

新思維 用愛創未來



2014年，本會已發展成為一間多元化的社會服務機構，涵蓋多個服務範疇，同時，服務範圍已由九龍東一直向外伸延，覆蓋至香港及新界地區。

In 2014, CFSC has been developed into a multi-social service agency, covering various scopes of services. Meanwhile, the service area has been extended beyond Kowloon East to Hong Kong and New Territories districts.

With Love
We Create the Future Together



基督教家庭服務中心 核心服務

經過六十年的發展，基督教家庭服務中心的服務已經十分多元化。踏入2014年，因應發展階段的需要，本會把各項服務重新整合為10項核心服務，以及2項重點服務。重組服務的目的是為各項服務確立清晰定位，有利於服務發展和回應社會需要；對於溝通和形象推廣也有好處。

10項核心服務可分為兩大範疇。

「以人為本」的核心服務包括：

- 兒童及家庭服務
- 青年服務
- 長者照顧服務
- 殘疾人士綜合服務
- 精神健康服務

「以社區承託為本」的核心服務包括：

- 長者社區服務
- 殘疾人士發展及共融
- 醫療健康服務
- 社區發展服務
- 環保及綠色生活

而2項重點服務包括：

- 盈力僱員服務顧問
- 全人發展及專業培育

各項核心服務和重點服務的努力方向，都是朝向一個共同社會目標，就是協助有需要人士追求更美的生活和家庭，同時與其他團體共同建設友善社區和公平社會，並且推動對可持續環境的關注，以彰顯基督的愛。

Core Services of CFSC

After 60 years of development, CFSC has become a multi-service organisation providing wide-spectrum of services to the community. In 2014, with an attempt to better position our services, and pave the way for further development, we re-organised the services into the 10 core services and 2 special services. The re-organisation will also enhance our communications and better build our image.

10 core services could be divided into 2 categories.

‘People-centred Service’

- Children & Family Services
- Youth Services
- Elderly Care Services
- Services for People with Disabilities
- Mental Health Services

‘Community-oriented Services’

- Active Ageing Services
- Opportunities and Inclusion for People with Disabilities
- Medical & Health Services,
- Community Development Services,
- Environmental Protection & Green Living,

2 special services

- Employee Service Consultancy
- Whole Person Development and Professional Training

These core services and special services will work together gearing a same direction in helping the needy families and individuals to pursue a better life and better families; and through partnering with other organisations, we work to build a friendly community and a fair society, and to promote the concern of a sustainable environment manifest the Love of God.



兒童及家庭服務 Children & Family Services

活力家庭坊 (綜合家庭服務) 自2005年起成立「開心媽咪組」, 以互助小組形式為單親媽媽建立支援網絡。以下是3位單親媽媽 Carol、阿銀及阿群 的分享:

我單親, 可是我快樂

「剛離婚的時候, 要學習在社會獨自生活, 當時真的感到很大壓力、無助及迷失。幸好, 在這個小組中, 遇上了不少同路人, 在大家相互鼓勵及支持下, 漸漸不再感到孤獨了。」Carol說。

阿群大表同意: 「通過參與『開心媽咪組』的活動, 我們結識了一班『好姊妹』。當生活遇有困難, 我們會彼此扶持, 分享心事與苦惱。因此, 組員間建立了信任的關係。即使是小組以外的時間, 我們也會自發地組織聯誼活動。」阿群更笑說, 「開心媽咪組」所提供的活動如宿營、跳舞班等, 更可讓一眾媽咪暫時忘記現實生活的煩惱, 盡情放鬆!

由內地到港不久便遇上離婚打擊的阿銀說: 「剛移居到香港, 人生路不熟, 根本不知道應該往哪裏求助, 覺得身邊沒有一個可信的人, 但是在這個小組裡, 我重建了對人的信任, 現在不論有甚麼事, 我也會去找社工和組裏的姊妹, 因為我相信我可以依靠她們。」阿銀更笑說: 「從前我不敢跟別人說自己是『單親媽媽』。害怕別人的歧視眼光, 但是透過參加小組內的自信心活動, 我學懂了接受及善待自己。」

兒童及家庭服務為有需要的兒童及家庭提供教育、輔導、成長小組、治療小組、庇護中心、就業支援、及各種家庭支援活動, 希望為市民解決個人和家庭問題、為兒童提供優質學習環境、為家庭提供家庭生活教育及建立互助支援網絡。

兒童及家庭服務轄下的服務單位及特別服務項目包括:

- 活力家庭坊 (綜合家庭服務)
- 恬寧居
- 翠屏社區服務處
- 就業支援服務
- 趣樂幼稚園 / 趣樂幼兒中心
- 德田幼稚園 / 德田幼兒園
- 「生命小舵手 — 特殊學習需要及早識別」支援計劃

「開心媽咪組」
‘Happy Mother Group’



除了建立健康情緒及支援網絡, 3人均表示, CFSC的社工給予了她們非常實質的幫助。Carol表示: 「曾經, 我的經濟遇上困難, 中心社工二話不說便對我伸出援手, 為我張羅, 以解決燃眉之急。」阿銀亦非常感激地說: 「有一次我向社工提及我的小朋友在學習上需要電腦。沒想到姑娘真的馬上協助, 四處尋找捐助。」阿銀直言, 「社工就像是『天使』一樣! 為有需要的人, 提供適時的幫助!」

當問到這三位「開心媽咪」會否繼續參與「開心媽咪組」, 她們異口同聲地表示: 「當然會! 現在我們算是『上了岸』, 但是我們希望為那些還在『溺水』中的人伸出援手, 以自己的故事與新來的『開心媽咪』們分享, 盼望她們能像昔日的我們一樣得到幫助, 重新站起來!」



活力家庭坊舉辦的新春活動
Family Energizer organised
the activity in Lunar New Year

Children and Family Services provide education, counselling, growth group, therapeutic group, shelter, employment support and different kinds of family support services, to children and families. The service aims at helping people to solve their personal or family problem, provide quality learning environment, organise family life education activities and build up their mutual support networks.

Services Units and Special Projects include:

- Family Energizer (Integrated Family Service)
- Serene Court
- Tsui Ping Community Service
- Employment Support Service
- Cheerland Kindergarten / Cheerland Child Care Centre
- Tak Tin Kindergarten / Tak Tin Day Nursery
- ‘Life Navigator Project’

Happy Mother Group – a mutual support group for the single mothers, has been set up since 2005. It aims to build up the mutual support network for the mothers. Carol, Ah Ngan and Ah Kwan shared their stories.

I am a Single Mother, Yet I am Happy

Carol said, ‘When I just got divorced, I had to learn living alone. There were a lot of pressures, and I really felt helpless and lost. Fortunately, I met many people in this group who have gone through the same. With the encouragement and support from each other, we don’t feel lonely.’

Ah Kwan agreed and said, ‘Through joining the ‘Happy Mother Group’, we get to know a group of ‘good sisters’. When we came across any difficulties in life, we talked to each other, shared our experiences and distress. We established a very trustful relationship within the group. We will organise leisure activities even outside the group’s meeting time.’ With a smile on her face, Ah Kwan also mentioned that the activities from ‘Happy Mother Group’ like camping and dancing classes allow the mothers to temporarily forget any troubles in life and relax a while.

Ah Ngan was shocked when she divorced not long after she came to Hong Kong from mainland. ‘I just moved to Hong Kong, everything was unfamiliar. I didn’t know where to go for help and didn’t trust anyone. However, in this group, I rebuild the trust in others. I will go to the social workers and sisters now because they’re reliable.’ Ah Ngan also laughed, ‘I used to be afraid to tell people that I am ‘a single mother’ and thought that people would discriminate against me. Yet, I have learnt to accept and care about myself, through the participation of self-confidence enhancement programmes.’

Besides better management of emotions, the 3 mothers all mentioned that CFSC social workers have given them tremendous assistance. ‘There was a time I had financial problems, the social worker immediately helped me to solve the pressing need.’ said Carol, ‘One time I mentioned to the social worker that my child needed a computer for study. I never thought that she would help at once and started looking for donations.’ said Ah Ngan gratefully. ‘I really don’t know how I can return this great offer.’ Ngan said frankly, ‘The social workers are just like our ‘angels’ to provide timely help to the people in need!’

When the three ‘Happy Mothers’ were asked whether they will continue to participate in the ‘Happy Mother Group’, they said unanimously, ‘Of course! We are now kind of ‘on shore’, but we wish we can help those who are still ‘drowning’ and share our stories with the new ‘Happy Mothers’. We hope they can get the help like we did and stand up again!’



