

Association for Engineering & Medical Volunteer Services

工程及醫療義務工作協會



ANNUAL REPORT 2008-2010

二零零八至二零一零年年報

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CHAIRMAN's REMARKS

In the past two years, the Association has witnessed the introduction of two new services, new developments in existing services and further recognition of our service from the public.

Introduction of New Services

In January 2009, we launched a new support service for on-the-job disabled persons and their families with the subvention of the Social Welfare Department. Services are provided to both the disabled persons at work and their families. For the disabled persons at work, we provide counseling service and organize support group and therapeutic group activities for them. Through these services, we aim to enhance the coping and problem solving abilities so that they can stay on their job better and longer. For the families of the disabled persons at work, we provide them assistance in reducing their pressure and improving their family relationship. Up to date, we have served 34 disabled persons at work.

Besides this new subvented service, the Association also introduced a social enterprise, "One-stop Promotion" from August 2009 onwards. The social enterprise was run with the funding support from the "Enhancing Employment of People with Disabilities Through Small Enterprises Project" launched by the Social Welfare Department. The services provided by "one-stop Promotion" covered design, printing and distribution of pamphlets; database development and management and courier service. A total of 15 employees is currently employed by this social enterprise, 5 of which are disabled persons.

New Development in Existing Services

The Endeavor was invited by the Social Welfare Department for in-situ expansion. 15 additional places were allocated to the Centre in December 2009. With the increase in capacity, more trades have to be developed to provide training opportunities for service users. The Centre was successful in the application of Food Factory License in 2009. Direct sale of daily necessities was also developed in 2009. In addition to the provision of new and more training opportunities, these new trades also benefited the local community in that lunch boxes and daily necessities were provided by the Endeavor at more affordable prices.



During 2008-2010, funding was granted by S. K. Yee Fund for the Disabled and Lee Hysan Foundation for the purchase of electric wheelchair for loan to users and equipment for wheelchair repair. With these additional funding support, the quality of services rendered was enhanced.

Further Recognition of Our Service from the Public

The Community Rehabilitation Resource Station was conferred the “2008 Digital Opportunity Award” of the “2008 WITSA Global ICT Excellence Awards”, an event organized by the World Information Technology and Services Alliance. The Award recognizes NGOs or academic institutions that have made remarkable and successful effort in providing digital opportunities for those in need. The award presentation was held on 20 May 2008 at Kuala Lumpur, Malaysia. Recognition for our service went beyond the Hong Kong community to an international platform.

From the above re-cap on the development of the Association in the past two years, I have to say the Association is ready to move to a new chapter of its development. Having accumulated experience in running the existing services, we are ready to introduce new and related services. Having gained local recognition, we are going to gain recognition from a wider public. All these developments are owed to our funding bodies (the Social Welfare Department, the Hong Kong Jockey Club Charities Trust, the Hong Kong Community Chest* and all other donors), our members and volunteers and our staff members. As a token of gratitude to all our supporters, the Association will devote all its effort and resources in providing quality service to its service users and in identifying new areas for improvement and developments.

Note:

Acknowledgment has to be extended to the Hong Kong Community Chest for supporting the renovation of our Head Office.



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SERVICE REPORT



Technical / Computer Aids Services for the Disabled

Technical / Computer Aids Services for the Disabled aimed at enhancing the independence of disabled persons through the design, fabrication, modification, installation, repair of technical and computer aids. Besides, repair service for rehabilitation devices such as manual wheelchairs and braille etc. were also provided. To provide a comprehensive one-stop service for the users, clinical advice, consultation and recommendation on the design and appropriateness of technical aids for specific user were also rendered.

During the reporting period, 12 new technical devices were designed and fabricated. They included daily living aids such as adapted tabletop for sofa, automatic voice memo; specially designed feeding aids, toilet stepping aid and portable reading stand. Safety enhancing devices such as Door ball with flashlight and counting switches were designed to facilitate users to live safely at home. Seating and posturing devices such as the “T” shape chair and chair with single stand were also fabricated. Other new products including creative sensory box and sling four limbs exerciser were also designed and fabricated. Moreover, some existing products were further enhanced to improve their functions and outlook.

Twelve computer related devices were also designed during this period. They included the power grip training package and USB hooker. One new input device, namely the dancing mat keypad was also designed and fabricated. Forty pieces of rehabilitation software were designed and collected. The software was largely related to cognitive training and rehabilitation.

The Product Development Group continued to discuss and develop new product ideas. Some product ideas were materialized with the actual devices being fabricated. The devices produced included electronic reality orientation board,

cane / crutch holder and therabite jaw motion rehabilitation system. The service started to collaborate with the Engineering Department of the Hong Kong Institute of Vocational Education (Tsing Yi) through which students were recruited to take up the design and fabrication of rehabilitation aids as their course work assignments under the supervision of their lecturers. This professional input and expertise could upgrade the functions and quality of the aids produced. A blog was set up for volunteers to exchange and share ideas on aids design and fabrication.

Information on the new and enhanced devices was disseminated to potential users and agencies through our web site, news bulletin and product catalogue. During the reporting period, 36 demonstration sessions on our products were organized. Through participation in these seminars and exhibitions, both the public and disabled persons could gain greater understanding of our service and products. You Tube was also utilized as a media for promotion of our service and products.

To upgrade the quality of service rendered, comprehensive after sale service was provided. User manuals on our products were compiled and distributed to the users. The manual, composed of individual product specifications, installation / application guidelines and safety measures could facilitate easy and effective





utilization by the users. The service blog and web based broadcasting media has been established in order to have a more up to date promotion strategies.

User feedback was solicited through user's satisfaction survey and telephone interview. During the reporting period, the survey findings reflected that over 86% of the service users considered that the application of technical and computer devices could enhance their independence and quality of life. Moreover, 83% of the carers considered that caring skills were enhanced through the application of assistive devices. Through individual contact with the service users, invaluable comments were gathered and ideas for further improvement of the products were also collected.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Design and fabricate technical and computer aids	20,834	20,650
Repair technical and computer aids	7,335	7,380
Modify and evaluate regular technical and computer aids	450	455
Provide clinical consultation and recommend appropriate aids for disabled persons and elderly	24,185	24,150
Disseminate information on technical and computer aids to rehabilitation and elderly service workers	1,446	1,445
Organize demonstration sessions	496	485



Electric Wheelchair Repair Clinic and Resource Centre

In recent years, there was steady growth in the size of electric wheelchair users population which was then accompanied by the need for repair and maintenance services as well as related adaptive devices. To meet these needs, the Centre was established in 2002 to provide comprehensive and one stop service for electric wheelchair users.

The Centre provided home based maintenance, regular checkup and repair services for electric wheelchairs. Wheelchair on loan service was also provided for users when their wheelchairs were under repair. Through the Electric Wheelchair Aids and Equipment Library service, service users could borrow small accessories sample for trial before purchase. Driving skills training was rendered to equip users with the skills and knowledge on safe and proper use of the wheelchair. A driving skill training package was developed to enable the users to learn the basic driving skills under a simulated environment through the use of computer such that they could practice the learned skills in the real environment.





As at March 2010, 697 electric wheelchair users joined as members. With the availability of information on members' electric wheelchairs, prompt services could be provided to the users. During the reporting period, 326 home based repair service and 313 in-house repair services were rendered. Professional advice and consultation on the selection of appropriate wheelchair was also provided. In 2008-2010, 107 electric wheelchair assessment and 63 driving skills training were conducted. Over 80% of the service users considered that their driving skills had improved after attending the training.

To cope with the growing service demand, additional resources including manpower and facilities were needed. With the donation from The S. K. Yee Fund for the Disabled and the Lee Hysan Foundation, equipment and machinery were purchased to upgrade the quality of the repair service. Some electric wheelchairs and related adaptive aids were also bought for loan to the users. Moreover, additional manpower was put into the service and the operation logistics was reorganized. With these improvements, the efficiency and effectiveness of the service were enhanced.





Service promotion was launched through the distribution of service pamphlets to rehabilitation agencies, special schools, disabled self-help groups, hospitals, social security field units and family service centers. Workshop and training on simple wheelchair repair and maintenance skills were also organized.

To solicit feedback from the users, user satisfaction survey was conducted through questionnaires and telephone interview. The overall response was satisfactory. Regular user satisfaction survey will be launched so as to collect comments from users for further improvement of the service.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Membership	598	697
Provision of home-based repair, maintenance and check-up	155	171
Provision of in house repair	127	186
Provision of wheelchair on-loan service	102	114
Provision of assessment and consultation on selection of electric wheelchair	59	48
Provision of training sessions	59	48
Benefited from the electric wheelchair accessories library	22	20
Telephone enquiries handled	2,210	2,350



Resopedia

Resopedia, the short form for Rehabilitation Software Cyclopedia, was launched in April 2009 to replace the former Rehabilitation Software Library (RSL). RSL consisted of a collection of software and related information which served as useful resources for rehabilitation professionals working with disabled persons and elderly. With the establishment of Resopedia, all the training materials from RSL were re-categorized, hyperlinked and uploaded on internet for easy search and reference. The set up of this on-line information platform brought convenience and flexibility to rehabilitation professionals. The service was free for use and there was no membership restriction. This practice could encourage more users to utilize the materials in this new information platform.

The materials on Resopedia were categorized according to the characteristics of the users and software. The users' classification included elderly, people with physical impairment, visual impairment, hearing impairment, intellectual impairment, cognitive impairment and attention deficit / hyperactivity disorder and specific learning difficulties. The software was categorized into access, education, game and utility section.

During the reporting period, the programs collected were largely related to computer accessibility, especially for people with visual or perceptual impairment. They included software with zoom functions, sound synthesizer which



provided alternate solution for receiving digital information. Up till March 2010, over 320 pieces of software were classified and uploaded. The total login was 8,800 with an average monthly login of 733. Over 13,000 people had a great benefit on this service.

Since most of the rehabilitation software were collected from Internet with English description and information was translated into Chinese for easy reference, the bilingual description could meet local needs and facilitate more users to use the programs and related information. New rehabilitation software will be introduced and published on regular basis.

The fabrication of a new training package, namely the ‘Ballooning’ was completed. It consisted of three pump switches, with different sizes and levels and an interactive training program. The package simulated the real practice of pumping a ball by activating the pump switch to inflate the virtual balloon on screen. It was suitable for use by those with poor hand function for training of their power grip ability.



■ Power Grip Training Package



Computer Rehabilitation Resource Station

With the funding support from the Hong Kong Jockey Club Charities Trust Community Project Grant, the 'Computer Rehabilitation Resource Station' (C-Rehab) was established in April 2005. The service aimed to develop a comprehensive training net to meet the training needs for people with disabilities.

In 2008-2010, new attempt and effort were put on designing more daily living skill training programs which included cooking and sex education. These daily living skill tasks were broken down into systematic and logical steps which were then demonstrated via video. Sex education was presented through the mixed mode of animation and video to maintain its attractiveness and practicability. Users could learn and practice by imitating the characters in the programs. These programs were of great value, which enabled mentally handicapped users to learn this sensitive topic in a relaxing and interesting way.

Throughout the past two years, new programs were designed to extend the users scope to cover severe mentally handicapped persons and elderly suffering from dementia. The new design adopted visual presentation through the outlook of a kaleidoscope. It could stimulate users' visual and auditory attention through simple single input interface. During this period, over twenty training manuals were compiled. The manuals included brief program description, training objectives, target users and training procedures. The information could facilitate trainers to select appropriate programs for training so as to maximize the training effectiveness. Members were free to download all these training manuals from the Station to meet their training needs.

