Association for Engineering & Medical Volunteer Services

工程及醫療義務工作協會



Association for Engineering & Medical Volunteer Services

Social Servicing is Our Object,
Professional Volunteering is Our Way

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CHAIRMAN'S REMARKS

The first two years in the new millennium have turned out to be more challenging than expected. With the economic downturn and the increasing unemployment rate, the social welfare sector has been facing with more and more demand for services but with less and less supply of resources. EMV struggles with exactly the same situation like every other welfare agency but we are blessed to have the unfailing support of many sponsors and old friends who continue to give us a helping hand during such difficult time.

Given our mission to provide a comprehensive one-stop-shop service for the disabled and the elderly, we have been steering our services over the years to take care of every facet of our clients' needs. As such, we design and customize rehabilitation aids, develop rehabilitation software, provide community occupational therapy and home care services. As regards vocational training and employment, our sheltered workshop 'Endeavour' at Tuen Mun and our Desktop Publishing Center at Tung Tau offer access for different disability groups to work their way towards gainful employment. For those who manage to secure employment in the open market, our Supported Employment Service continues to offer necessary assistance until they settle down well with their jobs.

We pride ourselves as pioneer in service innovations and we continue to explore new technologies, develop new services as well as new ways of service delivery. With the generous support of the Hong Kong Jockey Club Charities Trust and the Lotteries Fund, an interactive Computer Training Net (i-net) was put into operation to serve the mentally handicapped. The Net provides a web site with comprehensive training

programmes and education materials which can be readily accessed via Internet. A series of computer program for memory training, perceptual training, eye hand co-ordination training and community orientation training are also developed for the elderly.

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With a growing population of electric wheelchair users, the demand for wheelchair maintenance, repair and technical support has increased over time. With the support of the Yu Shiu Kee Fund for the Disabled, electric wheelchair users can now rested upon our support in these uncharted areas. We do not only service electric wheelchairs, we also operate electric wheelchair rental and second-hand market to give the disabled more freedom of choice.

For many people in Hong Kong, life has never been so difficult before. But for those we have been serving, life has never been easy. While most people are concerned with quality of living today, our clients are still hoping for better quality of life, and yet they have never lost faith. From a smile on their faces, you would realize how little they are expecting and how easy they are satisfied. It is their faith and spirit that give us strength and determination to serve them well.

In spite of the bleak economy ahead, our focus in the coming years is to streamline our operations for productivity and quality enhancement. With your continual support and encouragement, we are confident to survive the storm of changes and to carry on with our commitment to serve the disabled and the elderly.



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ONORARY ADVISORS

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Dr. York CHOW

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Chairman Mr. CHAN Fan

Vice Chairman Mr. CHAN Yuk Keung, Simon

Financial Secretary Mr. LAW Chit Wai, Jeffrey

Committee Members Mr. CHAN Fuk Keung, Stanley

Dr. CHAN Hok Sum

Ms. CHENG Suk Kuen, Virginia

Mr. CHEUNG Kin Man, Wilson

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STAFF LIST (2000-2002)

Executive Director Ms. LUK Yim ling, Lisa

Executive Secretary Ms. AU Mei-chi, Venus

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Assistant Manager Mr. LAW Hing-wai, Robert

Social Worker Ms. CHAN Siu-yan, Christine

Training Assistant Mr. CHEUNG Chung-ki

Ms. CHOI Wing-yee

Ms. NG Sai-fun

Clerk Ms. LEUNG Cho-yee, Joey

Services report

Technical Aids Services for the Disabled (TASD)

The service aims at enhancing the independence of disabled persons through the design, fabrication, modification and repair of technical aids. The aids fabricated included daily living aids, seating and postural aids, training aids, mobility aids and rehabilitation aids etc. Besides, repair service for rehabilitation devices such as electronic speech aids, manual wheelchairs and power wheelchairs were also provided. In addition, clinical advice, consultation and recommendation on the design and appropriate-ness of technical aids for specific users were rendered.

During the reporting period, a number of new devices were designed and fabricated. Some of these new devices were developed through our own initiative while others were initiated by the users. They included



Technician was fabricating a special commode chair for children.

rehabilitation training equipment and daily living aids such as swing disc, velcro exercise board, fishing game, manipulation board, ramp & staircase set, dressing board, wheelchair transfer board, foot press wireless alarm, plug stand for hemodialysis, cans height adjusting platform for electric can-opener and combined commode & bath chair for bathtub. These equipment are used in the training of sensation, hand functions, upper and lower limb mobility as well as assisting disabled persons in managing their daily living tasks.

Besides these new products, three regular products were modified to enhance their functions. These products were FEPS switch, Palmar Grasp Switch and Wet Switch. The FEPS, which is an upper limb training equipment, was modified such that it could be used as a computer input device through the programmable keypad. Five levels of resistance were made available for the enhanced palmar grasp switch so that it can suit different training needs. The wet switch was modified to increase its sensitivity and accuracy.

Information on these new and enhanced devices was introduced to potential users and agencies through our web site and bulletin. Demonstration sessions were also organized. In collaboration with the Hong Kong Institute of Education, an aid demonstration workshop was held. Over 120 special school principals and students from the Institute of Education participated in this event. Aids demonstration sessions were also organised for over 50 rehabilitation workers.

To improve the after sale service, user instructions which on some complicated devices was complied and distributed to the users in the form of compact disc so as to facilitate them to utilise and install the devices. The service continued to solicit feedback on the products and

services from the users through distribution of users' satisfaction survey forms. The comments collected can help to improve the quality of the services rendered.

In the coming year, more product enhancement will be launched to upgrade the functions of some existing devices. New product ideas will also be collected to facilitate the development of new devices.

Statistics

Service provided	No. of clients served	
	<u>00-01</u>	<u>01-02</u>
Design and fabricate technical aids	15,291	16,168
Repair technical aids	6,159	6,526
Provide clinical assessment for disabled persons and elderly	19,305	20,425
Follow up and advise on the application of technical aids to disabled persons and elderly	16,195	17,133
Disseminate information on technical aids to rehabilitation and elderly service worker	612	636
Organize demonstration sessions	204	215

Computer Aids Services for the Disabled (CASD)

The service aims to design, fabricate, modify and repair computer and related accessories for disabled persons so as to enhance their independence in all aspects of their living.

In the past two years, the service continued to fabricate regular products such as programmable keypad, keyboard overlay, keyboard guard and scanning keyboard. These devices can help disabled persons to access the computer without confined by their disabilities. With the growing application of computer in rehabilitation settings, the demands for these input devices were increasing.

In addition to the fabrication of regular products, new products were also designed. The development of the universal scanning keyboard and the enlarged keyboard were in progress. The universal scanning keyboard enabled disabled persons to access computer independently and enabled them to use all specific functions under window environment. A group of volunteers met regularly to discuss the design of the device. The enlarged keyboard can facilitate elderly and disabled persons with low vision and/or weak hand function to control the keyboard conveniently and independently. A prototype was designed and fabricated and testing was carried out. Users' opinions were collected and, further amendments would be made in the coming year.

To support the application of rehabilitation software, a dancing mat with an interface box was also developed. It can be used as an input device and connected to computer through our programmable keypad. Rehabilitation workers were consulted during the design process such that the new design could meet the needs of disabled users. For the development of the project on Environment Control Unit (ECU), the design and fabrication was in progress.

With the growing application of computer in the training and rehabilitation of disabled persons, the demands for computer access devices had increased enormously during the past years. To cope with the demand, assistance was sought from the Plastics and Tooling Technology Development Centre of Vocational Training Council for batch production of keyboard guard. This arrangement can help to provide speedy service to the users.

Service promotion was made through the posting of all products on our web site and our quarterly bulletin. Demonstration sessions were organised to workers from rehabilitation agencies and special schools on an regular basis. It enabled them to have better understanding on the design and usage of our products. Through mutual communication, the users' opinions could also be solicited.



Our volunteers visted a disabled client to understand her special needs when access the computer.

To provide better after sale service to the service users, user manual, in form of compact disc, on some complicated products was compiled and distributed to the service users so that they could fully utilise all functions of the devices. User satisfaction form was sent together with each finished product so as to solicit comments and opinion from users regarding the product design, durability, reliability and usefulness. Information collected can help to improve the product design and upgrade the service quality continuously.

Statistics

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Service provided	No. of cla 00-01	ients served <u>01-02</u>
Design, fabricate and install computer aids	1,580	1,640
Design and fabricate computer software	640	665
Provide consultation service on computer for disabled persons	600	610
Provide repair & maintenance service for computer & computer aids	30	26
Organize demonstration session	204	215
Disseminate hardware/software information to users	665	696

Rehabilitation Software Library

Rehabilitation Software Library serves as a useful resource for rehabilitation professionals. The Library consists of a collection of software and related information which can be used as reference for rehabilitation professionals in the planning of their training and education programmes for their clients. At present, over 193 software were collected in our library. Amongst them, some were designed by our volunteers while others were collected from various sources. During the reporting period, the Library had a total of 112 individual and agency members.