青年服務 Youth Services

青年服務的使命是促進青少年的成長及全人發展，為有需要的青少年提供成長輔導、生涯規劃、發展潛能、參與社會的體驗和機會。青年服務推廣正面價值觀，鼓勵青年朝豐富和有意義之生命出發。

青年服務轄下的服務單位包括：

- 學校社會工作部
- 賽馬會跳躍青年坊 — 翠屏中心
- 賽馬會跳躍青年坊 — 順天中心
- 臻善軒
- YOU CAN — 潛能發展中心

CSFC 曾幫助不少青年人重踏正途，而其中一個例子便是現職社工的 CK

CFSC has always been helping many young people to get back on the right track, and CK, currently a registered social worker is an example

學校社會工作部曾幫助不少青年人重踏正途。而曾誤入歧途、沾染惡習的 CK，有幸遇上 CFSC 駐校社工，讓她迷途知返，找到人生目標。以下是 CK 的心路歷程：

「用生命影響生命」社會工作改變人生

「那時候我讀中一，跟許多青少年一樣，經歷反叛期，可是我的問題特別令老師和媽媽頭痛。因為是獨生女，特別容易感到寂寞，中學以後，在朋輩影響下沾染了不良習慣，成績一落千丈，與母親的關係亦處於水深火熱之中，我更經常徹夜不歸。」CK 曾一度對學習失去興趣，甚至衝動地申請休學。

Youth Services aim at supporting youth's growth and holistic development. We also strive to promote positive values and outlook on life and encourage young people to lead a full and meaningful life. The service provides counselling, career development, and opportunities for youth to unleash their potentials and participate in society.

Services Units include:

- School Social Work
- Jockey Club Tsui Ping Youth Leap
- Jockey Club Shun Tin Youth Leap
- Cherish House
- YOU CAN – Potential Exploration Unit

School Social Work helps many youngsters to face their life challenges. CK was once lost in her life found herself 'lucky' to meet the CFSC school social worker who helped her identify her life goals.

‘To Influence Life with Life’ Social Work Changes Life

‘I was a S1 (secondary one) student at that time. Same as many young people, I was rebellious. But my problems dreading my teacher and mother. I am the only child at home and I feel lonely. After getting into secondary school, I was influenced by bad peers and fell into bad habit. My school grades had dropped, which strained the relationship with my mother and I often stayed out all night.’ CK once lost her interest in school, and even apply for suspension impulsively.

青少年參與歷奇訓練
Youth in the adventure camp



黃姑娘是當年CFSC轄下的學校社會工作部所派出的駐校社工，她指，「CK來自一個單親家庭，但她本性並不壞，只是需要一盞明燈及一個可以用心聆聽、給她建議的人。」黃姑娘一直密切關注CK動向，給予她無限的關懷與機會。後來當CK決定重返校園時，黃姑娘不遺餘力地為她爭取學位。對於黃姑娘為自己的一切，CK一直銘記於心，為了不讓對方失望，CK重返校園後，即脫胎換骨、努力上進，最後更順利完成中五課程。CK的學習歷程可算迂迴曲折，直至她有機會接觸社會服務工作，燃起她從事社工的心志，為了不想加重母親的負擔，她選擇了半工讀，最後更順利完成夢寐以求的社工課程。

除了學業，黃姑娘亦是CK與母親之間的一個橋樑。「黃姑娘是我與媽媽之間的緩衝區，因為她總是很和善、親切的，即使是平時無法開口跟媽媽說的話，我也能很放心地跟黃姑娘說，這緩和了我與媽媽之間『劍拔弩張』的氣氛，更成為我們通往溝通大門的鑰匙。現在我和媽媽可說是無所不談，現在我們都懂得互相體諒彼此背後的心意，努力找到一個平衡。」

今年CK已經修畢了社工課程，並於學校擔任社工照顧特殊學習需要的學生。「我曾經犯錯，給別人看輕過，因此很明白，要是沒有人在我身邊給予支持及鼓勵，路真的很難走，我因為遇到黃姑娘，她所給予的關心和機會，令我有今日，所以我希望通過成為社工，把同樣的關心和機會帶給其他有需要的人。」

CSFC的青年服務積極透過各種活動，促進青年人正面發展
CSFC's Youth Services strives to promote positive development among young people



賽馬會跳躍青年坊舉辦活動，培養年青人關心社會的意識
Activity organized by Jockey Club Youth Leap, which enhanced young people's social consciousness



Ms. Wong is the school social worker from CFSC's School Social Work Unit. She mentioned, 'CK comes from a single-parent family, but her nature is good. All she needs is someone who can guide her, listen to her, and give advice.' Ms. Wong kept up with CK and gave her unlimited care and opportunities. Later when CK decided to return to school, Ms. Wong paid effort to secure a place for her. For what Ms. Wong has done for her, CK always remembers. Not to disappoint Ms. Wong, CK changed herself when she returned school. She studied hard, and in the end completed the S5 courses successfully. CK's learning process can be considered arduous. When she had the opportunity to know social service, she decided to become a social worker. In order not to increase the burden on her mother, she chose to study part-time and successfully finished the social studies programme as she wished.

Apart from caring about her studies, Ms. Wong was also a bridge between CK and her mother. 'Ms. Wong was the 'buffer' between my mother and me because she was always kind and nice. Even there were things I couldn't say to my mother, I could tell Ms. Wong. This eased up the tension between my mother and me. Ms. Wong became bridge of our communications. Now my mother and I talk about everything, we know how to understand each other and find a balance in it.' CK can't help but said in smile.



YOU CAN — 潛能發展中心為學生舉辦藝術展覽
Art exhibition organised by YOU CAN – Potential Exploration Unit

CK completed the social studies programme this year and started working as a social worker in school to help the students with special learning needs. 'I've made mistakes, been looked down by others. Therefore I understand if there's no one around to give support and encouragement, the road is really hard. Until I met Ms. Wong, she offered me care and opportunities, turned me the person I am today. As such, I wish to bring the same care and opportunities to others in need of help by being a social worker.'

長者照顧服務 Elderly Care Services

長者照顧服務秉持「以人為本」的精神，重視長者的個人尊嚴及自決權，為體弱長者提供全面及優質的持續照顧服務，保持他們的自我照顧及活動能力，使他們繼續參與群體生活，發揮他們的經驗和所長，擴展他們參與社會的空間。

長者照顧服務轄下的服務單位及特別服務項目包括：

- 養真苑
- 任白慈善基金景林安老院
- 觀塘長者日間護理中心
- 真光苑長者日間護理中心
- 橫頭勳長者日間護理中心
- 彩盈長者日間護理中心
- 翠林長者日間護理中心
- 觀塘綜合家居照顧服務
- 藍田綜合家居照顧服務
- 黃大仙綜合家居照顧服務
- 觀塘改善家居及社區照顧服務
- 黃大仙改善家居及社區照顧服務
- 智存記憶及認知訓練中心
- 智存記憶及認知訓練中心 — 長者社區照顧服務券試驗計劃
- 樂力長者日間訓練中心
- 樂力長者日間訓練中心 — 長者社區照顧服務券試驗計劃



養真苑不同活動小組
Different workshops in Yang Chen House for elderly



官婆婆開口大笑，笑聲帶來無窮的生命力。
Koon's laughters bring vitality

養真苑為有需要的長者提供全面照顧，使他們能在群體生活中發揮潛能，安享豐盛和諧的晚年。以下是官婆婆的故事。

由「被照顧」到「照顧人」

「我很滿意養真苑，這裡的姑娘很好，環境好、食住也很好，簡直是無可挑剔。」官潔真女士是養真苑從調景嶺搬遷至厚德村後，首批住進養真苑的院友之一。官婆婆雖已屆87歲高齡，但是一位精靈活潑的長者。

外界一般對「長者宿舍」及「安老院」存有負面的看法，但是在養真苑居住了20年的官婆婆對此並不認同，她表示養真苑除了提供各種照顧服務外，更經常為各位老友記安排社交康樂活動，如旅行、參觀、小組活動、聯歡會及義工探訪等，令每位長者都能善用餘暇，並從中發掘出自己的潛能，增廣見聞之餘，能夠充實地生活。

官婆婆表示，她早已把養真苑視為自己的第二個「家」：「在這裡，不論是院友還是職員，大家都相處得非常融洽，每個人也是朋友，就像是一個大家庭。」在養真苑年資最久的官婆婆，更可說是這個大家庭的「當家」一樣，對院中的一切瞭如指掌。每逢有職員離任，官婆婆也會帶頭組織其他院友為職員送上院友簽名的心意卡，以表達她們的感謝與不捨。官婆婆表示，養真苑的每位姑娘及職員都非常專業，並以至誠對待每位院友，因此，與他們建立非常深厚的情誼。

「在養真苑那麼多年，我已對這裡產生了歸屬感，我真的非常喜歡這個地方，子女們對於我住在這裡都很放心，完全沒有後顧之憂！」官婆婆笑著說。



義工於聖誕聯歡會探訪養真苑的長者
Volunteers visited Yang Chen House in Christmas Party

Elderly Care Services respect elders' dignity and rights to choose. It upholds the people-centred principle to deliver quality and comprehensive long term care services for the frail elders. The service aims at maintaining elders' self-care abilities, expanding their social involvement and uncovering their potentials.

