



香港聖公會福利協會有限公司
HONG KONG SHENG KUNG HUI WELFARE COUNCIL LIMITED
2013-2014優質之旅－優質管理工作報告撮要
QUALITY JOURNEY - QUALITY MANAGEMENT
ANNUAL REPORT SUMMARY

*Transform Life
Live in Abundance*
轉化生命 活出豐盛

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優質之旅徽章簡介 The Logo of Quality Journey



會徽 Crest of the Council

推行「優質之旅~全面優質管理」的理念乃秉承香港聖公會營辦社會福利服務之信念：為弱小的兄弟而作，乃為基督而作。即以人為本，提供適切服務，以滿足其需要和期望。

會徽置於徽章之最高位置，乃表示福利協會最高管理階層與前線同工，攜手協力，共同推行全面優質管理。

The rationale in implementing “Quality Journey ~ Total Quality Management” is based on the mission of Hong Kong Sheng Kung Hui in providing social welfare services: “What you did to the least of my brother, you did unto Me.” That is, to fulfill the needs and expectations of services users through the provision of person-oriented services.

The Crest was located at the top corner, indicating the commitment of top management in implementing Total Quality Management, together with front line workers.

弓箭 Bow and Arrow

弓箭瞄準目標，蓄勢待發，比喻推行全面優質管理必須有明確而清晰之目標。而福利協會之目標便是使福利協會成為一間全面優質管理機構，以確保服務質素持續改善。

The aiming at the target symbolizes that a clear direction and goal was set. The goal for the implementation of Total Quality Management is to achieve a quality driven organization, so as to ensure the continuous improvement of service quality.

弓勢 Posture

拉弓之勢首箭同方、臂直有力、馬步穩健，射出之箭方能百發百中。這比喻福利協會重視培訓人材，裝備所需技巧，並按既定步驟及準則提供服務，這才能達到事半功倍之效。

Heading towards the targeted direction, with arms firm and straight, legs strong and stable; the arrow will then be set for the mark. Similarly, staff development, relevant skills and techniques, service standards and procedures are essential elements of service quality.

拉弓者 The Archer

有目標、弓箭和功架，但仍需有心人射箭，方能一矢中的。意喻福利協會需建立優質文化，使每位同工均能上下一心，成為優質之旅之優秀團員，共同推動全面優質管理。

The archer is an essential person to bend the bow and shoot the arrow at the targeted direction, including the importance of staff members, and that quality culture is essential so that the whole staff team implements Total Quality Management in concerted effort.

引言 Introduction

福利協會一直以來，本着「個別關懷 全面照顧」的服務理念，以全面優質管理模式，為服務使用者提供優質的服務。「優質之旅」就是確立福利協會推行全面優質管理的標誌，當中充分體現福利協會全體同工追求持續改善，為滿足服務使用者的期望，做到最好的精神。

過去一年，各服務質素改善綜隊為加強同工的專業知識，提升服務質素，定期舉辦不同的專業培訓及海外交流，如綜合家居照顧服務及家務助理服務舉行的「長者遊戲治療工作坊」及幼兒服務舉行的「台灣教育學習團」等。2013年8月起，福利協會轄下的長者鄰舍中心質素改善綜隊與長者綜合服務中心服務質素改善綜隊合併成為「長者中心服務質素改善綜隊」，以促進兩者的服務協調及專業發展。本年度另一重點活動就是「優質服務分享會」，各服務質素改善綜隊派出代表參加，目的是交流優質服務經驗，分享提升服務質素的成果，院舍綜隊更以「蝶舞耀晚情」身心靈綜合寧養照顧服務計劃之分享，榮獲由全場同工投票選出的「觀眾最喜愛大獎」。

福利協會亦致力推動職業安全及健康，積極參與職業安全健康局舉辦的活動，以表揚單位及同工在職安健的表現。本年度復康服務安全及健康委員會的推廣活動更獲得「香港職業安全健康大獎（宣傳推廣大獎）- 銅獎」，而福利協會屬下十一間院舍亦已全部被確認為「卓越安健院舍」。在感染控制工作方面，中央感染控制聯絡主任除繼續支援單位的感染控制工作外，同時更新了福利協會流感大流行網頁及「處理流感大流行指南」，並協助各服務單位完成模擬爆發大流感後應變演習，以提升單位的應變能力，並盡早作好準備，保障服務使用者及同工健康。

本工作報告乃福利協會過去一年推行優質之旅的情況，藉以分享全體同工一年來努力的成果，希望大家互勵共勉，力求卓越。



總幹事
李正儀博士
二零一四年十二月五日

Adopting the service motto of "Individual Caring, Overall Concern", the Welfare Council has been providing quality services through Total Quality Management. "The Quality Journey" symbolizes the Welfare Council's implementation of Total Quality Management, in which our staff members pursue continual improvement of service quality in order to cater for the expectations and needs of service users.

During the past year, in view of enhancing the professional knowledge of our staff and improve the service quality, the Service Quality Improvement Teams organized various professional training courses and overseas exchange visits, they including, "Workshop on play therapy with elders" launched by Integrated Home Care Service and Home Help Service, and a "Study tour on Child Education in Taiwan" held by Child Care Services. Also, to facilitate the coordination of services and professional development within the Welfare Council's Neighbourhood Elderly Centres and District Elderly Community Centres, the "Neighbourhood Elderly Centre Service Quality Improvement Team" and the "District Elderly Community Centre Service Quality Improvement Team" have been integrated into the "Elderly Centre Service Quality Improvement Team" since August 2013. The "Quality Improvement Projects Sharing Meeting" was a highlight event of the year, providing opportunities for the service units to share experiences on quality services and their achievements in service quality improvements. The Residential Home Team's Integrative Body-Mind-Spirit Hospice Care for Older Adults Programme was presented the "Most popular award" after staff voting.

The Welfare Council has also strived to promote occupational health and safety and participated in events organized by the Occupational Safety and Health Council to recognize the efforts of the service units and staff in practicing occupational safety. In the past year, the Occupational Safety and Health Committee of the Rehabilitation Services received the Hong Kong Occupational Safety & Health Award (Safety Promotion Award) - Bronze Award with its 'Give "Like" to my most favorite OSH video and poster!' promotional activity and all 11 elderly homes have been accredited as "Safe & Healthy Residential Care Home with Excellent Performance". Besides providing support to various service units, the Infection Control Coordinator put effort in updating the Welfare Council's Influenza Pandemic Website and the Preparedness Guide for Handling Influenza Pandemic. She also conducted emergency drills, so as to enhance the units' abilities to deal with the pandemic situation and take preventive measures to protect the health of service users and staff.

This report summarizes the efforts of our colleagues in the Quality Journey during the past year. With generous support and encouragement from all around, the Welfare Council would continue to endeavor for excellence.

Dr Jane Lee, JP
Director
5th December, 2014

共同努力 不斷向前 Forging ahead, hand-in-hand

福利協會一直致力為各服務使用者提供適切的服務，而各同工亦不斷努力，務求提供最優質的服務。為此，福利協會透過各種不同渠道，定期收集各持份者包括服務使用者、家屬、同工及其他相關人士之意見，以制定服務發展策略。過去一年，福利協會共收到202份讚賞信件。這些嘉許，不只是對同工服務的認同，更是福利協會追求優質服務的推動力。

The Welfare Council has always strived to provide service users with pertinent services. Colleagues have also endeavoured for service excellence. To formulate the service development strategies, the Welfare Council has worked to collect the feedback regularly from service users and their families, as well as colleagues and relevant stakeholders via different channels to formulate appropriate strategies for service development. During the past year, the Welfare Council received a total of 202 letters of appreciation, which were not only recognitions to colleague's hard work, but a source of motivation to pursue quality services.



