

# 總幹事報告

## Chief Executive's Report



基督教家庭服務中心的使命是服務有需要人士，致力促進家庭功能，透過多元化服務，實踐機構使命，創造一個理想的成長環境，建設美好生活。

**The mission of the Christian Family Service Centre is to serve people in need and support family functions. Through our diverse services, we strive to achieve our mission of creating an ideal environment for growth and building better lives for all.**

2021至2022年，香港社會各階層都在努力適應新常態下的步伐和生活。本會作為提供多元化服務及促進家庭功能的社會服務機構，雖然部分計劃和服務受影響，但各個核心服務仍有重要發展，堅守信念，發揮協作及創意精神，為大眾提供適切服務及支援。

在兩個以復康服務為主的核​​心服務帶領下，於2022年推展社會福利署資助的深水埗海達邨服務計劃，包括凱雅家舍和凱頌家舍，共提供83個中度智障人士住宿及輔助宿舍名額，以及翠風中心提供125個職業康復服務名額；結合現時啟能綜合康復服務大樓六項服務及蘇屋邨兩項服務的經驗，本會的復康訓練及住宿服務單位進入新的里程碑。期望在各服務群組建立地區連繫，發揮各方的協同效應，支援服務使用者的需要。

疫情持續多時，本會不斷提升基層醫療健康服務，與市民一起抗疫。去年11月9日舉辦的「觀塘區新冠疫苗接種日」，為長者、復康人士、照顧者及社區人士提供一站式免費新冠疫苗諮詢及接種服務。因應多間院舍的確診人數急升，院舍外展醫生到診服務團隊於今年3月16日至6月15日內，增加到院舍的探訪治療／視像診症服務至每星期七次，以協助院舍防控疫情。私營殘疾人士院舍專業外展服務試驗計劃（港島及九龍區）在疫情期間無間斷支援居住在私院的殘疾人士。

In 2021-2022, all sectors of Hong Kong society were adjusting to the “new normal” of pace and life. As a social service organisation that provides multi-services and enables family functions, although some of our programmes and services were affected, our core services had continued to grow significantly. We have continued to provide appropriate services and support to the community by embracing our mission and fostering a spirit of collaboration and innovation.

Under the co-leadership of two rehabilitation core services, our new service bundle at Hoi Tat Estate in Sham Shui Po District would have commenced services in 2022 with the Social Welfare Department subvention. It includes Hoi Nga House and Hoi Chung House, a hostel for moderately mentally handicapped persons and a supported hostel offering 83 residential places in total, as well as Tsui Fung Co-production Centre, which provides 125 places for vocational rehabilitation services. The experiences drawn from the six existing service units of the Kai Nang Integrated Rehabilitation Services Complex and two service units in So Uk Estate mark a new milestone for our rehabilitation training and residential services. We are expecting to develop region-specific function for each of our service bundle so as to maximise the synergy effect of different parties and seamlessly support the needs of our service users.

As the pandemic has dragged on, we have continued to enhance our primary health care core services to support the community throughout these challenging times. “Kwun Tong District COVID-19 Vaccination Day” was held on 9<sup>th</sup> November last year, providing a one-stop free COVID-19 vaccination and consultation service for the elderly, recovered persons, carers and the community members. In response to the drastic increase in the number of confirmed cases in many residential homes, our “Visiting Medical Practitioner Service for Residential Care Homes” increased the number of onsite medical consultations / teleconsultation services to seven sessions a week between 16<sup>th</sup> March and 15<sup>th</sup> June, 2022, in order to help

在照顧長者方面，特別感謝一班委身熱誠的同事開創多項服務，以緩減疫情對長者的影響。有見區內不少染疫長者需要即時支援，我們短時間內召集近40位曾確診並已康復的同事組成「社區抗疫守護隊」，為社區確診長者提供上門家居支援服務。另外，設立「防疫在線」電話支援獨居雙居長者服務，由輔助專業人員接聽來電，為九龍東有需要長者解答疫情資訊、評估病情、送上緊急食物、藥物及疏導情緒，一個月內收到330多個來電，及後服務獲香港賽馬會慈善信託基金撥款，擴展至九龍區。

面對人口急遽老化，長者服務團隊關注認知障礙症長者及照顧者的需求。在「賽馬會社工創新力量」計劃的支持下，本會首創「認知障礙症行為心理症狀紀錄」應用程式，當中的資料紀錄有助照顧者與醫護人員溝通，藉着科技改善他們的社交聯繫及生活質素。另一方面，我們獲社區投資共享基金資助港幣364萬元，在樂華邨、牛頭角邨及花園大廈推行為期三年的「腦友鄰舍在牛頭角計劃」，透過社區教育增進居民對認知障礙症患者的理解，有助建立認知友善社區。

我們關注青年人及家庭的精神健康。於2021年7月，獲香港公益金資助推出為期三年的「童心藝行」學生情緒健康計劃，通過表達藝術為受焦慮困擾的學生提供及早預防、及早辨識、及早介入的支援。本會同時獲香港賽馬會慈善信託基金資助「賽馬會『家•添晴』家長支援計劃」，自創手機應用程式「心情益JOY」，方便家長自學及應用「接納與承諾治療」技巧，促進個人及家庭精神健康。另一項為期三年的「幸福家友站」推廣及支援將軍澳家庭精神幸福計劃，由社區投資共享基金資助，項目成功招募167位義工、20名專業人士及社區領袖，連結成協作伙伴，首年度的受惠人數超過2,100人。

除了提供多元化服務外，本會亦承擔企業社會責任，身體力行推動環保工作。感謝香港賽馬會慈善信託基金撥款，支持本會於總部大樓進行「基督教家庭服務中心賽馬會大樓綠建環評認證及優化工程」，以提升能源效益。項目於2021年12月獲綠建環評既有建築2.0版鉑金級評級，成為綠色建築物。

residential homes prevent and contain the spread of COVID-19. In addition, the Pilot Scheme on Professional Outreaching Team for Private Residential Care Homes for Persons with Disabilities (Hong Kong and Kowloon Regions) provided seamless support to people with disabilities living in private residential homes.