During the past two years, five multi-media software namely, Time Recognition, Single Switch Training Program, Spatial Memory Training Program, Software Scanning Program and Fruit Recognition were designed by our volunteers. Two software, namely Catch Field Mouse and Matching were still in progress. These software were used in the training of the cognitive and memory functioning of disabled persons. These software can provide a vivid and interesting learning environment to the users which can enhance their learning motivation and effectiveness.

In order to meet the growing demands for multi-media software, more volunteers were recruited to assist in the development of rehabilitation software. Training courses on 'Flash 4' and 'Flash 5' were arranged for over twenty volunteers so as to equip them with the skills in the design and fabrication of multi-media software. Upon completion of the courses, they had started to design new training software for mentally handicapped users. Quarterly group meetings were held to monitor the progress and work out the technical problems they encountered in the design work. In the coming year, the service will concentrate on the development and promotion of the application of computer software in the training and rehabilitation of the elderly especially for those suffering from dementia.

Statistics

Service provided	No. of clients served	
	<u>00-01</u>	<u>01-02</u>
Membership of the library	104	112
Organize demonstration sessions	140	150
Loan and sale of software	4,000	4,250
Dissemination of information on hardware and software	665	700

Electronic Communication for the Disabled/ Interactive Computer Training Net for Mentally Handicapped Persons

The Electronic Communication for the Disabled aimed to encourage disabled persons to keep contact with the outside world through electronic mailing and to have access to a variety of information on our web site. The majority of the service users were physically handicapped persons. However, with the growing popularity of Internet, most physically handicapped users could now have direct access to information on the Internet. In view of the situation, the service was re-engineered to meet the special needs of mentally handicapped persons.

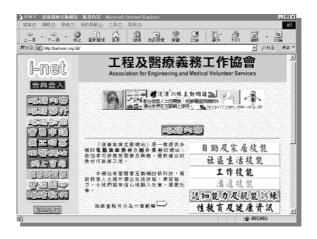
With the growing application of Information Technology in the training of mentally handicapped persons, a service gap emerged as relevant programs and materials were not readily available for use by the trainers. To bridge this gap, a training net was developed. With the funding support from the Hong Kong Jockey Club Charities Trust and the Lotteries Fund, the 'Interactive Net for Mentally Handicapped Persons' was launched since June 2001. The service aims to develop and provide systemic training programs to meet the daily training and learning needs of mentally handicapped persons through Internet. It also facilitates the application of technology in rehabilitation field.

The Net composes of two major parts, the graphic library and the training programs. In the Graphic Library, over 1,000 photos related to the daily activities of mentally handicapped persons were collected while 60 training programs were designed during the reporting period. All these programs and materials were posted on the Net under the six categories namely Self-Care & Domestic Skills; Communication Skills; Community Living Skills; Vocational Skills; Cognitive & Motor Functions and Sex Education & Health Issues. Besides, a bulletin board was established to facilitate communication and information sharing amongst members.

During this period, a total of 330 agencies, individuals and parents joined as members. The majority of them are rehabilitation workers from special schools, day activity centres, sheltered workshops, training centres, hospitals and special child care centres and over 6,160 mentally handicapped persons benefited from this service. The total login during this period was 17,499 with an average of around 1,500 login per month.

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Service promotion was launched and promotional pamphlets were sent to rehabilitation agencies, special schools and hospitals. To encourage more parents to utilise the service, promotion was also carried out amongst parents' associations and 49 had joined as members during this period. Technical support was provided to assist parents to online on Internet more smoothly.



The service of i-net was launched on June 2001.

Volunteers were recruited to help in the design and development of the training programs. Promotional pamphlets were sent to tertiary institutions as well as most leading newspapers. Recruitment was also made through our website. Five new volunteers were recruited and a 'Flash 5' training course which composed of four training sessions were organised. Upon completion of the course, they had started to design the training programs.

Evaluation on the service was conducted during this period. It aimed to solicit members' comments and feedback on the design of the programs as well as the training materials. Service evaluation form was posted on the Net and all users were welcome to send in their suggestions and opinions regarding the design and application of the programs. Their overall comments were positive and encouraging.



RSL volunteers were participating in Flash 5 software training.

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The Management Committee which consisted of occupational therapist, computer engineer and management personnel met quarterly. Their main role was to monitor the development of the service and provide consultation and technical support for the operation system. Guidance and recommendations on the content and design of the programs were also provided.

Statistics

Service provided No		o. of clients served	
	<u>00-01</u>	<u>01-02</u>	
Membership of the i-net	-	330	
Design & fabricate training programs	-	6,160	
Demonstration and promotion to potential us	ser -	200	
Provide technical support to users	-	100	

Home Care Service

The service had operated for more than two years and had completed over two third of the contract period. During the reporting period, the service continued to render home care to elderly, disabled persons and needy families who are incapable of looking after themselves or maintaining the normal functioning of their household. The ultimate goal is to enable them to continue living in their familiar community. Three teams covering Wong Tai Sin, Tsz Wan Shan and Wang Tau Hom area were operated.

As the service's catchment area has a large elderly population, there is considerable demand for service. As at March 2002, the total no. of service users served had exceeded 360 and the majority of them was frail elderly. These users, mostly referred by hospitals and clinics, were being assessed by our social workers. Based on the information collected, individual care plan and care tasks were designed, taking into account the preferences of the service users. Appropriate services such as nursing/personal care, escort, household cleaning and meal delivery were also rendered. Regular review of the care plan and care tasks was conducted to ensure that the services provided can meet the users' changing needs. For the frail elderly, medical advice and consultation were significant to enable them to maintain a healthy life. To cater for this need, visits by nurse volunteers were arranged. During the past two years, 241 visits were paid by our nurse volunteers.

Community Occupational Therapy, which aims to improve the functioning and environmental safety of the elderly was also rendered. During the reporting period, 229 service users were being served. In addition to these regular services, social and recreational activities including outings, visits, talks and birthday parties were also organised. Volunteer visits were arranged to provide social and emotional support to those elderly who were socially isolated and depressed.

To ensure that the services rendered are up to the satisfaction of the service users, regular evaluation of the service was conducted. Simple phone surveys were conducted in June 2000 and July 2001. Internal audit was carried out by members of the Management Committee in January 2001 and January 2002 respectively. In addition, the Social Welfare Department had also launched User Satisfaction Surveys in both December 2001and February 2002. Through these exercises, feedback from users was collected for further improvement of the service.

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Staff's attitude and skills are the major determinants of the service quality. To upgrade the skills and knowledge of the staff, regular staff development programs were organised. In addition to training programs, visits to other elderly service units were also arranged during this year so as to enhance staff's understanding of the operation of other elderly service. units Regular sharing sessions amongst staff were also held such that they could share their experience and skills. Staff retreat camp, which aimed at team building and enhancing team spirit were organised in December 2000 and June 2001. In view of the positive responses from the participants, this activity will be organised on an annual basis.

Community Occupational Therapy

The service aims at maximizing disabled persons' functioning so that they can live independently in the community and to improve their quality of life. The scope of service includes:

- (a) assessment and training on daily living tasks;
- (b) consultation on modification of home and work place;
- (c) recommendation and provision of assistive devices; and
- (d) education for care-givers.

During the reporting period, there was a significant increase in demand for the service and majority of the service users was elderly. They were mostly referred from home help teams, multi-service centres for the elderly and social centres for the elderly. The service provided included assessment, training, education, treatment, aids prescription and advice on home modification.

With the government's policy to assist frail elderly to continue living in the community, there was growing demand for enhancing the existing home based services for the elderly. In the past years, contracted occupational therapy service was provided to some agencies serving the elderly. The service package included physical, environmental and function al assessments; physical and functional training; carers training, educational talks, aids prescription and advice on home modification. As the service had accumulated experience in serving the elderly throughout the past years, it enabled the rendering of quality service and positive feedback was received from the service users.

In the coming year, training packages on common exercises will be developed to facilitate carers/helpers to carry out training for the service users. Besides, the Rehabilitation Aids on Loan Scheme will continue to loan aids to service users so that they can carry out the prescribed training at home.

Statistics

Service provided	No. of clien	ts served
	<u>00-01</u>	<u>01-02</u>
Provide assessment on activities of daily living	199	210
Provide training on activities of daily living	199	210
Recommend & provide appropriate daily living aids	159	168

Care for the Elderly Living Alone

With the rapid growth in the elderly population in Hong Kong, there is increasing concern over the social and health aspects of those elderly who are living alone. To address this issue, the Care for the Elderly Living Alone Service was first started in 1990.

The service aims to provide social and psychological support for those living alone elderly as well as those receiving little support from their family. Preventive measure on health care and home safety were also rendered whenever necessary. Through regular visits, volunteers could provide emotional and psychological support to the elderly so as to reduce their sense of loneliness and widen their social network. Besides, volunteers also paid attention on the elderly's health conditions and home safety. Referrals to our nurse volunteers were made to provide medical consultation and to advise on medication whenever necessary. Through this service, early detection of any social and health problems can be made and appropriate treatment can be rendered.