There was steady growth in membership size during the reporting period. The number of members had increased to 1050 by March 2010. Amongst them, 320 were agency members while the remaining were individual members. As at March 2010, the total service users were 21,000 and the average monthly login rate was 4,168.

Service evaluation was conducted regularly through questionnaires so as to solicit members' comments and feedback concerning the training programs and materials. During the reporting period, a total of 305 completed questionnaires were received and the overall comments were satisfactory. In addition, a simple pop-up short evaluation was attached to each new program for collecting user's feedback in a quick and easy manner. During these two years, over 10,000 pop-up evaluation forms were received and 98% of the respondents agreed that the training programs could enhance the learning interest and motivation of mentally handicapped users.

Visit to our member agency including special schools and rehabilitation agencies were organized for the staff team during these two years. Through these visits, understanding of the mental and physical abilities of our service users was gained. The exchange with rehabilitation personnel also enabled the team to gain in-depth understanding of service users' training needs and the difficulties encountered in their daily training activities.





In 2008, the Station was conferred the ‘2008 Digital Opportunity Award’ of the ‘2008 WITSA Global ICT Excellence Awards’ organized by The World Information Technology and Services Alliance (WITSA). This was the first international award the Association ever received. The award was a great encouragement as the service was being recognized internationally.



Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Membership of the station	930	1,050
Design and fabricate training programs	20,250	21,000
Demonstration and promotion to potential users	345	318
Provide technical support to users	168	170



Integrated Home Care Service

The service continues to provide home care service to elderly, disabled persons and 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 the community. The services provided included personal nursing care, meal delivery, escort, purchase of daily necessities and household cleaning etc.. As at March 2010, the total no. of service users served was 104 including 20 frail cases. The majority of the service users were elderly.

Besides the provision of general home help service, the service had to render professional care to those who were assessed by the Standardized Care Need Assessment Mechanism for Elderly Service to be suffering from moderate to severe level of impairment or disability. The services provided included case management, special care, home safety assessment and rehabilitation services.

All referrals were assessed by social worker while professional input from nurse and occupational therapist was sought whenever necessary. Based on the assessment results, individual care plan and care tasks were drawn up and implemented in consultation with the service users and their families. Regular review was conducted to ensure that the services rendered could meet the changing needs of the service users.

In addition to the provision of regular services, other professional services were also rendered. During the reporting period, two groups were organized for service users. In 2008-2009, with funding support from the “Opportunity for the Elderly Project” a treatment group, namely 「老有所為之歡樂晚年」 was organised by social worker and occupational therapist for those elderly service users who showed signs of depression. The group aimed to instil the concept of positive thinking amongst the participants and to assist them to lead a healthy and active aging. In 2009-2010, one training group, namely 「健腦小組」 was organised by occupational therapist. The goal of the group was to enable service users to gain more understanding and to prevent Alzheimer’s Disease.



Volunteer visits were also organised for service users who were living alone and with little or no social support. In 2009-2010, with funding support from the “Opportunity for the Elderly Project”, Sik Sik Yuen Donation Fund Wong Tai Sin District Office and some donors, a booklet on「回顧長者生命、重尋抗慧逆智」 was compiled and published with the assistance from volunteers. The booklet consisted of articles on the collective wisdom and experience of the elderly in facing adversities in their lives. The booklets were also disseminated to the general public such that the wisdom of the elderly could be preserved.

In view of the significant role played by carers, carer support activities were organized. In 2008-2009, a program, namely 「生命回顧・和諧關係」 was organized in collaboration with other elderly service units in Wong Tai Sin. The program aimed to enhance the relationship between elderly service users and their carers. In 2009-2010 a program namely 「痛少D、開心D」 was organized to enhance participants’ understanding and skills in pain management. Through these activities, mutual support and sharing amongst participants were established and carers were facilitated to continue to assume the carer role.

To solicit feedback from service users for further improvement of the service, user satisfaction survey was conducted via telephone interview and internal audit. During the reporting period, over 90% of the service users expressed satisfaction on the overall service quality.





Community Occupational Therapy

The service aimed to maximize the functional ability of disabled persons and elderly so that they could continue to live in the community independently with improved quality of life. Services provided included :

- (a) assessment and training of activities of daily living;
- (b) home and work place assessment;
- (c) consultation on home and work place modification;
- (d) recommendation and prescription of assistive devices;
- (e) provision of oxygen therapy; and
- (f) carer education.

With the growth in the aging population in Hong Kong and the Government policy of Aging in Place, the number of frail elderly living in the community continued to increase. The demand for Community Occupational Therapy had grown rapidly as the service could maintain and enhance service users' functions. With the availability of this service, the elders could continue to live in their familiar environment independently and safely.

During the reporting period, the majority of the service users were elderly. In 2008, in collaboration with various district elderly community centres and neighborhood elderly centres, a Home Environment Enhancing Program was launched. Recommendation on home modification including handrails installation and facilities enhancement was rendered with the aim to improve their home safety and facilitate independent living. The project was very successful and was much welcome by the elderly users.

The service continued to collaborate with public hospitals in the provision of oxygen therapy to discharged persons who were mostly frail elderly suffering from pulmonary illnesses. The service aimed to provide continuous treatment and



care to them so as to improve and monitor their compliance to oxygen therapy with the ultimate goal of enabling them to live independently and safely in the community.

With the increasing utilization of electric wheelchair by disabled persons and elderly, the demand for expertise advice on wheelchair prescription and driving training had also grown rapidly. In 2008-2010, 107 assessment and prescription of electric wheelchair were rendered. Driving skills training courses were also provided to users to ensure that they could use the device properly and safely.

User's satisfaction survey was conducted to solicit feedback from service users. During the past two years, 86% of the service users agreed that there was improvement in the performance of their activities of daily living. The physical function of 85% of the service users was enhanced through the execution of prescribed home exercise and 82% of them agreed that the service could enable them to continue living in the community. 79% of the respondents agreed that the



service could enhance their self confidence and life satisfaction. The caring skills of 78% of the carers had improved through the training provided to them. The survey results reflected that the service could achieve its objective of enabling service users to continue living in the community independently and safely.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Provide assessment and training on activities of daily living	183	185
Recommend and provide appropriate assistive devices	213	212
Recommend home and/or work environment modification	223	222
Provide oxygen therapy	261	262
Carer training	106	101



Community Rehabilitation Project

In response to Government's policy of strengthening community support services to people with disabilities and their families, our Association started to provide ambulatory occupational therapy service to persons with mental, neurological and physical impairments in Tuen Mun district since 2006. The programs aimed to enhance the functional capacity of the participants and to minimize the chance of relapse. The ultimate goal is to facilitate independent living and integration into the community.

Four different training modules, operated by occupational therapist, were available for service users with varying functional impairment which included :

- (a) training for stroke cases;
- (b) training for brain injury cases;
- (c) training for chronic neurological diseases cases; and
- (d) physical training for frail mentally handicapped persons.





All these training aimed to improve or defer physical deterioration derived from aging or illness. The module concentrated on strengthening service users' functional level, enhancing their community mobility and preventing potential complications. Through different rehabilitation exercises, service users could learn appropriate skills and activity modes which could improve their functional capacity. Service users were also assisted to incorporate the learned skills into their daily living activities. The ultimate goal was to facilitate them to resume their pre-morbid functional ability as far as possible and to re-integrate into the community. Since 2009, the project started to provide training to mentally handicapped persons whose physical functioning began to deteriorate due to aging. With the availability of suitable training, their functional level can improve and their independent living abilities can be maintained.

Each training module consisted of 8 sessions. The program content included assessment, skill training, practice, carer education and community orientation. To enhance the effectiveness of the training, appropriate training equipment were purchased and installed.

The project was operated on a self financed mode, hence service could only be provided on two days per week basis. During this period, an average of around 45 person-time per month was served. The overall feedback from the users was encouraging as significant progress was made after they attended the training. In the coming time, the content of the programs would be further enriched so as to enhance the effectiveness of the training.



Occupational Therapy / Physiotherapy Service

The service aimed to enhance the knowledge and skills of elderly, caregivers, volunteers and service providers through organization of educational talks, training and workshops.

In 2008-2010, transfer skills training and application of assistive devices were the most popular topics. These training were mostly delivered to caregivers, volunteers and personal care workers who served the elderly. With the acquisition of appropriate skills, quality service could be rendered. In 2008-2010, new topics were developed to cater for the needs of new user groups. Four new topics related to work safety and assistive devices were developed. The training could enhance the health conditions and occupational safety of the service providers as well as the service recipients. In addition, a workshop on training and management skills for aging mentally handicapped persons was delivered to rehabilitation workers. Training was also conducted for special education students of the Hong Kong Institute of Education to facilitate them to support students with physical disabilities. Four topics related to occupational safety and cognitive training were also reviewed and updated.

During the reporting period, a 6-session education group on general health enhancing exercise was organized for members of a neighborhood elderly centre. Moreover, one activity group which aimed to strengthen the joints and muscles of





the participants was conducted for members of a neighborhood elderly centre. Both groups could facilitate participants to develop regular exercise habit. Feedback from the participants was encouraging as improvement in their physical condition was reported.

User feedback was solicited through user satisfaction survey. In the past two years, over 80% of the carers agreed that their knowledge and skills in caring were enhanced and 75% of the service users had acquired appropriate self care skills through attending these training.

Statistics

Service provided	No. of clients served	
	<u>08-09</u>	<u>09-10</u>
Organization of talks, workshops and training	300	305
Organization of activity group	140	130



Care for the Elderly Living Alone

With the rapid growth in elderly population in Hong Kong as well as the Government policy of ‘Care in the Community’, there was increasing concern over the health and home safety of those elderly who are living alone. To address this issue, the Care for the Elderly Living Alone Service was launched.

The service aimed to provide social and psychological support for those living alone elderly as well as those with little support from their family. 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. Volunteers also attended to the elders’ health conditions and home safety. They would report any specific observations, such as symptoms of depression, home safety problems, deterioration of the elders’ health conditions etc.. Follow-up actions were taken immediately to ensure the elderly could continue living in the community safely and independently. For those elderly who require special health advice, referrals were made for our nurse volunteers to conduct home visits to provide medical consultation, advice on medication and nutrition guidance. Referrals to our occupational therapist for assessment and advice on home adaptation or modification were also made to ensure the elderly were living in a safe environment. Social worker also rendered follow-up for those elderly with symptoms of depression and family problems.

Volunteer recruitment was made through the School of Nursing of the Hong Kong Polytechnic University and Agency for Volunteer Service. During the reporting period, 83 volunteers were recruited to visit 84 elderly who were referred by the Wong Tai Sin Integrated Home Care Service of our Association and the Hong Kong Christian Service Sham Shui Po Integrated Home Care Service. The elderly referred were largely physically weak, home bounded and with little social support. Volunteers were required to visit and contact the elderly regularly. Advice and support were provided to enable them to render services smoothly to the frail elders.

During these two years, special themes were incorporated in the visits to enrich the service content. In 2008-2009, volunteers were trained to instill the concept of ‘positive psychology’ to the elders during their visits. In 2009-2010, a booklet on the collective wisdom of the elderly when facing adversities in their lives was compiled and published with the assistance from the volunteers. The booklets were also disseminated to the public to promote the message of positive psychology.

