7 企業社會責任
Corporate Social Responsibility
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.

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, helping them to better protect themselves and enhanced social inclusion.
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.
服務及人手檢視

為配合服務使用者之需要，本會在日間訓練中心及營養
重覆臨床人員進行人力資源及服務檢視，並於二級
康復指導及照顧助理每個職位的工作內容進行修訂，
在工作內容和職務描述上作出調整。在配合增加新
的職位，醫療能提供更佳的服務。有經驗或
的服務人員在日間訓練中心主任有
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嚴重的人手短缺問題。

To meet service users’ needs, the Society reviewed the manpower resources and services at the day training centres run by the Hong Kong Council of Social Service. The quick job matches completed by the Council and service units, including 50 Student Workers and Senior Students were hired to provide nursing services and care training in the forefront. This helped to alleviate manpower shortages at the hostels.

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 respective jobs for a fixed period.

Care for Staff

Following the success of the shopping vouchers scheme as a Lunar New Year gift, in appreciation of their hard work and contributions to the cause of furthering the welfare of persons with disabilities over the past year,
為與各層級員工建立和保持良好的溝通，總幹事於本年度共舉行十場「扶康講壇」、七場「員工分享大會」及主持兩次職員諮訊及職員會議。透過以上渠道，讓員工與管理層保持雙向溝通，更多機會了解最新會務狀況，及提出改進服務意見。

Maintaining effective communication with 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.

員工大抽獎
Staff Lucky Draw

由於2019冠狀病毒病疫情持續，本會繼續取消舉行員
工周年聚餐，並改於2022年4月6日的服務管理會議
舉行員工大抽獎，以網上直播形式抽出四百六十八位幸
運兒，獲得精美禮物。

As the COVID-10 pandemic continued, the Society had to suspend the Annual Staff Dinner yet again. However, in place of the dinner, we livestreamed a lucky draw for our staff on 6 April 2022 during the Service Management Meeting, and 468 lucky winners walked away with the exquisite gifts.

長期服務獎
Long Service Award

於2022/23年度，本會共有一百四十二名員工獲頒長期服務獎，以表揚他們對本會多年的努力和貢獻，當中獲得三十年長期服務獎的共有九十五名。而服務三十年的五名員工，分別為徐群燕女士、李美芳女士、莊菲菲女士、李本飛先生及黃嘉菲女士。

In 2022/23, 142 staff members received the Long Service Award in recognition of their years of contributions and service at the Society. Among them, 95 won the awards for 10 to 25 years of service. Five won the awards for 30 years of service and they are namely Ms. TSUI Kwan Yin Frankie, Ms. Li Mi Fong, Ms. CHONG Wai Man Priscilla, Mr. Li Boon Hong and Ms. IP Chun Yin.

三十年長期服務獎得獎員工
Awardees of Long Service Awards for 30 Years of Service

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，他們教導了只要在意志成灰，痛徹其髓，堅持信念，令我不斷思考
如何持續為服務對象提供更優質的服務及爭取更多的福祉。衷心地
在此向他們說句「感謝」。珍惜是彼刻的註腳，離別是為將來的路途
更好的準備，互助。

Over the past 30 years, all the people I have worked with are my life mentors. They nurtured the belief in me that we can overcome any obstacle so long as everyone pulls together as a team. That allowed me to constantly contemplate different ways of providing ever better services to our service users sustainably and striving to improve their welfare. I would like to say “thank you” to them from the bottom of my heart. Let us take heart that cherishing may be a footnote to parting but to part is to better prepare for the future.

李美芳女士
Ms. Li Mi Fong, Senior Service Manager, Kwai Hing Vocational Development Centre and Cheung Hong Home

三十年真是一個不短的日子，能夠在同一機構工作三十年更不是人人
有機會體驗到的經驗，更是可一不可再行。

從第一天到職，親近到今日，我認識了很多人，服務使用者，家長，
同事，義工和一些從工作中認識的人，他們豐富了我的人生，豐富
了我的智慧，更豐富了我的感情。

在扶康會的三十載對我來說不只是工作，是人生的旅程重要的一段，沿途
經歷過高低起伏，感謝您的幫助！感謝您的容讓！更感謝您與我同行！

Thirty years is a 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

本人在第二份工作就是在葵興職業中心工作，這份工作是一份具有挑戰性的工作，因為我們需要照顧那些環繞在我們周圍的人，尤其是一些特殊需要的人士。渴求職業中心的職員會盡可能地去幫助這些人士，使他們能夠創造出自己的價值和意義。這份工作也讓我了解到，每個人都有自己獨特的價值和意義，而我們需要做的就是尊重和尊重這些價值和意義。
應對新冠疫情，推行線上學習模式

受到2019冠狀病毒病疫情和社交距離限制所影響，不少由培訓部舉辦的實體面授課程被迫延期或取消。有見及此，培訓部推出多项實體上課或混合上課模式的課程，在減少員工社交接觸的同時，亦能繼續為他們提供不同的培訓課程。