同工滿意度調查

福利協會透過每年舉行的同工滿意度調查，了解同工對福利協會的意見。調查由2001年開始舉行，最初為每兩年舉行一次，直至2008年起則改為每年舉行，以便能適時地掌握同工的建議及意見。

最近一次的意見調查在2014年1月之全體同工分享會中進行，同工以不記名方式提交問卷。是次調查共收到1,732份有效的問卷，回收率達81.51%，而同工對福利協會的整體滿意度為74.1%。

Staff Satisfaction Survey

Staff Satisfaction survey was conducted every year to collect opinions from colleagues in order to understand their views. This practice could be dated back to 2001 when the survey was conducted biannually. Since 2008, the survey time interval was conducted annually to grasp colleague's views in a timely manner.

The most recent survey was conducted during the All Staff Meeting in January 2014 in the form of questionnaires. With 1,732 valid questionnaires received, the response rate was 81.51%. The results showed that overall staff satisfaction with the Welfare Council stood at 74.1%.



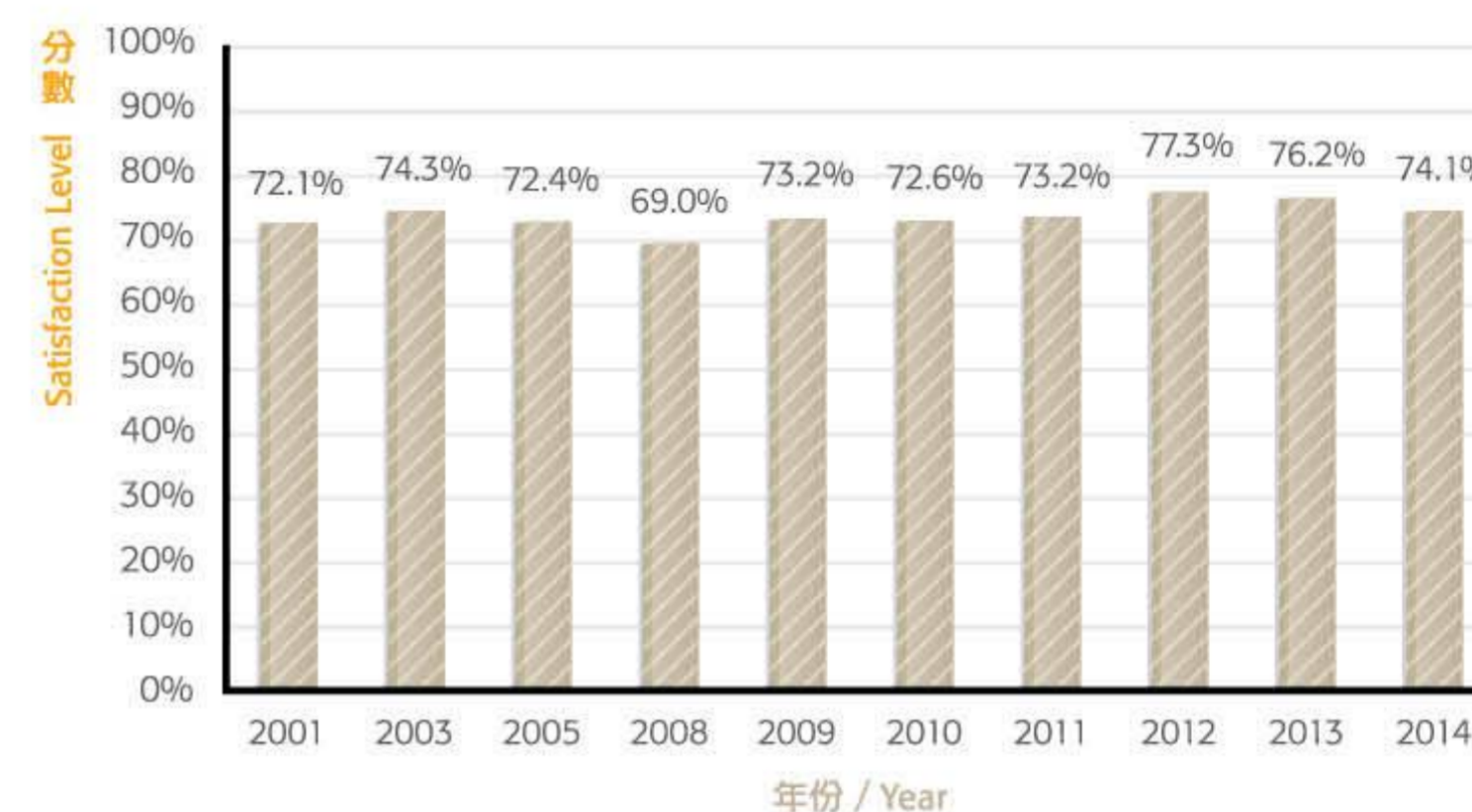
同工心聲 Staff Opinion

感謝協會增加對合約同工之退休保障，不但能夠增強同工對協會之歸屬感，亦讓同工感到福利協會對合約同工之重視。

I'm grateful for the retirement benefit enhancement for contract staff. It not only strengthens our sense of belonging, but also demonstrates the Welfare Council's respect for contract staff.

同工對機構之整體滿意度

Staff Overall Satisfaction Towards the Welfare Council

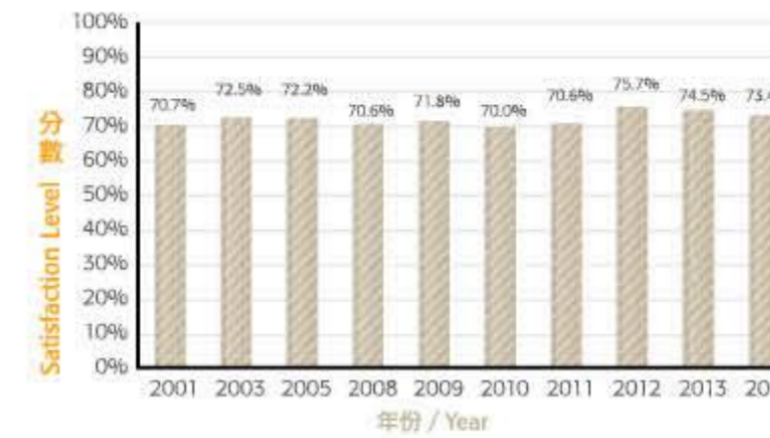


員工意見調查的內容包括下列6個維度的量度：
The Staff Survey covers the following six dimensions:

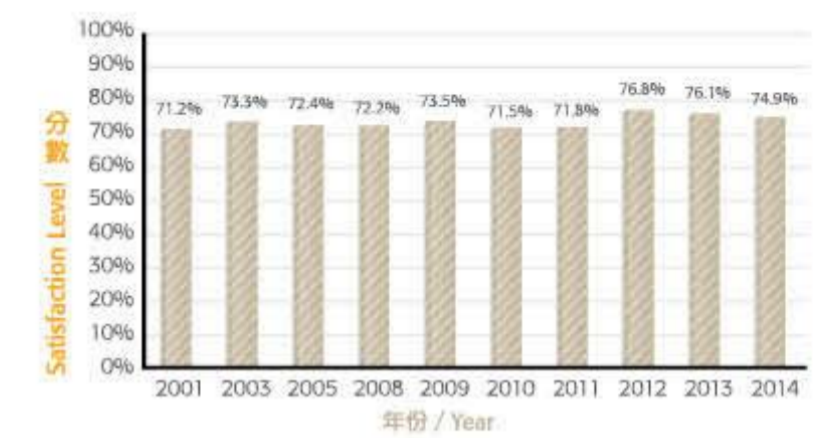
維度 Dimension	目的 Purpose
1. 溝通規劃 Communication and planning	了解同工對福利協會的使命和目標的清晰度，對機構領導的信心以及對機構最新動向的看法。 To understand the level of understanding towards the Council's vision, mission and strategic plans, level of confidence towards the Council's management, as well as views on the Council's new initiatives.
2. 角色發揮 Development of Role	了解同工在工作崗位的發揮和滿足情況。 To understand the level of attainment and sense of achievement at their position.
3. 機構文化 Organizational culture	了解同工對機構的氣氛文化和機構內相互信任度的情況。 To understand the organizational culture and level of trust within the Council.
4. 運作效率 Operational efficiency	了解同工對機構運作效率的滿足度，包括資訊科技的支援情況。 To understand satisfaction level towards the organization's operational efficiency including information technology support.
5. 員工關係 Employees' relationship	了解同工與督導，以及同工和同工間的合作關係的滿意度。 To understand satisfaction level towards the working relationship with supervisors and peers.
6. 資訊培訓 Information and training	了解同工對機構提供的資訊和培訓安排的滿意度。 To understand satisfaction level towards the organization's information release and training arrangements.

