

去年，香港社會受到多重嚴重衝擊。2019年中起始的社會事件長時間持續，令到香港人受到不同程度的情緒困擾，為此，本會的兒童及家庭服務特別設立「我們在這裡」輔導支援熱線，為有需要的人士及家庭提供適切的支援，並為服務使用者舉辦工作坊，提升參加者的身心健康管理能力。青年服務的社工為青年人提供危機介入服務，處理情緒困擾、被捕、與家人和朋輩關係及校園衝突等，當中不少個案需要提供法律支援及臨床心理輔導。

2020年1月底全球爆發新冠肺炎，香港遭受嚴重打擊，可說是雪上加霜。本會各個服務單位在疫情期間積極與各界攜手抗疫，支援弱勢社群，工作包括派發防疫物資、派發飯票及饅菜包、協助申請公益金及時抗疫基金、協助審批紓困基金的申請、向學童派發數據卡和手提電腦、支援網上學習、指導長者和殘疾人士使用電腦等等。受到疫情影響，服務單位不定期需要停止部分或全部服務。部分服務則改以網上方式提供，以盡量保持與服務對象的聯繫和支援。

雖然受到社會事件及疫情的影響，本會服務仍得到長足發展。多年來，YOU CAN—潛能發展中心透過藝術，鼓勵青年人體驗創作的過程，藉以表達及探索各項人生課題。經過多年的努力，我們的藝術介入手法已漸上軌道。去年獲得香港社會服務聯會及凱瑟克基金贊助推行「開放藝術工作室」計劃，以藝術介入的模式，與兩間中學合作，在學校建立一個讓學生自由參與的藝術創作空間。

在長者照顧服務方面，本會於2017年引入台灣「自立支援」照顧模式，以院舍服務為試點，在推行「零約束、零尿布、零臥床」的照顧後，兩間院舍使用約束物品的比率大減百分之二十，效果令人鼓舞。配合「自立支援」照顧模式，養真苑於2019年6月獲余兆麒醫療基金撥款購置康復器械，提升院友的肌肉訓練，減少約束物品的使用。此外，我們在2019年10月及2020年1月舉辦「自立支援照顧模式專業培訓體驗課程」，為超過80位業界同工提供訓練；又獲得維拉律敦治·荻茜慈善基金資助一項為期三年的「從零開始」自立支援計劃，加強在業界推動應用「自立支援照顧模式」的力度。在支援護老者方面，家居照顧服務獲得多個基金支持，為九龍東地區的1,000個護老者家庭提供緊急支援，兩間長者地區中心則為護老者提供人生規劃服務，協助護老者處理壓力。

Last year, Hong Kong society was hit hard by multiple problems. The social conflicts in mid-2019 had lasted for a long period of time and Hong Kong people were subject to varying degrees of emotional distress. To this end, the Children and Family Services had set up a "We're Here" counselling support hotline to provide appropriate support to those in need, and to organise workshops for service users to enhance the physical and mental health management capacity. Social workers from Youth Services provided crisis intervention services to young people and have handled cases of emotional distress, arrest, family and peer relationships, school conflicts etc., many of which required legal support and clinical psychological counselling.

The COVID-19 global outbreak at the end of January 2020 gave Hong Kong a deadly double hit. Since February, our service units actively joined hands with various funders and partners to support the disadvantaged groups in areas include the distribution of face masks, meals vouchers, food packs and care packs; application for "The Community Chest Anti-NCP Rainbow Fund" and other relief cash assistance; and providing computer accessories to help children learning at home and to ensure the elderlies and disabled persons to stay connected with the community and to be able to access services they needed. As a consequence of the epidemic, service units were required to close some or all of their services from time to time. Some services were provided online to maintain contacts and support with service users.

Despite the interruptions caused by social unrest and COVID-19, our services continued to grow substantially in 2019-2020. Over the years, the YOU CAN - potential exploration unit adopted the Art Therapy approach to help young people to express themselves and explore their life goals through experiencing a creative process. After years of hard work, we have consolidated the knowledge of art intervention and our intervention skills have gradually become more mature. Last year, The Hong Kong Council of Social Services and The Keswick Foundation sponsored the "Open Studio Project" which employed the art intervention approach, for us to work with two secondary schools to co-create a free and inspiring space in schools for students.

