

攜手抗疫

Fighting COVID-19 Together



▲ 感謝社會各界的捐贈，與我們攜手支援有需要的人士。
Big thanks to the generous benefactors who have been helping us support those in need.

陪伴弱勢社群 • 與各界攜手抗疫

過去數月，突如其來的新冠肺炎，令社會經濟大受影響，防疫物資亦一度短缺。本會感謝不少熱心人士、機構及企業提供抗疫物資和資助，與我們攜手支援長者、殘疾人士、基層家庭、長期病患等有需要人士，向社會上有需要的人士傳達關懷，共同面對疫情。



◀ 長者收到捐助的防疫物資後，都表示開心及感激。
The elderly are happy and grateful for receiving the hygiene packs.

Supporting the Underprivileged through Cross-sectoral Cooperation

Over the few months, the unforeseen outbreak of COVID-19 has devastated the society and economy, causing a shortage of anti-epidemic materials. The Agency is grateful for the many generous benefactors, organisations and companies that sent us anti-epidemic materials and donations and worked with us in supporting the elderly, persons with disabilities, disadvantaged families, patients with chronic illness and other people in need. Together, we cared for the disadvantaged and joined the fight against the epidemic.

派發防疫物資

本會感謝社會各界的捐贈。在疫情發生以來，我們收到商界及不同機構團體捐贈的口罩及捐款購買防疫物資，以及其他物資捐贈包括酒精搓手液、防疫包及保護衣等。

當中長者照顧服務收到捐贈或成功採購逾 177,000 個口罩、逾 3,500 支酒精搓手液、2,749 份「關懷包」及 1,500 份「防疫包」，送到本會 16 個長者照顧單位，超過 2,460 個服務使用者手上。而 50+ 悅齡服務亦向獨居長者、體弱長者、認知障礙症患者以及照顧者派發逾 22,000 個口罩和其他防疫用品。



◀ 不同服務單位向基層人士派發防疫包。
Various service units are distributing care packs to underprivileged families.

此外，本會社區發展服務四出網羅防疫用品，短短數個月已向基層人士送出超過 67,696 個口罩、11,609 支酒精搓手液及 3,774 個防疫包。

而殘疾人士綜合服務及青年服務亦獲一些機構及團體捐贈防疫物資及口罩，派發給會員及有需要的家庭，解決他們及時之需。

除了防疫物資，本會醫療健康服務製作了「同心抗疫小錦囊」，鼓勵市民注意個人衛生及防止疾病傳播。



◀ 醫療健康服務製作的「同心抗疫小錦囊」。
An anti-pandemic pamphlet published by our Medical and Health Services.

Distributing Anti-epidemic Materials

The Agency deeply appreciates the donations from various sectors of the community. During the epidemic, we have received from corporates and organisations donations of face masks and supported us for purchasing anti-epidemic materials and other supplies including alcohol-based hand rubs, hygiene packs and protective clothing.

Our Elderly Care Services have received and successfully procured over 177,000 face masks, over 3,500 alcohol-based hand rubs, 2,749 care packs and 1,500 hygiene packs, which have been distributed to more than 2,460 service users from 16 elderly services units. Our Active Ageing Services have also distributed more than 22,000 face masks and other anti-epidemic supplies to elderly persons living alone, frail elders, as well as people with dementia and their carers.

In addition, the Community Development Services have been sourcing anti-epidemic supplies from various channels. In just a few months, it has distributed more than 67,696 face masks, 11,609 alcohol-based hand rubs and 3,774 hygiene packs to the economically challenged individuals.

The Services for People with Disabilities and Youth Services have also received from other organisations donations of anti-epidemic materials and masks, which have been distributed to our members and deprived families to address their immediate needs.

Apart from anti-epidemic materials, our Medical and Health Services have published pamphlets to raise public awareness on personal hygiene and infection control.

