



**INTEGRATED
REHABILITATION
SERVICES**

綜合復康服務

CFSC



Integrated Rehabilitation Services

綜合復康服務

服務綜述

復康服務的形式及類別一向十分多元化，社區支援服務日漸擔當重要位置，有特別需要的人士及其照顧者可以透過各類型的照顧服務、訓練及輔導服務，為他們建立社區支援網絡，增進其留在社區生活的能力。

本年度，本會承辦了兩項大型社區支援服務—嚴重殘疾人士家居照顧服務先導計劃及精神健康綜合社區中心，分別為嚴重殘疾人士及有精神病或情緒困擾的社區人士服務。

新計劃

悅安心 - 嚴重殘疾人士 家居照顧服務

本會獲社會福利署委託於觀塘區營辦嚴重殘疾人士家居照顧服務先導計劃，目的為強化服務使用者於社區生活之能力和減輕照顧者之照顧壓力。我們透過跨專業團隊的介入方法和家居為本之服務配套，為正在輪候嚴重智障或肢體傷殘之資助院舍人士提供個人照顧、康復訓練及職業或物理治療等服務。為了預備服務之開展，專業服務團隊於預備階段已訂定一系列之專業指引、實務手冊及培訓方案，並與區內之持分者進行簡介會介紹服務內容及了解他們的服務需要和期望，奠定本服務之基礎和方向。我們將該服務單位命名為「悅安心」，於2011年3月1日正式開展服務。

Service Overview

The classification and types of rehabilitation services are very diversified. The community support service had progressively played an important role. Through various community support services, training activities and counseling services, persons with special needs and their carers could build up their community support network and enhance their capacity in independent living in the community.

In the year, two large scale community support services commenced service, namely the Pilot Scheme of Home Care Service for Persons with Severe Disabilities and the Integrated Community Centre for Mental Wellness. They provided services for the persons with severe disabilities and the people with mental problems or emotional distress respectively.

New Projects

Everjoy - Home Care Service for Persons with Severe Disabilities

This pilot scheme was awarded by the SWD to provide home care service for persons with severe disabilities in Kwun Tong District. The service is mainly for strengthening the community living abilities of the service users and relieving the stress of the carers. With multi-disciplinary approach and home-based interventions, we would provide personal care services, rehabilitation training and physiotherapy or occupational therapy for persons with severe disabilities while they were waiting for subvented residential services. For preparing service commencement, the professional team formulated service protocol, service guidelines and training packages. In order to consolidate the service foundation and orientation, we launched various briefing sessions for stakeholders to introduce the service and to understand their service needs and expectations. The service was named as 'Everjoy' and was commenced on March 1, 2011.



職業治療師於新聞發佈會中向傳媒示範到戶形式之職業治療服務。
Occupational therapist demonstrated one of the home-based occupational therapy services during the press conference.



悅安心團隊成員於新聞發佈會之留影。
Photo taking with the team member in the press conference before service commencement.

和悅軒 - 精神健康綜合社區中心

和悅軒於 2010 年 10 月 1 日正式投入服務，服務地域為將軍澳南。這是一項由社會福利署資助的服務，為有需要的精神病康復者、懷疑有精神健康問題的人士、他們的家人或照顧者及居住當區的居民，提供由及早預防以至危機管理的一站式、地區為本和便捷的社區支援及康復服務。

在開展服務初期，我們集中推行以地區為本的精神健康教育，目的是建立地區伙伴關係，讓居民增加對精神健康的認識，以營造兼容的社會環境及氣氛。我們在彩明苑業主立案法團、房屋署及社會福利署的支持下，於 2010 年 12 月在彩明苑設立了臨時會見室。

隨著精神健康服務的發展，我們的服務理念以「復元」及「能耐為本」為主，為精神病康復者提供的服務主要包括：訓練服務、興趣班、藝術小組、互助小組及義工服務等，目的是協助他們發展個人能耐及建立支援網絡。此外，為潛在精神健康問題的人士提供的服務，以外展服務及家屬支援為主，目的是協助他們及早識別問題，以幫助他們減輕精神問題造成的困擾。

我們的服務使用者十分期望能夠有一所地方，讓他們可以去學習、去建立友誼。透過各界人士的支持，我們會繼續尋找永久會址，為建立關愛共融社區努力。

Wellness Zone - Integrated Community Centre for Mental Wellness

Wellness Zone commenced service since October 1, 2010. The service boundary was the south of Tseung Kwan O. It was funded by the SWD to provide one-stop, district-based and accessible community support and social rehabilitation services ranging from early prevention to risk management for discharged mental patients, persons with suspected mental health problems, their families or carers and residents living in the district.

