



# 淡然開始

那時候我還沒有接觸過嚴重殘疾的朋友,對甚麼 是護理家舍更是一竅不通。三十出頭那年,我誤 打誤撞地到了這裡工作。在過去從事保安業的招 聘工作中,我可謂閱人無數,初次接觸嚴重殘疾 的服務使用者時,仍能氣定神閒。直到第一次被 安排協助沐浴工作,同事推出那張沐浴床,指導 我如何使用時,我才有「打個突」的感覺,明白 到有一些服務使用者的生活是完全依賴別人的照 顧,有點兒心酸,亦同樣明白到這份工作的重要 性。往後的日子,我感謝資深同事們的悉心指導 和細緻關懷,在充實的工作和伙伴的協作下,平 平穩穩地在家舍渡過了13個年頭。

照顧服務使用者的生活細節,講求愛心與耐性 Taking care of service users' daily needs with love and patience

## 家的感覺

不少人認為照顧員是一份厭惡性的職業,但我 卻沒有這種感覺。當你在家舍工作時,不難發 現大部份的同事都是「資深」員工,在這裡 工作十年,二十年,甚至三十年的確實大有人 在,是甚麼使這些人將半生的青春消磨在這家舍 呢?毫無疑問,照顧的工作需要不少體力,亦要 處理服務使用者的個人衛生。可是,每當我協助 他們沐浴過後,讓他們帶著淡淡清香、安逸地坐 在大廳用膳時,一個微笑的表情,或是主動地叫 我一聲,都讓我的內心感到欣慰。下班的時候, 我常常都感到心情輕鬆,覺得今天又做了一些有 意義的事。我自問想做一份即時、直接幫到別人 的工作,不就是我現在這份工作嗎?

It is possible that many people may think that the job of a care worker is a gross one, but I beg to differ. Working at the Home, it does not take one long to notice that most colleagues are veteran staff who have worked here for 10, 20, or even 30 years. What motivated these people to spend their best years here? Without a doubt, our work requires a lot of physical strength, and we even have to take care of the service users' personal hygiene. And yet, every time after a bath with my assistance, I find it satisfying to see them all clean and freshened up as they enjoy their meals happily in the hall. Even a smile on their faces, or a "Hi" from some of them, is most gratifying for me. On my way home from work, I feel contented, knowing that I have done something meaningful in that day. If my ideal job is one that provides other people with direct, immediate help, I have already found it.

Some people may also question whether care workers get bored performing the same tasks day in, day out. Would such repetitive tasks not breed sluggishness over a period of time? Perhaps people not in this line of work do not know that all service users have their own individual personalities, likes and dislikes. Some like fruits, while others like listening to music. As you observe them closely and learn to put yourself in their shoes, you will understand them over time. At meal times, give a few additional slices of fruit to the fruit-lovers, or set the television to the channel of the users' favourite show, and you will know you got it right when you see the joy in their eyes and smiles. Such excellent rapport is beyond description! To me, my colleagues and I are really 'co-living' with the service users. In this 'co-living' space, we get to understand the people and the things that go on in this space, and we become closer to them as though they are our family members. This growing kinship allows us to take better care of them and address their needs appropriately, because obviously, we would hope to see our family members lead better lives! I do not have any grand philosophy to share, but I truly believe that they and I belong to this place. I guess it is that simple!



#### A Bed of Roses at First Sight

Before joining Fu Hong Society, I had never come across any person with a severe disability, and I had no idea what a Care and Attention Home was. In my early thirties, I happened to have an opportunity to work here. At that time, I thought my recruitment experience in the security industry had prepared me with enough experience to face any challenge. Even when I came into contact with service users with severe disabilities for the very first time, I remained calm and composed. All went well until one day I was assigned to help in a bathing task. When my colleague tried to teach me how to operate a shower trolley, I was totally taken aback. I realised then that some service users were entirely dependent on others' assistance in their daily lives. That made me feel sorry for them and at the same time, I came to appreciate the importance of my job. Since then, thanks to the patient guidance and kind concern of my veteran colleagues, as well as the collaborative spirit of our team, I have spent 13 fulfilling years in my job at the Home.

#### A Homely Feel



有些人又會質疑,每天做著重複的照顧工作,不 會感到沉悶嗎?會否越做越得過且過呢?行外人 或許不明白,其實每一位服務使用者都是獨特的 個體,他們每個人都有自己的性格和喜好,有 的喜歡吃水果,有的喜歡聽音樂。當你慢慢地 觀察,代入他們的角度去感受時就能明白。用膳 的時候,為喜愛水果的他多加兩片,將電視轉台 至他喜愛的節目,你自會在他們的微笑和眼神中 找到答案,這種默契,難以言喻!我形容我們同 事和服務使用者是在「共同生活」,你只會對這 個空間內的人和事越來越熟悉,服務使<mark>用者</mark>彷 佛和家人一樣親近,讓我們更能貼心去照顧和 回應他們的需要。「你也希望你的家人生活過得 好一點吧!」我想不出甚麼大道理,只感覺到我 和他們就是屬於這裡的,就是這麼簡單吧!

