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疫 境 之 下
伴 你 同 行

Togetherness in
the time of pandemic



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救世軍的那些年 TSA IN THE OLD DAYS

問答題：為何會有救世軍街？

答案是 1965 年港英政府為表揚救世軍對貧苦大眾所做的貢獻，適逢國際救世軍成立 100 周年，故把灣仔一條尚未有名的街道命名為「救世軍街」，以感謝本軍對市民作出的服務。

Q: Why is there a Salvation Army Street?

A: In 1965, in recognition of The Salvation Army's contribution for the poor people, and on the occasion of the 100th anniversary of The International Salvation Army, the then colonial British government in Hong Kong named an unnamed street in Wanchai the 'Salvation Army Street' to express its appreciation for the Army's services.

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我們的抗疫日常 Our services under the pandemic

抗疫生活轉眼數月，社會經歷了巨變，我們的服務亦然。

學校停課，所有教學移師網絡，老師隔空講課，運用網上資源與學生一起努力趕上進度，也隔著屏幕為一眾 DSE 學生打氣。幫助基層的社會服務單位維持有限度服務，雖然與會員減少了實體相見，但同工撥出無數個關懷電話、製作源源不絕的網上資源、確保送飯服務如常運作，都讓會員在慌亂日子裏得到支援和安慰。院舍高度戒備，同工對清潔消毒不敢鬆懈，還要關顧留院院友的情緒，安排視像服務讓他們與家人見面。部隊的牧養和關顧工作加倍，與社會服務同工合力把防疫物資送到基層人士手裏，又在網上進行崇拜聚會，發放關懷訊息。以客人為先的家品店和卜維廉賓館，同工在非常時期都不介意多行一步，做好防疫措施之餘，也滿足客人的個別需要。

今期《軍信》，就先讓多位同工訴說一下，與大家在疫境同行的小故事。

It has been some months since the pandemic started. Under pandemic, our society has gone through some drastic changes and so have our services.

During school suspension, teaching has been switched to online mode. Our teachers gave students lessons using online resources, trying to catch up with the teaching schedule. They also gave morale boost to DSE candidates through the computer screen. Social Services units serving the grassroots communities had to maintain limited services. In-person interactions between our staff and our service users have greatly reduced, but our staff strived to give our members support and comfort during this unsettling period through numerous caring phone calls, continuous provision of online resources, and maintenance of meal delivery service operation. Residential homes braced themselves for the pandemic situation, with all the staff being vigilant and doing their best in sanitising and keeping the facilities hygienic. We also set up video calls for our residents with their families to ease their longing for their loved ones. Our Corps have doubled their efforts in pastoral care and caring works, and joined hands with Social Services colleagues to deliver anti-epidemic items to the grassroots people. Worships were broadcasted online to spread caring messages. Our Family Stores and Booth Lodge staff kept customers their first priority and did not mind taking further steps to take proper preventive measures and cater for individual customers' needs.

In this issue of *Army Scene*, our staff members will share some stories of how they served and committed in their work during the epidemic.

Togetherness in the time of pandemic

疫境之下 伴你同行

過去數月，面對新型冠狀病毒肆虐，所有人都顯得無力，社會節奏被打亂，不同社群對支援的需求更是有增無減。有一班同工在這段時間繼續緊守工作崗位，努力維持日常運作，服務大眾。今期，我們集合了多個服務單位同工的分享，訴說在疫情下的工作點滴。

In the last few months, with the pandemic spreading across the globe, it was easy for many of us to feel vulnerable. As our daily life is disrupted, the need of supports for the community is getting greater than ever. During this difficult time, our colleagues have strived to serve with dedication and perseverance and keep the daily operations running. We have gathered in this issue the stories and sharing from our colleagues of different service units during the pandemic.

送飯無間斷

Uninterrupted meal delivery

救世軍綜合家居照顧服務隊在疫情期間從沒停止運作，護理員麗嫦與其他同工每天仍為行動不便、患有認知障礙症，或難以自理生活的基層長者奔走各區，滿足他們的生活需要；身體較弱的長者，甚至需要護理員上門協助家居清潔、洗澡，以及定時進行量血壓、量血糖等基本檢查。

The Army Integrated Home Care Service Team has never ceased their services during the pandemic. Care worker Lai-sheung and her colleagues work every day to provide daily-life services for grassroots elders who are mobility-handicapped, suffering from dementia or with difficulties taking care of themselves. For some elders who are less able, care workers would even pay visit to them to help the household cleaning, help them taking shower and do some basic regular



每天早上 10 點許，麗嫦就要開始準備長者的飯餐。由於疫情關係，中心改用了即棄飯盒，在外加毛巾包裹，確保飯菜送到長者手中時仍然溫暖；這個看似微小的安排，卻令長者格外窩心，送上的不僅是飯菜，更是疫情中的貼心關懷。

