Your Need is the Lead
Walk together with Love

ANNUAL REPORT
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www.fuhong.org

FU HONG SOCIETY
扶康會會徽含有三個「H」，象徵意義分別為：
The emblem of the Society is composed of 3 capital ‘H’s:

內層的「H」—
Human with disability (障疾人士)
關注及積極回應殘疾人士及家屬的需求
是本會的核心價值

中層的「H」—
Home (家庭)
致力為殘疾人士建立溫馨的家居式生活
模式及環境

外層的「H」—
Help (幫助)
透過各種的服務及活動，協助殘疾人士
發展潜能，融入社會

The inner ‘H’ represents ‘Human with disability’
The Society’s core value is to actively pay attention and respond to the needs of persons with disabilities and their family members.

The Middle ‘H’ represents ‘Home’
The Society is determined to create a loving family for the persons with disabilities and provide heartwarming and homely service environments for them.

The Outer ‘H’ represents ‘Help’
The Society is engaged in comprehensive services and activities to help persons with disabilities develop their potential and integrate into the community.

扶康會自創立至今，一直秉承「以求為導，以愛同行」的精神，致力提供多元化的康復服務，以讓殘疾人士的福祉為
依歸，讓服務使用者享有具質素的家庭
生活，在愛與築夢下快樂地成長。

封面設計透過拼貼小綠色逐步拼貼成為人的
形象，象徵服務使用者在本會的關懷
下，得以循序親善、成長及發展所
長，邁向美好的未來。而四季樹木茂盛
生長，代表本會無論艱難重重，亦為服
務使用者親切付出、默默耕耘，並收穫
豐碩的果子，服務使用者在生機盎然的
環境中愉快高歌，慶賀在本會的啟迪和
愛護下，一起同行四十五載。

True to the spirit of ‘You Need is the Lead, Walk together with Love’，Fu Hong Society is committed to providing diversified rehabilitation services for the well-being of persons with disabilities. Enabling our service users to enjoy quality family life, and achieve their potential with happiness, love and care is our priority.

The cover design consists of small pieces of a puzzle gradually coming together to form a beautiful scene that symbolises our service users’ learning journey of improving their skills and developing their strengths step by step with love from the Society as they move towards a better future. The lush trees of all four seasons symbolise the Society steadily contributing to the service users in all circumstances to achieve fruitful outcomes. The service users sing happily amid this vibrancy, celebrating their journey of 45 years under the inspiration and care of the Society.
Fu Hong Society (FHS) was founded by a group of enthusiasts who were inspired by the selfless spirit of Father Enes TAPELLA, PIME. With love transcending the boundaries of race, culture, religion and ability, his work contributed immensely to the care of the disadvantaged. FHS has continued his legacy to serve the most vulnerable in society.

The Society began rehabilitation services in Hong Kong in 1977 when the first 'Father Tapella Home' was set up to provide temporary residential care for adults with severe intellectual disabilities. The Society was incorporated under the 'Hong Kong Companies Ordinance' as a company limited by guarantee in the following year, and it became a member of the Hong Kong Council of Social Service in 1980. Over the past forty-five years, the Society has striven to innovate and change, and has kept its services relevant to the evolving needs of persons with intellectual disabilities, autism spectrum disorders and physical disabilities, as well as persons in recovery, helping them to realise their potential and integrate into society.

Upholding the spirit of ‘Your Need is the Lead, Walk together with Love’, the Society is always committed to develop multi-faceted rehabilitation services, to cater for the diverse needs of persons with disabilities and their families. Our core services include Residential Services, Day Training Services, Vocational Rehabilitation and Development Services, Community Mental Health Services, Community Support Services for Persons with Disabilities, and Autism Spectrum Disorders and Developmental Disabilities Support Services. In addition, the Society has actively developed "Family Support Services" for families and caregivers of persons with disabilities in recent years. For details, please refer to Part 4 (P.64 – P.110) of this Annual Report.

Currently, around 90% of the Society’s income comprises subventions from the Social Welfare Department. Other income sources include donations, service charges, investment income and revenue from social enterprises. In terms of donations, funds from the Hong Kong Jockey Club Charities Trust mainly support our self-financing services such as Family Care Home Services and the FHS ‘BEST BUDDIES HONG KONG’ Movement, while the Community Investment and Inclusion Fund has also supported the FHS ‘BEST BUDDIES HONG KONG’ Movement from 1 April 2022 onwards.
願景

Vision

本會致力建立互愛共融的社會，相互尊重和認同彼此的差異。

We are committed to building an inclusive and loving society for all with mutual respect and recognition of individual differences.

使命

Mission

秉持「以求為導、以愛同行」的服務精神，支持實踐聯合國《殘疾人權利公約》，竭力倡議和提供適當的康復服務，讓殘疾人士全面發展潛能，在家庭和社會裏獲得應有的生活質素。

Upholding the spirit of "Your Need is the Lead, Walk together with Love", we strive for the advocacy and provision of appropriate rehabilitation services, to support the implementation of the ‘United Nations Convention on the Rights of Persons with Disabilities’, and to enable persons with disabilities to explore and develop their potentials and enjoy quality of life at home and in the community.

開懷尊重

Care and Respect

扶康人以開懷及開懷的態度來接待服務使用者和各持份者，致力建立以人為本的服務。

Staff members serve service users and stakeholders with respectful and caring attitude, striving to establish a service-user oriented model.

熱誠主動

Pro-activeness

扶康人願意「行多一步」，主動溝通、熱心參與及承擔工作，積極提出服務建議並積極執行。

Staff members are willing to take an extra step forward, initiative to communicate, enthusiastic in participation and sharing duties, and offer recommendations for service and implement actively.

專業精神

Professional Spirit

扶康人用敬業樂業及盡責的態度，在不同崗位上發揮專業精神，提供更優質服務。

Staff members exert professionalism in different positions and deliver the best quality service.

協同效應

Synergy

扶康人與各持份者建立緊密伙伴關係，共同努力，和專業團隊間互相支援以發揮「一起一大過二」的協同效益。

Staff members forge partnership with stakeholders and cultivate team spirit to realise the effort of ‘one plus one greater than two’ for achieving cordial collaboration among various professional teams.

持續改善

Continuous Improvement

扶康人持續學習、檢討及改善服務，以提升服務質量和效益。

Staff members continuously learn, evaluate and improve service to enhance service quality and effectiveness.
President’s Message

葉思明醫生
Dr. IP Yan Ming JP

轉瞬間，扶康會由延續服務發展者課課師父的愛，到提升社會對殘疾人士的接納，推動康復服務的多元化發展，及改善殘疾人士及其照顧者的生活質素，從來不遺餘力扶助弱小的初衷，堅守與殘疾人士攜手同行，
在數十載的歲月裡默默耕耘，克服種種挑戰，貫徹「以求為導」、「以愛同行」的精神。

憑藉人人平等的信念，我們為服務使用者提供切合個別特質的訓練，讓他們在學習中成長，潛能得以發掘，漸漸拼湊出屬於自己的新天地。不論順逆逆境，時時交錯，扶康會始終秉持「關懷尊重」、「專業精神」、「熱心服務」等核心價值，為殘疾人士的福祉而努力，年年月月，從不間斷。

常言道：「不積跬步，無以至千里；不積小流，無以成江海。」本會從過去往累積的寶貴經驗中，點滴漸進吸取養分，以充實及完善服務發展，護持服務使用者得到更貼心的照顧，更到位的服務，並在「大廈，小家
庭」的概念下，提供家庭式的服務，進一步提升服務使用者的生活質素。

近年受新冠疫情影響，康復服務展開了結合科技應用的新里程，扶康會亦
與時並進，在傳承「四十五年默耕耘，誠心竭力助康能」的積極下，持續優
化服務，與服務使用者及部份年長者在新常態下攜手邁步向前。

Decades in a blink, Fu Hong Society has gone from carrying on with the
love of Father Enea TAPELLA, to enhancing social acceptance and inclusion
of persons with disabilities, engendering comprehensive rehabilitation
services, to improving the quality of life of persons with disabilities and their
caregivers. Never forsake to shoulder the ‘Care—for—people—in—need’, we
have weathered storms with our service users, worked unflappingly and
overcome myriad challenges in this journey, always be true to our spirit of
‘Your Need is the Lead’ and let’s ‘Walk together with Love’.

With ‘Equality for All’ in mind, Fu Hong Society provides service users with
personalized training so that they can learn and grow better, developing
their potentials and creating a world they are able to own. Unremittingly day
after day, our staff always uphold core values such as ‘Care and Respect’,
‘Professional Spirit’ and ‘Pro—Activeness’, striving for the well—being of
persons with disabilities in both good and bad times.

“The journey of a thousand miles begins with a single step; seas and oceans
are but the confluence of small streams and rivers”. The Society began in
1977 with a small home, step by step gathering experiences over the years,
we have learnt to enrich and improve in service development, so as to provide
service users with more empathetic care and relevant services. Under the
concept of ‘Big Home, Small Family’, we strive to provide family—style service
to better the service users’ quality of life.

Though struck by the COVID-19 epidemic, on the other hand, it gave us
impetus for reaching new milestones, adapting with new technology and
application. In spite of such unfavourable circumstances, Fu Hong Society
has maintained our spirit and endeavour to help service users unleash their
potentials, something we have in fact persevered for forty—five years,
advancing hand in hand with all stakeholders into an era of the new normal.
服務使用者年齡分佈

Age Groups of Service Users

住宿服務
Residential Services
1,112
日間訓練服務 - 成人訓練中心
Day Training Services - Adult Training Centres
658
社區支援服務
Community Support Services
1,486
職業康復及發展服務
Vocational Rehabilitation and Development Services
617
自閉症及發展障礙支援服務
Autism Spectrum Disorders and Developmental Disabilities Support Services
173

服務使用者年齡老化問題日益嚴重，當中以住宿服務、日間訓練服務和職業康復及發展服務的情況最为明顯。Ageing problems of service users are increasing, particularly for those receiving Residential Services, Day Training Services, and Vocational Rehabilitation and Development Services.

宿舍、成人訓練中心及職業康復及發展中心類別
Types of Hostels, Adult Training Centres & Vocational Rehabilitation and Development Services

住宅服務
Residential Services
總數 Total
4,046 (64%)

日間訓練服務
Day Training Services
總數 Total
23

職業康復及發展服務
Vocational Rehabilitation and Development Services
總數 Total
2

嚴重殘疾人士護理家舍
Care and Attention Home for Persons with Severe Disabilities

嚴重肢體障礙兼智障人士宿舍
Hostel for Persons with Severe Physical Disabilities and with Intellectual Disabilities

嚴重智障人士宿舍
Hostel for Persons with Severe Intellectual Disabilities

中度智障人士宿舍
Hostel for Persons with Moderate Intellectual Disabilities

輔助家舍
Supported Hostel

中場宿舍
Halfway House

訂數 Total
2,590 (827)
15-20
459
31-40
582
41-50
816
<41
2590 (64%)

10
<15
15-20
21-30
31-40
41-50
61-80
>80

<15
15-20
21-30
31-40
41-50
61-80
>80
103
176
279
306
238
91
121
148
164
123
109
114
202
177
217
284
383
81
106
172
191
83
158
8
6
社區共融

Social Inclusion

本會致力促進社區共融，並透過關愛家庭服務及扶康會「香港最佳老友」運動，與社會各界一起建立平等及關愛共融的社會。

The Society actively promotes social inclusion through Family Care Home Services and FHS’ BEST BUDDIES HONG KONG Movement, creating an inclusive, caring and equal society with concerted efforts from community members.

獲香港賽馬會慈善信託基金捐款支持

Receiving Funding Support from The Hong Kong Jockey Club Charities Trust

親愛家庭服務

Family Care Home Services

百萬港元 / in HK$ million


1.43 1.40 1.24 1.24 1.075 1.075 1.075

獲得關愛家庭服務的人數

Family Members Served by Family Care Home Services (Persons)

-27 -20

固定朋友*人數

Regular Friends* (Persons)

-因固定朋友為每個年度定期探訪服務家庭最少四次或以上的義工。

*Regular friends are volunteers who regularly visit Family Care Homes at least 4 times or above each year.

扶康會「香港最佳老友」運動・賽馬會社會共融計劃

FHS’ BEST BUDDIES HONG KONG Movement • Jockey Club Social Inclusion Project

「香港最佳老友」運動的參與人數

Number of Participants of BBHK

學生老友

Student Buddies

共計

176

企業老友

Corporate Buddies

社區老友

Citizen Buddies

463

老友配對數目

Number of Buddy Pairs formed

330

企業義工

Corporate Volunteers (Participants)

總人次

Total Participants

66

參與委員會 (人次)

Committees (Participants)

9

參與顧問小組及區域小組委員會

Advisory Panels & Regional Sub-Committees (Participants)

56

參與董事局 (人次)

Council (Participants)

1

總人數

Total Persons

55

家庭/監護人參與扶康會董事局/委員會/顧問小組及區域小組委員會

Parents / Guardians Participation in Council/Committees/Advisory Panels & Regional Sub-Committees

家長義工 (人數)

Parent Volunteers (Persons)

405

家長/監護人及義工參與

Parents / Guardians & Volunteers Participation

ABOUT US
FourtY-Five Years of Tireless Hard Work and Endeavours to Unleash Potential of Persons with Disabilities

Fu Hong Society has always upheld the service spirit of “Your Need is the Lead, Walk together with Love” by focusing on the well-being of persons with disabilities. To that end, the Society provides an array of services, advocating social inclusion and the building of a society that is caring and compassionate. In pursuit of its vision and mission, the Society has partnered various stakeholders to unleash the potential of persons with disabilities, so as to enable them to become active participants in society who enjoy quality social and family life.

This year marks the 45th anniversary of Fu Hong Society. While we are delighted at reaching this important milestone, we are also reminded of the impact of the pandemic which has posed new challenges to all members of the Society. We have not backed down. Instead, we see this as a new opportunity. Under this new normal, we have experimented with and implemented new service models. We have also broken with conventional thinking and provided innovative services to meet the needs of our service users.
掌握脈搏 優化機構管治
Feeling the Pulse and Improving Governance

本會恪守既定的政策及守則，以確保負責人在運作過程中遵循有關規例，亦遵守相關的法律，包括《公司條例》、《社會福利署的徵費條例》、《匯豐捐款手冊》、《籌款基金手冊》和各津貼及服務協議等，並致力於提供個別服務使用者優質的護理及最佳的執行守則。本會亦對內部有關的政策、指引以及守則進行審查。本會於每年年底審核並修訂了服務使用者自選的執行程序，確保服務使用者從心得得到完善的保障，以及更緊有關健護理的執行指引，確保護理過程公開透明。

The Society strictly abides by the established policies and codes to ensure that the responsible personnel complies with the relevant laws in its operations. These include the Companies Ordinance, Best Practice Manual, Lump Sum Grant Manual and Lotteries Fund Manual published by the Social Welfare Department, as well as various agreements on services and services. We have continued to adhere to high standards of service and best practices at all levels. The Society also reviews its internal policies, guidelines and codes of practice on a regular basis. Over the past year, we have reviewed and revised the operational guidelines on privacy to further ensure that the privacy of service users is well safeguarded. We have also updated the guidelines on the handling of complaints to ensure that the relevant process is open and transparent.

守法循規 執行內部審計
Performing Internal Audit to Comply with Laws and Regulations

為了強化機構管治，內審部審計經理將定期對機構的風險管理及內部監控系統作獨立分析及優化，風險管理內審審計報告已於2022年初提交行政管理及審核委員會成員，作為改善建議。而《康復服務有限公司》的審計工作已於2022/23年度內完成，同期亦進行有關捐款活動的內部審計項目。

To strengthen corporate governance, the Internal Auditor regularly conducts independent analysis and assessment on the risk management and internal control systems of the Society. The audit report on the insurance process was submitted to the Administration Department and Audit Committee in early 2022 as recommendations for improvement. The audit work of Hong Yung Services Limited was completed in late February 2022. An internal audit on fundraising activities was also carried out during the same period.

未雨綢繆 增強風險管理
Taking Precautions to Enhance Risk Management Controls

智障人士因為年齡大而產生的各種健康問題，直接影響生活質量。為應對這個挑戰，本會採取多項創新措施，並與外圍分配資源以強化為高齡長者使用者而設計的相關服務。減緩風險，為進一步加強風險管理，本年度書記於風險管理報告中列明已增加了兩項新風險項目，並於2023年一季度開始並運用成為風險管理計劃的一個重要部分。本年度計劃通過財務報告的審核、風險管理計劃，以及在社區與相關服務機構的合作，以確保服務使用者得到妥善的護理和服務。

The Society has adopted various innovative measures to allocate additional resources to strengthen the relevant services for senior service users to prevent or minimise potential risks. To further strengthen risk management controls, two new risk items have been added to the Corporate Risk Register this year, namely COVID-19 threats to the health of service users, and complaints of abuse or suspected abuse of service users by staff that are filed at the Social Welfare Department or reported in the media. The Society strives to minimise risks by strengthening and improving existing controls, developing contingency plans and sharing best practices, among other measures.

檢討流程及入手法 應對未來挑戰
Reviewing Operational Processes and Manpower Needs to Meet Future Challenges

為緩解前線人手短缺，挽留人才及改善工作環境，本會採納不同措施對應，包括增加員工招聘和獎勵，以及提高福利及職業發展。此外，本會亦致力於改善服務流程，包括與相關部門及機構合作，以提高工作效率及服務質素。未來的計劃將會重點於改善服務流程，並引進新的工作流程，以滿足我們的需求及服務使用者的需求。
分享心聲 人人有份
Share Your Voice - Everyone Has a Say

過去一年，本會舉辦了多次員工分享大會、職員事務諮詢會議和聚餐活動，讓不同部門的員工可直接與總幹事及高層管理層深入對話，提出意見。以助本會作出檢討及改善。在疫情期間，員工面對生活和工作量的增加，身心勞累。為鼓勵員工情緒及協助減輕工作壓力，本會於2021年3月舉辦了“情誼有聲響應”員工分享會，目的就是為抗疫中的員工打氣，鼓勵及交流員工應對疫情的經驗，和諧屋社會福利及本會的相關政策。另外，本會亦關注員工身心健康，透過“健康生活計劃”，為員工及其直系亲属在工作、家庭、社交及個人生活上有壓力時，可致電熱線尋求適當支援。

在過去的一年，本會舉辦了多場職員分享會，職員分享會及職員群組會議，以致職員能夠有深入的對話及馬上改善。在2021年3月的“情誼有聲響應”員工分享會，我們收到了許多員工的意見和建議。結果顯示，員工對本會的工作環境和福利感到滿意。而員工們也表示，希望本會能夠在未來的一年中，進一步改善他們的工作待遇和工作環境。

Section 4: Comparing with the Results of Other Institutions

In September 2021, the Jockey Club C. Care Programme was launched for a period of three years. A service unit was established in Sham Shui Po, targeting school leavers of special schools in Kowloon and the New Territories. The goal was to support those school leavers and adolescents with special needs, improve mental well-being of their family members, promote mutual help and self-support among the members, and restore or maintain family functions.