In addition to the organization of pre-visit training, regular sharing sessions were held with the volunteers. During the evaluation and sharing sessions, over 90% of the volunteers expressed that the service could enhance their understanding towards the needs and daily living of the frail elderly and over 80% expressed that the visits could enhance their communication skills with frail elderly. At the same time, over 80% of the elders being visited expressed that the visits could reduce their loneliness and alienation and enabled them to have better understanding of the community resources.





During the past two years, 123 elderly referred by our Wong Tai Sin Home Care Team were visited by our nurse volunteers. During these visits, medical consultation, advice on medication, personal hygiene, geriatric illnesses and balanced diet were rendered to them so as to enable them to lead an independent and healthy life in the community.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Home visit paid	161	162
Medical check up provided	62	61
Training provided for volunteers	41	42
Sharing sessions organized for volunteers	55	56
Provide support and guidance to volunteers	41	42
No. of referrals made to appropriate agencies	13	13



Integrated Vocational Rehabilitation Service Centre - The Endeavor

The Endeavor was already eight years old since its commencement of operation in 2002. The Centre continued to pursue its mission in the provision of quality vocational rehabilitation services for people with disabilities with the ultimate goal of enabling them to proceed to supported or open employment as far as possible. With in-situ expansion, 15 additional places were allocated by Social Welfare Department since December 2009. With change in capacity, the average number of persons served per month was increased from 180 to 196. As at March 2010, 203 service users were admitted.

During the reporting period, provision of all-rounded packaging work on regular basis to a leading logistics firm continued and twenty places were offered to service users. To strengthen its competitiveness and to provide more training opportunities for service users, the Centre concentrated on the development of service industry during the recent years. In February 2009, the Direct Sales Services Team was established while in September 2009, the application for Food Factory License was approved by the Food and Environmental Hygiene Department which enabled the Centre to operate catering service externally. Business volume of the Direct Sales grew steadily throughout the year. The catering service also started to provide lunch boxes and soup to local residents and organizations. These new developments created new training and work opportunities for service users and facilitate their integration into the community. They also demonstrated great





potential in adapting to varying work requirements. In addition, their quality of life was also improved with the increase in training allowance received. Furthermore, horticulture was our most recent development in 2010. Apart from the provision of training opportunities, horticulture could also be therapeutic. Horticulture Therapy was the use of plants as an intervention media. Through various horticulture activities, the role of people with disabilities would change from care recipients to caregivers of vegetation. The sense of responsibility could also be cherished. Hence, the development of horticulture could achieve the dual purpose of vocational training and therapy. During this period, the Centre had participated in several horticulture promotion activities and valuable experience was gained.

Owing to the financial tsunami, job orders of services such as laundry, in-house and outdoor packaging, catering, direct sales, horticulture and courier had dropped during the past two years. The annual income of the Centre in 2008-2009 and 2009-2010 was \$2,370,000 and \$2,200,000 respectively. The net training allowance granted to service users during the period was \$1,120,000 and \$1,050,000 (excluding incentive payment). To keep in pace with the rapid changes of the local economic environment, active collaboration with the business sectors and local network was essential in securing work opportunities for our service users. In addition, effort was paid to improve the quality and efficiency of our daily operation so as to increase our competitiveness.

Staff development programs which aimed at enhancing work flow design, work safety skills as well as quality control concept were launched. To further strengthen the effectiveness of the service, training groups and tailor made training plans for service users were implemented to upgrade their working skills and abilities with the ultimate goal of assisting them to proceed to open employment.

Over the past two years, various social and recreational programs were organized to enrich the social life of our service users. Through the experience

gained during “Mother’s Day Charity Sales Workshop”, service users learned social skills through training of their self-expression abilities. “Training on Basic Organic Farming” was provided to equip them with basic skills in organic farming. To celebrate the Olympic Games 2008, the Endeavor joined the Tuen Mun District Council and other rehabilitation units in organizing a “Sports Day”. Nineteen service users participated in the event and had outstanding performance, gaining 4 gold, 3 silver and 2 bronze medals. In 2009, our Centre again participated in the Tuen Mun Sports Day and won the second runner up in the 4x100 relay. Apart from the contestants, other service users and staff also joined as cheer team members in the event.

To encourage service users to actively participate in voluntary work, a Volunteer Team was set up in 2008. In co-operation with the Hong Kong Wetland Park, service users were arranged to work as volunteers in the park. Moreover, visits were also paid to elderly centers and living alone elderly in Tuen Mun. Through these visits, our service users could widen their horizon and integration into community could also be enhanced. Service users also participated in the training provided by “Adventure- Ship” which enabled them to learn problem solving skills and reinforced positive values and beliefs. In view of the positive effects, relevant training and volunteer opportunities would be provided for service users in the coming future.



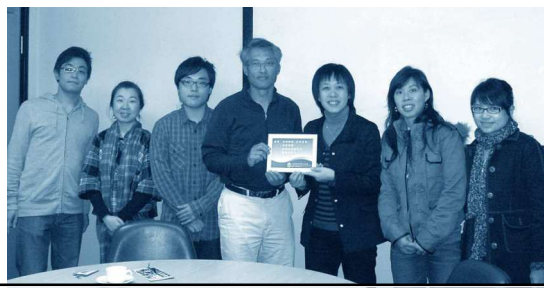


Supported Employment Service

The operation of Supported Employment Service was first started in March 1995. The service was subvented by the Social Welfare Department. It is a form of employment for people with disabilities, which allows them to work in an integrated and open setting with the provision of ongoing support. The major clientele served were the ex-mentally ill, physically handicapped and mentally handicapped persons. It provided pre-job assessment, skills training, job counseling, on-the-job support and follow up services for people with disabilities. The service capacity was 90.

Individual job placement model was adopted to provide job matching in the open market and related training for service users was also provided. During 2008-2010, job placement was successfully arranged for 148 disabled persons and 28 of them were able to retain their jobs for 6 months or more with an average salary of \$5,400.00. The jobs they secured included pamphlet distribution, telemarketing, cleansing, clerical jobs, retailing and property management, etc.. Employers were satisfied with both their work attitude and work performance.

Under the mobile crew model, the service started the provision of car beauty service on a self-financed basis in Tuen Mun District since March 2002 to provide training opportunities for service users and equip them for open employment. During the reporting period, training was provided to 21 service users and 11 of them secured open employment after the training.





To equip service users with the skills that could enhance their competitiveness in the job market, funding support from the Employees Retraining Board was applied to organize Pre-job Vocational Training Courses. Four courses were organized in September 2008, March & August 2009 and March 2010 respectively with 29 service users attending these courses. Twenty of them were able to secure open employment after attending the courses.

During the past two years, social and recreational activities were organized for service users. Visit to Ocean Park and Flower Show were organized in November 2008 and March 2010 with 29 service users participating in these functions. These activities were much welcomed by service users which could enrich their social life.

In the reporting period, training and visits to other service units were arranged for the staff which aimed to enhance their work knowledge and skills. The visits enabled them to share and exchange their experience with co-workers of other agencies. Visits were paid to Hong Chi Association Ma Tau Kok Sheltered Workshop and Castle Peak Hospital. Staff development programs were also organized for our staff. In 2008-2010, they were arranged to attend the seminar on Introduction of Latest Rehabilitation Training Tools for Children with Infantile Autism and Mental disability; Workshop on Interviewing Skill and Mental State Assessment; Course on Basic Knowledge on Psychotropic Drug and Medication for Mental Health Professional and Mental Health First Aid.

Throughout the past years, close liaison was established with some 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 had vacancies. To express our appreciation to them, five employers were nominated as Caring Company in the reporting year. In the coming time, effort would be paid to identify more training and employment opportunities for service users such that they could integrate into the community and lead an independent life.



Jockey Club Desktop Publishing Centre

The Centre continues to provide training and work opportunities for people with disabilities in word processing, data input, design, printing, mailing and web page updating / design under a simulated work environment. The ultimate goal is to assist them to proceed to open employment.

Due to the keen market competition of printing business, the Centre has to be very flexible and responsive to the changing market needs in order to survive. During the reporting period, more mailing and lettershopping orders were secured which could provide training opportunities on work skills as well as work attitude and tolerance. This training was particularly useful for those disabled persons who had been unemployed for a considerable period of time and were now planning to re-enter the labour market.

As some of the Centre's equipment had been in use for over 10 years and had become obsolete, there was the need for replacement. An automatic guillotine was donated by the City University of Hong Kong to replace the outdated manual guillotine. With the availability of this equipment, the printing work flow was improved to become more efficient and effective. Moreover, a customer had donated 13 sets of used computers to the Centre. Some of them were to replace the obsolete ones while the remaining ones were given to the trainees for home based training.

Business volume of the Centre in 2008-2009 and 2009-2010 was \$1.6 million and \$1.7 million respectively. During this period, with the occurrence of the financial tsunami, business of the Centre was fortunately not seriously affected. However, additional effort was still put on retaining the existing customers and exploring new business opportunities such that the Centre could continue to survive under the economic downturn.

The majority of our new customers were still recruited through word of mouth. Hence, effort had to be put on the retention of the existing customers. Add on services and customer oriented services had to be rendered so as to attract them to continue patronizing our services. As a token of appreciation for our long standing customers who provided training and work opportunities to our trainees, CMP Asia Limited, Economic Times and U Magazine were nominated as Caring Company in the award organized by the Hong Kong Council of Social Service.

Service users received allowance that was calculated on piecework basis. During the reporting period, 12 of them were able to receive a daily allowance of \$100. Over 70% of the trainees agreed that the allowance could increase their earnings. 82% of them agreed that the activities provided by the Centre could help them to regain their dignity and 76% agreed that the training could equip them to secure open employment and integrate into the community. In the past year, nineteen service users left the Centre for open employment or to receive other vocational training.





Various training were organized during the past year such that service users could keep in pace with the demand of the open market. During the past two years, in collaboration with the Vocational Training Council, a training course on InDesign was organized. Seven in house training including Knowledge on Computer Hardware, Application of Face Book, Concept on Graphic Design, Common Problems Encountered in Computer Application, Theory & Practice on A.I., Practising Skills of InDesign and Computer Hardware Installation were arranged. Over fifty service users attended these courses and they commented that the courses were useful and practical. In addition to work skills training, 8 trainees joined a volunteer training course organized by Caritas Community Service Centre. Through participation in this activity, the self esteem of the trainees was enhanced as they could also contribute in helping the needy in the community.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Provide work opportunities for disabled persons in data input, desktop publishing, graphic design, web page design, printing and mailing	36	36
Provide work related training opportunities for disabled persons	36	36



Independent Living Fund

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

Starting from 1st April 2008, the upper limit of the loan was increased to HK\$60,000.00 while the maximum repayment period was maintained at 48 months. The loan was to be repaid by monthly installment. A guarantor was required for each application so as to ensure that the loan could be repaid as scheduled. Each application had to be examined by the Management Committee of the Fund and subsequently to be endorsed by the Executive Committee of the Association before the loan was granted.

During the reporting period, 39 applications were received. All applicants were physically handicapped and visually impaired persons. The most popular equipment applied to purchase were motor car, power wheelchair and manual wheelchair. After the raise of the upper limit of the loan to HK\$60,000, over half of the applications applied for the maximum loan amount. Up till March 2010, there were 45 outstanding borrowers. Advice and support were provided to them whenever needs arose.

