

## **Day Training Services**

### **Vision**

The 13 Day Training Centres of Fu Hong Society devote their effort to broaden the scope of life experience, positive behaviour, social inclusion, artistic development and important skills learning for adults with intellectual disabilities, enabling them to grow through diversified life experience and training towards a fruitful life.

### **Achievements and Development**

#### Life Experience Interactive Training (LEIT)

Emphasized on effective learning models, diversified activities, a teaching approach and environment that encourage positive interaction, the LEIT conducted by our Day Training Centres enables service users to develop their talents through the joyful experience of learning and a person-centred rehabilitation and development service. The LEIT outcome measurement indicated that the service users' performance scores in "Multi-dimensional Interactive Behaviours" have increased from 29.2 in 2006 to 30.8 in 2009 (Maximum score is 45). The positive results reflect the continuous improvement of service users' positive social behaviours which are beneficial to their integration into society.

#### Sunrise Programme and Self-image Development Programme for Persons with Intellectual Disabilities

In response to the LEIT, our Day Training Centres have launched the Sunrise Programme and Self-image Development Programme for Persons with Intellectual Disabilities since 2008. By arousing cheerful learning sentiments during the mornings, the activities under Sunrise Programme motivates service users to get involved in their daily routines as well as forging healthy interpersonal relationship. Through participation in interactive activities and games, the Self-image Development Programme for Persons with Intellectual Disabilities facilitates service users to better understand themselves, and proper appearance with matched apparel which are helpful to enhance their self-image and integration into society. Our Society plans to organize a large scale appearance and apparel catwalk contest in early 2011, with the aim to arouse public concern in promoting the self-image of persons with intellectual disabilities as well as enhancing social inclusion.

### Intensive Interactive Training

Adopted by many special schools, the Intensive Interactive Training is a practical teaching approach which helps students with intellectual disabilities that have learning disabilities, or difficulties or unwillingness to communicate with others and participate in any kind of social activities. In 2009, we conducted a pilot study at Sheung Li Uk Adult Training Centre to examine the effect of Intensive Interactive Training on improving the social behaviour, communication skills and challenging behaviour of adults with severe intellectual disabilities and/or with autism. The results were most encouraging and released at the Sixth Chinese Regional Conference on Mental Handicap Service. The second phase of the pilot study will commence in 2011-12 with focuses on participation from more day training centres and further advancement in Intensive Interactive Training.

### Multimedia-assisted Training

Combining information technology and training service development, our Society continues to launch the Multimedia-assisted Training as a training media at the Day Training Centres. With the attendance of more than 100 staff, two training workshops were organized to enhance the instructors' skills in producing and applying the training modules. 84 training module templates covering the various quality of life areas have been uploaded to the training modules database sharing platform on our intranet, for staff's download and use as training materials. Effort will be directed to further improve the functions of the sharing platform as well as the training module templates in order to facilitate staff's download and application.

### Arts with Persons with Disabilities

By incorporating arts with persons with disabilities into daily training activities, such as trainings in percussion, visual arts, physical dance and theatre, we have broadened the life experience and perspective of service users and self-expression through the arts. With continual support from the "Creativity to Independence" Training Programme of the Arts with the Disabled Association Hong Kong, artists are commissioned to offer guidance on the development of arts with persons with disabilities and staff training for our Day Training Centres. Meanwhile, the "Inclusive Mural Painting" Programme, an activity based on the theme of "happiness and inclusion", was organized on 13 March 2010, and the mural painting of the collective creation of our service users with intellectual disabilities is exhibited at Joyful Corner. Such experience

of effecting exchange and inclusion between persons with intellectual disabilities and the members of the community through “arts with persons with disabilities” was also shared at the Sixth Chinese Regional Conference on Mental Handicap Service. As a driving force to promote the development of arts with persons with disabilities and service users’ interest in this respect, we will continue our effort to organize thematic art exhibitions or performances that exhibit the artistic talents and creative potentials of persons with intellectual disabilities.

## **Residential Services**

### **Vision**

Our 22 hostels pledge to offer a safe and comfortable quality living environment for the service users, and seek for continuous improvement and the promotion of their quality of life.

### **Achievements and Development**

#### Parents' Satisfaction Survey

With our staff's persistent effort to enhance the quality of service for our service users, the parents' satisfaction survey has reached a high rating of 98.7% in the past year. We take pride in having these positive and encouraging results.

#### "One-Person-One-Dream" Programme

To enable service users to acquire new life experiences and enhance their quality of life, most of our hostels continued to help service users to realize their "One-Person-One-Dream" Programme in the last year.

#### Concern about Service users' Aging Problem

Quite a number of the service users in our five care and attention homes are over 60 years old, and others in our hostels are also experiencing deteriorated health problems which require intensive care increasingly. In response, a Working Group on Aging has been formed by our Society to study on this matter and offer relevant recommendations.

#### 5-S Practice

The practice of 5-S Management System has been continuing at our hostels throughout the year, with the aim to enhance environmental safety, sanitation and cultivate staff's self-discipline. To enhance the quality of training, the HK 5-S Association was again invited to conduct the Green Belt Foundation Course for our staff. In addition, 5-S Working Groups are formed to help foster a culture of continuous improvement among hostels, enable effective operation and follow-up, and carry out regular reviews.

Service units in Tsuen Kwai and Sham Shui Po district had conducted the 5-S Practice internal assessment in January 2010. An agency-wide sharing session was also organized in March 2010 to provide a platform for exchange and mutual learning among service units.

### Promotion of “Safe and Healthy Homes”

A sharing session, conducted by staff who had attended the ISO 22000 Food Safety Management System Training, was held among all staff to discuss and work out suggestions on how to improve the flow of our services as well as food hygiene and occupational safety. Father Tapella Home participated in the “Hong Kong Safe and Healthy Residential Care Home Accreditation Scheme”, through effective risk management and monitoring measures, strived to provide staff with a safe and quality work environment that helps reduce work accidents, and attain the ultimate goal of a safe and healthy home. In addition, infection control measures are also adopted to prevent the spread of human swine flu and provide greater protection for our service users.

