organized with Mrs. Cecilia Yuen, Assistant Director (Rehabilitation and Medical Social Services), Social Welfare Department as the officiating guest and participation of parent representatives from Guangzhou and Macau who voiced their concern and expectation for rehabilitation service.

Looking forward, the Fu Hong Parents' Association will continue its goals of forging close partnership with the Society, promoting parents' participation and striving for the welfare of service users.



■ Seminar on "The future of parents work"

二零零八年扶康會



機構文化的變革

文化是歷史發展的集體成果。扶康會機構文化的精髓在於她的31年歷史，當中包含創辦人及無數人士的心血及努力，致能發展到今天的成就。誠然機構是由一群志同道合的個體所組成並分工合作，所以她是具有生命的，她的硬件、制度、功能、服務亦會不斷成長。所以，我們的機構文化在集體的智慧和協力下亦會不斷改善。

我們近年推動機構文化的正面變革是一個全體成員參與的模式(附圖)。其中，董事局的領航及支持是最重要。此外，由管理層領導的各項事工，各級員工的參與及完成任務才能達致預期的果效。

以下兩項工作已成功開展：

一. 第一屆「好人好事表揚計劃」(2007年7月至2008年2月)

1. 目標

藉表揚「好人好事」，將機構的嘉許文化與員工的日常工作結合，使大家認同機構文化變革和培育的需要及好處。

2. 內容及形式

我們致力推動每個服務單位發掘「好人好事」，達至全體員工參與的目的。家長代表從39個參加計劃中選出十大入圍計劃，再由全體員工投票選出冠、亞、季軍，以增加得獎者的認受性。此外，我們更設立不同的表揚方法嘉許員工的好人好事，以提高員工的士氣及對機構的歸屬感。我們更將「好人好事」的實例廣為分享，使機構的良好做法得以薪火相傳，逐步實現本會業務計劃的願景(2007-2010)：「我們致力成為最優質的殘疾人士服務機構」。

3. 評審標準

我們表揚的「好人」是可用個人、服務單位的各組別或服務單位的整體作參選的項目；「好事」則可帶來單項或多項的效益。參選的好人好事必須符合

以下最少一項：(i)令服務使用者、家人或照顧者獲得莫大裨益；(ii)令員工或團隊的士氣得到很大的鼓舞；(iii)有助提升機構的聲譽；(iv)有特別溫馨感人的地方；(v)有重大、突破、創新或持續性的好處。

為慶祝扶康會成立30週年(創立於1977年)及香港回歸祖國10週年，是次參選的好人好事計劃可追溯至1997年7月1日。

4. 全體員工的投票結果

十大入圍服務單位	名次	計劃名稱
潔康之家	冠軍	一人一夢想計劃
興華成人訓練中心	亞軍	兩位一體 — 梁惠珠
長沙灣成人訓練中心	季軍	愛人如己
毅信之家	優異獎	飛躍舞台
長康之家	優異獎	夢想成真
悅智之家	優異獎	中途宿舍互助社 一助人自助與社區共融的體現
家居訓練及支援服務(灣仔及港島東)	優異獎	拼出積極人生，譜上自我實現
毅誠工場/輔助就業/在職培訓	優異獎	「清潔工作」的化學作用
樂華成人訓練中心	優異獎	相聚這一刻
扶康家庭	優異獎	扶康家庭馬來西亞觀光交流團

5. 小結

今次活動達到預期的目標，全體約一千名員工都有高度的關注及積極的參與，並學習到好同事如何做好工作的榜樣。此外，亦有家長代表加入評審，以支持和努力推廣機構的表揚及嘉許文化，實屬難能可貴。在頒獎禮上的分享及頒獎環節，各員工都很感動及雀躍。在整個過程中，我們的服務使用者亦獲益良多，員工可以將良好的做法融入日常工作的實踐裡，以不斷改善服務質素。

二. 建立「扶康人核心價值」 (2008年3月至2009年12月)