In the past two years, some outstanding borrowers encountered difficulties to repay the loan as scheduled. Interview was conducted with them to explore alternate solutions. Extension of the repayment period with reduction of the monthly repayment amount was arranged. Close contact was made with these borrowers such that the initial repayment schedule could be resumed once their financial situation had improved. On the whole, the operation of the Fund was smooth and no bad debts had incurred so far.

Promotional pamphlets were sent to rehabilitation agencies, special schools, hospitals, disabled self-help groups, family service centers and social security



field units. Promotion was also launched through our web site and quarterly bulletin.

Service evaluation was conducted through questionnaires, which were sent to all successful applicants. Feedback on the application procedures and the usefulness of the equipment applied for in relation to their independent living was solicited. The overall comments were satisfactory and the majority of them found the equipment very useful in enhancing their independence as well as their quality of life.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Inquiries	88	87
Applications received	22	17
Provision of interest free loan	11	15
Provision of advice on the selection of appropriate devices	11	15
Assessment of social and financial condition of the applicants	11	15
Provision of advice and support to outstanding borrowers	59	45

SOCIAL ENTERPRISE



The CLEAN Laundry

Operating as a social enterprise since 2005, the CLEAN Laundry aimed at providing job opportunities for peoples with disabilities. After three years' operation, the enterprise had begun to reap profit. However, the strike and aftermath of the financial tsunami had adverse effect on our budding business. Vigorous competition in laundry industry which included price reduction, extension of free storage period etc., further accelerated the struggles.

To strengthen our competitiveness, business process reengineering was launched during the reporting period. Through reorganization of the production procedures, reshuffling of manpower and cultivation of positive enterprise atmosphere, efficiency was enhanced so as to spare more production capacity for future development. In addition, customer service training was organized to upgrade staff's problem handling skills.

Business volume during the reporting period reflected that the sales figures of peak season and non peak season varied widely. The difference between the highest and lowest gross sales revenue was found to be astoundingly high. Thus, marketing strategy was modified to minimize the seasonal effects on the business. Focus was put to extend the portion on corporate customers such as aged homes and hostels etc. and to reduce residential customer base by terminating services at certain sites to minimize the administrative workload. In June 2009, a new residential care home for disabled persons started to subscribe our service. This new customer was able to bring stable income for the business and some small scale wholesale orders were also secured. In 2008-2009, the annual income of the business was around \$703,741 while in 2009-2010 the annual income had increased drastically to \$776,455. The revamping of the business and the successful marketing strategies accounted for the growth of the business volume.



Job rotation was practiced in the workshop to facilitate staff to get familiarized with different work positions such that they could take up different posts readily. To enhance our competitiveness, value added service such as garment alteration was also provided. Regular staff training was conducted to upgrade the quality of our service. Periodic review was also launched to ensure that the services could meet our customers' needs and expectation.



N

EW PROJECT



Support Service for On-the-Job Disabled Persons and Their Families

The Community-based Support Projects for Persons with Disabilities and their Families, subvented by the Social Welfare Department, had commenced operation since January 2010. The clientele served are mentally and physically handicapped persons with open employment as well as their families. The service aimed to provide comprehensive and continuous support for service users through counseling, support groups and treatment groups. The ultimate goal was to enable them to retain their employment. Assistance was also offered to family members to enhance their understanding of the problems faced by their disabled relatives in their work and to facilitate them to jointly handle the problems. The service capacity was 45 per year with no geographical boundary.

During the reporting period, support groups with different themes were organized for service users. The objective of the groups was to foster mutual support amongst the participants through sharing, in particular of their work life.





On the other hand, treatment groups related to vocational issues such as interpersonal relationship in job places; work stress management; time management and emotion handling, etc. were also held to facilitate service users to tackle the problems they encountered in work place.

Two skill training groups on computer application and basic English were held to equip service users with the knowledge as well as the channel to access the internet. Moreover, social and recreational activities such as BBQ gathering and Christmas Party were held for both service users and their families to reduce their work stress as well as to expand their social network.

As a new project, one of the work priorities was to promote the service so that the needy could benefit from the service. Promotional leaflets were sent to rehabilitation agencies, disabled self-help groups, special schools, integrated family service centers, hospitals, Selected Placement Unit of the Labor Department and Social Welfare Department, follow-up calls were made to further introduce the service. Promotion was also launched through the web site of the Association and Mutual Aid Helpline operated by the Hong Kong Council of Social Service. Promotional banners were posted in different locations to catch the attention of potentials service users and the public. A newsletter would be published shortly to facilitate public understanding of the service.



One-stop Promotion

One-stop Promotion, the second social enterprise of the Association, had commenced operation since August 2009 with the funding support from the 'Enhancing Employment of People with Disabilities Through Small Enterprise' Project of the Social Welfare Department.

One-stop Promotion aimed to provide reliable one-stop promotional services for customers and at the same time creating employment opportunities for disabled persons. Services provided by One-stop Promotion included design, printing, distribution of flyers, establishment and management of database, letter shopping and delivery services. Under keen market competition, the business had to be proactive in order to survive under this business environment. Nevertheless, the business was able to take advantage of being a social enterprise as customers with the sense of social responsibility would be attracted to patronize our service. During the reporting period, 48 customers were recruited. They came from various industries including cosmetics companies, travel agencies, educational institutes, nursing homes, hair salon, banks, non-governmental organizations and social enterprises, etc.. Over fifty percent of them was repeated customers. From August 2009 to March 2010, a business volume of HK\$199,636.00 was recorded. To fulfill its other objective of creating employment opportunities for disabled person, the venture also hired disabled employees. As at March 2010, out of the 15 employees, 5 of them were disabled persons.

In the coming time, the venture would concentrate on promoting the business so as to secure more business and thus offering more work opportunities for disabled persons. E-marketing strategy would be adopted to enable potential customers to have access to our service more easily. The website of the business would also be fully utilized for this purpose. The content of the website and the customers list would be updated regularly to allow potential patrons to know the progress of the business.



M

EMBERS AND VOLUNTEERS MANAGEMENT

The implementation of our services was largely affected by the involvement and participation of our volunteers. In order to maintain smooth operation of our services, effort had to be put on the recruitment, training, motivating and retention of volunteers. During the reporting period, volunteer recruitment exercises were 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.

In 2008-2010, 85 new volunteers joined our volunteer group. As at March 2010, the Association had a total of 372 members and volunteers. Orientation was organized for new comers so that they could have a thorough understanding of the services operated by our Association. Relevant training programs were also held to equip them with the essential skills to carry out the voluntary work. In 2009, a “TASD / CASD Blog” was set up in our Association’s website. The blog aimed to provide an online platform for staff and volunteers to exchange and share ideas and design on rehabilitation devices.

During the past two years, in addition to the provision of volunteer services for our Association, professional volunteers were referred to render expertise advice and consultation for other social service agencies which were in need of professional assistance. Long serving volunteers were nominated to attend the volunteer training courses on Volunteer Management organized by the Volunteer Movement of the





Social Welfare Department. To equip volunteers with the skills and knowledge in manipulating the wheelchair, a training course on wheelchair transfer was organized.

To express our recognition for their devotion and enthusiasm to voluntary services, forty two volunteers were nominated for the Bronze Award and one nominated for the Gold Award for the Volunteer Movement organized by the Social Welfare Department during the reporting period. Besides, five volunteers were also nominated for the Long Service Volunteer Award of the same event.

In 2008-2010, one volunteer received the Outstanding Volunteer Award and five volunteers received the Long Service Volunteer Award presented by our Association. A specially designed mobile phone holder and Chinese New Year decoration were distributed to members and volunteers as a token of appreciation for their continuous support to our Association. In addition, quarterly news bulletin was published. The bulletin aimed to keep members and volunteers informed of the progress and development of the Association.

Statistics

<i>Service provided</i>	<i>No. of clients served</i>	
	<u>08-09</u>	<u>09-10</u>
Training and activities organized	42	43
Recruitment of volunteers	42	43
Orientation organized for new volunteers	42	43
Organized outstanding volunteer award	26	26
Referring professionals volunteers to serve other NGOs	13	13

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主席報告

在過去兩年內，協會不單在現有服務上引進新發展，並積極推展新的服務；同時取得更多的公眾認同。

新服務簡介

協會在二零零九年一月獲得社會福利署的資助，為在職殘疾人士及其家庭提供一項嶄新的支援服務：(1) 為在職的殘疾人士提供輔導服務及舉辦支援與治療小組，透過這些活動，增強參加者應付及解決問題的能力，使他們能持續公開就業。(2) 協助他們的家人減輕照顧壓力及改善家庭關係。截至二零一零年三月，協會共為三十四位殘疾人士及其家人提供服務。

此外，協會亦於二零零九年八月開展了一個新的社會企業單位，名為「宣傳一站通」。這個社會企業單位是由社會福利署「創業展才能計劃」資助，業務範圍包括平面設計、印刷、單張派遞、資料庫處理及速遞服務等。此社企單位現時聘用了十五位僱員，其中五位為殘疾人士。

現有服務的新發展

展毅中心在二零零九年十二月接受社會福利署的邀請，於原址擴展服務，增加十五個服務名額。為配合服務人數的增加，中心需要發展不同的業務，以便為服務使用者提供更多的訓練機會。與此同時，中心又成功申領食物製造廠牌照。此外亦開展了直銷服務隊。這些發展除了為服務使用者提供不同的訓練機會，更透過提供價廉物美的飯盒及日常用品，回饋社區。

在二零零八至二零一零年度，「電動輪椅一站通」獲余兆麒殘疾基金及利希慎基金資助，購買維修器材及電動輪椅作租借用途，服務的質素亦因而得以提升。



公眾對協會服務的認同

協會的「電腦復康訓練資源站」獲世界資訊科技服務業聯盟所主辦的2008 WITSA Global ICT Excellence Awards的「2008 Digital Opportunity Award」，這個獎項主要是頒發予非政府組織或學術團體，以表揚為社會上有需要的社群推動數碼科技應用的努力及卓越成就。頒獎典禮在二零零八年五月二十日在馬來西亞吉隆坡舉行，這個獎項令協會的服務不單獲得本地的讚譽，同時亦得到國際的認同。

總結協會在過去兩年的發展，我認為協會已經為邁向發展的新一頁作好準備，透過累積不同的經驗，協會便能開展新的服務。在取得本地的認可之後，協會更希望能獲得更廣泛的認同。上述發展均有賴各資助團體（社會福利署、香港賽馬會慈善信託基金、香港公益金*及其他捐助人）、本會的會員、義工及同工的支持。為表達對他們的敬意，協會將會竭盡所能為服務使用者提供優質的服務，並會持續開拓新的服務發展方向。

註：

在此特別鳴謝香港公益金資助本會總部的裝修費用。



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陳錦華先生

張健民先生

鄒秉基先生

方偉立先生

康慧慈女士

服務報告



弱能人士輔助儀器 / 電腦輔助儀器製作服務

此服務透過為殘疾人士設計、製造、改裝、安裝、維修輔助儀器及電腦輔助儀器，以增強他們的獨立生活能力。除此之外，更會維修輔助儀器例如手動輪椅及凸字點字機等；並為殘疾人士就有關儀器的設計及合用性等方面提供專業意見。我們的目標是加強殘疾人士在各個生活功能層面上的獨立性及自主性。

