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企業社會責任

*Corporate Social
Responsibility*





疫情下的權益關注工作 Advocating Rights During Pandemic

「關愛弱小」及「以求為導」一直是本會的服務理念，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.



疫情下，「關注組」仍透過不同形式與成員舉行會議，並慰問殘疾人士。During the pandemic, the 'Tuen Yuen Service Users' Rights Concern Group' maintained communication, and cared about other members and persons with disabilities through different modes of meeting.



「屯元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務，推動殘疾人士權益。縱然疫情持續反覆，「關注組」成員從未停步，透過視像通訊軟件與其他成員舉行會議，並慰問其他殘疾人士，藉此推動互助互愛的精神，連結社區，為社區燃點起一份溫暖。

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，本會連同「關注組」積極與消費者委員會（消委會）合作，為特殊需要人士舉辦多場工作坊，如「提升消費者自我保護能力—擊退健身陷阱」公開工作坊，藉此呼籲社會各界繼續致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，本會服務經理及社工更獲消委會邀請，於去年9月一同接受香港電台第一台「非常人物生活雜誌」節目直播專訪，講解有關計劃的推行目的及常見的健身美容服務消費陷阱，介紹資源教材套的特色及運用技巧，並分享防止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.



本會員工應邀接受香港電台節目直播專訪，講解有關計劃及分享給家長的小貼士。Our staff were invited to share schemes and practical tips with caregivers of persons with disabilities in a live interview at RTHK.

扶康家長會 Fu Hong Parents' Association

扶康家長會一直與本會攜手參與及推動倡導工作，包括關注殘疾人士的權益及正視照顧者的需要，並組織專題講座，讓家長了解有關社會政策等。在2021年的扶康家長會周年大會上，嚴汝洲先生接任扶康家長會主席，來年扶康家長會將與本會一起推動更多關顧照顧者的工作。

Fu Hong Parents' Association (FHPA) has been involved in advocacy work, such as paying attention to the rights and interests of persons with disabilities, addressing the needs of caregivers and organising seminars etc. At the Annual General Meeting of the FHPA in 2021, Mr. YIM Yu Chau took over as the Chairman of Fu Hong Parents' Association. In the coming year, FHPA will work with the Society to promote more care services for caregivers.



嚴汝洲先生（左5）與會員出席扶康家長會周年大會
Mr. YIM Yu Chau (left 5) and members attended the Annual General Meeting of the Fu Hong Parents' Association

疫情下的院舍生力軍

Students as New Driving Force Under Pandemic

對於年青一代來說，宿舍服務吸引力相對不大，加上近年新冠疫情肆虐，令不少人士對加入宿舍服務更為卻步。隨著第五波疫情的衝擊，宿舍服務人手尤顯捉襟見肘、雪上加霜。

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.

有見及此，本會透過香港社會服務聯會的「青年護理專業闖未來」計劃，招募健康及護理相關專業課程的專上學生參與前線照顧及護理工作，其中幾位參與計劃的學生更現身說法，分享他們於本會啟悅成人訓練中心及潔康之家的的工作點滴，表示除認識到院舍的運作模式外，亦學會了如何與服務使用者相處。

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.



本會喜見學生即使在疫情肆虐下仍不怕艱辛，盡心盡力照顧服務使用者，期望這批生力軍畢業後能加入護理照顧大軍，繼續服務社群。此外，以上計劃讓準畢業生們更了解殘疾人士的需要，在他們的專業發展路上栽種了「關懷弱小」、「以愛同行」的種子。

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.

即使在疫情肆虐下，專上學生作為院舍生力軍仍不怕艱辛，盡心盡力照顧服務使用者
Students were a 'new driving force' as they served with their resilience, endurance and commitment at the hostels even under the threat of the pandemic



員工關係及發展

Staff Relations and Development

扶康會一直堅守「關懷尊重」員工的理念，視員工為機構珍貴的資本。全賴員工專業的服務精神和高水平的工作效能，本會才能夠為服務使用者提供專業及優質的服務。

'Care and Respect' has always been Fu Hong Society's mantra when it comes to managing staff relations. The staff are the prized assets of the organisation. It is the professional service spirit of this high-performing team that has allowed the Society to deliver high quality and dedicated services to our service users.