1. 背景

「核心價值」是機構最基本的信念，亦是一套具指導性的價值觀。扶康會的創立與成功，建基於早期奠定及一直堅持的理念及使命。

2. 制定「核心價值」目標

整合扶康會現時成功要素，達至以下的目標：

- 2.1 提高全體員工(即「扶康人」，亦可廣義地包括其他重要的持份者，包括董事局及各委員會成員與家長)的士氣
- 2.2 提高服務質素
- 2.3 建立扶康會成為最優質殘疾人士服務品牌



■ 潔康之家「一人一夢想計劃」

3. 四項「核心價值」方案

- 卓越表現
- 關懷與尊重
- 專業精神及操守
- 團隊合作

每項「核心價值」都有詳細的界定及可實踐性的指標。

4. 工作進展

管理層於2008年3月成立了一個專責的工作小組，研究有關機構的資料並草擬建議書，詳列上述提及的方案及意見調查；4月至5月，就建議書向各服務單位經理及職員事務諮詢及發展委員會(職諮會)功能組別代表收集意見。在6月向全體服務單位經理會議成員分享諮詢及調查結果，成績非常鼓舞，問卷回收率達100%，包括33位服務單位經理及10位職諮會功能組別代表。問卷內容反映全體員工都同意這四項核心價值，更提出數十項寶貴的建議，讓我們落實並轉化這些核心價值成為日常的良好做法。我們於6月至9月繼續向家長及員工收集意見、整理結果及訂定最新方案，並計劃於10月提交管理委員會與服務及業務拓展委員會討論。我們希望於2008年年底前提交董事局討論及通過，並於2009年全面推行。

結論

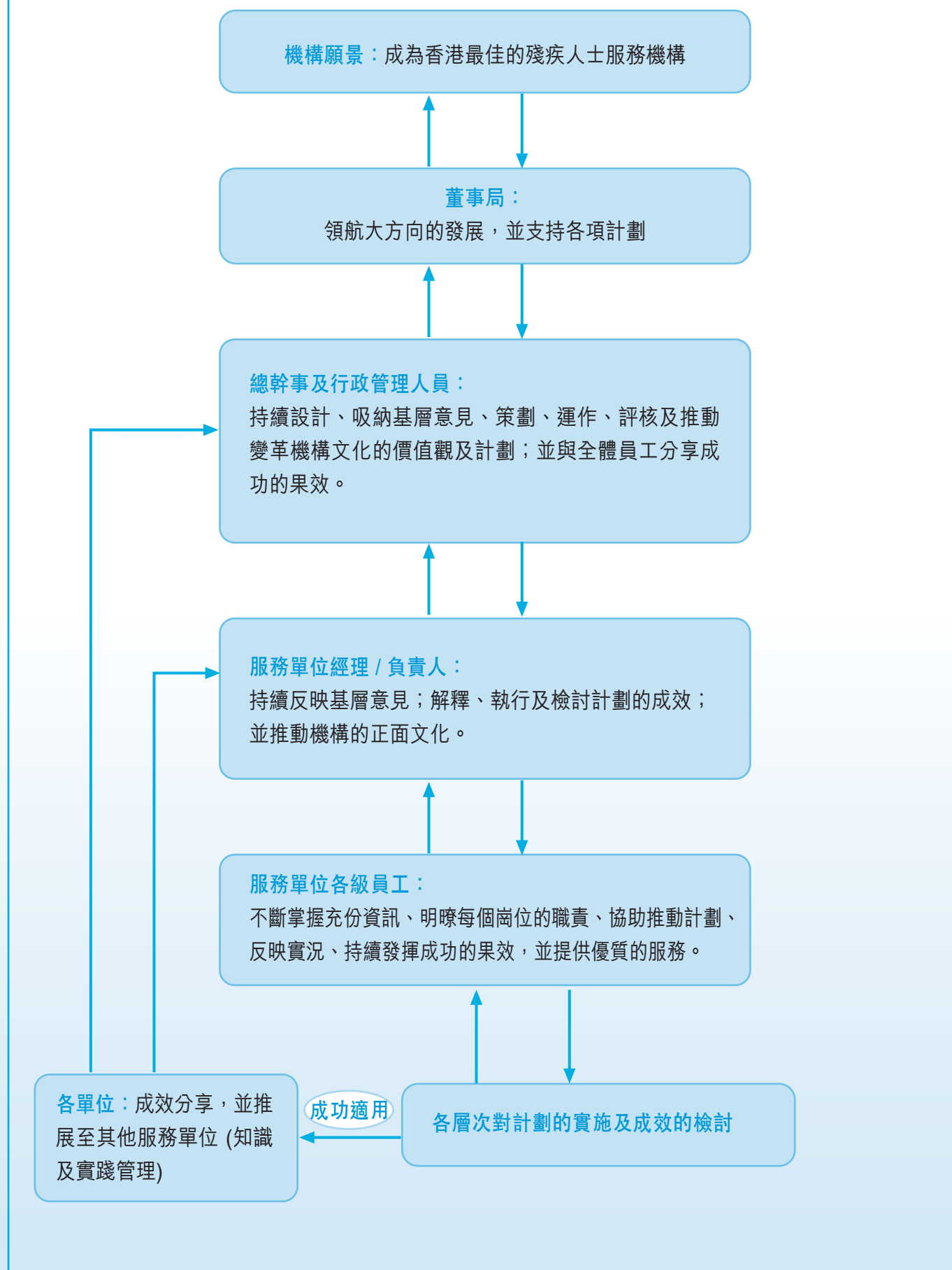
由此可見，扶康會能夠成功推動正面的機構文化變革，是透過多項元素的配合，包括董事局的贊同、行政管理層的有效領導、各服務單位經理及負責人的熱心帶動、全體各級員工的無間溝通及積極投入和家長的支持。