◀ 抗疫期間，我們收到不少善心團體捐贈口罩及防疫用品，送給服務使用者及照顧者。
Amid the pandemic, we have received many donations of face masks and anti-pandemic supplies, which are re-distributed to service users and their carers.



▲ 宏利義工包裝 10,000 個口罩，送贈東九龍區的基層家庭。
10,000 face masks were individually packaged by a group of Manulife volunteers and distributed to disadvantaged families in East-Kowloon district.



▲ 馬會義工隊身體力行，協助準備及包裝「關懷包」送贈予弱勢社群。
Care packs were prepared and packaged by HKJC Volunteer Team and delivered to the underprivileged.

協助製作及研發可重用口罩

在口罩短缺下，社會上有布口罩的嘗試。本會長者照顧服務參與了「Sew On Studio 裳樂匯坊」HK MASK (可重用布口罩) 的試用計劃，並按服務使用者需要製作了「改良版的 HK Mask」，由「合廠」的「在家媽媽」和機構「時間銀行•生活助手」計劃的生活助手及前線同工合力縫製布口罩，幫助因行動不便，沒法外出購買口罩的體弱長者。

我們亦參加香港理工大學的「理大研發面罩—通用版」試用計劃；在試驗中，我們提供了不少意見，隨後發展出「理大研發面罩—加強版」，給社區服務使用。本會並獲得香港理工大學首輪贈送 200 個「理大研發面罩」予本會各單位使用。



▲ 備有 CFSC 標誌的改良版 HK Mask。
The modified HK Mask with CFSC's logo.

Assisting in the Production and Development of Reusable Masks

In the early days of the outbreak, the severe shortage of surgical masks had inspired attempts in making cloth masks as an alternative. Our Elderly Care Services joined the pilot scheme on the trial of "HK Mask", a reusable cloth mask developed by "Sew On Studio". To respond to our service users' needs, we developed a modified version of "HK Mask", handmade by the stay-at-home moms of "Hatch" Company, Life Assistants of our project "Timebank - Life Assistance" and our frontline staff. Different parts of the community worked closely together to serve elderlies that were too debilitated to queue up for free masks.

We also participated in the pilot scheme on the trial of "Poly U Face-Shield of General Version" organised by the Hong Kong Polytechnic University. During the trial, we provided lots of feedback and suggestions for developing the "Poly U Face-Shield of Enhanced Version", which could be widely used in community care services. In recognition of our contribution, the Hong Kong Polytechnic University dispatched part of the first batch, totalling 200 face shields, to our service units.

► 理大研發面罩。
Poly U Face-Shield.



多管齊下協助基層家庭渡過難關

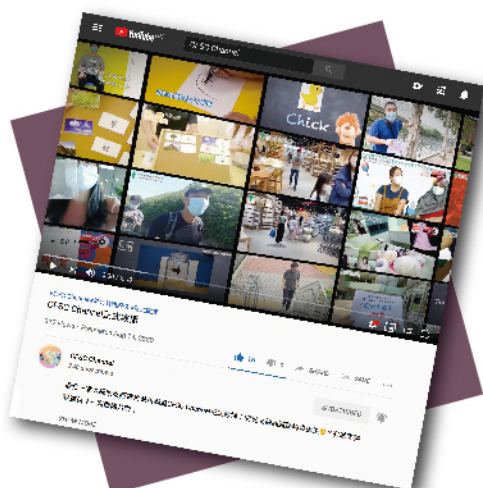
過去一年，香港社會經濟受到嚴重衝擊，在新冠肺炎疫情出現後，本會活力家庭坊(綜合家庭服務)的社工為有需要人士及家庭解決燃眉之急，協助申請「公益金及時抗疫基金」，由2020年2月中至8月，中心為201個家庭稍為紓緩經濟壓力。本會社區發展服務亦透過參與社會服務聯會推出的「霸菱亞洲新冠疫情紓困基金」及「抗疫失業慈善基金」，審批了240多宗基金申請，藉此支援因疫情引致失業或開工不足的家庭，全面協助基層對抗疫情。