# 出生入死

在這裡工作十餘年,我當然感受到老化對服務使 用者身體狀況的影響,過去一些還能走動的服務 使用者,現在只能依靠輪椅了。我們還不時遇見 八十來歲的家長,堅持撐著手杖來探訪他們的子 女;不少熟悉的家長面孔,近年亦不復見。我們 從社工同事口中得知,他們有些已返天家去。 對於某些服務使用者而言,我們變成了他們唯一 的家人了。

這些年來,我亦陪伴過十多位服務使用者走完人 生最後的路。猶記得一位我熟悉的服務使用者因 身體轉差被安排住院,但我因為事忙未能到醫院 探望,最終無法跟他作最後的道別,這件事我至 今還是記在心中。

然而,面對生老病死,也不是只有負面的經驗。 曾經有過一位服務使用者身體狀況持續轉差,我 心想他可能捱不過這一關的時候,卻在護士團 隊和前線員工悉心的照料下,展現出無窮的生命 力,重現昔日的健康,讓家人感到鼓舞。這些經 歷讓我們得以學習和成長,更懂得珍惜眼前人, 能夠為他們做到的,又何妨多走一步呢!

#### **Between Life and Death**

Having worked here for more than a decade, I certainly know how ageing affects our service users. Some service users, who were able to walk not too long ago, are now relying on wheelchairs. There are also parents in their eighties coming to visit their sons and daughters, with the help of their walking canes. Some of these familiar faces of aged parents have disappeared in recent years. We heard from our social workers that they had been called home to God. To some service users, we are their family members now.

In the past few years. I have kept more than a dozen service users company as they approached the end of their life. In particular, I remember vividly a service user who was close to me and hospitalised due to his deteriorating health. I had my hands full then and simply could not pay him a visit. In the end, I missed the chance to say my final goodbye. I cannot forget this incident even today.

However, there are uplifting moments in our confrontation with matters of life and death too. For example, there was one service user whose conditions had turned critical, and I thought he might not survive. Nonetheless, under the intensive care of our staff and nursing team, he displayed a strong will to live. He eventually had his health restored, and all of us were greatly encouraged. Through these experiences, we continue to learn and grow. We have come to cherish everyone here, and if there is anything more we can do for them, why not?

服務使用者對我們的信任, 可以從他緊緊拖著我的手感受得到 The service user's trust in us can be felt hrough his tight grip of my hand



#### 服務使用者或許不善於表達,但在照顧過程中, 他們的眼神會讓你感到欣慰

The service users may not be good at expressing themselves, but the look in their eyes will make you feel all your hard work is worth it

#### 邁步向前

一年前,我有幸參與本會舉辦的交流團,到日本 的社會服務機構參觀和學習,了解當地回應服務 使用者老龄化的工作。在過程中,日本從業員的 年青化、服務使用者的生活空間和自由度都讓我 印象深刻。在香港,「土地問題」讓我們不能一 一效法日本的做法,但我認為在加強服務使用者 的口腔衛生,減少使用約束等問題上,還是有 很多值得學習的地方。我同樣欣賞日本人的「敬 老」文化,讓不少年青人願意投入護理工作,照 顧殘疾和年老的人士。我期望日後可以透過教育 和宣傳,以及我的經驗分享,讓更多年青人認識 我們護理行業的意義和價值,歡迎更多新力軍加 入扶康會這個「大家庭」。

Let Us Make a Huge Stride Forward A year ago, I was fortunate to join Fu Hong Society's Study Tour which allowed me to visit social service organisations in Japan in order to understand how the Japanese meet the caring needs of ageing service users. In the process, what deeply impressed me were the young workforce in Japan, and the service users' living space and freedom. In Hong Kong, 'land issues' do not permit us to follow Japan's practice, but I find there is still much we can learn from it. For example, in the areas of improving service users' oral hygiene and reducing use of physical restraints, there is much we can learn. In addition. I appreciate the Japanese culture of respecting the elderly. which inspires young people to join the industry to look after persons with disabilities and the elderly. I hope that through education and publicity, and by sharing my experiences, more young people will understand the meaning and value of our profession. We definitely look forward to welcoming new blood to our 'family'.

感謝會方安排的參訪團, 讓我眼界大開 Thanks to the study tour arranged by the Society, I have gained valuable exposure





照顧工作以外,我們亦會紀錄 服務使用者的情況,以便社工和護士作出跟進 Apart from providing care, we also record how service users are doing to facilitate the follow-up actions from social workers and nurses





大家好!我是陳姵璁Fiona<sup>,</sup>是扶康會「香港最佳老友」運動 ·賽馬會社會共融計劃的 學生老友...... 學生領袖...... 計劃社工。

Hello, everyone! I am Chan Pei Chung, Fiona; Best Buddy... student leader... social worker of the FHS 'BEST BUDDIES HONG KONG' Movement · Jockey Club Social Inclusion Project (BBHK).

to commemorate this special moment

扶康會「香港最佳老友」運動・賽馬會社會共融計劃 社工・陳姵璁

FHS 'BEST BUDDIES HONG KONG' Movement • Jockey Club Social Inclusion Project CHAN Pei Chung – Social Worker

#### 青「璁」歲月

2014年,我當時是一位社工學生,透過導師的 介紹認識了扶康會「香港最佳老友」運動,得知 計劃著重與智障人士建立一對一平等友誼,而並 非義工服務,感覺很新穎。在「大無畏」精神的 驅使下,我搶先舉手回應"I am In!"