疫情下員工緊守崗位，為服務使用者提供服務
Staff hold fast to their position and provide services to service users under the epidemic

應對嚴峻疫情

Countering COVID

面對新型冠狀病毒病的嚴重威脅，本會持續為員工提供快速檢測棒、口罩、保護衣、消毒物品等抗疫用品，讓員工在提供服務時有足夠抗疫物資作保護；同時本會亦調整員工上班模式，安排員工在家工作，及為不能安排在家工作的員工提供特別假期，盡可能減低員工在上下班時感染病毒的風險。為顧及員工接種疫苗後的休息需要，本會先後增設三天疫苗假期，與此同時，亦為需要留守住宿服務單位照顧確診新冠病毒病或須隔離檢疫服務使用者的員工提供「住宿服務抗疫照顧特別津貼」，以感謝員工緊守崗位，盡心盡力照顧服務使用者和無私的付出。

Under the spectre of the novel coronavirus, the Society performed due diligence to equip our staff with resources such as Rapid Antigen Test kits, face masks, protective gear and disinfectants so that they were protected while serving our users. We also adjusted working arrangements so that our staff could work from home. For those who were not able to do so, we granted special leave to minimise their risk of exposure to the virus during commutes. In addition, staff were given up to three days of vaccination leave for their rest need after vaccination. In appreciation of their dedication and selfless contributions, the 'Residential Services Anti-Epidemic Allowance' was disbursed to staff who had to be at residential service units to look after users who were infected or quarantined.

本會於第五波新冠疫情期間，住宿服務有不少員工及服務使用者不幸確診，令服務單位急需大量人手支援日常運作。本會迅速推出「抗疫·同行」生力軍計劃，向專上學院及社區招募各界熱心協助殘疾人士院舍渡過疫情的人士，期間共有二十一人士入職擔任抗疫導師。同時，本會參加由香港社會服務聯會（社聯）舉辦之《健康專業專上學生院舍工作計劃》，經過社聯與服務單位迅速配對後，共聘請超過五十位護理學員/高級護理學員，擔任前線照顧訓練及護理工作，以紓緩院舍人手緊張的壓力。

During the fifth wave of the COVID-19 pandemic, quite a number of staff members and service users of our Residential Services were infected. As a result, our service units needed a lot more manpower to support daily operations. Very quickly, we rolled out the 'Together We Fight' Staff Recruitment Scheme to hire people with the spirit to serve persons with disabilities during the pandemic from tertiary institutions and the community. A total of 21 Rehabilitation Workers (Anti-Epidemic) was hired through this channel. Meanwhile, the Society also joined the 'Health Professions Students Residential Care Homes Working Scheme' organised by the Hong Kong Council of Social Service. With the quick job matches completed by the Council and service units, more than 50 Student Workers and Senior Student Workers were hired to provide nursing services and care training in the frontline. This helped to alleviate manpower stresses at the hostels.



參加《健康專業專上學生院舍工作計劃》的學生協助服務使用者進行社交訓練及物理治療
Students that participated in the 'Health Professions Students Residential Care Homes Working Scheme' assisted in social skills training and physiotherapy for service users

本會喜獲《港仁中醫 - 「快樂港仁」》支持，成為指定合作伙伴機構，為本會及轄下社企之員工及家屬提供新冠確診患者及康復者中醫遙距視像診症服務，期間共有超過三十位員工及家屬進行問診。

With support from Healthy Hong Kong : HHK Chinese Medicine Centre, Fu Hong Society became its designated partner organisation, and was able to provide telemedicine services for its staff and their families, including the staff and families of our social enterprises. The services catered for those infected with COVID-19 as well as those who had recovered. Over 30 staff members and their family members benefited from this programme.

服務及人手檢視

Service and Manpower Review

為配合服務使用者之需要，本會在日間訓練中心暨嚴重智障人士院舍進行人力資源與服務檢視，並就二級康復導師及照顧助理兩個職位的工作內容進行檢討，在工作內容和輪班模式上作出調整，在配合增加津貼的措施下，期望能加強工作的吸引力以招聘新員工及挽留員工。有關安排現正分階段在各日間訓練中心暨嚴重智障人士院舍推行。

To meet service users' needs, the Society reviewed the manpower resources and services at the day training centres cum hostels for persons with severe intellectual disabilities. We also reviewed the job scopes of Rehabilitation Worker II and Care Assistant, and adjusted their job content and shift rosters. We hope together with the allowance increments that will be implemented progressively at the day training centres cum hostels will help to attract and retain talent.