In an attempt to promote staff safety awareness, our Society continued to organize the Safety Quiz and encourage staff to participate in the annual competition co-organized by the Occupational Safety & Health Council (OSHC) and Labour Department. We were delighted with the success of our “Fu Hong Safety Pioneers Team” which won the championship of the Corporate & Trade Union Category in last year’s Safety Quiz Final held on 13 September 2009. The success signified the team spirit and united effort of our staff.

### Practice Wisdom Working Manual for Hostel

The revision of the first edition of our “Practice Wisdom Working Manual for Hostel” was completed in mid-2009 with the second edition ready for publication in September that year. The new edition is enriched with our wardens’ experience sharing and updated knowledge for practice. It serves as a practical guide for hostels and also enables valuable experience to be transferred.

### Looking Ahead

Effective measures including infectious diseases management, 5-S practice, and food safety management will be adopted by all our hostels to ensure a healthy, comfortable and safe environment for our service users and staff. Moreover, staff training relating to the aging problem of our service users will also be planned and organized. We will continue sending staff to participate in the Safety Quiz organized annually by the OSHC and Labour Department, in the hope to strengthen staff’s safety awareness and reduce the incidence of work injury.

Last but not least, constant review of the work flow and operation of our hostels, their facilities, manpower provision and use of space will also be conducted to facilitate the future development of our services.

## **Casa Famiglia**

### **Vision**

To enable members of the community to appreciate the simple and kind-hearted nature of persons with intellectual disabilities through daily contacts and interaction with them as well as the provision of a happy family life, it is hoped that full social integration will be achieved through enhanced public understanding and acceptance of persons with intellectual disabilities.

### **Achievements**

#### Generation of warmth

To increase the diversity of life experience for members with intellectual disabilities and strengthen the relationship among Casa Famiglias, we had specially arranged a series of joint family activities, including a Festival Showcasing Arts with Persons with Disabilities, Visit to the Noah's Ark and Charity Walkathon etc.

Worthy of note is the "Sing Along" karaoke programme held in early 2010. Members from our four Casa Famiglias gathered together and threw themselves into the joy of singing and dancing, cheering for one another and realizing the spirit of unity among the Casa Famiglias which further proved the ability of members with intellectual disabilities to enjoy leisure activities just like all of us.

#### Actualization of potentials

Throughout the years, our Casa Famiglias have joined hands with organizations in the community to carry out an array of programmes. During the past year, we had participated in a Sports Day organized by the Focolare Movement and the Catholic Diocese's Christmas Gathering for persons with disabilities.

It was impressive for our family members, Yuet Lin and Siu Har, serving as members of the Organizing Committee for "The 3rd Hong Kong Conference for People with Intellectual Challenged". It was the first time that Yuet Lin took part in organizing work while Siu Har acted as MC at the Closing Ceremony.

#### Social inclusion

As our long time friends, members of St. Benedict Church have developed

the tradition to organize annual social gatherings for our family members. This year, collaborating with Caritas Dr. and Mrs. Olinto de Sousa Integrated Family Service Centre, they had jointly organized a parent-child activity. Also, the support from regular friends has enabled members of the community to better understand Casa Famiglia and helped in the realization of the spirit of social inclusion.

### Professional training

A training officer was hired this year to provide guidance to housemothers in their daily work; and various kinds of training course were also offered to enhance their service aptitudes and skills to our family members. The content of the training courses covered basic attitude in serving persons with intellectual disabilities, management of emotional behaviour, first-aid course, building interpersonal relationship and communication skills.

### Looking ahead

While enhancing our professional training is an essential step to upgrade our quality of service, what is more important is the promotion of fundamental beliefs and vision, to demonstrate the potentials of members with intellectual disabilities in interacting and exchanging with members of the community through different ways of involvement in daily life!

\* Casa Famiglia Encounter, Concordia and Splendor are sponsored in part by the "Hong Kong Jockey Club Community Project Grant" under the Hong Kong Jockey Club Charities Trust, while Casa Famiglia Radiance is supported by donations from members of the community and the Sponsorship Programme.

## **Community Support Services**

### **Vision**

To cultivate diversified potentials, relieve the burden of caring, strengthen resources networks and develop a caring community.

### **Service Highlights**

In order to relieve the burden of families taking care of persons with disabilities, enhance their caring capacities, help persons with disabilities integrate into community life and receive a greater variety of support service, our Society strives to offer support services at different service units based on the unique needs and circumstances of each district. Examples of such include the initiation of district support services to persons with disabilities living in Tin Shui Wai in 2009; offering respite service at residential service units of different districts; and respite day care service at various day training centres; a number of these centres have also provided attachment programme for would-be graduates of special schools. The aim is to provide diversified support services to meet the needs of persons with disabilities.

### **Achievements and Development**

As the first district support centre that possesses its own venue, our Tin Shui Wai District Support Centre opened at Tin Chak Estate, Tin Shui Wai on 8 February 2010. The Centre has attracted a membership of 276 as of 31 March 2010, most of these members are living in Tin Shui Wai.

Formally open to the public, any persons with disabilities is welcome to use the drop-in service during the opening hours of the District Support Centre. Serving as a “contact point”, the Centre hopes not only to gather together all our service users and provide one-stop service and information, but also to increase their chance of interaction for nurturing a mutually supportive relationship. Moreover, having a stable venue also enables our service users to receive service in a better environment, and the installation of appropriate equipment for treatment service and needs.

The quarterly newsletter of “Beautiful Life School” published by the District Support Centre serves as an important channel for communication with the service users. Details about interest class, indoor and outdoor activities, group training, parents talk and programmes as well as volunteer activities in the



coming seasons are all listed in the newsletter which facilitates service users to enroll and take part in.

To assemble community resources and building a caring and inclusive neighbourhood, a community support project entitled “Joy in Tin Shui Wai”, receiving a sum of \$39,000 from the Queen Elizabeth Foundation for the Mentally Handicapped, was launched by the Tin Shui Wai District Support Centre in December 2009. The Project aims to advocate community inclusion, help people to help themselves, and bring “optimism” into Tin Shui Wai for the establishment of a harmonious community.