接觸計劃前,我只參與過一次性的義工活動, 探訪智障人士,大概是陪同他們玩玩遊戲、唱唱 歌、吃吃茶點的活動,並沒有機會深入認識和了 解他們,對如何與他們相處更是無從入手。當我 得知社工姑娘快將要安排我和智障老友作出配對 時,腦海中想起老人家的一句說話:「年青人, 你太衝動了!」內心不期然有點忐忑不安,但我 還是硬著頭皮去面對。

#### 共融的「體驗」

我的智障老友笑芳是一位年近六十,積極主動、 充滿熱誠、親切有禮和笑容可掬的女士。一般來 說,我們很少用這些詞彙去形容智障人士,當中 的原因大概是我們對智障人士不太理解吧!接觸 笑芳的初期,我常常思量可以為她做一些甚麼、 或可以跟她找甚麼共同的話題等等。然而在真實 接觸的時候,才發現這些「準備」都比不上真誠 的投入和細心的聆聽,笑芳的熱情主動總是讓我 自然地找到合適的話題,一同參與活動時不論是成 功或是「蝦碌」,我們總是在過程中找到樂趣。透 過幾年間的接觸和相處,我和笑芳累積了很多美 麗的回憶,亦漸漸擺脫了「做義工」的心態,加 深對作為「老友」的認知。我的「老友」雖然是 智障人士,但她的人生經驗其實比我還豐富,在 很多日常生活的細節裡,笑芳的細心讓我有不少 值得學習的地方。

attentiveness to details of daily life have inspired me a lot. This may not be the most 'professional' way to articulate my thoughts but I do believe this is what underpins 'social inclusion': Perhaps social inclusion does not result from over-thinking it: it occurs naturally when one experiences it in a heartfelt way through personal participation and involvement, which leads to people accepting each other's differences.

「社區共融的真諦或許就是不用想得太多,只要 用心地去體驗、去投入、去參與,並接納彼此的 差異,共融就在過程當中發生了!」這樣說來或 許不夠「專業」,但我卻認為是智慧的所在呢!

> 我和老友們一起遊船河,由於是新嘗試,他們 都既驚且喜,每次在分社活動的接觸,都能讓 彼此認識多一點

Cruised the river with my buddies. They were all thrilled by this new attempt. Every encounter within the Chapters provides us with more understanding of each other



#### Youth Shines Like Jade

When I was pursuing my studies in social work in 2014, my tutor introduced me to BBHK, a campaign that had its focus on building one-to-one friendships between persons with and without intellectual disabilities, rather than merely offering volunteer services. Drawn to this novel idea, I dauntlessly raised my hand and declared. "I am in!"

Before my involvement in BBHK, I had only participated in oneoff volunteer activities about visiting persons with intellectual disabilities. I played games, sang songs, and had refreshments with them; I did not have the opportunity to understand them on a deeper level, not to mention learn how to engage them. When I learnt that a social worker was about to pair me up with a person with intellectual disability, I recalled what a sagely old man once said to me, "You are one impulsive young lady!" To be honest, I felt unsure then but decided to take up the challenge anyway.

#### The 'Experience' of Inclusion

Siu Fong, my Best Buddy, is in her late fifties. She is active, kind, polite, and enthusiastic. She also wears a big smile. This is not usually how we describe persons with intellectual disabilities, probably because we do not understand them so well! At the beginning of our friendship, I was always looking for ways to help her and trying to think of common topics of interest. However, I soon realised that sincere care and attentive listening were far more important than such 'preparation'. Siu Fong's enthusiasm always leads me naturally to the right topics and we always end up enjoying ourselves, no matter whether we do well in an activity or not. Over all these years of friendship, we have forged many beautiful memories together, and I have also moved on from thinking of myself as a 'volunteer' to really appreciate what it means to be a Best Buddy. Although my buddy is intellectually disabled, her richer life experiences and her



## 心動不如行動

「Fiona,機會來了!」我在2016年完成了社 工的課程後,正好遇到扶康會招聘社工協助推 行「香港最佳老友」運動,便再一次舉手表態 "Lam In!"