在過去兩年，服務共製作了十二件新的輔助及訓練器材，其中包括日常生活輔助儀器，如特別為一般沙發而製的長者用檯面板、自選錄音感應播放器、特別餵食餐具、殘疾人士廁所踏級、手提式閱讀書架；有關家居安全的器材包括閃光燈門鈴及倒數時間器等。坐椅及姿勢訓練器材則包括“T”形坐位、單腳坐位等。其他新產品包括創意感官刺激套裝、四肢吊帶連滑輪訓練器等。此外，還改裝了很多現有的器材，使其外觀及功能都得以改善。

在電腦輔助儀器方面，在過去兩年共設計了十二個新的儀器，包括手握力訓練遊戲套裝、USB滑鼠改裝連接器等。其他新的輸入裝置有特大型跳舞毯鍵盤。在過去兩年共搜集及設計了四十件復康軟件，其中大部分都是與認知能力訓練有關。

一如過往，產品發展小組繼續定期舉行會議，研發新的產品，正在研發中的新產品包括電子現實導向板、手杖支架等。這些產品的設計及製作現正進行，可望於來年完成及開始生產。為了收集更多新產品的意念及進一步發展義工參與，在此期間本服務開始與香港專業教育學院（青衣）的電子工程系合作，邀請有興趣的學生協助設計及發展新產品。為了進一步推廣本服務，有關之專題網誌亦已經設立。



有關新及改良產品的資料會透過本會的網頁、會訊及產品目錄發放予服務使用者。在過去兩年，共舉辦了三十六次產品示範，亦曾在不同的研討會中作產品示範。透過參與這些研討會及展覽，可令殘疾人士及公眾對本會的產品及服務有更多的認識。

爲了提供良好的售後服務，本會會隨產品附送使用手冊予使用者，手冊內容包括產品規格、安裝／使用指南及安全守則，協助使用者掌握產品的使用方法，以達至最佳效果。此外，透過網誌、本服務網站及網上短片平台等新一代資訊平台以推廣服務。

本服務一向透過發出「服務使用者意見調查」及電話調查去收集使用者對產品及服務的意見，以改善服務質素。過去兩年，有超過百分之八十三的使用者認同使用復康儀器能提升他們的獨立生活能力及生活質素，亦有超過百分之八十的使用者認同使用復康儀器能提升訓練的有效性。另外透過與服務使用者的個別接觸，亦能爲服務及產品的改善提供建議。



統計數字

所提供服務	接受服務人數	
	08-09	09-10
設計及製造輔助儀器	20,834	20,650
維修輔助儀器	7,335	7,380
改良及評估現有的輔助儀器	450	455
為殘疾人士及長者提供臨床評估及 提供使用儀器的跟進及諮詢服務	24,185	24,150
向復康及安老服務工作者提供輔助 儀器的資料	1,446	1,445
安排示範及展覽	496	485





電動輪椅一站通

近年來，電動輪椅的使用人數有穩定上升的趨勢。隨著電動輪椅的使用越趨普及，由此亦衍生了維修及保養的問題。爲了滿足有關需要，本會於二零零二年開展「電動輪椅一站通」的服務，爲電動輪椅使用者提供一個全面的一站式服務。

「電動輪椅一站通」的服務範圍包括到戶保養服務、定期檢查及維修、電動輪椅租借服務，其中租借服務讓使用者能在輪椅維修期間，仍能有輪椅使用，令他們能繼續其日常生活。再者，透過電動輪椅輔助器材庫，使用者能免費借用相關的輔助器材，在確認為適合後才購買。服務亦發展了一套駕駛訓練課程，讓使用者在電腦的模擬環境下先學習一些基本的駕駛技術，然後再在真實的環境中實習。

在過去兩年，會員的人數有顯著的增長，截至二零一零年三月，共有六百九十七名會員，透過會員制度，服務便能掌握有關會員輪椅的資料，以便能儘快爲他們提供適切的服務。在過去兩年，服務共爲會員提供了三百二十六次到戶保養及檢查、三百一十三次中心維修服務。此外，亦爲會員提供有關選擇適合輪椅的專業意見。在這段時間，電動輪椅駕駛學校提供了一百零七次評估及六十三次駕駛訓練。超過百分之八十的服務使用者表示透過訓練能改善他們駕駛電動輪椅的技巧。

服務需要額外的人手及設計，以應付不斷增加的需求。透過利希慎基金及余兆麒醫療基金的資助，購買了一批新器材及設備，使服務的質素得以提升。服務更利用這些資助，購買新的電動輪椅及相關的輔助器材，外借與有需要的服務使用者。此外，亦投入了更多的人力資源及重組服務的流程，增強服務的效率及有效性。



過去兩年，本會除了寄發宣傳單張到復康機構、特殊學校、殘疾人士自助組織、醫院、家庭服務中心及社會保障部外，更有為使用者舉辦適當使用輪椅講座及教授簡單的輪椅保養技巧，藉此推廣本服務。

爲了提高服務質素，中心會透過問卷調查去收集使用者的意見，從而改良及提高服務水平。在過去兩年，在所收回的問卷當中，大部份使用者對服務都表示滿意。服務會繼續發掘使用者的需要，以便能爲他們供更全面的服務。

統計數字

所提供服務

接受服務人數

08-09 09-10

會員人數	598	697
爲會員提供到戶檢查及保養服務	155	171
爲會員提供維修服務	127	186
爲會員提供電動輪椅租借服務	102	114
爲殘疾人士提供在選擇電動輪椅方面的 評估及諮詢服務	59	48
提供電動輪椅使用的訓練	59	48
爲會員提供電動輪椅器材外借服務	22	20
處理電話查詢	2,210	2,350

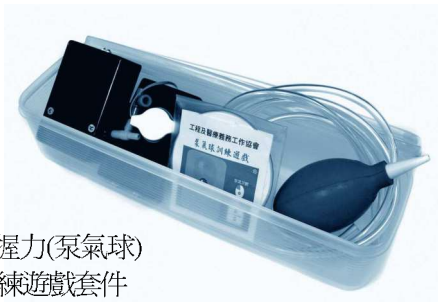


復康軟件百科

「復康軟件百科」成立於二零零九年四月，前身為「復康軟件圖書館」，收集了一系列有關復康的軟件及相關資料，為從事復康工作的專業人士提供一個豐富資源，以協助他們為服務使用者設計訓練及教育課程。在成立「復康軟件百科」後，原有在「復康軟件圖書館」內的復康資訊已重新整理分類，並上載到互聯網。透過網上的運作形式，使用者可自行搜尋合適的軟件，以配合訓練的需要。現時服務費用全免，亦無需註冊，復康工作者可自行登入網站，使用各類軟件及資料，為使用者提供更大的方便及彈性。

由於載於網上的復康軟件種類繁多，網站提供兩類主要的搜尋功能，包括按使用者或軟件的特性分類。按使用者分類的包括適合肢體殘疾人士、視覺受損人士、聽覺受損人士、智障人士、認知受損人士、讀寫障礙人士、專注力缺乏人士及長者使用的軟件；而按軟件特性分類，則分為操控類、教育類、遊戲類及工具類。

在這段期間所搜集的軟件以協助殘疾人士應用電腦為主，例如為適合視覺及感知受損的人士使用，可放大電腦螢幕上指定部位字體的軟件；以及透過聲音合成器接收數碼資訊的軟件等。截至二零一零年三月，共重新分類及上載了三百二十個軟件，總瀏覽人次為八千八百，每月的平均瀏覽人次為七百三十三，共有超過一萬三千人受惠於這個服務。



■ 手握力(泵氣球)
訓練遊戲套件

由於大部份從網上搜羅的復康軟件均以英語為主，為了方便本地使用者，所有軟件的簡介及資訊均翻譯成中文，以雙語說明能讓更多本地使用者搜尋所需的軟件及相關資料。將會定期介紹及發佈新的復康軟件。

在這兩年內，本會製作了一套復康訓練套件，名為「手握力（泵氣球）訓練遊戲套件」。此訓練套件包含硬件及軟件，包括三個大小形狀不同之膠泵（代表不同程度的握力及手部功能）、一個氣壓感應開關、一個USB插座及一張裝有遊戲程式的光碟。訓練套件模擬真實泵漲汽球的情況，受訓者只要握緊膠泵，便能把氣球泵漲一次，螢光幕上亦會出現泵氣次數及所泵氣球總數的記錄。這套軟件著重訓練使用者的手握力及控制力，復康工作者可按使用者的能力，選擇適合其力度的膠泵，以配合訓練需要。





電腦復康訓練資源網站

承蒙「香港賽馬會慈善信託基金社區資助計劃」資助，「電腦復康訓練資源站」於二零零五年四月正式成立，資源站成立的目的是提供一個全面的訓練平台，以配合殘疾人士的訓練及學習需要。

在這兩年裡，資源站以設計及製作日常生活技能訓練軟件為主，包括烹調及性教育等軟件。生活技能訓練軟件的設計著重將學習的技能細分成有系統的步驟，以混合設計模式，結合聲音、相片、圖片、動畫，並以錄影製作，令設計更為生動有趣，而運用真實相片及錄像能令訓練更能與現實環境配合，增強學習效果。透過應用混合設計模式，智障人士能有效地將在電腦模擬環境學習的生活技巧，應用在日常生活中，達致獨立生活的目標。除了設計日常生活技能訓練軟件外，新設計的軟件亦擴展到為嚴重智障人士及痴呆症患者提供訓練。其中一個設計為萬花筒，透過簡單輸入，便能為使用者提供視覺及聽覺的感官效果。

此外，在過去兩年，本會治療師亦撰寫了復康訓練教材指引，內容包括軟件介紹、訓練目標、使用對象及訓練模式等，教材指引能協助同工更有效地應用網上軟件，增強學習效果。這些教材指引已上載到網站，供各同工免費下載。

在這段期間，資源站的會員人數有穩定增長。截至二零一零年三月，會員人數已增至一千零五十人，其中三百二十為機構會員，餘下為個人會員。截至二零一零年三月，資源站的每月的平均瀏覽人次為四千一百六十八，共有二萬一千位殘疾人士及長者受惠於這個服務。

在二零零八至二零一零年度，資源站共進行了四次服務檢討，共收回三百二十份問卷，大部份使用者對服務都表示滿意，認同資源站能切合使用者的學習及訓練需要，所提供的訓練教材亦能增強學習效率。此外，每個復康軟件亦



附有一個簡單的網上檢討問卷，在這兩年內，共收回超過一萬份網上檢討問卷，百分之九十八認同訓練軟件能增強使用者的學習興趣及動機。

在這兩年，本會亦安排了同工探訪不同的復康機構及特殊學校，透過這些探訪，增強同工對服務使用者能力的了解，與復康工作者的交流亦啓發同工更關注使用者的訓練需要，這些都有助為復康工作者設計更適合的訓練軟件。

在二零零八年，本會獲「世界資訊科技暨服務業聯盟」(WITSA)頒授「全球資訊科技傑出獎 - 數位機會」，是次為本會首次獲得的國際獎項，獲獎對本會同工是一個很大的鼓舞，代表本會的服務獲得本地以致國際的認同。我們會繼續努力，不斷發展網站的內容及設計，令更多不同類型的殘疾人士也可能受惠。

統計數字

所提供服務

接受服務人數

	<u>08-09</u>	<u>09-10</u>
會員登記	930	1,050
設計及製作訓練教材	20,250	21,000
向使用者示範網站的使用	381	388
為使用者提供技術支援	168	170



綜合家居照顧服務

「綜合家居照顧服務」繼續為長者、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，目標是協助他們繼續留在熟悉的社區生活。服務的內容包括個人照顧、護理服務、膳食服務、陪診、購物及家居清潔等。截至二零一零年三月，服務使用者共有一百零四位，其中二十位為體弱個案，大部份的服務使用者均為長者。