Services Units and Special Projects include:

- Yang Chen House
- Yam Pak Charitable Foundation King Lam Home for the Elderly
- Kwun Tong Day Care Centre for the Elderly
- True Light Villa Day Care Centre for the Elderly
- Wang Tau Hom Day Care Centre for the Elderly
- Choi Ying Day Care Centre for the Elderly
- Tsui Lam Day Care Centre for the Elderly
- Kwun Tong Integrated Home Care Services
- Lam Tin Integrated Home Care Services
- Wong Tai Sin Integrated Home Care Services
- Kwun Tong Enhanced Home and Community Care Services
- Wong Tai Sin Enhanced Home and Community Care Services
- Mind-Lock Memory & Cognitive Training Centre
- Mind-Lock Memory & Cognitive Training Centre – Pilot Scheme on Community Care Service Voucher for the Elderly
- Lively Elderly Day Training Centre
- Lively Elderly Day Training Centre – Pilot Scheme on Community Care Service Voucher for the Elderly

Yang Chen House delivers the long-term and comprehensive care home service for the elderly, in order to exert their potential in the group life and have peaceful and enriching life.

From 'Being Taken Care of' to 'Taking Care of Others'

'I am very satisfied with Yang Chen House. The staff here is very nice. The environment, food, and room are also good. It's simply perfect.' Ms. Koon Kit Chen was one of the residents admitted to Yang Chen House which has been relocated from Tiu Keng Leng to Hau Tak Estate. Although Madam Koon is 87 years old, but she is still very active and healthy.

People usually hold negative view about 'Hostels for the Elderly' and 'Homes for the Aged', but Koon who lived in Yang Chen House for 20 years disagreed. She said that Yang Chen House provides a variety of care services for them. It also arranged various social and recreational activities for her and her friends, such as trips, visits, group activities, parties, and visits by volunteers. Every elder can make best use of their leisure time to explore their potential and broaden their views for a more fulfilling life.

Koon had treated Yang Chen House as her second 'home' for a long time. 'Residents and staff are getting along very well here. We are very close and friendly with each other, like a family.' Since she was the most senior resident in Yang Chen House, Koon liked the 'Mistress' in this family. She knew every story of this House. Every time when a staff resigned, Koon will prepare a greeting card and invite other members to sign on it to express their gratitude and feelings. Koon mentioned that every worker of Yang Chen House was very professional and demonstrated genuine concern to the residents. Thus, a very close relationship has been established between them.

'Living in Yang Chen House for so many years. I really like this place. My children felt relieved and I've nothing to worry about!' Koon smiled happily.

長者社區服務 Active Ageing Services

長者社區服務為退休人士及長者提供多項社區支援服務，包括諮詢、轉介、輔導、外展支援有需要長者、興趣活動、學習、參與、義務工作等，讓長者保持健康活躍生活，積極樂頤年。同時致力與不同團體合作，推出創新服務以提升長者參與社區及發揮潛能的機會；並積極推動敬老愛老精神，建立「長者友善社區」。

長者社區服務轄下的服務單位及特別服務項目包括：

- 真光苑長者地區中心
- 順安長者地區中心
- 耆性資源輔導中心

說到活出健康頤年，真光苑長者地區中心的會員譚氏夫婦確是當中的佼佼者，他們多年來熱衷參與活動，發展潛能，退休生活多姿多采。以下是譚氏夫婦的故事：

執子之手，同步活出豐盛人生

年屆80、風趣幽默的譚氏夫婦於CFSC的知名度很高。看到現在好動活潑的二人，有誰會想到10多年前譚生因未能適應退休生活而患上輕度抑鬱症，連家門也不願踏出半步。

譚太生性樂觀，多年前從參加游泳班開始，正式踏入了CFSC的大家庭。除了參加興趣班外，譚太更是CFSC的義工，定期探訪獨居長者。她笑言：「現時大半個觀塘的街坊都是我的老友記，但這並不是令我最快樂的原因，最令我覺得滿足是我可以身體力行，幫助到有需要的人。」

「我的丈夫在退休初期，因為難以適應退休生活，心境陷入了谷底，最後更患上輕度抑鬱症。」譚太憶述當時譚生不單不願踏出家門，就連床也不願下。看著自己最親愛的人變成這樣，她非常心痛，幸好得到CFSC的社工及義工鼓勵，她帶著譚先生加入了CFSC，參加各類型活動，最後，譚先生走出陰霾，而譚太亦歡顏再現。現時，譚氏夫婦是中心門球及硬地滾球的導師：「我們希望能活到老、學到老，透過接受不同挑戰，提升自己的競爭力，發揮自我潛能。」

早已把CFSC視為第二個「家」的譚氏夫婦表示：「在這裡，不論是跟其他老友記，還是職員，大家都以至誠對待，相處非常融洽，就像一個大家庭。」二人直言，年輕時，為了生活打拼，錯過了許多東西，想不到現在雖然年紀大了，卻能透過CFSC學習很多新事物，同時認識來自不同層面的新朋友，拓展了他們的視野與及社交圈子，並大大提升了退休後的生活質素。他們表示真的非常感激CFSC，因為CFSC讓他們有機會追回「那些年」錯過了的夢想。



譚氏夫婦常常參與CFSC舉辦的興趣班

Mr. and Mrs. Tam participated in CFSC's activities regularly

Active Ageing Service provides a spectrum of community support services for retirees and older persons including consultation, referral, supportive counselling, outreach, interest development, learning, participation and voluntary service, etc. with an aim to keep the older persons healthy and active, and to live a happy and productive life. The service is committed to work jointly with various partners and organisations to develop more innovative services so as to create more opportunities for participation and utilising their potentials. The service also promotes the spirit of care and respect for older persons, and contributes to the building of an age-friendly community.

Services Units and Special Projects include:

- True Light Villa District Elderly Community Centre
- Shun On District Elderly Community Centre
- Sex Resource & Counselling Centre for the Elderly

The Tam's couple is an exemplary of 'Active Ageing'. They are active member of True Light Villa District Elderly Community Centre and have joined lots of center's activities. They tell us how the retired life can be as happy and meaningful ever.

Hold Your Hand and Together to Live a Fruitful Life

Mr. and Mrs. Tam, the 80-year-old humorous couple is very popular at CFSC because they are the frequent 'goers' to the True Light Villa District Elderly Community Centre. The couple has been accompanying each other for many years to participate in CFSC's activities. Looking at the restless and lively couple now, who would have thought that Mr. Tam has been suffered from mild depression 10 years ago after retirement, he was not even willing to step out of his home at that time.

Mrs. Tam has always been positive. She joined the CFSC big family when she started taking swimming classes many years ago. In addition to participating in interest classes, she is also a volunteer at CFSC and visits the singleton elders regularly. More than half of the Kwun Tong neighbourhood are my friends now, but this is not the main reason why I am happy. The greatest satisfaction is I can help those who are in need, said Mrs. Tam joyously.

'When my husband was just retired, he found it so difficult to adapt to the retirement life. He was so distressed and depressed.' Mrs. Tam remembered that Mr. Tam was not willing to leave home, or even the bed. Watching her beloved one like this, she was so sad. Fortunately, she was being encouraged and supported by CFSC's social workers and volunteers, and started bringing Mr. Tam to join different CFSC's activities. At last, Mr. Tam walked out from the dark and Mrs. Tam was laughing again. The Tam couple is now tutors of gate ball and boccia at the agency. 'We hope that we can live and learn through taking different challenges to increase our competitiveness and explore our potential.'

The Tam couple had already seen CFSC as their second 'home'. 'In here, no matter it is with friends or the staff, everyone treats each other sincerely and getting along very well, just like a big family.' The two believed that they missed a lot when they were young as they had to make a living. To them, it is unexpected that they can still expose to new ventures even in an old age now, they are grateful that they can meet a lot of new friends from different backgrounds, widen their horizon and social circle, as well as live a better life after retirement. Mr. and Mrs. Tam are so thankful that CFSC offers them an opportunity to pursue the dreams they missed in those years.