然而,從老友化身為計劃的社工,不能再單靠那 份「大無畏」的精神。在參與計劃的四年間, 我累積了很多與智障人士相處的經驗和技巧, 配合社工的專業訓練,讓我更有信心為計劃作 出貢獻。成為計劃社工後,我才了解到扶康會 最佳老友運動的特色,不單只服務輕、中度的 智障老友,亦為高度甚至嚴重智障的老友舉辦 活動。他們的身體健康一般比較弱,在智障 人士老齡化的過程當中,活動能力受到的影響也 比其他智障老友更大,最佳老友正好為他們提供 更多的社交活動,讓他們的生活更添姿彩。

作為過來人,我更了解非智障老友與智障老友在相 處時所面對的矛盾和誤解。智障人士受智力和生活 經驗影響,容易以過度熱情或不恰當的方式與人溝 通和表達情緒。正如任何人一樣,智障人士也有其 優點和缺點。作為一位社工,我們推動社區共融 的同時,並不表示對智障人士的行為和情緒「完 全接納」。我期望透過教育和指導,讓非智障 老友明白和接受自身的限制,並在一對一友誼 當中,正面地示範智障老友如何與他人相處和 溝通。

與智障人士建立友誼,亦為非智障老友提供自 我反思的機會:我們體諒別人的限制,同時亦 認識到自己的缺點;我們學會謙卑地欣賞別 人的優點,亦讓我們把握自己的長處,加以發 揮。因此,我在推行活動的過程中,會特別留 意非智障老友的行為和反應,在適當的時候作

出協助和介入,令他們的相處 更為順暢,促進一對一友誼 的成長。此外,我亦會經 常和老友分享和討論, 讓他們把最佳老友的 經驗變成為人生中寶 貴的一課。

#### Move If You Are Moved

"Fiona, this is your chance!"

When I completed my social work course in 2016, Fu Hong Society happened to be recruiting social workers to launch the 'BEST BUDDIES HONG KONG' movement, and once again, I put my hand up and proclaimed, "I am in!"

To move from being a Best Buddy to becoming a social worker, it was not enough to just be 'dauntless'. During the past four years, I had accumulated a lot of experience and skills in engaging people with intellectual disabilities. Coupled with my professional training as a social worker, I had become more confident about contributing to the programme. As a social worker, I understood that BBHK served not only persons with mild and moderate intellectual disabilities, but also persons with severe intellectual disabilities. Persons with severe intellectual disabilities tend to be weaker physically, and ageing takes a greater toll on them. BBHK is ideal in that it provides them with more diverse social activities, leading them to a better life.

As I have had first-hand experience, I am aware of the conflict and misunderstandings between persons with and without intellectual disabilities. Owing to their disabilities and unique experiences, persons with intellectual disabilities tend to express their emotions in a way that can be construed as over-enthusiastic or even inappropriate. Like anyone else, they have strengths and weaknesses. As social workers, we encourage social inclusion, but that does not mean giving carte blanche to them. I hope to help people understand the limitations of Buddies without intellectual disabilities, and through one-to-one friendships, demonstrate positively how Buddies with intellectual disabilities could interact and communicate with other people.

Building friendships with persons with intellectual disabilities provides opportunities for us to reflect on ourselves: While empathising with the limitations of others, we also come to recognise our own shortcomings; we learn to humbly appreciate the merits of others, while leveraging our own strengths. During the activities, I pay special attention to the behaviour and reactions of the appointed Best Buddies, and render assistance and intervention when necessary to iron out the kinks in their budding friendships with the persons with intellectual disabilities they have been assigned. I also try to exchange and share experiences with them so that they can truly benefit from the BBHK experience, which I believe will be a valuable life lesson for them.

### 國際「最佳老友」全球計劃 前總監戴安娜女士訪港, 作為香港教育大學分社的學 生領袖,當然要盡地主之 <u>誼</u>,讓她體驗我們和老友間 的熱情和喜樂

Ms. Diana, a former director of Best Buddies International, isited Hong Kong. As the student leader of the Chapter at The Education University of Hong Kong, I was honoured to show her the enthusiasm and joy between the Buddies



平時會約笑芳見面或飲茶,互送窩心小禮物 Meeting Siu Fong for tea and exchanging small gifts

## 孕育推動社區共融的領袖

「香港最佳老友」運動成立十五年以來,已經 為數以干計的智障和非智障老友進行配對。 在我們的舊生當中,亦有為數不少的老友與我 一樣,透過最佳老友運動加深了對智障人士的 認識,從而全身投入相關的專業服務行列, 推動社區共融。往後的日子,我們將努力團結 當中的力量,讓「香港最佳老友」運動的精神 繼續開枝散葉,讓社區共融的種子在更多地方 開花結果。

誠邀各位與我一起「同行共融路」!



以工作員身份陪同老友參與機構的步行籌款,

with my buddies, creating more happy memories

As a staff of BBHK, I participated in the Walkathon together

創诰更多快继回愔

Since its establishment 15 years ago, the FHS 'BEST BUDDIES HONG KONG' movement has paired up thousands of buddies. Many buddies, like me, have fully devoted themselves to this professional service, promoting social inclusion and having deepened their understanding of buddies with intellectual disabilities through this movement. In the days to come, we will strive to unite forces so that the spirit of BBHK can continue to be passed on, and the seeds of social inclusion will grow and blossom in more places.