## **Community Psychiatric Rehabilitation Services**

### **Vision**

To offer diversified training and activities for building up self-confidence; infill hope through continuous encouragement; and render company on the road to rehabilitation with extended support.

### **Halfway House**

#### Achievements and Development

*“Integrative Sports Group” – training up body and soul to enhance self-confidence*

Integrative Sports groups have been formed in the past few years to provide diversified activities including hiking, ping pong, badminton, swimming, jogging and camping for persons with psychiatric disabilities, the aims of which are to improve their physical and psychological health as well as promoting self-confidence through participation. Last year, with great encouragement and support, our service users had taken part in numerous open competitions and attained outstanding results. While our Football Team won the second runner-up at the Hong Kong Football Rehabilitation Cup; five of our service users completed the Standard Chartered Hong Kong Marathon 10km Run with extraordinary strengths. The most important however, is the enhancement of service users' self-efficacy and self-confidence through sports and exercises.

*“Hike for Health” – The 1st Hong Kong Psychiatric Rehabilitation Organizations Hiking Competition*

With sponsorship from the Health Care and Promotion Fund of Food and Health Bureau and other organizations, “Hike for Health” – The 1st Hong Kong Psychiatric Rehabilitation Organizations Hiking Competition was held on 31 January 2010. Generous support was given to the event from other psychiatric rehabilitation organizations with participation from a total of 113 teams near 400 participants. Over 95% of the participants were satisfied with their involvement and willing to take part again in such kind of hiking activity, reflecting the meaning and significance of the event.

#### *Working with Families*

Continuous encouragement, concern and support from families are vital to the rehabilitation of persons with psychiatric disabilities. To facilitate their communication and understanding with families, we had organized three

workshops last year on topics related to mental health with specific focus on drug treatment, employment and social interaction.

### *Staff Training*

To equip staff and enhance quality of service, we had conducted a workshop on “Emergency Handling of Mental Illnesses” last year and invited social workers from other service units of our Society to share their practical experience.

For persons with psychiatric disabilities, not only is their road to rehabilitation long and far, it is also full of challenges. Despite the long distance, with good confidence and perseverance, hope is always not far away. Looking ahead, we will continue our effort in providing diversified activities to broaden service users’ life scope, encourage them to develop self-understanding and explore the meaning and fun of living. Moreover, we also value the cultivation of positive psychology and promotion of users’ self-efficacy, learning perseverance and patience as well as overcoming difficulties on the rugged road of rehabilitation to achieve a more fruitful and meaningful life.

## **Community Psychiatric Support Services**

### Achievements and Development

#### *Service Development in response to Community Needs*

In order to care for the needs of persons who suffer from mood disorders and depression, we had launched the “Blissful Club” – an one-year experimental project between April 2009 and March 2010. The Club aims to “promote happiness and render continuous support” and builds on the theory of “Positive Psychology”. By employing a series of group work approach, community education programmes and case follow-up, it offers the above target group and our community partners (including schools, local organizations and families) effective preventive and developmental services.

#### *“The Link Club” – Service Users’ Self-determination and Participation*

Being the focal point of our Community Psychiatric Support Services, the “Link Club” provides opportunities for its members to join force and organize activities, through which to develop their potentials and enhance their rights to self-determination and participation as well as achieving the goal of helping others to help themselves. Last year, 20 service users joined the “Link Club” as members. Regular monthly meetings were held and members had successfully

organized three birthday parties for other service users who responded with positive appraisal and support. The positive feedback enabled members to assure themselves and gave them the chance to put their own opinion into practice and experience success.

### *Promotion of Mental Health to the Community*

Five community education programmes and workshop targeted at families, elderly and secondary students in the community were launched during the trial period of the “Blissful Club”. Aiming to promote mental health and positive psychology, the events had attracted more than 1,300 participants with positive response.

The Government has planned to set up the community-based “Integrated Community Centre for Mental Wellness” in all the 18 districts of Hong Kong in October 2010, Fu Hong Society will operate this service named “Sunrise Centre” serving people in part of Southern District and the Central District in Hong Kong Island of the same time. If to help persons with psychiatric disabilities integrate into community life is our goal, then we need a well thought-out plan. Apart from timely professional help, informal networks such as families, friends, neighbours, volunteers and self-help groups are also important components that need to be recognized and strengthened.

## **Vocational Rehabilitation and Development Services**

### **Vision**

Comprising workshop service, supported employment and social enterprise business, our Vocational Rehabilitation and Development Services provide one-stop work habit, vocational and social skills training for persons with disabilities. Moreover, pre-employment training, job matching, on the job supervision and continuous support are also rendered for those with potentials and who opt for open employment, with the aim to encourage continuous development and exhibition of talents among persons with disabilities and broaden their choices.

### **Achievements and Development**

#### Workshop Service

Vocational skills training, including assembling and packaging, elementary printing, car beauty service, cleaning, video shooting and multimedia production, retail service, laundry, air sterilization and pest control, is rendered by the three workshops of Fu Hong Society for persons with disabilities. Through staff's concerted effort and effective business strategies, we have earned a total of \$2.63 million income similar to last year. With support from The UPS Foundation and Partnership Fund for the Disadvantaged, our Ngai Shing Workshop was granted a bakery license and opened the "Madam Hong's Bakery" in December 2009. The supreme quality of the cookies produced by the Bakery had generated an average monthly turnover of near \$20,000 during the first four months. Our Workshops will continue their attempts to develop new job types in line with the trend of the employment market. Meanwhile, the workshops are also committed to provision of workplaces with occupational health and safety. To this end, Kwai Hing Vocational Development Centre has installed an air purifying system and attained "excellent class" under the Indoor Air Quality Certification Scheme (IAQ), which are useful in enhancing the competitiveness of our workshops for job orders requiring clean workplace. Moreover, efforts are also made to strengthen logistics management in order to cope with more and increasingly complex types of work.

To further enhance operation efficiency and accuracy of business data, our workshops have introduced the Electronic Business Management System (eBMS) to reduce manual processes. Projected for full implementation in 2010-2011, the scope of eBMS application will include: calculation of training

allowance for service users, customer management, quotation and settlement etc.