殘疾人士 綜合服務 Services for People with Disabilities

2009年，欣悅坊 — 地區支援中心（觀塘東）本著促進傷健共融的理念組成「欣悅速龍隊」，透過智障人士與健全義工的參與，宣揚傷健共融的訊息。以下是龍舟隊成員筱然參與龍舟訓練的分享。

同舟共濟展才能

患有輕度智障及唐氏綜合症的筱然於2011年起參與「欣悅坊速龍隊」，她笑稱以前莫說是游泳，就連多走幾步都覺得辛苦，從沒想過自己可以接受艱辛的龍舟訓練，幸得義工們不斷鼓勵，最後勇敢面對挑戰，並多次獲取獎項，實在感到興奮。

筱然坦言當初參加龍舟訓練，除了擔心自己的體能外，最憂慮的是怎樣與社區人士相處：「從前的我比較被動，很害怕跟別人溝通，覺得別人不明白我們。可是，龍舟隊的訓練令我與義工慢慢認識，訓練很有默契，我很喜歡參加。」

龍舟隊的訓練讓筱然及義工均感受到人人都是平等的，因為教練對所有隊員的要求都一視同仁，隊員之間需要互相合作、互相補位。除了定期訓練外，他們還會經常聚會。筱然直言加入龍舟隊後的最大轉變，就是逐漸培養出恆心，變得比以前開朗及自信。

殘疾人士綜合服務為智力及身體缺損的殘疾人士提供復康訓練、照顧、及社區支援服務，提高他們社區生活的能力，同時，鼓勵及支援家屬及社區人士積極參與，從而提升殘疾人士及其照顧者的生活質素。

殘疾人士綜合服務轄下的服務單位及特別服務項目包括：

- 誠信兒童之家
- 誠望輔助宿舍
- 迪智展能中心暨宿舍
- 日間社區康復中心
- 欣悅坊 — 地區支援中心（觀塘東）
- 悅安心 — 嚴重殘疾人士家居照顧服務
- 同行關顧現晚情 — 照顧者支援計劃

「欣悅坊速龍隊」，透過智障人士與健全義工共同參與龍舟訓練，一起宣揚傷健共融的訊息
Cheerful Place – Through dragon boat training, mentally handicapped persons and able volunteers come together to promote the message of community integration and normalisation



筱然從沒想過自己可以接受到艱辛的龍舟訓練
Yin never imagined that she could take the harsh dragon boat training



Services for People with Disabilities provides rehabilitation, care and community support services for people with mental and physical disabilities, to help them to stay connected and live actively in the community. It encourages and supports the involvement of family members and community stakeholders with a purpose to enhance the quality of life of the people with disabilities and their carers.

Services Units and Special Projects include:

- Shing Shun Small Group Home
- Shing Mong Supported Hostel
- Dick Chi Day Activity Centre cum Hostel
- Community Rehabilitation Day Centre
- Cheerful Place – District Support Centre (Kwun Tong East)
- Everjoy – Home Care Service for Persons with Severe Disabilities
- Walk Together for Brightening Life – Carer Support Project

In 2009, Cheerful Place- District Support Centre (Kwun Tong East) with mission of community integration, uses dragon boat as a medium has organises 'Cheerful Place Dragon Boat Team'. To promote the message of community integration and normalisation. Here is the sharing of the user Siu Yiu.

Cheerful Place Dragon Boat Team Demonstrate Talents

Cheerful Place – District Support Centre (Kwun Tong East), with the mission of community integration, uses dragon boat as a medium has organised 'Cheerful Place Dragon Boat Team'. Through dragon boat training, racing and voluntary work, people with disabilities and volunteers have joined together. They are able to learn and understand each other and promote the message of community integration.

Siu Yin, as a person with intellectual disabilities and Down syndrome, joined the 'Cheerful Place Dragon Boat Team' since 2011. She smily responded that 'it was difficult for me to walk a few steps, and I never get imagine that I can go swimming in the sea.' She never imagined that she could take the harsh dragon boat physical training. However, she finally successfully bear the harsh training of dragon boat. With continuous encouragement from the volunteers, Siu Yin has been able to face those challenges and received many awards. She felt excited.

Siu Yin shared that when she first joined the dragon boat training, she worried about her physical fitness and in particular how to get along with the others from the community. She said, 'I was very passive and communicating with other people. I think that they won't understand us. But the dragon boat training allowed me to make friends with the volunteers. It built my trusting relationship with teammates and volunteers. I was really happy for my participation.'

The dragon boat training let Siu Yin and the volunteers experienced that everyone was equal. The coach treated everyone the same. She needed to cooperate between team members, and demanded them help each other no matter who they were. In addition to regular trainings, they also have gatherings frequently. Siu Yin said that the improvement after joining the dragon boat team was the development of her persistence, cheerful character and confidence.

殘疾人士發展及共融

Opportunities and Inclusion for People with Disabilities



殘疾人士發展及共融服務為殘疾人士提供不同種類的職業復康訓練、就業支援、及發展個人能耐，以支援殘疾人士公開就業和參與社會。另一方面，亦在社區開拓就業及參與機會，展示殘疾人士的能力，推動傷健一家、共融社會。

殘疾人士發展與共融服務轄下的服務單位及特別服務項目包括：

- 翠林綜合職業復康服務
- 輔助就業服務
- 「陽光路上」— 培訓計劃
- Home Café
- 加家店
- 思藝手作

綜合職業服務營辦餐飲服務Home Café，運用多元化的媒介推動殘疾人士在生活發展個人能耐，與社會人士互動接觸，一同建立共融社會。

核心服務轄下的綜合職業復康服務營辦餐飲服務，藉此創造真實而共融的工作環境，為學員提供職前訓練及就業機會。Home Café可說是最具代表性的平台之一。

Home Café餐廳設於CFSC大樓一樓，2007年起由綜合職業復康服務團隊負責營運，許多動人故事亦由此而起。

我的好客老闆

一間成功的餐廳，不單要有美味的食物、舒適的環境、優質的服務，好客亦是當中一個主要元素。在受聘的殘疾人士眼中，Home Café的好客不只在於熱情招待客人，同時亦因為這裡是一個傷健共融的地方。

Opportunities and Inclusion for People with Disabilities adopts various means of vocational training, employment support and personal strength development to equip and support people with disabilities for open employment and social participation. On the other hand, we create and develop employment and participation opportunities for people with disabilities, showcase their strength and capability, promote interaction and to aim building an inclusive community.

Services Units and Special Projects include:

- Tsui Lam Integrated Vocational Rehabilitation Service
- Supported Employment Service
- Sunnyway – On-the-job Training Programme for Young People with Disabilities
- Home Café
- &Care Products Corner
- A – Soulroom

The Integrated Vocational Rehabilitation Service- Home Café, adopts various training models of vocational rehabilitation and promote development of personal strength in the lives of the people with disabilities. With the interaction with the general public, an inclusive society is established.

Home Café is located on the first floor of CFSC's headquarters, and operated by the Integrated Vocational Rehabilitation Service team starting from 2007. Many touching stories began from there.

My Hospitable Boss

A successful restaurant not only provides delicious food, cosy environment, but also hospitality. For people with disabilities who are employed, Home Café is far more than just taking care of guests enthusiastically. It is also a place to experience integration of people with disabilities and the public.

Working at Home Café for three years, junior waitress Ah Ying said, 'Working here has given me a great sense of achievement. Whenever I received commendation from guests, our manager will announce it at staff meeting. I was touched when I got compliment from guests as I knew that my ability was being recognised and approved.'