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彼此陪伴,一起笑、一起哭,最為寶貴 To accompany each other, to laugh and to cry together this is most precious



即使聖誕無法抽空相聚,我都會給笑芳 送上禮物和聖誕卡,分享節日的喜悅 Even we were not available to meet at Christmas, I shared the joy with Siu Fong by sending her a gift and Christmas card

#### Nurture Leaders to Promote Social Inclusion

So, would you like to walk this path of inclusion with me?



職業治療師與社區共融 **Occupational Therapists** and Social Inclusion

#### 我是高級職業治療師陳佩瑤姑娘,20年來大部分時間都是從事 社區復康工作,支援在社區居住的殘疾人士。

This is Chan Pui Yiu, Fiona, a senior occupational therapist who has worked in the area of community rehabilitation, in support of persons with disabilities in the community for 20 years.

高級職業治療師·陳佩瑤 CHAN Pui Yiu - Senior Occupational Therapist

### 專業介入

職業治療師的工作,與服務使用者的生活密不 可分。我們期望透過專業的服務,促進他們獨 立生活,改善生活質素,重新投入家庭、工作 及社會<sup>1</sup>。然而,多年工作的經驗讓我感受到職 業治療也是跟時間和殘疾的競賽,不少殘疾人 十隨著年紀漸長、身體機能衰退,面對生活的 障礙越來越大,協助他們在不同階段保持最佳 的生活質素,是作為職業治療師的己任。

還記得在天水圍殘疾人士地區支援中心工作時, 诱過「家居訓練及支援服務」認識了獨居的何 女士,她被診斷為MELAS症候群(全名為粒線 體異常引發之肌肉病變、腦病變、乳酸中毒、 中風症候群),此症狀無法根治,身體機能會 持續惡化。在初次會面,不良於行的何女士予 人的印象卻是眼神明亮,說話斯文有禮。

經評估後,我因應何女士下肢失去步行能力及上 肢功能減退等狀況,為她作出使用電動輪椅及改 裝浴室等介入安排,以減低跌倒的風險,並提升 她日常的自理能力。不幸地,何女士在等候房署 安排家居改裝期間不慎跌倒而骨折入院,讓我心 急如焚,經過多番與房署斡旋後,終能完成家居 改裝的工程。是次的經歷,讓我體會到職業治療 的工作,除了因應服務使用者的需要作出合適的 評估和治療外,同時亦須配合社區內各持份者的 協作,治療的工作方能有效地進行。

利用電動靠背及電動腳踏調 較出躺臥姿勢,以便何女士 進行洗腎程序,亦可紓緩因 長期坐輪椅而造成的皮膚問

題和腰背痛 The electric high back and electric leg rest make it easier to achieve the recumbent posture Ms. Ho's renal dialysis, while allowing her to lie down completely to ease skin problems and back pain caused by prolonged sitting

' 職業治療的定義 一 職業治療學會 Definition of 'Occupational Therapy' by the Occupational Therapy Association



向房屋署申請進行浴室門擴闊工程, 换上躺門及加上小斜台,方便輪椅 出入;另外裝上活動扶手協助位置 轉移,並把座廁提升至與輪椅一致 的高度

An application was made to the Housing Authority for the installation of a wider sliding bathroom door; a small ramp was added to facilitate wheelchair access. Adjustable handrails were installed; the height of the toilet seat was adjusted to align with the Professional Intervention wheelchair, so as to facilitate position transfer

The work of occupational therapists is inextricably linked to the lives of service users. Through our professional services, we aim to help service users become more independent and improve their quality of life so that they can re-engage with their family, work and society<sup>1</sup>. Many years of work experience has made me realise that occupational therapy is a race against time and disability. As our service users age, their body functions decline, and the obstacles they face increase. It is our responsibility to assist them in maintaining their best quality of life possible at each stage.

When I was working at the Tin Shui Wai District Support Centre for persons with disabilities, I knew Ms. Ho through the 'Home Based Training Service'. Ms. Ho lived alone and was diagnosed with the incurable MELAS syndrome (Mitochondrial Encephalomyopathy, lactic acidosis, and stroke-like episodes), meaning that her health condition was to keep deteriorating. Although Ms. Ho was unable to walk, she was very alert and polite when we first met.

After an assessment, I found that the walking and weight bearing abilities of her lower limbs had weakened, and there was functional deterioration in her upper limbs, so an electric wheelchair and environmental modification of her washroom were arranged for her to reduce the risk of her falling and to enhance her ability for self-care. Unfortunately, Ms. Ho was admitted to hospital due to a wrist fracture while waiting for the Housing Authority to arrange for the renovation. That made me anxious. After much negotiation with the Authority, the home modification was eventually

completed. This experience taught me that in addition to performing appropriate assessment and giving treatment, the work of occupational therapy is also about cooperating with various stakeholders in the community for effective treatment to take place.



