

# 服務新常態

## The “New Normal” of Our Services

突如其來的新冠肺炎持續逾年，本會服務亦因應反覆的疫情而作出改變及轉型。我們的同工善用資訊科技及運用靈活的工作手法，發展出新的服務方式，繼續與社會各界攜手支援長者、殘疾人士、基層家庭、長期病患等有需要人士。

Affected by the unforeseen outbreak of COVID-19 for more than a year, our services have remained resilient to the fluctuating situation and adjustments were made to meet the new challenges. We have developed various new service methods by taking advantage of information technology and flexibility in our approaches, and we will continue to work with various sectors of the community to support and care for the elderly, persons with disabilities, disadvantaged families, patients with chronic illnesses and people in need.



香港社會服務聯會行政總裁蔡海偉先生，與香港大學社會工作及社會行政學系林一星教授一起與香港、台灣、日本及澳門的嘉賓探討自立支援的推行及發展。

Pioneers of the “Re-enablement Care” model in Hong Kong, Taiwan, Japan and Macau, together with the Executive of The Hong Kong Council of Social Service, Mr. Chua Hoi-wai and Professor Terry Lum in Social Work and Social Administration Department, The University of Hong Kong, joined the forum to discuss the implementation and development of the model.

### 跨地域界限 首辦線上「自立支援亞太區研討會」

本會長者照顧服務自2017年開始由台灣引入「自立支援」照顧模式，透過不同的活動及復康訓練，提升長者的日常活動能力，成效顯著。為了推動「自立支援」照顧模式在港發展，我們在2021年3月19日與台灣自立支援照顧專業發展協會及基督教香港信義會社會服務部舉行全港首辦的線上亞太區研討會。

### Breaking Geographical Boundaries – The First Online “Re-Enablement Asia-Pacific Seminar”

In 2017, CFSC introduced the “Re-enablement Care” model from Taiwan to our elderly services. By organising a variety of activities and rehabilitation training sessions, we have identified a remarkable improvement in the ability of the elderly to engage in daily activities. In order to promote the development of the model in Hong Kong, we hosted the first Asia-Pacific seminar on 19<sup>th</sup> March, 2021, together with the Taiwan Self-Supporting Care Professional Development Association and the Evangelical Lutheran Church Social Service – Hong Kong.



高錕慈善基金主席高黃美芸女士(中)，連同本會總幹事郭烈東先生JP(左)及基督教香港信義會社會服務部總幹事陳麗群女士(右)親臨出席「自立支援亞太區研討會」作主禮嘉賓。

Chairman of the Charles K. Kao Foundation for Alzheimer's Disease, Mrs. Gwen Kao (middle), our Chief Executive, Mr. Kwok Lit-tung, JP (left) and the Director of the Evangelical Lutheran Church Social Service – Hong Kong, Ms. Chan Lai-kwan (right), officiated at our "Re-Enablement Asia-Pacific Seminar".



來自各地的專家聚首於線上，分享「自立支援」照顧服務的推展經驗。

Experts from different countries and regions gathered online to share their experiences in implementing the "Re-enablement Care" model.

研討會邀請來自台灣、日本、澳門及香港的專家突破地域界限，聚首於線上，向超過630位來自香港、澳門及內地的業界同工分享長者「自立支援」照顧服務的推展經驗及於認知障礙症上的運用。與會嘉賓的分享令出席的業界同工對於「自立支援」照顧模式有更深的了解，我們期望透過今次的研討會，讓業界及社會大眾增加對「自立支援」照顧模式的認識，攜手建立一個尊重長者的關懷社區。

Experts from Taiwan, Japan, Macau and Hong Kong overcame their geographical boundaries and gathered together online to share with more than 630 practitioners in the industry from Hong Kong, Macau and the Mainland about their experiences in promoting the model for the elderly and its application on dementia cases. The sharing session deepen participants' understanding about the "Re-enablement Care" model. We hope that the industry and the public have increased their awareness of the model and could join hands to build a caring community that respects the elderly.