During the reporting period, 47 volunteers were recruited to visit 54 elderly who were referred by Hong Kong Christian Service Shek Kip Mei Home Help Team and the Wong Tai Sin Home Care Teams of our Association. These volunteers were required to visit and contact the elderly for at least twice per month. To prepare the volunteers to carry out the service, a series of training on common geriatric illnesses, social resources and communication skills were organised. Regular sharing meetings were held so as to provide opportunities for the volunteers to share the difficulties encountered during the service delivery. Five elderly were referred to our nurse volunteers for the provision of simple medical check-up, medical consultation and to advise on medication and balanced diet.

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During the same period, 209 elderly from our Wong Tai Sin Home Care Teams were visited by nurse volunteers. These elderly were largely physically weak and home bounded. Through these visits, advice on medication, personal hygiene, geriatric illnesses and balanced diet were rendered. Besides, the elderly could also obtain professional consultation which was essential for them to maintain healthy living.

Statistics

Service provided	No. of clients served	
	<u>00-01</u>	<u>01-02</u>
Home visit	113	119
Medical check up	113	115
Training for volunteer	63	64
Sharing Sessions for volunteer	48	48

Supported Employment Service

The operation of Supported Employment Service was first started in March 1995. It is a form of employment for disabled persons which allows them to work in an integrated and open setting with the provision of ongoing support.

The service is subvented by the Social Welfare Department. It aims to provide pre-job assessment, skills training, job counselling, on-the-job support and follow up services for disabled persons. Individual job placement model was adopted. During the first year of its operation in 1995, the service capacity was only 10. With the growing demand for the service, the capacity was expanded to 30 from October 1996. In April 1998, the capacity was further expanded to 40. From December 2000 onwards, the capacity was expanded again from 40 to 50. Since September 2001, the capacity was further extended to 70.

In order to cope with the increasing workload, three new assistant placement officers were employed to handle the additional cases during the reporting period. Two of them were attached to the Association's sheltered workshop in Fu Tai Estate, Tuen Mun and to serve the service users in New Territories (West). From March 2001 onwards, with the subvention from Social Welfare Department, 2 full time and 1 part time programme assistants were employed on a time-limited basis. As there is great demand for the service, application for expansion of capacity will be made if the Social Welfare Department calls for application in the future.

Under the coordination of the Marketing Consultancy Office (Rehabilitation) of the Social Welfare Department, a Car Washing Service had started in Tuen Mun Hospital and Tuen Mun Civil Servants Quarter since March 2002, which could provide more job opportunities for disabled persons.

As from April 2000 to March 2002, job placement was arranged for 195 disabled persons and 69 of them were able to retain in their jobs for 6 months or more. The jobs secured included pamphlet distribution, telemarketing, cleansing, clerical work, shopkeeping and property management, etc. Their average monthly salary was around \$4,300. The major clientele served were ex-mentally ill and physically handicapped persons.

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In order to equip the service users with skills that could enhance their competitiveness in the job market, funding from the Employee Retraining Board was applied to support the organisation of two Pre-job Vocational Training Courses in September 2000 and January 2001.

Regular promotional exercises are launched through sending and faxing the service pamphlets and promotional materials. A new pamphlet was produced in January 2002. As a result of the promotion, contact was established with some new referring sources.

Throughout the past years, close liaison was established with some new employers who were largely identified through newspapers, Internet or walk-in interviews. They had developed confidence in the employment of disabled persons and usually, they gave our service users priority for job interview whenever they have vacancies in their companies. However, in order to serve more disabled persons, there was the need to continuously explore new employment opportunities which could match the abilities and interests of our service users.

Jockey Club Desktop Publishing Centre

The centre aims to provide training and work opportunities for disabled persons on word processing, data input, desktop publishing, design and printing. Upon expiry of financial support from the Hong Kong Jockey Club Charities Trust, the centre started to operate on a self finance basis. The centre was managed by two full time staff and one part time staff namely, the manager, the printing supervisor and an office assistant. They were responsible for the daily operation of the centre. The centre's management committee which composed of professionals from related fields, continued to render expertise advice on the development and management of the centre.

Operated on a commercial mode, the centre has to compete with other counterparts in the market for business. Though the local economy had experienced a major setback during the past two years, fortunately, business of the centre still remained stable. Business volume for 2000-2001 and 2001-2002 were HK\$1,170,000 and HK\$1,168,000.00 respectively. The centre was able to maintain steady development despite the unfavourable economical climate. The centre still concentrated on obtaining data input jobs which were large scale and could be handled by the majority of the trainees. During this period, a number of new customers contracted out data input jobs to the centre. Amongst them was Dun & Bradstreet, which is a renowned international company. The company also provided equipment, training and technical support to the centre. New job orders from some religious organisations and schools were also obtained. Regular promotional exercises were launched so as to add more new customers to the existing list. Pamphlets on the service were sent to targeted companies and telephone follow up was made afterwards. Through these exercises, new job orders were obtained. With the availability of additional customers, more disabled persons can join and benefit from the centre.

Various types of disabled persons were admitted to the centre. They included physically handicapped, ex-mentally ill and chronically ill persons. Their average monthly allowance during this period was around \$2,600. Taking into account the present economic situation, this level was considered to be acceptable. In the coming time, the centre will strive to obtain more job orders such that the disabled persons can have more training opportunities and can attain a higher level of allowance.

During the reporting period, twelve trainees left the centre due to health reasons, to receive further training or had attained open employment. New trainees who possessed basic computer skills were admitted. Individual coaching was provided to assist them to upgrade their skills so that they could take up job orders. Moreover, skills training courses were also organised for the existing trainees so as to enhance their competitive-ness and prepare them for open employment. In the past 2 years, training courses on Firework, Flash 5 and video editing were organised. With the availability of new skills and knowledge, the scope of jobs can be expanded and more training and work opportunities can be obtained.

Statistics

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Service provided	No. of clients served	
	<u>00-01</u>	<u>01-02</u>
To provide job opportunities for disabled persons in desktop publishing, data processing, printing and mailing	33	35
To provide training opportunities for disabled persons	22	26

Independent Living Fund

The Fund aims to provide financial support to disabled persons in the form of interest free loan for the purchase of rehabilitation aids which can enhance their independence as well as their quality of life.

At present, the upper limit of the loan is HK\$50,000.00 and the maximum repayment period is 48 months. The loan is to be repaid by monthly installment. A guarantor is required for each application so as to ensure that the loan can be repaid as scheduled. Each application has to be examined by the Management Committee of the Fund and subsequently endorsed by the Executive Committee of the Association before the loan is granted.

During the reporting period, there was steady growth in the demand for the service and totally 47 applications were received. The majority of



A Physical handicapped person applied our interest free loan to purchase a second-hand motor car to facilitate his daily mobility.

the applicants were physically handicapped and visually impaired persons. The most popular equipment that the applicants applied to purchase were computer and accessories, motor car and electric wheelchair. Most of the loans granted were below HK\$10,000.00 and over HK\$30,000.00. Over HK\$2 million was loaned to disabled persons during the past two years.

Up till now, the operation of the Fund was smooth and no bad debts had incurred. Promotion was made through our web site and the social hotline of the Hong Kong Council of Social Service. Through regular promotion, more needy disabled persons can make use of this resource and benefit from the Fund.

Statistics

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Service provided	No. of clients served	
	<u>00-01</u>	<u>01-02</u>
Enquiries	79	81
Number of application	43	47
Provide interest free loan	36	44
Provision of advice on the selection of appropriate devices	36	44
Assessment of the social & financial condition of the applicant	41	47

Occupational Therapy/Physiotherapy Services

The service concentrates on the provision of educational talks, seminars and training for different parties such as caregivers, elderly, volunteers and general public. During the reporting period, the most commonly requested topics were related to the occupational health and safety for personal care workers. Through these talks and workshops, the care workers' occupational health can be enhanced and the service quality can also be upgraded. Other hot topics were mostly related to the caring of elderly, such as selection of appropriate aids, home safety of elderly, rehabilitation exercises and transfer techniques. With the acquisition of proper skills, better services can be rendered.

In the coming time, effort will be put to develop more training topics especially on the promotion of occupational safety and elderly related knowledge for care workers and carers.



■ Elderly were attending an Osteoarthritis Knee Exercise Group.

Statistics

Service provided	No. of clients served	
	<u>00-01</u>	<u>01-02</u>
Organize workshops and seminars for caregivers, volunteers, elderly and	212	222
general public		

N EW PROJECT

The Endeavor

The Endeavor is the first sheltered workshop operated by the Association. Subvented by the Social Welfare Department, the workshop commenced operation since March 2002. It aims to provide vocational rehabilitation to various types of disabled persons including the physically handicapped, the mentally handicapped and ex-mentally ill persons. The Endeavor provides a stimulated work environment to facilitate upward mobility of the service users and the ultimate goal is to enable them to proceed to supported or open employment.

At its full capacity, the workshop will serve no less than 130 disabled persons. These service users were admitted by phase and it was planned that the workshop will reach full capacity by June 2002. As at 31 March 2002, 26 service users were admitted and 8 staff were recruited.

The workshop is managed by a centre manager, an assistant centre manager, a social worker and 16 operational staff including operational supervisors, training assistants, clerks and program assistant. Prior to the operation date, a two month preparatory period was supported by the Social Welfare Department. In January 2002, the centre manager was recruited to start with the setting up work, staff recruitment, planning, budgeting and case processing and admission.