During the early stage of service commencement, the main focus of the service was to provide district-based mental health education. It aimed to establish collaborations with district partners and to raise the residents' understanding on mental health so that an inclusive community environment and atmosphere could be built up. With the support of Choi Ming Court Incorporated Owners' Committee, the Housing Department and the Social Welfare Department, a temporary interview room situated at Choi Ming Court was set up.

Along with the development of mental health service, our service rationales were mainly focused on 'recovery' and 'strengths perspective'. Services for persons suffering from mental problems included training, interest class, arts groups, mutual support groups and volunteer services. The objectives were to help them develop individual strengths and establish support network. On the other hand, the outreaching service and carer support services were provided for persons with suspected mental problems so that they could identify the problems earlier and the related distress could be diminished.

Our service users were eager for a premises where they can learn and establish friendship. With the support of the community members, we would continue to search for a permanent premises to facilitate our effort in building a caring and inclusive community.



會員展示他們之粵曲才藝。
The members showed their singing talents in the Chinese Opera Show.



得到地區領袖、房屋署及社會福利署的支持，彩明苑會見室正式投入服務。
With the support of community leader, Housing Department and Social Welfare Department, the interview room at Choi Ming Court has been set up.



會員於將軍澳推廣精神健康訊息。
The members promoted mental health messages in Tseung Kwan O district.

Home Café 服務拓展至黃大仙

綜合職業復康服務成功投得黃大仙醫院職員餐廳的營運權，是次服務擴展令團隊為之振奮！

黃大仙醫院 Home Café 於 2010 年 10 月正式投入服務，營運模式與觀塘 Home Café 相若，工作團隊包括同事和現正受訓的殘疾學員，為醫院職員提供早餐、午餐及下午茶，亦會於特定節日提供自助餐，讓顧客享受不一樣的用餐體驗。

在首半年內，黃大仙 Home Café 已提供超過 14,700 個訓練時數，為學員裝備與餐飲業相關的工作技能，促進他們的就業競爭力。另一方面，團隊致力提高服務質素，除了設計多元化菜式供客人選購外，更善用不同平台增加與客人的互動。

隨著觀塘 Home Café 裝修完畢重新投入服務，兩所 Café 會一起努力，為客人帶來更多「美味」回憶，為學員提供更多訓練機會！

Home Café Service Expansion to Wong Tai Sin

Integrated Vocational Rehabilitation Service succeeded in bidding the business contract of operating Staff Canteen at Wong Tai Sin Hospital. Our team was delighted with this service expansion!

Wong Tai Sin Home Café was opened in October 2011. The running model was similar to the one of Kwun Tong Home Café. The work team included staff and disabled trainees. They provided breakfast, lunch and afternoon tea to the staff of Wong Tai Sin Hospital. Lunch buffet would be provided during special festivals in order to give more choices to our customers.

In the first 6 months, Wong Tai Sin Home Cafe had provided over 14,700 training hours which aimed at equipping the disabled trainees with relevant job skills and strengthening their competency. Besides, we were enthusiastic in enhancing our service quality by offering diversified menu and using different platforms to communicate with our customers.

The renovation work of Kwun Tong Home Café would be finished in the near future. Two catering service units would be continuously devoted in bringing more "delicious" memory to our customers and providing more training opportunities to our service users.



於黃大仙醫院職員餐廳舉行聖誕自助午餐。
Christmas Lunch Buffet held at Wong Tai Sin Staff Canteen.



自家製薑餅曲奇賀聖誕。
Handmade Ginger Cookie for celebrating Christmas.



觀塘總部大樓的 Home Café。
Home Café in Kwun Tong Headquarter Building.