分享我們的快樂餐單，讓大家一起品嚐快樂的甜味
Share the happy menu in order to let everyone taste the sweet of happiness

在 Home Café 工作了 3 年的初級餐飲服務員亞螢表示：「在這裡工作給予我很大的成功感，因為每當有客人稱讚我的工作表現時，主管會在職員會公佈，每一次得到客人的嘉許，我都會很感動，因為知道自己的能力得到別人認同及肯定。」

雖然曾受精神病困擾，但這並未有影響亞螢在工作上的表現，相反天生熱心助人及充滿使命感的性格，令亞螢有良好的工作表現。亞螢自言，在 Home Café 受訓及受聘後，自己變得更加愛笑，嘴邊時常都會掛著微笑：「因為在這裡工作我真的很滿足感，真的很開心。」

而在 Home Café 擔任兼職員工的嘉麗則患有輕度智障，當說到工作上最難忘的事情時，嘉麗十分興奮地說：「第一次『出糧』，我真的十分開心，我會把一半交給家人，另一半則會存起來，因為我希望能買到一部屬於自己的智能手機。」其實，嘉麗很希望有一天能為自己的家出力，期望透過在 Home Café 的短期就業崗位來裝備自己，為他日正式就業而打好基礎，長遠為照顧家人出一分力。

Home Café 餐飲服務員亞螢及嘉麗感謝主管 Ivan
Home Café Waitress Ah Ying and Kai Lai are grateful for their supervisor, Ivan



作為 Home Café 主管，Ivan 在飲食業雖已工作十多年，但他直言最初加入 Home Café 真的不習慣。除了要管理餐廳的大小事務，我亦需要跟進部份同事因特殊需要而衍生的狀況，兼顧範疇多了，看他們的表現，亦要看他們的內心感受。」所以，Ivan 既是餐廳主管，也像是一位導師，要經常教導和引領殘疾僱員作不同的嘗試。

Ivan 覺得自己的工作非常有意義，Ivan 由衷地說：「在這裡工作，我有很多得著，當中最大的得著是能真切體會到助人為快樂之本的道理。」

而曾經是服務使用者的亞螢及嘉麗，她們亦很感謝有 Home Café 及 Ivan，令學員有一個合適的工作環境，亦因為有 Ivan 的鼓勵及開導，她們才更勇於面對工作上的每個挑戰。

Although Ah Ying suffered from mental illness for years, her working performance was never yet affected. On the contrary, her helpfulness and sense of mission let her perform well at work offered. Since her training and employment at Home Café, she laughed more. She always wears a smile on her face, 'It's because I got great satisfaction from work here, I am really happy.'

Ka Lai, with mild intellectual disability, was a part-time employee at Home Café. 'When I first received my salary. I was really happy. I gave half to my family and saved the other for myself because I were planning to buy my own smart-phone.' said Ka Lai excitedly. In fact, Ka Lai wished she could help support her family one day, the temporary job at Home Café equip her with skills for a formal employment in the future, and be able to take care of her family in the long run.

Ivan, as the manager of Home Café, has worked in the F&B industry for more than 10 years, admitted that he was not used to the working at environment at Home Café when he joined. In addition to managing the restaurant business, I also need to follow up these issues came from the colleagues with special needs. I have to consider more details, not only their performances, but also feelings.' Ivan not just a restaurant supervisor, but also a mentor at the same time. He needed to teach and guide employees with disabilities to try different things all the time.

Ivan thoughts his work was very meaningful. He sincerely said, 'I learned a lot by working here. The biggest of all is able to realise the helping others is the origin of happiness.'

Both Ah Ying and Ka Lai as a service users, expressed their thanks to Home Café and Ivan, for providing the students a comfortable environment. With the encouragement and enlightenment from Ivan, they became courageous to face every challenge at work.



Home Café 提供不同的訓練崗位予殘疾人士
Home Café provides training opportunities to people with disabilities

精神健康服務 Mental Health Services

本會的精神健康服務以「及早識別」和「及早介入」為主要服務策略，為受情緒困擾人士和精神病復康者提供輔導、活動、住宿、社區支援網絡，及其他支援服務，協助他們發掘能耐，促進復元，重投社會建立有意義的生活。過程中，我們連繫社區資源，推廣社區教育，加強社區的接納和支持。

精神健康服務轄下的服務單位及特別服務項目包括：

- 翠林中途宿舍
- 安愉宿舍
- 安怡宿舍
- 和悅軒—精神健康綜合社區中心
- 青少年精神健康推廣及治療中心

和悅軒 — 精神健康綜合社區中心以及早識別及及早介入為主要服務策略，目的協助他們發展能耐，促進復元。和悅軒陪伴患有「思覺失調」的 Sandra 走過復元道路，令她得到治療，促進她與家人有更多溝通，重建自信。以下是 Sandra 的心路歷程：

在逆境中看到祝福

Sandra 是家中長女，從小已習慣把所有事都攬到自己身上，因此一直承受著很大的壓力而不自覺。Sandra 從中四開始，就在緊張的家庭關係中充當著「和事佬」角色，她除了要應付學業及中樂團練習，更會協助家務，默默地把所有事情辦好，避免家中有衝突。在缺少疏導情緒的渠道下，終令她壓力爆煲，影響日常生活和人際相處，最後更沒有再上學。Sandra 這個狀況維持了三年，期間病情反反覆覆，又不肯看醫生。最後，父母在精神科醫生介紹之下，認識了和悅軒 — 精神健康綜合社區中心。



服務使用者與義工們在活動中分享他們的感受
Service users and volunteers sharing of their feelings in the workshop

和悅軒接觸 Sandra 後，社工定期進行家訪，嘗試令 Sandra 自願接受精神科治療，並聯繫相關的醫療服務協助 Sandra 入院。出院後，在社工的邀請下，更開始參與和悅軒的各項治療小組和活動，隨著認識更多的同路人，Sandra 漸漸更能接受自己的病，並逐步重拾自信。

出院後，社工繼續定期家訪，因為有了社工這個「中間人」，一家人都放心地道出自己的想法，同時會講出積壓已久的不快，彼此間的了解增加，慢慢大家認清自己在家庭裏的角色。「通過社工，父母開始明白在我肩上的擔子有多重。以前，父親總是對我說『過左去就無野架啦』，從沒有正視過我的掙扎與苦惱，但在輔導中途，他竟然首次對我說『對唔住呀阿囡，我成日發你脾氣。』這令我多年以來的心結驟然解開。」家庭氣氛變得較為融洽了，家人之間的磨擦亦減少，一度關係緊張的父母，更一同出外旅遊呢！

近年，Sandra 更參加了 CFSC 另一職業復康服務「陽光路上 — 培訓計劃」，從中得到了就業方面的訓練與支援。Sandra 曾獲安排到法律援助署進行為期三個月的實習，其後更被介紹去一間車行做兼職文職。「第一次收到薪水時，覺得自己的能力終於被肯定，我知道自己並非如想像中那麼一無是處。」

Sandra 現在擁有自己的人生方向，自信地踏上復元之路
Sandra regained her confidence with the help of CFSC's social worker



Early identification and early intervention are the major service strategies of our Mental Health Services. We provide counselling, activities, hostels and half-way house, supportive networks and related services for people with emotional distresses and ex-mentally ill patients. The goals are to help them to develop strengths and facilitate their recovery and to live a meaning life in the community. In the process, we network community resources, promote community education and strengthen acceptance and support, striving to build an inclusive community.

Services Units and Special Projects include:

- Tsui Lam Half-way House
- On Yue Hostel
- On Yee Hostel
- Wellness Zone - Integrated Community Centre for Mental Wellness
- Centre for Adolescent Mental Health Prevention and Intervention

Early identification and intervention are the major service strategies of Community Centre for Mental Wellness-Wellness Zone. Sandra was suffering from 'Psychosis', and received great support in her process of recovery. Link her to the medical system in order to receive proper treatment. The service has encouraged her to better communicate with her family members and thus strengthen her family support.

You Could Find Blessings in Adversity

Sandra was the oldest daughter in family and had to take up all family responsibilities since she was young. She bore heavy burden from her family. When she was in her teenage, Sandra was a 'peacemaker' in the family in which she needed to handle the tense and complicated relationship between family members in order to avoid conflicts. Worse still, Sandra didn't adapt to school life. She was mentally broke down and disturbed by some delusional symptoms eventually. These symptoms negatively affected her daily life and interpersonal relationship. Finally, she even quitted school. Such situation kept her for three years and made her mental condition more unstably. However, she refused to receive medical consultation. Lastly, she accepted the service of CFSC's Integrated Community Centre for Mental Illness-Wellness Zone through the psychiatrist's introduction to her parents.

With the services provided by the Wellness Zone, there were regular home visits to Sandra in which the social worker tried to encourage her to receive medical treatment again. We also contacted relevant medical professionals in assisting Sandra's admission. After Sandra was discharged from hospital, she started to participate in various therapeutic groups and activities at Wellness Zone. When she met members with similar background, she gradually accepted her mental health condition and regained her self-confidence.

With ongoing home visits, social worker could successfully facilitate the client and their family to express their thoughts and feelings. Through the counseling session, they could understand each other more and realize their own role in the family. I was very touched when my father apologised to me in a counselling session. With such comfort, it resolved my prolonged distress. Afterwards, the family atmosphere became more peaceful. The relationship of her parents had improved and they even took a trip together.

In recent years, Sandra joined another CFSC's vocational rehabilitation service 'Sunnyway-job training programme' and received employment training and support. She has been offered a three-month internship at the Legal Aid Department. With her good performance and stable condition, she was then recommended to a car dealer to take up a part-time job. 'When I receive my salary first time, I realized that my capability was recognized and I am a useful person.'