Simplifying Service Delivery

Smaller, more personalized and accessible services were designed to meet the needs of school leavers and their families.

Incorporating Technology

The programme incorporated technology to enhance service delivery, such as online consultations and virtual support groups.

Promoting Mental Well-being

Emphasis was placed on promoting mental well-being of school leavers and their families through various activities and services.

Section 5: Conclusion

The Jockey Club C. Care Programme successfully provided support and assistance to school leavers and their families, helping them navigate through the transition from school to social life. The programme demonstrated the importance of early intervention and multi-agency collaboration.

Table 1: Comparison of Services Provided by Other Institutions

- Other institutions
- Special focus on school leavers
- Offered a wide range of services including psychological counseling and financial assistance
- Collaborated with various government departments and non-governmental organizations

Table 2: Evaluation of the Programme

- Overall satisfaction: 9.2 out of 10
- Positive feedback from school leavers and their families
- Increased mental well-being and self-confidence
- Enhanced social skills and resilience

In conclusion, the Jockey Club C. Care Programme has been a valuable resource in supporting school leavers and their families. The programme's commitment to providing comprehensive and personalized services has made a significant impact in enhancing mental well-being and promoting resilience among school leavers.
應用及檢討「國際功能、殘疾和健康分類」(ICF)
Application and Evaluation of ‘International Classification of Functioning, Disability and Health’ (ICF) Framework

自本會推動ICF以來，服務和職能會因應服務使用者的需要而適時作出調整。當中亦有不少學習、實踐分享及反思的機會。本年度內舉行了ICF研討交流會，旨在反思ICF的核心價值如何融入於個案管理和服務當中。協助同工在使用ICF框架時，應對在個案管理及服務資源分配上的整合與挑戰，一同探討，集思廣益，為服務作更好的規劃和準備。

推動社會共融 先由生活開始
Social Inclusion Begins with Daily Living

本會致力推動社會共融，加強殘疾人士的互相認識及溝通。其中「輪流行」共融屋苑計劃是全港首個推動傷健一家的共融屋苑計劃，為單身殘疾人士及一般人士提供合理的租金及居住環境，提升他們的生活質素。截至2021年底，有超過七成的房間已經出租。計劃包括定期舉行不同的共融活動，居民普遍都感受到居住後的正向變化。

參與及共融藝術 發揮創作潛能
Participation in Inclusive Art Unleashes Creative Potential

本會透過藝術活動，積極推行社區共融，為服務使用者提供參與藝術創作的機會。透過兼職藝術導師，因應服務使用者的能力和興趣，讓受服務使用者體驗不同藝術媒介，釋放他們的潛能。透過定期舉辦的共融藝術展覽和才藝比賽等活動，社區人士與服務使用者共同參與其中，從而促進社會共融。本會於2021年舉辦的「共融生活藝術工作坊」，由香港藝術中心舉辦的「全視角生活與希望的繁星」詩歌徵文活動聯同舉行，詩歌徵文活動中三十首詩文作品由本會殘疾人士藝術家所創作，以及「印象花世界」展覽藝術家展覽暨分享會，透過共融藝術活動讓資方可以了解到底殘障人士的藝術才能。

來源：The Society proactively promotes social inclusion through art activities, providing service users with opportunities to participate in creative art. The art instructors lead the service users to experience different forms of art based on their interests and abilities. The aim is to unleash their potential and develop their artistic talent. Our service users have participated jointly with members of the community in promoting artistic inclusion through regular activities, including inclusive art exhibitions and talent competitions. During the past year, the Society organized or co-organized a number of inclusive art events, including the "Penguin Pillar and the Sky of Hope" – A Collection of Poems by Michelle Leng Allcock: Book Launch cum Exhibition" with the Hong Kong Arts Centre. The collection of poems featured a total of 50 illustrations drawn by disabled artists of our Society.

同行說故事 建立真友誼
Building Friendships Through Stories

一直以來，「香港最佳老友」運動都在不同的層面，包括特殊學校、大、中、小學，以及職業訓練及院舍、各機構社區活動；由個人層面的“一對一”到親友組，合共配對超過三百對好友。在2021年中，「香港最佳老友」舉辦了第八屆共融故事演講比賽，受到疫情的影響，比賽以網上形式舉行。得獎者，老師、家長和老友熱烈支持，發展創意，利用互聯網科技拍攝彩色電影故事演講片段。參賽者還可拍攝影片，並於「香港最佳老友」臉書發佈，透過公開網上投票方式，讓市民在線投票選出「臉書網民最喜愛獎」，增加互動的同時，亦可透過互聯網推廣共融的精神。

來源：The "BEST BUDDIES HONG KONG" Movement has been promoting social inclusion on different levels, including at special schools, universities, secondary schools and corporations. It co-organises one-to-one friendship pairing and has matched more than 300 pairs of buddies to data. In mid-2021, the 6th Story-Telling Competition was held. Given the severity of the pandemic, the competition was held online. The Society was grateful that the principals, teachers, parents and buddies continued rendering their support enthusiastically. The competition leveraged technology and saw brilliant submissions of creative story video clips which were published in the "BEST BUDDIES HONG KONG" Facebook page. Through open online voting, netizens could vote for the "Facebook Nettizens’ Favourite Award". This made it possible to spread the message of social inclusion while increasing engagement.
Promoting Development of Social Enterprises and Increasing Employment Opportunities

During the fifth wave of the pandemic, social distancing measures were significantly tightened. The income of Madam Hong Restaurant located at Ko Shan Theatre in Hung Hom was inevitably affected in early 2022. To cope with the challenging business environment, Madam Hong Restaurant started providing dietary support services to care homes during the pandemic. Meanwhile, renovation works at Madam Hong Cafe located at the Museum of Coastal Defence were also commenced. Hong Ying Services Limited also expanded its existing GERMAC coating disinfection and pest control services with funding support from the ‘The Enhancing Self-Reliance Through District Partnership Programme’, and started a physical store called ‘Madam Hong Care’ which sells anti-epidemic and disinfection products in 2021. In addition to providing high-quality and affordable anti-epidemic disinfection services and protective supplies to the public, it also created at least ten job openings for the disabled and disadvantaged groups.

Although the pandemic has remained unabated, the Society has continued to receive generous donations and gifts in kind from a large number of beneficiaries during the difficult times, and worked together with the community to fight against the pandemic.

The Society always supports sustainable development and actively fulfills its responsibility in protecting the environment. The Society has drafted environmental protection policies and guidelines, and works with all staff to practise green living. In order to reinforce the practice and promotion of environmental protection at our various units, the Society formed an environmental protection working group in April 2021 to review the relevant policies and guidelines, and formulate work plans. The work of the environmental protection team includes organising environmental protection activities and assisting units in implementing environmental protection measures. In order to raise awareness of environmental protection, the ‘Environmental Protection Newsletter’ has been published since September 2021. Thanks to the whole-hearted support from our service units, all environmental protection measures are implemented smoothly.
Dawning to social events and then the pandemic, the Flag Day fundraising had been suspended for two years. It could finally be held again in November 2021, raising a total of more than HK$1 million for the Society’s non-subvented services. More than 3,000 volunteers and staff assisted in the sale of flags, covering Hong Kong Island, Kowloon and the New Territories.

The development of the Society’s portal system has been in full swing. The new system makes it easier for staff to log in with their own email accounts through the cloud system to access the latest information and policies of the Society, download various forms, share documents and participate in online training programmes. The portal is also integrated with an accident and incident management system which allows incidents, near misses and unsafe conditions at service units to be reported effectively. The system also helps to facilitate investigations and follow-up actions by the respective staff, ensuring a smoother process for taking corrective and preventive actions, and monitor statistics and trends for the identification of possible interventions and prevention programmes. It has helped to reduce the occurrence of accidents and incidents, and improved the quality of services rendered.

With funding from the Social Welfare Department, Case Management System 2.0 is expected to be completed this year. The system, which the Society started developing in 2018, includes case management, nursing and professional modules. Combined with statistical and analytical data, and the application of Internet of Things Vital Signs Devices, the real-time data about service users’ vital signs is synced to the system, reducing the effort in data entry and freeing up more time for nursing staff to see to other priorities such as providing and promoting holistic care to service users.

Even if the pandemic has impacted our 45th anniversary celebration schedule, we are glad to be able to present our new milestones and share them with all of our stakeholders.

過去一年對康復會來說，實在非常艱辛。面對嚴峻的「疫」境，康復會管理层及會內各員工都上下一心，堅守核心價值，迎難而上，展現出無比的韌力與堅毅，為殘疾人士及其家屬提供適切支援，精神實在可嘉。

我很榮幸能夠與會長、副會長、理事，以及董事局、委員會和顧問小組委員一同共事，並感謝他們在各專業領域上對本會的支持及無私的奉獻。同時，本人謹代表董事局感謝全體員工鼎力盡己，充分發揮職員效應及盡職精神。

最後，本人謹代表扶康會衷心感謝香港特別行政区政府和各部門、頒獎基金、香港僑僯會慈善信託基金、霍英東基金會和社會各界人士、以及所有轄工，全體各地的熱心支持及慷慨解囊，才能使到本會的服務與時並進，切合社會需要。本會將繼續堅守護理使命，實現願景，並與政府及社會各界同心協力，以殘疾人士的福祉為依歸，締造建康共融的康復社會。

The past two years have been a difficult period for Fu Hong Society. In view of the severe pandemic situation, the management and all staff have remained united while steadfastly adhering to the Society’s core values. Together, we faced and overcame challenges, showing indomitable courage and unflinching perseverance. Unfailingly, we provided reliable support for persons with disabilities and their families.

I am deeply honoured to have the opportunity to work with our President, Vice Presidents, Spiritual Adviser, and members of the Council, Committees and Advisory Panels. I am grateful for their support and selfless dedication to the Society in their respective areas of expertise. At the same time, on behalf of the Society, I wish to express my appreciation to all our staff for making their utmost efforts to fulfil their duties, and actualise the value of synergy and professionalism.

Last but not the least, on behalf of the Society, I would like to extend our heartfelt gratitude to the Government of Hong Kong Special Administrative Region, all government departments, the Lotteries Fund, The Hong Kong Jockey Club Charities Trust, all donors, individuals and organisations, and all volunteers. Their unwavering support and generous donations have made it possible for the Society to ensure that its services stay highly relevant and meet the needs of the community. We will work determinately to accomplish our mission and realise our vision. Together with the concerted efforts of the Government and the public, we will continue striving for the optimal well-being of persons with disabilities and further build a caring and inclusive society.
機構管理架構
Corporate Governance Structure

良好的機構管理是提供優質服務的基礎。扶康會遵循《公司條例》（第622章），致力加強機構的透明度，以達致高水平的機構管理，及建立清晰及全面的管理制度，致力提升管理效益。此圖概述本會的機構管理架構及主要服務的管理重點。

Good corporate governance is the foundation for the provision of quality service. In compliance with Companies Ordinance (Cap. 622), Fu Hong Society is committed to high levels of corporate transparency and high standards of corporate governance in order to enhance management efficiency through establishing a clear and comprehensive governance structure. Key features of the Society’s corporate governance structure and the management of major services are outlined on the right.

備註 Notes:
1. 扶康會常備委員會設監督核數小組及主席委員會。
Standing Committee also oversees four Regional Sub-Committees.
2. 扶康會之多元化康復服務有限公司及亞加療育中心有限公司，其業務範圍為本會之業務範圍內，並屬受監管業務。
Related companies are ‘Hong Yung Services Limited’ and ‘Agape Society Limited’, their Council members must be the Council members of Fu Hong Society / Spiritual Adviser and they all serve without any remuneration.
3. 多元化康復服務有限公司自1996年創立以來，一直致力提供多元化康復服務。服務為殘疾人士及其家屬的重要部分。陪同·家屬到訪的服務均由社會福利署轄下的
Services Monitoring Committee is responsible for the provision of services. Since 1996, Fu Hong Society, a company limited by guarantee, has begun to provide multifaceted services for addressing the needs of persons with disabilities and their families. The majority of services are now funded by Social Welfare Department. Service details are shown on pages 64 to 102 of the Report.
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The Society complies with the ‘Hong Kong Company Ordinances’ and the “Best Practices Manual” of the Social Welfare Department (SWD) to maintain high standards of corporate governance and accountability to stakeholders. Here is a summary of the corporate governance practices of the Society in 2021/22.

Role
The Council has overall, ultimate responsibility in governing the businesses of the Society in accordance with the Articles of Association.

Council Members
The Council has 20 members from various professional backgrounds. This diversity is deliberate, so as to avail the Society various kinds of expertise necessary to govern the multiple activities of the Society in a fair, objective and balanced manner.

Terms of Appointment
Members of the Society serve on a voluntary basis. Through Annual General Meetings of the Society, the Members delegate their authority to govern the Society to a Council which is essentially a board of directors. The Council answers to the President and Vice-President(s), who are also elected at the Society’s Annual General Meetings, and are tasked to support the Council in leading Senior Management to achieve the Society’s vision, mission and objectives.

To strengthen corporate governance, the Council’s structure was optimised in 2017. Under the new structure, the Society has eight committees and five advisory panels supporting the work of the Council. Members of these Committees and Advisory Panels, except those of the Audit Committee, were appointed by the Council. The Committees and Advisory Panels report to the Council, and oversee various operations and functions, dealing with different proposals and issues from their professional perspectives. To maintain independence, the Audit Committee reports to the President directly. To further enhance corporate governance, the Society reviewed and updated the Corporate Governance Manual this year. The updates included the number of members, and key roles and responsibilities of the Committees and Advisory Panels. Amendments were also made to the eligibility requirements for Committee and Advisory Panel members joining the Council. The overall average attendance rate at the Committee and Advisory Panel meetings in 2021/22 was over 75% (as at 30 June 2022).

Corporation Governance Policies and Procedures
The Society continued to deliver high standards of conduct and best practices at all levels. In addition to complying with the relevant legal obligations including the “Companies Ordinance”, “Best Practice Manual” and “Lump Sum Grant Manual of the SWD”, the Council, management and staff diligently adhered to the various Policies and Guidelines that spelt out the protocol, rules and procedures covering conflicts of interest and safeguards for confidentiality. These Policies and Guidelines, and the related protocol, rules and procedures are also constantly reviewed in view of changing circumstances.
內部監控 Internal Controls

本會的內部監控檢查工作建立於兩年前，由獨立的內部審計師負責，直接向審計委員會報告，並就本會內部監控系統之效能進行年度審查。過去一年，內部審計師按已定的審計計劃，為保險業務及社會企業進行內部審核。在作出改善建議的同時，有關的審核程序確保本會已實踐有效的監控措施，以及各個範圍均符合現行的監管和程序。有關的審核及建議均已呈交委員會並經審查，並已作出相關的改進。

The Internal Auditor has been responsible for the independent review of internal controls and reports to the Audit Committee directly starting from two years ago. In 2021/22, internal audits were conducted to review our insurance processes and social enterprises in accordance with the approved audit plan. These reviews confirmed that the controls in place were appropriate, and regulations and procedures were compiled with in all aspects. The audit reports and recommendations were submitted to the Audit Committee. The recommendations, as endorsed by the Audit Committee, have been duly followed up.

風險管理 Risk Management

有效的風險管理是本會達致策略目標的主要因素。本會於三年前建立了企業風險管理制度，以助於風險識別、評估、應對及監控，可能影響本會實現其目標之風險。經過一段時間運作，各級管理人員及服務單位的風險管理水平均有所提高。

在風險管理框架下，風險範圍分類為策略、營運、合規、財務、人力資源、傳訊、資料科技、財政、財務及社會服務等九個不同方面，以便進一步評估及管理。已識別的風險項目會按其風險級別進行風險監察工作，而不同職級的管理人員負責執行。

隨著新型冠狀病毒病疫情急速演變，本會持續將風險項目及風險管理框架內以進行風險監察。而為了能更有效監察本會的風險管理，機構風險評估委員會進行了重要更新，把與業務運作相關的風險項目聚焦於單位風險監察範圍，由服務單位進行地域化檢討，讓機構在評估風險運作風險上具有更大彈性和相應回應時間，以配合不同風險及單位的需要。進一步加強與服務單位相關的風險項目。

Effective risk management is essential to the achievement of the Society’s strategic objectives. The Society established an Enterprise Risk Management (ERM) framework three years ago to identify, assess, respond to and report on risks that might affect the Society in the pursuit of its objectives. The risk awareness of managerial staff at all levels and service units has increased since the implementation.

Under a well-structured risk management framework, risk areas are grouped into strategic, operational, compliance, human resources, technology, financial, social enterprise, service categories for further evaluation and management. All identified risks are prioritized by risk level for monitoring and action. Management staff of various ranks are assigned to take responsibility for each area.

In view of the rapid development of the COVID-19 epidemic, the Society has added relevant risk items to the Corporate Risk Register (CRR) for risk monitoring. Other major changes were also made to the CRR. To cater for the needs of individual service units and service districts, risk items were localised to give service units more flexibility in designing their own risk registers.

外部評估 Reviews by External Parties

每年社會對服務的服務單位進行定期評估及突擊檢查，以及進行兩至三年的一次財務審計。在2021/22年度，本會的業務成績中心曾進行上述評估及採訪，報告非常滿意本會各方的表現。另外，本會於同年年會大會委任謝慧敏會計師事務所有限公司為本年度內的外審會計師。為本會及相關公司進行法定審計。

The SWD conducts regular reviews and unannounced visits to selected service units annually. The SWD also conducts accounting inspection once every two to three years. In 2021/22, the SWD visited our Lai Yiu Adult Training Centre, and was very satisfied with the Society’s performance. For financial audit, Tai Lo CPA Limited was appointed as the external auditor of the Society and its related companies in this fiscal year at the Annual General Meeting.

間賞性及透明度 Accountability and Transparency

本會設有明確的審會員制，有利於組織解決問題的資本分配的透明度，以及社會承擔責任的透明度。組織的資本分配的透明度，以及社會承擔責任的透明度，以及社會承擔責任的透明度，以及社會承擔責任的透明度，以及社會承擔責任的透明度，以及社會承擔責任的透明度，以及社會承擔責任的透明度。

The Society has clear delineation of authority which facilitates the conduct of its business and operations. The Council oversees the Society’s overall performance, strategic directions and developments in pursuit of its vision, mission and objectives. Senior Management, on behalf of the Council, administers services and supervises operations to implement strategies and projects approved by the Council. Throughout the years, the roles, responsibilities and delegation of powers among the Council, Committees, Advisory Panels and Management Staff have been well-defined and communicated.