電動輪椅只需單手手指 操作,免除傳統輪椅以雙 手同步操作的複雜性,適合 肌能更為受限制的人士使用

Electric wheelchairs controlled by one finger eliminate the complexity of aditional wheelchairs that are operated using both hands simultaneously; they are suitable for persons with limited muscular ability

## 持續跟進

電動輪椅和家居改裝的介入,確實對改善何女士 的生活質素起了重大的作用。可是,數年後我 又收到有關她不幸患上腎病的消息,每天需要 進行三次透析治療令何女士變得消瘦憔悴。 她的情況與我們接觸的不少殘疾朋友相似, 隨著年齡增長,身體就出現更多問題。職業治 療的介入亦須因應服務使用者情況的轉變而作 出調節。為此,我再安排提升其電動輪椅的電 動功能,例如加高靠背、腳踏升降及電動躺卧 功能,以便她進行透析治療,亦紓緩了她長期 坐輪椅造成的腰背痛楚和下肢腫脹。可是, 何女士的健康狀況和身體機能仍是每況愈下, 甚至經常在家中暈倒或跌倒,幸好她懂得使用 平安鐘召喚救護車,及時送院治療。

#### 逆境中的生命力

眼見何女士的情況轉差,我曾多番建議她使用 本中心的日間照顧服務,讓護理團隊監察其健 康狀況、照顧員協助其生活所需,她亦可參與 中心各樣活動。可是,何女士更嚮往自由自在 的生活,好讓她與同樣使用電動輪椅的同路人 聯繫,自由地出入社區,處理生活所需和選擇 <u>娛樂。然而</u>,何女士最期待的,還是居住在九龍 的女兒和外孫的探訪,共享天倫之樂。

我曾多次上門跟進何女士的情況,發現她把家 居打理得井井有條,使用電動輪椅更是得心 應手,可以自由地使用社區設施和乘搭交通工 具。職業治療的介入,提升了何女士的生活質 素,這無疑讓我感到安慰,而何女士在逆境中 發揮的強大生命力,<mark>克服了年</mark>齡和身體殘障的 限制,實在更讓我感到敬佩和讚歎。

> 電動輪椅亦方便何女士 用大型交通運輸工具, 椅的車轆厚度、摩托及電 池的動力,能克服渠蓋 路軌、斜坡、2 吋路邊 壆以及月台空隙,大大 高方便性及安全性 The electric wheelcha

facilitates Ms. Ho's access public transport. With thick wheels and stronger moto it overcomes obstacle such as canal covers, rail slopes, two-inch roadsid blocks and platform gap greatly improving her level nience and safety

#### **Continuous Follow-Up**

Intervention in the form of the electric wheelchair and home modification helped raise Ms. Ho's quality of life considerably. However, a few years later she was unfortunately diagnosed with renal disease. Having to go through renal dialysis three times a day, she looked wan and sallow, and lost weight. This was by no means a rare case in our practice. The problems of our body increase with age, and that is why the intervention of occupational therapy should be adjusted in response to changes in the situation of service users. To that end, I upgraded the electric functions of the wheelchair by adding a high back, electric high back inclination and tilting functions, and an electric leg-rest, so that Ms. Ho could get into a recumbent position while receiving treatment, which allowed her to lie down completely for stretching to relieve her lower back pain and edema caused by prolonged sitting. However, her health and physical condition continued to deteriorate. Occasionally, she would faint or fall at home. Fortunately, she knew how to use the Care-on-Call Service to summon the ambulance which would send her to hospital in a timely manner.





何女士每天使用電動輪椅進出社區,購買及處理生活所需 Ms. Ho does her shopping and runs errands in the community in her electric wheelchair

#### Strength in Adversity

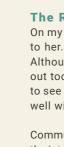
Seeing that her condition had worsened, I repeatedly advised her to use the day care service provided by our Centre so that our nursing team could monitor her health, our carers could assist her daily needs, and she could also participate in our various activities. However, Ms. Ho loved the freedom she was used to: She had established her social network, which allowed her to connect with friends also in wheelchairs, and travel in the community freely for daily necessities and recreation. More importantly, she looked forward to her daughter and grandchildren visiting her from Kowloon.

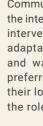
I have checked in on Ms. Ho many times at her home. I have noticed that she maintains her home in an orderly fashion, and that she has mastered the skill of manoeuvring her wheelchair. This allows her to participate freely in community activities, and use facilities and transport. I am happy to see that occupational therapy interventions have raised Ms. Ho's quality of life. Overcoming the limitations of age and physical impairment, Ms. Ho has demonstrated strength and vitality in adversity, something which I respect and admire.