我們亦向基層家庭派發飯票，並向基層學童派發數據卡、手提電腦等，支援停課期間的網上學習。



善用網絡居家抗疫

就著各項防疫措施，多個單位需要暫停服務，或只提供有限度服務，因此我們開展新的服務模式，本會多個服務單位透過網上直播及視像軟件舉辦小組及活動，與服務使用者及市民保持連繫，傳達關心。我們特別整理不同服務單位的網上服務，結集成 CFSC Channel 綜合資訊頻道，希望在疫情期間，陪伴市民一起居家抗逆。



- ◀ 結集本會多個服務單位網上節目及影片的 CFSC Channel 綜合資訊頻道。CFSC Channel - a comprehensive information channel which integrates online programmes and videos produced by our service units during the pandemic

Multi-pronged Approach for Helping Disadvantaged Families

Over the past year, Hong Kong's socio-economic condition has been severely affected by COVID-19. Since the outbreak, social workers of Family Energizer (Integrated Family Service) have been tirelessly helping individuals and families in desperate need to apply for "The Community Chest Anti-NCP Rainbow Fund" (Anti-NCP Fund), which has eased the financial stress of 201 families from mid-February to the end of August 2020. Our Community Development Services have also become one of the supporting organisations for the "Baring Private Equity Asia COVID-19 Relief Fund" and the "Anti-Pandemic Charity Fund for the Unemployed" coordinated by the Hong Kong Council for Social Service. We have reviewed and approved more than 240 applications for funds, supporting families beset by unemployment or underemployment amid the epidemic. We strive for bringing timely assistance to the disadvantaged for riding out the difficult times.

Moreover, we gave out meal vouchers to low-income families, as well as free SIM cards and laptops to students from those families to support their online learning during school suspension.

Leveraging the Internet to Fighting the Epidemic at Home

Affected by the prevention measures of COVID-19, the Agency has suspended many of our services, adjusted limited service arrangement and launched a new service model. Several of our service units have organised group activities through webcast and video software to stay in touch with and care for our service users and members of the public. We have pooled together the online services held by different units and launched the CFSC Channel - a comprehensive information channel - hoping to accompany the citizens during their stay-at-home fight against COVID-19.

CFSC Channel 節目內容包括：親子頻道—由綜合家庭服務及全人發展及專業培訓服務製作一系列網上教學短片，題材廣泛，包括英語拼音、日常科學實驗、親子關係等，於疫情期間「停課不停學」。

老友記及照顧者頻道結集本會長者服務及50+悅齡服務推行的多個網上視像認知訓練小組、網上直播節目及影片等，協助長者吸收正確的防疫資訊及建立健康的生活習慣，同時讓認知障礙症長者安心在家維持認知訓練，緩和腦退化的速度，亦有助紓緩照顧者的壓力。



青年頻道整合了青年服務於疫情期間利用facebook發佈講解有關抗疫資訊的直播片段，主題包括預防新冠肺炎之方法、介紹增強抵抗力的食物及多個熱門的青少年話題等。

送上關懷紓緩抗疫壓力

疫情期間，部分長者因不熟悉網絡通訊軟件，而不少獨居長者，家居甚至沒有安裝網絡設施及電腦，未能透過網絡接觸外間資訊，長時間居家抗疫，亦減少了與人的接觸，造成不少心理壓力。我們的順安及真光苑兩間長者地區中心迅速地推出多項工作，以回應長者的身心需要，包括：推行「心活系列」，以不同的治療手法紓緩長者的心理壓力。本會多個服務單位亦透過電話關顧服務使用者，在疫情期間向獨居長者、體弱長者、認知障礙症患者、殘疾人士、康復者及照顧者、有需要家庭等，提供電話關顧，了解及支援他們的需要。

The CFSC Channel's repertoire of programmes includes the Parent - Child Channel - a series of short educational videos produced by our Integrated Family Services and Whole Person Development and Professional Training Services, which cover a wide range of topics, including English phonics, daily scientific experiments and parent - child relationships, with the aim to achieve the goal of "suspending classes without suspending learning".