With regard to the services for elderly, I would like to express special thanks to our dedicated staff members, who developed a number of new services to mitigate the impact of the pandemic on the elderly. In view of the elderly persons infected with COVID-19, many of whom needed immediate support. We formed a “Community Anti-Coronavirus Team”, by nearly 40 staff members who had been diagnosed COVID-19 and recovered, in a short period of time to provide home-based support services to them. In the meantime, a telephone support scheme for socially isolated elders and elderly couples was set up for Kowloon East area. This scheme was run by a team of Auxiliary Professionals who responsible for answering enquiries about COVID-19 and offering related information, assessing the caller's medical needs, and offering emergency food, medications and emotional support, among other services. We received more than 330 calls in a month. The service was later expanded to Kowloon District with funding support from the Hong Kong Jockey Club Charities Trust.

For the rapidly ageing population, our elderly service team pays close attention to the needs of elderly people with dementia and their caregivers. With the support of InnoPower@JC, we developed a pioneering mobile application for tracking behavioural and psychological symptoms of dementia. The data can facilitate the communication among carers and healthcare professions, thereby improving their social connections and quality of life through technology. In addition, a three-year project called “Dementia-Friendly Community in Ngau Tau Kok District” was launched across Lok Wah Estate, Ngau Tau Kok Estate and Garden Estate, with a subsidy of HK\$3.64 million from the Community Investment and Inclusion Fund. Through promoting community education, it is expected that the project will help to build a supportive, dementia-friendly community for patients and their carers.

We concern the mental health of the youth and their families. With a subvention from the Community Chest of Hong Kong, in July 2021, we launched a three-year programme called “Act with your HeART-Anxiety Relief Project for Students”, which provided support for the early prevention, identification and intervention to treat anxiety among students through the expressive arts. Sponsored by The Hong Kong Jockey Club Charities Trust, the “Hong Kong Jockey Club Early Intervention and Community Support Project for Parents” also developed a pioneering mobile application for parenting support, which enables parents to learn about and apply the “Acceptance and Commitment Approach” to promote personal and family mental health. Another three-year project called “Happy Family and Friends Project - Promoting and Supporting the Mental Wellbeing of Families in Tseung Kwan O”, funded by the Community Investment and Inclusion Fund, successfully recruited and gathered together 167 volunteers, 20

機構的成長是有賴各員工的支持和努力，本會為員工提供多元化培訓項目，包括領導力及管理培訓課程、專業培訓、工作技巧、專題課程、身心靈課程等。另一方面開展友伴同行計劃，由資深管理人員以亦師亦友的身份協助新管理人員適應機構文化和角色轉變，促進新舊管理層的交流互動。

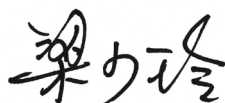
2021-2022年，感恩共事團隊在充滿壓力的環境下努力不懈，秉持機構的使命和信念，承傳前總幹事的帶領，真誠為社會服務。我藉此機會感謝董事會、各方團體及各內外持份者的支持。展望來年，挑戰和變化不會少，期待着與工作伙伴、社會各界繼續同心協力，攜手跨越困難，為社會有需要人士帶來共融和希望。

professionals and community leaders as collaborative partners, who have benefitted more than 2,100 individuals in the first year of the project's operation.

In addition to providing diverse services, we are committed to fulfilling corporate social responsibility and have been putting environmental protection measures into action. With a generous donation from the Hong Kong Jockey Club Charities Trust, we implemented the "Christian Family Service Centre Jockey Club Building BEAM Plus Accreditation and Enhancement Project" to improve the energy efficiency of the Headquarters Building. In December 2021, the Headquarters Building was officially certified as a "green building", after achieving an overall Platinum rating under the BEAM Plus Existing Building V2.0 Comprehensive Scheme.

The growth of our organisation relies on the support and commitment of our staff members. The Agency provides its employees with diverse training programmes, ranging from leadership and management courses, to professional training and the development of skills, as well as special themed programmes and body-mind-spirit courses. A mentoring programme had also been launched to pair new employees with senior managers as their peers and mentors, allowing newcomers to adapt to the organisational culture and their new roles, while stimulating exchanges and interactions between junior and senior management.

In 2021-2022, we are grateful to have great teams who adhere to the mission of our organisation. Despite the stressful environment around us, we persevered in serving our society with our hearts under the leadership of the former Chief Executive. I would like to take this opportunity to thank the Board of Directors, various organisations and all our internal and external stakeholders for their support. Looking forward, there will be still challenging in the years to come. We will continue to collaborate with our partners and all sectors of society to address these challenges, and embrace inclusion and hope with those in need.



梁少玲  
總幹事

**Ivy Leung Siu-ling**  
**Chief Executive**