福利協會去年在上述6個維度的表現如下：
The Welfare Council's performance in the six dimensions was as follows:

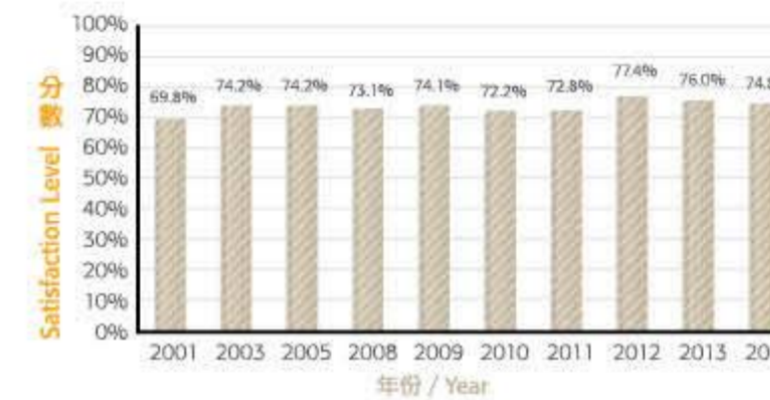
溝通規劃
Communication and Planning



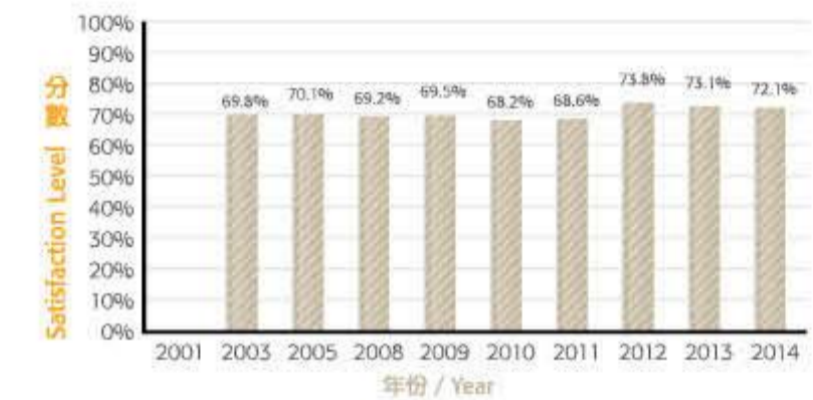
角色發揮
Development of Role



機構文化
Organizational Culture

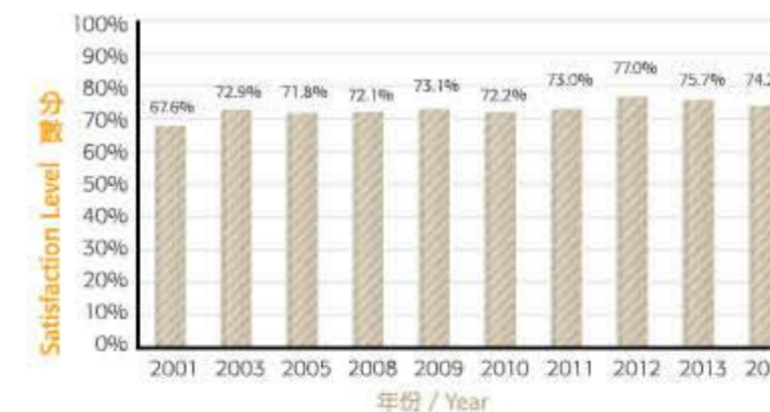


運作效率
Operational Efficiency

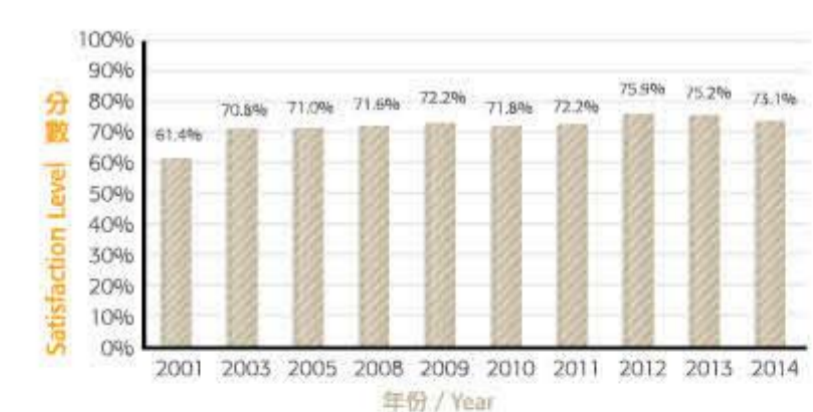


註：2001年的調查不設運作效率的維度
Note: Operational Efficiency was not measured in 2001 survey.

員工關係
Employees' Relationship



資訊培訓
Information and Training



同工是在次調查中，除填寫問卷外，亦有透過口頭及書面形式，向福利協會提出了不少寶貴意見。福利協會建立了機制，就各項意見逐一跟進，並向同工公佈跟進結果，貫徹持續改善的精神。

In addition to the survey, colleagues had also provided written and verbal opinions to the Welfare Council. The Welfare Council had a mechanism followed up on these invaluable opinions and the progresses were announced to colleagues in due course.



內部審核專才計劃

Professional Internal Auditor Team Programme

福利協會由2003年開始推行「內部審核專才計劃」，由不同服務的同工擔任內部審核專才，為福利協會屬下各單位進行內部審核，檢視其運作狀況，達至持續改進。

現共有29位內審專才為福利協會不同部門或服務單位進行內部審核，優質管理部亦會定期安排內審專才培訓及分享會，以促進專才之間的交流及提升專才的審核技巧。去年內部審核專才團隊共為福利協會屬下30個服務單位進行審核，並提出了不少改善建議。

The Welfare Council has set up a Professional Internal Audit Team since 2003. Colleagues from various service units were appointed as auditors, to conduct internal audits to the Welfare Council's service units to fulfill the objective of continuous improvement.

Currently there are 29 internal auditors performing internal quality audits for the different departments and service units. Training and sharing sessions were arranged periodically by the Quality Management Team to enhance auditor's skills. In the past year, quality audits were conducted with over 30 service units which raised a number of valuable suggestions for further improvement were made.