It is our belief that sheltered work service is only a transitional stage to assist disabled persons to achieve upward mobility which their disabilities allowed. The Endeavor creates a positive and dynamic culture which enables the service users to envisage that they can also have a career path. Moreover, in response to the changes in the economic structure

of Hong Kong, service oriented and commercially oriented mode of operation are adopted. The current production lines mainly concentrated on the provision of services such as data input and desktop publishing, banner production, laundry, domestic cleaning, car wash, courier service and packaging. Effort will be put to explore other business opportunities so that the service users can be trained to manage different types of jobs. In order to equip the service users with skills in cleaning, service users were arranged to attend a one week training course on cleaning organised by Tuen Mun Skills Centre of Vocational Training Council. Relevant training courses will be organised for the service users in the coming future whenever appropriate.

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The service users were participating the training to manage different types of jobs.

MEMBERS AND VOLUNTEERS

The implementation of our services largely depended on the participation of our volunteers. In order to maintain smooth operation of our services, efforts had to be put on the recruitment, training, motivating and retention of volunteers. Regular recruitment was made through our web site and newspapers. During the reporting period, volunteer recruitment exercises were mainly launched in conjunction with the development of our services so that the volunteers recruited could make use of their professional expertise and join our services readily.

During the reporting period, 64 new volunteers joined our volunteer services. As at March 2002, the Association had a total number of 382 members and volunteers. Orientation program was organised for new comers so that they had a thorough understanding of the services operated by our Association. Upon completion of the orientation program, they started to assist in various kinds of volunteer tasks in accordance with their own interest and specific professional skills. Relevant training programs, visits and demonstrations were also organised so as to equip them with the necessary skills for effective service delivery.

To recognise and extend our appreciation for their devotion and enthusiasm, 25 volunteers were nominated for Volunteer Award of the Volunteer Movement organised by the Social Welfare Department. At the same time, 15 volunteers were awarded the Long Service Volunteer Award and 3 volunteers were awarded the Outstanding Volunteer Award organised by the Association. Special bookmark was designed and distributed to all members and volunteers as a token of appreciation for their continuous support to the Association.

Statistics

Service provided	No. of clients served	
	<u>00-01</u>	01-02
Visit and activities	28	30
Recruitment of volunteer	32	32
Orientation for new volunteer	32	32
Organize Outstanding Volunteer Award	23	20

工程及醫療義務工作協會



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主席報告

在這個新紀元開始的首兩年,各方面的情況均較預期中更具挑戰性,隨著經濟下滑及失業率高企,社會福利界需要利用越來越少的資源去應付日益增加的服務需求,本會亦與其他社會服務機構面對同一困境。幸而在這段困難時期,本會的長期支持者仍然繼續向我們伸出援手。

爲了實踐我們爲殘疾人士及長者提供全面性及一站式服務的信念,在過去兩年,我們繼續朝著照顧服務使用者不同方面需要的目標 邁進 爲服務使用者設計及製作復康器材、提供社區職業治療服務及 家居照顧服務等。在職業復康服務方面,我們位於屯門的庇護工場及 東頭村的桌面排版中心,爲不同類別的殘疾人士提供多類型的訓練及 工作機會,而輔助就業服務則爲一些能公開就業的殘疾人士提供支 援,直至他們能夠在工作上安頓下來。

我們一直爲自己作爲一個推行創新服務的先驅者而感到自豪,並本著這種精神繼續發掘新的科技,發展新的服務種類及服務模式。藉著香港賽馬會慈善信託基金及獎券基金的支持,我們成立了一個爲弱智人士而設的復康互動網站,社會人士透過互聯網便能連接到這個網站,網站提供一系列的訓練教材,內容包括記憶力、感知、手眼協調及社區認識等訓練項目。

隨著電動輪椅使用者的不斷增加,在輪椅維修、保養及支援方面的需求亦日益增多。藉著余兆麒殘疾人士基金的資助,電動輪椅使用者現在也能在這方面得到協助。此外,我們亦有提供輪椅租借及二手市場服務,令殘疾人士能有更多的選擇。

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對於不少香港人,過去數年是一個非常艱苦的時期,而對我們的 服務使用者而言,生活更是從未容易過。當大部份人都關注自己的生 活質素,我們的服務使用者同樣亦希望改善生活質素,但他們卻從沒 有氣餒,由他們面上的笑容,便可以知道他們的要求是那麼微少,而 他們是多麼容易感到滿足,他們的信念及精神正是推動我們提供服務 的決心的一大動力。

面對黯淡的經濟前景,我們未來將會專注於精簡現有的運作,以 提高服務質素及生產力。全賴你們的支持及鼓勵,我們有信心在這個 轉變中生存並實踐我們對長者及殘疾人士的承諾。 EMY

費助人

蔣震博士

名譽顧問

周永新教授

周一嶽醫生

方心淑博士

方心讓爵士

馮戩雲教授

金新宇教授

李文彬太平紳士

梁秉中教授

譚惠珠女士

名譽核數師及財務顧問

胡定旭

安永會計師事務所

弄 行委員會(二零零零年至二零零二年)

主 席 陳 帆先生

副主席 陳玉強先生

財務秘書 羅哲偉先生

委員 陳福強先生

陳學深醫生

鄭淑娟女士

張健民先生

范麗珠小姐

用於 則 員名單(二零零零年至二零零二年)

總 幹 事陸艷玲小姐執行幹事區美智小姐職業治療師鄭祖榮先生

馬麗歡小姐蘇心潔小姐

輔助就業服務

輔助就業主任 林雪芬小姐 助理輔助就業主任 歐陽漢零小姐

> 陳俊熙先生 鄭志強先生 何凱怡小姐 劉桂芳小姐

桌面排版中心經理 張麗英小姐

製作主任 吳雄雄先生

活動助理
陳穎妍小姐

梁玉嬋小姐 唐翠鳳小姐 黄永華先生

家居照顧服務

鄧允慈小姐

丘國權先生

 活動助理
 高鳳瓊小姐

 文
 員
 陳愛玉小姐

劉桂芳小姐

楊承熹先生

<u>展毅中心</u>

經理張家樂先生副經理羅慶偉先生社工陳少茵小姐

訓練助理 張中奇先生

蔡詠儀小姐 吳世芬小姐

文 員 梁祖兒小姐

服務報告

弱能人士輔助儀器製作服務

是項服務旨在爲殘疾人士設計、製作、改良及維修輔助儀器,以 協助他們過獨立生活,這些儀器包括日常生活輔助儀器、特別椅、復 康儀器及訓練輔助器材等。此外,本會亦提供輔助儀器例如電動及手 動輪椅、電子語言輔助器等的維修服務,同時,本會更會爲有特別需 要的殘疾人士就有關儀器的設計、實用性及治療性等各方面提供專業 建議。

在過去兩年,我們設計及製作了多項新產品。這些產品的設計概念部份由本會構思,而部份則由服務使用者建議,其中包括圓柱板韆鞦、魔術貼手功能訓練器、吊魚訓練器、手功能訓練器、樓梯斜板、輪椅轉移板、足按無線警鐘及罐頭高度調校器等,這些儀器均可用於感官、手部功能、上下肢活動的訓練及協助殘疾人士掌握日常生活技能。

除了上述新產品,我們也改良了三個舊產品,其中手腕及前臂活動幅度訓練器經改良後可透過使用鍵盤功能模擬器成為一個電腦輸入的工具;手握力訓練器則增加了五個不同程度的握力以配合訓練的需要;而尿濕指示器則增強了其敏感度及準確度。

我們會透過網址及季刊,向有關機構及服務使用者推介新儀器的 資料,同時亦會舉辦示範及講座介紹各種新產品。在二零零一年三 月,本會曾於香港教育學院舉辦的一個工作坊內,向與會的一百二十 位參加者介紹本會的產品。本會亦有定期舉辦儀器示範,在過去兩年 共招待了八十五位從事復康工作的同工參與有關示範。 爲了提供更佳的儀器售後服務,我們爲個別較複雜的儀器製作了 使用手冊,並製成光碟,分發給有關服務使用者,以方便他們安裝及 使用這些儀器。此外,本會亦會繼續透過「使用者意見調查表」, 收集使用者對產品及服務的意見,以改善服務的質素。

在來年,本會除了繼續製作新的儀器外,亦會致力提升現有儀器的功能,以切合殘疾人士的需要。

統計數字

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所提供服務	接受服務人數	
	<u>00-01</u>	<u>01-02</u>
設計及製造輔助儀器	15,291	16,168
維修輔助儀器	6,159	6,526
爲傷殘人士及長者提供臨床評估	19,305	20,425
爲傷殘人士及長者提供使用儀器 的跟進及諮詢服務	16,195	17,133
爲老人服務及復康工作者 提供輔助儀器的資料	612	636
安排示範講座	204	215

