



日間訓練服務

從生活經驗中發展、從正面互動中成長、從多元訓練中學習

服務重點

本會日間訓練服務繼續致力於發展和推行「多媒體輔助訓練」、「生活經驗互動訓練」和「展能藝術」，強調有效的學習方式、多元化的活動內容、正向互動的教導和環境安排，讓服務使用者在愉快輕鬆的生活及學習經驗中展現才能，體會以人為主題的康復及發展服務，並促進融入社區。

服務成果

多媒體輔助訓練

本年度共舉辦了三次培訓工作坊，加強訓練導師掌握「多媒體輔助訓練」單元的製作技巧，並同時在內聯網訓練單元資料庫共享平台上，增加訓練單元範本的數目至40個，供各員工下載使用。電腦輔助訓練工作小組同時編製了兩冊「多媒體輔助訓練」教材套，進一步協助員工推行相關訓練。現時，日間訓練中心已更多採用「多媒體輔助訓練」方式，佔訓練活動的18%。

生活經驗互動訓練

本會為持續深化推行「生活經驗互動訓練」，去年共提供了七節相關培訓，共456位職員參加。與此同時，「生活經驗互動訓練」員工培訓工作小組成員在本會五個服務區域進行分區到訪支援，形式包括訓練諮詢、觀摩日、培訓日及問卷調查，將各區的持續培訓歷程及經驗作綜合報告，促進服務持續改善。

源於這個理念，各日間訓練中心於今年相繼推行「朝陽計劃」，目的是在每天早上，透過活動帶動服務使用者的愉快學習情緒，投入當日的�生活情景，並建立友好的人際關係，現共有537名服務使用者參加。本會亦相信建立自我形象、增強自信，可有助智障人士融入社會，故此在各日間訓練中心推行「智障人士自我形象發展計劃」。計劃通過訓練活動，讓服務使用者認識自我，從互動的活動和遊戲中掌握合適的儀容和衣著配搭，提升自我形象，現共有586名服務使用者參加。「生活經驗互動訓練」成效評估表顯示，服務使用者的



眼睛·水在變-綜合藝術展



智障人士自我形象發展計劃

「多向度互動行為表現」，已由2006年的29.2分增加至2008年的31.0分（總分為45分），顯示服務使用者的人際社交正向行為得到持續改善。

「展能藝術」

本會獲香港藝術發展局資助，於2009年2月在香港文化中心舉行以「水」為創作主題的「眼睛·水在變—綜合藝術展」。計劃同時獲香港展能藝術會「創藝自強」計劃支持，安排了三位藝術家提供共五次藝術培訓工作坊和六次藝術指導活動予本會日間訓練中心的訓練導師，內容包括藝術多面體、窯燒及彩繪玻璃藝術、布藝、裝置及攝影等，共154參與人次。是次藝術展共有146位服務使用者參與展品創作，觀眾對展品給予高度評價。

服務發展

多媒體輔助訓練

繼續到訪並支援各日間訓練中心，確立「多媒體輔助訓練」方式和設置器材，同時舉行分享會及工作坊，

作持續深化工作。另外，訓練範本計劃增加至70個；與此同時，加強訓練單元資料庫共享平台的功能，讓員工可以方便下載訓練範本，並在適當時間與業界分享。

生活經驗互動訓練

跟進計劃檢討報告，加強推行「朝陽計劃」和「智障人士自我形象發展計劃」。與此同時，繼續探討和發展「生活經驗互動訓練」相關訓練技巧，並為訓練導師提供培訓。

展能藝術

繼續在日間訓練中心推行展能藝術活動，與香港展能藝術會協作，為訓練導師提供藝術指導，同時向公眾展示服務使用者的作品和創作潛能。



Day Training Services

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

Service Highlights

“Multimedia-assisted Training”, “Life Experience Interactive Training” and “Arts with Persons with Disabilities” remain the main themes of development of our Day Training Services, emphasizing effective learning models, diversified programme content, as well as teaching approaches and environment that facilitate positive interaction. They seek to enable service users to develop their talents through delightful and relaxed life and learning experiences, offer service user-focused rehabilitation and development service and work towards social inclusion.

Service Achievements

Multimedia-assisted Training

Three training workshops were conducted this year to enhance instructors’ skills in the production of “Multimedia-assisted Training” modules. The number of training modules templates on the intranet sharing platform was also increased to 40 for staff to download for use. Moreover, the Computer-assisted Training Working Group had produced two sets of “Multimedia-assisted Training” resources kit, helping staff carry out the training activities. Currently, this training method has been widely adopted by our Day Training Centres, amounted to 18% of all the training activities.

Life Experience Interactive Training

Seven training sessions with a staff attendance of 456 were conducted last year to strengthen the implementation of “Life Experience Interactive Training (LEIT)”. Meanwhile, members of the LEIT Staff Development Working Group had conducted regional visits to the five service regions of our Society in the form of training consultation, exchange day, staff development day and questionnaire survey, and had compiled a report on the training practice and experiences of different regions to enhance continuous service improvement.

Based on this concept, our Day Training Centres started to implement the “Sunrise Programme”. The aim of which was to arouse positive learning motives of service users each morning, encourage them to get involved in their daily life and establish good interpersonal relationship. There were 537 service users participating in the Programme. Moreover, based on the belief that building up self-image and enhancing self-confidence could help persons with intellectual disabilities to integrate into society, our Day Training Centres had initiated the “Self-image Development Programme for Persons with Intellectual Disabilities”. The training activities, with 586 service users taking part, enabled them to attain self-understanding and boost their self-image through interactive games and activities. The “Life Experience Interactive Training” outcome measurement indicated that the performance scores



of service users in “Multidimensional Interaction Behaviours” had increased from 29.2 in 2006 to 31 in 2008 (total scores is 45), indicating continuous improvement in their positive social behaviour.

Arts with Persons with Disabilities

With water as a creative theme, the “Visual · Water · Change – Integrated Arts Exhibition”, sponsored by the Hong Kong Arts Development Council, was held at the Hong Kong Cultural Centre in February 2009. The Exhibition also received support from the “Creativity to Independence” training programmes of the Arts with the Disabled Association Hong Kong. Three artists were commissioned to conduct five arts training workshops and six arts guidance activities for training instructors of our Day Training Centres. The content of which included “Express Diversity!”, kiln craft and painted glass art, fabric art, installation and photography. The trainings for the instructors had attained a total attendance of 154 while there were 146 service users participating in the Exhibition, whose works were highly praised by the audience.

Service Development

Multimedia-assisted Training

Enhancement work will continue to be the service focus. These include paying visits and support to our Day Training Centres in the establishment of the “Multimedia-assisted Training” method and installment of devices as well as conducting sharing sessions and workshops. Moreover, the number of training templates will increase to 70 and easy access and downloading by staff of the templates will be

made possible by strengthening the functions of the training modules database sharing platform. Information sharing with the sector will also be considered when ready.

Life Experience Interactive Training

Follow-up on the Programme’s evaluation report, strengthen the implementation of “Sunrise Programme” and “Self-image Development Programme for Persons with Intellectual Disabilities”. Continue to explore and develop skills in practicing “Life Experience Interactive Training” as well as organizing training for instructors.

Arts with Persons with Disabilities

Keep up the promotion of “Arts with Persons with Disabilities” at our Day Training Centres. Collaborate with Arts with the Disabled Association Hong Kong to provide arts guidance for training instructors and explore opportunities to exhibit service users’ artworks and creative potentials.



狗醫生計劃

住宿服務

持續進步 優化家舍生活

服務重點

服務持續改善

本會多間家舍在過去一年繼續推行不同形式的安全措施，提升員工的安全意識及減少意外發生，例如選派安全大使，提倡工作前熱身運動，加強新入職員工的工作安全意識和技巧，以及舉辦區域安全問答比賽等。

多間家舍均先後增添設施以防止員工在工作時發生意外，例如添置自動洗碗機，使用安全電蒸焗爐、電磁煮食爐及搬扶吊臂機等，不但提升工作效率，改善安全和衛生情況，更可節約能源。另外，麗瑤之家在風櫃式冷氣機上加裝發熱管，在嚴寒的天氣下可提升大廳的室溫，提供更舒適的環境予服務使用者，這項設備深受家長歡迎。

員工培訓

本會已將五常法管理訂立於年度計劃內，鼓勵各家舍推行，建立持續改善的文化，並希望員工積極提出意見改善日常工作流程，創造優美的家舍環境。另外，本會亦為員工安排相關的培訓課程。荃葵及深水埗區的服務單位於2009年5月合辦五常法分享會，讓本會所有服務單位的員工互相分享經驗，進一步改善五常法的實踐工作，達到持續改善的效果。

本會在過去一年推行多項計劃，提升各家舍舍監的管理能力，不但安排舍監接受相關培訓，參觀會內外不同家舍的服務，更於2008年在本會內聯網設立舍監討論區，建立平台及增加舍監們作資訊交流和互相支援的渠道。另外，本會已於2008年8月出版了第一期《家舍實務工作彙編》，收集及編撰各舍監過往的實務經驗及知識，為各家舍提供實用的參考資料，日後亦會繼續作出更新和修訂，讓舍監們的寶貴經驗及知識得以薪火相傳。

多姿多采的家舍生活

本會與華成人訓練中心、樂華成人訓練中心和秦石/禾輦成人訓練中心的三隊特能童軍繼續接受群體合作互動訓練，透過參與制服團隊的活動，大大增進他們與社區人士的交流和認識，並可建立助人的品德。本會東區各服務單位去年曾參與由香港傷健策騎協會舉辦的「騎馬體驗訓練」及與A+飛魚游泳會合辦的「水中適體能」活動。上述活動均有助服務使用者建立自信，增強集中力及紀律。

本年度各家舍員工繼續為服務使用者實踐他們在年度計劃訂下的「一人一夢想」計劃，盡量達成他們的願望。與此同時，個人及團體義工持續協助各家舍推行不同戶外和戶內活動，義工包括香港青年獅子會、存為愛義工團、隨緣義工團、慧清社、房委會職員同樂會、友



「『視訊關懷網』在麗瑤」計劃



職安健常識問答比賽

愛之家婦女義工團及順利成人訓練中心的教會菲籍義工團等，令各服務使用者的生活增添不少姿采。

此外，為加強服務使用者與家屬及外界人士的聯繫，麗瑤之家推行了「『視訊關懷網』在麗瑤」計劃，安排服務使用者與其家屬(包括非在港居住者)及會內其他服務單位的服務使用者進行視像通話，打破時差和環境的限制，讓他們的社交圈子得以擴闊。

服務成就

本會荃葵及深水埗區於2008年4月首次舉辦職安健常識問答比賽，希望透過輕鬆活潑的方式來增強職員的安全意識。比賽的冠軍隊伍更代表本會參加職業安全健康局於去年9月舉辦的全港「職安健常識問答比賽」，並榮獲季軍。所有參加比賽的職員，其職安健知識均大大提升，並能活學活用，協助提升其他職員的安全意識。

友愛之家於去年底參加職業安全健康局舉辦的全港「良好工作場所整理比賽」，並在超過280個參賽機構中榮獲銀獎。此項比賽重視培養員工的安全責任和意識，以達到預防工作意外，保障僱員安全和健康的目的。最難得的是友愛之家的員工和家長，均全程參與籌劃和準備過程，故這次獲獎標誌着家舍上下一心努力的成果。

麗瑤之家在本年初以「『視訊關懷網』在麗瑤」計劃參加智障人士服務網絡的「意想得到，做得出色」智障人士服務交流計劃，此計劃由香港復康聯會及香港社

會服務聯會合辦。「『視訊關懷網』在麗瑤」計劃於2009年3月獲頒發嘉許狀，成為八項得獎計劃之一。

服務發展

未來一年，本會鼓勵各家舍多使用視像通話，協助更多服務使用者與不能經常見面的親屬及外界人士進行視像通話，加強彼此聯繫。另外，各家舍將持續加強義工發展，招募更多社區人士及家長成為義工，以配合適切的戶外活動，讓服務使用者有更多機會參與社區。

各家舍正面對服務使用者的老年化趨勢，他們的健康、衛生及護理需要也不斷增加。本會靄華之家、麗瑤之家及潔康之家已先後向社會福利署申請安老院舍牌照。各家舍須按其需要作出適當的規劃，並培訓員工照顧年老服務使用者的心理及生理需要。有見及此，本會已成立老年化工作小組進行商討及提出相關建議。

在推動院舍安全方面，本會已計劃舉辦ISO 22000食物安全管理系統分享會，鼓勵曾參加有關課程的員工分享經驗，並提出服務流程改善建議，以作持續改善，同時關注食物衛生及職業安全。另外，本會將繼續舉辦職安健問答比賽，鼓勵員工參加，亦會參與職業安全健康局每年舉辦的同類比賽，以提升員工的安全意識及減低工作意外率。除此之外，本會亦會檢討各家舍的服務內容、人手分配、空間運用和特別設施等以配合發展需要。



Adventure - Ship training trip



X'mas Party

Residential Services

Continuous Improvement, Enriching Residential Life

Service Highlights

Continuous service improvement

Our homes and hostels have continued to implement various kinds of safety measures in the past year to promote staff's safety awareness and reduce the number of accidents. The measures included assigning safety ambassadors, encouraging pre-work warm-up exercises, enhancing new employees' safety awareness and skills, as well as organizing safety quiz at regional level.

Besides, new facilities were also installed in most of our homes and hostels to prevent staff from work accidents. For example, using automatic dish-washers and installing safe electric steamer ovens, induction cooking appliances and mini-hoists. Not only did these measures promote efficiency as well as improve safety and health conditions, they could also help save energy. The heating pipe attached to the air-conditioner at Lai Yiu Home has helped increase indoor temperature significantly during the cold weather, thus creating a more cozy environment for service users. This was greatly welcomed by the parents.

Staff training

Having incorporated the 5-S management system into our year plan, staffs were encouraged to put it into practice and develop a culture of continuous improvement. They were also expected to actively offer their views to improve the daily work flow as well as the environment of our homes and hostels. In addition, relevant training courses were also

organized for our staff. A sharing session on the 5-S system, held jointly by the service units in Tsuen Kwai and Sham Shui Po region in May 2009, enabled staff of all our service units to share their experiences and further enhance the practice of 5-S to achieve continuous improvement.