感染控制 防患於未然

Preventive Measures Against Infectious Diseases

感染控制政策是指防禦傳染病發生或擴散的措施。早於2003年非典型肺炎在港肆虐期間，福利協會已洞悉感染控制的重要，運用風險管理的理念，成立感染控制專責小組，評估風險，並制定感染控制的策略、措施和應變方案。2005年福利協會成為全港首間社會福利機構設立中央感染控制聯絡主任之職，由專職護士擔任，負責支援單位感染控制的工作，向單位提供專業意見及改善建議。

除以上工作外，本年度福利協會感染控制聯絡主任亦更新了福利協會流感大流行網頁，上載了福利協會「處理流感大流行指南」、各服務單位的應變措施及支援中心的方案，冀各服務單位能以快速方便的途徑，登入網頁並即時取得感染控制的資料。此外，福利協會亦協助各服務單位完成模擬爆發大流感後應變演習，以提升各單位的應變能力，及早作好抗疫的準備，保障服務使用者及同工

The policy on infection control is aimed at preventing the outbreak or spread of infectious diseases, its importance has been realised since the SARS outbreak in 2003. The Welfare Council has established the task force on infection control to perform risk assessment and develop infection control strategies, measures and contingency plans. Since 2005, the post of Infection Control Coordinator has been established, which was the first of its kind in the social welfare sector in Hong Kong. Assumed by a professional nurse, the Coordinator supports service units on controlling infections and offering professional advice as well as suggestions for improvement to them.

The Coordinator has updated the Welfare Council's Influenza Pandemic Website to facilitate service units with convenient access to infection control information including the Preparedness Guide for Handling Influenza Pandemic, contingency measures and supporting solutions. The Coordinator also assisted various service units to perform emergency drills of influenza pandemic to enhance the service units' adaptability and take preventive measures to protect the health of service recipients and staff.

健康。安老院舍更從衛生防護中心的網頁下載不同語言的防感染措施的單張，派發予探訪院友的家傭，共同認識及執行感染控制措施。

Pamphlets in different languages downloaded from the Centre for Health Protection website were distributed to domestic workers in the elderly homes during their visits to the residents, so as to encourage them to learn from and adhere to infection control practices.

職安經驗 共同分享

Sharing of Experiences on Occupational Safety

福利協會致力推動職業安全及健康，為同工、服務使用者及訪客建構一個安全及健康的環境。本年度福利協會提名復康服務安全及健康委員會參加由職業安全健康局及勞工處聯同其他13間機構舉辦之「香港職業安全健康大獎（宣傳推廣大獎）」，他們以「“至激”最“Like”職安健宣傳短片及海報」推廣活動，獲評審團評選為「香港職業安全健康大獎（宣傳推廣大獎）- 銅獎」。

The Welfare Council has paid much effort in promoting occupational safety and health in view of building a safe and healthy environment for staff, service users and visitors. In the past year, the Welfare Council nominated the Occupational Safety and Health Committee of the Rehabilitation Services to participate in the "Hong Kong Occupational Safety & Health Award (Safety Promotion Award)" jointly organized by the Occupational Safety & Health Council, the Labour Department and 13 other organisations. The Committee received the Hong Kong Occupational Safety & Health Award (Safety Promotion Award) - Bronze Award with its 'Give "Like" to my most favorite OSH video and poster!' promotional activity.





另外，福利協會屬下5間院舍，在2008年參與職業安全健康局舉辦的首屆「香港安健院舍確認計劃」，當時，其中4間院舍被確認為最高級別之「卓越安健院舍」，而1間被確認為「傑出安健院舍」。由於證書有效期為5年，因此5間院舍在2013年參與此計劃的再確認程序，結果全被確認為最高級別之「卓越安健院舍」，而福利協會屬下所有11間院舍亦已被確認為「卓越安健院舍」。

Also, 5 elderly homes of the Welfare Council joined the first "Hong Kong Safe & Healthy Residential Care Home Accreditation Scheme" organized by the Occupational Safety & Health Council in 2008. 4 homes were accredited as "Safe & Healthy Residential Care Home with Excellent Performance", which is the highest grade in the scheme, while 1 home was recognized as "Safe & Healthy Residential Care Home with Outstanding Performance". As the certification is valid for 5 years, the 5 homes participated in the re-accreditation process in 2013 and all of them have been certified as "Safe & Healthy Residential Care Home with Excellent Performance". To date, all 11 elderly homes of the Welfare Council had been accredited.

為讓職安健訊息有效率地傳遞到每一位同工，本年度增設職安健網頁，內容除包括以往職安健活動的相片外，亦上載了過去的職安健通訊，再加上職安的溫馨提示、培訓課程、化學品標籤等資料，讓同工可更有效地執行各項職安健的守則及指引。

To promote the message of occupational safety to all staff, the Welfare Council has set up an occupational safety website this year. Apart from event photos of past occupational safety activities, other information such as past occupational safety newsletters, gentle reminders, training courses, chemical labels, etc. are available in the website, so that staff could follow the occupational safety regulations and guidelines effectively.

經驗分享 相互獲益 Experience Sharing for Mutual Benefit

福利協會於2001年起舉辦優質服務分享會，為各單位提供一個共同分享、相互交流的平台。

The Welfare Council has been organizing Quality Improvement Projects Sharing Meeting since 2001, providing service units with a platform for experience sharing.

第十屆優質服務分享會於2013年6月22日假聖公會基福小學禮堂舉行。7個服務單位代表為其所屬服務進行分享。各代表均施展渾身解數，以生動有趣的表達方式，與各出席者分享提升服務質素的經驗。當日經同工投票，香港聖公會護養院的「蝶舞耀晚情」身心靈綜合寧養照顧服務計劃榮膺第十屆優質服務分享會「觀眾最喜愛大獎」。

The 10th Quality Improvement Projects Sharing Meeting was organized at the hall of S.K.H Kei Fook Primary School on 22nd June 2013. Representatives from 7 service units attended the meeting and shared their experiences in enhancing service quality by delivering interesting performances on stage. After staff voting, Hong Kong Sheng Kung Hui Nursing Home's Integrative Body-Mind-Spirit Hospice Care for Older Adults programme won the "Audience's Most Favourite Award".

除了各服務單位代表分享外，大會亦邀請到挪威船級社營運經理徐偉基先生蒞臨，跟出席同工講述如何透過量度服務品質，找出改善機會，從而達至優質服務的目的，各出席同工均獲益良多。

Besides the service units' sharing, the organizer invited Mr. Wilson Tsui, Operations Manager in Business Assurance of Det Norske Veritas (DNV), to share his experiences in measuring service quality to enhance service standards. All participating staff has benefited a lot.



各參與單位的分享簡介如下：

The following are overviews of the sharing by the participating units:

服務類別 Service Category	幼兒服務 Child Care Services
單位名稱 Name of Service Unit	聖西門良景幼兒學校 St. Simon's Leung King Nursery School
計劃名稱 Programme Name	學校是我家 School is My Home
計劃簡介 Programme Overview	<p>配合服務願景：「在基督愛內，建立喜樂、自信、和善及健康的孩子」。愛是生命的動力，群體是成長的助力，因此致力營造學校是我「家」，讓幼兒每天身處其中，能夠經驗愛，學會愛而得著真正的平安，進而展現獨有的天賦。</p> <p>The programme fulfilled the service vision of "Nurturing children to be happy, self-confident, kind and healthy in the love of Christ". Love is the drive of life, and community is the support for growth. As such, the programme aims at developing the school as the home of children, so that they may experience love and peace through daily immersion in such an environment, and realize their unique gifts.</p>

服務類別 Service Category	綜合家居照顧服務及家務助理服務 Integrated Home Care Service & Home Care Service
單位名稱 Name of Service Unit	中西區綜合家居照顧服務 Central and Western Integrated Home Care Services
計劃名稱 Programme Name	與痛同行 Living with Pain
計劃簡介 Programme Overview	<p>本計劃的主要服務對象為年滿60歲患有痛症的長者及綜合家居照顧服務隊的員工。透過跨專業協作的一系列活動，讓參加者以正面態度面對及處理痛症，學習與痛症同行共舞，以紓緩負面情緒並建立健康生活模式。</p> <p>The service targets of the scheme were the elderly aged 60 or above inflicted with pain conditions as well as staff of the Integrated Home Care Services team. Through a series of activities involving multi-disciplinary collaboration, participants can manage and handle pain conditions with positive attitude and learn to live with pain, so that they may relieve depressive emotions caused by pain and lead a healthy living.</p>