The Society is open and transparent in disseminating information. The Society’s operations and performance, corporate partnerships and volunteer activities are regularly updated on our official website, and in newsletters and annual reports. Complaints are handled promptly by the relevant managerial staff, as well as Council and Committee members, with proper and thorough investigations conducted. Remedial actions are taken when necessary.
企業管治交流 Corporate Governance Exchange

本會理事局委員帶頭參與多項企業管理及實務常規相關的專業發展研討會，以持續更新並提高有關知識及技能。部份董事局及委員出席由政務機關、

專業團體及業界組織舉辦的企業管理、法律、規則及規範、會計、財務、管理等各類專業技能及智慧的研討會及論壇，與各界專業人士交流及分享企業管治的經驗及心得。

本年度，本會理事局委員出席企業管治活動共五十七場，其中包括：2019年冠狀病毒疫情下政府機構的對策及備

應議題、香港的薪酬法例及非政府機構的數據管治等論壇研討會。

Council members attended a wide range of professional development seminars on corporate governance topics to keep abreast of the latest developments. These included seminars and conferences organised by government authorities, professional bodies and industries involved. These topics included corporate governance, relevant laws, rules and regulations, accounting practices, financial management and other professional skills. They also provided the opportunity for professionals from different fields to exchange corporate governance experiences this year. Our Council members attended five corporate governance events, including online seminars such as ‘Employment Issues NGOs Face in the Wake of COVID-19 Pandemic’, ‘Copyright Legislation in Hong Kong’ and ‘Data Governance for NGOs’, among others.

營運效率 Operational Efficiency

為進一步強化本會內部管理與內外聯繫，

本會在社會福利發展基金的資助下，以

「國際標準、發展和健康分析」系統的

框架，及「以人為本」的原則為導向

於內部管理和系統，以提高服務品質、實

施、監察和評估的效率和成效，透過跨

專業人員合作平台以支援協作，提供速

捷的介入治療。此外，優化後的內部聯網

新增多項功能，包括意外及事後覆報

系統、資訊科技支援、電子站、知識

庫等。本會亦將逐步提升網絡技術及

促進資本和工作效率。預期優化後的

內部管理系統及內聯網（第二期）將於

2022年第四季完成。

自去年起，全會分段全面使用Microsoft的

Office 365套件服務，透過電子科技

推動會內交流轉型，Office 365不僅

能促進同事之間的協作，對日常營運效

率、項目管理及資訊保安等各方面均

有所提升。

Since 2021, the Microsoft Office 365 cloud service has been implemented in phases to drive digital transformation in the organisation through cloud technology. Apart from promoting collaboration among staff, Office 365 also improves efficiency in daily operations, project management and information security.

策略計劃 Strategic Plan

The Society has decided to initiate a three-year strategic plan (2021–2023) for the Society, which outlines the key strategic directions, namely ‘Advance Social Inclusion’, ‘Enhance mind-body wellness’, ‘Materialize quality family life’, and ‘Advocate appropriate rehabilitation service and support on service development in any part of China’. Based on these strategic directions, the Management has defined 10 strategic items and 13 key performance indicators in response to service needs and gaps.
服務以愛植根 精神始終如一
Always Serving with Love

為弱勢社群，尤其是為嚴重智障成人提供服務，從來都充滿挑戰。四十五年前，扶養會由來自意大利的方神父與一群熱心人士共同創立，隨著時代變遷，復康服務應對社會需求而日趨多元化，規模亦與當年有天淵之別。惟本會「以愛植根，關懷弱小」的核心價值始終如一。本會創辦人之一，方神父分享這份「愛」的根源與堅持。　

It is always a challenge when it comes to serving vulnerable communities, especially adults with severe intellectual disabilities. Fu Hong Society was founded 45 years ago by Father BONZI Giosué Giovanni who came from Italy and a group of enthusiasts. Since then, rehabilitation services have diversified to meet changing social needs and grown dramatically in scale. Through it all, the Society’s core value remains unchanged: “Serving with Love and Caring for the Vulnerable”.

「愛，通常會由家而生，而本會從服務就源自家庭觀念。」我們最初就由一個小型家庭開始，而鄭家芬舍模式就是服務，對智障人士好重要。」八十二歲的方神父精神矍铄，滿懷對服務者光芒。　

Our co-founder Father Bonzi shares his thoughts about the genesis and commitment to this ‘love’: “Home is often where one finds love. This is why the Society’s services are inspired by the concept of ‘family’. We began as a modest home for our service users. Such residential care is really important for persons with intellectual disabilities.”

Father Bonzi is a sprightly 82-year-old with eyes of blue that light up as he speaks.

In the 1970s and 1980s, there was a dire need to serve adults with intellectual disabilities. This community often did not receive appropriate care because their family members were out making a living or lacked the knowledge and skills to take care of them. As a result, some were restrained by ropes and chains, and even kept in metal cages. These situations were nothing short of heartbreaking.

Setting Up Father Tapalia Home
Throughout the 1970s and 1980s, there was a lack of day care and residential care services for adults with severe intellectual disabilities aged 16 and above. Although Siu Lam Hospital was set up in 1972 to serve this community, Father Bonzi felt the conditions were not ideal: “At Siu Lam, everyone wore the same set of pyjamas. Everyone’s head was shaved for hygiene! I asked the staff if that was how they would treat their family and friends.”

Father Bonzi and a group of enthusiastic individuals embarked on the Society’s first project, which was Father Tapalia Home in Kwai Hing, after they found out about the predicament this vulnerable community faced and the urgent need women with intellectual disabilities had for residential care. Father Bonzi and his colleagues resolved to give those in need a ‘home’ that promised love and warmth. As Father Bonzi says, “These people were family, so we had to love and treat them as we loved and treated our own family.” Since then, our services have always been rooted in love.
在同一年，社会福利部的“社会福利部的‘社会服务’”的回信中，他们提到：“社会服务”对社区居民的实质贡献，以及对社会福利的实质作用，我们很关心。为了满足社区居民的需要，我们将成立一个社会服务小组，由居民代表、社区社工和专业社工组成。我们将定期讨论和分享社区服务的最新动态和经验，以更好地了解居民的需要，提供更有效的服务。”
服務逾三十載 擁抱愛的轉變
Embracing Change
with Love over Thirty Years

扶康會從愛出發，以愛同行，加入本會逾三十載的徐姑姐女士強調「愛的轉變」：「(我希望)利用這個崗位，(為持份者)帶來多點點愛與改變。」說時，她臉上流露著期待和盼望。

"Walk together with Love" sums up Fu Hong Society’s service spirit. Apart from meeting needs with love, Chief Executive Officer (CEO) Madam TSU Wan Yin Frankie, who joined the Society more than 30 years ago, embraces change with it too. One can literally see the anticipation and hope all over her face as she shares her wish to make a greater difference to stakeholders during her tenure.

自2014年出任助理總幹事以來，隨著接觸層面逐漸廣泛並深入至不同層面，徐姑姐愈來愈意識到，對服務發展思考良多，所以她希望藉此為服務使用者帶來各方面的正面改變。

Since becoming Assistant CEO in 2014, Madam Tsui has had many opportunities to deepen her involvement in a wide spectrum of work at the Society. These first-hand experiences have impacted her and given her much food for thought in service development. She hopes to create positive change for service users in all areas.

「我總會透過與不同專業人員建立的關係，例如臨床心理學家、物理治療師、職業治療師、言語治療師、護理及社工等專業人員建立的關係，以及與持份者的互動，就服務的需要及可能性，去與持份者共同討論對服務作出改變。」

Madam Tsui observes that various allied health services such as clinical psychology, physiotherapy, occupational therapy, speech therapy, nursing and social work come together to bring about change by responding to service users’ needs. She notes that to most people, what service users need could be something that appears easily achievable. However, to help our service users fulfill their needs, it takes one project after another. In this, the service units and allied health professionals work together and align on action plans to achieve the objectives, working within their pipelines and bandwidth, and by assessing the actual environments and conditions.

“...the goals that appear to be easy and yet difficult to achieve that bringing our professionals from various fields together. For example, someone in a wheelchair may need the help of a physiotherapist and an occupational therapist. If he has difficulty in swallowing, he would need the help of a speech therapist.” says Madam Tsui. She notes that even going to a restaurant for ‘yum cha’ with one’s parents may seem like an easy thing to do but it takes a lot of effort for some of our service users to do that precisely.

In the early 1990s, there was increasing awareness of causes such as equal opportunities for persons with intellectual disabilities and their rights to full participation in society. Fu Hong Society similarly sharpened its focus on the holistic developmental needs of this group. To help them integrate into society, we set up clinical psychology services, and provided professional support to address their emotional and behavioural needs.
根據社會的發展，九十年代初，Madam Tsui，香港復康會創會會長，看準了社會的需要，於1990年創辦了由社會企業家和社會工作者共同創辦的復康會社會服務中心。從該中心開始，復康會開始了社會服務的新篇章，並逐步成為香港最重要的社會服務機構之一。自復康會成立以來，一直致力于社會服務的發展，並積極探索新的服務模式，以滿足社會的需求。復康會不僅在社會服務的技術和管理方面取得了顯著的進步，還不斷擴大服務範圍，以滿足社會的需求。復康會的社會服務範圍包括：復康、康樂、康健、康養、康復、康居、康橋等等，以及社會资源整合、社會政策研究、社會教育及培訓等等。

復康會透過社會服務的發展，喚醒了社會對殘疾人問題的關注，並在社會服務和殘疾人問題的解決方面取得了顯著的進步。復康會將繼續努力，為香港的社會服務和殘疾人問題的解決做出更大的貢獻，並為社會的進步和發展做出更大的貢獻。
做「家親」互諧包容
協調不同層面的持份者是徐姑娘近年常
思考的課題，亦是企業及社會福利機構越
來越關注的現象。她語重心長地說，不論
是管理層或服務員均需明白，彼此相處、
互諧互容是近年機構與持份者之間關係的
不二法門，當中包括家庭、家長和社區伙
伴等。如彼此能夠站在同一陣線，相信
並溝通處理及解決遇到的具體問題上，
又或推動社會政策改革上，都能藉積極效
應產生改革動力。

服務使用者的支持和改變，是我們持續提供
優質服務的動力。

The passion to support our service users and create
positive change is the driving force for us to
continue to provide high-quality services.

With sheer grit and perseverance, Fu Hong Society has
sought to grow many fledgling pilot projects into full-fledged,
permanent services. Madam Tsui hopes the seeds sown will bear fruit
as services expand, knowing very well that this will be a
long-term effort requiring lots of hard work and focus. In fact,
she understands that “seeds sown may very well end up being
eaten by birds or washed away by the rain”. Even then, she feels
“it is encouraging to know that society now is more
accepting of persons with intellectual disabilities”. She also
noted that “mental health rehabilitation requires persistence
and commitment.”

Citing the example of the Society’s Family Support Services
decades, Madam Tsui reveals that these services were started in 2000,
when it became apparent that many social workers supporting the families of persons
with intellectual disabilities did not understand the experiences
and needs of parents. The Society later supported
a research project “By Your Side” — Family Support Pilot Services
to provide the family members of our services users with family-
oriented counselling services. Our leveraged learning in 2021
and were awarded the three-year Jockey Club C. Care
Programme sponsored by the Hong Kong Jockey Club Charities
Trust. We went on to extend this service to parents
with children attending special schools. Madam Tsui hopes that
resources will continue to strengthen these services. She is
confident that the successful implementation will allow ‘every
family member to support one another and draw strength to
face challenges together’.

她引用徐姑娘家書寄語者「張堅」（張堅
先生之女）的詩句，形容社會與家長是「親
家係等」，而家長：「家長為子
女衣食住行（家務）」（做動機），如其他
家務，但通常會交予「家務」。家長
所以謂「家務」，更需互相信任，互相尊
重，對對方需體貼，便要幫手，互相諒
解和包容。

社會服務關係是家書長發展的基石

She cites a metaphor from the founder of Fu Hong Parents’
Association, Mr. CHEUNG Kwong Chi, whom she calls “Uncle
Cheung”: “Fu Hong Society and the services users’ families
are like in-laws to each other, not opponents. After the parents
entrust their children to the Society, the children typically spend
the rest of their lives at the Society, just like how a bride lives
with her in-laws. Both sets of in-laws must trust and respect
each other, and be prepared to render support when necessary.
Mutual understanding and tolerance are essential.”

As persons with intellectual disabilities generally face an earlier
onset of physical ageing, they may be considered advanced in
years once they reach 40. The ageing of service users with such
disabilities is a major challenge in this sector. Madam Tsui is
actively working towards having geriatricians visit the Society’s
Care and Attention Homes, and driving changes in policies
related to caregivers. The pandemic has underscored the
shortage of residential care, facilities and resources for
persons with severe disabilities. Madam Tsui believes the
rebuilding or relocating of the relevant hotels should be
a priority for the government. How to embrace the changes that life
ahead? With love, no doubt.
Fu Hong Society Gives Hope to Families

The main concern of the society is the well-being of children, particularly those with intellectual disabilities. The society believes that children with disabilities should be given the same chance to grow up and enjoy a happy life as their peers. This is why the society feels relieved when they provide a secure environment for children with intellectual disabilities at a residential unit that not only caters to some of the caregiving responsibilities off their shoulders, but it also gives them space and time to plan and prepare for their children's future. This was especially critical to parents in the 1980s. Mrs. LAM YUNG Yuk Chun (Mrs. Lam) remembers that all too well.

"In those days, it seemed like none of us as parents knew what to do. With our children leaving school and not having a residential unit to go to, many families found it difficult to cope with looking after their children round the clock," recalls Mrs. Lam. Back in the day, places at service units were so rare that getting one's child into a training centre was like winning Mark Six!\r

Her daughter LAM Zoe Wai had an accident which led her to suffer from severe intellectual disabilities shortly after she was born. As a result, she could not take care of herself or express herself. As social welfare services were nascent in Hong Kong in the 1980s, services and facilities in society could not meet the demand at the time. For Zoe Wai, it was not until she reached her teens that she got a place at Hong Chi Prehile No. 2 School which was dedicated to young people with severe intellectual disabilities. She then had to wait two years after she graduated from the school until she was referred to Fu Hong Society's Chun Shek Adult Training Centre to receive day training services. Subsequently in 1994, she got a place at Ching Lam Home and moved in to become one of the service users. Today, even as Mrs. Lam recounts what happened, she still heaves a sigh of relief. She says, "We as parents were really relieved when we found out that Zoe Wai was able to benefit from such a good arrangement!"

In 1990s Hong Kong, services for persons with intellectual disabilities lacked holistic planning. At the time, the government mainly referred to service models and practices overseas, especially those in the UK. It was only later that Hong Kong gradually came to have a clearer service framework. Shelters workshops and activity centres had only just come into being, as was the case with residential services catering for persons with severe disabilities. True to the pioneering spirit of “Your Need is the Lead”, the Society established two subvented residential service units for persons with severe disabilities that could house 50 people under the sponsorship of the Social Welfare Department. The two service units were Ching Lam Home and Ol Wah Home.

In those days, there was no central referral system. Initially, Ching Lam Home accepted mostly former service users from the Society's day training centres such as those in Chun Shek, Lei Yiu and Hing Wah. It was during that time that Sze Wai was accepted by Ching Lam Home. From the start, Ching Lam Home already had its own resident healthcare and rehabilitation teams staffed by personnel such as registered nurses, physiotherapists and occupational therapists. The fully staffed team at Ching Lam Home made it the rehabilitation home with the most comprehensive one-stop services at the time.
有些朋友問林太為何這麼願意全心全意到清蘭，有接受住宿服務機構，幾年來去呢？到培訓機構，我們都知道要再接再厲！林太太是近年來六百多名服務人士的溫馨代表，有多元的服務內容，尤其在社區服務方面，他們負責的都是社區內的照顧工作，如社工、家護、家政、理療等。

林太太表示每週都會到清蘭工作，並且確保每個星期都能到社。原來她是剛開始在清蘭工作時，有一段時間無法接受，因為對這個職業並沒有信心。但經過一段時間的試用後，她漸漸地接受了這個職業。現在，她已經成為社區內的照顧員之一。

在這個職業中，林太太遇到過不少困難。有些社區內的照顧員因為不能接受這個職業而離職，但她仍舊堅持下去。她認為這個職業是有意義的，因為她能為社區內的照顧員提供服務，讓他們能夠過上更好的生活。

林太太也分享了她對這個職業的感想。她認為這個職業是令人满意的，因為她可以看到照顧員們在她的幫助下，變得更加快樂和有自信。同時，她也看到了社區內的照顧員們的變化，他們開始變得更加熱情和有活力。

林太太還提到，她對於這個職業的熱情，源自於她對社區內的照顧員們的關心。她認為每個人都應該得到平等的機會，每個人都應該得到尊重和照顧。因此，她願意為這個職業付出所有的努力。

在這個職業中，林太太看到了社區內的照顧員們的努力和進步，也看到了社區的變化。她相信這個職業是有意義的，值得付出所有的努力。
支援精神復元 促進社區融合
Supporting Mental Health Rehabilitation and Promoting Social Inclusion

「康復對我來支援 HEIGHT 係救命靈藥囉！」很多想像，從前開朗、健談的Coke曾深陷情緒的低谷，
難以自拔。

“Sunrise” was a lifeline to me,” says Coke. It is difficult
to imagine that this cheerful and chatty person in front of me was once trapped in the
doldrums in his darkest days.

Coke於當年接受精神科治療後多月後出院，愛
情縈繞而從工作世界退下來整整兩年，他希望
有一個新開始。然而，重新縛謎，談何容易！彷彿
之際，Coke找到了“康復”這個“中繼站”，才
得以與社會重新聯繫，掌握自己的生命節奏。

然而，病情未清，Coke在新開始時仍然艱難。
“當公園裡一班長輩正在墊腳練舞，康復仍然
解決確無解，令現下將一縷人活動異
中求好易感！”憶起康復令社會痊癒的情況，
Coke當時感到頗援助，對“康復”的景觀尤為
感激。

Coke was discharged two years ago after
receiving psychiatric treatment for over a month.
Mood disorder impacted on him so much that he
stopped working for two long years. He hoped to
start afresh but had a tough time starting from
scratch. Just as he was feeling lost, he found
“Sunrise”, a “halfway house” for him. It was here
that he managed to find a link with society and
decide how he wanted to live.

Alas! The pandemic meant tough times for Coke.
“At a time when there wasn’t even a bench in the
park I could sit on and ‘Sunrise’ still couldn’t
organise regular events, I was really grateful that
it could find an activity for me to participate in,”
recalled Coke, who felt extremely helpless when
the whole of society was crippled by the
COVID-19 pandemic. The compression and care
shown by “Sunrise” was something he was very
grateful for.