醫療健康服務 Medical & Health Services

醫療健康服務致力提倡「預防勝於治療」的概念，提供高質素的基層醫療健康服務及推廣健康教育，以配合社區的需要及政府醫療服務的發展。

醫療健康服務轄下的服務單位及特別服務項目包括：

- 綜合家庭醫療健康中心
- 牙科診所
- 長者牙科外展服務計劃
- 物理治療服務
- 臨床心理服務
- 健康中心
- 醫務所
- 「護您天地」健康支援站
- 中醫診所
- 樂健中醫中心
- 基督教家庭服務中心銅鑼灣中醫健康中心
- 基督教家庭服務中心－香港中文大學中醫教研中（牛頭角）
- 營養服務

基層醫療健康服務全面照顧市民需要，其中，由註冊物理治療師主理的物理治療服務，於過去11年，幫忙Michael擺脫腰患及膝患的困擾，成為他的健康伙伴。以下是Michael的分享：

我的保健伙伴

11年前，飽受腰患及膝患困擾的Michael在朋友的介紹下，開始到CFSC接受物理治療服務，「物理治療師利用多種儀器及方式來幫助我減輕痛楚，治療計劃周全，令我的身心都得到舒緩。因此，我對CFSC的物理治療服務非常有信心，10多年來，CFSC已成為我的保健伙伴。」

因為對CFSC的醫療服務滿有信心。因此，當2002年CFSC獲香港中文大學中醫學院協辦中醫診所時，Michael亦開始嘗試接受中醫服務。CFSC的中醫診所由多位富經驗的註冊中醫師、表列醫師及合資格中藥配藥員主理，提供內科、跌打、針灸、推拿、配藥及煎藥等服務。



Michael對CFSC的醫療健康服務非常有信心
Michael is very confident about CFSC's Medical & Health Services

Michael表示十分欣賞CFSC的醫療服務團隊，認為他們非常有默契，而且在溝通方面亦做得很好，由預約、登記、病歷紀錄、處方、調配藥物、繳費及庫存等，整個過程全面電腦化，過程非常迅速，減省了患者的等候時間；另更設有自動化煎藥機，代為煎煮中草藥，為患者提供方便的服務。除了工作效率外，Michael對於CFSC醫療服務團隊的另一印象是他們非常著重「預防」這個概念。「除了實際治療，每次我去看醫生時，他們都因應我的情況提點我工作時要注意坐姿，同時亦會給予我在飲食和保健方面的小貼士。」希望做到「預防勝於治療」，人人都能健康生活。

Michael笑言與CFSC的醫療服務團隊已建立起一種莫明的親切感：「來這裡接受治療已經超過10年，與各個職員由互不相識到現在已變得像一家人，大家有講有笑，閒話家常，感覺真的很親切。希望CFSC能進一步擴充其醫療服務的規模，令更多有需要的患者能得到專業、可靠及有質素的醫療健康服務。」

Medical & Health Services advocate 'Prevention is Better than Cure', and are committed to provide high quality primary health care services to meet the community's need and respond to the government policy on health care service development.

Services Units and Special Projects include:

- Integrated Family Medical & Health Centre
- Dental Clinic
- Outreach Dental Care Programme for the Elderly
- Physiotherapy Service
- Clinical Psychological Service
- Health Centre
- Medical Clinic
- Nurse Care Service
- Chinese Medical Clinic
- Healthy Chinese Medical Centre
- Christian Family Service Centre Causeway Bay Chinese Medicine Health Centre
- Christian Family Service Centre - The Chinese University of Hong Kong Chinese Medicine Centre for Training and Research (Ngau Tau Kok)
- Dietetic Service

Primary Health Care Service takes care of the holistic needs of people. Michael who suffered from back and knee pain has been our clients for the last 11 years. As a user of our Physiotherapy Service, Michael shared how CFSC health service becomes his health companion.

My Healthcare Partner

11 years ago, Michael was referred by a friend and began his physiotherapy at CFSC. 'CFSC's registered physiotherapist applies different equipment and treatment to relieve my pain. The comprehensive treatment helps to put my body and mind at ease. Therefore, I am very confident about CFSC's physiotherapy service, which for more than a decade has become my healthcare partner.'

Because of his confidence in CFSC's medical services, Michael also started taking Chinese medicine services when CFSC co-organised the Chinese Medical Clinic with the School of Chinese Medicine of The Chinese University of Hong Kong in 2002. CFSC's Chinese Medical Clinic has a number of experienced registered Chinese medicine practitioners, listed Chinese medicine practitioners, and qualified Chinese medicine dispensers, providing consultation, bone-setting, acupuncture, massage, herbal and granule dispensary services, and decoction services.

Michael truly appreciates CFSC's medical & health team, thinking they have good team work, good communication skills and high efficiency. CFSC's Chinese Medical Clinic adopted intelligence technology to computerise its clinical and service management process such as appointment, registration, consultation notes, prescription, pharmacy management, payment, and inventory. Automatic decoction machine is also installed to provide herbal decoction service for patients' convenience. In addition to work efficiency, Michael's another impression of CFSC's medical & health team is the strong belief of 'prevention'. 'Besides actual treatment, every time when I go to the practitioners, they will remind me to pay attention to my sitting posture at work, and also give me tips on diet and health care.' The CFSC's medical service team hopes that everyone can understand the idea of 'prevention is better than cure' and practise it in their daily life; hence everybody can have a healthy life.

Michael said with a smile that he has established an intimacy with CFSC's medical service team. 'I came here to get treatment for over 10 years. Everyone was a stranger to me at first and now I know each practitioner like a family. At each follow-up appointment, we certainly talk and laugh a lot, having nice little chat. It feels really kind and close. I wish that CFSC can further expand its medical service scope, so that more patients who need help can receive professional, reliable, and quality medical services.'



全新面貌的中西醫療中心
New look of Integrated Western & Chinese Medical Clinic

中西醫療中心內的中藥房
Herbal dispensary in the Integrated Western & Chinese Medical Clinic



社區發展服務 Community Development Services

社區發展服務的目標在培養居民對自己所居住、工作或就讀社區產生歸屬感，進而關注及參與社區事務，並透過集體參與，共同解決社區問題；建立良好鄰舍關係，從而改善生活質素。社區服務亦關注社會問題及文化保育工作。

社區發展服務轄下的服務單位及特別服務項目包括：

- 鯉魚門社區服務處
- 觀塘市區重建社區服務隊
- 駐屋宇署支援服務隊
- 天水圍社區服務處
- 地區發展隊
- 「鯉賞空間」社區導賞計劃

觀塘市區重建社區服務隊積極集結社區力量，推動觀塘街坊成立居民組織，Amy 正是當中的活躍義工，為街坊提供協助之餘，自己亦受惠不淺。以下是 Amy 的分享：

相互啟發 開啟人生新篇章

「透過參與，讓我更了解居住多年的社區，除了可幫助街坊，我自己亦得到不少啟發」Amy 娓娓道來。

在觀塘區已經居住了超過四十年的 Amy，與 CFSC 結緣於九十年代初。「第一次接觸 CFSC，是與媽媽及婆婆一起為 CFSC 翻新大樓一事賣旗籌款。因此，CFSC 從只有兩層高、毫不起眼的破舊建築，銳變成如今高達十層的亮眼大樓，我也有份的呢！」



觀塘市區重建社區服務隊定期舉行諮詢服務座談會，增加居民對社區的歸屬感
Kwun Tong Urban Renewal Social Service Team organised different meetings and activities to nurture the residents' sense of belongings towards their communities



Community Development aims to nurture residents' sense of belongings towards their communities, encourage them to participate in community issues and solve local problems together so as to build up good relationship between the neighbourhoods and improve their quality of living. The service also participates in social issues and concerns the preservation of cultural heritage.

Services Units and Special Projects include:

- Lei Yue Mun Neighbourhood Level Community Development Project
- Kwun Tong Urban Renewal Social Service Team
- Social Service Team In Buildings Department
- Tin Shui Wai Community Service Centre
- Locality Development Team
- Dreamland – Cultural Tourism at Lei Yue Mun

Kwun Tong Urban Renewal Social Service Team musters up the community capabilities to form residents' groups in Kwun Tong. Amy who volunteered herself to assist residents has gained a lot in the helping process simultaneously. She shared her story with us.

Inspiring each other to open a new chapter in life

'I learnt more about this community which I have lived for many years through participation. Besides helping the neighbourhood in the area, this also inspired me a lot and brought many unexpected changes to my life,' Amy said.

Amy has lived in Kwun Tong for more than 40 years, and she first came across CFSC in the early 90s. 'I learnt about CFSC when I joined activities of fund raising for the renovation of the CFSC building by flag selling. I have witnessed the change of CFSC.'