### Supported Employment and On the Job Training Programme for Persons with Disabilities

Through active service promotion and enhancing the work motivation and competency of persons with disabilities, coupled with the generous support from employers, in the past year, our Supported Employment and On the Job Training Programme had assisted 25 persons with disabilities for successful open employment without the need for continuous support, amounting to 17% of our total number of service users. There are also five new companies joining our employer network.

Developing the social skills and circle of persons with disabilities is also a major concern of our Vocational Rehabilitation and Development Services. The social club house set up at the workshop provides a relaxing and cozy environment enabling persons with disabilities to enjoy using the leisure facilities and participate in group activities. Regular tea gatherings are also held between instructors and persons with disabilities to facilitate communication and render support according to individual needs.

### Social Enterprise

Established by Fu Hong Society, Hong Yung Services Limited (Hong Yung) runs service contracts on cleaning, pest control and retail stores through which training, practice and employment opportunities are offered for service users of our Workshops and Supported Employment. Hong Yung presently hires 64 employees including 45 persons with disabilities. Apart from individual customers and non-government organizations, Hong Yung also undertakes service contracts from public institutions such as Hospital Authority, The University of Hong Kong and Hong Kong Housing Authority. Based on its rich experience in running Co-op Shop, Hong Yung has taken up the operation of Fu Hong Society Co-op Shop located at Joyful Corner since September 2009. Moreover, it was also granted a Light Refreshment Restaurant License in May 2010 which offers persons with disabilities the opportunity to practice and work at refreshment and retail store in the community. By strengthening the operation management of its various kinds of business, Hong Yung works hard to ensure efficiency and quality, improve market competitiveness and sustainable development, and provide more training, practicing and employment opportunities for persons with disabilities.

## **Services for Persons with Autism**

### **To concern about autism and stand by persons with autism in the spirit of “Hin Dip”**

In response to the “World Autism Awareness Day”, a “Seminar on Autism Service cum Experience Sharing Session – China, Hong Kong, Taiwan and Singapore” was organized by our Society on 1 April 2009 that provided a platform for the sector, parents and service users to examine and share about related services in the above four regions. More than 70% of the participants expressed an increase in awareness of autism after the Seminar. Also, the Working Group on Autism Service of our Society resolved to compile the speeches of the speakers at the Seminar into a set of “Learning Package on Autism” for internal training use. Bearing the goal to provide training for all our 600 frontline staff within three years, our Society has been actively deliberating on conducting a “Foundation Certificate Course in Rehabilitation Service (Autism)”.

Presently, Shan King Adult Training Centre maintains two “TEACCH” classes of 15 service users in total. Not only do these classes employ structural teaching approach specially catered for service users with autism, they also offer activities building on the concept of “Life Experience Interactive Training” that enhance learning effectiveness and broaden life experience of service users with autism.

### **Hin Dip Centre**

*A self-financed Centre specialized in training for persons with autism and developmental disabilities. Based on the concept of “professional intervention to guide growth and development” and a “family-based and integrated into life” approach, it helps stimulate their potentials and enables them to express the butterfly-like beauty of life.*

Specializing in individual and group therapy, workshop, certificate course and seminar, Hin Dip Centre provided diversified services for over 200 service users, parents and field workers in the year that past. According to the service users’ opinion survey results (1 stands for very dissatisfied, 6 stands for very satisfied), the average score for the degree of satisfaction towards individual and group therapy was above 5. The score reflects the recognition and identification of the respondents towards our Centre’s service. It also drives us

to continue our effort to promote the quality of service and broaden its scope and provision to those in need.

Apart from that, diversification in service has also become the trend of Hin Dip Centre. In clinical service, we keep updating and systematizing the strategies of home-based training as well as employing new treatment techniques. In training service, based on our knowledge and experience in sensory integration therapy, we have conducted a certificate course on sensory integration hoping to draw public attention to the impact of sensory integration disorders on the life of persons with autism, learning how to respect their needs and cater for adaptation and training. Recently, with support from the Fu Hong Development Fund for Persons with Disabilities, we have launched the Children Development Support Initiative which directs the outreach of Centre service into the community, facilitates children with autism or developmental disorders in kindergartens and nurseries to receive early support and training, enhances their quality of life and relieves the pressure and burden of family in caring for them.

Looking ahead, besides continuing the development in diversified strategies of therapy training to enhance the quality of treatment and home-based training, based on the integration of experience and knowledge, we will also launch an array of certificate courses that facilitate systematic and comprehensive understanding of the needs of persons with autism, helping the latter to achieve physical and psychological well-being. Furthermore, effort will be directed to expand the support services for kindergartens and nurseries in order to enable more children to receive prompt and matched training.



## **“Best Buddies Hong Kong” Movement**

### **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 intellectual disabilities and students/general public through direct contact, enhance the quality of life and provide equal opportunities to participate for persons with intellectual disabilities as well as promoting social inclusion. Currently, there are 1,300 middle schools, high schools and colleges among 46 countries and regions worldwide that have set up Best Buddies school chapters with 250,000 beneficiaries annually. Starting from the launch of “Best Buddies Hong Kong” Movement in 2004, we are by far having the greatest number of school chapters set up in Asia.

### **Service Highlights**

Entering its sixth year, the “Best Buddies Hong Kong” Movement is grateful to the Drs. Richard Charles and Esther Yewpick Lee Charitable Foundation, Queen Elizabeth Foundation for the Mentally Handicapped, CLP Power Hong Kong Ltd, Social Work Training Fund, Shamshuipo District Council, Tsuen Wan District Council and numerous commercial organizations, the generous support of whom has led to the success of a host of social inclusion programmes and activities. Some of the major programmes include Exchange Tour to Guangzhou, The 6th “Best Buddies Hong Kong” Movement Electric Cooking Competition, US Student Leadership Conference, Best Buddies International Staff Leadership Conference, “Best Buddies in Shamshuipo – Building of Happy and Harmonious Family” Colour Filling and Photo Competition, and “Intelligent Care Project”.