Coke口中的“康復”，其實是康復會位
於港島東華院的“康復天地”，是全港首
個在公共屋邨開辦康復的精麻康復結合社
區中心。自2012年從位於香港仔的康復中
心遷往此址以來，變一直通過不同的方法
及活動，推動精神健康，在社區融合上發
揮作用。

By “Sunrise”, Coke is referring to Fu Hong Society’s Sunrise
Centre in Wah Fu Estate on Hong Kong Island. It is the first ever
Integrated Community Centre for Mental Wellness built in a
public housing estate in Hong Kong. Originally located at the
Fu Hong Rehabilitation Centre in Aberdeen, Sunrise Centre was
moved to its present location in 2012, and it has since been
advocating mental health causes and promoting social
integration through different methods and activities.

Responding to the over increasing demand for mental health
rehabilitation services, Fu Hong Society began to diversify its
services actively since setting up its Rehabilitation Centre in
Aberdeen in 1997. A major part of this effort was expanding
service coverage to include mental health. To help persons in
psychiatric recovery re-integrate into society, Fu Hong Society
set up three half-way houses to help them adapt to life in the
community. Apart from benefiting these persons in recovery,
their family members also benefited as their caregiver burden
was reduced. It was also beneficial for society, as the service
users would have recovered and been prepared before they
returned to the community.

Sunrise Centre in 2010 was a temporary service provider
located within the Rehabilitation Centre. It helped to support
government initiatives on mental health in the district, helping
local residents who were recovering from mental issues. Coke
was one of them.
Stray Cat Therapists

Fu Hong Society has always faced a gamut of challenges in the area of mental health rehabilitation, ranging from the development of halfway houses to the provision of community support. Staying true to the spirit of ‘Your Need is the Lead’, the Society has explored innovative methodologies that are effective for its service users. For instance, Cooke got to know Sunrise Centre through one of its research projects: ‘Catwatching’. Questions about pet care and animal behavior were answered: “How do animals help people to reduce their stress and improve their mood?” These animals ‘are none other than the ‘cat therapists’ who often visit Sunrise Centre. The two cats have built a bond with the staff over time and have become ‘therapists’ at the ‘Cat Hub’ of the Centre. While Catwatching may appear to be a frivolous concept, it is backed by science. Throughout Cooke’s eight sessions of interaction with the strays, he had to fill in questionnaires both before and after each session. His responses and pulse data helped to track his mood and psychological changes. With such data, he hopes to optimise our methods in uplifting persons experiencing mood disorder. Cooke said he was really moved by Sunrise Centre’s ardent desire to improve its services continuously, and its focus on quality and outcomes.

Cooke lived in Tin Wan and went to Wah Fu Estate twice a week to play with the cats. Each time, he spent half a day there. As he built a relationship with the cats, he started to sense that he was accepted, trusted and not judged. Perhaps that is the ideal relationship we all hope for and the best medicine for mood disorder. Through playing with the cats and his mobile phone, and fiddling with newspapers, he was able to enjoy his tranquil private moments.
This is what Coke has to say about his first-hand experience at Sunrise Centre: “The staff at ‘Sunrise’ showed me so much love. I know this sounds abstract but I felt they were helping me with so much care!” Such is what the Society means by “Your Need is the Lead, Walk together with Love”. Coke says, “Before I was warded, I was so tired of everything that I had to make a huge effort even to go have breakfast outside. I was exhausted mentally and physically. When I was discharged after being warded for more than a month, I thought I’d start afresh but the pandemic happened and life stopped! That was a big blow to me. I’d say the immense help from ‘Sunrise’ was super meaningful to me.”

Diverse Support and Services

The volatility of the pandemic meant there were many variables beyond one’s control and this could leave people with pent-up feelings without an outlet. Sunrise Centre created a parallel universe for Coke in his hour of need, giving him peace and a breather. There, he was able to recollect his pace and regain the pulse of life. Other than Cat-watching, visual arts and volunteer activities, Sunrise Centre also offers diverse options suited to the different needs of service users, including band performances, modern dance, arts and crafts and networking groups.

“I felt the pandemic was killing people in more ways than one. But ‘Sunrise’ gave me new hope. I was gradually able to interact with people and resume some regular activities.” Coke describes how the pandemic pushed him into a worse situation and how glad he was that Sunrise Centre “saved his life” and prevented some very unfortunate events that could have unfolded otherwise. He hopes society would allocate more resources so that people who face the same predicament as he did would have more ways of being supported.
住宿服務

Residential Services

過去一年，雖然面對嚴峻的疫情和各種挑戰，但住宿服務團隊依然展現出非凡的動力與韌性。憑著四十五年的服務精神，員工上下一心，砥礪同行。

Despite the various challenges over the past year, our residential services continued to demonstrate resilience and flexibility amid the pandemic. We upheld Fu Hong Society’s spirit of 45 years and overcame all obstacles as one team.

新常態、新服務

New Normal, New Services

嚴謹的防疫措施、有限的社交距離以及靈活的應變方案，這些都成為住宿服務部以當的新常態。為了保持服務使用者的生活品質，服務單位減量圖利，發揮創意，將以往服務使用者喜愛的外活動在屋內進行，以模擬場景形式呈現。

Stringent precautions, social distancing measures and adaptable contingency plans became the new normal of the residential services. The pandemic did not shift our focus on providing high-quality service. To maintain our service users’ quality of life, we conducted their favourite outdoor activities indoors in the most authentic way possible through simulation.

服務使用者不止是受益者，也是付出者。無論是義工義務、還是改造宿舍、裏外事務等，只要服務使用者願意，他們都能夠為長者家增添色彩、獻上愛心。多年來，本會持續推動「與長者共同生活」，其中所倡導的「同樂同樂」、「市場教育」及「情感連繫」等，都透過使用者的參與一一體現。這也是住宿服務的初心：共建這個「家」。

Service users are not only receivers, but also givers. Service users may serve as volunteers to contribute in events such as the ‘Flag Day’ and indoor activities such as home decoration. For the past few years, we have been advocating ‘Quality Family Life’, a strategy that emphasises concepts such as ‘Family Interaction’, ‘Parenting’ and ‘Emotional Well-Being’. These concepts come to life through the service users’ participation as we build our ‘Home’ together.
Quality family life cannot be achieved without the participation of the community and staff. Relationships take time to build, and require consolidation and sustainability. Our 25 residential units are located all over Hong Kong and we always cherish the moments we have together during gatherings. In fact, our strong team spirit forms the foundation of our services and drives us forward. On the other hand, volunteers from the community who have known our service users for years still send them birthday wishes and gifts through mail and online means. This family-like bonding persisted even though the pandemic changed the way people interacted.

After the Lunar New Year, the fifth wave of the COVID-19 pandemic impacted our residential services greatly. With infected cases climbing in Hong Kong at the time, our residential service units were not spared either. In the beginning, service users could be transferred to community isolation facilities such as AsiaWorld-Expo. However, when the government policy of “On-Site Quarantine/Isolation” kicked off, our service units had to embark on a long and tough journey to deal with all contingencies. Even when the pandemic was raging, it was business as usual for our service teams. Each district drew up contingency plans, ready to support one another in terms of resources and manpower. Meanwhile, under the coordination of the Head Office, the shortfall in manpower and anti-epidemic resources was resolved.

During the “On-Site Quarantine/Isolation” period, the staff at our residential service units collaborated effectively and shared caring duties as a united team. Some of our staff stayed at the service units to be fully dedicated to the anti-epidemic duties. External backup teams also worked day and night to provide various support. Even during the toughest times, our staff still prepared dessert, snacks and herbal tea for the service users, which made them feel loved and cared for. The pandemic will be over eventually. Our care, companionship and love will remain.
日間訓練服務
Day Training Services

本會的成人訓練中心致力為輕度、中度及嚴重的智障人士提供日間訓練服務。過去一年，本會仍受到2019冠狀病毒病的影響，尤其2022年春季的第五波疫情更為嚴重，日間活動中心亦需暫停服務，雖然受到疫情的影響，我們仍運用不同的策略和方法，協助服務使用者繼續獲得適切的服務，並透過多元化的訓練模式，如個別訓練、小組活動、體驗學習、藝術媒體等，讓智障人士在日常自理照顧、休閒和社交生活等各方面都得到發展，協助提升他們的身心靈健康和融入社會。

The Society’s adult training centres have strive to provide day training services for persons with mild, moderate and severe intellectual disabilities. Last year, as services were still impacted by COVID-19, especially the fifth wave of the epidemic in the first quarter of 2022, the day activity centres had to be temporarily closed. In response to the epidemic, we adjusted our strategies to ensure continuity in our services. Our staff developed a variety of learning modes, such as individual training, group activities, experiential learning, artistic media and so on. This was to enable our service users to develop holistically in aspects such as daily living, health, leisure and social life. Our aim was to help them maintain physical, psychological and spiritual well-being, to integrate into society.

維繫友誼，促進共融
Maintaining Friendship and Promoting Social Inclusion

在暫停戶外活動和義工探訪期間，中心運用科技與影像器材與義工保持連繫，包括與「香港最佳老友」運動的學生義工定期視像聯繫，互相交換心得，維繫一對一的珍貴友誼。同時，學生義工亦會與中心服務使用者透過網上形式一起參與活動。當中有學生擔任導師，舉辦網上藝術小組。此外，雖然中心服務使用者不能到社區親身出席義工服務，中心仍透過電話服務使用者的手工作品予社區有需要的人士或長者等，發揮智障人士的潛能和宣揚社會共融。

During the suspension of outdoor activities and volunteer visits, we leveraged technology to keep in touch with volunteers through video. For example, we maintained regular video contact with student volunteers participating in the "BEST BUDDIES HONG KONG" Movement to express mutual concern and cultivate precious one-to-one friendships. Student volunteers also participated in online activities together with service users. There were also volunteers who served as instructors in art training groups. Our centres are not only unleashing the potential of our services, but also promoting social inclusion by presenting the service users’ handicrafts to the needy in the community, such as the elderly.

支援視障和義工活動培養服務使用者的耐性及專注力，促進社會的包容教育
Supporting visually impaired service users in developing patience and concentration skills, and also to foster social inclusion.
應用「國際功能、殘疾和健康分類」系統
Applying 'International Classification of Functioning, Disabilities and Health (ICF) Framework'

去年，本會全面制定時間表以循序漸進方式，在所有宿舍與成人訓練中心應用「國際功能、殘疾和健康分類」系統（簡稱ICF），從「以人為本」和「優勢能力」的理念了解需要、評估及分析服務使用者在健康、身體功能、活動參與及環境因素的情況，制定跨專業的個別計劃及介入方法。在中期檢討會議中，員工表示推行ICF令各專業人員對服務使用者的需要有更全面的了解，介入方案更適切地針對他們的需要，而不僅當其需要的重構。ICF的應用對員工和服務使用者均帶來正面的影響，促進本會實踐ICF工作的信心。

Last year, the Society drew up a timetable for the application of the 'International Classification of Functioning, Disabilities and Health' framework at all hostels and adult training centres progressively. Our centres apply the ICF framework for evaluation and analysis of the links among health, physical functions, participation in activities and environmental factors, so as to achieve a comprehensive understanding of the needs of our service groups, and formulate interdisciplinary individual plans and effectiveness assessment. In the mid-term review meeting, the staff stated that the implementation of the ICF would allow various professional colleagues to have a more comprehensive understanding of the needs of service users, and the intervention plans would more appropriately address and prioritize their needs. The Society is confident about the steady application of the ICF framework at all service units.
發展自家品牌，開拓新的訓練
Developing Proprietary Products to Broaden Training Opportunities

在新常態下我們更加積極發展三間工場的自家品牌，以減少因加工單量不穩定所帶來的影響。英愛職業發展中心繼2020年中秋節推出「鳳梨窩蛋」禮盒後，又加推三款健康休茶飲。新產品推出後，收到來自不同政府部門及公司的訂單。大大鼓舞了服侍使用者的士氣，令我們更有信心開發更多產品，為服務使用者容入社會做好準備。

Under the new norm, the Society’s vocational rehabilitation services developed and expanded their own brands progressively through three workshops to reduce the impact of decreased orders from customers. Following the launch of the “Phoenix Herbal Tea” gift box during the Mid-Autumn Festival in 2020, Kwi Hing Vocational Development Centre marketed three more types of healthy herbal tea. We were heartened to see that the new products drew more orders from various government departments and companies, greatly boosting the morale of our service users. It is a major boost to the work of social inclusion.

為慶祝中秋佳節，假誠進工場舉行餅食首次推出「鳴鵲紫枝月餅」，選用自家種植的紫薯、精心調配的糕粉及由本地直送的蛋類，再經誠進工場獨特烘焙工藝所製作的金黃酥膩餅皮，讓人一口就回到濃濃的舊時光，濃厚的紫薯香與質細滑的天然紫薯，口感香脆斜，令人愛不離手，回味無窮。

To celebrate the Mid-Autumn Festival, Madam Hong’s Bakery launched the ‘Madam Hong’s Pineapple Custard Mooncake’ for the first time, using home-made salted egg yolk, delicately flavoured custard filling and pineapples that were procured directly from the place of origin, and combining them with Madam Hong’s unique baking method to produce the golden casing of crumbly pastry. It is said that the mooncake leaves an unforgettable rich, flavoursome and natural taste perfectly balancing sweet and sour nuances.

另一方面，賽馬會留園工場自現代化工程後增設烘培食物製造廠— 唐鵝廚房，唐鵝廚房除提供服務訓練給服務使用者並按公務市場售而外，更為服務使用者提供有營午膳。滿足他們的營養以至便當的需求。於疲勞期間，唐鵝廚房全力支援本中心各服務單位，為服務使用者提供午膳餐盒及清潔飲品，為抗逆添一分力！

本會工場服務日後將會發展更多自家品牌的產品，以擴闊商機，減少完全依賴外地客戶供應，為服務使用者提供更多工作訓練的項目。

After a revamp, the licensed food factory of Jockey Club Shek Wai Kok Workshop, Madam Hong Kitchen, started providing catering training and healthy lunchboxes to service users to meet their vocational rehabilitation as well as health needs. Madam Hong Kitchen also provided meal support to service units of Fu Hong Society in fighting against the epidemic.

In the future, the three workshops will provide more training opportunities for service users and develop even more proprietary products of their own to expand and stabilise vocational training for persons with disabilities.

多元化的訓練提升服務使用者的職業技能
Diversified Training Helps Trainees Improve

賽馬會留園工場服務使用者於現代化後可以接受更多元化的訓練，包括服務訓練、學習水耕種植、客戶接待訓練、升級再繼續訓練、小組包裝訓練、學習資訊科技及電腦軟件應用等。他們更可以參與不同種類的興趣小組，如一星期五日由物理治療師及職業治療師設計的訓練及運動等。再者，工場在引入多元化的訓練後，約三十名服務使用者已經與職業訓練局，當中更有五名服務使用者可獲取每月十二港元工資，較以往多一倍的訓練津貼，朝公開就業邁進一步。

Since the revamp of Jockey Club Shek Wai Kok Workshop, its service users have received more diversified training in areas such as kitchen training, hydroponics, customer service, upcycling, snack packaging, IT and software applications. They participate in various interest groups such as those that offer training and exercises designed by physiotherapists and occupational therapists, held five days a week. Since implementing such diversified training, around 30 service users have participated in the advanced vocational training, and five of them are earning HK$12 per hour, which is twice as much as their previous wages, bringing them closer to the open employment market.
Our Employment Support Services under the Vocational Rehabilitation Services have been providing service users with appropriate services to strengthen their work abilities and enhance their open employment opportunities. This year, more than 150 service users benefited from the Employment Support Services and the open employment rate reached 70% despite the impact of the COVID-19 pandemic. These support services help to match service users to suitable jobs, taking into consideration the job type, job nature, skills sets required, duties and environment so that apart from earning an income, the service users can also use their skills and talent to boost their confidence and actualise themselves.

Kwai Hing Vocational and Development Centre Revamp

Kwai Hing Workshop was established by the Social Welfare Department in 1983 and handed over to Fu Hong Society in 1993. It was transformed into an Integrated Vocational Rehabilitation Centre and renamed “Kwai Hing Vocational Development Centre” in 2014. In consideration of the needs of ageing service users, the obvious changes in the development trend of vocational rehabilitation services and the challenges triggered by COVID-19, it is necessary for Kwai Hing Vocational Development Centre to carry out a revamp to modernise itself in terms of interior design, anti-epidemic facilities, technology and new training initiatives. The Society successfully applied for a grant of around HK$3.4 million from the Hong Kong Jockey Club Charities Trust in July 2022 to carry out the revamp which is expected to be completed in July 2023.

Persons with disabilities living in the community may lack supportive services. Since caregivers may not be able to take care of them due to housework or other commitments, there is a likelihood of accidents occurring due to lack of care. To fill the service gap, the Society proposes to set up a “Sheltered Workshop Extended Care Pilot Project” at sheltered workshops. The purpose of the scheme is to extend care services to evenings and Saturdays for persons with disabilities living in the community from ‘Jockey Club Shek Zai Kok Workshop’ and ‘Kwai Hing Vocational Development Centre’ which are located at Tsuen Wan and Kwai Hing respectively. We will conduct activities and provide meals during these periods to expand our support for service users. In addition, we will provide guidance, training and support for caregivers through various workshops, with the hope of enhancing their competence, reducing caregiver stress and improving their quality of life. The Society has successfully secured funding of nearly HK$5.3 million from BF Family Foundation Limited to launch this pilot for three years, in order to support the persons with disabilities and their caregivers living in the community. The service commenced in July 2022.
社區精神健康服務
Community Mental Health Services

本會的社區精神健康服務包括三所中途宿舍（悅群之家、悅智之家/悅行之家）和精神健康綜合社區中心（康復天地）。中途宿舍提供以「社區為本」的住宿服務，協助精神復元人士（包括復元人士）融入社會。「康復天地」服務廣東中區及部分粵語區居民，除提供一站式精神健康及社區支援服務外，更積極推行公眾教育以增加居民對精神健康關注。此外，本會就服務需要制定了《社區精神健康服務——危機處理手冊》及建立危機預案，透過定期進行危機事件演習，提升員工對處理事故時的應變能力和信心。

The Society provides community mental health services at three halfway houses, namely Yuet Kwan Home, Yuet Chi Home and Yuet Hang Home, and at the Integrated Community Centre for Mental Wellness known as Sunrise Centre. The halfway houses provide community-based residential services to persons in psychiatric recovery, facilitating their re-integration into the community. Sunrise Centre serves the residents in the Central District and some parts of the Southern District, providing one-stop and district-based integrated community mental health support services. Sunrise Centre also plays an active role in community outreach to enhance public awareness of mental wellness. In addition, the Society developed ‘Community Mental Health Services – Crisis Handling Manual’ and Near-Miss Report System based on the service needs. The service units conduct crisis drills regularly to enhance the staff’s capability and confidence in handling crises and incidents.
共融計劃

為提升復元人士使用資訊科技產品的信心和能力，以應對日常生活的需要，中途宿舍舉辦了八期「復元人士共融毅行」活動，透過運用平板電器與大專生進行網上活動，讓復元人士加強與人連繫及享受娛樂，增加生活樂趣。與此同時，大專生透過與復元人士真情對話，了解他們在復元路上的心路歷程，並認識精神健康的重要性。

Inclusion Programmes

The halfway houses held eight sessions of "Persons in Recovery and ICT" activities to enhance the confidence and abilities of persons in recovery in using information technology products under the new normal. By using tablets to participate in online activities with students, persons in recovery can strengthen their connection with others and enjoy entertainment which brings joy to them. At the same time, through dialogue with persons in recovery, students understand their journey on the road of recovery and realise the importance of mental health.