內部監管及審計

Internal Control and Audit

人力資源部於2021年完成內部審計，主要就人力資源管理的政策、制度、執行程序、操作流程進行審核；內部審計報告顯示，本部門於薪酬管理、員工出勤紀錄、收集及儲存個人資料等方面均獲得優異的評價，同時，本部門亦已參考報告的建議，完成在員工招聘、終止聘用、合約管理及僱員補償等執行程序的優化，亦加強管理工作。

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，提供合理的報酬，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，前線員工入職薪金可按相關經驗年資計算，以吸引申請者入職動機；與此同時，於2022年3月，在員工的強積金進行一次性注資，共有九百七十三名員工受惠；為獎勵資深員工對工作的投入，本會於2022年4月起增設長期服務增薪獎勵計劃，讓合資格員工可於薪金達頂薪後再獲額外的增薪點。

The Society regularly reviews the staff's remuneration and benefits to ensure it is a competitive employer that providing 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 reached their salary ceiling.

關顧與聯繫員工

Care for Staff

農曆新年前，本會向員工派發購物券作新春禮物，以答謝員工於過去一年的付出及努力，並鼓勵員工繼續發揮扶康人精神，攜手為殘疾人士的福祉努力。

The Society handed out shopping vouchers to staff 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.



為與各階層員工建立和保持良好的溝通，總幹事於本年度共舉行七節「扶康講場」、七場「員工分享大會」及主持兩次職員諮詢及發展會議。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，及提出改善服務意見。

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位幸運兒，獲得精美禮物。

As the COVID-19 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 460 lucky winners walked away with the exquisite gifts.

總幹事親自到服務單位頒獎給得獎員工，員工笑逐顏開
The winners of the Lucky Draw were exhilarated to receive their prizes from the Chief Executive Officer who visited the Service unit personally

長期服務獎

Long Service Award

於2021/22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，當中獲得十年至二十五年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、莊慧雯女士、李本衡先生及葉春燕女士。

In 2021/22, 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 Hang 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 扶康會總幹事

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，他們締造了只要在眾志成城下，遇強越強的信念，令我不斷思考如何持續地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」。珍惜是離別的註腳，離別是為將來的路作更好的準備。互勉。

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 葵興職業發展中心及長康之家 高級服務經理

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，更是可一不能再。

從第一天到職，輾轉到今日，我認識了很多人，服務使用者、家長、同事、義工與及一些因工作而認識的人，他們豐富了我的人生，豐富了我的智慧，更豐富了我的感情！

在扶康會的三十年對我來說不只是工作，是人生旅程重要的一段。沿途經歷過高低起伏，感謝您的襄助！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!

(左二 / Left 2)



莊慧雯女士 友愛之家及長沙灣成人訓練中心 高級服務經理
Ms. CHONG Wai Man Priscilla, Senior Service Manager,
Father Tapella Home and Cheung Sha Wan Adult Training Centre

緣「喜」緣「樂」

首先，很感謝會方給我這個機會撰寫感言，加入這個大家庭，已是三十年前了。事實上，與扶康會的結緣，更是遠於這個時間。還是中學生的我，在一次偶然的機會下，到訪扶康會順利成人訓練中心。對於當日參觀的細節已很模糊，但令我印象深刻的，是服務使用者友善地走上來拖著我，那份毫無保留的真性情，令我感覺很親切。雖然，只是短暫的相遇，已被他們那種「良善」所吸引。畢業後，便決定投身此服務。



雖然，工作總是堆得滿滿，忙過不停，有時候，甚或有點迷失。然而，在忙亂時，每當想起服務使用者，他們的一個笑容、一句說話，便會令我變得踏實起來，令我繼續可以在困難時堅持下去。或許，在別人的眼中，總會為我們那份「付出」而讚賞，相反，我卻感謝他們，慶幸與他們相遇，為我的生活平添了很大的意義。

‘Joy’ and ‘Happiness’

First of all, I am grateful that the Society has given me this opportunity to pen my words of appreciation. It has been 30 years since I joined the Fu Hong family but my connection with the Society goes back further than that. When I was in the secondary school, I had the chance to visit Shun Lee Adult Training Centre of Fu Hong Society. My memory of the details of the visit is quite vague now, but I remember very well that the service users were very friendly. They took my hand in an unreserved display of affection and that made me feel very at home. Although that interaction was brief, I was really drawn to their kindness. I decided this was the work I wanted to do when I graduated.