Moreover, a series of programmes were launched last year to strengthen the management effectiveness of the wardens of our homes and hostels. Apart from learning new and relevant knowledge and paying visits to different homes and hostels of our Society and other organizations, a discussion forum designed for wardens was set up on our intranet in 2008. It offers a platform for wardens to exchange information and act as a channel for mutual support. Furthermore, the first edition of "Practical Working Manual for Home and Hostel" was also published last year, featuring a collection of wardens' practical experience and knowledge, which serves as a practical guide for Residential Services. Further revisions and amendments will be made in the future in order to facilitate the transmission of wardens' invaluable experiences and knowledge.

A home life rich in excitement and stimulation

Like past years, the Extension Scouts of Hing Wah Adult Training Centre, Lok Wah Adult Training and Chun Shek/Wo Che Adult Training Centre were offered interactive training in group cooperation. Through participating in the uniform groups activities, their connection with members of the community was greatly promoted and the trait to help others was also cultivated. Last year, our service units in the Hong Kong Island East region had joined the "AutumTerm Ride



Aquatic Aerobic of Caring

2008” organized by the Riding For The Disabled Association Ltd., and the “Aquatic Aerobic of Caring” co-organized by the A+ Flying Fish Swimming Academy. All these activities were useful in helping service users to build up their self-confidence and strengthen their concentration and discipline.

Our staff continued their effort in helping service users to achieve their “One-Person-One-Dream” outlined in the year plan. At the same time, individual and group volunteers have also assisted the Homes in organizing a variety of indoor and outdoor activities. They included Leo Club of Hong Kong, Housing Authority Staff Club, women volunteer group of Father Tapella Home, Filipino church volunteer group of Shun Lee Adult Training Centre and other volunteer groups etc, adding much fun and excitement to the life of service users.

The “Cyber Care Project’ at Lai Yiu” has been launched by Lai Yiu Home to enhance communication between service users and their families as well as the outside world. Through conducting video communication between service users and their families (including overseas residents), and with service users from other service units of our Society, the Project was able to overcome the limitations in time difference and geographic distance, and helped to broaden the social circle of service users.

Service Achievements

The service units of Tsuen Kwai and Sham Shui Po region held our first Safety Quiz in April 2008, which aimed to increase staff’s safety awareness. The champion team at the Safety Quiz, was sent to represent Fu Hong Society, to take part in the territory-wide Safety Quiz 2008 organized by the Occupational Safety and Health Council in September. The team won the second runner-up. The safety awareness of all those staff who had joined the Safety Quiz was greatly enhanced. They had also applied what they have learned to help promote other staff’s awareness.

Contesting in the “Good Housekeeping Competition” organized by the Occupational Safety and Health Council at the end of last year, the Father Tapella Home had won the silver award out of over 280 contesting organizations. The competition put emphasis on cultivating staff’s responsibility and awareness in safety matters, with the aim to prevent work accidents and protect employees’ safety and health. What was invaluable was the full involvement of both staff and parents in the planning and preparation of the competition, signifying



the fruit of concerted effort from everyone at Father Tapella Home.

Earlier this year, the “Cyber Care Project’ at Lai Yiu” launched by Lai Yiu Home had joined the “Brilliant Performance” Exchange Scheme of Services for Persons with Intellectual Disabilities, a programme co-organized by the Hong Kong Joint Council for People with Disabilities and Hong Kong Council of Social Service. Being one of the eight awarded programmes, the Project was granted a Commendation Award.

Service Development

In the coming year, we will encourage our homes and hostels to use video communication to assist more service users to increase their contacts with relatives whom cannot meet frequently and with the outside world. Besides, volunteer development will continue to be our focus. More parents and members of the community will be recruited to take part in outdoor volunteer work which helps create more opportunities for service users to participate in the community.

As aging has known to be a growing trend among service users of our homes and hostels, the need for healthcare and attention becomes pressing. In response, Oi Wah Home, Lai Yiu Home and Kit Hong Home have applied to the Social Welfare Department for the Old Age Home license. It is therefore essential for homes and hostels to make corresponding planning and provide training for staff to take care of aged service users’ physical and psychological needs. A working group on aging has been set up to discuss and put forward recommendation for this matter.

In promoting a safe home and hostel environment, a sharing session on the ISO 22000 food safety management system will be held. The session enables staff who have taken relevant courses to share their experiences and give suggestions on the flow of service, and raise concern about food health and occupational safety. Moreover, we will continue to promote safety awareness and reduce work accidents by organizing Safety Quiz and encouraging staff to take part in similar quizzes organized by the Occupational Safety and Health Council. Lastly, reviews on the service content, division of labour, use of space and special facilities at homes and hostels will be conducted to match the need for further development.



康融服務有限公司清潔隊

職業康復及發展服務

持續發展，展現才能，擴闊選擇

工場服務、輔助就業及殘疾人士在職培訓計劃

服務重點

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

服務成效

工場服務於過去一年雖然受到金融海嘯的衝擊，但透過員工的加倍努力和有效業務策略，生產收入保持在270萬元水平，並因應就業市場情況，繼續為有潛質的服務使用者提供不同類型的職業技能訓練。與此同時，工場繼續致力發展新工種，增加服務使用者的職業訓練選擇。獲萬花筒慈善基金捐款成立的「毅·藝多媒體工作室」，是康復服務界首個多媒體流動攝製隊，由於意念創新，故榮獲扶康會2008-2009卓越服務計劃大獎，

並參選香港社會服務聯會「卓越實踐在社福2009」選舉。毅誠工場獲The UPS Foundation撥款約港幣23萬元和攜手扶弱基金的等額撥款成立專業曲奇餅房，發展曲奇餅製作工種。工場近年亦積極發展零售訓練，由Capital Lake Property Ltd和攜手扶弱基金撥款在工場開設的扶康會合作社，為服務使用者提供零售實務訓練，配合扶康會社會企業零售業務的發展，增加他們接受在職實習和工作的機會。

金融海嘯同時影響殘疾人士的就業機會，然而透過積極的服務推廣和增強殘疾人士的工作動機和能力，同時得到僱主對殘疾人士自力更新的鼎力支持，輔助就業服務和殘疾人士在職培訓計劃在過去一年成功協助 96 人獲得就業機會，當中 26 人已能獨立工作，毋需持續支援，人數更較去年有所增加。另外，有六間新公司加入了我們的僱主網絡。

職業康復及發展服務亦關注發展服務使用者的社交技能和餘暇生活。工場的社交會所讓服務使用者在舒適輕鬆的環境中使用各種消閒設施及參與小組活動，導師



與服務使用者按時茶聚，促進溝通和按個別需要提供支援。

設立於葵興職業發展中心的「職業技能評估中心」繼續為本會服務單位和外間機構的殘疾人士提供全面的職業技能評估服務，讓服務提供者透過評估結果，進一步了解服務使用者的工作能力和就業選配，以便有效提供適切的訓練服務。

服務發展

來年工場將繼續運用不同的業務拓展策略，保持與商界的緊密合作，開拓多元化工種和就業機會，並因應服務使用者的能力和興趣提供更多職業技能訓練的選擇。與此同時，我們將重點發展「毅·藝多媒體工作室」、零售和曲奇餅製作業務，讓不同興趣及能力的服務使用者可以發揮所長。為保持業務的市場競爭力，工場計劃引進電腦化生產控制及管理系統，範圍包括客戶管理、生產控制及工場服務使用者訓練津貼計算等，預期可提升生產管理效率和降低行政成本。

輔助就業服務及殘疾人士在職培訓計劃在未來一年，除了加強服務使用者的就業機會，亦會持續發展工餘小組和社會融合活動，促進服務使用者的社交生活。

社會企業

服務重點

康融服務有限公司(康融)於2003年10月由扶康會成立，從初期的維修保養服務，發展到現在承接清潔、滅蟲及零售店務等服務合約，已累積了5年多的營運經驗，亦為殘疾人士開拓更多在職培訓和工作機會，促進他們在公開市場上成功就業。

服務成效

隨著業務的持續發展，康融現時有60名僱員，較去年增加了28%，當中包括41名殘疾人士，傷健僱員比例為2:1。在清潔業務上，透過審慎控制服務質素和成本，我們成功競投並延續第四年香港大學學生宿舍大樓的清潔合約。與此同時，我們亦成功競投天水圍天悅邨長者住屋清潔服務合約，為弱勢社群提供更多在職培訓和就業機會。

近年康融致力發展零售業務，與扶康會職業康復及發展服務單位協作，營運三間工場內的扶康會合作社，為工場和輔助就業服務使用者提供零售訓練。面對金融風暴，康融獲委託營運的醫院管理局職員合作社的零售業務總額，仍取得24%增幅，同時在完成三年營運合約後，成功獲得醫院管理局批准延長營運合約兩年，繼續為殘疾人士提供零售就業機會，亦提升他們在公開市場就業的競爭力。

服務發展

憑藉多年營運合作社的經驗，康融銳意拓展零售業務，並計劃營辦扶康會於深水埗樂年花園新開設的零售暨咖啡店，為零售訓練提供承接平台，提供更多在職培訓和工作機會予服務使用者。另一方面，康融亦整合維修保養和滅蟲消毒業務，提供一站式的服務和進一步開拓市場。



Vocational Rehabilitation and Development Services

Sustainable development, capitalizing talents, broadening choices

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

Service Highlights

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

Service Achievements

Despite challenges evoked by the financial tsunami in the past year, with zealous effort of our staff and a series of effective business strategies, our Workshop Service was able to maintain an income level of \$2.7 million, and continued to provide a variety of vocational skills training that addressed the needs of the employment market for service users with potentials. In the mean time, our Workshops continued to put their effort in developing new work genres to increase the choice of vocational training for service users. The “Ngai-Art Studio”,

funded by the Kaleidoscope Charitable Foundation, is the first multimedia production team ever formed in the rehabilitation service sector. Building on innovative ideas, it has won Fu Hong Society’s 2008-2009 Outstanding Service Project Award and competed for the “2009 Best Practice Awards in Social Welfare” launched by The Hong Kong Council of Social Service. Moreover, with a grant of \$230,000 from The UPS Foundation and matching grant from the Partnership Fund for the Disadvantaged, Ngai Shing Workshop has established the professional bakery as a new work genre. In recent years, retail training has also become a focus of workshop development. Funded by the Capital Lake Property Ltd. and the Partnership Fund for the Disadvantaged, the Cooperative Stores opened at our Workshops provide practical training in retail service for service users, help enhance service users’ on the job training and employment opportunity with the development of retail service of Fu Hong Society’s social enterprise.

Employment opportunity of persons with disabilities was also hit by the financial tsunami. Through proactive service promotion and boost of their working motivation and abilities, as well as the unfailing support from employers, 96 persons with disabilities were able to secure employment with the help of our Supported Employment Service and On the Job Training Programme last year. Among them, 26 were able to work independently without the need of further support, a number that surpassed the year before. There were also six new companies joining our employer network.



Development of service users' interpersonal skills and leisure life is another major concern of our Vocational Rehabilitation and Development Service. The Social Club House at the Workshops provides a relaxed and cozy environment where service users can use different facilities and join group activities. Regular social gatherings are also held between instructors and service users to facilitate communication and render support based on individual needs.

The Vocational Skills Assessment Centre at Kwai Hing Vocational Development Centre continues to provide comprehensive vocational skills assessment service for persons with disabilities from service units of our Society as well as outside organizations. The assessment outcomes enable service providers to better understand the working ability and employment choice of service users so as to render appropriate training service.

Service Development

Looking ahead, the Workshops will continue employing different business development strategies to maintain close collaboration with the business sector, diversifying work genres and employment opportunity, and broadening the choice of vocational skills training based on service users' abilities and interests. Meanwhile, we will focus on developing the "Ngai-Art Studio", retail service and cookie production to allow service users with different interests and abilities to develop their talents. To maintain their competitive edge in the market, the Workshops also plan to install production control and management computer system in the areas of customer management, production control and calculation of training allowance for workshop service users. It is expected the new system can increase production control and management efficiency, and reduce administrative cost.

Apart from enhancing the employment opportunity of service users in the coming year, the Supported Employment Service and On the Job Training Programme for persons with disabilities will continue to develop leisure groups and activities that promote social inclusion and enrich the social life of service users.

Social Enterprise

Service Highlights

Established by Fu Hong Society in October 2003, Hong Yung Services Limited (Hong Yung) has developed from a social enterprise that specialized in repair and maintenance



service to one that receives also cleaning, pest control and retail store service contracts. Having acquired five years of experience, Hong Yung has greatly enhanced on the job training and employment opportunity for persons with disabilities, and facilitated their success in seeking employment in the open market.

Achievements

Presently, Hong Yung has 60 employees, an increase of 28% than last year, of which 41 are persons with disabilities constituted a ratio of 2:1 between persons with and without disabilities. In the cleaning business, under careful quality and cost control, we have successfully bid for extension of the service contract for the student halls of The University of Hong Kong for the fourth year. Moreover, we have also secured the cleaning service contract for senior residences at Tin Yuet Estate in Tin Shui Wai, providing further on the job training and employment opportunity for the disadvantaged group.

Hong Yung has also achieved significant results in its recent development in retail business. In collaboration with the vocational rehabilitation and development service units of Fu Hong Society, Hong Yung runs the cooperative stores in the three Workshops, providing retail training to service users of the Workshops and Supported Employment Service. The total sales volume of the Hospital Authority Staff Co-op Shop, commissioned to be run by Hong Yung, had also achieved a 24% increase amidst the financial tsunami. The sales contract is extended for another 2 years after its 3-year contract terminated. It continues to provide employment opportunity in the retail trade for persons with disabilities and enhance their competitiveness in the open employment market.

Service Development

Building on its many years of experience in running cooperative stores, Hong Yung is ambitious to further develop its retail business – running Fu Hong Society's new shop-cum-café at Cronin Garden in Shamshuipo. This provides a platform for retail training as well as more on the job training and employment opportunities for service users. Furthermore, Hong Yung will also integrate its repair and maintenance service with pest control and sterilization business to provide one-stop service and facilitate market expansion.