但是令 Amy 真正認識 CFSC 的卻是因為市區重建。80 年代，政府宣佈觀塘區重建計劃，因為與自身息息相關，Amy 開始參與相關講座，希望能取得多些重建計劃的資訊。到了 97 年，Amy 參加了 CFSC 翠屏社區服務處就重建事宜召開的居民大會，從此她真正了解整個重建計劃，更改變了她的人生。

「與其他團體舉辦的講座比較，CFSC 為我們提供了更有系統的支援。CFSC 不單為我們搜集了大量有用的資料，更重要是擔當了鋪橋搭路的角色，先是組織居民成立居民協會，再協助我們與相關的政府部門、機構取得聯絡，更陪同我們進行磋商。如果沒有 CFSC，不要說爭取權利，我們根本連自己應得的權利都不知道。」

Amy 表示很感謝 CFSC 的社工，因為他們不但在重建過程中陪伴及協調居民走每一步，更甚是讓她在過程中學到了很多。「我認識了很多來自不同地區及界別的人，有的甚至是政府官員。我的性格因此而變得大膽，不再害怕『大場面』，要我上電視發言或是當 MC 也沒有問題呢！」直到退休後，Amy 在 CFSC 社工的邀請及鼓勵下，參加了「輔助專業人員計劃」，繼續去幫助有需要的人。

CFSC 除了為她開啟了人生中意想不到的全新一頁，更重要的是，在 CFSC 經歷的一切，讓她堅信一直以來「不怕蝕底，幫人就要幫到底」的宗旨是正確的。



觀塘市區重建社區服務隊新春活動
Kwun Tong Urban Renewal Social Service Team in CNY activities



觀塘市區重建社區服務隊邀請不同專業人士分享區內相關問題
Kwun Tong Urban Renewal Social Service Team invited different professionals to share problems arising in communities

Not till the urban renewal project did Amy knew more about CFSC. In the 80's, the Government announced the Kwun Tong District Redevelopment Project. Since this was closely related to her, Amy started to attend seminars, hoping to get more information on the redevelopment project. By coincidence, Amy noted a residents' meeting would be held by CFSC's Tsui Ping Community Centre to talk about the redevelopment in 1997. For this reason, Amy had the chance to really understand the whole redevelopment plan, and gained an opportunity that would change her life.

‘Compared with the activities organised by other parties, CFSC provided us with more full support. They didn't just collect a lot of useful information for us. More importantly, they played a key role in bridging connections between other parties and us. First they gathered the residents to form residents' groups. Then they helped us to connect with the related government departments and officials, arranged consultations with related agencies and accompanied us to meet with them. Honestly, if CFSC wasn't there, not to mention fighting for our rights, we won't even know what kind of rights we have.’

Amy thanked CFSC social workers for accompanying and coordinating the residents through every step during the redevelopment process. She learnt a lot from them. ‘I know a lot of people from different districts and sectors because of CFSC, some even are government officials. If I haven't joined this programme, I might not be getting all these opportunities. Because of this, I became outspoken’. It's not a problem for me to speak up on TV or be an MC anymore.’ After she retired, Amy was invited and encouraged by the CFSC social workers to join ‘Auxiliary Professional Scheme’, and continues to help the people-in-need.

CFSC not only opened a new chapter in her life, but also reassured her that what she has always believed is correct, ‘Don't count the return when you want to give. When you decided to help, put in all efforts to help.’

環保及綠色生活 Environmental Protection & Green Living



參與環保及綠色生活的義工
Volunteers participated in
environmental protection and
green living

對「可持續環境」的關注是CFSC其中一個發展方向，服務關注地球資源及環境的可持續發展，並透過推行環保計劃及推廣綠色生活，推動社區實踐環保。此外，CFSC糅合了社會服務與環保綠化兩個元素，以創新手法建立一項佔地75,000平方呎的都市綠洲，銳意推動市區環保綠化、都市農耕，推廣社區綠色健康生活。

環保及綠色健康生活轄下的服務單位包括：

- 心靈綠洲 — 園藝治療花園
- 都市綠洲
- 沙田社區環保站

The concern for sustainable development has become one of the service directions of CFSC. This service concerns the sustainability of earth resources and the living environment. Through carrying out environmental protection projects and promoting green living, the service strives to promote environmental friendly practices in the community. At present, we have set up a 75,000 square feet Urban Oasis project, integrating the social service element with greenery, to promote a green community, facilitate the development of urban agriculture and commit to promote green and healthy living.

Services Units include:

- Serene Oasis - Horticultural Therapy Garden
- Urban Oasis
- Shatin Community Green Station

善用75,000平方呎土地，都市
綠洲在社區推動綠化活動
By well utilising 75,000 square
feet, Urban Oasis promotes
social greenery in the community





心靈綠洲為不同團體舉辦參觀活動
Serene Oasis organises visits for different organisations

Pat 早前在心靈綠洲協助青少年抑鬱症小組：「這小組的學員較為衝動，也較負面，經常抱有必敗的心態，不喜歡主動與別人合作，因此，小組刻意設計分組活動，要求他們以種植心得作報告，鼓勵學員互相合作、分享及學習。」Pat 表示，通過園藝治療，她看到學員能在接觸園藝的過程中更認識自己，以及人與大自然的互動關係，不但情緒控制得到改善、注意力得以提升，同時，更增加了自信心。

Pat 笑言她自己也愛上了心靈綠洲這個地方，空餘時她也會來到心靈綠洲，感受大自然的力量。

園藝治療訓練員Pat透過心靈綠洲幫助更多有需要的人
Horticultural therapy trainers Pat to support more people who are in need of help via Serene Oasis



園藝治療實務證書課程自2010年起推出以來，共培訓了260位園藝治療助理。Pat正是其中一位完成課程的園藝治療助理，並成為都市綠洲及心靈綠洲的義工，以下是Pat的分享：

「3年前，在機緣巧合下，發現CFSC提供園藝治療實務證書課程，由於我一直對種植深感興趣，而坊間又沒有此類型課程可供報讀，因此我二話不說，便立即報讀。」就是這樣，Pat與心靈綠洲建立起關係。

「在CFSC的園藝治療實務證書課程中，我不但學到園藝實務技巧，同時，學懂以植物作為輔助治療的介入媒體，明白到透過園藝活動能改善病患者的心理狀況，協助提升他們的生活質素。」在完成證書課程後，Pat更加入都市綠洲及心靈綠洲成為義工。

園藝治療可以是幫助患者身體方面的復康，同時亦可以紓緩情緒，更甚是一種生命教育，因為在照顧植物的過程中，患者能感覺到生命的變化：發新葉、新芽、花開、花落，生生不息。當他們感覺到有需要被照顧、呵護的時候，便會由「被照顧」的角色轉變至「照顧者」的角色，使患者的自我肯定得以提升。



同學在心靈綠洲進行學習
Students at the training of Serene Oasis



園藝治療是利用植物及自然環境來促進人們的身心健康
Horticultural therapy is the process to use plant and nature to promote physical and mental well being of person

Horticultural Therapy Practice Certificate Programme has been launched since 2010 and has trained up 260 Horticultural Therapy Assistant. Pat has become Horticultural Therapy Assistant after completed the course and is now the volunteer at Urban Oasis and Serene Oasis.

'I discover CFSC provides horticultural therapy practice certificate programme 3 years ago in coincidence. Since I was always interested in planting and I enrolled in the programme immediately.' This is how the relationship between Pat and Serene Oasis begins.

'During the study of Horticultural Therapy Practice Certificate Programme, I learnt practical gardening skills and understood adjuvant therapy by plant. I realise that gardening activities can help improve the patient's psychological status, and support them to raise their living standard.' Upon completion of the certificate programme, Pat became a volunteer at both Urban Oasis and Serene Oasis.

Horticultural therapy can help patients in physical rehabilitation, as well as ease emotions. It can be considered as kind of life education. During the process of taking care of the plants, patients can experience the change in life: growing new leaves, sprouting, flower blooming and withering, it's an endless process. When they believe that there is a life needs to be looked after and taken care of, the patients will move from the role of 'being taken care of' to 'a caregiver', from which patients can improve their self-affirmation.

Pat has been helping a group of young people with depressive symptoms at Serene Oasis earlier, 'The group members are rather aggressive and negative. They think about failure all the time and don't like to take initiative to work with other people. We deliberately designed small group activities, asking them to report their planting experience, encouraging them to cooperate, share, and learn from each other.' Through horticultural therapy, Pat found that students were able to gain understanding about themselves and understand the interaction with the nature through gardening. Not only can they better control their emotions and improve their attention, but also increase their self-confidence.

Pat said she fell in love with Serene Oasis. She will come to Serene Oasis to feel the power of nature when she is free.