For the Elderly Care Services, since the adoption of the "Empowerment-in-Care Model" from Taiwan in 2017, our residential care homes started to pilot the "No Restraint, No Diapers and No Bedbound" practices. After the pilot period, the use of restraints in residential care homes decreased drastically by 20%. The result was very encouraging. In support of adopting this care model, a number of initiatives were tried out in 2019. Yang Chen House secured a donation from S.K. Yee Medical Foundation in June 2019 for purchasing rehabilitation equipment to enhance residents' muscle training so as to build their physical capability which may lead to reduce the use of restraint items; and in October 2019 and January 2020, a training course on "Experiencing the Empowerment-in-Care Model" was organised for 80 practitioners in the elderly care sector. Furthermore, the

在推動積極樂頤年方面，本會長者地區中心推出賽馬會「樂齡新天地—創健耆」計劃，協助長者鞏固自我健康管理的意識；50+ 創老工作室則推動「賽馬會躍動啟航計劃—香港輔助專業人員計劃」，大幅擴充現時的輔助專業人員計劃，推廣至其他社會服務機構。

在基層醫療方面，本會在2019年4月起推出由香港公益金資助的「健齒行動」計劃，為低收入人士提供免費口腔健康教育及外展牙齒檢查。中醫方面，配合政府將中醫藥納入香港醫療系統的措施，本會的「牛頭角中醫教研中心」由2020年3月起，正式改名為「基督教家庭服務中心—香港中文大學中醫診所暨教研中心（觀塘區）」，在地區層面為市民提供政府資助中醫門診服務。

在殘疾人士服務方面，本會在2019年2月投得啟能綜合康復服務大樓內的4項新服務，包括一所綜合職業康復服務中心（翠業坊）、一間中度弱智人士宿舍（尚真家舍）、一間嚴重肢體傷殘人士宿舍（尚善家舍）、和一間殘疾人士輔助宿舍（尚美家舍）。翠業坊已在2019年12月依時率先啟用。其餘三間院舍亦將於2020年中全面投入服務。欣悅坊—地區支援中心（觀塘東）及日間社區康復中心亦於2020年2月遷至啟能服務大樓，順利完成重置計劃。

在精神健康服務方面，本會獲社會福利署資助，在2019年7月推出「幸福雜貨舖」精神健康流動宣傳車服務，將精神健康訊息推廣到東九龍社區。此外，本會繼續參與香港大學推動的「賽馬會樂齡同行計劃」，為有抑鬱風險或有抑鬱徵狀的長者提供預防及支援服務。

在支援貧困家庭及匱乏社群方面，「外展支援及網絡劏房住戶」計劃的網絡工作發揮了作用。透過網絡互助，社工隊及義工為有需要住戶提供防疫物資、處理蚊患、木蝨、更換家具等支援工作，有效改善劏房住戶生活質素。

在環保工作方面，本會受環保署委託，分別在「沙田龍舟競賽2019」及「西貢夏日活力小龍賽2019」兩區賽事提供減廢回收和廢物審計服務，並鼓勵健兒及市民自備水樽，從而提升大型活動中的環保表現。

Vera Ruttonjee Desai Charitable Fund confirmed to sponsor a three-year new project “Start with Zero” to strengthen our capacity in promoting the zero restraints model of care in the elderly care sector. Being an important part of elderly care, we have secured various funding to support caregivers. With these funds, the home and community care service would provide urgent support to around 1,000 elderly caregivers and their families in Kowloon East while the two district elderly community centres (DECC) would provide life planning services to caregivers and focus the work in releasing caregivers stress under the Lump Sum Grant support.