弱能人士電腦輔助儀器製作服務

這項服務旨在爲殘疾人士設計、製作、改裝及發展電腦輔助儀器,以提高他們的獨立生活能力。

在過去兩年,本服務繼續爲殘疾人士製造一些協助他們使用電腦的儀器,包括鍵盤功能模擬器、鍵盤介面器、鍵盤罩及掃描鍵盤等。這些設備可幫助殘疾人士不受限制地使用電腦。由於復康界在日常訓練中已廣泛使用電腦,因此對各種電腦輔助儀器的需求也與日俱增。

除了製造常規產品外,我們亦有設計新的產品,其中多功能電腦 素描器及放大鍵盤的設計和製作均在進行階段,前者能讓殘疾人士獨 立操控電腦,並可在視窗環境中運作,負責這個項目的義工會定期開 會解決一些技術性的問題;而後者則方便弱視或有手部功能障礙的人 士獨立及靈活地使用鍵盤,我們已製造了產品的雛形,並安排服務使 用者進行測試,以收集他們的意見,將產品再加以改良。

另外,爲了方便服務使用者使用各種復康軟件,我們設計了一張跳舞氈,這是一個輸入儀器,可以透過鍵盤功能模擬器接駁電腦。同樣,我們會就產品的功能及設計,諮詢服務使用者,以便能配合他們的需要。而環境控制器的設計及製作則仍在進行當中。

由於復康機構已廣泛應用電腦科技於殘疾人士的訓練及復康工作,故此是項服務的需求繼續有增長,爲了應付有關需求,我們在職業訓練局塑膠模具科技發展中心的協助下,製造了一批鍵盤罩,可即時提供予有需要人士使用,使服務使用者能得到更有效率的服務。

爲了向服務使用者介紹我們的新產品及服務,我們會將有關新產

品的資料刊登在本會網址及季刊內,同時亦定期舉辦示範及講座,以加深他們對產品的了解,並取得他們對產品設計及使用方面的意見。

我們爲了提供更佳的售後服務,特別爲個別較複雜的產品製作了使用者手冊,並製成光碟,隨儀器分發予使用者,以協助他們安裝及使用儀器。我們亦同時隨儀器附上使用者意見調查表,以收集使用者對產品的設計、耐用性、可靠性及功能方面的意見,作爲改良產品及提升服務質素的參考。

統計數字

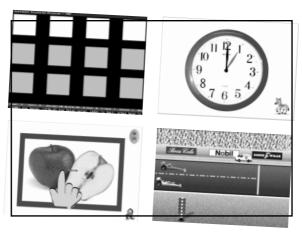
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所提供服務	接受服務人數	
	<u>00-01</u>	<u>01-02</u>
設計、製造及安裝電腦硬件	1,580	1,640
設計及製造電腦軟件	640	665
爲殘疾人士提供電腦諮詢服務	600	610
爲殘疾人士提供電腦維修服務	30	26
示範電腦硬件及軟件的使用	204	215
向服務使用者分發有關復康硬件 及軟件資料	665	696

復康軟件圖書庫

「復康軟件圖書庫」收集了一系列與復康有關的硬件、軟件及資料,爲從事復康工作的人士提供有用的資源,以協助他們爲服務使用者設計訓練及教育課程。目前圖書庫已收藏超過一百九十套軟件,部份軟件由本會的義工設計,其他則是由不同渠道收集而來,截至二零零二年三月底,圖書庫共有一百一十二個個人及機構會員。

在過去兩年,義工們共設計及完成了五個多媒體軟件,包括「認識時間」、「單按式開關」、「空間認知」、「軟件掃描式開關」及「認識水果」,此外,「捉田鼠」及「配對軟件」則正在製作中。這些軟件可用作訓練殘疾人士的認知及記憶能力,透過使用這些軟件,使用者便能夠在一個生動有趣的學習環境中學習,從而增強學習動機及成效。



■ 義工們設計的多媒體復康軟件。

Ф

鑑於使用電腦訓練殘疾人士的成效有目共睹,故對軟件的需求亦續有增加,爲了應付需求,我們招募了二十多位義工協助設計軟件,並爲義工舉辦了「Flash 4」及「Flash 5」訓練課程,使他們能夠掌握多媒體軟件的設計及製作技巧。課程完結後,他們便投入軟件的製作工作;義工們並會定期開會,報告工作進展及嘗試解決設計過程中遇到的技術困難。在來年,我們會致力發展訓練長者特別是患有癡呆症長者的多媒體軟件,並將之推廣予從事安老服務的人員。

統計數字

所提供服務	接受制	接受服務人數	
	<u>00-01</u>	<u>01-02</u>	
圖書庫會員數目	104	112	
示範及訓練課程	140	150	
軟件外借及出售	4,000	4,250	
分發有關軟件及硬件資料	665	700	

展能通訊/復康訓練互動網站

展能通訊的目的是鼓勵殘疾人士透過使用電腦與外界保持接觸及從我們所提供的網址內取得更多資訊,大部份的使用者均爲肢體傷殘人士。隨著互聯網的普及化,大部份肢體傷殘人士已能直接從互聯網上取得資訊,有見及此,我們遂將服務重整,集中爲智障人士提供服務。

鑑於應用科技於訓練弱智人士日趨普及,但可供使用的相關訓練 教材及資料則甚爲缺乏,爲了塡補這個缺口,我們於二零零一年六月 開始,承蒙香港賽馬會慈善信託基金及獎券基金的資助,開展了「復 康訓練互動網站」,旨在發展一系列的網上訓練教材,供訓練弱智人 士時使用,這項服務亦能推動復康界使用有關科技。

網站由兩個主要部份組成,即圖像庫及訓練教材,其中圖像庫收集了超過一千幅與日常生活有關的圖片。此外,在過去兩年,我們共製作了六十個訓練教材,並將教材放在網站內,教材分爲六大類別,包括「自理及家居技能」、「社區生活技能」、「工作技能」、「溝通技能」、「認知能力/肌能訓練」及「性教育/健康資訊」。我們更設立了一個網上交流園地,供從事復康工作的人士交換心得及資訊。

截至二零零二年三月,共有三百三十間機構、家長及個人成爲網 站的會員,其中機構會員大部份爲特殊學校、日間訓練中心、庇護工 場、訓練中心、醫院及特殊幼兒中心,受惠人數超過六千人,總瀏覽 人次共一萬七千四百九十九,而每月的平均瀏覽人次則爲一千五百。

爲了向服務使用者推介這項服務,我們將服務單張寄發予各復康 機構、特殊學校及醫院等。爲鼓勵更多家長使用服務,我們多次向家 長組織推廣服務,現時共有四十九位家長加入成爲會員,我們並有爲他們提供技術支援,以確保他們能順利使用服務。

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此外,我們亦有透過各大院校、報章及本會網站招募義工,以協助設計及製作訓練教材,直至現時爲止,我們共招募了五位義工,並爲他們舉辦了「Flash 5」的訓練課程,課程完結後,他們已投入設計訓練教材。

我們亦曾爲服務進行檢討,希望從中取得會員對訓練教材的意見,主要是透過在網上分發服務評估表,並歡迎所有會員提出意見, 而這欠檢討所收回的評價絕大部份都是正面及令人鼓舞的。



■ 在研討會中介紹 i-net 網站的服務內容。

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網站的管理委員會由職業治療師、電腦工程師及管理方面的專業人士所組成,主要職責是監察服務的進展、提供諮詢及技術支援,同時亦會爲訓練教材的內容及設計提供意見。

統計數字

所提供服務	接受服務人數	
	<u>00-01</u>	<u>01-02</u>
復康訓練互動網站會員數目	-	330
設計及製作網站訓練程式	-	6,160
向使用者示範網站操作	-	200
爲會員提供技術支援	-	100

家居照顧服務

本服務運作至今已超過兩年,且已完成了合約期的三分之二。在 過去兩年,本會繼續爲長者、殘疾人士及未能自我照顧和維持日常生 活的家庭提供服務,目標是協助上述人土繼續留在他們熟悉的社區生 活。現時服務範圍包括黃大仙、慈雲山及橫頭磡,分別由三個家居照 顧服務隊伍負責。

由於服務範圍集中於高齡人口較多的地區,因此對本服務有十分殷切的需求。截至二零零二年三月底,共有超過三百六十位長者、殘疾人士及家庭使用此服務,其中大部份為體弱多病的長者,他們大多是由醫院、診所或家庭服務中心轉介,再經家居照顧隊的社工評估,然後按服務使用者的需要及意願,擬訂一個個人護理計劃及護理項目,所提供的服務包括護理/個人照顧服務、膳食、護送、洗衣、購物及家居清潔等。家居照顧隊會定期檢討每位服務使用者的護理計劃,以確保服務能切合服務使用者的轉變及需要。由於長者的健康情況會隨著年齡而逐漸衰退,故醫療及輔助醫療服務對維持長者的健康有很大的幫助,爲此本會會安排護士義工探訪有需要的長者,爲他們提供醫療方面的諮詢服務。在過去兩年,本會共安排了二百多次的護士探訪。

此外,我們亦有爲有需要的長者提供社康職業治療服務,以改善 他們的活動能力及家居安全,在過去兩年,我們共爲二百二十多位服 務使用者提供了社康職業治療服務。除了上述服務外,我們亦有定期 舉辦不同的社交及康樂活動如旅行、參觀、講座及生日會等,以豐富 他們的生活及令他們與社會保持接觸。我們亦會爲一些缺乏支援網絡 的長者安排定期義工探訪,使他們能夠得到情緒上的支持。 \oplus