### **Achievements**

As an initiative to cater for the changes in the new senior secondary academic structure, the “Best Buddies Hong Kong” Movement offers students other learning experiences through the “Intelligent Care Project”. In the year that past, students and persons with intellectual disabilities jointly participated in a great variety of exciting programmes that mobilized both students and teachers to promote social inclusion. Moreover, students’ understanding about persons with intellectual disabilities and rehabilitation service has also

increased alongside with the forging of an one-to-one friendship.

### **Looking Ahead**

Continual effort will be devoted to motivate more students to take part in the “Best Buddies Hong Kong” Movement. In March 2010, we were on an exchange tour to Guangzhou where experience was shared with the youth volunteers there. Encouraged by the great interest demonstrated by the Guangzhou Disabled Persons’ Federation and many local organizations in the Best Buddies Movement, we hope to promote the spirit and practice of this one-to-one friendship movement to organizations in mainland China.

### **“Best Buddies Hong Kong” Movement Advisors**

We are grateful to the enthusiastic support from all sectors of the society to the “Best Buddies Hong Kong” Movement, especially for their valuable suggestions and serving as advisors to the Movement. The Advisors include:

Mr. Sui Wai Keung, Stephen, Commissioner for Rehabilitation

Dr. Cheung Kwok Wah, Principal Assistant Secretary (Curriculum Development), Education Bureau

Dr. Chau Wai Lap, Albert, Dean of Student Affairs, The University of Hong Kong

Prof. Ngai Ngan Pun, Head of Graduate Division, Department of Social Work, The Chinese University of Hong Kong

Prof. Frank Fu., MH, JP, Associate Vice-President (Special Projects), Hong Kong Baptist University

Mr. Tsang Shu Ming, Senior Lecturer, Department of Social Work, Hong Kong Shue Yan University

Dr. Sin Kuen Fung, Kenneth, Director, Centre for Special Needs & Studies in Inclusive Education, The Hong Kong Institute of Education

Mr. Luke Wong, Director (Youth & Volunteer), Hong Kong Red Cross

Dr. Kwok Kin Fun, Joseph, JP

## **Social Work Service**

### **Vision**

Building on social work values, beliefs and principles, and employing appropriate intervention models and community resources to enhance inter-disciplinary collaboration, the needs of service users and their families are fulfilled and their rights as citizens are fully exercised.

### **Achievements and Development**

Social workers are pioneers in employing the Case Management System to achieve systematic record and review of service users' information, these include intake forms, case recording and case evaluation. Moreover, the "Case Management System" further enables information sharing of service users' health conditions, medical record, training content and progress among different professionals, facilitating the speedy response to service needs.

In order to strengthen the role and function of the social worker as "case manager" that requires good coordination of various types of resources and service system to meet the needs of the service users and their families, working groups are formed at the social work service meeting to formulate appropriate guidelines and organize related training. Moreover, practical training on "social work case management" will be continued in the coming year.

As the main carers of service users – their parents – gradually grow old, social workers have started to contact service users' significant others, especially their brothers and sisters, with the hope to brief them on our service and enlist them to take up the carer role, preventing service users from losing family concern because of their aging parents. As a result, strengthening brothers and sisters / younger relatives' understanding of Fu Hong's services has become one of the major performance indicators for 2010-2011 business plan.

Despite under the attack of the new influenza last year, it has not diminished the effort made by our social workers to enhance service users' quality of life and active integration into society. Apart from introducing the "Intelligent Care Project" training kit to meet the needs of the New Academic Structure for Senior Secondary Education and Higher Education and launching social inclusive activities at secondary schools, efforts are also directed to advocate the "Convention on the Rights of Persons with Disabilities", so as to enable members of the community to better understand the need for education, transportation and barrier-free facilities of persons with disabilities.

## **Clinical Psychology Services**

### **Vision**

To provide clinical psychology services, consultation and staff training based on the needs of service users.

### **Achievements and Development**

#### Enhance staff training

A series of staff training courses designed according to the requirements of our services were conducted by clinical psychologists, these included behaviour management course and stress management course. In addition, they also provide specialized training seminar for staff to meet the needs of service units. Efforts were also directed by our Society to edit a “Casebook on Behavioural Management” which collected and compiled information on the management of different cases of challenging behaviour, such as violence, self-destructive behaviour and solutions for managing behavioural problems of service users with autism, to be used as future reference for service units.

#### Sex education for persons with intellectual disabilities

Owing to traditional taboo or learning difficulties, sex education for persons with intellectual disabilities is often neglected. It is nevertheless true that this target group also has sex needs and encounters sex-related problems. Sex education groups were therefore conducted by clinical psychologists at the service units to explore such issues, including self-protection, social etiquette, the way to relate with the opposite sex, love and marriage etc. Moreover, clinical psychologists also offered advice for sex education courses organized by the service units, in order to help service users to learn about the proper way to relate with the opposite sex, protect themselves from getting harm and manage sex needs adequately.

#### Provision of psychology service for persons with autism

Through Hin Dip Centre, clinical psychologists provide diagnosis on autism, intellectual assessment, psychological assessment and render psychotherapy service for people in need.

#### Formulate policy on behaviour management

The Working Group on Challenging Behaviour of our Society is formulating policy on behaviour management, their attempt helps provide lucid guidelines for service units to handle related problems.

## **Health Care Services**

### **Vision**

To respect the life, dignity and rights of service users. To promote health, prevent diseases, assist rehabilitation and alleviate suffering from illness. To provide holistic client-centred care through evidenced-based nursing practice.

### **Achievements and Development**

#### Prevention of infectious diseases

The first case of Human Swine Influenza (H1N1) has been confirmed on 1 May 2009 in Hong Kong. Cautioned by the epidemic situation, the “Emergency Response Level” under the Government’s Preparedness Plan for Influenza Pandemic has been activated. Our Health Care Service Team has also quickly responded by holding an urgent meeting and our “High-risked Pathogenic Influenza/Pandemic Influenza Response Guideline” duly revised. Apart from administering strict infection control measures, and intensifying education of staff and family members on infection control, our Team has also actively cooperated with Department of Health in promoting vaccination programmes, which include Seasonal Influenza Vaccination, Pneumococcal Vaccination and Human Swine Influenza Vaccination. Our Team explained to service users, their family members and guardians about the programmes in details so that they may make a proper choice for the service users.