服務類別 Service Category	青少年社區及家庭服務 Children and Youth, Community and Family Service
單位名稱 Name of Service Unit	香港聖公會馬鞍山(北)青少年綜合服務中心-賽馬會青年幹線 H.K.S.K.H Ma On Shan (North) Children and Youth Integrated Service Centre - Jockey Club Youth Express
計劃名稱 Programme Name	家友站 Home Sweet Home
計劃簡介 Programme Overview	<p>小組的參加者為外展服務對象的家長。在過往一年中，計劃分別以「愛自己」和「愛子女」為主題內容。在整個小組中，社工以沙維雅模式的理念作為骨幹，透過不同的活動及環節，讓家長明白原生家庭對子女的影響、如何善待自己以及如何運用自己的轉變，帶動子女的轉變。</p> <p>The participants were parents of outreach service users. In the past year, themes of "love yourself" and "love your children" have been adopted. Social workers adopted the Satir model in various activities and sessions to help parents understand how family of origin influence their children, and how they can be kind to themselves, and bring about changes to their children through changes in their own self.</p>

服務類別 Service Category	長者日間護理中心服務 Day Care Centre For The Elderly
單位名稱 Name of Service Unit	樂華長者日間護理中心 Lok Wah Day care Centre for the Elderly
計劃名稱 Programme Name	老友競技場 Elderly Sports Game
計劃簡介 Programme Overview	<p>傳統的運動訓練相對單調，會員容易感到訓練內容重覆及沉悶，但透過體感遊戲機Wii之遊戲軟件，會員既可進行四肢協調平衡訓練，亦可增加訓練之趣味性，從而提升他們對運動的興趣。</p> <p>Traditional sports training tend to be monotonous, and elderly members of the Centre may find them repetitive and boring. The programme provided the members with interesting training on limb balance through kinetic game software on the Wii gaming console, so as to arouse their interest in exercising.</p>

服務類別 Service Category	長者鄰舍中心 Neighborhood Elderly Centre
單位名稱 Name of Service Unit	太和長者鄰舍中心 Tai Wo Neighborhood Elderly Centre
計劃名稱 Programme Name	緩痛友伴支援計劃 "Let's walk through the pain" pain management project for the elderly
計劃簡介 Programme Overview	<p>計劃招募了33名義工，參與人次共219，為患有痛症而減少社交活動的不活躍會員、隱蔽長者及護老者等提供到戶的支援。義工亦透過友儕的關係，陪同長者參與中心活動及緩痛小組，拓展長者社交生活圈子，並提升長者自主管理痛症能力。</p> <p>The project involved 33 volunteers with a total attendance of 219, providing door-to-door support for non-active members suffering from chronic pain, singleton elderly and caregivers. Volunteers also accompany elderly members on joining activities and pain-management groups organized by the Centre, so as to expand their life circles and enhance their independent pain management skills through peer-support.</p>

服務類別 Service Category	長者綜合服務中心 District Elderly Community Centre
單位名稱 Name of Service Unit	西環長者綜合服務中心 Western District Elderly Community Centre
計劃名稱 Programme Name	毋忘我 – 腦退化症支援計劃 "Forget-me-not" – Dementia Support Project
計劃簡介 Programme Overview	<p>藉著訓練長者及婦女成為專業義工，以協助推行一系列的活動及服務，讓腦退化症患者接受專業訓練活動，以助減慢病情惡化、滿足社交需要及提升能力感，同時建立平台予照顧者舒緩照顧壓力、互相支援，以建立關愛社區。</p> <p>Elderly persons and women were trained up to be volunteers and provided professional training for dementia patients, helping them alleviate their symptoms, satisfying their social needs, and bolstering their capabilities. It also served as a support platform for caregivers to relieve stress and gain mutual support, with an aim of fostering a caring community.</p>

服務類別 Service Category	院舍服務 Residential Services
單位名稱 Name of Service Unit	香港聖公會護養院 Hong Kong Sheng Kung Hui Nursing Home
計劃名稱 Programme Name	「蝶舞耀晚情」身心靈綜合寧養照顧服務計劃 Integrated Body-Mind-Spirit Hospice Care for Older Adults
計劃簡介 Programme Overview	<p>香港聖公會護養院為首間安老院舍參照身心靈全人健康模式，推行具創意和個人化的關懷服務，全面關顧院友晚期生活的需要，支援親屬與院友同行，推廣「珍惜生命，活在當下」的訊息，並加強員工建立正向的生命價值。計劃由香港大學行為健康教研中心進行成效評估的研究，效果彰顯，成績令人鼓舞。</p> <p>Hong Kong Sheng Kung Hui Nursing Home is the first nursing home to adopt the integrative Body-Mind-Spirit approach with full hospice care by providing creative and personalized care services for residents in their later life. The programme encouraged connection between residents and their family, promoted the messages of "treasuring life, living in the moment", and built up positive life values among staff members. An evaluation study on the programme conducted by the Centre on Behavioural Health of the University of Hong Kong indicated its positive outcomes and encouraging feedback.</p>



同工心聲 Staff Opinion

感謝機構對合約員工的關注，使同工不同酬的情況和不公平的情緒減少，多了一份歸屬感和對同工的肯定和鼓勵。

I'm thankful for the concern the Welfare Council has shown for contract staff, which minimizes the wage difference and the negative emotions arising from unfairness and serves as recognition for their contribution. This encouraging act will surely reinforce their sense of belonging.



專業服務 不斷向前

Keeps Moving Forward with Professional Services

因應社會發展的趨勢及回應服務使用者需要的轉變，各服務綜隊必須持續進行改善，制定合適的策略及提供創新服務，並透過不同的培訓分享及系統建立，提升專業水平，為社會整體提供具質素的服務。過去一年，各服務質素改善綜隊均開展了不同的工作項目，重點簡述如下：

Responding to the ever-changing social developments and emerging needs of service users, the Quality Improvement Teams constantly have reviewed and devised suitable strategies and innovative services. At the same time, the Teams ensure the quality of services via professional enhancement through the provision of trainings and development of relevant systems. Over the past year, the Quality Improvement Teams have launched various projects summarized as follows:

幼兒服務質素改善綜隊

Child Care Service Quality Improvement Team

項目 Projects	內容 Content
台灣幼兒教育學習團	綜隊於2013年12月籌辦台灣幼稚園教育學習團，借鑑台灣幼兒教育的經驗，以完善各校的校本課程。行程包括參觀多間幼稚園，例如：方案教學出色的愛彌兒幼稚園、重視大自然與身心靈整合的培育的道禾幼稚園、華德福幼兒園、聖雅各幼兒園。同時亦參觀了一間由政府支持志願團體開設的萬華托嬰中心，當天更獲得台北市政府社會局婦女福利及兒童托育科林明君專員親自接待。最後行程安排全體教師參觀朱銘博物館，全體教師參觀過後更深刻體會到創作及創意與大自然的密切關係。
Study Tour on Early Childhood Education in Taiwan	The Team organized a study tour to visit Taiwan in December 2013. The aim was to learn from Taiwan's experience in early childhood education for school-based curriculum enhancement of various schools of the Welfare Council. The Team visited a few kindergartens including, Kindergarten of Emile Early Childhood Education Foundation which boasts a project approach; Natural Way Children's School which emphasizes harmony between nature, body, mind and spirit; as well as Ci-Xin Waldorf School and St. James Preschool. Specialist Ms Lin Ming-Jun from the Division of Welfare Services for Women and Child Care Centers of the Department of Social Welfare, Taipei City Government met with the Team during the visit to Wanhua Public BOT Nursery which is operated by a non-profit organization. The tour ended with a visit to Juming Museum which gave the teachers a better understanding of the intimate relationship between creativity and nature.