誠然，機構文化是需要持續改善的，我們仍會就此努力不懈。



■ 興華成人訓練中心「兩位一體——梁惠珠」計劃

扶康會成功變革機構文化流程圖





Successful Change of Organizational Culture

Culture signifies the collective achievement of historical development. The essence of Fu Hong Society's organizational culture lies in its 31 years of history which incorporates its founders and many people's hopes and efforts, all combined and evolved into the present success. Formed by a group of individuals with like minds and goals interconnected by the division of labour, an organization is a living organism empowered by its hardware, systems, functions and services that continues seeking for growth and development. Likewise, constant improvement in our organizational culture will also take place under collective wisdom and teamwork.

In recent years, effort was directed to introduce positive changes to organizational culture based on a universal participation model (attached Diagram). As shown, steering and support from the Council plays a major role; while the various projects led by the management coupled with participation from staff of different ranks ensure the attainment of desired outcomes.

The following two projects had been successfully implemented:

I. The 1st Good Staff and Good Event Recognition Scheme (July 2007 — February 2008)

1. Goal

To incorporate the Society's recognition culture into staff's daily work through the recognition of Good Staff and Good Event, and encourage staff to identify the need and benefits of cultivation and reformation of organizational culture.

2. Content and Format

By encouraging every service unit to engage in identifying Good Staff and Good Event, it is hoped that the goal of universal participation could be attained. Parent representatives were invited to shortlist ten schemes among all the 39 nominations, followed by voting from all staff for the champion, first runner-up and second runner-up to enhance the legitimacy of the winners. Moreover, different forms of recognition for Good Staff and Good Event were employed to boost staff morale and promote their sense of belonging. Through widely publicizing the examples of Good Staff and Good Event, our Society's good practice would be able to pass on, and the vision delineated in our business plan (2007-2010): "To become the best service organization for persons with disabilities", could also be gradually realized.

3. Assessment Criteria

For "Good Staff", the candidate could either be an individual, or groups under the service unit, or the service unit as a whole; whereas "Good Event" refers to a completed episode that bears a single or multiple beneficial effect. Nomination should fulfill at least 1 criterion listed below: (i) to enable service users, families and carers receiving the best possible benefit; (ii) a big boost to the morale of co-workers or service teams; (iii) to be useful in promoting the reputation of the Society; (iv) with special warmth and touching element; (v) significance, breakthrough, innovation or sustainable gains. As celebrations to commemorate the 30th Anniversary of Fu Hong Society (established in 1977) and the 10th Anniversary of Hong Kong's Reunification with China, the Good Staff and Good Event nominations could be traced back to 1st July 1997.