#### Aging of persons with intellectual disabilities

Owing to the advancement in medicine, nutrition and care service, persons with intellectual disabilities are able to have longer life span, aging becomes a concern of rehabilitation service. Researches indicate that persons with intellectual disabilities start to have signs of degeneration as early as at the age of 40. Apart from chronic diseases of elderly, they are also prone to thyroid disease, obesity, dental and oral diseases, and mental problem such as dementia and depression as well. Persons with Down’s syndrome will contract Alzheimer 20 years earlier than normal people. According to the survey we conducted in August 2010, 61% of the service users in 17 hostels of our Society were at the age of 40 or even older. Signs of degeneration and chronic diseases, resulted from aging, are mounting. Hampered by communication, they experience greater difficulty in expressing their sufferings, and thus, much rely on the close observation and concern of their carers.

With early prevention, early detection and timely treatment as our principle goals, and basing on Dr. Beange's recommendations to World Health Organization in managing the health issues of persons with intellectual disabilities in 1999, our Health Care Team has formulated a series of health measures, including all our residential service users must have an annual body check by the visiting doctor. Monthly blood pressure checking and yearly measuring of body height will be arranged for those 40 years old or the older. Bone mass checking is recommended every 5 year with Thyroid Function Test included as one of the items for the 5-year regular body check as well; High-calcium skim milk will substitute for full milk as daily supplement. Service users with Down's Syndrome will be closely monitored for any signs of dementia. Regular assessment on drug effects will be made for those suffering from epilepsy or having multiple drugs regimes so as to remind the doctors to review the treatment plan accordingly. Visiting doctors will be asked to make specialty referrals if uncommon health problems are indicated. Service units will comply to the principle of low-salt, low-sugar, low-oil and high fibre, a healthy diet regime, and avoid constipation. Risk assessments on problems arising from aging will be intensified with appropriate referrals made and necessary facilities installed, for example, hospital beds and bath chairs, so that the impact of illness and disabilities on daily life can be minimized. At the same time, training on frontline staff will also be strengthened to help monitor the changes in service users.

In order to strengthen the knowledge of the nursing profession in caring of aging service users with intellectual disabilities, we have actively collaborated with HKU SPACE to organize the "Foundation Certificate in Caring People with Intellectual disabilities" so as to equip our nursing team to meet the challenges ahead.

## **Paramedical Services**

### **Serving society's needs with diversified and matched treatment, and get connected with the world**

Our therapists are committed to optimize our service, make reference to world advanced treatment techniques and enhance service users' quality of life in different aspects.

#### **Aging of service users**

The needs of service users change as they age and it is necessary to adjust our strategy, approach and focus of service provision. A working group is subsequently formed to examine the extended impact of aging on service users and to plan ahead. Acting as convener of the working group, our therapist, backing up by a team of therapists, help to collect information and to offer recommendations with the aim to make early preparation and solutions for the aging problem.

#### **Cultivation of Sports Culture**

##### Sports Promotion Group

This year, with the generous \$24,750 sponsorship from Apple Daily Charitable Foundation, the second phase "Taekwondo Training Course" was also successfully launched. Over 20 persons with intellectual disabilities from various service units, enrolled in the 16-session training course. Not only did the training strengthen service users' bodies, but it has also enhanced their self-confidence and concentration as well as enabling them to make new friends.

##### Exercise Class Menu

By employing different sports designs, the physiotherapists tactfully use a group exercise model to increase the opportunity and abilities of service users to take part in sports, which is effective in delaying their aging process and maintaining weight control. Presently, seven kinds of sports are offered: Sitting Tai Chi, simple maintenance exercise, simple stand-up exercise, healthy energetic exercise, morning group exercise, dynamic sports exercise and basketball team, all of which enable service users to enjoy the fun and benefits that sports and exercise bring.

### Vitalstim Therapy

Vitalstim Therapy has been adopted by our therapists to help service users with swallowing difficulties. After undertaking the treatment for a period of time, some service users showed improvement in their swallowing reflex and were able to switch from liquid food to food with a higher concentration. For those who experienced cough problem when taking in food, significant improvement was also noted. Other successful examples included increase in closing of lips and reduction in slobbering. The therapy brings hope to service users who need to rely on nasogastric tube feeding or on liquid food, enabling them to experience the joy and satisfaction of chewing food.

### **Sensory Integration Therapy**

#### Therapeutic Listening

A study entitled “The effect of therapeutic listening on the ability of persons with intellectual disabilities to manage sensations and improve emotions” was recently conducted by our Sensory Integration Therapy Centre (Chak On). 10 adults with severe intellectual disabilities were invited to take part in a 12-week therapeutic listening and sensory diet training. Continuous improvement was noted among the participants throughout the study period, the occurrence of self-stimulating behaviour such as spinning and constantly taking shoes off was reduced. Moreover, service users’ verbal expression had also increased during clinical observation.

#### Sensory Integration Group

Much welcomed by parents and their children, the 4-session sensory integration group conducted every Saturday at the Sensory Integration Therapy Centre (Chak On) helps children improve in different aspects. As a token of gratitude to the staff, parents have sent thank you cards to the Centre to show their recognition.

#### Outreaching service

Early this year, outreaching service on sensory integration therapy was offered to the Louis Program Training Centre by Sensory Integration Therapy Centre (Chak On). With the aim to benefit more members in the community, training course for parents on sensory integration therapy as well as group therapy sessions were conducted through the above outreaching service.



## **Fu Hong Parents' Association**

### **Consolidate the force of families to speak for persons with disabilities**

Formed by parent representatives from different service units, Fu Hong Parents' Association was formally established on 12 December 2000 with a current membership of more than 400. The Executive Committee is made up of 15 members, elected from the pool of parent representatives, who share the workload with assistance from the social worker. To enhance mutual support among parents of the Association and strive for the welfare and rights of persons with disabilities serve as the goals of the Association.

In good team spirit, the Parents' Association made frequent visits to the parents' groups of different service units last year. Through sincere talks with family members, the Association encouraged them to involve in parents activities, maintain collaboration and communication with Fu Hong Society and join hands to pursue better service quality for service users.