足球隊蟬聯香港足球復康盾



親子境外遊

社區精神康復服務

持續關愛、連繫社區、延展支援

中途宿舍

服務重點

精神康復者透過中途宿舍服務，獲得適切訓練及加強獨立生活能力，讓他們將來能重新融入社會。然而，每位康復者都有不同的經歷，因此服務既要全面性，亦要多元化——前者配合康復者身、心、社、靈的發展，後者需顧及他們的興趣和喜好。

服務成效

「互助社」

去年獲「殘疾人士創新基金」資助舉辦「你我前路齊共創」計劃，藉此促進精神康復者與社區及其他殘疾人士的交流，擴闊生活經驗。計劃內容包括殘疾歧視條例講座、日營、智障人士義工服務等。另一項重點活動為關顧區內長者，組員曾到訪區內的長者鄰舍中心推廣健康資訊，並上門探訪獨居長者且協助他們清潔家居。活動過程著重賦權予康復者，以實踐助人自助的精神，不僅提升組員的能力，協助他們建立自信，亦能促進社區關懷互愛的精神，達致社區共融。去年參與義工服務的人次達87次，服務時數共236小時，受惠人數超過100人。

「1樂園」

樂團去年應澳門扶康會邀請到澳門演出，讓更多地方的社會人士能欣賞團員的精采表演。除此之外，樂團

亦曾於不同活動演出，例如嘉諾撒聖心書院學校活動及「香港最佳老友」運動電能烹飪比賽等。公開場合的表演除可發揮組員的潛能，亦有助提升康復者的正面形象。

「綜合運動小組」

綜合運動小組包括遠足小組、乒乓球小組、足球小組、游泳小組、健康舞班及跑步小組等，曾舉行多次單元性的戶外康樂活動，吸引超過100位服務使用者參加。服務使用者在鼓勵及支持下，曾參與多項公開比賽，包括「渣打馬拉松2009」、乒乓球比賽及足球比賽。他們在乒乓球比賽中更取得男單冠軍及女單季軍；足球隊則蟬聯香港足球復康盾，成績驕人。活動不但讓服務使用者的身心健康得到改善，且逐步培養運動的習慣。

嶄新活動

中途宿舍於去年推行「一人有一個興趣」計劃，鼓勵服務使用者培養興趣及善用閒暇，並透過多元化的興趣小組，協助服務使用者建立正面、積極的生活模式，為日後返回社區生活作好預備。另外，我們設立了「曙光小組」，讓曾濫藥的服務使用者透過小組分享、個別輔導及檢驗等，預防再次濫藥。同時，去年曾舉辦「親子境外遊」活動，以鞏固康復者與家人的關係，促進他們的溝通與了解，是次活動的參加者都盡興而回。



服務發展

現時入住中途宿舍的服務使用者趨向年輕，他們的經歷及背景亦較複雜。本會將培訓員工相關知職及技巧，與時並進，配合彈性和靈活的工作手法，令服務使用者能克服殘疾，在提升獨立生活能力之餘，亦協助他們重新發現生活的意義和樂趣，寄予希望於日常生活中，使他們重新掌握自己的人生目標和方向。

社區精神健康支援服務

中途宿舍續顧服務

社區精神健康連網

社區精神健康照顧服務

服務重點

本會中途宿舍續顧服務、社區精神健康連網及社區精神健康照顧服務於2009年6月整合為「社區精神健康支援服務」，以更有效運用資源及支援在社區居住的康復者及其家屬，積極推廣社區融合。另外，本會由2009年4月起推行一項嶄新服務——「樂延社」，目標為「推廣快樂、延續支援」，以正向心理為服務的理论基礎，透過一系列的小組工作、社區教育活動、義工活動、個案的延續跟進等，為情緒病、抑鬱症的康復者(曾接受本社區精神健康支援服務的服務使用者)，以及社區夥伴(包括學校、地區團體、精神康復者家屬)提供具預防性及發展性的服務。

服務成效

積極參與醫社合作

社區精神健康支援服務一直與瑪麗醫院、西區精神

科中心及東區尤德夫人那打素醫院精神科保持良好而緊密的合作。透過醫社合作，我們不但能有效地運用轉介系統，讓有需要的服務使用者獲得適切服務，而且能與醫療機構合辦多項活動，包括精神科病房復康小組，讓住院的精神病患者能及早接觸社區資源，為日後重新融入社區作好準備。在2008年11月至2009年6月期間，社區精神健康支援服務與東區尤德夫人那打素醫院及港島區其他精神康復服務機構，合辦「天空海闊II——我想、我看、我自在」攝影展。這項為期8個多月的活動，由攝影工作坊、學習小組、啟動禮，以至巡迴攝影展，讓精神康復者透過攝影表達內心世界，並與社區人士分享。康復者和市民大眾的參與，使活動獲得空前的成功。

社區為本，回應社區的需要

本會於2009年5月參與協辦由香港社會服務聯會發動的全港性活動「好好生活運動」，提倡社會大眾注重精神健康，好好生活面對逆境。本會聯同區內機構於5月16日在海怡半島舉辦了「好好生活運動」攤位遊戲日，共有超過400位人次參與，反應理想。

服務發展

香港精神康復服務的發展以社區為本。面對社會不斷變化、個案越趨複雜，以及服務需求不斷膨脹，本會社區精神健康支援服務將緊貼社會步伐，回應需求。我們致力提供優質服務，以整合模式運作，靈活運用人手和其他資源。另外，每月定期的分享會，有助提升社工對個案管理的質素及團隊支援。在服務發展方面，我們將加強預防精神病的工作，如社區教育活動等；與此同時，持續向精神康復者家屬提供適切的支援。



Community Psychiatric Rehabilitation Services

Continuing care, Connecting with community, Extending support

Halfway House

Service Highlights

The service provided by Halfway House enables persons with psychiatric disabilities to receive appropriate training and strengthen the abilities to lead an independent life, facilitating their re-integration into the society. However, individual difference in the experience of this target group requires the service to be both holistic and diversified, matching service users' physical, psychological, social and spiritual development as well as their interests and preferences.

Service Achievements

Mutual Support Group

"The Way Ahead Together" Programme, organized last year and sponsored by the Innovation Fund for Persons with Disabilities, aimed to enhance exchange among persons with psychiatric disabilities, members of the community and other persons with disabilities and broaden their life experience. The content of the Programme included seminar on Disability Discrimination Ordinance, day camp, and volunteer service for persons with intellectual disabilities. Another focus of the Programme was caring for elders living in the community. Members would visit neighbourhood elderly centres to disseminate health information, and make home visits to live-alone elders to help them with house cleaning. During the process, service users learned how to help people to help themselves. Not only had this enhanced members' abilities and self-confidence, but also promoted mutual care and concern

within the community and facilitated social inclusion. In the year that past, a total of 236 hours of service were rendered by 87 volunteers to more than 100 beneficiaries.

The Music Group "Unison"

Invited by Fu Hong Society of Macau, "Unison" had staged a performance in Macau last year which enabled the public of other regions to appreciate the talents of the Group. Apart from that, the Group had also performed at other social occasions, such as the Sacred Heart Canossian College school programmes and the "Best Buddies Hong Kong" Movement Electric Cooking Competition. Public performances did not only help develop members' talents, they could also promote a positive image of persons with psychiatric disabilities.

Integrative Sports Groups

The Integrative Sports Groups, comprised the hiking group, table tennis group, soccer group, swimming group, aerobic dance group and jogging group, had organized numerous outdoor recreation activities and attracted over 100 service users to participate. With encouragement and support, our service users had taken part in many open competitions including "Standard Chartered Hong Kong Marathon 2009", table tennis competition and soccer competition. While the Groups had achieved impressive results in these contests, winning Men's Singles Champion and Women's Singles Second Runner-up in the table tennis competition, and the Hong Kong Rehabilitation Soccer Shield, what was more important was the improvement in physical and psychological well-being of our service users as well as cultivating their habit of doing exercises.



Visit to Neighbourhood Elderly Centre



Volunteer Activity

Innovative Programmes

The “One Person One Hobby Scheme” launched last year by Halfway House encouraged service users to cultivate their hobbies and well spend their leisure time. It also helped service users build a positive and active life style through a great variety of interest groups, making preparation for their returning to the community at a later time. Moreover, we have formed the “Dawn Group” helping service users with drug-abuse background to participate in group sharing, individual counselling and undertake drug test to prevent them from abusing drugs again. With positive response from the participants, the “Parent-child Outbound Tour” held last year succeeded to consolidate the relationship of service users with their families and enhance their communication.

Service Development

It is noted that service users admitted to Halfway House tend to be younger in age and with a more complex experience and background. To cope with this trend, we will provide relevant training in knowledge and skills for our staff, couple with flexible work approaches to help service users overcome their disabilities, enhance their abilities to lead an independent life, rediscover the meaning and joy of life, infilling hopes in them as well as regaining their life goals and direction.

Community Psychiatric Support Services

Aftercare Service for Dischargees of Halfway House

Community Mental Health Link

Community Mental Health Care Services

Service Highlights

The integration of our Aftercare Service for Dischargees of Halfway House, Community Mental Health Link and Community Mental Health Care Services into the “Community Psychiatric Support Services” in June 2009 has enabled more effective use of resources and support to persons with psychiatric disabilities and their families in the community as well as actively promoting social inclusion. Moreover, starting from April 2009, we have launched an innovation service – the Blissful Club, the goal is to “promote happiness and render continuous support”. Based on the theory of positive psychology and a series of group work, community education programmes, volunteer programmes and case follow-up, the Club provides preventive and developmental services to persons recovered from emotion disorders and depression (service users of our Community Psychiatric Support Services), as well as our community partners (schools, district organizations, family relatives of persons with psychiatric disabilities).

Service Achievements

Hospital-Community Collaboration

Active and close collaboration has been maintained between our Community Psychiatric Support Services and Queen Mary Hospital, Western Psychiatric Centre and the Department of Psychiatry, Pamela Youde Nethersole Eastern Hospital. Such collaboration enables the effective use of the referral system, rendering quality service to service users in need, it has also forged cooperation with medical institutions to launch various programmes. These included conducting rehabilitation groups in psychiatric ward, enabling psychiatric inpatients to become familiar with community resources and prepare themselves to re-integrate into the society. Moreover, the “Beyond Bounds II (I think, I see, I live) Photo Exhibition”, co-organized by our Community Psychiatric Support Services, Pamela Youde Nethersole Eastern Hospital and other psychiatric rehabilitation agencies on Hong Kong Island, was held from November 2008 to June 2009. This 8-month long Programme enabled persons with psychiatric disabilities to express their inner worlds through a variety of activities: photography workshops, learning groups, kick-off ceremony and exhibition tour. The active participation of service users and the general public has made the Programme a great success.

Community-based, Response to Community Needs

Being one of the co-organizers of the “Embracing Challenges Enriching Lives Campaign” initiated by the Hong Kong Council of Social Service in May 2009, our Society helped promote the importance of mental health and advocate the public to face challenges with an enriched life. Joining hands with other district organizations, a Game Stalls Day of the “Embracing Challenges Enriching Lives Campaign” was held at South Horizons on 16 May with enthusiastic response from over 400 participants.

Service Development

The development of psychiatric rehabilitation service in Hong Kong has adopted a community-based approach. Facing the rapid changes of society and the growing complexity of cases as well as the bulging demand for service, our Community Psychiatric Support Services will keep up with the pace of the society and response to its demands. We will strive to provide quality services through an integrated approach and flexible employment of manpower and resources. Moreover, monthly sharing sessions also help strengthen the quality of case management by social workers and facilitate team support. Looking ahead, we will focus on prevention of mental illness, such as organizing community educational programmes and rendering support to families of persons with psychiatric disabilities.



扶康家庭

建立屬於自己的家

目標及使命

邂逅軒 — 第一間扶康家庭 — 貼切地表達創立扶康家庭的原意，促使社區人士在一個自然及溫馨的家居環境內與智障人士相遇，增加他們對智障人士的了解，進而建立一份友愛、甚至家人的關係。

在這愛的精神及家居環境內，智障人士(特別是智障孤兒)享有家庭生活，並突顯了每位智障人士的獨特性及對扶康家庭的個人貢獻。因此在扶康家庭裡，智障人士不是純粹接受服務的角色，而是家庭的共創者。

透過這愛的精神、家庭模式的設計及提升對個別智障人士特性的認識及欣賞，扶康家庭成為一個社區人士與智障人士邂逅，及建立彼此關係的地方，也是智障人士享有家庭生活及完全融入社會的實踐。

實踐及工作

超瑩軒

在上述使命的推動下，扶康會過去數年積極籌備及尋找合適的單位，終於在2008年11月成立了第四間扶康家庭 — 超瑩軒。此家庭的命名是紀念兩位離世的扶康家庭智障成員樊偉超及蘇小瑩。

在成立超瑩軒的籌備過程中，也充份表現扶康家庭精神的特色 — 社區人士在不同層面參與及付出，如捐

款或捐贈傢俱、宣傳及募捐、提供意見等，在此本會感謝所有熱心人士的支持。超瑩軒的室內設計及用料也體現扶康家庭的精神，例如顏色的選取是以突出家庭溫馨氣氛為主。

六位智障人士、兩位兄長及三位家母於2008年11月10日正式入住超瑩軒，開始融成家庭的旅程。經過幾個月的生活，扶康家庭慢慢塑成，智障成員表示很喜歡超瑩軒的家居環境及家庭氣氛。他們的家屬亦表示，看到他們由陌生、抗拒及害怕，到熟絡、互助及樂意住在超瑩軒感到安慰，也不必再為他們的未來擔憂，因為他們找到一個家了。

青少年的參與

近年有更多學校及青少年團體參與扶康家庭的活動。除了一般的家訪外，我們與不同青少年團體一同參與各項活動：

2008年10月19日	扶康家庭聯歡會(由青少年團體策劃，約有40位青少年參與)
2008年11月29日	海洋公園一日遊(扶康家庭與學生共同策劃)
2009年3月8日	有機農場燒烤(由青少年團體策劃)

這提升了青少年對智障人士的認識，並消除了對智障人士的誤解及標籤。有位青少年表示，以為很難與智



與青少年義工一起參與戶外活動



與固定朋友聚會

障人士相處，需要費心照顧他們，從來沒想過會與他們一起參與的聯歡會是多麼輕鬆及開心。另一位青少年則表示，原來每一位智障人士都是這麼獨特及不同。

展望

扶康家庭為扶康會轄下的自負盈虧服務計劃。目前，其中三間扶康家庭——邈逅軒、婉明軒及和諧軒，均獲香港賽馬會慈善信託基金透過「香港賽馬會社區資助計劃」捐助部份經費，得免於承受經濟壓力、專注家庭發展。但超瑩軒則須另覓資源，因此我們推動「扶康家庭助養計劃」，邀請社會熱心人士與扶康會共同實踐及宣揚扶康家庭的使命。助養計劃與一般募捐形式不同，透過計劃，助養者每季會收到由扶康家庭所準備的成員報告、心意製作、家訊或活動探訪邀請等。參與者能定期了解智障成員的近況，藉此維繫並加深彼此間的關愛。本會期望透過此計劃，讓更多人了解智障人士的需要，給予積極的回應。

隨着扶康家庭不斷的發展，我們期望與每位固定朋友及捐助人士維持經常性聯繫。為此，由下一年度起，我們會製作扶康家庭季刊，使每位扶康家庭之友更融入這大家庭。



Casa Famiglia

Building a Family

Goal and Mission

Encounter Casa Famiglia, the first of its kind, aptly reflects the original idea of Casa Famiglia. It enables members of the community to relate with persons with intellectual disabilities in a natural and cozy home environment, through which their understanding of the latter is enhanced and genuine friendship or even family relationship is formed.