僱員服務顧問 Employee Service Consultancy

僱員服務顧問由1993年起為香港的企業提供僱員輔助計劃 (EAP)、職場培訓及管理顧問服務，目的是為職場注入健康、活力的色彩，從而提升僱員的生活質素及增加公司的生產力。

過去10年，盈力僱員服務顧問 (盈力) 發展迅速，服務團隊由初時的兩人擴展至現時擁有15人。盈力高級經理的吳慧琪 (Wicky) 見證著盈力的成長及發展，以下是Wicky的心路歷程。

為職場注入色彩

2003年沙士爆發，香港人面對著前所未有的挑戰。「當時市道低迷，很多公司被迫結業，不少打工仔被裁員，香港人遇到了前所未有的低潮。盈力當年也錄得虧蝕，但CFSC沒有放棄這個服務，一班同事亦沒有氣餒，透過不斷創新，努力開發配合市場需要的服務，轉危為機。盈力從沙士期間只有數十個客戶，發展至今已超過500個客戶。」Wicky表示，沙士期間的經歷，不單經常提醒自己與及合作的企業，要把「逆境重生，笑容再現」的熱誠延續下去；同時，亦給予他們啟發，明白員工其實要經常面對不同的壓力。

Wicky指出：「近年企業開始越加重視員工的心理質素，希望員工能達致工作與生活平衡。」有見及此，盈力不時為企業員工舉辦身心健康工作坊，並由專業團隊為企業設計培訓系列，透過舉辦各類型體驗式活動強化員工的心理素質，並學習有效的壓力及情緒管理，希望能令員工達致工作與生活平衡。



盈力推行不同主題的職場現況調查，分享企業關注的議題
Vital carried out regular researches on existing job market, aiming to share the updated information with the topics that most corporations concerned

於盈力工作10多年，Wicky表示最令她難以忘懷的一件事情便是「十一南丫島海難事件」。「當得悉意外發生，我們便立即作動員盈力所有同事一起去處理這個危機。我們舉辦多場處理危機指引會，並為受影響員工/家屬提供輔導服務，安撫他們的情緒，希望能減低事故對員工造成的創傷。」面對著突如其來大規模的災難事件，同事都感染了濃濃的哀傷情緒，但仍能互相支持，發揮他們的專業精神，與哀傷者同行，以專業知識提供援助。

現今都市人所面對的生活壓力越來越大，Wicky希望能透過盈力減低職場為大眾帶來的壓力。未來，CFSC的盈力將繼續與時並進，配合社會急速變化，制訂不同策略及服務，與企業夥伴攜手為員工建立一個愉快的職場環境。



Employee Service Consultancy has been providing Employee Assistance Programme (EAP), staff training and consultation services to corporations in Hong Kong since 1993. The service aims at improving employees' productivities and quality of life.

Vital Employee Service Consultancy has developed rapidly in the past 10 years. The team has started up with 2 staff and now grown to 15. Wicky, Senior Manager of Vital, witnessed its growth and development. She shared with us her journey at Vital.

Add Colour to Work Life

During the outbreak of SARS in 2003, Hong Kong people were facing unprecedented challenges. 'The economy then was shrinking, many companies were forced to close down and many employees were being laid off. Hong Kong people's morale was exceptionally low. Although Vital has recorded a loss that year, CFSC didn't give up this service and the colleagues didn't give up either. Instead they worked harder to develop innovative services in response to the needs in market, turning adversity into opportunity. Vital grew from having only a few dozen customers during the SARS period to more than 500 now.' Wicky said that the SARS case has always reminded herself and the partner organisations to continue the passion of 'overcoming adversity and smiling again'. The crisis also inspired them to understand the pressures employees faced.

'In recent years, corporates are more attended to the psychological well-being of employees, hoping they will be able to achieve work-life balance.' Therefore, Vital organises health-related workshops for employees from time to time, having a professional team to tailor the training programmes for the corporates. Stress and emotions management workshops were organised with a bid to ease stress in workplace.

Working at Vital for over 10 years, Wicky said the most unforgettable case is the 'Lamma ferry tragedy'. 'That night when we were informed about the accident, we got ourselves prepared immediately and mobilised all colleagues to handle this crisis together. We organised Crisis Management Briefing, provided counselling to employees and their family members to relieve their stress and hopefully to minimize the traumatic consequences that arose from the tragedy.' When facing this kind of sudden large-scale disaster, colleagues were all in a deep sense of grief emotions. They supported each other, demonstrated their professionalism.

Nowadays, people are facing lots of stress in life. Wicky hopes that Vital can help people to reduce the pressure they are facing at work. Looking forward, Vital will keep growing with time and develop different strategies and services in response to the rapid changing society. Together with the corporate partners to build a happy workplace.

全人發展及專業培訓 Whole Person Development and Professional Training



以靈活及創新手法為兒童提供全方位培育
Offering children with comprehensive education through the use of lively and creative approach

成龍全人發展中心於1998年成立，有見此項特別服務深受社區人士歡迎，CFSC結集成功經驗，進一步拓展專業培訓服務，於2012年創立CFSC專業人才培訓中心。兩項特別服務配合不同年齡層人士的需要，協助他們發展潛能及追求終身學習。

幼兒和兒童期的培訓是發展學習能力非常重要的階段，我們在視覺感官、音樂發展、運動技能、舞蹈韻律、語言發展和學習效能等以靈活及創新的手法提供全方位培育。為達至全人發展的目標，我們會和各中小學合作，為學生舉辦活動和培訓。此外，我們亦與家長及學校緊密協作，除了舉辦親子活動和家長訓練講座外，我們也在學校提供支援服務，包括提供課外活動、輔助進修課程、校本和區本計劃服務等，以締造一個更理想的環境，讓兒童及青少年成長。

而成人培訓和發展則更為廣泛，由自我成長、人際關係、興趣發展、語言學習、創意手作、健康保健等各種鍛鍊，甚至進一步發展專業技能，提升個人潛能、發揮自我，以追求終身學習並達至全人發展的目標。

作為一所社會服務機構，我們特別關顧社會服務和醫護服務界別的從業員質素，因此，我們與相關專業機構及院校合作，攜手並肩提供各項職能培訓，提升本地醫護服務及社會服務人員的技能和素質，我們以多元學習方式、提高學習興趣、強化技能應用，加速達致學習成果。近年我們提供的課程更為廣泛，包括有幼兒教育、園藝治療應用證書課程、物理治療助理證書課程、心理精神療法證書課程、「幽默與人際關係」工作坊、全方位小學學生輔導行政實務課程、伸展導師證書課程、教練技巧等。

我們是一間學習型機構，採納具前瞻性的人才發展策略、配以最優秀的師資、最佳的學習環境、豐富的實踐經驗和緊貼職場發展需要而提供專業培訓，讓學員充分發揮個人潛力，踏上成功之路，邁向快樂進步的人生。

Jackie Chan Whole Person Development Centre was established in 1988 and the services are most welcomed by community members. Taking the successful experience on board, CFSC has expanded its service to Professional Training Services. The Professional Talent Training Center was set up in 2012. Both centers aim at developing people's talent and encouraging people to pursue life-long learning.

Training during infant and childhood stages is critical to the built-up of learning abilities. We adopt flexible and innovative approaches to provide comprehensive training in visual senses, music sportsmanship skills, dance and rhythm, language development, and learning efficacy. By collaborating with primary and secondary schools, CFSC would work closely with the parents and schools in organising family activities, parental training seminars, school support services, extra-curricular activities, tutorials, continuing education courses, and school-based and district-based services so as to create a more idealistic environment to enhance the development of our children and youth.

Scope of adult training and development are more extensive, covering a wide range of courses, from personal growth, interpersonal relationships, and development of interests, language learning, creative handicraft, and health wellness to the development of professional skills.

As a social service agency, we particularly concerns about the quality of social service medical and auxiliary service personnel. In this regard, we work closely with academic institutes and medical bodies to provide various vocational training, in order to enhance the knowledge and skills of local helping professional. By using diversified training approaches to increase learning motivation and strengthen practical knowledge, we enforce the training outcome of individuals. In recent years, we have provided trainings on child education, certificate course on horticultural therapy, training course on physiotherapy assistant, training on mental health and related therapy, workshop on 'human and interpersonal relationship, All Dimension course on counselling and Administrative Practices (Primary School), certificate courses for instructors in stretching and coaching skills...etc.

CFSC is a learning organisation which commits itself to talent development. Together with the best teaching team and learning environment, the finest practical experience and up-to-date information on career development needs, our service strives to equip individuals to the road of success and step towards a happy progressive life.

多元化成人培訓課程協助提升個人潛能及發揮自我
A diversified range of adult education programmes are introduced to help service users to enhance their potential and explore their true self