特別活動

Special Events

「兒童精神健康與濫藥之理解、實踐及反思」研討會

Seminar on "Children with Mental Health and Substance Abuse Problem: Understanding, Practice and Reflection"

獲香港公益金贊助之「思樂 TEEN 青少年精神健康計劃」於 2010 年 9 月舉辦了「兒童精神健康與濫藥之理解、實踐及反思」研討會，旨在喚起參加者對兒童精神健康及濫用藥物情況之關注，同時，亦期望參加者能夠掌握相關知識，以理解及介入兒童工作。是次研討會特別邀請了葉錦成教授、蘇紹莊醫生及吳國棟女士就這個課題進行深入講解及剖析，同時，也邀請了計劃的友好合作機構分享寶貴的工作經驗。是次研討會成功吸引了逾百名不同專業的參加者，也取得很好的回響。這確實是一次寶貴的機會，與業界朋友分享我們的實踐經驗。

Zero Toxin Teen Project, subvented by the Community Chest, had successfully launched the seminar on "Children with Mental Health and Substance Abuse Problem: Understanding, Practice and Reflection" in September 2010. It aimed at arousing participants' concerns on the hot issue on children with mental health and substance abuse problem. It was expected that the participants could equip themselves with related knowledge on understanding and communicating with children with those problems. Professor Yip Kam-shing, Dr. John So and Ms. Agnes Ng, specialists in mental health, substance abuse and children services respectively, were invited to deliver their speeches to the participants. The seminar also provided a platform to our collaborative parties to share their valuable experiences. Consequently, over a hundred of professionals from various disciplines attended the seminar. Positive feedbacks were received from the guest speakers and participants. Indeed, it was our honour to have this opportunity to share our practice wisdom with the field.



「兒童精神健康與濫藥之理解、實踐及反思」研討會特別邀請了葉錦成教授（左）、蘇紹莊醫生（中）及吳國棟女士（右）就這個課題進行深入講解及剖析。Professor Yip Kam-shing (Left), Dr. John So (Middle) and Ms. Agnes Ng (Right), specialists in mental health, substance abuse and children services, were invited to deliver their speeches to the participants in the seminar.

「社區康復服務 — 醫社合作新一步」 專題講座 2010

為了推動社區康復服務之發展，全港 4 間營辦日間社區康復中心的社會服務機構，包括香港耀能協會、基督教靈實協會、鄰舍輔導會及本會，在 2010 年 9 月 25 日聯合舉辦了一個專題講座，主題為「社區康復服務 - 醫社合作新一步」。是次講座邀得社會福利署助理署長（康復及醫務社會服務）袁鄭鏞儀女士作為主禮嘉賓，同時得到多位資深醫生擔任嘉賓講者，吸引了 120 多位來自不同機構及醫院之專業同工參與，令場面生色不少。除了以上嘉賓發表專題研究外，各日間社區康復中心的同工也從不同角度探討社區復康和醫社合作的經驗，當中本會亦分享了一項有關怎樣協助中風人士再次融入社區的研究。是次講座十分成功，不單引發了熱烈的討論，也為參加者帶來了很多反思。

Joint CRDCs Symposium 2010

In order to enable further development of community rehabilitation services, the mother agencies of the 4 Community Rehabilitation Day Centres, namely the SAHK, the Haven of Hope Christian Service, the Neighbourhood Advice-action Council, and us, co-organized a symposium titling "Community Rehabilitation Services: A New Page of Collaboration between the Medical and the Social Service Sectors" on September 25, 2010. It was grateful that Mrs. Cecilia Yuen, Assistant Director of Social Welfare (Rehabilitation and Medical Social Services) delivered a speech for us as the officiating guest. Also, the renowned medical professionals who had been invited as the guest speakers attracted more than 120 participants coming from different institutions to join this symposium. Apart from the presentations of the said guest speakers, the 4 Community Rehabilitation Day Centres shared their practical experiences from different angles. In this connection, our Centre reported a research on helping the stroke clients re-integrate into the community. This symposium was organized with success. It brought numerous discussions in the forum and generated much reflection from the participants.



◀ 本會同工在「社區康復服務 - 醫社合作新一步」研討會上分享經驗。

Our staff shared her practical experience in the Joint CRDCs Symposium 2010: "Community Rehabilitation Services: A New Page of Collaboration between the Medical and the Social Service Sectors".