服務除了提供一般家務助理服務外，並為經安老服務統一評估辦事處所分派的體弱個案提供多項的專業服務，包括個案管理、特別護理、家居安全評估及復康服務等。

所有服務使用者均需經社工評估，如有需要會轉介護士及職業治療師作評估及提供專業意見，根據評估結果，社工會與服務使用者及其家人商討，以訂立其個人照顧計劃及照顧項目，同時會定期檢討照顧計劃，以配合服務使用者的需要。

除了上述恆常服務外，照顧隊亦有提供其他專業服務。在過去兩年照顧隊為服務使用者舉辦了兩個小組，在二零零八年至二零零九年度，透過「老有所為計劃」的資助，舉辦了一個名為「老有所為之歡樂晚年」小組，透過認





識快樂人生四式秘訣：「感謝與讚美」、「嘉言善意」、「行善最樂」和「運動與健康」，促進長者的身心健康及安享歡樂晚年。在二零零九年至二零一零年度，照顧隊為長者舉辦了一個「健腦小組」，目的是讓參加者認識及預防老年痴呆症。

照顧隊亦有為社區支援網絡薄弱的獨居長者安排義工探訪服務。在二零零九年更獲「老有所為活動計劃」、「耆色園-黃大仙民政基金」及一些善長的贊助，由義工為長者撰寫及出版「回顧長者生命、重尋抗逆智慧」一書，以記錄長者人生經驗中的抗逆智慧，亦有將書分發予各區內團體，讓長者的智慧得以保存。

有鑑於照顧者的重要性，照顧隊舉辦照顧者支援服務，為他們提供訓練及支援。在過去兩年，舉辦了「生命回顧·和諧關係」活動，目的在促進照顧者與長者的關係。另外亦舉辦了「痛少D、開心D」，協助他們面對及處理痛症。透過這些活動，鼓勵參加者建立互助及分享感受，協助他們繼續負起照顧者的責任。

為提升服務的質素，服務隊會定期透過電話訪問及內部審查去進行服務檢討，在過去兩年，超過九成的服務使用者對整體的服務質素表示滿意。





社康職業治療

服務旨在增強殘疾人士及長者各方面的功能，使他們能在社區獨立生活，並提升他們的生活質素，服務內容包括：

- (一) 日常生活活動的評估及訓練；
- (二) 家居及工作環境的評估；
- (三) 為家居及工作環境改裝提供建議；
- (四) 推薦及提供合適的輔助儀器；
- (五) 家居氧氣治療；及
- (六) 照顧者訓練及諮詢。

隨著香港的人口老化及政府推行居家安老的政策，令留在社區生活的體弱長者的人數增加，由於社康職業治療能維持及增強服務使用者的功能，使他們能繼續留在社區內獨立生活，故近年社會對這項服務的需求持續增加。

在過去兩年，大部份的服務使用者均為長者。在二零零九年，服務與不同區域的長者地區中心及長者鄰舍中心合作推行家居環境提升計劃，為長者提供家居環境改裝，例如安裝扶手，以改善長者的家居安全，促進獨立生活，這計劃十分成功，並深受長者歡迎。

這段期間，服務繼續與公立醫院合作，為患有氣管病的離院病人提供家居氧氣治療，服務旨在透過監察及改善他們對氧氣治療的遵從性，令他們能獨立及安全地留在社區中生活。

隨著長者及殘疾人士使用電動輪椅漸趨普及，使用者需要專業意見協助選擇輪椅及進行駕駛訓練，在二零零八至二零一零年度，服務共提供了一百零七個電動輪椅評估及諮詢服務，同時亦為使用者提供駕駛訓練，確保他們能適當及安全地使用電動輪椅。



服務透過問卷調查，收集使用者的意見。在過去兩年，有百份之八十六的服務使用者認同服務能改善他們的日常生活技能；透過家居運動訓練，有百份之八十五的服務使用者同意他們的體能有所提升；有百份之八十二的服務使用者認同服務能協助他們繼續留在社區生活；有百份之七十九的服務使用者認同服務能增強他們的自信心及對生活的滿足感；有百份之七十八的照顧者同意服務能改善他們的照顧技巧。調查的結果反映服務能達到令使用者繼續獨立及安全地留在社區中生活的目標。

統計數字

所提供服務

接受服務人數

08-09 09-10

評估及訓練提日常生活技能

183

185

推薦及提供合適的輔助儀器

213

212

提供家居及工作地點改裝的建議

223

222

家居氧氣治療

261

262

照顧者訓練及諮詢服務

106

101



社區復康計劃

有鑑於社區對殘疾人士（包括精神、肢體及腦部受損）及其家人的社區支援服務有一定的需求，本會自二零零六年起在屯門區推行社區復康計劃。計劃旨在提升參加者的功能及活動能力，減慢退化速度，最終的目標是協助他們過獨立生活，融入社會。

社區復康計劃由職業治療師為不同機能受損人士提供四個訓練單元計劃，單元包括：

- （一）中風病者復康訓練單元；
- （二）腦部受損病者復康訓練單元；
- （三）長期神經受創者上肢活動能力復康訓練單元；及
- （四）智障體弱人士肢體訓練單元。

這些訓練項目主要是針對因疾病或年長而產生的肢體退化問題，透過復康運動，學習一些輔助技巧或適當的活動模式，提升服務使用者的活動能力。同時會協助服務使用者將所學的技能融入他們的日常生活中，最終目標是協助他們盡量回復到患病前的功能水平，同時能重新融入社會。自二零零九年起，計劃開始為一些因年長而體能逐漸退化的智障人士提供服務，透過適切的活動，改善他們的功能，保持現存的獨立生活能力。

每個訓練單元共有八節，內容包括評估、教授適當的技巧、實習、照顧者訓練及認識社區資源。在過去一年，計劃亦添置了不少器材，以增強訓練的有效性。

由於本計劃是以自付盈虧的形式運作，故只能每星期提供兩天服務，在過去兩年，每月平均的服務人次為四十五人，服務使用者的反應令人鼓舞。透過這些訓練，他們的情況都有顯著的進展。在未來計劃會持續更新單元的內容，務使訓練能更有效益。



職業治療 / 物理治療服務

服務旨在透過講座、訓練及工作坊協助長者、照顧者、義工及護理員獲得相關的知識及技能，以提升他們的功能或照顧技巧。

在二零零八至二零一零年度，「轉移技巧訓練」及「正確使用輔助儀器」為最受歡迎的訓練主題，這些訓練的參加者主要為長者的照顧者、義工及個人照顧員，透過學習適當的技巧，便能提升服務的質素。在這段期間，服務更開發了數個新項目，以配合不同使用者的需要。新項目與職業安全及輔助儀器有關，此外，服務為復康工作者舉辦了一個處理及訓練老齡智障人士的工作坊；同時亦為香港教育學院特殊教育組的學生舉辦一個有關給予肢體傷殘學生支援的訓練。另外，服務更新了四個與職業安全及認知訓練的項目，令內容更豐富充實。

在此期間，服務曾為一間長者鄰舍中心舉辦一個共六節的「促進健康運動工作坊」，此外，亦為另一間長者鄰舍中心舉辦一個共四節的「關節保健工作坊」，這些工作坊旨在協助參加者建立定時運動的習慣，由於參加者的身體狀況有改善，故他們對工作坊的反應均十分正面。





服務透過問題形式去收集參加者的意見，在這段期間，有超過八成的參加者同意服務能增強他們的知識及照顧技巧；有百份之七十五的參加者認同服務令他們學習到合適的自我照顧技巧。

統計數字

所提供服務

接受服務人數

08-09

09-10

為長者、照顧者及義工提供講座、
工作坊及訓練

300

305

舉辦運動小組

140

130



關懷獨居老人計劃

隨著香港人口老化及政府推行社區照顧政策，增加了社會對獨居長者的健康狀況及家居安全的關注。有見及此，本會遂開展「關懷獨居老人計劃」，以回應社會的需要。

本服務旨在為獨居或缺乏家庭支持的長者提供社交及心理支援，透過義工的定期探訪，為這些長者提供情緒及心理支持，減輕他們的孤獨感及擴大他們的社交網絡。此外，義工亦會在探訪期間，留意長者的心理、健康及家居安全情況，並將有需要的長者轉介給本會的社工、護士及職業治療師作跟進。透過這服務，能儘早察覺長者潛在的抑鬱、健康及家居危機，並協助他們獲得適當的服務。

在義工方面，主要是透過香港理工大學護理學系及義務工作發展局招募。在過去兩年，共招募了八十三位義工，探訪了八十四位來自本會黃大仙綜合家居照顧服務隊及香港基督教服務處深水埗綜合家居照顧服務隊所轉介的長者，這些長者均是體弱及缺乏支援。義工需定期探訪及聯絡長者，社工會在整個探訪計劃中給予義工支援及意見，令他們能順利進行服務。

在過去兩年，每年的服務都加入新主題，令服務內容更豐富。在二零零八年，在義工訓練課程中，加入「正向心理」和「快樂元素」的概念，讓義





工在探訪過程中，將這些正面的能量帶給長者。而在二零零九年的服務中，以「抗逆智慧」為主題，義工將長者在人生旅途上的抗逆故事撰寫下來，由本會輯印成書，分發予社區人士，以增強抗逆能力。

為確保義工能有足夠技巧推行服務，義工會參加一系列的訓練課程，亦會定期安排分享聚會，讓義工們分享探訪所遇到的困難。在服務檢討方面，超過百份之九十的義工表示透過探訪，能增加他們對體弱長者的日常生活及需要的認識，亦有超過百份之八十的義工表示增強了與長者的溝通技巧。此外，超過百份之八十的長者認同義工探訪能減輕他們的孤獨感及增加他們對社區資源的認識。

在過去兩年，護士義工共探訪了一百二十三位由本會黃大仙綜合家居照顧服務隊轉介的長者，透過探訪，護士義工為長者提供健康諮詢、藥物知識、個人衛生、老人疾病及飲食營養等專業意見，使他們能維持獨立及健康的生活。

統計數字

所提供服務

接受服務人數

	<u>08-09</u>	<u>09-10</u>
家訪	161	162
提供健康檢查	62	61
舉辦義工訓練	41	42
舉辦義工分享會	55	56
為義工提供支援及諮詢	41	42
為其他社會服務機構提供轉介服務	13	13



綜合職業復康服務中心 - 展毅中心

展毅中心於二零零二年開始投入服務，營運至今已踏入第八年。中心旨在透過一個模擬現實的工作環境為殘疾人士提供高質素的職業復康服務，最終的目標是協助他們公開就業。社會福利署由二零零九年十二月起讓中心增加了十五個服務名額，中心每月的平均服務人數由一百八十增加至一百九十六。至二零一零年三月，中心共收納了二百零三位服務使用者。

在過去兩年，中心繼續為一間著名的物流公司提供包裝服務，為最少二十位學員提供外出工作的訓練機會，讓服務使用者到不同的地點為物流公司提供各類型的包裝工作，這個工作為服務使用者帶來正面的影響，令他們學習適應不同的工作環境。為增強競爭力，中心於二零零九年二月成立了直銷服務隊，以發揮服務使用者更多的潛能。在同年九月，中心正式獲食物環境衛生署簽發食物製造廠牌照，現時為屯門區多間機構及院校提供午膳飯盒及湯水服務，為服務使用者提供更多餐飲工作的訓練機會及學習更多新事物，提升他們的自信心，同時亦增加了他們的訓練準站。園藝服務則為中心最新發展的服務，園藝除了可提供工作訓練外，也有治療的效果，透過不同的園藝活動，殘疾人士可