項目 Projects	內容 Content
專業培訓	在健腦操26式的基礎上持續深化全腦學習理念。本年集中於運動促學與感知動作統合的多項培訓，包括： <ul style="list-style-type: none"> ■ 通過教師的自我體驗及加強覺察，讓教師體會到運動有助改善嬰幼兒的平衡、協調以及情緒，從而明白到全腦學習對嬰幼兒發展的重要性，為幼兒安排更多的爬行及整合遊戲。 ■ 安排職業治療師到校評量2-3歲幼兒的感知統合狀況，並即時交待結果及因應校本條件而給予有組織性體能活動的建議。 ■ 舉行健腦操日常生活調和101課程，以3天全日體驗方式，促進教師對健腦操招式的正確掌握。 ■ 舉行健腦操26式的一天培訓，讓對健腦操認識未深的教職員體會到健腦操對身心康和的好處。
Professional Training	The implementation of Whole Brain Learning philosophy based on the Brain Gym® 26 Activities has been further enhanced. In the past year, the focus is on various trainings related to Smart Moves as well as Sensori-Motor Integration, including: <ul style="list-style-type: none"> ■ Through self-experiencing and reinforced sensory perception, teachers understood how exercises could help promote balance, coordination and emotions of infants. After grasping the importance of Whole Brain Learning for infant development, the teachers arranged more crawling and integrated games for infants. ■ Occupational therapists were arranged to evaluate the sensori-motor integration of infants at the age of 2-3 and give immediate results as well as suggestions for organizational physical activities in the light of school conditions. ■ The Brain Gym® 101 daily life coordination programme was organized to promote the grasp of the Brain Gym® activities through full-day immersion over a 3-day period.

- One day training on Brain Gym® 26 Activities was delivered to staff members who were unfamiliar with Brain Gym® to strengthen their understanding of its beneficial effects on mental and body health.

支持研究工作

參與香港中文大學教育心理學系蕭鳳英博士進行的遊戲輔導研究，研究以為聖尼哥拉及基愛兩間幼兒學校低班學生為對象，以檢視具結構性的遊戲輔導能否提升幼兒的自我形象、歸屬感、照顧自己及他人的能力從而建立自信。

東涌幼兒學校亦參與了太平洋區幼兒教育研究學會(香港分會)有關幼兒學習環境評量表的中文譯本應用先導計劃。

Research

The Team participated in the game counselling study conducted by Siu Fung Ying Angela of the Department of Psychology of the Chinese University of Hong Kong. The study involved St. Nicolas' Nursery School junior class students and examined the effect of structural game counselling on boosting the self-image and sense of belonging of young children as well as building their confidence through caring for themselves and others.

Tung Chung Nursery School participated in the pilot programme of the adoption of the Chinese translation of the Early Childhood Environmental Rating Scale (ECERS_E) organized by the Pacific Early Childhood Education Research Association (Hong Kong).

青少年、社區及家庭服務質素改善綜隊

Children and Youth, Community and Family Service Quality Improvement Team

項目 Projects	內容 Content
質素改善計劃分享會	綜隊於本年度舉辦「2011至2013年度質素改善計劃分享會」，共收到11份計劃書，選出在分享會上分享的3項計劃，包括：屯門綜合服務的「好爸爸小組 – Satir Model 的應用」、救主堂社會服務中心的「畫出童心·親子情緒藝術小組」及馬鞍山(北)青少年綜合服務中心的「家友站」。當中「家友站」獲選為最受歡迎質素改善計劃。
Sharing Session for the Service Quality Improvement Programme	In the past year, the Team organized a Sharing Session for the "Service Quality Improvement Programme 2011-2013". A total of 11 proposals were submitted, out of which 3 were shortlisted for sharing: "Good Fathers' Group - Application of Satir Model" by Tuen Mun Integrated Services; "Drawing My Heart - Parent-Child Emotional Art Group" by The Church of Our Saviour Social Service Centre; and "Home Sweet Home" by Ma On Shan (North) Children & Youth Integrated Service Centre. Among them, "Home Sweet Home" was selected as the most popular Service Quality Improvement Programme.
台灣生命教育考察團分享會	台灣生命教育考察團參與同工於2013年5月16日舉辦分享會，將在考察團中的得著及所見所聞向福利協會其他青少年服務單位的同工分享。

Study Tour on Life Education in Taiwan

Participants of the Study Tour on Life Education in Taiwan organized a sharing session on 16th May 2013 to share what they gained and their experiences with other youth service units of the Welfare Council.

青少年生涯規劃工作小組

青少年生涯規劃工作小組於本年度繼續舉辦一系列活動，包括：

- 家長模擬放榜 - 共有89個家庭參加。參與家長均認為有實際幫助，亦欣賞當中之分享活動及StudyWhat網頁程式的應用。
- 文憑試調查發佈 - 工作小組於2013舉行「文憑試考生及家長調查發佈會」，調查的目的是為探討文憑試考生及家長的需要。
- 放榜專線 - 來電人數雖然不及往年，不過每次對話的時間較往年長，個案內容亦相對複雜。StudyWhat首年瀏覽為10,000，預計來年將會增至40,000，可見StudyWhat仍有很大發展空間。
- 升學及就業輔導需要調查 - 研究小組獲社會福利發展基金撥款，於10/2013至9/2015年進行「升學及就業輔導需要調查研究」，並進行相關的職志輔導培訓。

Career and Life Planning Task Force

A series of activities were organized by the Career and Life Planning Task Force, which included:

- Mock DSE Release Day – 89 families participated in the "Mock DSE Release Day". Participating parents found the event helpful and appreciated the sharing activities as well as the introduction of web-application StudyWhat.
- Announcement of results of DSE Study – The "Announcement of Results for the Study on DSE Candidates and their Parents" was organized with a view of investigating the needs of DSE candidates and their parents.
- DSE Enquiry Hotline – The number of hotline callers was less than those of last year but the duration of each call was longer and the cases were more complicated. The visitor count of the web-application StudyWhat was 10,000 for the first year and an increase to 40,000 in the coming year would be expected leading to much room for development.
- Study on the counselling needs for further studies and career development – Funding from the Social Welfare Development fund has been allocated for the Task Force to conduct the "Study on the counselling needs for further studies and career development" from October 2013 to September 2015, and to provide career counselling in connection to the study.



同工心聲 Staff Opinion

感恩可以有機會在福利協會工作，祝福福利協會同工的福利可以愈來愈好，及能夠幫助更多社區上有困難的人士。

I'm thankful to work at the Welfare Council and wish that all the staff members could enjoy better benefits and that we will be able to offer broader help to the disadvantaged.