伙伴合作計劃

Partnership Projects

讓我閃亮： 殘疾人士製品展銷活動

Let Them Shine Gala: Products made by Disabled Person

綜合職業復康服務響應社會福利署康復服務市場顧問辦事處統籌的活動，在 2010 年 11 月 10 日至 14 日，聯同 10 間非牟利機構於沙田舉行 "Let Them Shine Gala"，推廣殘疾人士製品予市民認識。

With the co-ordination of Marketing Consultancy Office (Rehabilitation) of Social Welfare Department, a programme named "Let Them Shine Gala" was held from November 10-14, 2010 at Sha Tin. Integrated Vocational Rehabilitation Service allied with 10 NGOs to join this function in order to promote products made by disabled persons to the public.

各攤檔貨品各具特色，有陶瓷畫作、植物盆栽、精品飾物、家居擺設等，而我們團隊主力推廣「雞爸爸」產品系列、手製聖經及 Home Café 的服務。「雞爸爸」是翠林工場一位自閉症學員創作的卡通人物，其畫作以不同動物代表了不同角色，工場抽取其中一些圖案，設計一系列印有雞爸爸圖案的產品，例如：布袋、筆記簿、卡片套等，「雞爸爸」的誕生充分印證和展現殘疾人士的才能。

當日活動不但是售物平台，更重要的是聚合了復康機構的能量，透過展銷產品讓市民大眾體驗和確認殘疾人士閃耀亮麗的一面。我們的手製聖經及雞爸爸布袋吸引了許多市民駐足選購，他們同時留步聆聽產品背後的獨有故事和意義，大家的支持就是“Let Them Shine”的重要元素。

There were different types of goods at different booths, such as drawings, plants, fashion accessories, decoration products, etc. The focus of our booth was “Chicken Daddy” products, handmade bible and catering service. “Chicken Daddy” was a cartoon icon created by an autistic client of Tsui Lam Sheltered Workshop. According to his cartoon creation, different types of animals represented different roles and some of the graphics were selected to be the design of some products, including bags, books, card-holders, etc. The formation of “Chicken Daddy” series was a good example in showing the talents of disabled person.

The Gala was not only a sales function, but also a public education programme. All participants worked together to show the shining power of people with disability. Inside our booth, handmade bible and “Chicken Daddy” were the most popular products, and most of the customers were willing to listen to the special story behind of the products. Surely, public support is an essential element to “Let Them Shine”.



「雞爸爸」系列產品的卡通活潑可愛，大人小孩也喜歡。
All people like the lovely “Chicken Daddy” Series.

社會福利署署長聶德權先生 J.P. 參觀我們的攤位，了解「雞爸爸」的故事。
Mr. Patrick Nip, J.P., Director of Social Welfare, visited our booth to listen to the story of “Chicken Daddy”.

同事帶領學員一起進行產品推廣及銷售訓練。
The staff and service users had participated the product promotion and retail service training together.

「無障礙友情接觸」 義工活動計劃

安怡 / 安愉輔助宿舍得到蘋果日報慈善基金撥款推行「無障礙友情接觸」義工活動計劃，活動目的為建立精神康復者的正面形象，增加社區人士認識精神康復者的機會，共建和諧社區。

首先我們將社區人士的勵志故事編寫成布偶劇劇本，再收集舊布製作布偶，由舍友及義工一

“Barrier-Free Friendship” Volunteer Programme

On Yee and On Yue Supported Hostel was funded by Apple Daily Charitable Foundation to implement a “Barrier-Free Friendship” volunteer programme. The aims of the programme were to promote inclusive community by promoting positive image of ex-mentally ill persons and strengthening public awareness.

At the beginning, we wrote the puppet drama with reference to the encouraging life stories from people in the community. Then

同表演木偶劇。義工隊曾先後在青年空間、長者中心及東區傷健同樂日活動中演出木偶劇，超過 500 位觀眾出席了我們的木偶劇表演活動，分享正面的訊息，活動獲得社區人士正面的回應，不但提升精神復康者的正面形象，亦加強舍友融入社區的信心。

我們十分榮幸此計劃在 2010 年 9 月於基金舉辦的「奇謀妙策」計劃中獲頒出色服務獎（復康服務）。

we tailored the cloth-puppets by collecting old clothes in the community. The residents of the hostels and the volunteers played the puppet drama together. The puppet drama volunteer team visited youth centres, elderly centre and Eastern District Integration Fun Day. Over 500 spectators participated in our programme to share positive messages. The programme gained positive feedback from the community. Not only did it enhance the positive image of ex-mentally ill persons, it also strengthened their confidence to integrate into the community also.