## 遙距醫療 關注身心健康

本會醫療健康服務為服務使用者提供更多選擇，在診症上以視像形式面見及提供諮詢。「遙距醫療」能於疫情影響期間，讓病人安心地定期接受服務。

## Telehealth Consultations for Public Health and Well-Being

Our Medical and Health Service offered service users convenience by providing online telehealth and consultation services. This can prevent our service users from being infected in clinics, and also allowed them to continue to receive regular medical services during local outbreaks.



疫情下的網上營養諮詢及講座服務，利用遙距醫療減低感染風險，為使用者帶來更多新生活體驗。

Our dietitian provided telehealth consultations and held online talks, which reduced the service users' risk of infection while offering a better user experience in the "new normal".

## 推展網絡資訊頻道

過去一年，有部分服務因應防疫措施而暫停，因此我們開展新的服務模式，加設網上平台發放服務資訊，與服務使用者保持連繫。本會去年繼續透過 CFSC Channel 綜合資訊頻道，結集服務單位製作的網上直播及短片，頻道內容也愈來愈多元化，服務使用者安坐家中也可接收實用資訊及參與活動，包括居家運動教學、精神健康工作坊及醫學講座等。

內容豐富的CFSC Channel讓服務使用者安在家中接收資訊及參與線上活動。  
Our comprehensive online channel – CFSC Channel – allowed our service users to receive useful information and participate in various online activities.



## Promoting Online Information Channels

In the past year, part of our services had to be suspended according to disease prevention measures. To stay connected with our service users, the CFSC Channel – a comprehensive information channel has been launched to broadcast various online videos created by our services units which presented to the public during their stay-at-home against COVID-19. By providing diversified content, our services users were able to make use of practical information and participate in various activities at home, such as home exercises, mental wellness workshops and health seminars and stay tuned with CFSC.



欣悅坊－地區支援中心（觀塘東）開設網上學習頻道「KN8 Channel」，提供多元化技能與興趣發展節目，讓殘疾人士無障礙參與學習。

Cheerful Place – District Support Centre (Kwun Tong East) launched an e-learning channel named “KN8 Channel” to provide a variety of online programmes on interest development and skill training, allowing people with disabilities to learn with great accessibility.

青年及教育服務設有「Y Concept」頻道為轄下的本地獨立樂隊提供線上演出平台。

The “Y Concept” Channel of our Youth and Education Services provides an online performance platform for local indie bands.



精神健康服務設有「CFSC MVPS Mobile Van Channel」，分享精神健康資訊及活動。

The “CFSC MVPS Mobile Van Channel” of our Mental Health Services shares information on our online mental health information and activities.

長者照顧服務以長者和照顧者為對象，設立「一耆一會 Silver Live Episodes」頻道。

Our Elderly Care Services set up a new channel named “Silver Live Episodes” for elders and their carers.





## 舉辦線上大型活動

因應社交措施限制，很多人群聚集的大型活動難以舉行。有見及此，本會首次舉行線上義工嘉許禮，透過網絡平台與一眾義工相聚，一起感謝義工的無私付出，在疫情間仍與我們攜手支援社會上有需要的人士。

此外，本會亦透過網絡舉行新年慶祝活動。真光苑長者地區中心及順安長者地區中心在農曆新年前，以創新的網上直播方式合辦團年活動，現場職員與網上觀眾互動頻繁，氣氛熱鬧喜慶，共錄得超過1,500人次觀看及520個讚賞留言。

## Online Social Activities

Due to the social distancing measures amid COVID-19, major events involving significant social gatherings were not allowed. Hence, the Agency organised the first Volunteer Recognition Ceremony online. By leveraging the power of the internet, we were able to meet our volunteers online and express our sincere appreciation, especially to those who joined with us to support people in need during the pandemic.

Furthermore, social media was used to host an innovative Lunar New Year Celebration Party online. Before the Lunar New Year, our Shun On and True Light Villa DECCs had organised a gathering on Facebook Live with more than 1,500 viewers and 520 online messages. Our staff members interacted with the audience and shared the festive joy online.