以由被照顧的角色轉換到照顧植物身上，令他們重拾自尊及希望之餘，亦培養出責任感。從工作到治療，著實是一舉兩得的事情。在此期間，服務使用者亦曾參與了一些園藝的銷售工作，吸取經驗。

隨著環球經濟下滑，各行業的經營環境甚為困難，中心的業務亦難獨善其身。在過去的兩年，中心各項服務如洗衣、餐飲、直銷、園藝、物流公司包裝的收入均出現下跌現象。在二零零八至二零零九年度中心的收入為港幣二百三十餘萬元；在二零零九至二零一零年度中心的收入則下跌至港幣二百二十萬元，中心向服務使用者發放的工作訓練津貼分別為港幣一百一十二萬及港幣一百零五萬（不包括獎勵金）。上述數據反映出經濟情況對綜合職業復康服務的影響，中心服務革新及邁向多元化發展的路向乃刻不容緩。

在過去兩年，中心舉辦數項員工訓練，旨在提升同工的工作流程設計及工作安全的知識。此外，去年中心各部門以小組形式推行工作訓練計劃，該計劃透過課堂理論、工作示範及實習方式，讓服務使用者的潛能得以全面發揮。

在此期間，中心舉辦多元化的活動，以提升服務使用者的生活質素，例如透過經驗學習法讓學員可以學習面對群眾，訓練個人表達技巧的「母親節義賣」工作坊、教授如何培植花卉及運用種植工具的「有機種植課程」，從而培養學員不同的興趣。中心為響應二零零八年奧運，與屯門區議會社會服務委員會轄下醫療及復康服務工作小組及其他復康單位協辦首屆「屯門區弱能人士運動會」，是次運動會有十九位學員共參加了六個田徑比賽項目，並取得四金、三銀及兩銅的佳績。為延續這項有益身心的活動，中心於第二屆的「屯門區弱能人士運動會」共派出二十八位學員參與，其中在師生四乘一百混合接力賽項目，更勇奪季軍。除了參與各項田徑比賽外，中心更安排了啦啦隊為比賽的學員打氣，讓所有學員與職員一起參與這項盛事。

為推動服務使用者融入社會，中心於二零零八年成立了義工隊，鼓勵他們積極參與社區服務。中心除了繼續與濕地公園合作，安排服務使用者成為公園的義工外，亦與不同年齡和背景的義工團體合作，探訪了多間屯門區的老人院，亦嘗試到獨居長者的家居進行探訪，了解長者的生活狀況。本中心於二零零九年三月舉辦了一個大型的社區共融活動，讓服務使用者與屯門富泰邨的居民及邨內其他復康單位的使用者一起參與「香港地質公園考察團」，希望服務使用者能透過參與，讓他們與不同背景的人士接觸，擴闊視野。另外，為了讓服務使用者成為關懷社會的一群，鞏固他們助人自助的精神、以及協助他們發展個人才能，中心亦於二零零九年安排了「乘風航活動」，讓他們與義工一起參加航程訓練，在過程中，義工與他們結為伙伴，以平等結伴的原則，互相照顧，一起接受海上歷奇訓練，藉此鼓勵健全人士與服務使用者作積極交流及互相建立伙伴關懷和友誼，從而改善人際關係。有鑑於這些活動能為服務使用者帶來正面的影響，中心在未來會繼續為他們提供更多義務工作的機會。





輔助就業服務

輔助就業服務自一九九五年三月開始推行，服務由社會福利署資助，旨在協助精神病康復者、肢體傷殘人士及智障人士公開就業，使他們能融入社會。服務內容包括職業評估、技能訓練、就業輔導、在職支援及跟進，服務名額為九十個。

服務主要以個別就業選配模式推行，在過去兩年，服務單位成功協助了一百四十八位殘疾人士公開就業，其中二十八位更能維持工作達半年或以上，他們的平均月薪大約為港幣五千四百元正。殘疾人士能夠勝任的工作種類很多，而經服務成功轉介的工作包括傳單派遞、電話訪問、清潔、文職、保安、銷售及物業管理等，僱主對他們的工作態度及工作表現均表示滿意。

服務亦透過「流動清潔隊」的模式，為服務使用者提供汽車清潔及美容的訓練機會，為他們將來公開就業作準備。透過有關訓練，服務使用者除了可以建立良好的工作態度及習慣、提昇工作動機及自信心，並透過團隊合作改善與人溝通的技巧，更可賺取訓練津貼。在過去兩年，共有二十一位學員接受有關訓練，其中十一位在接受訓練後成功在公開就業市場獲得聘用。

為提高服務使用者在公開就業市場成功覓得工作的機會，服務在過去兩年繼續向僱員再培訓局申請資助，於二零零八年九月開辦了一次「殘疾人士職前培訓課程」，並分別於二零零九年三月、八月及二零一零年三月開辦了三次「殘疾人士職前培訓單元證書課程」，四次課程參與的人數共為二十九名，其中接近七成的參加者於課程完畢後成功在公開就業市場找到工作。

除了為服務使用者作就業上的準備，在此報告期間，服務亦透過為服務使用者舉辦活動，讓他們在工作之餘舒展身心，包括在二零零八年十一月參觀海洋公園及於二零一零年三月參觀由康樂及文化事務處舉辦之「二零一零年香港花卉展覽」，共有二十九位服務使用者參與這兩個活動。各服務使用者都表示希望能持續舉辦不同的活動，讓他們可以舒展身心，同時亦能擴闊社交圈子。

在此報告期間，服務亦安排職員參觀其他單位及接受相關訓練，以增進同工的知識及工作技巧，包括於二零零八年四月份參觀匡智馬頭角工場，與他們的同工進行工作交流、於同年七月份參加「復康有路？為智障及自閉兒童找出一片天」專題及示範講座及於同年十二月份參觀青山醫院。另外，亦有轉介同工報讀「面見技巧及精神狀態評估方法工作坊」、「精神科藥物之基本知識」及「精神健康急救基礎課程」。

輔助就業服務自一九九五年開始運作，至今已超過十五年，期間與一批僱主建立了緊密的聯繫，並已贏取了他們對僱用殘疾人士的信心。我們相信，殘疾人士有機會融入社會工作，實有賴僱主的接納及支持，為了表揚僱主對聘用殘疾人士的支持，服務成功提名部份僱主接受由社會服務聯會所舉辦的「商界展關懷」活動之嘉許狀，藉此表揚他們實踐良好的企業精神。在未來的日子，服務單位會繼續為服務使用者開拓更多的工作訓練及公開就業機會，讓服務使用者能融入社會，自力更生，為社會作出貢獻。





賽馬會桌面排版中心

中心繼續透過一個模擬的工作環境，為殘疾人士提供文字處理、資料輸入、桌面排版、設計、印刷、代郵及網頁設計／更新的工作和訓練機會，目標是協助他們公開就業。

有鑑於印刷行業的競爭激烈，中心的營運需具彈性，以應付不斷轉變的市場需要。在過去兩年，中心承接了較多的代郵訂單，這類工作能提供工作技能、工作態度及工作耐力的訓練，這些訓練對一些已長時間脫離就業市場但現正計劃重新就業的服務使用者尤其重要。

中心內有些儀器已使用了超過十年，需要更換。承蒙香港城市大學捐贈了一台舊的自動切紙機，取代現有的手動切紙機，因而提高了印刷工序的效率。此外，一位客戶亦捐贈了十三台二手電腦予中心，用以替換部份已過時的電腦，有部份則轉送中心的學員，作家居訓練之用。

在二零零八至二零一零年度，中心的營業額分別為港幣一百六十萬及港幣一百七十萬。在過去兩年，香港經歷了金融風暴，中心的業務幸而未有受到很大的沖擊，但中心仍需加倍努力，以挽留現有的客戶，並要尋找新的商機，以便能抵禦經濟危機對業務所帶來的負面影響。

中心定期進行宣傳活動，以吸納新的客戶。中心會挑選一些相關的行業，例如展覽會主辦商，向他們宣傳中心的業務，但實際上大部份的新客戶均是由舊客戶所轉介，因此，需為客戶提供增值的服務，以吸引他們繼續使用中心的服務。為表揚一些長期給予中心訓練及工作機會的客戶，中心推薦了亞洲博聞有限公司及經濟日報參加由香港社會服務聯會主辦的「商界展關懷」計劃。

中心的學員可獲得以件工計算的津貼，在這段時間，有十二位服務使用者的每日津貼為港幣一百元。有超過百份之七十二的服務使用者同意津貼能增加他們的收入，而百份之八十二的服務使用者認同透過中心的訓練能增加他們的自信，有百份之七十六的服務使用者同意中心的訓練有助他們公開就業，融入



社會。在此段期間，共有十九位服務使用者因公開就業或接受其他職業訓練而離開中心。

中心會為學員提供各類型的訓練，以提升他們的能力。在過去兩年，中心分別與職業訓練局及自行開辦了共八個電腦課程。有超過五十位殘疾人士參加，他們均表示課程很實用。中心在將來仍會定期開辦課程，以提升服務使用者的工作能力。此外，中心亦招募了八位服務使用者參加由明愛社區服務中心所舉辦的義工訓練課程，透過這個活動，學員能服務有需要的人士，回饋社會，從而亦增強他們的自信心。

統計數字

所提供服務

接受服務人數

08-09 09-10

為殘疾人士提供資料輸入、桌面排版、
設計、印刷、代郵及網頁設計的工作機會

36 36

為殘疾人士提供工作訓練機會

36 36



展能基金

展能基金旨在為殘疾人士提供免息貸款，協助他們購買復康器材，以提升他們的獨立生活能力及生活質素。

由二零零八年四月一日開始，基金的最高貸款額曾至港幣六萬元，最長還款期則維持為四十八個月，貸款會以每月分期方式攤還。每個申請均需具擔保人以確保貸款能按期收回。每個申請均需由基金的管理委員會審核，並由本會的執行委員會加批。

在過去兩年，基金共接獲三十九宗申請，所有申請人均為肢體殘疾人士及視障人士，最多申請的儀器是汽車、電動輪椅及輪椅。自最高貸款額曾至港幣六萬元後，在接獲的申請中，超過半數均申請最高的貸款額以購置輔助器材。截至二零一零年三月，共有四十五位殘疾人士仍在還款當中，基金會與他們保持聯絡，以確定他們能按期清還款項。





在這段期間，亦有個別借款者表示未能如期還款，爲了協助他們解決困難，基金會考慮將還款期延長及減低每期的還款額，並會密切跟進他們的情況，當他們的財政情況改善後，便需回復到當初承諾的還款期限。總括而言，基金的運作大致暢順，並沒有出現壞賬。

基金會定期透過本會網站及刊物作宣傳，亦有郵寄宣傳單張予復康機構、特殊學校、醫院、自助組織、社會保障部及家庭服務中心。

基金會透過問卷收集申請人對申請手續及儀器實用性的意見，在過去兩年，所有申請人均對服務表示滿意，並認爲所購置的儀器能提升他們的獨立生活能力及生活質素。

統計數字

所提供服務

接受服務人數

	<u>08-09</u>	<u>09-10</u>
查詢服務	88	87
申請個案	22	17
提供免息貸款	11	15
爲選擇合適儀器提供意見	11	15
評估申請人的社會及經濟情況	11	15
爲接受貸款人士提供支援	59	45