綜合家居照顧服務及家務助理服務質素改善綜隊

Integrated Home Care Service and Home Help Service Quality Improvement Team

項目 Projects	內容 Content
專業培訓	<p>為裝備同工，以回應個案不同的需要，綜隊於本年度推行了兩個專業培訓活動：</p> <ul style="list-style-type: none"> ■「長者遊戲治療工作坊」- 遊戲治療師講解遊戲治療的基礎理論、原則、玩具的象徵意義、遊戲治療的設限及分享治療個案，參加者更可以學習到如何處理對治療抗拒的服務使用者。 ■處理「刁難人士之十型人格」工作坊 - 透過工作坊識別10種特殊性情人士的行為及表現，亦從精神醫學角度認識「十型人格」的極端 - 「人格障礙」。工作坊讓參與同工學會自我身心情緒管理，當遇到不可理喻、無從入手及不知所措的情境時，仍能自信地面對及化解困局。
Professional Training	<p>To equip staff to respond to different needs of individual cases, the Team launched two professional trainings in the past year:</p> <ul style="list-style-type: none"> ■“Workshop on play therapy with elder” – Game therapists explained the basic theories, principles and limitations of play therapy and the symbolic meaning of toys, together with sharing of successful cases. Participants also learnt to deal with service users who were resistant to therapy. ■“Workshop on Managing Difficult Personalities/Customers” – The workshop helped participants identify the behaviour of 10 distinctive personalities, and learnt from a psychological perspective when such personalities were taken to the extreme, i.e. Personality Disorders. Participants also learnt to manage their own emotions and psychological health, so that they would be able to face and resolve difficult situations with confidence.
齊建安全工作間	<p>綜隊一向重視各同工的工作安全，本年度舉行多個活動，加強同工的職安健意識：</p> <ul style="list-style-type: none"> ■「運動鬆一鬆、避免關節痛」- 拉筋伸展運動工作坊 - 綜隊邀請合資格的體適能導師舉辦拉筋伸展運動工作坊，向同工講解拉筋伸展運動的安全要點及正確姿勢，及教授鍛練身體肌肉及平衡力等基本法則。參與同工均一致認同拉筋運動對個人及工作安全有所裨益。 ■「同心同行防工傷」2013 - 由社工及職業安全及健康經理帶領，透過遊戲及團體活動，讓參與的前線同工建立團隊合作精神、認識正確的安全工作方法，及提升工作安全意識。是次活動之成效理想，同工對日營活動感到滿意，亦表示活動有趣味又能溫故知新。



同工心聲 Staff Opinion

感恩遇到一班志同道合，猶如家人一般的好同事！
I'm thankful for having colleagues of like mind, who are like family members to me!

Maintaining Workplace Safety

The Team has always been concurred with the staff members' safety at work. In the past year, the following events were organized to promote occupational safety and health awareness:

- At the “Workshop on stretching exercise”, the Team invited qualified Physical Fitness Abilities (PFA) instructors to explain the key to stretching exercise safety and correct postures, as well as basic principles of training core muscles and balance. Participating staff members found that the exercises benefited their personal health and safety at work.
- The campaign of Work Injury Prevention 2013 was led by social workers and occupational safety and health managers. Through games and group activities, frontline workers built up team spirit, while their occupational safety knowledge and awareness being enhanced. The event concluded with positive feedback from staff members, who found it interesting and helpful in renewing their knowledge.

長者日間護理中心質素改善綜隊

Day Care Centre for the Elderly Service Quality Improvement Team

項目 Projects	內容 Content
預防、評估及防止暴力工作坊	<p>提供一個安全及舒適的環境予會員及同工非常重要，為防止中心發生任何暴力事件，本年度日間中心綜隊邀請了資深的精神科專科護士主講「預防、評估及防止暴力工作坊」，讓同工可以透過工作坊學習如何預防、評估及防止暴力於中心發生。</p>
Prevention, Assessment & Handling of violence workshop	<p>A safe and comfortable environment is crucial for the well-being of service users and staff. To prevent the occurrence of violence at the Centres, the Team invited a senior psychiatric nurse to host a workshop on “Prevention, Assessment & Handling of Violence” for the staff members.</p>
各單位服務特色分享	<p>各單位於年度內分別舉行了不同特色的活動，以配合各區服務使用者的需要。包括：</p> <ul style="list-style-type: none"> ■安蔭長者日間護理中心舉行「親親自己小組」活動，利用香薰治療的介入模式，提升會員自信。 ■慈雲山長者日間護理中心舉辦「耆聚味香園」，以無火爐具烹調，利用輕鬆的手法引起參加者的興趣，加強會員間之溝通，學習分享喜悅，營造「家」的氣氛。 ■中西區長者日間護理中心與聖公會呂明才紀念小學合辦「耆耆耆藝大薈萃」計劃，透過多元化活動，促進長幼共融。 ■樂華長者日間護理中心到西貢參加親親大自然2013旅行活動，讓會員到擁有翠綠生態環境之地方遊覽，呼吸清新空氣。 ■香港聖公會李嘉誠長者日間護理中心的物理治療師特別為全中心會員舉辦運動班，利用不同運動器材提升各會員的活動能力、平衡力及加強肌肉力量。 ■將軍澳安老服務大樓 - 賽馬會長者綜合服務中心暨日間護理服務為響應社會福利署義工服務督導委員會所舉辦的《香港人·香港心》義工大使行動，鼓勵義工親手製作手工藝品，並透過探訪送給社會上有需要的人士。

Special Projects of Service Units

The following events were organized by the service units to cater for the needs of service users at different districts:

- The aromatherapy group was organized by On Yam Day Care Centre for the elderly to develop the members' confidence through aromatherapy intervention.
- The "Yummy Cooking" programme was organized by Tsz Wan Shan Day Care Centre for the elderly to foster interaction and promote joy of sharing among members through flameless cooking, and hence create homey atmosphere in the Centre.
- The Central & Western District day Care Centre for the elderly collaborated with S.K.H. Lui Ming Choi Memorial Primary School to organize the "Elder amazing magic moment" programme, fostering intergeneration harmony through diverse activities.
- Members of Lok Wah day Care Centre for the elderly joined the annual event "Nature Walk 2013" at Sai Kung, enjoying the beauty of nature and fresh air.
- Physiotherapists at H.K.S.K.H Li Ka Shing Day Care Centre for the Elderly held an exercise class for the members to improve their agility, balance and muscle strength through the use of a variety of exercise equipment.
- Responding to "Hong Kong Citizen · Hong Kong Heart", a volunteer programme organized by The Steering Committee on Promotion of Volunteer Service of the Social Welfare Department, Tseung Kwan O Aged Care Complex - Jockey Club District Elderly Community Centre cum Day Care Unit encouraged volunteers to visit the needy bringing with handicrafts made by themselves.

長者中心品質系統文件重整工作小組

為達致質優工簡的目的，由本年度8月開始，長者鄰舍中心服務質素改善綜隊與長者綜合服務中心服務質素改善綜隊合併成為「長者中心服務質素改善綜隊」。合併後，綜隊成立了「長者中心品質系統文件重整工作小組」，重新檢視長者綜合服務中心及長者鄰舍中心的品質系統文件，並進行合併及優化的工作。

Task Force on the Reorganization of Quality System Documentation for Elderly Centres

To achieve quality of service and simplicity of work, the "Neighborhood Elderly Centre Service Quality Improvement Team" and the "District Elderly Community Centre Service Quality Improvement Team" integrated into the "Elderly Centre Service Quality Improvement Team" since August 2013. After the formation of the new team, the "Task Force on the Reorganization of Quality System Documentation for Elderly Centres" was set up to review the quality system documentation for merging and optimization.

長者鄰舍中心服務質素改善綜隊

Neighborhood Elderly Centre Service Quality Improvement Team

項目 Projects	內容 Content
服務質素改善計劃分享會	綜隊舉行「長者鄰舍中心服務質素改善計劃分享會」，主題為「專業發展，創意服務」。是次分享會的目的旨在透過各單位的交流，推動同工持續實踐優質管理的文化，運用理論作專業評估，並制定有效及具創意的介入策略，滿足服務使用者的需要。最後由太和長者鄰舍中心的「緩痛友伴支援計劃」奪得「優質服務大獎」，而聖路加福群會長者鄰舍中心的「加情生命故事冊」則奪得「最受同工讚賞大獎」。
Sharing Session on Service Quality Improvement Programme	The Team organized a sharing session on the "Neighborhood Elderly Centre Service Quality Improvement Programme" with the theme "Professional development Creative Services". The sharing offered an opportunity for the service units to exchange experience and promote the practice of quality culture to cater for the needs of service users by applying theories on professional evaluation and implementing effective and creative intervention strategies. The Quality Service Award went to "Let's walk through the pain" - pain management project for the elderly organized by Tai Wo Neighbourhood Elderly Centre; while the "The Story of My Life Project for the Elderly" by St. Luke's Settlement Neighbourhood Elderly Centre was named for the "Most Popular Award".