The Elderly and Caregiver Channels have gathered a number of programmes produced by our Elderly Care Services and Active Ageing Services, from online cognitive training groups to live-streaming programmes and videos. The aim is to inform the elderly on accurate anti-epidemic information and help them establish healthy living habits. This also allows elderly with dementia to maintain cognitive training at home, thus easing the rate of brain degeneration and the burden on their carers.

◀ 透過網上直播及影片攝製，中心職員與在家長者保持接觸。
Through Facebook Live and video production, our staff stay in close contact with the homebound elderly.

The Youth Channel incorporates the anti-epidemic information sessions live-streamed by our Youth Services on Facebook during the epidemic. The topics include methods to prevent the spread of COVID-19, introduction to immunity - boosting foods and current trends among young people.

Sending Emotional Support for Stress Relief

While a lot of elderlies are unaccustomed to online communication software, it is not uncommon for those living alone to have no network devices or computer at home. Having no access to external information and being homebound amid the epidemic, they become isolated and suffer from considerable pressure. Our Shun On and True Light Villa DECCs have taken prompt measures to address the physical and mental needs of the elderlies. For instance, the "Heart Alive Series" has been launched to relieve their psychological burden through a variety of therapeutic approaches. Our service units are also providing telecare services to the elderly living alone, frail elders, patients with dementia, persons with disabilities, recovered patients, carers and families in need, in order to understand and support their needs through phone calls.

守護社區減傳播

本會醫務所參與了政府的「加強化驗室監測計劃」，醫生於經過診斷及評估後為懷疑受感染的病人提供化驗樽，由病人自行將樣本送到衛生署轄下指定的診所內，並由本診所醫護通知化驗結果及跟進，減少社區傳播。另外，在非緊急服務上，我們提供彈性選擇讓市民可透過電話或視象進行會診，確保個案於適切時間內得到專業的諮詢。

設立「口罩互助銀行」

新冠肺炎擴散初期，本會員工及其家人亦受口罩短缺困擾，本會設立「口罩互助銀行」，透過 CFSC 員工發揮互助精神，互相分享防疫物資，協助急需口罩的同事家人。「口罩互助銀行」共派發 585 份口罩予同事及其家人應急，發揮「分享有餘」的精神。



疫情仍未過去，本會將繼續與各界攜手合作，尋求社會上更多的資源，為有需要的人士提供適切的支援，繼續與大家抗疫同行。

Reducing Community Spread

The medical clinic has participated in the government's "Enhanced Laboratory Surveillance Programme". After diagnosis and evaluation, doctors will offer specimen bottles to suspected cases. The patients can then submit their specimen to any of the clinics designated by the Department of Health, and our clinic will notify them of the test results and follow-up procedure to prevent community spread. For non-emergency services, patients are given the flexibility to decide whether to consult our doctors via phone or video call, so as to ensure that cases can receive professional consultation promptly.

Establishing "Mask Mutual Aid Bank"

During the early spread of the COVID-19, our employees and their families also suffered from a shortage of face masks. Under the notion of mutual help, the Agency established the "Mask Mutual Aid Bank" to encourage the sharing of anti-epidemic materials among employees and help those desperately in need of face masks. The "Mask Mutual Aid Bank" has distributed a total of 585 masks to help our staff and their families overcome emergencies through the spirit of "sharing can make more".

◀ 推出口罩銀行 whatsapp 貼圖，為同事加油打氣。
A collection of "Mask Mutual Aid Bank" WhatsApp stickers are rolled out to lift the morale of our colleagues.

The epidemic has not yet passed. We will continue to stand united with the community, search for more social resources and provide well-targeted support to those in need during this concerted fight against COVID-19.