We were honoured to have the programme awarded the Excellent Social Service Project (Rehabilitation) by the Fund in September 2010.



◀ 「無障礙友情接觸」活動計劃。
“Barrier Free Friendship” project.

「愛心大使關愛社區實踐計劃」

肢體殘障人士除了需要得到合適的康復治療外，也須克服心理上的重重障礙，才能恢復自信、重新融入社會和建立積極的生活態度。為了鼓勵服務使用者踏出第一步，本會之日間社區康復中心積極推行一項義工計劃，安排他們與靈實日間社區康復中心的會員一起，以義工身份定期探訪日間護理中心及護理安老院，為長者們舉行不同的活動。該計劃獲得華人永遠墳場管理委員會贊助，為期一年。參加者對該計劃普遍持正面的態度，在提升信心之餘，亦擴闊了他們的互助網絡。

“United Efforts of CRDCs: Volunteer Action Scheme for Caring the Community”

Other than clinical rehabilitation, people with physical disabilities need to go through their psychological barriers in order to restore their self-confidence, re-integrate into the community and continue to lead a meaningful life. To facilitate the service users of our Community Rehabilitation Day Centre to take their first steps out, we organized a volunteer programme in which they would be paired up with the counterparts from the Haven of Hope Christian Service Community Rehabilitation Day Centre to pay regular visits to different day care centres and residential homes for the elderly. This programme was funded by the Board of Management of the Chinese Permanent Cemeteries and lasted for a year. Generally, most of the participants shared positive feedback of the programme. Not only has their self-confidence increased, their mutual support network was also extended.



◀ 參與「愛心大使關愛社區實踐計劃」之義工大合照。
Photo of Volunteers Joining the “United Efforts of CRDCs: Volunteer Action Scheme for Caring the Community”.

2010-2011 服務統計 (截至 2011 年 3 月 31 日)
Service Statistics (as at March 31, 2011)

智障人士服務

Service for People with Mentally Handicap

迪智展能中心暨宿舍

Dick Chi Day Activity Centre cum Hostel

| | | |
|-----------|---|------|
| 名額 | Capacity | 50 |
| 平均入住率 | Average enrollment rate | 100% |
| 個人發展計劃完成率 | Rate of completion of Individual Development Plan | 100% |

誠望輔助宿舍

Shing Mong Supported Hostel

| | | |
|-----------|---|--------|
| 名額 | Capacity | 20 |
| 平均入住率 | Average enrollment rate | 100% |
| 個人發展計劃完成率 | Rate of completion of Individual Development Plan | 122.5% |

誠信兒童之家

Shing Shun Small Group Home

| | | |
|-----------|---|---------|
| 名額 | Capacity | 8 |
| 平均入住率 | Average enrollment rate | 95.83% |
| 個人發展計劃完成率 | Rate of completion of Individual Development Plan | 103.13% |

職業復康服務

Vocational Rehabilitation Service

翠林綜合職業復康服務

Tsui Lam Integrated Vocational Rehabilitation Service

| | | |
|-------------|--------------------------------------|-----|
| 名額 | Capacity | 218 |
| 平均每月服務人數 | Average enrollment per month | 226 |
| 成功公開就業及退出服務 | No. of successfully discharged cases | 8 |

輔助就業服務

Supported Employment Service

| | | |
|-------------|--------------------------------------|----|
| 名額 | Capacity | 60 |
| 平均每月服務人數 | Average enrollment per month | 62 |
| 成功公開就業及退出服務 | No. of successfully discharged cases | 12 |

「陽光路上」培訓計劃

Sunny-way On the Job Training Programme for Young People with Disabilities

| | | |
|-------------|--------------------------------------|----|
| 名額 | Capacity | 31 |
| 曾接受服務人數 | No. of cases served | 54 |
| 成功公開就業及退出服務 | No. of successfully discharged cases | 3 |

| | | |
|----------------------------------|--|----|
| 翠林綜合職業復康服務 — 工場巴士接載服務 | Tsui Lam Integrated Vocational Rehabilitation Service — Commercial-hired Transport Service for People with Disabilities | |
| 名額 | Capacity | 44 |
| 平均每月服務人數 | Average enrollment per month | 54 |