Embraced in the spirit of love and a family environment, persons with intellectual disabilities (especially the orphans) are able to enjoy family life and exhibit their uniqueness and contribution to Casa Famiglia. That is why persons with intellectual disabilities are not merely service recipients in Casa Famiglia, they are co-creators of the family.

Through the spirit of love, the design of a family, and understanding and appreciation of the uniqueness of each person with intellectual disability, Casa Famiglia becomes the point of encounter between members of the community and persons with intellectual disabilities. It is also a place to cultivate interpersonal relationship as well as the reality where persons with intellectual disabilities are able to enjoy family life and integrate fully into the society.

Our Work

Radiance Casa Famiglia

Driven by the above mission, Fu Hong Society had actively planned and identified suitable location for years to set up the fourth Casa Famiglia – Radiance, which was finally established in November 2008. This Casa Famiglia is named in remembrance of two deceased members with intellectual disabilities, Fan Wai Chiu and So Siu Ying.

The planning process of the Radiance Casa Famiglia had also witnessed the unique spirit of Casa Famiglia – members of the community getting involved at different levels, such as donation in cash or kind, helping in publicity and fundraising activities, and offering suggestions. In this regard, we are grateful to the enthusiastic support from all sectors. Moreover, Radiance's interior decoration and use of materials also reflected the spirit of Casa Famiglia, such as choosing a colour that brings out the cozy atmosphere of a warm family.

On 10 November 2008, six persons with intellectual disabilities, two elder brothers and three housemothers moved in the Radiance Casa Famiglia, commencing the journey of forming a family. After several months of living together, members with intellectual disabilities expressed their



satisfaction with the home environment and atmosphere, Casa Famiglia was gradually formed. Their family members were also relieved to see them from feeling odd, resistant and anxious to getting familiar, helping one another and willing to stay in Radiance Casa Famiglia. There is no need to worry about their future because they have found a home.

Youth Participation

In recent years, there were more schools and children and youth organizations participating in Casa Famiglia's activities. Apart from making home visits, these organizations had also joined us in different kinds of activities:

19 October 2008	Casa Famiglia Social Gathering (organized by children and youth organization with 40 youth participants)
29 November 2008	Fun Day at Ocean Park (co-organized by Casa Famiglia and students)
8 March 2009	Barbecue at Organic Farm (organized by children and youth organization)

The above programmes had enhanced youth's understanding of persons with intellectual disabilities as well as removed their misunderstanding and stigmatization towards the latter. One of the youths revealed his initial assumption that it was difficult to relate with persons with intellectual disabilities whom required a lot of care from others. He had never dreamt how exciting and happy it would be to spend time with them. Another youngster remarked that every person with intellectual disability was so unique and different.

The Way Ahead

Casa Famiglia is a non-subsented project of Fu Hong Society. Currently, three of the Casa Famiglia units – Encounter, Splendor and Concordia are partly supported by donations from the Hong Kong Jockey Club Charities Trust under the Hong Kong Jockey Club Community Project Grant. This has enabled these Casa Famiglia units to be free from financial strain and focus on family development. In the case of Radiance, nevertheless, it has to seek alternative resources and the "Casa Famiglia Sponsorship Programme" has been implemented. We invite members of the community to join hands with Fu Hong Society to advocate and carry out the mission of Casa Famiglia. Different from other fundraising activities, the Programme enables donors to receive quarterly report prepared by Casa Famiglia, art and craft gift, newsletter and programme invitation. Participants are able to keep up with the recent development of persons with intellectual disabilities regularly, thus maintaining and enhancing mutual love and concern. The goal is to arouse greater concern and active response towards the needs of persons with intellectual disabilities.

With the continuous development of Casa Famiglia, we would like to maintain constant contact with every friend and donor. In view of that, we will publish quarterly publication of Casa Famiglia to encourage friends of Casa Famiglia to integrate into this big family.



自閉症人士服務

牽蝶中心 - 自閉症人士發展及支援中心的蛻變

自2006年8月1日起，本會的自閉症人士發展及支援中心（簡稱中心）開始投入服務。中心為自閉症人士、其家人及照顧者提供活動和服務。

本會成立自閉症人士服務中心實有賴凱瑟克基金、愛心聖誕大行動（一項由南華早報及香港電台聯合主辦的籌款活動）、香港賽馬會慈善信託基金、余兆麒醫療基金、東瀛遊旅行社有限公司及攜手扶弱基金的鼎力支持和慷慨贊助。

一直以來，中心著力於拓展、鞏固和革新。我們一切從零開始，深信成立專門的自閉症服務中心的計劃具體可行。過去三年，自閉症人士發展及支援中心已發展成一所擁有11位員工，提供多元化服務和活動的專職中心，服務範圍包括臨床服務、培訓服務、學校服務及支援服務。

日間服務

日間服務主要為自閉症青少年及成人提供小組培訓及一對一的指導服務。本服務旨在協助參加者從學校/家庭生活順利過渡至工作的環境，以及參與社區為本的活動。透過一系列多元化的活動，培養服務使用者在

社交、自我照顧、社區生活和公開/庇護就業方面的技能。

課餘及假期活動

課餘活動專為特殊及主流學校內患有自閉症的學生而設。除課餘活動外，中心亦為患有自閉症的兒童及青少年於暑假及其他假期期間安排社交及培訓活動，讓他們持續學習和接受訓練。

中心為參加者提供一系列社交、康樂、體育、藝術和學術性活動，內容充滿創意，而且極富刺激和趣味性。

六星俱樂部

每逢星期六上午舉行的六星俱樂部，旨在為服務使用者提供與朋輩社交的機會，鼓勵他們尋求社會支援和參與閒暇活動。

服務發展

中心經過三年的運作，累積寶貴經驗，有助員工掌握服務的重點和優先次序。為確保服務可以持續發展，



個別治療



培訓服務

扶康會將致力以滿足自閉症人士的需要，並在財政穩健的狀況下持續發展服務。

由2009年6月1日起，自閉症人士發展及支援中心改名為牽蝶中心。中心為照顧更多不同年紀、不同需要而患有自閉症及發展障礙的人士，採用了嶄新的服務形式，其中包括四項主要服務：臨床服務、培訓服務、學校服務和支援服務。

臨床服務

臨床服務包括評估服務、個人及小組治療。透過評估，可以更清楚了解服務使用者的需要、能力和不足之處，以及他們在日常生活、學校、遊戲和閒暇時間面對的困難。透過個人及小組治療（例如感覺統合治療、社交及溝通技巧訓練、小肌能及書寫技巧訓練），協助他們發展各方面的能力，同時為家長提供家居訓練和管教策略的知識，協助他們面對挑戰。

培訓服務

培訓服務主要為負責照顧患有自閉症及其他發展障礙人士的照顧者、教育及康復專業人員，提供系統性及實務性的訓練。

學校服務

針對在主流學校或學前教育的學生，協助他們解決在課堂學習和與朋輩交往遇到的困難，中心會按學生、學校及教職員的需要，提供適切的臨床服務及培訓服務。

支援服務

支援服務為服務使用者及其家人提供輔導及家長支援服務。社交會所服務專為患有自閉症的青少年及成人、患有亞氏保加症或相關發展障礙的人士而設，提供社會支援和鼓勵互相扶持。



Services for Persons with Autism

Transition from Development and Support Centre for Persons with Autism to Hin Dip Centre

On 1 August, 2006, Development and Support Centre for Persons with Autism (DSCPA) commenced service provision. The Centre offered programmes and services to persons with autism and those who care for and work with them.

The successful establishment of DSCPA was made possible with generous support and sponsorship from the Keswick Foundation, Operation Santa Claus (a fundraising programme jointly organized by the RTHK and SCMP), The Hong Kong Jockey Club Charities Trust, the S.K. Yee Medical Foundation, Evergloss Tours Co. Ltd. and Partnership Fund for the Disadvantaged.

The past years were years of exploration, consolidation and reinvention. We began with nothing except a belief that the establishment of a specialized autism service centre, indeed, was a realistic plan. In the past three years, DSCPA has grown to a centre with 11 employees and a myriad of service programmes including clinical service, training service, school service and support service.

Day Programme

The Day Programme provided group training and one-to-one coaching services to adolescents and adults with autism.

This programme was designed to facilitate the successful transition from school and/or home to workplace environment and community-based activities for the participants. They were engaged in a wide range of activities for acquisition of skills pertinent to social interaction, self-care, community living, and open/sheltered employment.

After-school and Holiday Programmes

After-school programme were launched to cater for students with autism of special and mainstream schools. In addition to this, holiday programmes were also provided to meet the needs of children and adolescents with autism for continuation of learning process, social interaction and training stimulation during summer and other holidays.

The participants were provided with social, recreational, sports, arts and academic activities which were creative, stimulating and amusing.

Saturday Club

The Saturday Club was held in the morning of every Saturday. The aim was to provide service users with the



opportunities to socialize with peers, obtain social support and participate in leisure activities.

The Way Ahead

After the three-year practical experience of running DSCPA, staff members have made some observations on the service priorities. To sustain future growth, Fu Hong Society is committed to developing a service that is able to respond to the critical needs of persons with autism, and support financial sustainability of DSCPA.

As of 1 June, 2009, DSCPA has been renamed Hin Dip Centre, and undertaken a new service structure that aims to meet the needs of persons with autism of different ages and impairment levels. The four main types of service to be offered include Clinical Service, Training Service, School Service and Support Service.

Clinical Service

Clinical service includes assessment, individual and small group treatments. From assessment we understand the needs, strength and weakness of the service users, the difficulties they faced in daily life, school, as well as play and leisure time. Through individual and small group treatments (e.g. Sensory Integration Therapy, Social and Communication

Skill Training, Fine-motor and Handwriting skills training), we facilitate them to build up their abilities, educate parents on home training and parenting strategies to overcome those challenges.

Training Service

Training service provides systematic and practical training to carers, teaching and rehabilitation professionals, who care and work for persons with autism and other developmental disabilities.

School Service

Students in mainstream schools and pre-schools face difficulties in classroom learning and social interaction with peers. Clinical service and training services will be provided according to the needs of the students, schools, and their teaching professionals.

Support Service

Support service provides counselling, parent support services for our service users and their families. Social Club service is designed for adolescent and adult with autism, Asperger Syndrome or related developmental disabilities, enabling them the opportunities for social and mutual support.



第五屆「互唱共融齊OK」殘疾人士卡拉OK比賽



義工活動

2009/05/03

地區支援服務

回應社區內智障人士的需要

服務重點

扶康會於1985年開創了「家居訓練計劃」，為正在輪候日間展能中心或宿舍的智障人士，提供上門訓練的過渡性服務。直至1986年「家居訓練計劃」正式獲社會福利署撥款資助，並正名為「家居訓練服務」。2002年12月社會福利署為「家居訓練服務」注入新的服務概念及模式，由過渡性服務演變為支援性服務，服務對象除了智障人士外，也包括殘疾人士，並易名為「家居訓練及支援服務」。

2009年1月1日「家居訓練及支援服務」再次轉營，成為「地區支援中心」，並以原有的家居訓練服務為基礎，加入假期照顧服務、家居托護照顧服務、嚴重殘疾人士日間照顧服務、社區教育活動及偶到服務等新元素，讓殘疾人士在其社區中，能更方便地獲取多元化的支援服務。

服務成效

家居訓練及支援服務

家居訓練及支援服務透過提供各整合康復服務及運用社區資源，為殘疾人士及其家人提供家居訓練和建立支援網絡。截至2008年12月31日，共有237位服務使用者，每月平均為其中80位訓練服務會員提供6,000小時

訓練。為建立社區網絡，家居訓練及支援服務亦於屯門及元朗區與95個地區組織，建立了恆常的合作關係，讓服務使用者更方便地獲取社區資源。每年服務單位亦會聯同區內其餘六個服務單位舉辦「互唱共融齊OK」殘疾人士卡拉OK比賽，本年度活動已踏入第五屆，參賽人數共228人，不但突破了以往的參賽記錄，而決賽當日出席活動的人數亦增至500人，令活動成為區內殘疾人士每年一度的重要盛事。

假期照顧服務

此服務讓智障人士於學校長假期、公眾假期、星期六及日，在其家長/照顧者因事未能照料他們的時候，得到適當的照顧服務。截至2008年12月31日，共有237位服務使用者已登記使用假期照顧服務。根據社會福利署的津助要求，機構須於3年內提供40,000小時的服務予有需要的人士；本會自2005年10月至2008年12月期間，共提供了68,844小時的服務，較社會福利署的要求高出72%。

家居托護照顧服務

此服務是為有需要的智障人士家庭提供按小時收費的到宅照顧或定點機構照顧服務，讓智障人士在其家長/照顧者因事未能照料他們的時候，得到臨時的適當照顧。截至2008年12月31日，共有111位服務使用者登記使用假期照顧服務。由2005年10月至2008年12