為讓員工能更快捷和便利地汲取知識，培訓部推行網上學習平台，並與各學院的專業員工和知識管理部門合作，按服務需要為員工設計網上學習課程，當中包括職業安全與健康、顧客關懷等基礎及實務的工作知識。網上平台亦可讓員工隨時覆習內容，並設有网上測試以確保員工已掌握課堂內的知識和技巧，而服務經理亦可隨時檢視員工的學習進度及記錄。在未來日子，培訓部將持續配合本會的發展策略，服務營運和員工發展的需要，提供不同的學習機會，讓員工和志願會成員互相向，提升服務質素。

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 platform 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. Staff members can review the learning progress and records of training 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 frontline staff to conduct 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.
Overseas Training Programmes and China Exchange

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

Environment Protection

扶康會作為香港的非政府組織，同時，是一間擁有接近千二百名員工的復康服務機構，提供優質服務之餘，亦須確保崇行企業社會責任，其中包括環保保護一項。本會近年來，致力在社會和會外推廣環保資訊，更身體力行，與政府攜手為實踐環保而努力。

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 fulfilling 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及服務對象對環保的認識及關注，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，亦分享綠色飲食及園藝知識等。

To raise awareness and stress the importance of environmental protection among our staff and service participants, 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」計劃

‘Green Welfare NGOs’ Scheme

在2020年《施政報告》中，政府承認力爭在2050年前實現碳中和。至2022年度《財政預算案》已公佈此項計劃細節。為進一步推廣此計劃，於2022年度財政預算案中，政府已將此項目列為推動綠色社福機構的一項重要計劃。

自2020年11月起，本會參與“綠色社福機構”計劃。該計劃旨在推廣及推動綠色環保工作，以實踐碳中和的目標。

In the 2021–2022 Policy Address, the Government announced that HK$50 million would be earmarked for this purpose. The Environmental 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 embrace on energy-saving projects. The Society’s three service units, namely Ngai Shan 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.

自2020年11月起，本會參與“賽馬會太陽能發電計劃”，在扶康會康復中心的天台安裝太陽能發電系統，包括安裝了一百七十四塊太陽能發電板。系統於首十八個月已產生超過十萬度電，本會並獲得上網電費合共二千二百三十萬元，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$233,000 in feed-in tariffs, with all proceeds going to subsidise the service units.

「太陽能發電系統」的持續能源效益

‘Solar Power Generation System’ for Sustainable Energy Efficiency

經「賽馬會太陽能發電計劃」的合作伙伴「低碳創發」聯繫下，香港滑水會成立及本會推廣此計劃的行動，乃在香港地區推動太陽能發電系統的發展，將會為本會的長期能源效益作出貢獻。

‘CarbonCare InnoLab’, a partner under the ‘Jockey Club Solarcare Programme’, facilitated our collaboration with the Department of Environmental Protection 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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持續推廣社區節能

Promoting Energy Conservation in the Community

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樂活老齡成效研究
Research Studies on Active Ageing

本會致力推動「樂活老齡」，過去一年，共進行了三項與「樂活老齡」相關的調查和研究，其結果有助深入了解服務需要之同時，亦有助改善服務以持續提升服務使用者的生活質素。

Research studies are crucial to gauging the effectiveness of our services. The Society conducted three studies on active ageing last year. The positive results from the findings encourage us to continue improving our service users’ quality of life.

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<th>調查 / 研究</th>
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「幸福樂齡」正向思維
生死教育小組成效評估
Outcome Evaluation of
“Happy Ageing” – Positive
Thinking of Life and Death
Education Groups

障礙人士
（五十三位服務使用者，
来自成人訓練中心、工場、
宿舍、護理家居、輔助家居
合共八個單位）
Persons with Intellectual Disabilities
（53 service users from 8 service units, namely Day Activity Centres, Sheltered Workshops, Hostel, Care and Attention Homes, and Supported Hostels）

透過參加「幸福樂齡」正向思維生死教育，
服務使用者在死亡面臨上有正面改變，並
對正向心智學中的「感恩」、「意義」及
「抗逆力」三個元素的認識得到顯著提升，
有助服務使用者建立正向思維及讓自己變得
快樂的能力。
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.

智障人士
（六百七十位服務使用者，
來自十九間不同類型智障
人士服務單位）
Persons with Intellectual Disabilities
（670 service users from 19 service units across different service types）

此項調查為本會進行的第三次照顧需要評估，結果顯示整體照顧需要有呈現連續上升趨勢或服裝差異。然而，調查發現服務使用者面對老齡化挑戰，同時因應年長的服務
使用者接受服務而出現服務極需化的趨勢。

This study was the third research effort undertaken by the Society to assess care needs. The findings showed there was no continuous upward trend and no significant differences. Nevertheless, it indicated that ageing and growing prioritisation of overall care needs are two of the most critical challenges.

問題調查分為兩個階段進行，成功篩選出十
三位疑似失智症及六位較高分數的服務使用者，
個案主要集中在四十五至六十歲，女性及
及患長康氏綜合症的服務使用者，將會有助及
及早識別高風險的服務使用者，以提供介入及
個案跟進。

The two-phase screening research successfully identified 13 service users with suspected dementia and 6 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.

因應樂齡需要調查結果，員工積極研發軟餐，
提升服務使用者的生活質素。
Basing on the research results, our staff develop soft meals actively to raise our service users’ quality of life.