爲提升服務的質素,我們會定期進行服務檢討,本會於二零零零年六月及二零零一年七月透過電話訪問進行了兩次意見調查,而本服務的管理委員會亦於二零零一年一月及二零零二年一月進行了兩次內部審查,同時社會福利署也於二零零一年十二月及二零零二年二月進行了兩次服務使用者意見調查。透過這些考核,我們可以收集服務使用者的意見及批評,以改善服務的質素。

職員的工作態度及技巧對服務的質素有很大的影響,爲此本會會定期舉辦員工的培訓課程,以提升他們的技巧及知識。此外,我們亦安排他們探訪其他安老服務機構,加深他們對其他安老服務運作的了解。我們也有定期舉辦職員分享會,讓他們分享工作經驗,在二零零零年十二月及二零零一年六月,我們舉辦了員工退修營,以促進同工的團體精神及加強士氣,由於參予的同工反應熱烈,我們將會每年都舉辦同類活動。



■ 嘉賓與長者歡渡生辰。

社康職業治療

本服務旨在提高殘疾人士的獨立生活能力,使他們能繼續留在他們熟悉的環境中生活,並融入社會,服務的內容如下:

- (一) 家居活動的評估及訓練;
- (二) 就家居改裝或工作環境提供建議;
- (三) 提供及推介合適的輔助儀器;及
- (四) 爲照顧者提供專業意見及諮詢服務

在過去兩年,社會上對是項服務的需求大增,大部份的服務使用 者均爲長者,他們大多是由家務助理隊、老人中心及老人社區中心等 轉介,所提供的服務包括評估、訓練、治療、提供適合的儀器及改善 家居環境的建議。

近年政府大力推行社區照顧的政策,讓長者能儘量留在社區安享晚年,因應這個情況,社區對社康職業治療的需求大增,在過去兩年,本會開始爲安老服務機構提供合約式的社康職業治療服務,此項服務內容包括體能、環境及功能評估、訓練、照顧者教育、職員培訓等。這項服務累積了過去的經驗,服務日趨成熟,亦得到服務使用者的嘉許。

在來年,我們將會爲照顧者設計一系列的訓練課程,此外亦會繼續提供「復康儀器外借服務」,令有需要的服務使用者能借用儀器 在家中進行相關訓練。

統計數字

所提供服務	接受服務人數	
	<u>00-01</u>	<u>01-02</u>
提供日常生活活動評估	199	210
提供日常生活活動訓練	199	210
推介及提供合適的日常輔助儀器	159	168



■ 治療師正向服務使用者講解電動輪椅之使用 方法。

關懷獨居老人計劃

隨著香港人口老化,社會上對一些獨居長者的的社交及健康問題 的關注亦日益增加,有鑑於此,本會在一九九零年已開展了「關懷獨 居老人計劃」。

本服務旨在爲獨居或缺乏家人關懷的長者提供社交及心理上的支援,同時在有需要時,提供預防性的諮詢及改善家居安全的建議。透過義工的定期探訪,更可爲這些長者提供情緒及心理上的支援,減少他們的寂寞感及擴闊他們的社交圈子。此外,義工亦會關注長者的健康狀況及家居安全,並在需要時將長者轉介予本會的護士義工,爲他們提供健康諮詢及藥物方面的指導。透過這些服務,可及早察覺長者潛在的健康問題,以便能儘快協助他們獲得適當的治療。

在過去兩年,我們共招募了四十七位義工,探訪了五十四位由香港基督教服務處石硤尾家務助理隊及本會的家居照顧服務所轉介的長者。義工們需要每月最少探訪長者兩次。爲使計畫能順利推行,我們在服務開展前爲義工舉辦了訓練課程,內容包括介紹常見的老人疾病、社區資源及教授基本的溝通技巧等。義工們會定期聚會分享經驗,亦會將有需要的長者轉介予護士義工,爲他們安排健康檢查及諮詢,以配合長者的需要。

在過去兩年,我們的護士義工共探訪了二百零九位由本會家居照 顧服務所轉介的長者,他們大多是體弱及行動不便,通過探訪,護士 義工便可爲長者提供藥物、個人衛生、長者常見疾病及營養方面的專 業意見,有助他們維持健康生活。

統計數字

所提供服務	接受服務人數	
	<u>00-01</u>	<u>01-02</u>
家訪	113	119
提供健康檢查	113	115
舉辦義工訓練	63	64
舉辦義工分享會	48	48



■ 註冊護士正講解老人常見疾病予各參與探訪計劃 之義工。

輔助就業服務

輔助就業服務首於一九九五年三月投入服務,旨在提供支援,協助殘疾人士公開就業,融入社會。

此項服務由社會福利署資助,爲殘疾人士提供職業評估、技能訓練、就業輔導、在職支援及跟進服務,服務以個別就業選配形式推行,服務名額由一九九五年的十個遞增至一九九六年的三十個,在一九九八年名額再次增加至四十個,直到二零零一年九月,服務名額已增加至七十個。

爲了應付增加的工作量,服務增聘了三位助理輔助就業主任,其中兩位駐於本會位於屯門的展毅中心,爲新界西的殘疾人士提供服務。另外,自二零零一年三月,經社會福利署資助,增聘了兩位全職及一位兼職的活動助理。隨著殘疾人士對是項服務的需求日增,若社會福利署推出服務名額供機構申請,我們會再嘗試申請,以擴充服務名額。

在社會福利署康復服務市場顧問辦事處的統籌下,本服務於二零零二年三月起於屯門醫院及屯門公務員宿舍展開了汽車清潔及美容服務,除了滿足車主的需求外,亦爲殘疾人士提供更多的就業機會。

由二零零零年四月至二零零二年三月,我們曾爲一百九十五位殘疾人士安排工作機會,其中六十九人更在工作崗位上工作超過半年或以上,這些工作的性質包括派發單張、電話推銷、清潔、文職、店務及物業管理等,他們的平均月薪爲港幣四千三百元,服務的主要對象是精神病康復者及肢體傷殘人士。

爲了加強服務使用者在就業市場的競爭力,我們曾向「僱員再培訓局」申請資助,分別在二零零零年九月及二零零一年一月開辦了兩個職前培訓課程。

我們會定期寄發服務的宣傳單張予各有關機構,以推廣服務,並於二零零二年一月印製了新的單張。由於這些定期宣傳,我們可以成功聯繫了一些新的轉介機構。

在過去兩年,我們透過招聘廣告、互聯網及招聘會,成功地聯繫了一些新的僱主,並贏取了他們對聘用殘疾人士的信心,當他們有空缺時,都會優先考慮聘用我們的服務使用者,然而,爲了能服務更多有需要的殘疾人士,我們仍需不斷按服務使用者的興趣及能力,爲他們發掘新的就業機會。



■ 職前培訓課程導師向學員講解面試技巧。

賽馬會桌面排版中心

中心旨在爲殘疾人士提供文字處理、資料輸入、桌面排版、設計 及印刷方面的訓練及工作機會。自香港賽馬會慈善信託基金對中心的 資助屆滿後,中心便開始以自負盈虧的形式繼續運作。現時中心的運 作主要由一位經理及一位印刷主任負責,並聘有一位兼職辦公室助 理。中心的管理委員會由資深的業內人士組成,繼續爲中心的發展和 管理提供專業意見。

由於中心以商業形式營運,因此要面對界內的競爭,過去兩年,香港的經濟下滑,幸而中心的業績尚算穩定,在二零零零至二零零一及二零零一至二零零二兩個年度,中心的營業額分別為港幣一百一十七萬及港幣一百一十六萬,與過去兩年比較,營業額仍有輕微增長。中心的其中一項主要業務是承接大型的資料輸入工作,當中的一個客戶爲跨國公司美國鄧白氏商業資料(香港)有限公司,該公司更爲中心提供電腦器材、訓練及技術支援等。此外,中心亦承接宗教團體、社會服務機構、商業機構及學校等的訂單。中心亦有定期推廣其業務,例如會寄發宣傳單張予各大公司及機構,隨後以電話跟進,以便能招納更多的新客戶,爲更多殘疾人士提供訓練及工作機會。

中心會收納各類的殘疾人士,包括肢體傷殘人士、精神病康復者 及長期病患者,在過去兩年,他們每月的平均收入約爲港幣二千六百 元,在來年中心將會積極爭取更多的訓練及工作機會,以提高他們的 收入。

在過去兩年,共有十二位學員因各種原因包括公開就業、健康理 由或就學而離開中心,新加入的學員均具備基本的電腦技巧,再加以 訓練後,他們在短期內已能掌握所需技術,並投入工作。爲了增強學 員的競爭能力,預備公開就業,中心亦有定期舉辦訓練課程,在這期間,共舉辦了Firework、Flash 5 及影片剪輯課程,學員吸取了這些新的知識及技巧後,便有機會開拓他們的工作範圍,並增強公開就業的機會。