社區教育活動



服務單位開放日

月，本服務共提供了11,690小時的服務（完成比率達116.9%）。

服務發展

「地區為本」的一站式多元化殘疾人士服務

扶康會在水圍天澤邨的地區支援中心會址，預計於2009年12月投入服務，屆時能夠為天水圍的服務使用者、其家人和照顧者提供一站式的服務和支援。中心透過提供一系列的支援服務，強化居住在社區中的殘疾人士的家居及社區生活技能，協助他們融入社區。中心並為殘疾人士的家人/照顧者提供訓練及支援，提升他們照顧殘疾人士的能力，並舒緩他們的壓力。未來我們會全面發展以下的服務：

訓練及支援服務：為殘疾人士提供個人/小組訓練及支援服務，強化他們的家居及社區生活技能。

個人發展服務：為殘疾人士提供康樂、社交及個人發展服務。

照顧者訓練活動：為殘疾人士的家人/照顧者提供訓練活動、教育課程、講座及工作坊等，加強他們的照顧能力。

假期照顧及家居托護照顧服務：提供支援服務予殘疾人士的家人/照顧者，舒緩他們照顧殘疾家人的壓力。

社區教育活動：定期於社區內舉辦推廣活動，介紹有關的服務及殘疾人士的資訊；舉辦義工訓練課程及義工活動等。

遇到服務：開放服務單位場地，讓殘疾人士能隨時到服務單位獲取服務。

轉介服務：介紹社區資源及轉介適切的福利服務。

嚴重殘疾人士日間照顧服務：為嚴重殘疾人士提供日間照顧及護理服務。



Volunteers of the Service



Christmas Party

Community Support Services

Fulfill the Needs of Persons with Intellectual Disabilities in the Community

Service Highlights

Initiated by Fu Hong Society in 1985, the “Home-based Training Programme” was a transition service that provided home-based training for persons with intellectual disabilities who were waitlisting for day training centres or hostels. A year later, the Programme received formal subvention from the Social Welfare Department and was officially named “Home-based Training Service”. In December 2002, new concepts and models were introduced to the Service which was then renamed as “Home-based Training and Support Service”. Over the years, the Service has evolved from a transition service to support service with targets extending to include persons with physical disabilities as well.

On 1 January 2009, the “Home-based Training and Support Service” was again revamped as the “District Support Centre”. With home-based training service as its base, new components including holiday care service, family-based respite care service, day care service for persons with severe disabilities, community education programmes and drop-in service are introduced, enabling persons with disabilities to have easy access to diversified support service in their community.

Service Achievements

Home-based Training and Support Service

Through the provisions of integrated rehabilitation

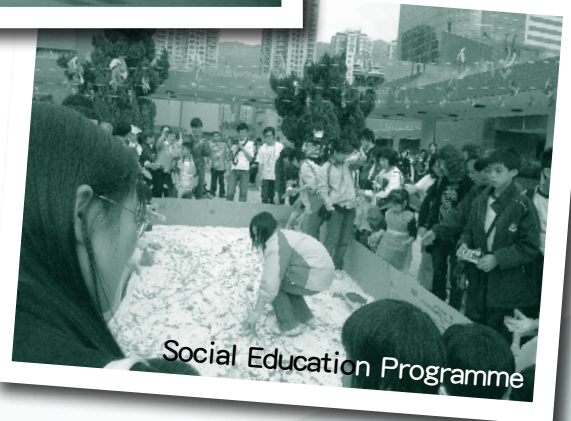
service and employment of community resources, the Home-based Training and Support Service aims to render home-based training and establish supportive networks for persons with disabilities and their families. By 31 December 2008, there is a total of 237 service users under this Service, rendering 6,000 hours of training per month to 80 members of the Training Service. To establish community networks, our Home-based Training and Support Service has also maintained constant collaboration with 95 district organizations in Tuen Mun and Yuen Long, offering easier access for service users to community resources. Each year, the seven service units within the district will organize the “Social Inclusion Singing Contest”. Entering its fifth year, not only had the number of contestants reached the record-breaking 228, there were actually 500 participants on the day of the Contest, making it an annual spectacular event for persons with disabilities in the community.

Holiday Care Service

This service enables persons with intellectual disabilities to receive proper care during school long vacation, public holidays, Saturdays and Sundays, and when their parents/carers are unable to take care of them because of other commitments. There is a total of 237 service users registered for the Holiday Care Service by 31 December 2008. According to the subvention stipulations of the Social Welfare Department (SWD), the service organization is required to render 40,000 hours of service to users in three years time. From October 2005 to December 2008, our Society has offered 68,844 hours of service which exceeds SWD’s requirements by 72%.



The 5th "Social Inclusion Singing Contest"



Social Education Programme

Family-based Respite Care Service

This service renders hourly-charged family-based or designated service unit care service for the families of persons with intellectual disabilities, enabling persons with intellectual disabilities to receive temporary and proper care when their parents/carers are unable to take care of them because of other commitments. There is a total of 111 service users registered for this Service by 31 December 2008. From October 2005 to December 2008, our Service has provided 11,690 hours of service (completion rate reached 116.9%).

Service Development

Community-based One-stop Diversified Services for Persons with Disabilities

Planning to commence its service in December 2009, Fu Hong Society's District Support Centre at Tin Chak Estate in Tin Shui Wai renders one-stop service and support to service users, their families and carers. Through the provision of a series of support service, the Centre helps to strengthen the life skills of persons with disabilities at home and in the community, and assists them to integrate into the community. Moreover, the Centre will also provide training and support for families and carers of persons with disabilities, enhancing their caring capacity and relieving their burden of care. Looking ahead, we will focus on developing the following services:

Training and Support Service: To provide individual/group training and support service for persons with disabilities, to strengthen their life skills at home and in the community.

Personal Development Service: To provide recreational, social and personal development service for persons with disabilities.

Carer Training Programme: To provide training programmes, education courses, talks and workshops for families/carers of persons with disabilities that enhance their caring capacity.

Holiday Care and Family-based Respite Care Service: To provide support service for families/carers of persons with disabilities, to relieve the pressure on them to take care of family members with disabilities.

Community Education Programmes: To organize regular promotional programmes in the community which introduce relevant service and information of persons with disabilities; conduct volunteer training course and organize volunteer services.

Drop-in Service: To keep venues at the service unit open for persons with disabilities to drop in and obtain service.

Referral Service: To introduce community resources and referral to appropriate welfare services.

Day Care Service for Persons with Severe Disabilities: To provide day care and healthcare service for persons with severe disabilities.



感覺統合治療



鐳射激光穴治療

輔助醫療服務

適切服務 與時並進

職業治療師及物理治療師因應服務使用者不同的能力程度、年齡、殘障類別等的需要，經過多方面的評估，作出適切及多元化的治療服務，並隨著時代的轉變，不斷引入先進的治療方法，全面協助服務使用者過獨立的生活。

家居改裝顧問服務

家居訓練及支援服務（現稱地區支援中心）的職業治療師不斷作出很大的努力，協助服務使用者適應社區生活。他們提供家居評估服務，先確定服務使用者的殘障情況所帶來的家居生活問題，然後提供相應的專業意見，如更改住所的間隔、增添輔助器具或改動設施的尺寸，並訓練服務使用者如何使用及適應，務求令他們能在家居自行活動，如烹飪、應付如廁及洗澡的生活需要，增強他們的自信心以過獨立生活。另外，職業治療師亦會為電動輪椅使用者提供一連串的評估及訓練，協助他們能自行操控電動輪椅，使用社區設施，融入社會。

感覺統合治療服務

「自助餐」小組

背景及目的：

隨着社會對感覺統合治療服務的需求增加，輪候服務的人數亦不斷上升。有見及此，開辦了一個名為「自助餐」的感覺統合治療小組，並由職業治療師主理。開辦此小組有三個目的：讓參加者透過參與治療活動，改善其感覺統合失調問題；家長/照顧者在職業治療師的

指導下，學習如何帶領及協助參加者進行感覺統合治療活動，並將所學的技巧運用於家居感覺統合治療活動上，幫助他們更快改善問題；減少輪候人數，讓更多人受惠。

服務對象及模式：

「自助餐」小組的服務對象是患有感覺統合失調的兒童，年齡為6至12歲。參加者必須有一定聽從指令的能力，以配合治療活動。如參加者缺乏聽從指令的能力，則較適合接受個別治療。「自助餐」小組由一位職業治療師及一位助理活動導師督導，家長/照顧者則帶領及協助參加者輪流進行各項感覺統合治療活動，並將他們的表現記錄下來。

成效及發展：

根據評估及家長報告的結果顯示，服務使用者在參與「自助餐」小組後各方面均有改善，包括增強肌肉耐力、提升活動持久力、改善觸覺和前庭覺過敏的情況，減少自我刺激行為等。「自助餐」小組開辦初期，每組參加人數為4人。由於反應踴躍，從2009年1月起，每組人數增加至8人，讓更多人士能夠受惠。

自閉症人士服務

本會致力發展專門訓練/治療予自閉症人士，於2007年4月1日舉行了自閉症服務研討會暨中、港、台、新加坡經驗結合分享會，希望透過會議喚起政府及業界對本港自閉症服務的關注。



智障人士體重控制先導計劃

肥胖與健康是世界關注的題目，但對於智障人士，此方面的研究甚少。因此，本會物理治療師統籌推行體重控制先導計劃，透過健康飲食、運動及鐳射激光穴位治療，為智障人士進行體重控制，計劃已完成五期。經分析後，第一期健康飲食療法對服務使用者的體質指數有明顯改善。

計劃：

以「健康飲食療法」為較肥胖的服務使用者減輕體重，成效較佳。另外，由於每位服務使用者參與程度不一致，「運動療法」較難推行。科研小組將於2009年9月制定策略和飲食/運動方案，於日常生活中為服務使用者增加運動元素，發展運動餐單，並配合服務使用者的參與能力等。

計劃達成的效益：

這項計劃是跨專業合作的成果。計劃得到義務營養師、義務針灸專家、資深護士、物理治療師及計劃的科研小組各成員的支持，就餐單、運動及針灸穴位的設計、推行計劃的安排、收集數據的方法等作出不少建議及支援。在服務單位內，計劃亦得到家長和各方的支持，得以順利完成。

運動推廣小組

服務使用者年紀漸長，肌能日漸退化，我們相信持續進行體能活動和運動可維持並改善他們的健康狀況。根據世界衛生組織的資料顯示，持續進行平均每週三

次，每次最少30分鐘的中等強度的體能活動和運動，是令身體健康的體能活動量的最低要求。

有見及此，物理治療師於2008年7月成立運動推廣小組，藉此檢討本會服務使用者目前參與體能活動的情況，了解服務單位推行體能活動/運動時所面對的困難，並與不同推廣運動的組織和教練交流意見，從而提出建議，持續改善服務質素。小組成員認為可以透過趣味、健康及精英三個層面三個階段，推行Fun、Fit、Elite運動金字塔，以有效向服務使用者推廣運動。小組策劃及定期安排運動同樂日，讓服務使用者能夠在專業教練的指導下接受訓練，發揮潛能。我們將安排有潛質的服務使用者進入第二階段，接受一連串有系統的訓練，掌握有關運動的技巧。

除了以上的多元化適切服務，治療師在安全事宜上亦扮演重要角色。

安全事宜

員工的工傷數字正按年遞減，令人鼓舞。員工的安全意識逐漸提升，治療師積極參與培訓及分析等工作，並就輔助器具提供專業意見，加強服務單位的環境安全，讓服務使用者及員工得到保障。另外，本會鼓勵員工參加公開的職安健常識問答比賽及全港傑出職安健員工嘉許計劃，員工更屢獲獎項，實在令人感到欣喜。



Sensory Integration Therapy



Training of operating electronic wheelchair

Paramedical Services

Quality services that keep up with time

Based on the needs of service users with different abilities, age and types of disability, our occupational therapists and physiotherapists conduct various assessments and provide timely and diversified treatments, as well as employing advanced therapies in time to enable service users to lead an independent life.

Consultancy service on home modification

Great efforts have been spent by occupational therapists of our Home-based Training and Support Service (now renamed as District Support Centre) in assisting service users to adapt to life in the community. As an initial step, they would conduct an assessment on service users' home environment and identify problems caused by their disabilities to home life. Professional advice on home modification, such as altering indoor partitions, installing aids and devices or adjusting the size of the facilities would then be offered, and service users are trained to use and adapt to the alternations to enable them to move freely around the home and cope with basic needs, such as cooking, toileting and bathing. The aim is to enhance their self-confidence to lead an independent life. Moreover, our occupational therapists would conduct a series of assessment and training to help service users operate the electronic wheelchair, enabling their use of public facilities and social integration.

Sensory Integration Therapy Self-help Group

Background and Objectives

As the societal demand for sensory integration therapy increased, there existed a longer waiting list for the service of our Sensory Integration Centre. In response, a Self-help Group on sensory integration was formed and conducted by the occupational therapists of our Centre. The Group's objectives included: to improve the sensory integration dysfunctions of service users through participation in therapeutic activities; under the guidance of occupational therapist, parents/carers learn how to lead and assist service users to carry out sensory integration therapeutic activities which facilitate them to employ what they learned in the home environment and attain faster improvement; to shorten the waiting list and enable more people to benefit.

Service Targets and Approach

The Self-help Group was targeted at children aged 6 to 12 who suffered from sensory integration dysfunction. Participants who received therapeutic treatments were required to possess ability to follow instructions, while individual therapy was recommended for those who lacked such ability. The Self-help Group was supervised by an occupational therapist and an assistant programme worker, with parents/carers helping to lead and assist participants carry out different types of sensory integration therapeutic activities and make records of their performance.



Achievements and Service Development

According to assessment outcomes and parents' report, improvements in various aspects were noted after service users joining the Self-help Group. These included increase of muscle endurance and

activity tolerance level, improvement in the sense of touch and condition of hypersensitivity in vestibular stimulation, and the reduction of self-stimulation behaviour. In view of participants' enthusiastic response, from January 2009 onwards, the quota for each group will increase from 4 to 8, enabling more people to benefit from the Group.