Even though work can be very overwhelming, each time I think of our service users, their smiles and words give me the strength to persevere amid the challenges and the million things that have to be done all at once. Perhaps, others may applaud us for our ‘sacrifices’ but I am in fact grateful to our service users and glad that our paths crossed. They have made my life very meaningful.

李本衡先生 樂華成人訓練中心 二級康復導師
Mr. LI Boon Hang, Rehabilitation Worker II, Lok Wah Adult Training Centre

本人在扶康會樂華成人訓練中工作已有三十年，尤記得第一天上班，主管帶領我進入活動室，介紹給其他同事認識時，同事友善的招呼及服務使用者熱情的表現，直至今日仍歷歷在目。當年滿頭黑髮的服務使用者前來與我握手、叫我哥哥等，今天大家亦已髮鬢斑白，我心裡不禁暗嘆歲月不留人。

在悠長的工作生涯中，我見證著樂華中心初期住宿環境一般、沒有空調設備、訓練以日常生活技能及肌能訓練為主，同事在炎夏與服務使用者進行訓練，雖然汗流浹背，但從來沒有怨言，只會默默耕耘。

我與服務使用者經歷了兩次疫情，包括2003年的嚴重急性呼吸系統綜合症及現在仍肆虐的2019冠狀病毒病，雖然現時的情況仍十分艱難，但我相信同事只需要上下同心，必定會雨過天晴。

最後本人最開心的是第一天上班時一位與我握手及稱呼我哥哥的服務使用者，現在她仍會熱烈地呼喚本人的名字 — 李本衡。

I have worked at Fu Hong Society’s Lok Wah Adult Training Centre for thirty years. I still remember very well my first day at work when my supervisor introduced me to my colleagues in the activity room. Their friendly hellos and the enthusiasm from the service users left a deep impression on me. The service users who shook my hand and called me “Big Brother” back then had a full head of black hair. Today, everyone’s hair is greying. Time flies too quickly indeed.



(左5 / Left 5)

During all these years of service, I witnessed how Lok Wah Adult Training Centre evolved from a modest set-up with no air conditioning in the early days. Back then, the centre focused mainly on living skills and muscle-strengthening exercise, and our staff had to train service users in the heat of summer with sweat trickling down their backs. Despite that, everyone persevered in their work without complaints.

I have been through two rounds of pandemic with our service users, namely SARS in 2003 and the current COVID-19. Although we are still not out of the woods, I believe that as long as everyone remains united, we will be able to ride out the storm together.

Finally, I want to say what makes me really happy is that the service user who shook my hand and called me “Big Brother” on my first day at work still calls me by my name with great enthusiasm even today.

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

我人生第二份工作就是在扶康會工場工作，這與我之前的一份工完全是兩碼子的事。在這裡我第一次有機會接觸到智障人士，第一次學習如何與他們相處。這學習一晃眼便已經三十年。在這三十年裡我有甚麼得著？那一定是磨練了我的耐性，與智障人士相處一定要有耐性、耐心，要配合他們的節奏，只要你願意付出耐性，你很快便會體驗到與他們相處的樂趣！

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!



員工培訓及發展

Staff Training and Development

應對新冠疫情，推行網上學習模式

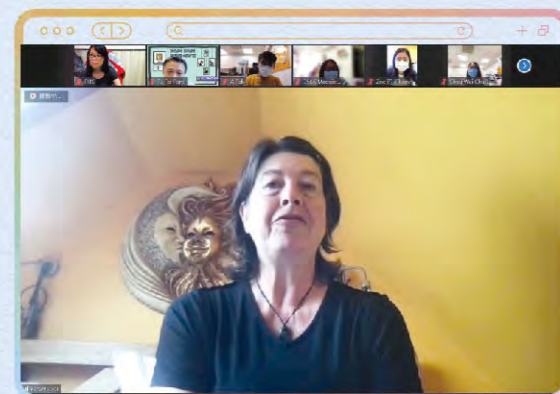
受到2019冠狀病毒病疫情和社交距離措施所影響，不少由培訓部舉辦的實體面授課程均被迫延期或取消。有見及此，培訓部推出多項實時網上教室或混合上課模式的課程，在減少員工社交接觸的同時，亦能繼續為他們提供不同的培訓課程。

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，並與各領域的專業員工和知識管理部門合作，按服務需要為員工製作網上學習課程，當中包括職業安全與健康、照顧技巧等基礎且實用的工作知識。網上平台亦可以讓員工隨時重溫課程內容，並設有網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紀錄。在未來日子，培訓部將繼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，讓員工和扶康會繼續攜手向前，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 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.