### **Partnership with Fu Hong Society**

With a strong emphasis on parents work, a regional manager and eight social workers are specially assigned by the Fu Hong Society to assist the work of each member of the Executive Committee, hoping to enhance their effectiveness in promoting parents work. Apart from that, help is also offered to the executive members in launching different tasks, such as organizing service seminars, exchange with mainland China and recreational activities etc.

Fu Hong Society's management also treats parents work with great respect and support, and value the chance to discuss and exchange with parents. Two-way communication is maintained through the Executive Director's presence at meetings of the Executive Committee and consultation of members' opinion about the services provided by the Society. Moreover, Council members also show their concern by often participation in parents activities. Attended by all parties, the Annual General Meeting of the Parents Association is an occasion where communication and relationship are enhanced, demonstrating the strong partnership between the Society and the parents.

### **From policy to operation, all-round care and concern**

Not only is the quality of the Society's service a prime focus of the Parents'

Association, its executive members are also very keen to attend Joint Parents' Meeting of the rehabilitation sector, to understand the concerns of other parents' organizations, and support the fight for the welfare rights of persons with disabilities in the spirit of shared interests.

Last year, members of the Executive Committee responded to the call of the Joint Parents' Meeting and mobilized parents from different service units to join the petition at Legislative Council, pleading the Legislative Council members to pay attention and the Government to solve the problem of the inadequate supply of residential homes, and asking for long-term planning in this respect. Moreover, joining force with other parents' organizations, Fu Hong Parents' Association has also directly conversed with government officials including Mr. Cheung Kin Chung, Matthew, GBS, JP, Secretary for Labour and Welfare, and Legislative Council members about the severity of the problem. The series of parents' petitions have successfully led to the setting up of the "Subcommittee on Residential and Community Care Services for Persons with Disabilities and the Elderly" by the Legislative Council Panel on Welfare Services in 2010, a move to show genuine concern to the services for persons with disabilities.

Apart from that, by drafting and submitting parents' opinion letters regarding the policy on rehabilitation services, such as the response to "Long-term Social Welfare Planning in Hong Kong Consultation Paper", Fu Hong Parents' Association is actively communicating parents' opinion to the authorities.

### **Visits to mainland rehabilitation units**

Since its inception, Fu Hong Parents' Association has been showing great concern for rehabilitation services in mainland China. Frequent visits are made to rehabilitation units in the mainland for exchange and sharing one another's experience. Last year, invited by the Ark-Nanjing Special Education Centre, parents of our Executive Committee paid visit to the Centre and conducted training for the parents there. Based on their experience in Hong Kong, our members encouraged the Nanjing parents to unite among themselves and strive for training opportunities for their children with intellectual disabilities. To be proactive about the future and work hard for the support from the Government and society towards the development of rehabilitation service are our advice to the parents in Nanjing.

### **Towards the 10th Anniversary – to inherit the past and usher in the future**

Having had five Executive Committees in office, Fu Hong Parents' Association has established over 10 years by the end of 2010. Looking back, a foundation has been laid by our predecessors through 10 years of effort and experience, but is it firmly rooted as the parents have hoped?

In the years that come, our parents, without regret and bravely, will continue shouldering the burden of speaking for their children. For our current Executive Committee, not only will they actively involve in exploring the future of parents work, but they have also maintained their role and mission to voice out for persons with disabilities. In the wake of the 10th anniversary, the need to forge stronger partnership, and the urge and petition to fight for more rehabilitation service and resources have already set the stage and pointed the way ahead for the work of the Parents' Association.

## **Organizational Culture**

### **Realizing Core Values, Mobilizing Good Staff and Good Events, Offering Excellent Services**

Culture is the collective achievements of human history. The essence of Fu Hong Society's organizational culture is embedded in its 30 more years of history which comprises the effort and hard work of the founder and numerous others contributing to today's success. Formed by a group of like-minded individuals sharing the same ideals and division of labour, the organization is a living organism with its hardware, systems, functions and services experiencing constant growth. In much the same way, our organizational culture will also evolve and continuously improve under collective wisdom and synergy.

Building on a mode of participation from all members (diagram attached), positive changes in organizational culture were implemented in recent years. While steering and support from the Council in carrying out the various tasks is vital, leadership by the management and commitment from all ranks of staff to fulfill the mission are also essential components to achieve the desired outcomes.

After the past few years' effort, Fu Hong Society has successfully laid down the foundation of caring culture, recognition culture and open culture. Each staff works with infinite love to provide quality service, learning to appreciate and encourage one another, and pursuing continuous improvement. To promote the quality of service, last year, our Society had implemented in full scale the five "Core Values" including Care and Respect, Professional Spirit, Synergy, Pro-Activeness and Continuous Improvement. Moreover, the following measures have been initiated to further enhance effectiveness:

#### **1. The 2nd "Good Staff and Good Event Recognition Scheme"**

Following the success of the 1st "Good Staff and Good Event Recognition Scheme" held in 2007, our Society had kicked off the second round of the Recognition Scheme in June 2009. It helped incorporate the recognition culture into the daily routines of our staff, enabled all to identify the need and benefits of changes and cultivation of organizational culture. We had encouraged all our service units to take part in the Scheme on an individual basis, nominating individual staff and their good deeds for the awards. The "Good Staff and Good

Event” finalists were shortlisted by parent representatives from different regions, followed by voting from all staff for the winners of the five “Core Values Award”. The winner who scored the highest number of votes was then granted the highest honour “Core Values Grand Award”.