Service for Persons with Autism

Concentrating our efforts to develop specialized training/therapy for persons with autism, a Seminar on Autism Service cum Experience Sharing Session - China, Hong Kong, Taiwan and Singapore was held on 1 April 2009 with the aim to arouse the concern of Government and the sector towards autism service.

Bodyweight Management Pilot Project for Persons with Intellectual Disabilities

Obesity and health are the subjects of global concern, while studies on persons with intellectual disabilities in this regard are rare. In response, the Bodyweight Management Pilot Project was launched by our physiotherapists to manage the bodyweight of persons with intellectual disabilities through healthy diet, exercises and laser acupuncture. The Project has already completed its five stages and analysis shows that the Healthy Diet Therapy employed at the first stage has significant positive effect on the Body Mass Index of the service users.

Project

Better results were achieved using the "Healthy Diet Therapy" to manage the bodyweight of obese service users, whereas it was more difficult to employ the "Exercise Therapy" because of variations in service users' competence. The research working group will formulate strategies and a diet/exercise plan in September 2009, to strengthen the component of exercise in service users' daily life and develop an exercise menu that suits their capability.

Project Outcomes

Bearing the success of multi-disciplinary collaboration, the Project had received enormous and voluntary support from a number of professionals including dietitian, acupuncture

expert, senior nurse, physiotherapist and members of the Project's research working group. They had offered many valuable suggestions and support in various aspects, including the design of the diet menu, exercise and acupuncture points, implementation plan and methods of data collection. Moreover, the Project also received support from all parties and the parents within the service units which enabled it to run smoothly.

Sports Promotion Group

With the aging of service users and their physical health deteriorates, we believe regular physical activities and sports can maintain and improve their health conditions. According to the World Health Organization, maintaining at least 30 minutes medium grade physical activities and sports regularly for three times a week is the minimum requirements of physical activities for a healthy body.

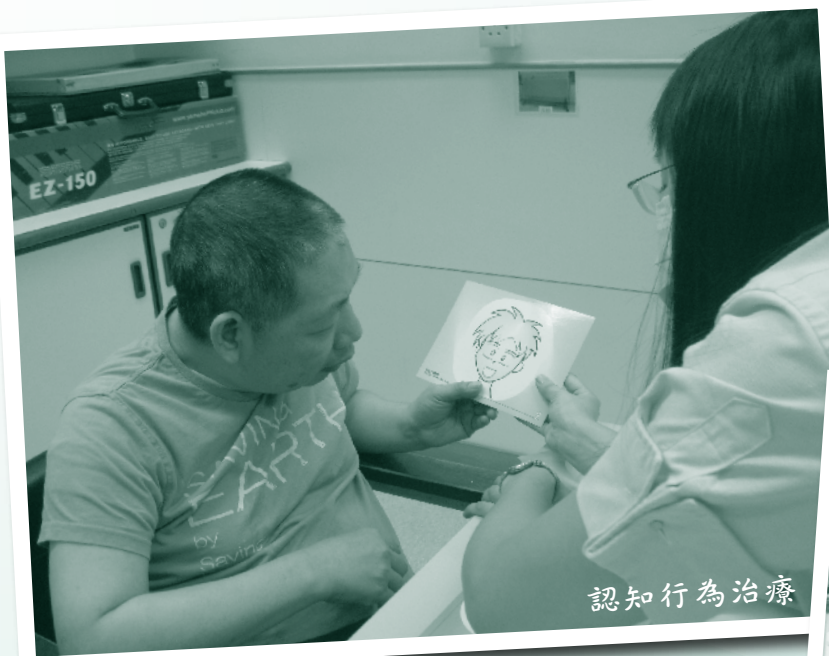
In view of the above, a Sports Promotion Group was formed by our physiotherapists in July 2008. The Group served to evaluate our service users' current participation in physical activities, identify the problems in promoting physical activities and sports by our service units, and exchange views with different organizations and coaches that work for sports promotion, with the aim to offer recommendations for continuous improvement. Members of the Group proposed to launch the Fun, Fit, Elite sport pyramid which encouraged service users to take part in sport activities by three levels and three stages. Moreover, Sports Fun Day was organized regularly by the Group to enable service users to receive training and develop their potentials under professional coaches. Service users with good potentials would be arranged to receive a series of systematic training in sports skills during the second stage.

Apart from rendering the above timely services, our therapists have also played a significant role in safety matters.

Safety Matters

It is encouraging to see that the number of staff work injuries is decreasing by year. Staff's safety awareness has been enhanced with active involvement of our therapists in training and analysis work, and offering professional advice to the installation of assistive devices to enhance the environmental safety of service units and protection for service users and staff. Furthermore, our Society has also encouraged staff to participate in public safety quiz and the Best OSH Employees Award Scheme. Numerous awards were won by staff in these attempts.





認知行為治療



性教育講座

臨床心理服務

心理治療及諮詢服務

服務重點

提供心理評估、心理治療、諮詢及培訓服務

臨床心理學家因應服務使用者的個別需要，提供評估及個人、家庭或小組形式的治療和諮詢服務。此外，臨床心理學家亦會培訓本會員工，協助提升服務質素；又為家長及照顧者提供與服務使用者有關的諮詢服務，幫助他們處理壓力。

服務成效

處理挑戰性行為 — 加強職員培訓

臨床心理學家提供一系列的職員培訓課程，以協助職員更有效地處理行為問題。培訓內容包括：認識挑戰性行為、行為評估、行為處理、個案討論及處理方法等。本會亦正編寫「行為處理個案小冊子」，收錄和整理不同類型挑戰性行為的個案及處理的參考資料，以供各服務單位日後按需要參閱及使用。

智障人士性教育

基於傳統禁忌或學習上的障礙，智障人士的性教育往往被忽略。但事實上，智障人士也有性需要及遇到與性有關的問題。臨床心理學家舉辦性教育小組，與智障人士探討有關問題，當中包括自我保護、社交禮儀、與異性相處之道、談戀愛及婚姻等。臨床心理學家亦會就服務單位的性教育課程提供意見，讓服務使用者正確認識與異性相處之道，保護自己免受侵犯，以及適當地處理性需要。

情緒處理小組

本會在數年前起已在服務單位推行以「情緒管理」為主題的小組。數據顯示，小組能有效減少挑戰性行為的出現。事實上，不少臨床研究證明，認知行為治療能有效幫助智障人士學習面對壓力、處理情緒及解決問題。本會將繼續推行情緒處理訓練小組，令更多智障人士受惠。



員工培訓



鬆弛活動

服務發展

提供心理服務予自閉症人士

臨床心理學家透過本會自閉症人士服務中心——牽蝶中心，為有需要的人士進行自閉症診斷、智力評估、心理評估及心理治療等服務。亦會透過中心舉辦小組訓練及講座，為自閉症人士及其家長和照顧者提供多元化的服務。



Clinical Psychology Services

Psychotherapy and Consultation Service

Service Highlights

Providing psychological assessment, psychological treatment, consultation and training service

Assessment by clinical psychologists is rendered to service users based on their individual needs. Individual, family and group therapy and consultation are also offered. Moreover, training is offered to our staff to enhance the quality of service provided. For parents and carers in need, our clinical psychologists also provide expert opinion and support in matters related to service users to help ease their stress.

Service Achievements

Managing challenging behaviour - enhanced staff training

A series of training courses by clinical psychologists are conducted for staff to strengthen their management of service users' behavioural problems. The content of the courses include: understanding challenging behaviour, behavioural assessment, behavioural management, case discussion and management approach. We are also preparing "Casebook on Behavioural Management" which contains reference materials on different types of challenging behaviour and their management approaches, catering for future reference and use by service units.

Sex Education for Persons with Intellectual Disabilities

Owing to traditional taboos or learning difficulties, sex education for persons with intellectual disabilities is often neglected. The fact is they also have sexual needs and encounter problems related to sex. In this regard, sex education groups conducted by clinical psychologists are held



to help service users explore the issues on self-protection, social etiquette, appropriate interaction with the opposite sex, love, dating and marriage. Clinical psychologists will also advise on the curriculum of sex education designed by service units to educate service users about the proper way to relate with the opposite sex, protect themselves from being harmed and manage sexual needs.

Groups on Emotion Management

For several years, groups on “Emotion Management” have been conducted by our service units. They are found to be effective in reducing service users’ challenging behaviours. Many clinical researches have also proved that cognitive behavioural therapy can effectively help persons with intellectual disabilities manage their stress and emotions, and solve problems. We will continue our effort in this respect to enhance the emotion management skills of persons with intellectual disabilities.

Service Development

Providing psychological services for persons with autism

Diagnostic assessment on autism, intellectual assessment, psychological assessment and psychotherapy service are rendered by clinical psychologists at the Hin Dip Centre, our service centre for persons with autism. Moreover, diversified services including group trainings and talks are also organized by the Centre for persons with autism and their family members and carers.



健康護理服務

全面健康護理

服務重點

中途宿舍服藥訓練計劃

扶康會自1997年起，除了為智障人士及殘疾人士提供復康服務外，更開展了中途宿舍服務，為精神康復者提供一個治療環境，透過群體生活和康復訓練，提升他們的自信心和獨立生活能力，協助他們融入社會。

中途宿舍提供的康復服務之中，服藥訓練是重要的一環，亦是精神康復者日後重返社區及融入社會、過獨立生活的重要基石。服務使用者能透過服藥訓練，加深了解個人的藥物治療計劃、藥物的效用及副作用、服藥要點，並認識如何妥善地儲存及管理藥物，以及明白定時服藥的重要性，從而提升他們的自信心及成功感，並最終能夠加強他們在沒有監督下自行服藥的意識和習慣。

服藥訓練分為三個階段，每個階段均有既定學習目標及相關評估。第一階段的主要目的是指導服務使用者正確地處理及服用藥物；第二階段則著重訓練服務使用者能自覺並無誤地服藥；第三階段是讓服務使用者會自

行保管一星期的藥物，以訓練他們妥善地儲存及管理藥物，並準時及準確地自行服用藥物。專責護士會於每一階段替服務使用者進行定期評估，並會與護士主管檢討個別服務使用者的訓練及進度。服藥訓練強調服務使用者的參與，因此在評估時必須與服務使用者面對面商談，以確立訓練目標及雙方期望。

服務成效

眼睛健康檢查

除週年健康檢查外，護士亦為服務使用者安排自願性的眼睛檢查服務，藉此預早察覺及改善各服務使用者的眼睛健康問題，檢查由專業的註冊視光師提供，範圍包括白內障、青光眼、視網膜病變檢驗及角膜矯視，以及眼鏡或隱形眼鏡驗配。視光師並會解答有關眼睛的問題及提供專業建議，例如按需要轉介到眼科專科跟進等。

服務推廣

護理專業同事除了負責服務單位的健康護理工作



外，也積極參與服務推廣及社區共融活動。護士透過公眾活動如服務單位開放日，向社會大眾提供一般簡單健康檢查，包括量度血壓、檢驗血糖、量度體重及計算體重指標、檢測脂肪及尿糖等，讓公眾人士能更了解個人健康。除此之外，他們亦會提供一些健康資訊，協助解答大眾關注的健康問題，並會簡介本會的服務，讓公眾人士對本會的服務有進一步的了解，並讓市民大眾對智障人士及殘疾人士有更深入的认识。

服務發展

持續進修

護理專業同事除了提供內部培訓外，更會定期邀請「VMP計劃」的到診醫生、醫管局醫生、食物環境衛生署職員或相關的專業人士為員工提供講座，從而加強本會員工的醫療及健康護理知識，提升健康護理服務的質素。

護理服務邁進電腦化紀元

隨著社會進步及服務的需要，護理服務亦與時並

進，護理記錄的工作已踏入電腦化的年代。資訊科技部及護士同工一起努力，經過多次的會議及商討，籌備多時的電腦管理系統正式推行。為配合系統的使用，護士及保健員均積極進修電腦知識，並參與資訊科技部安排的系統應用培訓。現階段各服務單位的護士及保健員已陸續將個案資料輸入系統，預計明年一月便可全面開始使用。



Health Care Services

Comprehensive Nursing Care

Service Highlights

Halfway House Self-Medication Training Programme

Halfway House, commencing since 1997, is another branch of rehabilitation service rendered by Fu Hong Society apart from its services for persons with intellectual disabilities and physical disabilities. The Halfway House provides a therapeutic environment for persons with psychiatric disabilities, enhancing their self-confidence and ability for independent life through group life and training, and helping them to reintegrate into the society.

Self-medication training is an integral part of the rehabilitation service provided by Halfway House. It is also the cornerstone for social reintegration and independent living of service users. Through training, service users acquire a better understanding of their own drug regime, the effects and side-effects of their drugs, the essentials of taking medication, proper drug storage and management, as well as the importance of good drug compliance. Self-medication training, thereby, helps promote their self-confidence and sense of achievement, reinforce their awareness and habit of taking medication without supervision.

Self-medication training is divided into three stages and each stage has its own learning goals and assessment. The goal of the first stage is to teach service users for proper management and taking of medication. The second stage emphasizes on good compliance and accurate drug taking without supervision. At the third stage, service users are allowed to keep the drugs for one week so as to train their abilities in drug storage, drug management, timeliness and accuracy in self-medication. Case nurse will conduct regular assessment for service users and review the progress with nursing team leader at each stage. Self-medication training stresses participation of the service users. Therefore, involvement of them in assessment and discussion of the training programme is essential in establishing mutual goals and expectations.

Service Achievements

Health Check on Eyes

In addition to annual body check, eye test is also arranged for service users on a voluntary base. The test enables early detection of eye problem and improvement of eye health for service users. Conducted by professional registered Optometrist, the scope of screening included cataract, glaucoma, retinopathy test and corneal visual correction, as well as recommending suitable spectacles and contact lenses.



Optometrists would also answer questions related to eye problems and provide professional advice, such as referral to eye clinic if necessary.

Service Promotion

Apart from providing healthcare service in the service units, nurses also actively participate in service promotion and social inclusion activities. Nurses would conduct simple health checks, such as checking of blood pressure, blood glucose level, urine sugar level, bodyweight and BMI, as well as measurement of Percent Body Fat to public during service units' Open Day, so as to promote better understanding towards their own health. Moreover, our nurses will also provide health information, answer questions on health issues concerned by public and introduce the services of our Society, enhancing public understanding of our Society and persons with intellectual disabilities and physical disabilities.