復元人士自助組織交流

為配合宿舍共融之發展，我們邀請了基督教愛協團契（由復元人士組成的自助組織）到宿舍推廣以家角度作參與、計劃及進行服務的經驗。復元宿舍繼續推廣服務使用者就宿舍的發展方向表達意見，他們表示活動有助提升了對宿舍的歸屬感，亦感受到與職員更平等的關係。

Exchanges with Self-Help Group

Christian Ol Hi Fellowship, a self-help organisation run by persons in recovery, was invited to promote the concept and experience of user participation. Participating users were encouraged to express their opinions concerning the development of the halfway house. Through the activity, a strengthened sense of belonging along with a more equal and collaborative relationship with the service providers became evident.
剪片師育成班
因應服務使用者的興趣及需要而舉辦了手機攝影及剪片製作小組，讓他們嘗試在日常生活取材，利用手機簡單拍攝及編輯生活點滴後製作成獨一無二的影片，從而表達內心的感受及想法，除了加強彼此的交流外，也提升了運用資訊科技產品的能力和信心。

Smartphone Photography and Video Group
Service users are encouraged to take pictures and record daily moments by simply using their smartphones. They learn how to make unique videos to express their inner feelings. This group increased their mutual emotional support and confidence through the use of devices.

康晴天地
Sunrise Centre

「康晴天地」是一所精神健康綜合社區中心，由社會工作者、職業治療師、精神科護士、臨床心理學家及居屋支援員組成跨部門團隊，為復元人士及受精神滋擾人士的家人／照顧者及居住於中區及南區的居民，提供地區為本的一站式綜合精神健康服務。

疫情下無阻連繫
中心推出「康晴天地疫情綜合指南」，為會員提供及整合有關精神健康資訊，利用網上平臺，定期分享一些正面訊息，發放正能量，為會員打氣，抒解情緒，中心亦為會員提供上課的防疫及生活衛生，包括口罩、快速測試劑等，並特別為確診會員提供階段性協助。

Staying Connected During Pandemic
The Centre has prepared a ‘Comprehensive Guide to the Epidemic’ to deliver useful information to its service users. Through online platforms, it shared positive messages regularly to cheer them up and provide them with emotional support. The Centre also delivered anti-epidemic care packs to the service users, including face masks, rapid test kits and supplies. Moreover, the Centre provided immediate assistance to service users who were infected.

全方位的健康服務
康晴天地以多元化的介入手法，為不同年齡層的服務對象提供適切的精神健康服務，包括為小家庭的情緒發展需要而設的小組及個別活動，為青少年而設的「MIND精神健康服務」，以動物輔助介入服務的「福運計劃」以及為長者會員而舉辦的興趣班和精神健康講座等。

Comprehensive Mental Health Services
Sunrise Centre provides mental health services for service users of different age groups with a diversified intervention approach. For instance, groups and parent-child activities for the children in the families, "Youth Mind" mental health services for youth, "Cat Project" animal-assisted intervention for all members, and interest classes and mental health talks for the seniors.
**Services**

**JC JoyAge: Jockey Club Holistic Support Project for Elderly Mental Wellness**

Since January 2022, Sunrise Centre has participated in JC JoyAge, Jockey Club Holistic Support Project for Elderly Mental Wellness, a project initiated and funded by the Hong Kong Jockey Club Charities Trust, which aims to tackle depression among seniors. The Centre provides a two-year service. Through cross-sectoral collaboration, JC JoyAge provides a community-based support network for the senior citizens to enhance their resilience in facing the challenges of ageing. The service bridged the District Elderly Community Centre and Integrated Community Centre for Mental Wellness to establish a collaborative and integrated service model to render standardised prevention measures and timely intervention services for depressed elderly according to their level of risks and severity of symptoms.

The project also provides training for both professional and non-professional staff to build the community capacity of elderly mental support. It is hoped that the elderly’s resilience and skills in dealing with their own emotional challenges will be enhanced, and that the depressed seniors in the community will be supported.
Community Support Services for Persons with Disabilities

Despite the continued pandemic, TSWDSC never wavered in executing the Society’s mission by providing appropriate care for persons with disabilities and their families living in the community. TSWDSC had to temporarily stop regular centre-based services due to the guidance of the Social Welfare Department. Some caregivers have had to provide 24 hours of care at home daily due to their children getting infected with COVID. This greatly reduced their household income and caused great difficulty to their daily life in terms of meal preparation, and the purchase of daily necessities and anti-epidemic materials. To address their urgent needs, TSWDSC actively partnered local organisations such as the Hong Kong Council of Social Service, Hong Kong Red Cross, Food Angel and Food Grains to collect donated materials and deliver them to the families in need.

另一方面，防疫資訊瞬息萬變，殘疾人士及其照顧者往往難以掌握，少數族裔殘疾人士及其照顧者對中文資訊難以理解，於接觸及理解資訊更感困難。有見及此，中心自2020年12月起獲社署資助，增聘了「少數族裔社區大使」（下稱大使），透過設立街站主動接觸少數族裔殘疾人士及其家庭。另外，大使亦會聯招社工定期上門家訪及電話聯絡，隨時少數族裔人士家庭，同時跟進及解釋相關殘疾人士支援服務及防疫資訊，讓少數族裔殘疾人士及其家庭得到細切的支援。

Meanwhile, information on epidemic prevention was iterating rapidly. It was difficult for persons with disabilities and their caregivers to catch up and understand the latest prevention guidance. The situation was exacerbated by cultural and language differences. To address this, with a subvention from the Social Welfare Department, TSWDSC recruited ‘Ethnic Minority District Ambassadors’ to actively reach out to persons with disabilities and their families who were ethnic minorities by setting up street stations. In addition, these ambassadors also joined social workers in making regular home visits and phone calls to show concern for the families of ethnic minorities. They also took the chance to explain the relevant service information and the latest epidemic prevention guidance so that those in need could seek appropriate support.

Furthermore, the Ethnic Minority District Ambassadors helped to organise a cross-cultural parent group at TSWDSC. This not only allowed caregivers to understand the culture of minorities with disabilities, but also more crucially, helped to integrate the minorities with disabilities and their families into the community, building a cross-cultural mutual support network.
護理及專職醫療服務
Nursing and Allied Health Services

The Society is always concerned about the physical and mental development of service users. That is why it provides services ranging from Clinical Psychology and Physiotherapy to Occupational Therapy, Speech Therapy and Health Care to train our service users. Professional expertise can help them achieve balanced physical and mental development, and cope with age-related problems such as the deterioration of physical faculties and swallowing difficulties.

臨床心理服務
Clinical Psychological Services

本會設有臨床心理服務、物理治療服務、職業治療服務、語言治療服務及護理照顧服務，為服務使用者提供專業訓練、治療服務及護理照顧。本會於2021年11月1日開始提供護理照顧服務，協助服務使用者於社區或家中獲得所需之護理照顧。

Through psychological assessment and psychotherapy, clinical psychologists help people in need to prevent and deal with various emotional, cognitive and behavioral disturbances. This develops their potential and encourages them to participate actively in the community. Clinical psychologists help service users to effectively manage their emotions through evidence-based positive behaviour support strategies.
Helping users with Autism Spectrum Disorders to adapt to changes

Persons with autism spectrum disorders do not easily adapt to new environments and changes. By assisting service units in creating "autism-friendly environments" for work and training, as well as employing evidence-based intervention strategies, service users with autism spectrum disorders would find it easier to adapt to routines and participate in the centre’s activities.

Mindfulness Exercises

We had to take good care of our physical and mental health during the pandemic to handle challenges and difficulties that lay ahead. Mindfulness exercises can help us focus on the "here and now", and accept our negative inner experiences.
In the past year, COVID-19 pandemic remained volatile. Meanwhile, we seem to have progressively adjusted to this new normal.

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職業治療服務

Occupational Therapy Services

The fifth wave of pandemic came as a surprise, striking Hong Kong badly after the Lunar New Year. Some of our service users and staff were unfortunately infected. During their recovery, most appeared to have persistent cough and spurt retention. To address this, our physiotherapists made videos that demonstrated breathing exercises to help those recovering from COVID clear their lungs and improve lung functions.

Occupational Therapy Services Advocating ‘Mind–Body Wellness’


‘身體功能及結構’方面的工作

‘心靈功能’的介入，職業治療師評估及訓練認知、包括：注意力、空氣概念、特別能力、數學運算、記憶力、推理、分析及解難能力等。

‘Body Functions’ and ‘Body Structure’ in Occupational Therapy

Interventions to do with ‘Mental Functions’ require an occupational therapist to provide cognitive evaluation and training in relation to attention, spatial relationships, discrimination, calculation, memory, reasoning, and analytical and problem-solving abilities.

It was quite a journey. Our team braved the storm to overcome various difficulties. Our physiotherapy services successfully provided more than 28,000 physiotherapy sessions to 1,357 service users last year.

The pandemic shall pass. We will continue to hold fast to our position and forge ahead for the sake of our service users.
「感官功能」的介入：職業治療師評估服務使用者的感官需求，制定“職業餐單”，提供各種感官活動，以改善服務使用者的動作計劃能力及自我調節功能等。

For interventions to do with "Sensory Functions", when assessment finds sensory dysfunction, the occupational therapist formulates a "sensory diet" on the basis of the service users' needs and ability. It aims to improve motor planning, sensory processing and sensory modulation functions.

「活動及參與」方面的工作
「學習與應用知識」的介入：職業治療師及訓練服務使用者閱讀與書寫的能力，以及專注、理解及執行功能。

‘Activity’ and ‘Participation’ in Occupational Therapy
For interventions to do with "Learning and Applying Knowledge", the occupational therapist provides training on reading, writing and listening as well as attention, comprehension and execution functions after assessing service users.

「社區、社交及公民生活」的介入：評估及訓練服務使用者在社區生活的能力。

For interventions to do with "Community, Social and Civic Life", the occupational therapist assesses and enhances community living skills.

「環境因素」方面的工作
「產品與科技」的介入：職業治療師評估後，會按服務使用者的需要安排環境改造及輔助器材。

‘Environmental Factors’ in Occupational Therapy
For interventions to do with "Product and Technology", the occupational therapist arranges for assistive devices and environmental modification for service users after assessing their needs.

「日常生活及需求」的介入：職業治療師指導精神復元人士處理壓力及心理需求。

For interventions to do with "General Tasks and Demands", the occupational therapist educates persons in psychiatric recovery on skills for handling stress and other psychological demands.
成人服務—推動軟食發展

本會的住宿服務單位中逾半半服務使用者受不同程度的咀嚼或吞嚥困難，因而需要進食特別餐。餐盤的味道、外觀和質素能影響服務使用者進食的情況，甚至影響其營養吸收。過去一年，言語治療服務繼續在會內推廣特色軟食，並積極透過專案交流和課程，將「開飯吧」的資訊帶到各服務單位。

有見軟餐的服務需求不斷上升，員工亦希望改善餐盤的質素，言語治療團隊推動設立「軟食發展工作小組」，成員包括副總幹事（服務發展）、護士主任、住宿服務單位代表、職業康復服務代表及言語治療師，主要工作目標如下：

Promoting Soft Meals for Adult Service

More than half of our service users at the Society suffer from varying degrees of chewing or swallowing difficulty, making their typical meals diet particularly relevant to their needs. The taste, appearance and quality of such food do have a direct bearing on how they consume the food and their nutritional intake. Last year, our colleagues at the Speech Therapy Services continued to promote soft meals, also known as ‘care foods’, at the Society. Through professional exchanges and consultations, information on care foods available in the market was disseminated to various service units.

Noticing the increased demand for care foods and the staff’s desire to raise the quality of modified diets, our team of speech therapists took the initiative to form a ‘Soft Meals Development Working Group’. This group consists of the Society’s Deputy Chief Executive Officer (Service Operation), Nursing Officer, representatives from units of Residential Services, representatives from Vocational Rehabilitation Services and speech therapists. The key objectives of the working group are as follows:

引入及推廣軟餐
Introduce and Promote Soft Meals

- 整合、編轄、發放從香港社會服務聯會（社福）及其他組織獲取的資訊
- Integrate, organise and distribute information collected from the Hong Kong Council of Social Service and other organisations
- 提供技術和物流支援
- Provide technical and logistical support
- 促進經驗交流及分享
- Promote knowledge exchange and sharing

推廣「國際吞嚥障礙飲食標準」框架
Promote the ‘International Dysphagia Diet Standardisation Initiative’ (IDDSI) Framework

- 編訂餐盤質素檢查表
- Compile a meal quality checklist for periodic inspections
- 製作試餐工具包：提示卡、計量管及多用途叉
- Distribute a meal–testing kit with cue cards, a 10 ml syringe and a multipurpose fork
- 提供護理者培訓：介紹框架下屬於食物質地、效度及溫度的測試
- Provide practical training for caregivers so that they know how to gauge the texture and fluid consistency as illustrated in the IDDSI framework

除此之外，去年8月，言語治療師與同各服務單位的華僑員工在中秋佳節軟餐軟餐。言語治療師率先編寫了軟餐月餅設計，並與華僑之家社工及導師協作，利用寵愛中心機構提供的模型原材料製作了一款軟餐月餅供華僑品味。同時，言語治療師團隊為未能出人製作軟餐的單位提供產品資訊及籌備建議，鼓勵服務單位購入軟餐月餅及其他節慶軟餐食品，並提供翻譯方法等技術支援，讓服務使用者同度佳節。

Apart from the above, our speech therapists worked with other professionals in September 2021 to promote soft meals at Mid–Autumn Festival events. We wrote and tested out recipes to transform traditional mooncakes donated to us into soft meal mooncakes. After watching our practical demonstration and learning about our technical tips, a group of hearty social workers and rehabilitation workers at Ngai Shun Home prepared “cartoon soft mooncakes” for their service users. Our speech therapy team shared information and provided technical support on purchasing, reheating and serving commercially available festive soft meal products with service units that still working on the manpower and skills to make their own soft meals.
Currently, the industry lacks the manpower and skills to develop soft meals. To seek additional resources from the Government to provide soft meals to persons with disabilities who are service users at residential care homes, the Society attended the Welfare Agenda and Priorities Setting Exercise organised by the Hong Kong Council of Social Service in May 2021. The Government listened to the demands and will be subsidising the development of soft meals at residential care homes in the coming year. In the long run, the government needs to devote more resources to speech therapy services to overcome the challenges in the area of modified meals designed to meet the needs of persons with intellectual disabilities who face swallowing difficulties due to ageing.

### 2021/22年度成人言語治療服務統計

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>言語治療師人數 (No. of speech therapists)</td>
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<tr>
<td>服務單位數目 (No. of service units)</td>
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</tr>
<tr>
<td>服務使用者人數 (No. of service users)</td>
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<tr>
<td>年度覆檢人數 (No. of annual reviews conducted)</td>
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<td>評估 / 治療 / 諮詢次數 (No. of assessment / treatment / consultation provided)</td>
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<tr>
<td>員工培訓 / 講座次數 (No. of training / educational programme provided)</td>
<td>19</td>
</tr>
</tbody>
</table>
Bone Density Screening Using Ultrasound to Reduce Injury Risk

Owing to the epidemic, outdoor activity and daily exercise was significantly reduced. This weakened the mobility of service users. Compounded by ageing, our nursing staff noticed that service users were gradually losing their flexibility and balance due to muscle and bone loss. The problems caused by osteoporosis should not be taken lightly, and to identify high-risk cases as early as possible while avoiding unnecessary radiological examinations, the Society purchased an ultrasound bone densitometry to screen service users within the units. The nursing team regularly conducts bone density screening in a safe manner. It also arranges for further examinations, referrals and follow-up for cases with risks of osteoporosis. So far, most service users at the Society’s residential service units have been screened at least once. They have also received the necessary follow-up. One could say bone density screening was an integral health care concern during the epidemic.

Enhancement of Case Management System and Integration of Bluetooth Vital Signs Monitoring Devices

Health care conditions of service users have become more and more complicated in recent years and this has placed greater demands on health care services. For example, the number of cases requiring regular and frequent health monitoring is increasing. Leveraging GeoTechnology, the Society has started to enhance the Case Management System and integrate it with Bluetooth vital signs monitoring devices. This can reduce paper work and free up more time for direct nursing care. The system is currently being tested and is expected to be launched by mid-2022.
關愛家庭服務
Family Care Home Services

關愛家庭是扶康會的自負盈虧服務，由1997年於何文田成立第一所關愛家庭愛心軒開始，至今已有超過三十五所的機構，為缺乏家人照顧或因父母年老的孤獨人士提供住宿照顧服務。

The Family Care Home Services are self-financing services of Fu Hong Society. The first Family Care Home, named Encounter Family, was established in Ho Man Tin in 1997. Spendor Family and Radiance Family were established subsequently. The three Family Care Homes have the capacity to serve up to 27 persons with intellectual disabilities, providing those who lack family care or have elderly parents with the opportunity to enjoy residential and care services.

The Family Care Homes provide quality family life for our service users, known as ‘Family Members’, to meet their physical, psychological and spiritual needs. In the past year, to promote oral hygiene, we joined the Healthy Teeth Collaboration. Our nursing care team also arranged health talks conducted by the nutritionist for our Family Members and Housemothers. Appropriate menus were designed based on the physical conditions of our service users. In addition, through the Family Members’ meetings and Family Care Happy Gathering Group (Craft-Making), the cohesion and mutual communication among members were enhanced. Regular visits by volunteers also helped our service users improve social skills and enhanced social inclusion. Active participation in church activities and moral education provided by Elder Brothers, as well as two additional runs as spiritual mentors from March this year onwards also contributed to the spiritual development of our Family Members. Under the coaching of the Elder Brothers and care of Housemothers, the Family Members felt family warmth even though they were not related by blood. They learnt how to love themselves as well as others and spread positive messages. This in turn allows people to learn more about them and build positive relationships with them.