本會長者地區中心舉辦網上團年活動。  
Our two DECCs organised an online Lunar New Year Celebration Party.



本會首次舉行線上義工嘉許禮，並在活動後向得獎義工送上獎項。

We organised our first Volunteer Recognition Ceremony online and delivered trophies to the award recipients.



## 引入「家居擴增實境」復康訓練系統

本會轄下的日間社區康復中心及悅安心—嚴重殘疾人士家居照顧服務開展了一系列線上及遙距訓練模式，包括製作家居訓練包、透過應用程式作實時網上訓練。以及與香港中文大學生物醫學工程學系合作，引入「家居擴增實境」復康訓練系統，令服務使用者可於家中隨時進行復康訓練，減低外出感染風險。而治療師團隊亦可透過系統掌握服務使用者在家之訓練進度，適時作出調整，提升整體復康效果。

## Introducing an Augmented Reality (AR) System for Rehabilitation Training

Our Community Rehabilitation Day Centre and Everjoy – Home Care Service, for Persons with Severe Disabilities launched a series of online remote training modules, which featured with home training kits, real time training using apps, as well as the introduction of an Augmented Reality (AR) system for home-based training. The AR system was launched in collaboration with the Department of Biomedical Engineering, The Chinese University of Hong Kong, allowing service users to continue their rehabilitation training at home at any time, without risking infection in public areas. Our team of therapists can also keep track of the progress of service users and make modifications to the training when needed, thereby enhancing the overall effectiveness of the rehabilitation training.



服務使用者在家中利用「家居擴增實境」進行復康訓練。  
Our services users received the rehabilitation training at home using the AR system.

## 線上視像認知訓練及「智活百寶袋」

疫情肆虐下，不少患認知障礙症的長者留在家中避疫，未能到中心接受訓練，認知能力與體能都逐漸退步。智活記憶及認知訓練中心推行網上視像認知訓練小組及認知訓練素材「智活百寶袋」，讓長者在家中都能夠保持與外界接觸，齊齊動腦筋、做運動、玩遊戲。

## Online Video Cognitive Training and the "Mind-Delight Smart Bag"

Due to the outbreak of the COVID-19 pandemic, many elderly persons suffering from dementia had to stay at home every day without engaging in any meaningful activities, which resulted in the deterioration of their physical condition and cognitive functions. Considering this, the Mind Delight Memory and Cognitive Training Centre has launched online video group cognitive training sessions with the use of "Mind-Delight Smart Bags" to enable the elderly to maintain social connections, while engaging in brain stimulation, physical exercises and other daily activities.

「智活百寶袋」由職業治療師及社工共同設計，以認知刺激療法CST為基礎。我們的變動不但讓長者可安心在家維持認知訓練，緩和腦退化的速度，更有助他們改變情緒。照顧者亦表示，使用新服務模式的長者有明顯轉變，能及時紓緩他們的照顧壓力。

The “Mind-Delight Smart Bag” is designed by occupational therapists and social workers based on cognitive stimulation therapy (CST). The transition to online learning has allowed the elderly to continue their cognitive training at home and reduce the rate of brain degeneration, which is especially helpful in improving their mood. Caregivers have indicated that the new service model is not only beneficial for the elderly, but can also help reducing their stress levels as the carers.



1. 認知訓練素材「智活百寶袋」由職業治療師及社工共同設計。  
The “Mind-Delight Smart Bag” is designed by occupational therapists and social workers.
2. 透過網上認知訓練小組，讓長者可以安心在家接受認知訓練。  
The online cognitive training programme enable the elderly to receive training at home.



展望未來，本會將繼續因應服務需要及疫情帶來的挑戰，持續調整服務，作出創新嘗試，並連繫各界，為服務使用者提供適切的支援。

In future, we will continue to respond to the service needs and new challenges posed by the pandemic, while adjusting our services, driving innovations and staying connected with the community and to provide appropriate support to the service users.