Service Development

Continuing Education

Besides internal training, our healthcare professionals will also invite doctors of the "VMP Scheme" and Hospital Authority, staff from the Food and Environmental Hygiene Department, or other related professionals to conduct talks

for our staff, in order to enrich our medical and healthcare knowledge and promote the quality of healthcare service.

Computerization of Healthcare Services

To keep up with social progress and meet the service needs, healthcare information recording work has also entered into the era of computerization. With concerted efforts from our IT staff and nurses, and after numerous meetings and discussions, the long-prepared computer management system has formally launched. In order to match up with its application, nurses and healthcare workers have attended computer courses and training sessions conducted by our IT Department. Presently, nurses and healthcare workers of each service unit have started data entry of the cases. It is expected that full application will commence by January next year.



永旺濕地義工保育計劃



「聲色今昔深水埗」計劃

「香港最佳老友」運動

與智障人士建立一對一的友誼

背景

「最佳老友」是美國甘迺迪家族成員之一安東尼·甘迺迪·施萊佛於1989年就讀佐治城大學時創立的國際性友誼運動，旨在讓智障人士與學生/社區人士透過接觸建立一對一的友誼，提升智障人士的生活質素，及提供平等參與社會的機會，促進社會共融。現時，全球40個國家及地區的1,300間初中、高中和大學已成立「最佳老友」分社，每年受惠人數多達25萬人。本會獲邀開展的「香港最佳老友」運動在短短五年歷史中，亦是全亞洲區最多學校分社參與的地區。

重點活動

2009年是「香港最佳老友」運動成立五週年誌慶，本會舉辦多項慶祝活動，推廣傷健人士一對一的友誼。第五屆「香港最佳老友」運動電能烹飪比賽，讓智障人士與學生及社區人士一起透過烹飪活動共建友誼。共融展藝Show讓老友們展現他們的才藝潛能。永旺濕地義工保育計劃既能增加義工對濕地的保育熱誠，更可促進老友們之間的友誼。「友愛樂融融」慈善攝影比賽

及出版《hi！朋友》書籍，宣揚珍惜友情的重要，讓更多社會大眾對「香港最佳老友」運動加深認識。「聲色今昔深水埗」計劃透過該區老友們的合作，以攝影及陶瓷為深水埗的面貌留下珍貴的記錄。「愛心天使」計劃藉各項義工活動推廣傷健共融的精神。此外，本會派出一位職員與兩位學生領袖，參加於美國舉行的第19屆週年領袖會議，他們與世界各地的分社領袖分享及交流，互相學習，以更有效地推動此項運動。

經費資助

「香港最佳老友」運動為非政府資助項目，自2005年起獲得利銘澤黃瑤璧慈善基金的支持；在地區工作上，獲永旺(香港)百貨有限公司、中華電力有限公司、伊利沙伯女皇弱智人士基金、深水埗區議會、荃灣區議會、永亨銀行及多間商業機構的贊助，舉辦多項社區共融活動，讓數百位智障人士、學生和社區人士，共同參與多姿多采的活動，透過建立一對一的友誼，向大眾宣揚社會共融的精神，並增加對智障人士及康復服務的認識，期望將來更多學生及社區人士加入「香港最佳老友」運動的行列。



共融展藝SHOW



第19屆週年領袖會議

未來發展

本會將更積極拓展「香港最佳老友」運動，邀請商業機構合作，鼓勵職員與智障人士建立一對一的友誼，成為企業社區老友。另外，我們將於2010年安排最佳老友前往廣州，與當地青年義工交流經驗，將此項運動的精神向國內團體推廣。

「香港最佳老友」運動顧問

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

香港大學學生事務長周偉立博士
 香港教育學院特殊學習需要與融合教育中心主任冼權鋒博士
 教育局首席助理秘書長(課程發展)張國華博士
 香港城市大學應用社會科學系副教授郭鍵勳博士, JP
 香港浸會大學協理副校長及社會科學院院長傅浩堅教授, JP
 香港樹仁大學社會工作系高級講師曾樹明先生
 香港紅十字會總監(青年及義工事務)黃兆光先生
 康復專員蕭偉強先生
 香港中文大學社會工作學系魏雁濱教授



Talent Show



Electric Cooking Competition

“Best Buddies Hong Kong” Movement

One-to-One Friendship with Persons with Intellectual Disabilities

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 promote social inclusion. Currently, there are 1,300 middle school, high school and colleges among 40 countries and regions worldwide that have set up Best Buddies school chapters with 250,000 beneficiaries annually. Despite the five-year short history of “Best Buddies Hong Kong” Movement launched by our Society, we are by far having the greatest number of school chapters set up in Asia.

Activities Highlights

To commemorate the 5th Anniversary of the “Best Buddies Hong Kong” Movement, a host of programmes were launched to promote the one-to-one friendship between persons with and without disabilities. The 5th “Best Buddies Hong Kong” Movement Electric Cooking Competition

helped forge friendship among persons with intellectual disabilities, students and members of the community through cooking activities. Other celebrative programmes included the Talent Show which enabled the buddies to exhibit their talents and potentials, the AEON Wetland Conservation Scheme which did not only enhance volunteers’ enthusiasm for wetland conservation, but also promote the friendship among the buddies. The launch of the Photo Taking Competition and publication of “Hi! Friends” conveyed the importance of friendship while also enhancing public understanding of the “Best Buddies Hong Kong” Movement. Through cooperation among the buddies, the “Old & New Times of Sham Shui Po” programme achieved to take valuable records of the unique appearance of Sham Shui Po district through photos and ceramic products. The various volunteer activities under the “Buddy Angel” Project helped promote the spirit of social inclusion. In addition, a staff and two student leaders, representing our Society, had participated in the 19th Annual Best Buddies Leadership Conference held in the US. Through mutual sharing and exchange with chapter leaders from all over the world, our representatives had learned a lot especially about more effective ways to promote the Movement.



Funding and Sponsorship

Being a non-government subvented programme, the “Best Buddies Hong Kong” Movement has however received continuous support from the Drs. Richard Charles & Esther Yewpick Lee Charitable Foundation since 2005. Sponsorship was also received from the AEON Stores (Hong Kong) Co., Ltd., CLP Power Hong Kong Ltd., Queen Elizabeth Foundation for the Mentally Handicapped, Sham Shui Po District Council, Tsuen Wan District Council, Wing Hang Bank as well as various corporates for organizing a multitude of social inclusion programmes at the district level. These have enabled several hundreds of persons with intellectual disabilities, students and members of the community to actively take part in these exciting programmes. Through forging one-to-one friendship, to promote the spirit of social inclusion and enhance understanding of persons with intellectual disabilities and rehabilitation service, in the hope of attracting more students and members of the community to join the “Best Buddies Hong Kong” Movement.

The Way Ahead

Looking ahead, we will continue our effort in expanding the “Best Buddies Hong Kong” Movement, inviting collaboration with corporates by encouraging their employees to become peer buddies of Best Buddies Corporate Citizens program and establish one-to-one friendship with persons with intellectual disabilities. Furthermore, we will arrange a Guangzhou trip for our buddies in 2010 to exchange with youth volunteers there and to promote the spirit of this Movement to organizations in the mainland.

“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:

- Dr. Chau Wai-lap Albert, Dean of Student Affairs, The University of Hong Kong
- Dr. Cheung Kwok-wah, Principal Assistant Secretary (Curriculum Development), Education Bureau
- Prof. Frank Fu, JP, Associate Vice-President, Dean & Chair Professor, Faculty of Social Sciences, Hong Kong Baptist University
- Dr. Kwok Kin-fun, Joseph, JP, Associate Professor, Department of Applied Social Studies, City University of Hong Kong
- Prof. Ngai Ngan-pun, Department of Social Work, The Chinese University of Hong Kong
- Dr. Sin Kuen-fung, Kenneth, Centre Head, Centre for Special Needs & Studies in Inclusive Education, The Hong Kong Institute of Education
- Mr. Sui Wai-keung, Stephen, Commissioner for Rehabilitation
- Mr. Tsang Shu-ming, Senior Lecturer, Department of Social Work, Hong Kong Shue Yan University
- Mr. Luke Wong, Director (Youth & Volunteer), Hong Kong Red Cross



扶康家長會

與家長建立夥伴關係

2008年是扶康家長會重要的一年，劃時代的「攜手同行三十載」紀念特刊記載了機構培育家長的成長、鼓勵他們自我倡導的經過，這份刊物除了免費派送給香港的康復機構和家長組織之外，更加特別選送了給國內和澳門的家長組織，以同路人的心意，鼓勵還在線上奮力為殘疾人士謀福祉的家長和同工。

扶康家長會的建築基礎源自家長們那份身同感受和無私奉獻的精神，無人會完全體會作為智障人士父母的心情。故此，幹事們清楚知道家長站出來的代表性無他人能替代，要為弱勢者爭取權益就更加需要建立家長的角色和位置。通過社工們協助修復和編訂家長登記名冊，家長登記的人數多達400多位，今天的扶康家長會已成為一個具代表性的智障和殘疾人士的家長組織。

幹事會為了讓更多家長明白自己的權利，鼓勵他們參與家長會的事務，特別成立「修章工作小組」，審議

現有會章條文及加以修正，並先後於2008年5月21日及6月6日進行的地區家長諮詢會向家長們解釋，再根據會章規定，於6月26日舉辦了特別會員大會，經出席會員投票決定修章條文。經歷修章環節，家長們體現了一人一票的民主議事方式，令他們更加明白到表達訴求的重要性。

百多位家長會員於2008年11月4日，齊集於梁顯利油麻地社區中心進行第五屆幹事會委員選舉，經一輪選舉程序，眾望所歸的第五屆幹事會終於誕生了。第九次週年大會暨第五屆幹事會就職典禮於2008年12月4日舉行，在眾嘉賓的蒞臨見證下，新一屆家長幹事會正式宣告成立。當天蒞臨的主禮嘉賓包括社會福利署助理署長(康復及醫務社會服務)袁鄭鏞儀女士、扶康會主席李百灝太平紳士、神師方叔華神父和總幹事梁小琴女士等。



特別會員大會



週年旅行



聯誼活動

扶康家長會第五屆幹事會

職銜	姓名	所屬單位
主席	林禮勝先生	麗瑤成人訓練中心
副主席	盧鴻業先生	悅智之家
副主席	余美玲女士	潔康之家
秘書	王國才先生	秦石/禾輦成人訓練中心
副秘書	池燕瑾女士	山景成人訓練中心
財政	容玉珍女士	清蘭之家
聯絡	羅王燕玲女士	上李屋成人訓練中心
聯絡	湯戴夏萍女士	葵興職業發展中心
聯絡	林張婉卿女士	石圍角工場
康樂	游美玲女士	良景成人訓練中心
康樂	陳麗英女士	長康之家
康樂	柳林玲英女士	祖堯成人訓練中心
康樂	鄧永流先生	健持之家

第五屆家長幹事會邁向成立十週年，幹事們任重道遠，幹勁衝天，面對當前康復服務的急促轉變，作為服務使用者的代言人，家長幹事會已定下策略，組織興趣小組凝聚家長力量，定期探訪服務單位家長小組，建立與地區家長的聯繫網絡，冀望於未來鼓勵更多殘疾人士家屬參與家長會工作，建立一個具代表性的家長組織。



Annual General Meeting



Exchange Tour to Mainland

Fu Hong Parents' Association

Building Partnership with Parents

2008 is an important year for the Fu Hong Parents' Association. The publication of the epoch-making "Hand in Hand for 30 Years" Commemorative Book records the process in which Fu Hong Society (FHS) nurtures the growth of the parents and encourages their self-advocacy. Apart from free distribution to local rehabilitation organizations and parents associations, the publication was also sent to selected parents associations in mainland China and Macau, to encourage in the spirit of comradeship the parents and workers who are standing at the forefront, fighting fervently for the welfare of persons with disabilities.

Nobody could possibly fully understand what it is to be the parent of persons with intellectual disabilities, it is the parents' empathy and spirit of self sacrifice that form the cornerstone of the Fu Hong Parents' Association. The Executive Committee members know very well the indispensability of parents' representation and hence importance to establish the role and status of parents to fight for the welfare of the disadvantaged. With the help of social workers in revising and editing the parents register, the total number of parents registered has exceeded 400. The present Fu Hong Parents' Association has grown into a representative parents' organization of persons with intellectual disabilities and physical disabilities.

To facilitate parents' understanding of their own rights

and encourage their participation, the Executive Committee has formed "Working Group on Constitutional Amendments" to study and revise the Association's existing articles. Two consultation sessions were held respectively on 21 May and 6 June 2008 at regional level to explain to parents about the revisions. The Extraordinary General Meeting was held, according to the article, on 26 June to deliberate on the proposed amendments by voting from parents. Through actual participation, parents were able to experience the democratic procedure of one person one vote and realize the importance of expressing one's views.

On 4 November 2008, more than 100 parents gathered together at the Henry G. Leong Yaumatei Community Centre for the election of members to the Fifth Executive Committee. After a series of election procedures, the new Executive Committee with great popularity was formed. The Inauguration Ceremony of the Fifth Executive Committee cum Ninth Annual General Meeting was held on 4 December 2008. With Mrs. Cecilia Yuen, Assistant Director (Rehabilitation and Medical Social Services), Social Welfare Department; Mr. Simon Li, M.B.E., J.P., FHS Chairman; Fr. Giosuè G. Bonzi, P.I.M.E., FHS Spiritual Advisor; and Ms. Leung Siu Kum, FHS Executive Director as officiating guests, the new Executive Committee was formally put to office.