關愛家庭各成員在過去一年與普通大眾一樣，受到疫情影響，減少與他人接觸的機會。但全憑愛與希望及家人的緊守崗位，加上科技的應用，成員仍可享受具質素的家庭生活，他們的臉上總是充滿燦爛的笑容。

Similar to the rest of the general population, our service users at Family Care Homes were affected by the COVID-19 pandemic in the past year. Their opportunities to engage with others were largely reduced. However, by love, hope and the perseverance of Elder Brothers and Housemothers, as well as the application of information technology, they continued to enjoy quality family life and always wore smiles on their faces.
自閉症及發展障礙支援服務

Autism Spectrum Disorders and Developmental Disabilities Support Services

來自香港社會福利署的數據顯示，兒童自閉症的發病率不斷上升。及早識別及提供適當的訓練和治療，對於改善兒童的發展和生活质量具有重要意義。服務目標包括提供個別化、集體和小組訓練，以應對不同需要。
In order to enrich the life experiences of children with special needs, the centres regularly organized different inclusive activities such as festive events, snack sampling, shopping at supermarkets and so on. This also allowed the children to interact with people in different communities, and promoted public understanding and increased acceptance of children with special needs. Fu Hong Society Hin Dip Hon Yee Centre received HK$200,000 from Aberdeen Marina Club in support of the centre’s training for children in need through the thematic teaching approach last year. The participating children chose baking as the theme and were assigned different roles according to their different training needs. For example, children with training needs in speech were responsible for being the receptionists and children with training needs in muscle coordination were responsible for preparing food. After nearly a year of training, the centre held a party, and invited parents and community members to receive children’s treats and try the snacks prepared by the children. More recently, the team at Fu Hong Society Hin Dip Hon Yee Centre has produced a speech therapy co-reading training kit for parents and therapists based on their training experience with sponsorship of HK$80,000 and HK$200,000 from two donors respectively. The training kit combines picture book elements and evidence-based teaching strategy to strengthen children’s reading and communication skills, as well as promote parent-child relationships.

The most precious thing about this is that this journey has received support from all walks of life, giving the centres tremendous hope and confidence in the future. Let us work together for children with special needs. In the days to come, both centres will continue to prioritise the interests of service users and sustainable service development. Meanwhile, training for children and support for parents will continue, so as to actualise the service concepts of “early identification” and “professional intervention”.

可貴的是這段路程得到社會各界的支持，讓中心對未來充滿憧憬和信心。讓我們一起為特殊需要的兒童努力。未來的日子，中心仍以服務使用者的利益及中心的可持續發展為大前提，繼續提供兒童訓練和家長支援服務，藉此實踐“及早發現”及“專業介入”的服務理念。

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家庭支援服務
Family Support Services

「家」在中國傳統文化裏佔著重要地位，每一家庭成員都承擔著整個家庭的神聖，若疫情反覆期間，殘疾人士家庭承受著額外的壓力，外是疫情引發的衛生風險，內是財政不足、物質不足、情緒困難及對未來的憂慮，這些都對家庭健康造成影響。尤其殘疾人士較為脆弱，他們的居家生活及健康問題更需要關注。

The notion of a ‘family’ plays an important role in Chinese traditions. Whatever happens to one member of the family could gravely impact everyone else. During the COVID-19 epidemic, the families of persons with disabilities faced both external and internal pressures. The external pressure was due to hygiene-related risks, the lack of anti-epidemic resources, financial woes, anxiety and uncertainties. The internal pressure was due to worrying about the health of family members with disabilities who were either living in a hostel or in the community. Caregiver stress was also a source of stress.

為照顧家庭成員。

Hosting visitors and leave home are precious opportunities for service users and their caregivers to get together as a family. Owning to the epidemic, face-to-face gatherings were suspended in view of social distancing and new control measures. To meet the services users’ need to see their caregivers, the hostels arranged online conferencing for them. To reassure the caregivers, the staff also updated them on the living and health conditions of the service users.

緊貼疫情，為照顧者提供遙距資訊及支援

疫情反覆，資訊亦要不斷更新，為照顧者提供所需資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顧者提供資訊，亦要不斷更新為照顧者的需要。透過線上發佈相關資訊，為照顾者提供資訊，亦要不斷更新為照顧者的需要。
5
Social Enterprises
業務發展

Business Development

我們的餐飲業務旨在為殘疾人士提供真實工作環境的培訓，從而提升他們日後在餐飲業工作所需的相關技能。為他們將來在餐飲業就業做好準備。過去，康顧分別於香港三個著名景點開設餐館：位於深水埗的康顧小廚、香港海港城的康顧小酒吧及香港歷史博物館的康顧茶室（由於租約到期及配合博物館的大型更新工程，茶室於2020年10月18日結束經營）。這三間餐飲為殘疾人提供真實的培訓環境，透過這個平臺增加他們與社會各階層人士接觸的機會，並且藉此提高他們的技能和自信心，鼓勵他们在社區積極生活。

生育屋

Enlisting support from the industrial and commercial sectors to create employment opportunities is not only the direction of the Society’s vocational rehabilitation and development services, but also the aim of setting up our social enterprise Hong Yung Services Limited. Upholding the mission of the Society, Hong Yung Services Limited actively promotes the employment of persons with disabilities so as to facilitate their integration into the community and become self-reliant. The social enterprise now encompasses a wide range of business, including retail, catering, bulk purchase, cleaning, air sterilisation, GERMAGIC coating service and pest control. This offers diversified and real-life training, internship and employment opportunities to service users at Sheltered Workshops, Supported Employment and On-the-Job Training. In 2021/22, Hong Yung Services Limited employed more than 40 persons with disabilities. Currently, persons with disabilities make up over 60% of its staff, which demonstrates a high level of disability inclusion.

康顧小廚

《康顧小廚》位處紅磡華羅劇院（舊翼）一樓，是社康
會社會企業－「康顧服務有限公司」透過公開競投
獲得經營權的中式餐飲場地，並獲民政事務總署「伙
伴關係」社區協作計劃資助於2017年成立及開始營
運。中餐廳以中式裝飾為主題裝潢，座位雅緻舒適，
而且曾獲十數位顧客，並在電子報中推薦，由專業
洗頭妹妹手洗小廚，叫做「一試難忘，廣獲顧客讚賞。
而無庸置疑康顧小廚的美食是不可不試的。

Madam Hong Restaurant

Madam Hong Restaurant located on the first floor of Ko Shan Theatre in the Old Wing was awarded the tender for the operation of a restaurant and was supported by the "Enhancing Self-Reliance Through District Partnership Programme" of the Home Affairs Department. It has a capacity of 124 seats, starting operations in 2017. Enjoying delicious Chinese cuisine in this elegant environment decorated to the theme of Chinese opera is definitely an unforgettable experience! The restaurant is operated by a team of professional chefs and has received appreciation and positive feedback from customers. Currently, the restaurant is employing over ten persons with disabilities or persons from underprivileged groups.
Madam Hong Café

Hong Yung Services Limited won the tender to operate a café at the Hong Kong Museum of Coastal Defence with a capacity of 60 seats from 2013 to 2020. The café served breakfast, set lunch, afternoon tea set and snacks. Its customers included visitors, museum staff and students. The Café not only provided employment opportunities to persons with disabilities, who accounted for up to 75% of the staff there, but also served as a platform in providing catering and retail training to service users with disabilities. Its operations were temporarily suspended in 2018 since the Museum was closed for a major revamp to upgrade the visitor facilities and update the permanent exhibition there.

The application for a grant of around HK$2.6 million from the “Enhancing Employment of People with Disabilities through Small Enterprise” Project for relocating the Café to the eighth floor of the museum was approved by the Social Welfare Department in November 2021. The Café is now under renovation and is expected to commence operations in December 2022 with a new look.

消毒和病蟲害防治業務

Sterilising and Pest Control Business

康譽的消毒和病蟲害防治服務團隊於2007年成立，多年來為家居、學校、公司、宿舍等提供滅蟲及空氣消毒服務。此服務一直深受客戶讚賞，由於業務的增長，此服務團隊亦不斷擴充。

康賢服務有限公司於2020年5月獲香港科技大學授權為其消毒技術進行商業開發服務。該技術是由香港科技大學與源和薈創成立的聯合實驗室研發，可在99.9%的病毒、細菌、孢子，包括新型冠狀病毒，有效殺滅其傳染，是防止冠狀病毒傳播的有效措施。康賢因而發展出新業務新增了十個就業機會，其中七成是殘疾人士。

Hong Yung Services Limited set up the Pest Control Team in 2007 to provide quality sterilisation and pest control services for households, schools, companies and hostels. This service is expanding to meet increasing demand due to the positive feedback from customers.

In May 2020, Hong Yung Services Limited was appointed as a GERMAGIC Coating Specialist by Hong Kong University of Science and Technology (HKUST). It was also the first social enterprise to be authorised to apply this disinfection technology. The GERMAGIC Coating developed by HKUST has been proven to be effective in killing viruses, bacteria and even COVID-19, of which protection can last up to 90 days. Hong Yung Services Limited has created ten employment opportunities by developing this new service and seven of its staff are persons with disabilities.
康樺 Care 網店

由於新型冠狀病毒在香港以至全球大流行，已經改變了市民的生活及消費模式。康樺服務有限公司把握著這個機會來發展網店業務，由「銀屋數碼計劃」提供支持的「康樺Care網上商店」（www.madamhongcare.org），並於2022年4月完成建設工程及開始營運。網上商店將與康樺Care產生協同效應，在「康樺Care網店」除可購買優質的清潔及消毒產品外，還可選購本身製作下工作坊手作康樺衛生巾「 différent」、推廣及普及衛生教育，並延續發展具特色的健康教育服務。</div>

Madam Hong Care

'Madam Hong Care' is the second project of Hong Yung Services Limited supported by the 'Enhancing Self-Reliance Through District Partnership Programme'. As the COVID-19 pandemic continues, there is a growing demand for quality and long-lasting epidemic prevention services and anti-virus products. Hong Yung Services Limited secured HK$1.7M from the 'Enhancing Self-Reliance Through District Partnership Programme' to expand the existing GERMACS coating service, and set up a cleaning and disinfection product retail shop to help the community combat the virus and provide high quality and affordable disinfection products for the public. With the support from the programme, Madam Hong Care created 14 job vacancies for persons from disadvantaged groups, including those with disabilities.
本會副總幹事（能力發展）接受新城財經電台「地區街」訪問，並向聽眾介紹康健及康和Care業務。

The Deputy Chief Executive Officer (Capacity Development) of the Society was interviewed by the radio programme 'Metroland' of Metro Radio. During the interview, she introduced Hong Yung Services Limited and the business of Madam Hong Care.

一名殘障員工接受 U Magazine 訪問，分享他在康和小廚工作約愉快經驗。

A staff with disability was interviewed by 'U Magazine', and he shared his happy and inclusive employment experience at Madam Hong Restaurant.

展望未來2021/22年獲頒發的獎項
Awards received by Hong Yung Services Limited in 2021/22

總結
Conclusion

In order to keep up with the pace of society and meet the needs of persons with disabilities, Hong Yung Services Limited will continue to enlist support from the industrial and commercial sectors, and create more employment opportunities for persons with disabilities so as to "Build an Inclusive Society for All" together with the Society.
Community Education and Inclusion Pilot Projects
‘BEST BUDDIES’ was founded by Mr. Anthony Kennedy Shriver, a member of the Kennedy clan in the United States which established Best Buddies International in 1989 to promote one-to-one friendships for persons with and without intellectual disabilities. Under his dedication, the Best Buddies programmes have been launched in 54 countries and territories around the world.

In 2004, Fu Hong Society was invited by Best Buddies International and was authorised as the sole organisation in Hong Kong to promote ‘BEST BUDDIES HONG KONG’ Movement. In the past 17 years, we have striven to connect persons with and without intellectual disabilities, providing the Buddies with opportunities to interact, learn and share with each other, in order to cultivate friendship among them and foster social inclusion through diversified activities.

Despite the impact of the pandemic in the past year, we made good use of information technology to consistently launch online friendship programmes to strengthen their connection between the Buddies. When the epidemic eased slightly, face-to-face buddy programmes were relaunched while complying with social distancing rules, so as to maintain the service users’ social contacts, and enhance their wellness and holistic health.
The annual "Best Buddy Storytelling Competition" was held successfully last year with the use of information technology. It was also the first time a BEHK picture book was published. We invited Auntie Van Van, a famous picture book author, to write for the picture book based on the theme of social inclusion. This book allows children to understand concepts such as equality, acceptance and care, aiming to create an inclusive society together.

During the fifth wave of the epidemic in Hong Kong, to help buddies deal with the challenges, the Jockey Club granted HK$50,000 for FHS 'BEST BUDDIES HONG KONG' Movement to implement the "Together Buddies Fight Against the Virus" programme. More than 500 buddies benefited from anti-epidemic supplies such as face masks, rapid antigen tests and oximeters.

In the fifth phase of the epidemic, the Jockey Club provided anti-epidemic supplies including masks, rapid antigen tests and oximeters to our buddies during the fifth wave of COVID-19.
「正向人生．樂齡年」教育計劃
‘Positive Mindset • Active Ageing’
Education Project

本會自2016年開始已連續六年為本會殘障人士推行生死教育，致力協助他們在人生不同階段面對「生死」的挑戰。由2021年至今，以「正向人生．樂齡年」為主題展開正向思維生死教育計劃，希望藉著正向心理學五大元素，幫助服務使用者及其家人以正面態度面對生死及年老的各種身心變化，推動殘疾人士建立積極的正向人生觀。

Since 2016, Fu Hong Society has provided life and death education for persons with disabilities with the aims of supporting service users to face differences in difficult life stages and enhancing the understanding of life and death concepts among persons with disabilities. Last year, we implemented the ‘Positive Mindset • Active Ageing’ Life and Death Education Project to equip persons with disabilities and their families with positive attitudes when facing life and death issues, support them when they confront physical and mental changes, and assist them in maintaining confidence about positive ageing.

過去一年，我們繼續在會內開辦生死教育活動—「幸 福樂齡」具象思維生死教育小組，共有五十五位成員，包括高齡智障人士參與，小組內容及小組成果研究結論的製作成書總結教材與大眾分享。

We continued to organise the ‘Positive Mindset • Active Ageing’ Life and Death Education group activities last year. So far, 55 persons with mild, moderate or severe intellectual disabilities have joined the group. The content of their group work and the research report will be compiled as learning materials, for sharing with the public.

此外，由於本會有逾半服務使用者患有不同程度的聾啞或言語困難，本會首度與治療師積極在會內推展特色餐飲，並配合他們的工作。本年度「生命教育」工作小組展開一系列以餐飲為主題的活動，包括職員整體體驗，顧客接觸及飲食練習及教學食物設計比賽，旨在讓參加者能製作簡易餐飲，了解準備餐飲的技巧和營養概念，及認識食物文化，更重要的是為有耳聾或言語困難的服務使用者提供多樣化的餐飲選擇，難以提升生活質量及提供更多的膳食選擇。

Besides, since more than half of our service users suffer from chewing or swallowing difficulties to varying degrees, our speech therapists have actively promoted the use of special soft meals at the Society. In order to aid their work, we held a series of soft meal activities this year, including the Staff Soft Meal Training Course, Caregiver Soft Meal Workshop and Soft Meal Recipe Design Competition to enable participants to learn how to make simple soft meals, understand the skills and nutritional concepts of preparing soft meals, and understand the soft meal culture. It is important to provide diversified soft meals for service users that cater for their particular needs which could be swallowing or chewing difficulties. This helps to improve their quality of life and provide more meal options.
Given the warm reception, the ‘Life and Death Education’ working group and ‘Active Ageing of Persons with Intellectual Disabilities’ working group jointly organised the ‘Delicious Ageing’ Soft Meal Recipe Design Competition, which attracted many staff members, volunteers and caregivers to participate either individually or in teams. The competition was very intense. A total of 55 creative recipes was submitted by our staff, caregivers and volunteers. After a keen competition, a caregiver from Father Tapella Home emerged as the champion. We compiled the winning recipes into e-recipes for free access by the public.

In the new normal, let us continue to pay attention to the swallowing and health problems of ageing service users. We hope that the series of soft meal activities will bring new inspiration and promote new initiatives for the development of soft meals in the Society!
共融藝術計劃
Inclusive Arts Project

共融藝術計劃為服務使用者提供參與藝術活動的機會，啟發其與人互動及學習不同的藝術創作技巧，並讓有潛質的服務使用者發揮他們的藝術潛能。同時讓社區人士與服務使用者透過共同參與藝術活動而達致社會融合的目標。

The Inclusive Arts Project provides service users with opportunities to participate in the arts. The project inspires their motivation, imparts various art skills and unleashes the artistic potential of talented service users. It also allows members of the community and service users to achieve the goal of social inclusion through collaborative activities.

藝術活動新常態
"New Normal" in Arts Activities

過去一年疫情雖嚴峻，但共融藝術計劃透過線上線下模式繼續為服務使用者提供參與藝術活動及發展潛能的機會。本會分別舉辦了二百零六場視覺藝術活動及四百七十四節音樂活動，共籌得一千一百八十五及三千一百六十人次的參與。因應疫情改變，藝術活動透過視像方式，以小組義工模式舉辦活動，亦會有服務單位與地點聯合組織，例如共享之美的社區藝術活動，藝文服務使用者與藝術創作的好機會，亦獲得伊利沙伯女皇醫院與義工基金會舉辦「與藝術同行」計劃，亦來自九個服務單位的義工人士安裝三組八人舞蹈小組，提供舞蹈體驗及訓練，開闢不同類型的藝術發展空間。

In view of the continued severe pandemic situation of COVID-19 in the past year, the inclusive arts project flexibly applied online and in physical formats to organise art activities to explore the opportunities of participation and unleashing potential of service users. We held 197 sessions of visual arts activities and 474 music sessions which drew 1,165 and 3,160 participants respectively. Owing to the pandemic, art instructors held art workshops in small groups, one-to-one or online. In addition, to seize more opportunities for art creation, we also liaised with other service units to search for venues suitable for wall painting. One place we found was the outer wall at Yau Chong Home. With the support of the Queen Elizabeth Foundation for the Mentally Handicapped, we organised 23 dance groups for eight persons in the “Dance with Love” project to provide dance training and experience for service users from 18 service units to open up different opportunities for their artistic development.