#### 社區共融的真締

近日,我再次探訪何女士,並送上會方的防疫 包。眼前的她,健康狀況穩定,臉容飽滿。雖然 她能使用電動輪椅進出社區,但在抗疫期間,還 是不敢外出活動太多,所以對於我們的探訪表現 得份外高興。何女士一直笑容滿面,談笑風生, 我們更互相送上祝福,共渡了一段溫馨的時光。

社區復康的工作,是平衡服務使用者的意願和專 業介入的一門藝術,我們既要透過專業介入,提 供訓練、輔助器材及環境改裝,更要了解服務使 用者的意願和需要,協助他們選擇自己喜歡的生 活模式,與自己所愛的人快樂共處。只有這樣 服務的專業介入才能真正發揮提升服務使用者與 **社會共融的力量**。









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可女士的駕駛技術了得, 能夠在狹窄的空間活動 自如,準確停泊 Ms. Ho has mastered the required driving skills well and she navigates freely in confined spaces and parks



#### The Real Meaning to Social Inclusion

On my recent visit to Ms. Ho's. I delivered a pandemic prevention kit to her. Her health condition was stable and she was full of vigour. Although she could move freely in her wheelchair, she dared not go out too much during the pandemic, so she was particularly pleased to see us. She was in high spirits; we chatted merrily and exchanged well wishes. We had a great time together.

Community rehabilitation work is an art that seeks a balance between the intention of service users and professional intervention. We need to intervene, and provide training, assistive devices and environmental adaptation, but more importantly, we need to understand the needs and wants of service users, and assist them in achieving their preferred way of life, letting them spend time in the company of their loved ones. That is how our professional intervention can play the role of enhancing social inclusion for service users.

> 電動輪椅亦增加了何女士社交和娛樂的機會,她會 駕駛電動輪椅前往鄰居家麻雀耍樂,及參與地區支援 中心的巨外活動及餐聚,發展興趣及建立社交網絡 The electric wheelchair has increased social and recreational opportunities available to Ms. Ho. She goes to her neighbours' to play mahjong, and participates in various outdoor activities and gatherings organised by the District Support Centre, and develops personal interests and social networks, all in her wheelchair

## 共融與樂齡 —

「國際功能、殘疾和健康分類」框架下的應對 Inclusive Ageing - A Response Under the 'International Classification of Functioning, Disabilities and Health' Framework



當推動「共融」和「樂活老齡」成為我們工作時常面對的兩大主題時,「國際功能、殘疾和 健康分類」系統 (ICF) 給了我們一個新的工具及價值觀去理解服務使用者需要。與其問我使 用ICF後,服務使用者有甚麽改變,不如說ICF促使職員之間產生甚麼改變。

As driving 'inclusion' and promoting 'active ageing' become the twin hallmarks of our work, the 'International Classification of Functioning, Disabilities and Health' (ICF) offers a new tool and set of values to better understand service users' needs. But instead of questioning how service users have evolved since we adopted the ICF, it is perhaps more apt to ask how we, the staff, have changed since the adoption of the framework.

長沙灣成人訓練中心 社工·劉茜萱 Cheung Sha Wan Adult Training Centre LIU Xi Xuan - Social Worker



### 認識廬山真面目

方銀鳳,六十七歲,與同樣步入老年的家姐住在 社區。根據中心的學員登記名冊,原來銀鳳幾乎 是最早接受服務的「元老級」學員,已經歷了二 十六個春秋。她由一位行動自如,喜歡自己逛街 的漂亮女士,轉眼間變成需要坐輪椅的老人家。

原以為如銀鳳這樣的資深學員,我們應該對她 瞭如指掌。但沒想到,做完ICF的評估後,我和 康復導師方姑娘都一致感受到ICF讓我們重新認 識了銀鳳。從職員觀點而言,原來銀鳳已經不 再是印象中的那麽「叻」,她的身體功能比我 們想像中還要差。幸好從銀鳳各方面的評估中, 清晰、具體地告訴我們哪一個領域(尤其是 「活動/參與」)需要介入治療。

從銀鳳對自身的角度而言,儘管銀鳳的身體功能面 臨退化,要強的她依舊想多「自己做主」,包括能 做一些能力所及的事情,不喜歡完全依賴他人照 顧。熱愛生活的她,仍然渴望多參與活動、多融入 社區、多接觸義工;喜歡外出行街、吃飯、購物。

#### 群策群力,發揮專業精神

在第一次專業個案會議上,團隊同一時間面對來 自不同專業的各種評估資訊,開始時都沒有甚麽 頭緒。但是,當大家應用ICF的共同語言、跨出 自己「專業的框架」、及以服務使用者的觀點去 考慮多方面的資訊,揉合銀鳳的需要、意願、 活動和參與能力時,大家很快就找到了方向。

> 員工相伴外出遊玩,與社區保持接觸 Staff accompanied me to go on outings, so as to keep in touch with the community

#### **A New Perspective**

Fong Ngun Fung, 67, lives with her elder sister in the community. Once an independent, attractive and active lady who enjoyed having a day out on her own, she became, almost in the flash of an eye, a senior who relied on her wheelchair for mobility.

According to the members' register, Ngun Fung was one of the very first members the centre received, which means this 'veteran' member has been with the centre for 26 years! Given that Ngun Fung was such a long-time member of the centre, we had thought there was nothing substantially new that an ICF evaluation could tell us about her.