同工心聲 Staff Opinion

願主祝福大家有快樂開心的人生，工作順利，愉快。
May the Lord bless everyone with great joys and smooth sailing in life and work.



長者綜合服務中心質素改善綜隊 District Elderly Community Centre Service Quality Improvement Team

項目 Projects	內容 Content
年度工作目標	<p>長者綜合服務中心服務質素改善綜隊於本年度繼續透過各服務單位的專業交流及協作，強化各項計劃的推展，包括隱蔽長者服務、耆英進修學院課程、「百靈鳥」長者生命教育計劃等。</p> <p>新合併的「長者中心服務質素改善綜隊」的功能在於：1) 推動長者綜合服務中心及長者鄰舍中心之專業發展；2) 共同策劃服務計劃，發揮協同效應；3) 合併及優化品質系統文件，達致質優工簡；及4) 協調行政項目，提升管理效能。</p>
Annual Work Plans	<p>The District Elderly Community Centre Service Quality Improvement Team continued to strengthen the implementation of various projects in the past year through professional exchange and collaboration between service units. Projects included services for the singleton elderly, curriculums launched by Institute of Continuing Education for Senior Citizens, and Positive Life Elderly Suicide Prevention Project.</p> <p>The newly formed "Elderly Centre Service Quality Improvement Team" functions to: 1) promoting professional development of District Elderly Community Centres and Neighbourhood Elderly Centres; 2) collaborating to plan service projects with a view to realizing synergy; 3) integrating and enhancing quality system documentation to achieve quality of service and simplicity of work; 4) coordinating administrative duties to improve management efficiency.</p>



服務質素改善計劃 分享會

長者綜合服務中心服務質素改善綜隊於本年度舉行「2011至2013年度長者綜合服務中心服務質素改善計劃分享會」，主題為「專業發展，創意服務」。綜隊舉辦分享會的目的旨在透過各單位的交流，推動同工持續實踐優質管理的文化，運用理論作專業評估，並制定有效及具創意的介入策略，滿足服務使用者的需要。是次分享會由西環長者綜合服務中心的「毋忘我 - 腦退化症支援計劃」奪得綜隊「優質服務大獎」。

Sharing Session for the Service Quality Improvement Programme

In the past year, the District Elderly Community Centre Service Quality Improvement Team organized the "Sharing Session for the Service Quality Improvement Programme of District Elderly Community Centres 2011-2013" with the theme of "Professional Development Creative Services". Through experience exchange among the service units, the sharing session aimed at promoting the practice of quality culture, incorporation of theories on professional evaluation, as well as implementation of effective and creative strategies of intervention, with a view to catering for the needs of service users. At the sharing session, the "Forget-me-not" – Dementia Support Project by Sai Wan District Elderly Community Centre was presented with the "Quality Service Awarded".



院舍服務質素改善綜隊

Residential Home Service Quality Improvement Team

項目 Projects	內容 Content
防禦大流感及工傷分析	院舍綜隊配合福利協會一貫「寧緊勿鬆」的防疫宗旨，積極採取一致性的防感染措施。所有安老院舍在2013年已完成模擬院舍被確診後的應變演習，以提升院舍防禦大流感的應變能力，並召開特別會議，檢討及更新措施及應變計劃的安排，防患於未然，保障服務使用者及同工的健康。院舍亦於綜隊會議常設「院舍工傷統計分析」及「職安訊息」議程，由職業安全及健康經理報告數據及分析成因，並介紹職安訊息。
Infection Control and Work Injury Analysis	Residential Home Service Quality Improvement Team has always abided by the principle of "caution and precaution" in infection prevention measures. All residential homes have performed emergency drills simulating the contingency measures for influenza pandemic infection in the home to enhance the service units' adaptability. Special meetings have also been called to review and update the arrangement of preventive measures and contingency plans to protect the health of service users and staff. "Resident Home occupational injury statistical analysis" and "occupational safety messages" have been added as regular items in the team meeting agenda and are reported by the occupational safety and health manager.
安老院舍綜合照顧計劃及管理系統 ICPMS	各津助安老院舍積極運用「ICPMS安老院舍綜合照顧計劃及管理系統」，透過系統儲存了豐富的數據資料，反映院舍院友的狀況及照顧需要，協助院舍為院友制定有效的照顧計劃，以及協助院舍制定年度的服務計劃。
Elderly Residential Home Integrated Care and Management System (ICPMS)	All subsidized Elderly Residential Homes under the Welfare Council have adopted the Elderly Residential Home Integrated Care and Management System (ICPMS), which presents a wealth of statistical data regarding the state and caring needs of residents. This enables the Residential Homes to implement effective care plans for the residents and formulate annual service plans for the home itself.



發展聖公會「堂、校、社服」合作

各津助安老院舍全面推動聖公會「堂、校、社服」合作，組織聖公會牧區教友及學校學生成為義工探訪院友，並舉行各類活動，包括，由牧愛長者之家、恩慈長者之家及保羅長者之家聯合聖巴拿巴堂、聖道堂及聖公會靈風堂舉辦的「愛心大使」院舍關懷探訪計劃，活動讓教友及學生了解長者身心靈的需要，也讓院友感受到被關懷的溫暖，彰顯基督的愛，榮神益人。

Development of Churches, Schools and Social Service Units Collaboration

All subsidized Elderly Residential Homes are fully supportive of Sheng Kung Hui Churches, Schools and Social Service Units Collaboration. Volunteers formed by church members and school students visited residential homes and organized various events such as the "Care Ambassador" Residential Home Caring Visit Scheme co-organized by St. Barnabas' Church, Church of the Holyword and S.K.H. Holy Spirit Church. These activities gave students and church members further understanding of the body, mind and spiritual needs of the elderly, while offering the residents a gift of warmth in the spirit of love of Christ and the glory of God.



同工心聲 Staff Opinion



願香港聖公會福利協會有限公司，能繼續為大眾市民服務，讓市民身心有更健康的發展和成長。祝所有同工，身體健康心靈富足，開心幸福！

I wish that the Welfare Council will continue to provide services for a healthy body and mind development of the public. I also hope that all our colleagues the best of health and fulfilment of the mind, blessed with well-being all-around!

總結

Conclusion

優質社會服務一向以人為本，並非單單提供硬件就可以達到優質服務的要求，而是需要一群優秀的員工努力和投入工作才能成事。福利協會事工在過去一年均有長足的發展，這除了要感謝支持和信任福利協會推行全面優質管理之所有人士和機構外，亦有賴社會各界的認同及鼓勵。福利協會有一大群默默耕耘、工作出色的同工為服務使用者提供適切的服務，獲得服務使用者的稱許，這些都是值得福利協會欣慰和喜悅。

福利協會的優質文化與特色深受業界、服務使用者及社區人士欣賞，我們會承傳聖公會服務使命，透過身、心、靈三者結合的事工，使生命得以轉化。

Quality social services have always been human-based to achieve the standard of quality service, besides the hardware, a team of diligent, dedicated and well-qualified staff is crucial. Much has been done during the past year, we are here to thank not only those who trust and support the quality management initiative of the Welfare Council, but also the recognition and encouragement given by people from all walks of life. Our outstanding staff members are dedicated to providing pertinent services to our service users and every word of appreciation is a source of joy and satisfaction for us.

The quality culture of the Welfare Council has been admired by the social welfare sector, service users and community individuals. We will continue to abide by the social mission of Sheng Kung Hui and realize the transformation of life through integrated body, mind and spirit services.





Quality Journey
優質之旅