統計數字

所提供服務	接受服務人數	
	<u>00-01</u>	<u>01-02</u>
爲傷殘人士提供桌面排版工作、 文字處理、印刷及代郵工作機會	33	35
爲殘人士提供訓練機會	22	26



■ 學員完成培訓後,製作出各類印刷的製成品。

展能基金

展能基金爲殘疾人士提供免息貸款,供他們購買復康儀器及改裝家居,以提升他們的獨立生活能力及生活質素。

目前每項貸款申請的最高款額為港幣五萬元,而最長還款期為四十八個月,以每月分期方式攤還。每項申請均需有擔保人,以確保貸款能收回,每個申請須由基金管理委員會審核,並由協會的執行委員會加簽。



■ 展能基金提供免息貸款予殘疾人士購買各類型的 輔助器材。

在過去兩年,殘疾人士對貸款的需求續有增加,基金共接獲四十七個申請,大部份申請人爲肢體傷殘及視障人士,而最常申請的儀器 爲電腦及配件、汽車及電動輪椅。在所有的申請中,以申請港幣一萬 元以下及港幣三萬元以上佔大多數,在這段期間,基金共借出超過港 幣二百萬元。 φ

直到現時,基金的運作場順,沒有壞賬出現。基金透過香港社會 服務聯會的社區熱線及本會的網址宣傳服務,使更多有需要的殘疾人 士能夠受惠。

統計數字

所提供服務	接受服務人數	
	<u>00-01</u>	01-02
查詢服務	79	81
申請個案	43	47
提供免息貸款	36	44
爲選擇合適器材提供意見	36	44
評估申請人的社會及經濟情況	41	47

職業治療/物理治療服務

這項服務致力爲照顧者、長者義工及市民提供教育講座、工作坊 及訓練。在過去兩年,最受服務使用者歡迎的題目是爲照顧者提供的 職業健康及安全訓練,其他舉辦的訓練課程包括長者家居安全、長者 復康運動及扶抱技巧等。透過這些訓練,可以加強參加者對職業安全 的意識,同時更能提高他們的服務質素。此外參加者亦對與長者護理 有關的訓練很感興趣,他們經訓練後便能掌握正確的技巧,從而提供 更佳的服務。

在來年,本會會發展更多的訓練課程,特別是與照顧者對長者提 供服務時之職業安全及有關知識方面的訓練。

統計數字

所提供服務	接受服務人數	
	<u>00-01</u>	<u>01-02</u>
爲照顧者、義工、長者及社會人士	212	222
舉辦工作坊及講座		

新計劃

展毅中心

(1)

展毅中心乃本會第一間庇護工場,由社會福利署資助,於二零零零二年三月開始正式投入服務,旨在爲各類殘疾人士包括肢體傷殘、弱智及精神病康復者提供職業復康服務。中心爲服務使用者提供一個模擬的工作環境,加上有關訓練,目的是協助他們進展至輔助就業的階段或成功公開就業。

中心共有一百三十個服務名額,並會分階段收納服務使用者,預計會於二零零二年六月完成整個收納程序。截至二零零二年三月三十一日,中心共收納了二十六位服務使用者,同時亦有八位職員投入服務。

中心職員包括一位經理、一位副經理、一位社工及十六位前線員工。中心在二零零二年三月正式投入服務前,有兩個月的籌備時間, 期間社會福利署批准中心先聘請經理,負責跟進中心的裝修、招聘員工、計劃財政預算及收納服務使用者等事宜。

庇護工場服務實際上是爲殘疾人士提供的一個過渡性的服務,旨在協助他們在能力範圍做得到的情況下,達至輔助就業或公開就業。 展毅中心希望能透過營造一個正面及有動力的文化,令服務使用者對發展自己的事業有所期望。此外,爲配合香港的經濟轉型,中心會採用一個以服務業爲主及以商業運作爲本的營運模式。現時,中心的業務主要以服務爲主,包括資料輸入、橫額製作、洗衣、家居淸潔、洗車、速遞及包裝等。隨著中心服務逐步開展,員工會致力去發掘更多的工作機會,令服務使用者能學習處理不同的工種。爲了協助服務使 #

用者裝備自己,中心在獲得職業訓練局屯門技能訓練中心的協助下, 舉辦了一個清潔訓練課程。中心更會在將來按服務使用者的需要安排 各類型的訓練,以增強他們的競爭能力,爲他們進階至公開就業,作 好準備。



■ 服務使用者正積極地投入中心所安排各種不同的工作。

會員及義工

本會的工作得以順利推行,實有賴各義工的積極參與,故此,招募、訓練、鼓動及維繫義工便成為成功推行服務的主要因素。本會會定期透過各大報章及本會的網站,招募合適的義工。在過去兩年,義工的招募主要是配合協會各項服務的發展,務使參與的義工能儘快投入服務。

在二零零至二零零二年內,共有六十四位人士加入本會的義工 行列,截至二零零二年三月,本會的會員及義工共有三百八十二人, 爲使新加入的義工對本會的服務有更深的了解,協會會爲他們舉辦迎 新導向,隨後會依據他們的專業、興趣及意向安排他們參與不同的服 務。協會亦會定期舉辦相關的訓練、探訪及示範,令他們有足夠的技 巧去推行服務。

爲了表揚義工的服務精神,協會推薦了二十五位義工參加由社會 福利署所舉辦的義工運動,他們均獲頒發義工服務嘉許狀。此外,協 會每年均有舉辦義工嘉許活動,在過去兩年,共有十五位義工獲頒長 期服務獎,另有三位義工獲選爲卓越義工。協會亦有製作一些書籤贈 予各會員及義工,藉以表達對他們的感謝。

Auditors' Report

■ Ernst & Young

■ 15/F Hutchison House 10 Harcourt Road Central, Hong Kong Phone: (852) 2846 9888 Fax: (852) 2868 4432 www.ey.com/china ■ 安永會計解事務所 香港中環夏縣道10號 和記大廈15樓 電話:(852)2846 9888 傳真:(852)2868 4432

REPORT OF THE HONORARY AUDITORS

To the members

Association for Engineering and Medical Volunteer Services (Incorporated in Hong Kong with limited liability)

We have audited the financial statements on pages 3 to 11 which have been prepared in accordance with accounting principles generally accepted in Hong Kong.

Respective responsibilities of directors and auditors

The Association's directors are responsible for the preparation of financial statements which give a true and fair view. In preparing financial statements which give a true and fair view it is fundamental that appropriate accounting policies are selected and applied consistently. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

Basis of opinion

We conducted our audit in accordance with Statements of Auditing Standards issued by the Hong Kong Society of Accountants. An audit includes an examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Association's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance as to whether the financial statements are free from material misstatement. In forming our opinion, we also evaluated the overall adequacy of the presentation of information in the financial statements. We believe that our audit provides a reasonable basis for our opinion.

Opinion

In our opinion the financial statements give a true and fair view of the state of affairs of the Association as at 31 March 2002 and of its results for the year then ended.

Hong Kong 9 August 2002

STATEMENT OF INCOME AND EXPENDITURE

For the year ended 31 March 2002

	2002	2001
	HK\$	HK\$
TURNOVER		
Designated donations	125,244	174,955
Subventions:		
Hong Kong Jockey Club Charities Trust	754,000	732,000
Hong Kong Jockey Club Millennium Cup and Sweepstake		1,000,000
Community Chest	1,204,000	1,204,000
Social Welfare Department - HK SAR Government	3,776,052	2,764,625
- Lotteries Fund	774,412	-
- Ho Tung Fund	14,000	
	6,647,708	5,875,580
Subventions from Employees Retraining Board utilised	-	14,231
Membership annual subscriptions	350	550
Service income	2,490,169	2,170,669
Service meonic	9,138,227	8,061,030
	9,130,227	8,001,030
OTHER REVENUE - Interest income	110,356	240,110
	9,248,583	8,301,140
	7,2 10,2 02	2,222,22
EXPENDITURE		
Salaries	6,128,372	4,795,582
Provident fund contributions and charges	278,980	131,287
Provision for long service payment	9,707	7,410
Programme and services expenses	1,123,994	1,048,343
Repairs and maintenance	26,149	25,929
Printing, postage and stationery	88,221	61,829
Travelling	39,553	29,142
Telephone and fax	57,094	39,826
Electricity and water	60,281	52,312
Insurance	48,325	47,333
Rent and rates	501,352	179,130
Cleaning	11,833	11,214
Advertising	17,368	7,549
General expenses	7,960	10,696
Annual general meeting and dinner	2,280	4,349
	507,165	106,242
Equipment and uniform	8,397	100,242
Staff training	184,804	
Motor vehicle		6 550 172
	9,101,835	6,558,173
	146 749	1 742 067
SURPLUS FOR THE YEAR	146,748	1,742,967

STATEMENT OF INCOME AND EXPENDITURE (continued)

For the year ended 31 March 2002

	Notes	2002 HK\$	2001 HK\$
SURPLUS FOR THE YEAR		146,748	1,742,967
TRANSFERS FROM/(TO):			
General Fund	6	69,581	3,061
Service Foundation Fund	7	(94,314)	(166,955)
Supported Employment Services	9	(277,719)	(218,455)
Jockey Club Desktop Publishing Centre	10	(72,956)	(70,389)
Home Care Services	11	61,554	(413,981)
Hong Kong Jockey Club Millennium Cup and Sweepstake	12	357,788	(876,248)
Interactive Computer Training Net For Mentally			
Handicapped Persons	13	(3,188)	-
The Endeavor	15	(187,494)	
ACCUMULATED BALANCE AT END OF YEAR			

Other than the surplus for the year, the Association had no recognised gains and losses. Accordingly, a statement of Recognised Gains and Losses is not presented in the financial statements.