社會企業



宏遠洗衣服務公司

自二零零五年開業至今，作為社會企業的一員，宏遠洗衣服務公司的目標是為殘疾人士提供就業機會。經過三年的營運，公司已逐步轉虧為盈；正當曙光初現時，冷不防金融海嘯席捲全球經濟，公司亦無可避免地面臨更大挑戰。洗衣同業為求生存，紛紛各出奇謀，如進一步降低收費，延長免費存倉期等，使業界已惡劣的營商環境更為嚴峻，競爭更為激烈。

為提升競爭力，公司在二零零八年推行了業務流程重組計劃，針對最關鍵與最基本的管理工作及作業程序，進行重新設計和改造，這個再造過程使公司在成本、品質和服務等方面的績效取得大幅度的改善。透過重整生產流程、重新調配各職位人手、培養正面公司文化等，以提升營運效率，增加員工的產能，從而騰出更大空間迎接未來的訂單。緊接而至的是客戶服務訓練，藉此加強員工的獨立處理問題能力，鞏固他們的自信。



縱觀二零零八至二零零九年度的銷售數字，發現旺季與淡季間的差距甚大，純利差距可達兩倍之多。有見及此，公司需要調整市場策略，以減輕洗衣行業傳統的季節性效應對銷售的影響。公司遂加強對企業客戶群的推廣，開拓新的客戶群組例如老人院舍，各類型宿舍等，務求逐步縮減提供予個別住戶的服務，以減輕行政上的負擔。經過一連串的推廣，公司終於二零零九年六月份開始為一間嚴重殘疾人士護理院提供每日的洗衣服務。這個合約為公司提供一個穩定的客源，同時亦令銷售額邁進一大步。在二零零八至二零零九年度，「宏遠」全年的營業額為港幣七十萬元，但在二零零九至二零一零年度，「宏遠」全年營業額已大幅上升至港幣七十七萬元，營業額的升幅引證了業務改組及市場策略的有效性。

為了令員工熟習不同工作崗位的要求，公司推行工作崗位調配，使他們能適應不同的工種。為增強競爭力，公司亦為客戶提供增值服務例如改衣服務等，希望藉此挽留客戶。公司有舉辦定期的員工培訓，以改善服務質素，同時亦會不斷檢討服務的內容及流程，以滿足客戶的期望及需要。





新計劃



在職殘疾人士及其家人支援計劃

在職殘疾人士及其家人支援計劃由社會福利署資助，由二零零九年一月開始提供服務，主要服務對象為在職之智障人士、肢體傷殘人士及其家人。服務目的是透過提供全面、持續及多元化的在職支援服務，包括輔導、支援小組及治療小組，協助服務使用者維持本身的工作。另一方面，服務亦希望透過協助服務使用者的家屬了解前者在工作上遇到的問題，從而能以正面的態度共同處理問題，並改善家庭關係。每年的服務名額為四十五個，服務並無地區限制。

針對服務使用者的不同需要，服務在過去分別為肢體傷殘及智障的使用者提供名為「『肢』足常樂」及「沿途有你」的支援小組，兩者皆為長期支援性質的小組，除可擴大參加者的社交網絡外，亦為他們提供分享生活及工作點滴的渠道，並加強彼此之間的支持及鼓勵。此外，為了可以重點處理他們在工作上遇到的困難，並提昇他們解決問題的能力，服務亦有舉辦不同主題的治療小組，包括人際關係、壓力處理、時間管理及情緒管理等。



除了與工作有關的小組，更有為服務使用者舉辦其他性質的小組及活動，例如「網上工具應用電腦小組」及「英文小組」，讓他們在日常工作之餘，能在知識上有所增長，並有機會接觸電腦及以電郵與外界溝通。活動方面，去年分別舉辦了燒烤樂及聖誕聯歡，以減輕他們日常的工作壓力，其中燒烤樂更有家屬的參與，讓家屬對本服務有更深入的了解。

作為一項新服務，其中一個工作重點是讓公眾人士多認識服務的內容。自服務推出以來，除了郵寄宣傳單張給轉介機構，更透過機構網頁及社會服務聯會轄下的「人間互助熱線」推廣服務。另外，亦有在深水埗區當眼位置懸掛服務橫額，向公眾人士介紹服務。在未來的日子，推廣仍會繼續，其中包括出版服務通訊，讓外界能對服務有進一步的了解。





宣傳一站通

「宣傳一站通」是由社會福利署「創業展才能」計劃撥款資助，是本會的第二個社會企業，於二零零九年八月成立，既為客戶提供一站式宣傳服務，亦為殘疾人士創造就業機會。

宣傳一站通提供的服務包括設計、印刷及派發宣傳單張、建立及更新客戶資料庫、郵件處理、派遞及運送服務，由於市場上提供相關服務的公司不少，服務需要十分主動，才能在競爭激烈的商業環境下營運。幸好作為一個社會企業，宣傳一站通獲得不少客戶的支持，成立至今已有接近五十個客戶惠顧，其中超過一半客戶更不只一次惠顧服務，足證他們對宣傳一站通的信心及支持。宣傳一站通的客戶來自不同行業，包括美容集團、旅行社、教育機構、護老院、髮型屋、嬰兒產品公司、銀行、非政策機構及社會企業等。

由業務成立至二零一零年三月的八個月期間，錄得的營業額為港幣十九萬九千六百三十六元。截至二零一零年三月，業務共聘用十五名僱員，其中五名為殘疾人士。

展望將來，宣傳一站通會繼續積極推廣業務，吸引更多顧客惠顧，從而為殘疾人士提供更多的就業機會。還會利用網上營銷的方法，去吸引客戶瀏覽社企的網頁。此外，亦會利用業務的網頁作為宣傳的平台，透過定期更新網頁的資料及客戶名單，讓有興趣的客戶及公眾人士得悉業務的進展及最新提供的服務。



■ 宣傳一站通網站

會員及義工

本會各項服務的推行，均有賴義工的積極參與。為了令服務能順利推展，實有需要在義工招募、訓練、鼓勵及維繫方面投放資源。在過去兩年，本會因應服務發展需要去招募合適的義工，務使他們能善用個人的專業技能，投入服務。

在二零零八至二零一零年度，共有八十五位義工加入本會，截至二零一零年三月，本會共有三百七十二位會員及義工。為使新加入的義工對本會的服務有更深入的了解，本會會舉辦迎新導向，亦會按義工的能力及興趣，為他們安排相關的義工服務，務使他們能發揮所長，投入有興趣的義工服務。此外，本會於二零零九年尾在本會網頁中開展了一個「輔助儀器製作服務網誌」，目的是提供一個網上平台，讓同工與義工們交流分享新產品的構思、設計及製作。

在過去兩年，本會亦有轉介專業義工為其他有需要的社會服務機構提供專業意見及諮詢。本會更推薦長期服務的義工參加由社會福利署舉辦的「義工服務管理訓練課程」，以訓練他們的領袖才能。為協助義工順利推行服務，曾舉辦輪椅轉移的訓練課程，以增強義工服務所需的技能。





爲了表揚義工的服務精神，在過去兩年，本會共推薦四十三位義工參加由社會福利署所舉辦的「義工運動」，其中四十二位獲銅獎及一位獲金獎；亦有五位義工獲推薦領取五年及二十年的長期義工服務獎。

在這兩年內，一位義工獲本會頒發卓越義工獎及五位義工頒發長期義工服務獎。爲表達對義工的感謝，本會亦特別設計及製作了電話繩及新年小掛飾，贈予所有會員及義工，期望他們能繼續支持本會的服務。

爲了使會員及義工了解本會服務的發展，亦會定期出版季刊，同時亦會透過季刊更新會員及義工的資料，以保持一個合時的義工資料庫，令服務能順利推行。

統計數字

所提供服務

接受服務人數

08-09 09-10

舉辦探訪活動

42

43

招募新義工

42

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舉辦新義工迎新介紹

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舉辦傑出義工選舉

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爲其他社會服務機構提供專業義工
轉介務服

13

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FINANCE

Auditor Report 核數師報告







ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

REPORT OF THE EXECUTIVE COMMITTEE
FOR THE YEAR ENDED 31 MARCH 2010

- continued -

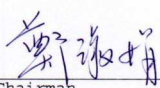
DIRECTORS' INTEREST

No director had a material interest in any contract of significance to the operation of the Association to which the Association was a party during the year.

HONORARY AUDITORS

The financial statements have been audited by Messrs. Chan & Man, Certified Public Accountants (Practising), who retire and, being eligible, offer themselves for re-appointment.

On behalf of the Executive Committee



Chairman
Dated : 22 OCT 2010
Hong Kong

CHAN & MAN
CERTIFIED PUBLIC ACCOUNTANTS
陳錫義、文國樑 會計師行



INDEPENDENT HONORARY AUDITORS' REPORT

Page 3

TO THE MEMBERS
ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES
(Incorporated in Hong Kong with limited liability)

We have audited the financial statements of Association For Engineering And Medical Volunteer Services set out on pages 5 to 23, which comprise the statement of financial position as at 31 March 2010, statement of comprehensive income and expenditure, statement of changes in funds and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Directors' responsibility for the financial statements

The Association's directors are responsible for the preparation and the true and fair presentation of these financial statements in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and the true and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and true and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



ETM V

CHAN & MAN
CERTIFIED PUBLIC ACCOUNTANTS
陳錫義、文國樑 會計師行



Page 4


INDEPENDENT HONORARY AUDITORS' REPORT

TO THE MEMBERS
ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES
(Incorporated in Hong Kong with limited liability)

- Continued -

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 2010 and of its surplus and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.



Certified Public Accountants
(Practising)

Dated: 22 OCT 2010
Hong Kong





ENVIV






ASSOCIATION FOR ENGINEERING AND MEDICAL VOLUNTEER SERVICES

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2010

	NOTE	2010 HK\$	2009 HK\$
Represented by:			
General Fund	6	-	-
Service Foundation Fund	7	1,246,681	1,152,126
Independent Living Fund	8	2,586,002	2,586,002
Supported Employment Services	9	409,902	409,902
Jockey Club Desktop Publishing Centre	10	445,648	486,809
Home Care Services	11	528,150	528,150
The Endeavor	12	4,481	4,481
Laundry workshop	13	255,596	92,558
Social Welfare Department			
Lump Sum Grant Reserve	14	6,048,771	5,564,037
Social Welfare Department Provident Fund	15	825,250	783,518
Social Welfare Department Central Items	16	31,320	20,532
Social Welfare Department Block Grant	17	914	9,114
Social Welfare Department			
Rent and Rates Deficit	18	(161,142)	(141,465)
Persons with disabilities and their families	19	71,573	9,079
Social Welfare Department One-off subsidy	20	-	208,159
One-Stop Promotional and Distribution Service	21	84,072	-
Social Welfare Department			
Special One-off Block Grant	22	60	-
Social Welfare Department			
Paramedical Staff Surplus	23	28,724	-
		<u>12,406,002</u>	<u>11,713,002</u>
		=====	=====

Approved by the members of Executive Committee (who are also Directors of the Board) 22 OCT 2010


Director


Director











Annual Report 2008-2010





Annual Report 2008-2010











ETIV



Annual Report 2008-2010





Annual Report 2008-2010

