

Import Care Workers strengthen the solidarity

輸入護理員 加強團隊合作

扶康會為應對人手需求，參加政府推出的「院舍輸入護理員特別計劃」。目前有四十一名照顧助理到本會工作，當中九名於麗瑤成人訓練中心任職。他們首次到港工作，要面對新環境新事物，服務單位為他們提供支援，以協助他們適應文化差異及工作環境。

來自湛江的阿菊及來自清遠的少娟，操著流利廣東話，與服務使用者和其他員工沒有語言隔閡。她們不僅負責照顧服務使用者的日常起居及個人衛生，亦協助他們做簡單訓練，以及負責服務單位的清潔工作等。少娟曾於內地的安老院舍和醫院照顧長者和病患，阿菊則未曾擔任過殘疾人士院舍的照顧助理。作為麗瑤成人訓練中心新力軍，她們上班的首一個月會獲配對一名「師父」，教導工作要求和規定，傳授工作經驗。「師父」以循序漸進方式讓他們學習，先親身示範，再從旁協助照顧助理親自嘗試。服務單位又安排小組迎新日，具體解釋服務單位運作，包括照顧服務使用者的方法、感染控制須知等。同時，會給予工作手冊，內有詳細的工作指引，方便他們隨時自行學習。

In order to meet the manpower demand, Fu Hong Society has joined the “Special Scheme to Import Care Workers for Residential Care Homes” launched by the Government. Currently, there are forty one health care workers working at the Society, with nine of them serving at the Lai Yiu Adult Training Centre. As newcomers to work at Hong Kong, they face new environments and situations, the service unit provides them with support in work and life to help them adapt to cultural differences and the working environment.

Ah Guk is from Zhanjiang and Siu Gyun is from Qingyuan, both speak fluent Cantonese, therefore, there is no language barrier between them, service users and other staff. Not only do they take care of the everyday needs and personal hygiene of service users, they also assist with basic training and service unit cleaning. Siu Gyun has experience taking care of the elderly and the sick in residential care homes and hospitals in the Mainland. Ah Guk has never served as a health care worker in a residential care home for persons with disabilities. As newcomers of Lai Yiu Adult Training Centre, they had been assigned a mentor who taught job requirements, regulations, and shares work experiences, during the first month

of employment. The mentors used a progressive approach, starting with demonstrations and then encouraging the health care workers to try it themselves. The service unit also arranged an orientation day for them, to explain the operations of the service unit, including methods of caring for service users and infection control guidelines. Additionally, they provided a work manual with detailed instructions, facilitating self-learning at any time.



她們漸漸適應工作環境，心態和技能都有所改變。起初，他們就像媽媽一樣用心照顧服務使用者的起居，代為處理所有大小事務。服務單位則鼓勵服務使用者自己做，以維持及訓練服務使用者的活動能力。照顧助理其後亦明白這個道理，按他們的能力和需要提供照顧，同時與他們建立關係。

轉眼間她們已在麗瑤成人訓練中心工作超過一年，阿菊和少娟指服務使用者很純真，她們用心對待，他們會以

笑臉回應，「一見面就會和你開心地打招呼，你怎會不感到開心？」服務使用者的笑容，亦成為她們工作上的支持和動力。

輸入護理員的加入紓緩服務單位的人手壓力，有足夠和穩定的人手提供適切和優質的服務。此外，團隊合作更緊密，包括可以安排更多個別訓練予服務使用者、編更安排更暢順、減低工作壓力、降低員工和服務使用者受傷的機會。

They gradually adapt to the working environment, and both their mindset and skills undergo changes. Initially, they took care of all aspects of the service users' daily lives like mothers, handling all matters on their behalf. On the contrary, the service unit encourages service users to do things themselves to maintain and train their mobility. The health care workers also come to understand this and provide care according to the abilities and needs of service users while building relationships with them.

In the blink of an eye, they have been working at Lai Yiu Adult Training Centre for more than a year. Ah Guk and Siu Gyun said that the service users are very pure at heart. Their dedicated service was received with bright smiles. "How would you not be happy when they greet you with such bright smiles?" The bright smiles of service users have become a source of motivation in their work.

The joining of the imported care workers has alleviated the manpower pressure on service units, which ensured sufficient and reliable care for service users. In addition, service units can also work better and more closely, including arranging more individual training for service users, making staffing arrangement smoother, reducing work stress, and reducing the chance of injuries to staff and service users.