BALANCE SHEET

31 March 2002

	Notes	2002 HK\$	2001 HK\$
NON-CURRENT ASSETS			
Loans to disabled	3	690,906	501,400
CURRENT ASSETS			
Cash on hand and in banks		4,456,317	5,327,231
Subventions receivable		767,206	10.150
Prepayments and other receivables Utility deposits		9,000 30,150	18,158 10,150
Current portion of loans to disabled	3	760,487	748,183
Current portion of loans to disabled	3	6,023,160	6,103,722
		0,023,100	0,103,722
CURRENT LIABILITIES			
Accounts payable			49,816
Receipts in advance		2,228	-
Employees Retraining Board	4	1,391	1,314
		3,619	51,130
NET CURRENT ASSETS		6,019,541	6,052,592
NON CURRENT LIABILITY			
NON-CURRENT LIABILITY Long service payment obligation	5	98,627	88,920
Long service payment obligation	3	96,027	88,920
		6,611,820	6,465,072
Represented by:			
General Fund	6	-	-
Service Foundation Fund	7	1,011,282	986,549
Independent Living Fund	8	2,586,002	2,586,002
Supported Employment Services	9	1,184,913	907,194
Jockey Club Desktop Publishing Centre	10	463,173	390,217
Home Care Services	11	657,308	718,862
Hong Kong Jockey Club Millennium Cup and Sweepstake	12	518,460	876,248
Interactive Computer Training Net For Mentally Handicapped Persons	13	3,188	
Enhanced Home and Community Care Services	14	5,100	
The Endeavor	15	187,494	-

Law Mit Win

Director

6,611,820

6,465,072

NOTES TO FINANCIAL STATEMENTS

31 March 2002

INCORPORATION DETAILS

The Association was incorporated under the laws of Hong Kong on 5 June 1990. Pursuant to Section 21 of the Companies Ordinance, the Association has obtained approval from the Registrar of Companies to register the Association without incorporating the word "Limited" to its name.

The Association is limited by guarantee and, accordingly, it is not authorised to issue share capital. The liability of members is limited to HK\$100 each.

There were 18 members as at the balance sheet date.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of preparation

These financial statements have been prepared in accordance with Hong Kong Statements of Standard Accounting Practice, accounting principles generally accepted in Hong Kong. They have been prepared under the historical cost convention.

Income recognition

Income is recognised when it is probable that the economic benefits will flow to the Association and when the income can be measured reliably, on the following bases:

- subventions, when there is reasonable assurance that the Association will comply with the
 conditions attaching to the subventions and that the subventions will be received.
 Subventions are recognised as income over the periods necessary to match them with the
 related costs which they are intended to compensate, on a systematic basis;
- (ii) donations and membership annual subscriptions, on actual cash receipt;
- interest income, on a time proportion basis taking into account of the principal outstanding and the effective interest rate applicable; and
- (iv) service income, in the period in which such services are rendered.

Operating leases

Leases where substantially all the rewards and risks of ownership of assets remain with the lessor are accounted for as operating leases. Rentals payable under operating leases are charged to the profit and loss account on the straight-line basis over the lease terms.

Fixed assets

Assets acquired during the year are expensed to the statement of income and expenditure.



NOTES TO FINANCIAL STATEMENTS

31 March 2002

3. LOANS TO DISABLED

	2002 HK\$	2001 HK\$
At beginning of year Advances during the year Repayments during the year At end of year	1,249,583 1,201,023 (999,213) 1,451,393	1,370,355 760,094 (<u>880,866</u>) 1,249,583
Portion classified as current assets	(760,487)	(748,183)
Non-current portion	690,906	501,400

These are unsecured, interest-free and are repayable by monthly instalments.

4. EMPLOYEES RETRAINING BOARD

The balance represents the surplus in subventions from the Employees Retraining Board ("ERB") which was used to provide vocational training for the disabled and it will be repayable to the ERB.

5. LONG SERVICE PAYMENT OBLIGATION

This represents a provision for an employee who has been employed by the Association for over 5 years and is aged over 65.

At the balance sheet date, apart from the above, another 6 (2001: 5) employees have completed the required number of years of service under the Hong Kong Employment Ordinance (the "Ordinance") to be eligible for long service payments on termination of their employment. The Association is only liable to make such payments where the termination meets the required circumstances specified in the Ordinance. If the termination of all these employees met the circumstances required by the Ordinance, the Association's additional liability not provided for in the financial statements at the balance sheet date would be HK\$250,188 (2001: HK\$219,438) (note 18 to the financial statements).

GENERAL FUND

	2002 HK\$	2001 HK\$
Balance at beginning of year Transfer to statement of income and expenditure Transfer from Service Foundation Fund – note 7	69,581 (69,581) (3,061 3,061)
Balance at end of year		

NOTES TO FINANCIAL STATEMENTS

31 March 2002

SERVICE FOUNDATION FUND

	2002 HK\$	2001 HK\$
Balance at beginning of year Transfer from the statement of income and expenditure Transfer to General Fund – note 6	986,549 94,314 (<u>69,581</u>)	822,655 166,955 (3,061)
Balance at end of year	1,011,282	986,549

The Service Foundation Fund ("SFF") was set up to support the development of new services of the Association and the surplus balance of SFF will be used to offset against any deficits in the General Fund.

INDEPENDENT LIVING FUND

The Independent Living Fund was set up separately to provide interest-free loans to the disabled and, accordingly, it is not to be used to cover any deficits which were derived from any other services or funds.

SUPPORTED EMPLOYMENT SERVICES

	2002 HK\$	HK\$
Balance at beginning of year Transfer from statement of income and expenditure	907,194 277,719	688,739 218,455
Balance at end of year	1,184,913	907,194

The Supported Employment Services, commenced in March 1995, provides employment services to the disabled and it is not to be used to cover any deficits which were derived from any other services or funds.

NOTES TO FINANCIAL STATEMENTS

31 March 2002

JOCKEY CLUB DESKTOP PUBLISHING CENTRE

	2002 HK\$	2001 HK\$
Balance at beginning of year Transfer from statement of income and expenditure	390,217 72,956	319,828 70,389
Balance at end of year	463,173	390,217

The funding from The Hong Kong Jockey Club Charities Trust and Chinese Permanent Cemeteries were used to set up a workshop to provide training and employment for the disabled since March 1996 and, accordingly, it is not to be used to cover any deficits which were derived from any other services or funds.

HOME CARE SERVICES

	2002 HK\$	2001 HK\$
Balance at beginning of year Transfer from/(to) statement of income and expenditure	718,862 (<u>61,554</u>)	304,881 413,981
Balance at end of year	657,308	718,862

Home care service aims to provide home care to the elderly and disabled, as well as needy families so as to assist them to continue living in the community.

12. HONG KONG JOCKEY CLUB MILLENNIUM CUP AND SWEEPSTAKE

	HK\$	HK\$
Balance at beginning of year Transfer from/(to) statement of income and expenditure	876,248 (357,788)	876,248
Balance at end of year	518,460	876,248

The funding from The Hong Kong Jockey Club Charities Trust was used to support the rehabilitation software library and rehabilitation services for the elderly, the disabled and other disadvantaged groups.

NOTES TO FINANCIAL STATEMENTS

31 March 2002

13. INTERACTIVE COMPUTER TRAINING NET FOR MENTALLY HANDICAPPED PERSONS

	2002 HK\$	2001 HK\$
Transfer from statement of income and expenditure and balance at end of year	3,188	
and barance at end or year		

The Lotteries Fund provided funding support for the development of the Net for a period of two years commencing from April 2001 to March 2003.

14. ENHANCED HOME AND COMMUNITY CARE SERVICES

The Enhanced Home and Community Care Services provided contract occupational therapy services to the elderly.

THE ENDEAVOR

	2002 HK\$	2001 HK\$
Transfer from statement of income and expenditure and balance at end of year	187,494	

This is a sheltered workshop subvented by the Social Welfare Department.

DIRECTORS' REMUNERATION

None of the directors received any remuneration in respect of their services rendered to the Association during the year (2001: Nil).

17. TAX

No provision for Hong Kong profits tax has been made since the Association is a charitable institution and, accordingly, is exempted from Hong Kong tax under Section 88 of the Inland Revenue Ordinance.

18. CONTINGENT LIABILITIES

	2002 HK\$	2001 HK\$
Long service payment obligation - note 5	250,188	219,438



NOTES TO FINANCIAL STATEMENTS

31 March 2002

19. APPROVAL OF THE FINANCIAL STATEMENTS

The financial statements were approved by the Executive Committee on 9 August 2002.