復元模式及實務工作分享：員工學習復元工作的概念，與服務使用者建立聯繫，及跟不同專業同工合作的方法，並分享成功經驗
Sharing on recovery work: Staff members learnt the concept of recovery models, how to build relationships with service users and how to collaborate with professional staff. They also shared best practices at the workshop



網上學習平台：網上平台可以讓員工隨時重溫課程內容，並設有網上測試以確保員工已掌握課堂內的知識和技巧
e-Learning Portal: The e-learning platform allows our staff to review course materials anytime. Online assessments ensure learning is effective



多元化培訓課程，回應會方策略發展項目

培訓部本年度舉辦多元化的培訓課程，以回應會方策略發展項目。有關智障服務使用者老齡化的培訓項目，本會舉辦一系列與高齡智障人士的照顧和健康相關的訓練，提升員工的知識和工作技巧，當中包括營養學、軟餐製作、生死教育等課程。本會亦積極地推行「國際功能、殘疾和健康分類」系統 (ICF)，並提供相關訓練予專業及前線員工，讓他們能夠全面了解服務使用者的需要，策劃適切的介入計劃，並透過實証為本的成效檢討，持續提升服務使用者的生活質素。

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 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.



醫護人員基本生命支援術課程：課程更新護理員工有關心肺復甦法技巧和哽塞處理的知識
Basic Life Support Training: Staff participated in Basic Life Support Training to refresh their knowledge and skills of cardiopulmonary resuscitation for adults and choking management

「好多視覺藝術活動」齊齊學：讓員工學習多項有趣的視覺藝術活動，以助發掘服務使用者的藝術才能
Visual Arts Workshop: Staff learnt visual art skills and how to explore artistic talent of service users



營養講座：營養及健康講座讓員工掌握老齡化服務使用者的餐膳需要
Talk on Nutrition: Staff learnt more about the need for special diets catered for ageing service users



音樂治療工作坊：員工學習音樂治療的概念和應用策略，以回應服務使用者需要
Music Therapy Workshop: Staff learnt effective intervention strategies of music therapy in responding to the needs of service users





專業軟餐培訓工作坊：為有吞嚥或咀嚼困難的服務使用者提供軟餐支援，員工學習準備軟餐技巧及營養概念
 Nutritious Soft Meal Workshop: In order to provide soft meals to service users who have difficulty in swallowing and chewing, staff members learnt soft meal preparation skills and nutritional concepts



邏輯思維模式應用於服務管理工作坊：員工學習邏輯思維模式的工具，更有效率地設計、執行及評估服務，以提升服務質素
 Application of Logical Thinking Model to Service Management Workshop: Staff learnt about the logical thinking mode to design, implement and evaluate services more efficiently to enhance service quality

ICF實務工作坊（專業同工篇）：讓員工全面了解服務使用者的需要，策劃適切的介入計劃，並透過實証為本的成效檢討，持續提升服務的成效
 ICF Workshop for Professional Staff: The workshop enhanced our staff's ability to prioritise service users' needs, prepare interventions and conduct evidence-based service evaluation so as to enhance the efficacy of our services

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，除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月份參加在丹麥舉行的網上第二十四屆國際康復服務會議，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京方舟啟智中心員工交流經驗的網上培訓課程，課程內容包括服務使用者需關注行為、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.

與南京方舟啟智中心在線交流活動：本會員工與南京方舟啟智中心員工互相分享服務使用者需關注行為、情緒處理策略及員工壓力管理
 Online Training with Ark-Nanjing Special Education Centre: Staff of the Society and Ark-Nanjing Special Education Centre shared practical experience in handling challenging behaviours and emotional problems of service users and stress management of staff



讓觀眾留下深刻印象的演說技巧：為了預備參加2021年9月份在丹麥舉行的網上第二十四屆國際康復服務會議，員工學習相關會議的演說技巧，務求能清楚地表達演說內容，並與世界各地參加者作交流
 Impressing the Audience in your Presentation: In preparation for the 24th Rehabilitation International World Congress in virtual mode held in Denmark in September 2021, staff members learnt presentation skills for conference settings, so as to be able to convey the content of the presentation clearly and communicate with participants from all over the world