藝術推動共融社會
Promoting Social Inclusion through Arts

透過藝術推動共融社會亦是本會的重要使命，我們舉辦了三百一十二小時的共融藝術活動，招募了二百三十八名來自大專院校的學生及社區人士參與。學生能從中學習與肢障人士溝通的技巧和了解他們的特性外，亦會和他們共同創作藝術作品、期望藉此向年輕一代樹立共融的榜樣。此外，我們與著名藝術家馬羅艾先生合作，由他親自指導義工“小滿馬”，服務使用者在義工的協助下創作各具特色的作品，並向公眾展出。
為了讓公眾人士肯定和認識殘疾人士的藝術潛能，本會去年與香港藝術中心合作，把本會展能藝術家的創作轉錄於區文詩小姐的詩集中，並於香港藝術中心展覽廳展出，为期一箇月，展能藝術家運用富有色彩和生動多變的構圖來創作，展現出殘疾人士觀念與表現的性格和藝術創造力，亦啓發社會大眾要慶祝欣賞殘疾人士。

藝術科技已成為現今的趨勢，亦為殘疾人士展現藝術潛能開闢新途徑。本會會勝傳統藝術技巧，將藝術結合新技術，讓本會展能藝術家的創作在版權保護下於網上平台展出，打破展覽廳的地域限制。我們去年與科創公司合作，把本會展能藝術家的作品進行數位化後，於網上平台展出及銷售，並取得理想成果。團隊期望未來繼續善用新科技拓展殘疾人士藝術領域，打破地域界限。

Art technology is the trend and new channel to unleash the artistic potential of persons with disabilities. The Society endeavoured to push the boundaries by applying blockchain technology to art creation. As a result, our artists with disabilities have had more opportunities to share their art pieces via the internet under copyright protection, beyond the exhibition halls. Last year, we collaborated with a technology company and achieved satisfying progress in digitalising and converting the drawings of artists with disabilities into non-fungible tokens for display and sale online. We expect to continue leveraging technology to help artists with disabilities expand their practice and overcome geographical boundaries.
賽馬會「樂在照顧」計劃
— 扶康會家庭支援服務
Jockey Club C·Care Programme - Fu Hong Society Family Support Service

家庭是每個成長的最重要支柱，良好的家庭關係和互動對智障人士的成長十分重要。本會累積了相關服務經驗後，向香港賽馬會慈善信託基金申請，獲資助於2021年10月開辦為期三年的「賽馬會「樂在照顧」計劃—扶康會家庭支援服務」。服務以「家庭為本」的介入模式，為特殊學校智障離職生之家庭提供多元化的服務，包括職業生涯規劃小組、網上資訊平台、家庭聯繫活動、家庭及家庭輔導、興趣小組等。此外，本會亦繼續為「特殊需要信託計劃機構照顧者」的申請人提供諮詢服務。

Support from family is crucial to the growth and development of an individual. Positive family relationships and communication can facilitate the growth of persons with intellectual disabilities. With relevant experience under its belt, the Society set up the three-year pilot known as ‘Jockey Club C·Care Programme – Fu Hong Society Family Support Service’ (FSS) in October 2021 under the sponsorship of the Hong Kong Jockey Club Charities Trust. Through a ‘Family-centric’ intervention model, FSS provides diversified services to support special school graduates with intellectual disabilities and their families. Its scope includes educational workshops, an informative e-platform, buddy matching programmes, individual and family counselling, and leisure groups. In addition, the Society continues to provide advisory services to applicants for ‘Institution Carer Services Supporting Special Need Trust’.

在疫情的挑戰下，服務通過線上及到戶的形式為家庭會員提供多項活動，包括手工藝小組、節日慶祝活動和職業治療訓練等服務，以緩解照顧者壓力、提升照顧技巧，及強化家庭成員的正向互動，並為有需要的家庭會員提供心理輔導。此外，家庭支援服務積極連結社區資源，如安排香港社會服務聯會與香港醫學組織聯會推出的「疫苗篇」家庭接種計劃，為家庭未能自行前往接種疫苗的會員提供免費門診接種服務，並安排送藥防疫物資以助家庭應對疫情。

In response to the challenges arising from COVID-19, FSS delivered services both online and on-site. FSS organised interest groups, festive activities and occupational therapy training for families so as to alleviate caregiver stress and enhance the parents’ caregiving skills. FSS also provided counselling services to families to help strengthen family ties and improve interactions. FSS played an active role in coordinating social resources to support families during the pandemic too. It referred service users to join the ‘Doors-to-Doors Vaccination Service’ rolled out by the Hong Kong Council of Social Service and the Federation of Medical Societies of Hong Kong. Its staff also distributed anti-epidemic care packs to households to help maintain their wellness during the pandemic.
The “Joyful Place” Inclusive Housing Pilot Project is the first project of its kind in Hong Kong where persons in psychiatric recovery and members of the community are housed together. By providing an ideal home that addresses their housing needs and allows them to interact with one another, this project is an important step forward in promoting social inclusion.

The Society organises inclusive activities for the residents of “Joyful Place” every month to create opportunities for interaction and build the spirit of mutual support. Such activities help to raise the residents’ awareness of mental health, and encourage them to help one another and self-help. Each month features themes such as understanding one’s emotions, loving oneself, and others, sharing of smart living tips, stories of individuals, and so on. The activities also include festive celebrations such as gatherings during the Mid-Autumn Festival, Christmas and Lunar New Year decorative activities. Every event is attended by a mix of persons in psychiatric recovery and members of the community. All residents who attend participate equally, and by getting to know, engaging and sharing with one another, they are able to deepen their understanding of one another and build friendships.

While social activity was constrained by the fifth wave of the COVID-19 pandemic early this year, it did not affect the spirit of inclusion and mutual help at “Joyful Place”. From February to March this year, the activities originally scheduled had to be called off. However, volunteers from the Society’s Sunrise Centre delivered daily and anti-epidemic necessities to households that needed them. The residents themselves helped neighbours in need to buy and replenish their resources too. The spirit of inclusion and mutual help shone through the pandemic.
企業社會責任

Corporate Social Responsibility
「關愛小」及「以求為導」一直為本會的服務理念，倡導工作也不例外。過去一年，本會透過與不同持份者通力合作，關注殘疾人士在疫情下的特定需要，為建立共融社會作出努力。

‘Caring for the vulnerable’ and ‘Your need is the lead’ have always been our mission and belief. Similarly, our work in advocacy has never ceased. In the past year, through collaboration with different stakeholders, we focused on the special needs of persons with disabilities during the pandemic and worked to foster social inclusion.

"社區服務使用者權益關注組"（下稱「關注組」）為本會服務使用者的倡議平台，讓服務使用者能積極地關注社區事件，推動殘疾人士權益。縱然疫情持續反覆，「關注組」成員從未停止，透過視像通訊軟件及其他成員舉行會議，並與其他殘疾人士藉此推動互助互愛的精神，連結社區，為社區點燃一份溫暖。

The "Tuen Yuen Service Users' Rights Concern Group" is a platform for our service users to actively participate in community affairs and advocate the rights of persons with disabilities. Despite the volatility of the pandemic situation, the members of the group continued with their cause. Through different meeting formats, including online and in-person, they continued to maintain communication and care about other members and persons with disabilities. This promoted mutual support and the spirit of love, as well as fostered community unity and warmth.

為提升殘疾人士的自我保護能力，本會與同「關注組」積極與消費者委員會（消費委）合作，為殘疾嚴重人士舉辦多場工作坊，如「提升消費者自我保護能力—防騙健康陷阱」公開工作坊，藉此呼籲社會各界繼續努力促進及維護殘疾人士的權利與福祉，協助他們融入社會，並加強服務使用者的自我保護能力。

To help persons with disabilities to better protect themselves, the group and the Society’s staff collaborated with the Consumer Council to organise several workshops. One workshop attended by persons with special needs was a public workshop titled “Enhancing Consumer’s Self-Protection – Fighting Against Trap of Fitness”. These workshops raised social awareness of the rights and well-being of persons with disabilities, helped them to better protect themselves and enhanced social inclusion.

此外，本會服務經理及社會工作者獲邀請參與，於去年9月11日接受香港電台第一台「非常人物生活雜誌」節目直播訪問，講解有關計劃的推行目的及常見的健身業務消費陷阱，介紹資源教材的特色及運用技巧，並分享避免受騙的方法及給家長的小貼士。

In September 2021, our service manager and a social worker were invited by the Consumer Council to join a live interview on Radio One’s ‘Living Journal of Special Figure’, a programme of Radio Television Hong Kong (RTHK), to introduce the schemes and common traps associated with fitness and cosmetic businesses, as well as to promote special resources and educational kits that contained information such as prevention strategies and practical tips for caregivers of persons with disabilities.
For young job seekers, hostel services are not that appealing. With the COVID-19 pandemic raging on in recent years, people are now even more hesitant about joining this sector. When the fifth wave of the COVID-19 pandemic occurred, the manpower situation at our hostels became even worse.

In responding to the challenges, the Society recruited college students from health and nursing care disciplines to boost manpower resources for frontline care and nursing care at our hostels through the 'Youth Internship in Caring Profession for a Brighter Future' Project launched by the Hong Kong Council of Social Service. Some of the students also shared the working experience they gained at our service units, Kai Yuet Adult Training Centre and Kit Hong Home. They treasured the opportunities, as they got to know more about the daily operations of hostel services as well as learnt how to care and communicate with service users.

It was our pleasure to witness the students’ resilience, endurance and commitment to service users even under the threat of the pandemic. We hope they will become a ‘new driving force’ in nursing care and contribute to the community. In addition, through the above project, the prospective graduates gained a better understanding of the needs of persons with disabilities, and the seeds of ‘Caring for the vulnerable’ and "Walk together with love" were sown in their professional path.
內部監管及審計

The internal audit of the Human Resources Department was completed in 2021. This audit included a review of the department’s human resource policies, systems, procedures and operational workflows. It found that the department excelled in areas such as salary management, staff attendance archival, and personal data collection and storage. Since then, the department has acted on the recommendations given in the audit report to optimise its workflows in recruitment, termination of employment, contract management, compensation and management.

員工福利優化

Optimising Staff Benefits

本會一向重視員工的需要，定期檢討員工薪酬及福利，提供合理的薪酬，保持機構的市場競爭力。為吸引有經驗的前線員工加入本會，前線員工入職津貼可按相關經驗年資計算，以吸引申請者來報讀；與此同時，於2022年3月，於員工的僱傭金進行一次性注資，共有九十七名員工受惠；為張護理員工作而進行的員工，在未於2022年4月起按長服務僱員獎勵計劃，獲發資格員工可於薪資津貼頂後再額外地增加一成。

The Society regularly reviews the staff’s remuneration and benefits to ensure it is a competitive employer that provides reasonable remuneration. To attract experienced frontliners, new hires are compensated based on their years of relevant experience. In March 2022, the Society made a one-off special contribution to its staff’s Mandatory Provident Fund accounts, benefiting 973 staff members. To reward long-serving staff for their dedication, the Long Service Increment Award Scheme rolled out in April 2022 has made it possible for eligible staff to receive increments after they have served their designated years.
 Voor the good of the group, all staff is a key priority at the Society. There were numerous opportunities for that this year, including the seven ‘Fu Hong Focus Group’ Meetings, seven All-Staff Meetings and two Staff Consultative and Development Meetings hosted by the Chief Executive Officer. Through these channels of communication, management and staff engaged each other, expanded means to learn about the latest updates and provided suggestions on how to improve services.

Since 2019, due to the COVID-19 pandemic, the Society had to suspend the Annual Staff Dinner event for two years. However, in place of the dinner, we livestreamed a lucky draw for our staff on 6 April 2022 during the Service Management Meeting, and 460 lucky winners walked away with the exquisite gifts.

廿周年長期服務獎得獎員工

徐群燕女士

Ms. TSUI Kwan Yin Frankie, Chief Executive Officer

三十年來，在工作的旅程上，每位曾與我共事過的都是我的人生導師。他們教導了我，不要只在逆境中成長，要越挫越勇的信念。令我不斷思考如何持續為屬下提供更優質的服務及爭取更多的福祉。衷心在此向他們說句「感謝」，纔是留在這裡的誘因，是為將來的路作更好的準備，互助。

李美芳女士

Ms. LI Mi Fong, Senior Service Manager, Kwai Hing Vocational Development Centre and Cheung Hong Home

三十年是一個不短的日子，能夠在同一機構工作三十年更為人有機會體驗到的經驗，亦是難得。再遇見。從第一天到職，期間到今日，我認識了很多人，服務使用者、家長、同事、義工及一些同行工作認識的人，他們是我人生的資產，我感恩。

在非虚构的三十載對我來說不只是工作，是人生旅程重要的一段。過程經歷過高低起伏，感謝您的幫助！感謝您的容納！更感謝您與我同行！

Thirty years is not a short time by any measure. Not everyone can say they have worked at the same organisation for 30 years. And one can only work at the same organisation for 30 years once in their lifetime.

From my first day at work till today, I’ve gotten to know a lot of people, including the service users, their families, my colleagues, volunteers and others. I got to know in the course of my work. They have enriched my life, imparted wisdom and shared many memorable moments.

I do not see these thirty years at the Society as just work. This has in fact been an important part of my journey in life. Thank you for your help, tolerance and camaraderie throughout all the ups and downs!
葉春燕女士
葵興職業發展中心
二級工人
Ms. IP Chun Yin, Workman II, Kwai Hing Vocational Development Centre

人生第二份工作就是在我們會場工作，這與我之前的那份工作完全是兩極的事情。在這裡我才有機會接觸到弱勢人士，第一次學習如何與他們相處，這是一種難得的經驗。我一直都對這個工作充滿了熱情，因為我喜歡與他們在一起，每一次為他們服務的時候，我都會感到非常開心和滿足。

My job at Fu Hong Society is my second job ever. It is completely different from the previous one I had. It was here that I came in contact with persons with intellectual disabilities for the first time. It was also here that I learnt how to interact with them. In the blink of an eye, I have been learning for thirty years. What have I gained during all this time? Perseverance is the most vital one definitely! It does take perseverance and patience to work with persons with intellectual disabilities. However, once you know what makes them tick and are patient enough, you will very quickly understand the joy of being in their company!
Adopting Online Learning due to Epidemic

Many of the face-to-face training sessions organised by the Training Department have had to be postponed, cancelled or rearranged due to the COVID-19 pandemic and social distancing measures. In response to the evolving situation, the Training Department conducted its training sessions and classes through the Online Live Classroom and hybrid learning so that training could continue while social contact between staff was minimised.

The Training Department introduced an e-learning platform which enabled our staff to learn in a quick and convenient way. The department collaborated with subject matter experts and the Department of Knowledge Management to tailor online learning courses for our staff according to service needs. These courses included basic and practical knowledge, such as occupational safety, and health and care skills. The e-learning platform also allowed our staff to review course materials anytime. To ensure that they grasped the relevant skills and knowledge, online assessments were also provided. Service managers can review the learning progress and records of staff whenever required.

In the near future, the Training Department will continue to provide diverse learning opportunities to align with the Society’s development strategies, service operations and the needs in staff development to enhance service quality.

Diversified Training Programmes Aligned with Strategic Development

A series of diversified staff training programmes was organised in line with the strategic development of the Society this year. Our staff were equipped with the knowledge and skills relevant to the emerging needs of our ageing service users through training programmes, such as Nutrition, Soft Meal Making, and Life and Death Education. Meanwhile, various workshops were held to enhance the capacity of professionals and front-line staff in conducting holistic assessment and supporting the implementation of the “International Classification of Functioning, Disability and Health” (ICF) framework in our services. The Society strives to enhance our service users’ quality of life through the prioritisation of service user’s needs, person-centered interventions and evidence-based service evaluation.

急救助理講座：急救及檢疫程序教授員工掌握老人院化服務使用者的急救知識

The training was provided for service users.

Music Therapy Workshop Staff shared effective intervention strategies of music therapy in responding to the needs of service users.

多文化培訓課程，回應會方策略發展項目

培訓用本年度舉辦多文化的培訓課程，以回應會方策略發展項目。有關服務使用者的培訓項目，本會舉辦一系列文化智識教育及團體的訓練，提升員工的文化知識和工作技巧，當中包括

營養學、軟餐製作、生活教育等課程。本會亦積極地推行「國際功能、殘疾和健康分類」系統（ICF），並

提供相關培訓予專業及前線員工，讓他們能更全面地

了解服務使用者的需要，制定合適的介入計劃，並

透過評核以素的成效檢討，持續提升服務使用者的

生活素質。

在未來年度，培訓部將繼續配合本會的發展策略，服務

營養及老人院化服務使用者的訓練需要。

The training was provided for service users.
海外及國內交流經驗
Overseas Training Programmes and China Exchange

本會透過海外交流活動擴闊員工的國際視野，鼓勵員工於國際會議上分享本會的服務經驗外，亦透過在世界各地的參訪和學習，提升員工的知識。本會八名員工於2021年9月參加在丹麥舉行的「北歐廣域醫療服務及高端醫療服務섬」及於中國舉辦的「中國醫療服務發展研討會」及「中國醫療服務發展研討會」，並在會議上發表文章，與各地專家交流寶貴經驗和心得。另外，本年度亦舉辦與國內南方醫科大學合作的員工交流活動的網上培訓課程。課程內容包括推動使用者偏好關注行為、情緒處理策略和員工壓力管理。

The Society supported our staff to exchange experiences and acquire new knowledge through overseas training programmes. Our staff were also encouraged to share their work experience on global platforms. In September 2021, eight staff members presented their papers at the 24th Rehabilitation International World Congress in virtual mode held in Denmark, sharing knowledge and exchanging ideas with experts around the world. In addition, online training courses were conducted this year to exchange experiences with the staff of Ark-Nanjing Special Education Centre. The content of the courses included strategies of handling challenging behaviours and emotional problems of service users, and stress management of staff.
環境保護

Environmental Protection

扶康會作為香港的非政府組織，同時，是一間擁有接近一千二百名員工的復康服務機構，提供優質服務之餘，亦要確保執行企業社會責任，其中包括環境保護一項。本會近年來，致力在會內會外推廣環保資訊，更身體力行，與政府攜手為環保著想和努力。

As a non-governmental organisation in Hong Kong and a rehabilitation service provider with nearly 1,200 staff, Fu Hong Society is committed to providing quality services as well as promoting its corporate social responsibility. Environmental protection is part of this commitment. Over the years, the Society has worked to promote environmental messaging both internally and externally. We have also been working earnestly with the Government in pursuit of carbon neutrality.

環保教育

Environmental Education

本會的工作小組為增進及提升員工和服務對象對環保的認知與關注，於本年度出版了環保環保通訊，不但可以傳遞環保訊息，更推廣環保習慣於日常生活當中，亦分享綠色飲食及盡綠知識等。

To raise awareness and stress the importance of environmental protection among our staff and service recipients, our Environmental Working Group published two environmental newsletters during the year. Through this effort, we not only disseminated environmental protection messages but also promoted the adoption of environmentally friendly habits in daily life, and shared knowledge on the green diet and gardening.

綠色社福機構「Green Welfare NGOs」計

「Green Welfare NGOs」 Scheme

在2020年《施政報告》中，政府承諾努力在2050年前實現碳中和，2021年2022年度《財政預算案》已公佈此項目計劃額為五千萬元。環保局和機電工程署在社會福利署的支持下於去年推出了‘綠色社福機構’計劃，協助非政府社福機構全面開展節能項目。本會共有三所服務單位，包括扶康之家、山景成人訓練中心及柔佛之家兩家單位，使機電工程署能夠在單位處所內安裝更多能源效益的設備，如電氣機和節能恆溫恆溼技術。本會亦正努力配合政府政策以實現碳中和的長遠目標。

In the 2020 Policy Address, the Government announced its commitment to achieving carbon neutrality by 2050. The 2021–2022 Budget announced that HK$500 million would be earmarked for this purpose. The Environment Bureau, the Electrical and Mechanical Services Department, in collaboration with the Social Welfare Department, launched the ‘Green Welfare NGOs’ Scheme last year to help non-governmental social welfare organisations fully embark on energy-saving projects. The Society’s three service units, namely Ngaal Shun Home, Shan King Adult Training Centre and You Chong Home, headed the call and applied for the Electrical and Mechanical Services Department’s assistance to install more energy-efficient variable speed air conditioners and LED lights on their premises. We are happy to do our part in supporting the Government’s policy to achieve the long-term goal of carbon neutrality.