Computer training workshop



Exchange Tour

Fu Hong Parents' Association The Fifth Executive Committee

Post	Name	Represented Unit
Chairman	Mr. Lam Lai Sing	Lai Yiu Adult Training Centre
Vice-Chairman	Mr. Lo Hung Yip	Yuet Chi Home
Vice-Chairman	Ms. Yu Mei Ling	Kit Hong Home
Secretary	Mr. Wong Kwok Choi	Chun Shek/Wo Che Adult Training Centre
Vice-Secretary	Ms. Chi Yin Kan	Shan King Adult Training Centre
Treasurer	Ms. Yung Yuk Chun	Ching Lan Home
Liaison Executive	Mrs. Law Wong Yin Ling	Sheung Li Uk Adult Training Centre
Liaison Executive	Mrs. Tong Tai Ha Ping	Kwai Hing Vocational Development Centre
Liaison Executive	Mrs. Lam Cheung Yuen Hing	Shek Wai Kok Workshop
Recreation Executive	Ms. Yau Mei Ling	Leung King Adult Training Centre
Recreation Executive	Ms. Chan Lai Ying	Cheung Hong Home
Recreation Executive	Mrs. Lau Lam Ling Ying	Cho Yiu Adult Training Centre
Recreation Executive	Mr. Tang Wing Lau	Priscilla's Home

Marching into its 10th anniversary, the Fifth Parents Executive Committee is prepared to shoulder its big responsibility with great dedication and enthusiasm. As spokesmen of our service users, the Committee has formulated a series of strategies to adapt to the rapid changes in rehabilitation service. These include organizing interest groups to unite parents, paying regular visits to parents'

group at different service units, establishing district networks among parents and to encourage more family members of persons with disabilities to involve in the work of the Parents' Association to enable it to become a representative parents' organization.



核心價值啟動禮

機構文化的變革

文化是人類歷史發展的集體成果。扶康會機構文化的精華是在於她的30多年歷史，當中包含創辦人及無數人士的心血及努力，才能發展到今天的成就。誠然機構是由一群志同道合的個體所組成並分工合作，所以她是具有生命活力的，她的硬件、制度、功能、服務亦會不斷成長。所以，我們的機構文化在集體的智慧和協力下亦會不斷改善。

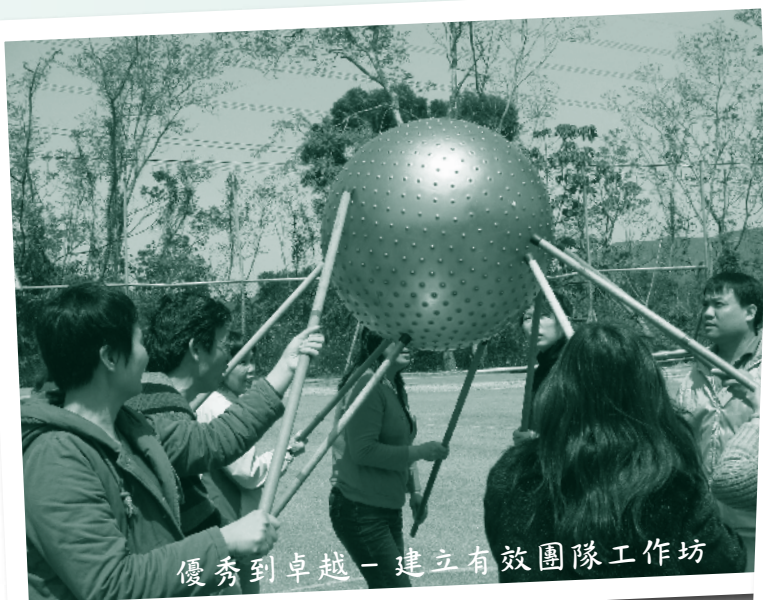
我們近年落實推動機構文化的正面變革是有一個全體成員參與的模式(附圖)。其中，董事局的領航及支持是最重要；此外，由管理層領導的各項事工，各級員工的參與及完成任務才能達致預期的果效。

經過以往數年的努力，扶康會已成功建立了愛心文化、嘉許文化及進步文化的基礎，每位職員以無比的愛心提供優質的服務，學會互相欣賞及激勵，對服務更是精益求精。為提升本會服務質素，本會更從員工的正面「核心價值」著手。經過收集員工及家長意見與董事局及委員會的討論後，董事局於2009年2月通過並確定「扶康人」的「核心價值及相關應用行為」，並於同月舉行「核心價值」啟動禮，正式在會內推行本會五項

「核心價值」，包括關懷尊重、專業精神、協同效應、熱誠主動及持續改善。為了更有效推行「核心價值」，本會更開展了以下工作：

一. 「優秀到卓越 — 建立有效團隊工作坊」

獎券基金向全港社福機構發放二億元一筆過撥款，協助提升社福機構的服務質素及加強人力資源培訓及支援。本會運用有關資助，邀請獨立培訓顧問譽傑管理顧問有限公司及其董事總經理馮志民博士、傑青領袖培訓中心及救世軍為本會主持「優秀到卓越 — 建立有效團隊工作坊」。在2008年11月至2009年7月期間，三間公司及機構合共為本會主持了38場工作坊予全體員工參加。員工不但認識本會五個「核心價值及相關應用行為」，更學習到不同知識，例如溝通技巧、「腦震盪」式思考法等，並透過組別間互相合作清單、應用「核心價值」於同事、內部和外部顧客的列表，讓同事更具體而有效地於日常工作中實踐「核心價值」，加強同事間的合作及團隊精神，提升服務質素。



二. 2009「扶康人對核心價值的認同及實踐程度的基準調查研究」

為了解全體員工在認同及實踐「核心價值」的基準水平，本會於2009年6月至12月進行「扶康人對核心價值的認同及實踐程度的基準調查研究」，邀請全體員工以一人一問卷的形式作調查，了解他們對五個「核心價值及相關應用行為」的認同感、個人實踐的程度、服務單位實踐的成效及全會實踐的成效。本會將於2009年底完成分析及舉行簡報會，與員工分享這個調查的結果，並訂定進一步的推動計劃。

三. 第二屆「好人好事表揚計劃」

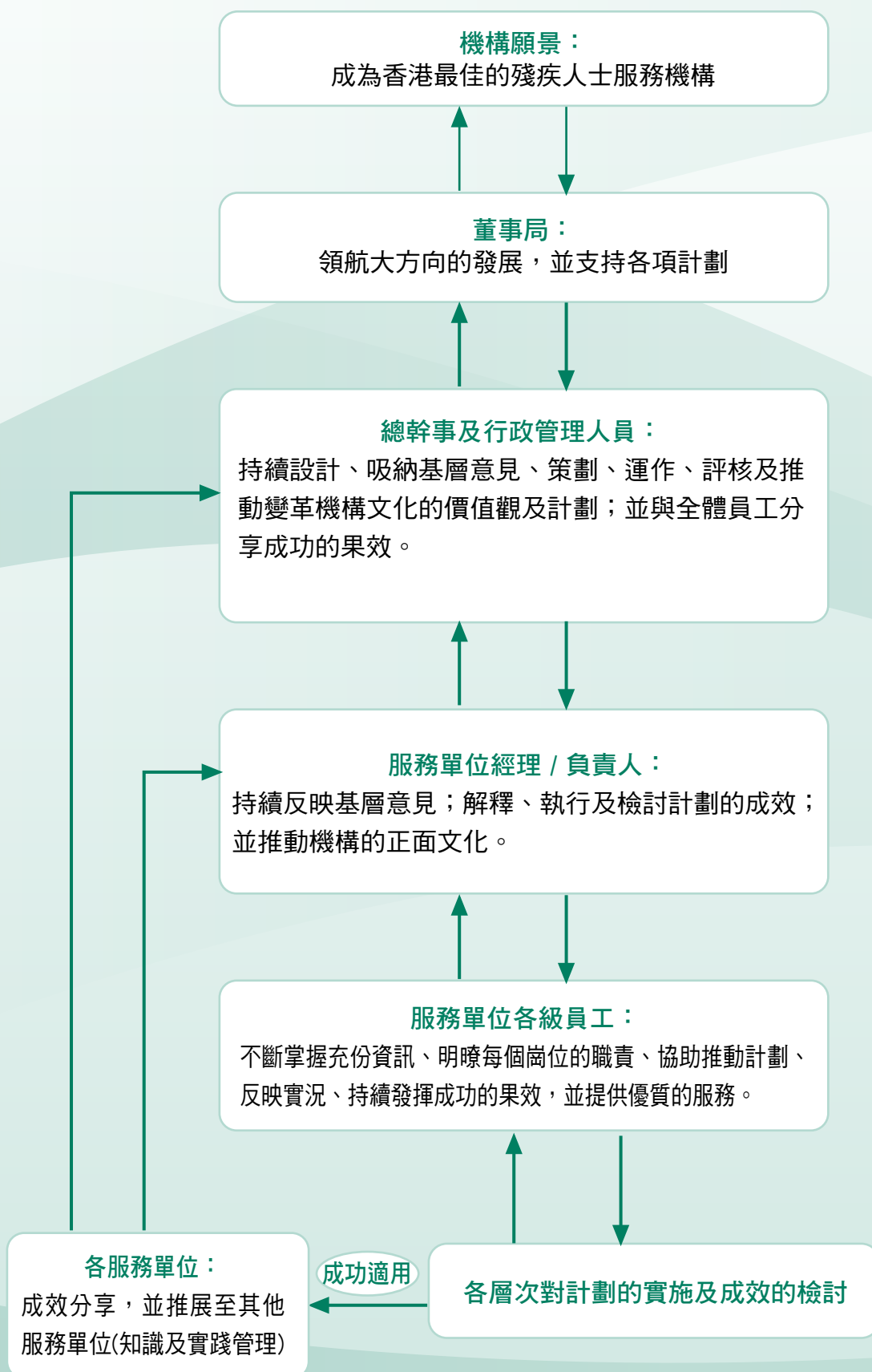
繼2007年成功舉行第一屆「好人好事表揚計劃」後，本會再接再厲，於2009年6月開展第二屆「好人好事表揚計劃」，藉此將機構的嘉許文化與職員日常工作結合，使大家認同機構文化變革和培育的需要及好處。本會鼓勵所有服務單位參與是次計劃，並以個人員工為參選單位，推舉實踐各「核心價值」的感人事蹟，競逐各個獎項。評審將由各區的家長代表先選出入圍「好人好事」，然後由全體員工投票選出五個「核心價值獎」的得獎者，全體投票最高分得勝者將得到「核心價值百花獎」的最高榮譽大獎，並將於2010年2月舉行頒獎禮。

結論

本會積極推行各項措施，落實「核心價值」，致力推行正面的機構文化變革。本會在董事局、行政管理層、各服務單位經理及負責人、全體各級員工的支持和努力下，將不斷改善機構文化，讓扶康會成為「最優質的殘疾人士服務機構」。



扶康會成功變革機構文化流程圖





Organizational Culture

Culture is the fruit of combined effort in the development of human history. Being the essence of the organizational culture of Fu Hong Society, its more than 30 years of history bears the hopes and effort of the founders and numerous people which have evolved and developed into the present success. Formed by a group of like-minded individuals interconnected by the division of labour, the Society is a living organism nurtured by its ever-growing hardware, system, functions and services. In the same way, continuous improvement in organizational culture is ensured through collective wisdom and teamwork.

Our recent effort to introduce positive changes to organizational culture is based on a universal participation model (attached diagram). As shown, steering and support from the Council plays the dominant role, while leadership by the management level of different projects as well as participation and completion of tasks by staff of different ranks, all combined to achieve the desired outcomes.

Throughout the previous years, Fu Hong Society has made great effort for successfully laid the foundation of caring culture, recognition culture and improvement culture. Each of our staff is able to provide quality service, practise mutual appreciation and encouragement so as to strive for continuous improvement. To further enhance service quality, we have focused our effort to promote staff's positive "Core Values". After soliciting staff and parents' opinion and deliberation by the Council and Committees, the "Core Values and their Related Competencies" of "Fu Hong Staff" were endorsed in

February 2009 by the Council with a Kick-off Ceremony held in the same month. To effectively implement the five "Core Values", including Care and Respect, Professional Spirit, Synergy, Pro-Activeness and Continuous Improvement, the following measures have been taken:

1. Team Building Training Workshop

Enlisting the support of the Lotteries Fund which provided \$200 million one-off grants for all social welfare agencies to enhance their quality of service, manpower training and resources support, our Society had invited the Famous Talent Ltd. and its Managing Director, Dr Raymond Fung; the QM Leadership Training & Development Centre; and Salvation Army to organize a series of Team Building Training Workshop. Between November 2008 and July 2009, the three companies had conducted 38 workshops for all of our staff. Not only did our staff learn about the "Core Values and their Related Competencies", they have also acquired knowledge on other areas, for example, communication skills, "brainstorming", applying "Core Values" on colleagues, internal and external customers by employing a cooperative checklist. The training has enabled staff to effectively practise the "Core Values" in their daily work, promoted staff cooperation and team work spirit as well as enhanced quality of service.



2. Investigation on Identification and Practice on Core Values by Fu Hong Staff 2009: Baseline Study

This study has been undergoing from June to December 2009 to understand the benchmark level of staff in identification and practice of the “Core Values”. All staff are invited to complete a questionnaire which studies about their degree of identification to the “Core Values and their Related Competencies”, individual level of practice, as well as practice effectiveness of respective service unit and the Society as a whole. The data analysis will be finished before the end of 2009. A presentation session will be organized to discuss with staff about the results and future plan on implementation.

3. The 2nd “Good Staff and Good Event Recognition Scheme”

Continued on the success of the 1st “Good Staff and Good Event Recognition Scheme” in 2007, the second round of the Scheme has been launched since June 2009. The Scheme aims to integrate the Society’s recognition culture into staff’s daily routines and enable staff to identify with the need and merits of reforming and nurturing organizational culture. Every service unit is encouraged to participate in the Scheme by nominating heart-touching stories of individual staff in the practice of “Core Values” to compete for the different awards. Parent representatives from different regions will help shortlist a certain number of nominations, followed by general election of the 5 winners of the “Core Values Award” by all the staff. The one with the highest votes will be awarded the “Core Values Grand Award” at the Award Presentation Ceremony to be held in February 2010.



Conclusion

The series of measures adopted by our Society have greatly facilitated the implementation of the “Core Values” and the promotion of positive changes to organizational culture. Under the support and concerted effort of the Council, management level, managers of service units as well as staff of different ranks, we are materializing continuous improvement in our organizational culture with Fu Hong Society for evolving into the “Best Service Organization for Persons with Disabilities.”

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