In promoting active ageing, the DECC launched the “HKJC Path to Wellness Project” to help the seniors to better aware and monitor their health conditions while the 50+ InnovAge Team started the “Jockey Club Golden Age Journey Project - Hong Kong Auxiliary Professional Scheme” which substantially up scaled the existing Auxiliary Professional Scheme initiated by CFSC ten years ago. The Project would assist other NGOs to establish their own auxiliary professional scheme.

For the Medical and Health Services, with the funding from the Hong Kong Community Chest, we launched the “Dental Care Action” from April 2019 to offer free outreach dental check-ups and oral health education to community centres serving low income families. In line with the Government policy to incorporate Chinese medicine into the healthcare system, the existing “Chinese Medicine Centre for Training and Research (Ngau Tau Kok)” was renamed as “Christian Family Service Centre - The Chinese University of Hong Kong Chinese Medicine Clinic cum Training & Research Centre (Kwun Tong District) which started to provide subsidised Chinese medicine consultation services to the citizens of Hong Kong from March 2020.

For Services for People with Disabilities, one focus of work in the year 2019-2020 was to prepare for the operation of four new service units in the Kai Nang Integrated Rehabilitation Services Complex (KNIRSC) which were awarded to CFSC in February 2019 in a bundle contract. The four services include an Integrated Vocational Rehabilitation Services Centre (now named as Tsui Yip Co-production Centre); a Supported Hostel for Mentally/Physically Handicapped Persons (Sheung Chun House); a Hostel for Severely Physically Handicapped Persons (Sheung Seen House); and a Hostel for Moderately Mentally Handicapped Persons (Sheung Mei House). The Tsui Yip Co-production Centre was the first to complete the fitting-out work and service commenced in December 2019. The other three residential units will start operation before mid-2020 after completing the licensing procedures. In February 2020, the Cheerful Place - District Support Centre (Kwun Tong East) and the Community Rehabilitation Day Centre were re-provisioned to KNIRSC as well.

2019-2020年的挑戰是前所未有的。同事們每天面對充滿變化的疫情和社會矛盾，需要隨時調整工作的模式與步伐，作出必須的應變。部分同事更是懷著面對未來的掙扎與惶惑而工作。我要感謝每一位員工，在壓力的環境下，大家仍能緊守崗位，努力不懈，保持服務社會的熱誠，讓我們的工作能夠繼續榮神益人。我也很感謝董事會及各方團體的支持和指導，在資源上讓我們能夠順利推行各項事工，十分感謝。



For the Mental Health Services, we received funding from Social Welfare Department to launch the “Store of Happiness - The Mobile Van for Publicity Service on Mental Wellness” from July 2019 with an aim to promote mental health messages to the East Kowloon community. We also continued our participation in the “Jockey Club JoyAge Project for Elderly Mental Wellness” led by the University of Hong Kong to identify and support the elderly persons with symptoms and risks of mental illness.

In supporting poor families and deprived communities, the networks developed by the project “Outreach Support Service for Networking People Living in Sub-divided Units” has played an important role especially during the outbreak of COVID-19. Through the interaction of the support networks, social work teams and volunteers could effectively and efficiently identify and provide support to families and households in need. Service provided were varied include providing anti-epidemic materials, handling mosquitoes and wood fleas, and replacing furniture and so on.

In regards to environmental protection work, we were entrusted by the Environmental Protection Department to provide waste recycling and waste audit services in the “Sha Tin Dragon Boat Race 2019” and “Sai Kung Summer Vigor Mini Dragon Boat Race 2019” respectively. Athletes and citizens are encouraged to bring their own water bottles to improve environmental performance in large-scale events.

The challenges in 2019-2020 were unprecedented. Staff had to work under ever changing and unpredicted city conditions caused by social conflicts and COVID-19 pandemic. Work schedules and modes of operation had to be revised and confirmed on a daily basis. I understand some of the staff was working with anxiety and sometimes with fear. I would like to thank my staff who, amid the uncertainty and stress, works diligently and is able to keep up with their work standards and passion. I would also like to thank our Board members, donors and partners, for their support, trust and guidance and on the resources we need to work things out.

郭烈東

郭烈東 JP
Kwok Lit-tung, JP
總幹事 Chief Executive