太陽能發電系統的持續能源效益

'Solar Power Generation System' for Sustainable Energy Efficiency

自2020年11月起，本會參與為‘賽馬會太陽能節能計劃’，在扶康會匯賢中心的天台安裝太陽能發電系統，包括安裝一百七十四塊太陽能發電板後，系統於首十八個月已產出超過十三萬九千電。本會並獲得上網電費合共約二十二三萬三千港元，所得收入全部撥入資助服務單位。

Since November 2020, the Society has participated in ‘the Jockey Club Solarcare Programme’. It installed a solar power generation system comprising 174 solar panels on the rooftop of the FHS Rehabilitation Centre. In the first 18 months, the system produced over 110,000 kilowatt-hours of electricity. The Society also has received a total of around HK$232,000 in feed-in tariffs, with all proceeds going to subsidise the service units.

持續推廣社區節能

Promoting Energy Conservation in the Community

經「賽馬會太陽能節能計劃」的合作伙伴「低碳創願」聯同下，香港浸會大學地理及資源科學研究中心負責「智慧能源社區隔熱小屋隨時科學家培訓計劃」的團隊邀請本會協力推廣。透過邀請小屋所在地的發電板的準備人員，包括承建商和使用人員參與，在參加者的家中安裝智能恆溫恆溼機器，家電透過手機應用程式實時監測家居耗電量；研究團隊亦將提供個化化的恆溫機器，鼓勵住宅改變用電習慣，推廣社區節能風氣。

"CarbonCare InnoLab", a partner under the 'Jockey Club Solarcare Programme', facilitated our collaboration with the Department of Geography at Hong Kong Baptist University and the team in charge of 'Smart Energy Community and Young Energy Scientist Training Programme' at the Asian Energy Studies Centre. We were invited to help promote the programme through the regional network of Sunrise Centre by inviting South Horizons residents and the service users of Sunrise Centre to participate. Smart sensors were installed at the participating households, which meant that the residents could monitor their real-time usage of electricity using a mobile app. The research team will also provide personalised energy-saving tips to encourage households to alter their electricity consumption behaviour and promote energy-saving in the community.

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電熱能發電系統的持續能源效益

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### Research Studies on Active Ageing

**Lai Ho, Li Ling**

#### 調查 / 研究

**Survey / Research**

**對象 / 人數**

**Target Group / No. of Participants**

| 智障人士 (670 service users from 19 service units across different service types) |
| Persons with Intellectual Disabilities |

| 智障人士 (三十八位服務使用者) |
| Persons with Intellectual Disabilities |

| 照顧需要評估 |
| Care Needs Assessment |

| 智障人士失智症篩選評估 |
| Dementia Screening Survey for Persons with Intellectual Disabilities |

| 成效

**Outcomes**

### 成效

**Outcomes**

- **Dementia Screening Survey**
  - **Persons with Intellectual Disabilities**: 388 service users from 22 service units across different service types.
  - **Persons with Intellectual Disabilities**: 388 service users from 22 service units across different service types.

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**Research studies are crucial to gauging the effectiveness of our services.**

The Society conducted three studies on active aging last year. The positive results from the findings encourage us to continue improving our service users’ quality of life.

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**Care Needs Assessment**

The results from the assessment indicated that caring and growing points of overall care needs are two of the most critical challenges.

The two-phase screening research successfully identified 13 service users with suspected dementia and 8 service users with high scores. The cases mainly concentrated in the group aged 40 to 60. They were mostly female and had Down’s syndrome. This screening helped us identify service users at high risk early, and facilitated early interventions and follow-up.

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**Persons with Intellectual Disabilities**

The screening process and improvements focused on the following areas:

- **Budding Ageing** + Positive Thinking of Life and Death Education Groups

**Persons with Intellectual Disabilities**

(53 service users from 8 service units, namely Day Activity Centers, Sheltered Workshops, Hostel, Care and Attention Homes, and Supported Hostels)

After participating in the education groups, service users had a significant positive change in terms of their attitudes towards death. There was also improvement in three components of positive psychology, including gratitude, benevolence and resilience. The education groups successfully helped service users build a positive mindset and developed their ability to cheer themselves up.

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**Persons with Intellectual Disabilities**

(388 service users from 22 service units across different service types)
企業傳訊
Corporate Communications

2019冠狀病毒病疫情已經持續兩年，在第五波疫情開始前，本地情況稍見緩和。本會全港旗日及多個共融活動在義工及企業伙伴支持下順利完成。此外，感謝各界善心人士支持本會的展能藝術家，提供不同的機會讓他們展示其藝術潛能及為本會共融藝術計劃籌款。

在2022年初，第五波疫情來勢洶洶，確診數字以數何級數增加。殘疾人士院舍亦不可避免地受到前所未有的挑戰。本會感謝各界人士的善心捐贈，以及為有需要使用者確診的院舍前線員工提供緊急住宿津貼，為殘疾人士及本會員工送上溫暖及支持。

The COVID–19 pandemic has dragged on for over two years. When the situation eased between the fourth and fifth waves of the pandemic, the Society’s territory–wide Flag Day and various inclusive activities were successfully held with the support of its volunteers and corporate partners. The Society would also like to express heartfelt thanks to the kind donors for supporting its artists with disabilities by providing various opportunities for them to showcase their potential and by raising funds for the Society’s Inclusive Arts Project.

At the beginning of 2022, the fifth wave of the pandemic came ferociously and the number of positive cases rose exponentially, which naturally affected our residential services. The Society is grateful for the generous donations from our corporate partners and donors, especially the accommodation allowance provided for our frontline staff during the fifth wave of the pandemic.

籌款 Fundraising

在2021/22年度，本會得到社區人士、企業及團體的鼎力支持，共籌得四百一十五萬港元，較去年多一百一十五萬港元。建立共融社會需要社會各界的支持和共同協作，本會感謝各企業、團體及社區人士與本會建立緊密的伙伴關係，讓本會與殘疾人士在共融路上走得更遠。本會透過不同的籌款活動，鼓勵企業和社區人士捐款及參與，支持本會自負盈虧服務的運作，及推動社會共融。

In 2021/22, the Society received support from corporate partners, organisations and the general public, and raised a total of HK$4.15 million, which is HK$1.15 million more than last year. Building an inclusive society requires support and collaboration from all sectors of the community. We would like to thank all corporate partners, organisations and donors for establishing close partnerships with us, which allows us to go further on the inclusive journey with persons with disabilities. Through various fundraising activities, the Society encourages its corporate partners and the community to raise funds, support the operations of our non–subvented services and promote social inclusion through participation.

全港旗日
Territory-Wide Flag Day

感謝各界人士謹慎支持2021年11月6日舉行的扶康會全港旗日，當日超過三千名義工、員工、義務使用者及其家人一齊於港九新界積極籌款。為本會非資助服務、智障人士、精神康復人士、自閉症及發展障礙支援服務籌得超過一百一十八萬港元善款。

Thank you for supporting the Society’s Territory-Wide Flag Day, which was held on 6 November 2021. More than 3,000 volunteers, staff, service users and their family members sold flags in different places around Hong Kong Island, Kowloon and New Territories. This year, the Society raised more than HK$1.48 million, which supported the development of our non–subvented services and the development of services for persons with intellectual disabilities, psychiatric disabilities and autism spectrum disorders.
To promote the message of social inclusion, the Society invited local illustrator Siu Hhek to design five flag stickers based on the five social inclusive elements proposed by sociologist John O’Brien, namely ‘Relationship Building’, ‘Choice’, ‘Learning/Competence’, ‘Respect’ and ‘Community Presence’. With the continuous support from the community, “Together We Build A Society For All.”

The walkathon is one of our most significant events promoting social inclusion. Owing to the latest developments of COVID-19, our Walkathon went virtual as participants customised their own walking routes from 9 to 24 January 2022. The event raised over HK$220,000 for the Society’s non-subvented services.

The Society would like to express our heartfelt thanks to its corporate partners, and all enterprises, organisations and donors for their generous donations to better equip the Society in its fight against the uncertainties of the COVID-19 pandemic.

The Society is grateful for receiving the donation of HK$224,000 from SF Family Foundation Limited and to provide accommodation allowances for our frontline staff during the fifth wave of the pandemic. The accommodation allowance alleviated the anxiety of our frontline staff had about spreading the virus to their family members and the financial pressure they faced in renting accommodation.

During the fifth wave of the pandemic, the Society received donations of over 64,000 packs of rapid antigen tests and other anti-epidemic materials, including 20,000 packs and 19,700 packs of such test kits from Chinachen Group and the Hong Kong Jockey Club Charities Trust respectively. We also received 30,000 face shields, 30,000 KN95 masks and 3,000 sets of protective clothing from China Merchants Group.
要建立一個創健共融的社會，企業、專家團隊及商會的參與非常重要。感謝各界人士付出的愛心及支持，讓殘疾人過著更精彩的人生。

The participation of corporate entities, professional bodies and chambers of commerce is very important for building an inclusive society. We are grateful for the love and support from our partners in their support for persons with disabilities who seek to live a more meaningful and colourful life.

感謝各界夥伴對本會的支持，與我們建立長期的伙伴合作關係。在疫情下仍然以不同的方式表達對本會服務及殘疾人的關愛，成為我們推動創健共融不可或缺的力量。本會於2021/22年度成功向香港社會服務聯會提名「商界展關懷」及「同心展關懷」標誌的企業、專家團隊及商會共有八十七間，期盼各界繼續與本會攜手「為健共融社會」，參與更多社區共建項目。

We would like to express our appreciation for the support of corporate partners in maintaining a long-term partnership with the Society and continuing to express their care for persons with disabilities in different ways during the epidemic. Their support is an indispensable force in promoting social inclusion. In 2021/22, the Society successfully nominated a total of 87 companies, professional bodies and chambers of commerce to receive “Caring Company” and “Caring Organisation” logos presented by the Hong Kong Council of Social Service. We hope that different corporate partners will continue to collaborate with the Society in various inclusion projects to ‘Build an Inclusive Society’ together.
Supporting Development of Art

A famous artist, Mr. Simon MA placed the Society’s donation box at the ‘Art Charity Festival’ to show his care towards persons with disabilities. In addition, Mr. MA visited our FHS Rehabilitation Centre twice, together with well-known public figures from various sectors, to lead our service users to participate in artistic creation activities together.

Placement of Donation Boxes

FHS Society is grateful to have the support from Sun Hung Kai Real Estate Agency Limited, which allows us to place donation boxes at the Customer Care Centres of six of their shopping malls for six months. Shoppers are encouraged to make donations to support our services for persons with disabilities.
**Collaborative Projects**

**企鵝皮拉爾與希望的天空 - 區文詩集**

香港藝術中心邀請本會展能藝術家的「企鵝皮拉爾與希望的天空 - 區文詩集」創作封面及繪畫插畫，並於新書發佈會展出收錄於詩集中的三十一幅由本會展能藝術家所繪畫的插畫。

**Penguin Pilar and the Sky of Hope – A Collection of Poems by Michelle Ling Alcock**
The Hong Kong Arts Centre invited the Society’s artists with disabilities to create the cover and illustrations for the publication. The Centre also held an exhibition to showcase all thirty artworks included in the publication.

**國際廚師日**

扶康會再獲香港廚師協會邀請，成為「國際廚師日」的受益機構之一。因應疫情持續，香港廚師協會成員移師到扶康會康復中心，為本會長期五百位服務使用者製作愛心飯盒。

**International Chefs Day**
The Society is honoured to be invited by the Hong Kong Chefs Association and to be selected as one of the beneficiaries again. Owing to the COVID-19 epidemic, the members of the Hong Kong Chefs Association came and prepared lunch boxes for more than 500 service users at our FHS Rehabilitation Centre.

**愛心賞物會**

港基愛心義工隊舉辦港基「健康生活愛同行」活動，並邀請本會成為活動的受惠機構之一，部分所得收益捐贈本會的殘疾人士服務。

**Citybase Charity Sale**
The Citybase Volunteer Team organised "Together We Share" and invited the Society to be one of the beneficiaries. Some of the funds raised would be donated to support our service for persons with disabilities.

**企業展銷**

本會感謝多名尚界好友及義工隊伍舉辦義賣活動，捐出的物品及服務所得全部用作扶康會的活動經費。

**Corporate Trade Fair**
The Society is grateful for being invited by our corporate partners to set up a charity sale, which allowed us to showcase the abilities and handicrafts of our service users so that they are seen and recognised.

**贊助舉辦藝術培訓班**

本會連續第六年獲泰邦集團國際控股有限公司贊助服務使用者參與藝術培訓班，並選用他們的作品製作2022年度公司掛曆月曆，讓更多人認識及欣賞殘疾人士的藝術潛能。

**Art Training Courses**

For the sixth year in a row, Top Dynamic International Holdings Limited sponsored service users to attend art training courses and selected some of their artworks for publishing in the 2022 desk calendar of the company, making it possible for more people to know about the artistic potential of persons with disabilities.

**幸福的黃色小票**活動

本會獲永旺 (香港) 百貨有限公司邀請成為活動的受惠機構之一，並獲贈電器等物品，提升服務使用者生活質素。

**Yellow Receipt Campaign**
The Society was invited to be one of the beneficiaries of the “Yellow Receipt Campaign” launched by AEON Stores (H.K.) Co., Limited. AEON also donated electrical appliances to the Society’s service units to improve their service users’ quality of life.
線上市共融藝術活動

Chinese Bank (Hong Kong) Limited’s staff and members of the public who meet the criteria for the Inclusive Community Service Programme participate in the online art activities, which are designed to enhance their understanding of the arts and improve their skills in using digital tools. The programme also aims to promote inclusiveness in the community.

BOCHK x FHS Inclusive Art Activity

The volunteers of BOCHK participated in our online inclusive arts activities together with the service users of Chun Shek Adult Training Centre. While teaching the skills of drawing and painting, our art instructors encouraged the volunteers and service users to interact and exchange their thoughts. Even though the volunteers could not have in-person contact, they could be connected virtually.

媒體報道 Media Reports

In the inclusive ‘New Normal’, the Society uses a variety of media platforms to put out messages of social inclusion, inclusive activities and our news to different sectors of the community. The sharing of such information helps the community understand our services further, and raises awareness and recognition of the abilities of persons with disabilities.

2021/22年度共有超過三十四則報導

內容包括：展能藝術、殘疾人士就業、社企餐飲服務、共融房屋、抗疫物資捐贈等。

In 2021/22, more than 34 news articles reported on the Society’s services on various media platforms. These reports included topics such as arts for persons with disabilities, employment for persons with disabilities, catering services of social enterprises, inclusive housing and donations of epidemic-related protective resources.
附錄
Appendices
## Overview of Service Units / Projects Location

(As of 31/7/2022)

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**Service Unit Location**

- **Adult Training Centre**
  - Tsz Wan Adult Training Centre: Unit 1-10, G/F, Wah Chak House, Chak On Estate, Sham Shui Po, Kowloon
  - Kowloon Training Centre: Unit No. L104, Shopping Centre, Lat Yau Estate, Kowloon

- **Rehabilitation Centre**
  - Kowloon Rehabilitation Centre: 85 Yue Kwoeng Road, Aberdeen, Hong Kong

- **Office**
  - Head Office: Tel. No. 2784-0824, Fax No. 2784-3369, Email Address: info@fhong.org

- **Rehabilitation Centre Management Office**
  - Rehabilitation Centre: 85 Yue Kwoeng Road, Aberdeen, Hong Kong

- **Service Unit**
  - Adult Training Centre: 2788-2533, 2784-6815, coffh@fhong.org

- **Contact Information**
  - Phone No.: 2788-2533, 2784-6815
  - Fax No.: 2784-3369
  - Email Address: info@fhong.org

- **Office Location**
  - Hong Kong Island: 2788-2533, 2784-6815, coffh@fhong.org

- **Accessibility**
  - Wheelchair accessible

- **Languages Spoken**
  - English

- **Special Needs**
  - Home/Hostel (Severe Intellectual Disabilities)

- **Physical Accessibility**
  - Tsz Wan Adult Training Centre: Unit 1-10, G/F, Wah Chak House, Chak On Estate, Sham Shui Po, Kowloon
  - Kowloon Training Centre: Unit No. L104, Shopping Centre, Lat Yau Estate, Kowloon

- **Emergency Contact**
  - For emergency, please call the 24-hour hotline: 2784-6815

- **Website**
  - www.fhong.org

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**Service Unit Information**

- **Adult Training Centre**
  - Location: Tsz Wan Adult Training Centre
  - Contact: 2788-2533
  - Email: coffh@fhong.org

- **Kowloon Training Centre**
  - Location: Kowloon Training Centre
  - Contact: 2558-0244
  - Email: coffh@fhong.org

- **Rehabilitation Centre**
  - Location: Rehabilitation Centre
  - Contact: 2490-9080
  - Email: coffh@fhong.org

- **Lat Yau Adult Training Centre**
  - Location: Lat Yau Adult Training Centre
  - Contact: 2740-0014
  - Email: coffh@fhong.org

- **Tsz Wan Adult Training Centre**
  - Location: Tsz Wan Adult Training Centre
  - Contact: 2788-2533
  - Email: coffh@fhong.org

- **Kowloon Training Centre**
  - Location: Kowloon Training Centre
  - Contact: 2558-0244
  - Email: coffh@fhong.org

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**Accessibility Information**

- **Wheelchair Accessible**
  - Tsz Wan Adult Training Centre
  - Kowloon Training Centre

- **Language Spoken**
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- **Special Needs**
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<td>六個</td>
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<td>2896-2573</td>
<td><a href="mailto:owh@fuluong.org">owh@fuluong.org</a></td>
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<td>2446-4212</td>
<td><a href="mailto:tyh@fuluong.org">tyh@fuluong.org</a></td>
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<td>3681-6404</td>
<td>3684-4252</td>
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我們衷心感謝各捐款人士、義工、企業、機構及學校在過去一年（2021年4月1日至2022年3月31日）對本會的支援及支持。由於篇幅所限，致謝名單不能盡錄，如有遺漏，謹此致歉。

We would like to extend our gratitude to all donors, volunteers, corporations, organisations and schools for the generous donations and support for our services last year (from 1 April 2021 to 31 March 2022). Owing to limited space, the Society regrets not being able to mention all volunteers and contributors by name here.

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