精神健康服務 **Mental Health Services**

| | | |
|---------------|-------------------------------|-------|
| 翠林中途宿舍 | Tsui Lam Halfway House | |
| 名額 | Capacity | 40 |
| 平均入住率 | Average enrollment rate | 97.9% |
| 成功離舍率 | Successfully discharge rate | 17.5% |

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|-------------|--------------------------------|-------|
| 安怡宿舍 | On Yee Supported Hostel | |
| 名額 | Capacity | 20 |
| 平均入住率 | Average enrollment rate | 99.5% |
| 成功離舍率 | Successfully discharge rate | 10% |

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|-------------|--------------------------------|---------|
| 安愉宿舍 | On Yue Supported Hostel | |
| 名額 | Capacity | 20 |
| 平均入住率 | Average enrollment rate | 103.75% |
| 成功離舍率 | Successfully discharge rate | 20% |

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| 續顧服務 (服務截至 2010 年 9 月 30 日止) | After Care Service (Until September 30, 2010) | |
| 接受服務的個案 | No. of admitted cases | 26 |
| 成功完成個案 | No. of successfully completed cases | 4 |
| 輔導服務 | No. of counseling sessions | 150 |

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| 社區精神健康連網 (服務截至 2010 年 9 月 30 日止) | Community Mental Health Link (Until September 30, 2010) | |
| 接受服務人數 | No. of members | 226 |
| 活動數目 | No. of programmes | 110 |
| 外展探訪 | No. of outreaching visits | 230 |
| 輔導服務 | Hours of counseling sessions | 100 |

| | | |
|---|---|-------|
| 社區精神健康照顧服務 (服務截至 2010 年 9 月 30 日止) | Community Mental Health Care Services (Until September 30, 2010) | |
| 離院個案 | No. of discharged cases (discharged from mental hospital) | 51.33 |
| 輔導服務 | No. of counseling service | 715 |
| 活動數目 | No. of programmes | 50 |

| 和悅軒 — 精神健康綜合社區中心 (服務由 2010 年 10 月 1 日開始) | Wellness Zone — Integrated Community Centre for Mental Wellness (Service has been commenced since October 1, 2010) | |
|--|--|-------|
| 會員數目 | No. of members | 261 |
| 新會員數目 | No. of new members | 261 |
| 外展探訪 | No. of outreaching visits | 688 |
| 職業治療評估 / 訓練 | No. of OT assessment / training sessions | 10 |
| 治療小組 | No. of therapeutic groups | 6 |
| 興趣班及互助小組 | No. of interest classes / supportive groups | 151 |
| 聯繫活動及社區教育活動 | No. of linkage activities / programmes | 35 |
| 聯繫活動及社區教育活動的 參加者人數 | No. of participants in linkage activities or programmes | 2,583 |

殘疾人士支援服務

Support Services for People with Disabilities

| 欣悅坊地區支援中心 (觀塘東) | Cheerful Place – District Support Centre (Kwun Tong East) | |
|---|--|--------|
| 訓練、照顧及支援服務總時數 | Total no. of service hours for training, care and support | 70,094 |
| 社區教育活動總節數 | Total no. of sessions / programmes on community education | 84 |
| 職業 / 物理治療總節數 | Total no. of occupational / physiotherapy services sessions | 852 |
| 臨床心理服務總節數 | Total no. of clinical psychology services sessions | 261 |
| 日間護理每月平均使用率 (服務由 2010 年 12 月開始) | Average monthly occupancy rate of day care service for persons with severe disabilities (Service has been commenced since December 2010) | 28.69% |
| 悅安心 — 嚴重殘疾人士家居照顧服務 (由 2011 年 3 月 1 日開始服務) | On Yee Supported Everjoy — Home Care Service for Persons with Severe Disabilities (Service has been commenced since March 1, 2011) | |
| 接獲轉介個案 | No. of referrals | 60 |
| 接受服務個案 | No. of admitted cases | 30 |
| 服務總時數 | Total no. of service hours | 61.75 |
| 日間社區康復中心 | Community Rehabilitation Day Centre | |
| 日間復康節數 | No. of attendance (Day Rehabilitation) | 21,724 |
| 日間護理名額 | Capacity (Day Care) | 10 |
| 日間護理平均出席率 | Average enrollment rate (Day Care) | 100.5% |