The highest honour “Core Values Grand Award”: Chan Fong Heng (Priscilla’s Home)

<b>Award</b>	<b>Champion</b>	<b>1<sup>st</sup> runner-up</b>	<b>2<sup>nd</sup> runner-up</b>
1. Care and Respect Award Carnation represents warmth and tender care	Chan Fong Heng (Priscilla’s Home)	Lee Siu Chui Tracy (Tin Yiu Home)	Leung Tai Ho (Shan King Adult Training Centre)
2. Professional Spirit Award Bauhinia is the Flower of Hong Kong that represents our professional spirit in a cosmopolitan city	Chu Mi Ling (Kit Hong Home)	Choi Ka Kei Chaki (Lok Wah Adult Training Centre)	Lisa Ho (Tin Yiu Home)
3. Synergy Award Dandelion represents the collective spreading to different destinations and bearing fruit	Chan Kin Sze (Shan King Adult Training Centre)	Man Yung Tai (Hong Yung Services Ltd)	Cheng Yi Fu (Sheung Li Uk Adult Training Centre)
4. Pro-Activeness Award Rose represents enthusiasm and multiplicity	Leung Kin Shing (Si Lok Adult Training Centre)	Ma See Chien (Hing Wah Adult Training Centre)	Cheng Yuk Kwan (Lai Yiu Home)
5. Continuous Improvement Award Sunflower represents continuous self-adaptation to strive for more sunshine for better growth and development	Kwok Heung Ming (Tin Yiu Home)	Poon Chi Wai (Hong Yung Services Ltd)	Cheung Kwai Lin (Leung King Adult Training Centre)

Embraced in excitement and touching scenes, the Award Presentation Ceremony was held during the Staff Annual Dinner in February 2010. Subsequently, we are all convinced that everyone can be a good staff to do good events.

## **2. “Core Values” Pledge and Action Card**

Our Society has design “Core Values” Pledge and Action Card for different categories of staff (including therapists / social workers / nurses / instructors / care-givers / administration staff / frontline staff) of each service unit to implemented the “Core Values” according to needs of service users / family members / colleagues.

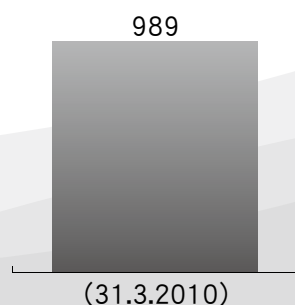
## **3. Conclusion**

With great enthusiasm and the adoption of different measures, Fu Hong Society is committed to implement the “Core Values” and bring about positive changes to the organizational culture. Under the support and concerted effort of our Council, executive management, service unit managers and in-charges as well as all ranks of staff, our organizational culture will undergo continuous improvement and Fu Hong Society will be turning into “The Best Organization for Persons with Disabilities”.

# 週年資料統計回顧

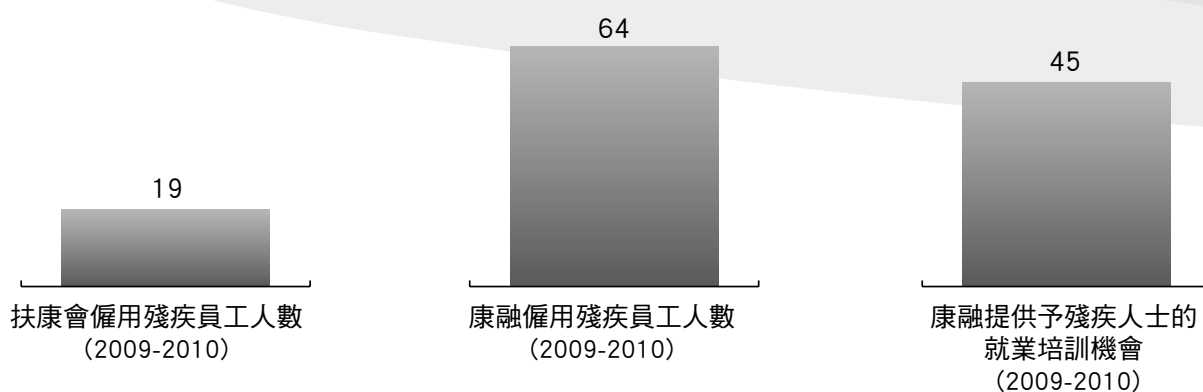
## I. 人事

### i) 員工人數



### ii) 僱用殘疾員工人數

扶康會於2004年正式成立康融服務有限公司(康融)。康融是一間由扶康會管理的社會企業，主要為殘疾人士創造及提供就業機會及就業培訓，作為他們過渡至公開就業市場的康復平台。



### iii) 員工發展



## II. 服務名額及受惠服務使用者人數

	服務名額 (31.3.2010)	服務使用者人數 (1.4.2009-31.3.2010)
<b>智障人士及嚴重殘疾人士服務</b>		
<b>i) 住宿服務</b>		
中度智障人士宿舍	92	92
扶康家庭	30	29
輔助家舍	20	20
嚴重肢體傷殘兼智障人士宿舍	100	100
嚴重智障人士宿舍	355	357
嚴重殘疾人士護理院舍	255	263
<b>ii) 日間訓練中心</b>		
成人訓練中心	605	617
<b>iii) 社區支援服務</b>		
地區支援中心	—	276
家居托護照顧服務	—	0
特殊學校學生體驗計劃	—	49
假期照顧服務	—	0
課餘照顧服務	—	1
臨時日間照顧服務	—	41
臨時住宿服務	—	160
嚴重殘疾人士日間照顧服務	—	12
<b>社區精神康復服務</b>		
中途宿舍	126	156
中途宿舍續顧服務	25	39
社區精神健康連網	150	159
社區精神健康照顧服務	100	109
<b>職業康復及發展服務</b>		
職業康復延展計劃	15	15
工場	290	316
在職培訓計劃	15	34
輔助就業服務	50	77
綜合職業康復服務中心	150	173
<b>自閉症人士服務</b>		
自閉症人士日間訓練	20	10
自閉症人士假期活動	20	20
自閉症人士課餘照顧服務	20	10
牽蝶中心評估服務	—	102
感覺統合治療服務	—	97
<b>總計</b>	<b>2,438</b>	<b>3,334</b>



### III. 服務使用者主要殘障類別

	人數	%
學習遲緩	8	0.24
輕度智障	424	12.72
中度智障	972	29.15
嚴重智障	487	14.61
嚴重肢體傷殘兼智障	385	11.55
肢體傷殘	80	2.4
精神病	734	22.01
自閉症	234	7.02
感覺統合失調	10	0.3
<b>總計</b>	<b>3,334</b>	<b>100</b>