4. Voting Results of All Staff

Shortlisted Service Units	Award	Programme Name
Kit Hong Home	Champion	One Person One Dream Programme
Hing Wah Adult Training Centre	1 st Runner up	Two In One — Leung Wai Chu
Cheung Sha Wan Adult Training Centre	2 nd Runner up	Love Others As You Love Yourself
Ngai Shun Home	Merit Award	Flying On Stage
Cheung Chong Home	Merit Award	Dreams Come True
Yuet Chi Home	Merit Award	Halfway House Mutual Support Group — Help Others To Help Themselves And Realizing Social Integration

Home-based Training & Support Service — Hong Kong Island East	Merit Award	A Positive Life With Self-actualization
Ngai Shing Workshop/ Supported Employment/ On the Job Training Programme for Persons with Disabilities	Merit Award	Chemical Effect Of "A Cleaning Job"
Lok Wah Adult Training Centre	Merit Award	Gather Together
Casa Famiglia	Merit Award	Casa Famiglia Exchange Tour To Malaysia

5. Summary

The enthusiastic concern and participation from our near 1,000 staffs had contributed to the present success of the Scheme, since staffs were able to learn mutually and effectively. Moreover, involvement of parent representatives in the assessment process also indicated their invaluable support to the recognition culture promoted by the Society. The most unforgettable moment was during the sharing session at the award presentation ceremony where everyone was deeply touched and overwhelmed with joy. Apart from that, our service users also benefited largely from the whole process as our staff could integrate the good elements into their daily practice which helped improve the quality of service.

II. Building "Fu Hong Core Values" (March 2008 — December 2009)

1. Background

"Core Values" are the fundamental beliefs and set of guiding values of the organization. The establishment and success of Fu Hong Society are built on the vision and mission formed in the early days and closely followed up to now and future.

2. Setting Goals of "Core Values"

Goals to be attained based on the success factors of Fu Hong Society:

- 2.1 To boost the morale of all staff (i.e. "Fu Hong people", which could also include the Council, members of different Committees and parents in the wider sense)
- 2.2 To enhance the quality of service
- 2.3 To turn Fu Hong Society into the best brand of service for persons with disabilities

3. Four proposed “Core Values”

- Excellence in Performance
- Care & Respect
- Professional Spirit and Conduct
- Team Work

Each “Core Value” has detailed definition and achievable indicators.

4. Work Progress

A working group was formed in March 2008 by the management responsible for collecting information of relevant organizations and submitting recommendation which consisted of a detailed proposal and opinion survey. The proposal was then sent to all Service Unit Managers and functional constituency representatives of the Staff Consultative and Development Committee for comment between April and May. With an encouraging 100% return rate of the questionnaires, respondents including 33 Service Unit Managers and 10 functional constituency representatives of Staff Consultative and Development Committee, the results of the consultation and survey were shared with members at the Service Unit Managers Meeting held in June. The findings of the questionnaire revealed a full support of the four core values by all staff. Moreover, there were dozens of valuable suggestions on how to convert these core values into everyday practice. We continue getting feedback from our parents and staff between June and September, conduct analysis and prepare updated proposal to be submitted for discussion to



■ Cheung Sha Wan Adult Training Centre “Love Other As You Love Yourself” Programme

the Management Committee and Service and Business Development Committee in October. Our goal is to submit the final proposal to the Council for deliberation and approval by the end of 2008 for full implementation in 2009.

Conclusion

The above experience shows that a combination of many critical success factors is the key to Fu Hong Society’s innovative attempts to promote positive changes in organizational culture. These include approval from the Council, effective leadership of the management, enthusiastic promotion by Service Unit Managers and heads, effective communication and active involvement of different ranks of staff as well as support from the parents.

We will continue our effort to reform and develop our organizational culture.



■ Kit Hong Home “One-Person-One-Dream Programme”

Flow Chart of Successful Change of Fu Hong Society's Organizational Culture