自我療愈·細味生活工作坊：讓員工體驗自我療愈之經驗，學習放鬆技巧，提升工作表現
 Self-care and Relaxation Skills Workshop: Staff members learnt self-awareness and relaxation skills to enhance their performance at work



優質家庭生活模式工作坊：員工在優質家庭生活模式課堂，一起制訂優質家庭生活模式及在院舍執行的策略
 Quality Family Life Workshop: Staff members developing the quality family life model and implementation plan for hostel services



專業員工督導：提升員工對臨床督導的認識及應用能力，加強管理員工的技巧
 Supervision for Social Work and Health Profession Supervisors: Staff members learnt knowledge and skills of clinical supervision with the aim of becoming better managerial 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康復服務機構，提供優質服務之餘，亦須要確切執行企業社會責任，其中包括環境保護一項。本會多年來，致力在會內和會外推廣環保資訊，更身體力行，與政府攜手為實現碳中和而努力。

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

本會的環境工作小組為增進及提升員工和服務對象對環保的認識與關注，於本年度出版了兩期環保通訊，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，政府承諾力爭在2050年前實現碳中和。2021至2022年度《財政預算案》已公佈就此項計劃預留五千萬港元。環境局和機電工程署在社會福利署的協作下於去年推出了「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，包括毅信之家、山景成人訓練中心及柔莊之家響應申請，讓機電工程署協助在單位處所內安裝更具能源效益的變頻式冷氣機和發光二極管燈。本會非常樂於配合政府政策以實現碳中和的長遠目標。

In the 2020 Policy Address, the Government pledged to achieve carbon neutrality by 2050. The 2021-2022 Budget announced that HK\$50 million would be earmarked for this purpose. The Environment Bureau, and 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 Ngai Shun Home, Shan King Adult Training Centre and Yau Chong Home, heeded 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「賽馬會太陽能關懷計劃」，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後，系統於首十八個月已產出超過十一萬度電，本會並獲得上網電價合共約二十二萬三千港元，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\$223,000 in feed-in tariffs, with all proceeds going to subsidise the service units.



安裝在扶康會康復中心天台的太陽能發電系統
The solar power generation system installed on the roof of FHS Rehabilitation Centre



安裝了一百七十四塊太陽能發電板，提供持續的能源效益
174 solar panels were installed to provide sustainable energy benefits

持續推廣社區節能

Promoting Energy Conservation in the Community

經「賽馬會太陽能關懷計劃」的合作伙伴「低碳想創坊」聯繫下，香港浸會大學地理系及亞洲能源研究中心負責「智慧能源舍區暨小小能源科學家培訓計劃」的團隊邀請本會協助推廣，透過康晴天地在地區上的網絡邀請海怡半島的住戶，包括康晴天地的服務使用者參與，在參加住戶的家中裝設智能感應器，住戶可透過手機應用程式實時監測家居用電量；研究團隊亦將提供個人化的慳電貼士，鼓勵住戶改變用電習慣，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.

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.



調查 / 研究 Survey / Research	對象 / 人數 Target Group / No. of Participants	成效 Outcomes
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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

智障人士
(五十三位服務使用者，
來自成人訓練中心、工場、
宿舍、護理家舍、輔助家舍
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 Hostel)

透過參加「幸福樂齡」正向思維生死教育，
服務使用者在死亡態度上有正面改變，並
對正向心理學中的「感恩」、「慈愛」以及
「抗逆力」三個元素的理解得到顯著提升，
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.



調查 / 研究 Survey / Research	對象 / 人數 Target Group / No. of Participants	成效 Outcomes
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照顧需要評估
Care Needs Assessment

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未有呈現連續上
升趨勢或顯著差異。然而，調查發現服務使
用者面對老齡化挑戰，同時因應年輕的服務
使用者接受服務而出現服務兩極化的趨勢。

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

**智障人士失智症
篩選問卷調查**

Dementia Screening Survey
for Persons with
Intellectual Disabilities

智障人士
(三百八十八位服務使用者，
來自二十二間不同類型智障
人士服務單位)

**Persons with Intellectual
Disabilities**
(388 service users from
22 service units across
different service types)

問卷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至六十歲、女性、
及患唐氏綜合症的服務使用者，問卷有助及
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.