To our surprise, the ICF evaluation helped the Rehabilitation Worker, Miss Fong and me to see Ngun Fung in a new light. We discovered that she was actually not as sprightly as she seemed, and her body functions were far worse than we had thought. The evaluation was most helpful because it helped us to identify the specific areas in which we needed to intervene for her treatment, especially in the areas of activities and participation.

Even though her body was deteriorating physically, Ngun Fung's fiercely independent character meant that she still very much wanted to be in charge of her life. She would want to perform tasks that she was capable of, instead of depending on others entirely. In other words, Ngun Fung wanted to live life with passion and participate in the activities she loved. She yearned to be actively integrated in the community and looked forward to interacting with social workers. And of course, she still relished going out to shop or have a nice meal.

#### Pulling Together Professionally Across Disciplines

At the first professional conference, the various teams brought together such a plethora of information about evaluation methods that we did not know where to start. However, once we started using the common language of ICF, we were able to see beyond what our professional lenses allowed us, and consider the information we had received from the service users' point of view. Combining Ngun Fung's needs, preferences, activities and ability to participate, we soon found the right direction to take.

RTH

在我們討論中,我驚喜地留意到團隊之間在思 維上的熱切交流,從跨專業的角度提出針對性 的介入方案,突破框框並嘗試應用一個新的工 具以實踐它的價值觀。例如,當討論到如何滿 足銀鳳想接觸義工,實現社會共融的意願時, 同工會仔細分析阻礙銀鳳接觸義工的因素,然 後建議改善她的溝通能力,特別是主動表達的 能力。大家還結合銀鳳自身的能力,設想可否 用平板電腦或是一些可以發聲的應用程式來達 到目標。

In our discussions, I was delighted to see the vibrant exchanges of ideas among the teams, which culminated in trans-disciplinary proposals for targeted interventions. We were able to break the mould and use the new tool in our practice in line with its values. For example, Ngun Fung wanted to interact with social workers and be integrated in the community, so our staff carefully analysed the factors that hindered her interactions with social workers, and recommended to work on enhancing her communication capability, especially in terms of initiating communication. Given her physical condition, we also considered whether the iPad or apps that had an audio function could help her achieve her goals.

大夥兒到茶樓用膳,談天說地 熱鬧又開心! We dined and chatted at a restaurant together. Such a lively and happy time we had!

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### 無目標的努力,猶如在黑暗中遠征

雖然,以往我們都有提供減慢身體退化的訓練 給銀鳳,但這次會更加具體及有針對性。最重要 的是,大家更加清晰明白提供這些訓練背後的意 義是什麼。小小的訓練,可能會幫到銀鳳維持自 己進餐和站立的能力,也可能會減輕家人在家中 照顧的壓力,進而滿足銀鳳想自立生活、想維持 在社區居住的願望。當服務使用者透過我們設計 的訓練讓他們的生活質素得到提升時,工作的 意義便油然而生,我們更加清晰工作的目標和 方向,以及未來想要達到的效果。

#### **Goals Are Beacons Providing Direction**

Although we had provided Ngun Fung with training aimed at slowing down physical deterioration in the past, this effort is now more specific and targeted. More importantly, everyone is clearer about the significance that underpins such training. For example, we found that even some simple training could go a long way in helping Ngun Fung maintain her ability to eat and stand independently. That may in turn help to reduce the pressure that her family faces in looking after her, and allow her to live relatively independently within the community. It is most meaningful for us when the training we design allows service users to achieve a higher quality of life. Furthermore, it helps us gain clarity of our goals, direction and desired outcomes.

學生到訪,為我們送上無限暖意與關懷

he students' visit brought us lots of

#### 海內存知己

經過詳細的討論和準備後,我們邀約銀鳳及家人 一起開會。家人對我們就銀鳳各方面的觀察、需 要和建議表示非常認同,很多看法亦不謀而合。 同時,家人表達了帶銀鳳外出面對的困難,及希 **望中心盡可能實現她的願**望。

經商議後,我們重新編排了銀鳳的訓練,例如: 每天會有一位同工跟她做一對一的「打招呼」訓 練,她剛開始時還有點不習慣。及後,她的眼神 告訴我們,不經不覺間她每天都在期待與職員的 互動訓練,笑容亦顯得更加燦爛。ICF讓我們的 服務更貼心,也讓我們成為她的知己。

藉著科技器材的輔助,我不但站了起來,

With the aid of technology, I not only stood up, but was

還可四處走動呢!

also able to walk around!

goals.



#### A Blossoming Friendship

After extensive discussion and preparations, we met with Ngun Fung and her family to share our plans. The family echoed our observations of Ngun Fung's needs, and agreed with our recommendations. The family also shared with us the difficulties they faced in taking Ngun Fung out and their hope that the centre could help her achieve her

After some discussion, we restructured her training; we would conduct one-to-one training to help her perform greetings. Initially, she was not quite used to it, but after some time, we could see in her eyes that she was looking forward to the training and interaction with our staff every day, and that her smile had gained radiance over time. The ICF had made our services more personal, and what was more, it allowed us to become her friends.