較早前有一名居住大埔的長者會員確診感染新型冠狀病毒，衛生防護中心把曾經送飯予這名確診患者的護理員界定為「非緊密接觸人士」，當中包括麗嫦。麗嫦與其他送飯同工跟隨指示，進行 28 天醫學監察，每天早晚量度體溫，密切留意自己的身體狀況。

麗嫦坦言在得知消息後，最初也感到擔憂，

「還好我們在上門時做足防護措施，戴齊外科口罩和手套，如果要入屋，更會穿上保護衣及戴面罩。」

使她安慰的是，長者會員在疫情下都提高了衛生意識，更會反過來關心她，「老友記經常提我多飲水、多洗手，去完廁所記得要冚蓋沖廁。」長者這份關懷，是讓麗嫦最覺感動的事。

medical checks such as checking the blood pressure or blood sugar level.

Every day, Lai-sheung starts preparing meals for the elderly around 10 in the morning. Due to the pandemic, for hygienic reason the centre began to use disposable boxes for the food. In order to keep the food warm, each meal box is wrapped with a towel. This small gesture not only warms the food but also the hearts of the elderly.

Earlier this year, an elderly member of the service programme has been confirmed with COVID-19 infection. Lai-sheung and other team members who had brought food to this confirmed case have been identified as non-close contacts. The whole team followed the instructions and underwent 28-day medical surveillance by measuring body temperature in each morning and evening, closely monitoring their health conditions.

Lai-sheung admitted that she was worried when she first knew about the confirmed case, but she understood that they have done good protection.

'We have always done protective measures when we did the door-to-door delivery. We wore surgical mask and gloves; and if we needed to go inside their flats we would also put on protection gowns and face screens.'

She was consoled to see that the hygienic consciousness has been heightened among the elderly members over the recent months and the elders she served in turn cared for her well-being. 'They always remind me to drink more water, wash hands frequently and remember to close the toilet lid before flushing.' The caring words from the elders warmed her heart most.



緊守院舍重要防線 Residential home committing to ensure wellness of residents

為智障學員提供住宿及照顧服務的荔景院，疫情期間不僅要如常運作，還要全天候照顧逗留院舍的學員，所有職員毫不鬆懈，而環境清潔正是抗疫的重要防線。麗娥和阿志每天頻頻穿梭院舍各個角落，把全部設施徹底消毒，由於次數較以往頻密，工作更形繁重；加上長時間戴著外科口罩，工作時偏至滿面汗水，還要聞著來自消毒用品的刺鼻氣味，壓力也增加不少。

除了肩負清潔重任和照顧學員的日常生活，面對學員因疫情無法回家度假的失落，兩人不時擔當安慰角色，麗娥說：「學員長時間留在院舍，家人又無法探望，情緒容易波動，他們很掛念家人，我們要特別留意他們的健康和情緒變化。」幸而院舍迅速安排視像通訊，讓學員和家屬透過電話相見，那個溫馨的畫面令阿志無法忘記，他憶述：

「學員見到家人，好開心好活躍，另一端的家長也感到很安慰，他們的笑容帶來很多希望。」

Lai King Home, which provides residential care services for mentally handicapped trainees, not only operates as usual during this pandemic, but also provides around-the-clock support for trainees staying at the residential home. All the staff take the situation seriously and identify hygiene and sanitation as the most important task. Lai-ngor and Chi have put extra effort keeping the facility clean by sanitising all places and corners multiple times a day. It is stressful for them as carrying out such strenuous duties wearing a mask all day is exhausting and suffocating, and the strong and pungent smell of sanitation products makes it even harder.

Besides the hygiene control and caring duties for the trainees, two of them also offered consolation for trainees who were frustrated as they were unable to go home for vacation. 'They have to stay here while their family cannot come to visit. They are deeply frustrated and agitated and they miss their family so much. We have to pay extra attention to their health and emotional changes,' said Lai-ngor. To help the situation, the residential home acted promptly and arranged video calls for trainees so they could see their families through the screen and the scenes were unforgettable for Chi.

'It brought trainees so much joy and energy when they could finally see their loved ones on screen. Their families are consoled too. Their smiles made me feel so hopeful,' he recalled.

街角中醫護同行 Healthcare support for the homeless

疫情嚴重打擊無家者的生活，尤其是露宿的街坊。救世軍露宿者綜合服務外展隊沒有停止探訪，一直緊貼街坊的情況，以提供適切支援。外展隊的護士 Derek 聯同社工及一班醫護義工每星期走到街頭，跟進街坊的健康狀況，除了為他們進行基本健康檢查，也講解防疫知識。Derek 說，街坊接收消息的速度不如我們快，得到的資訊也較少，他們對疫情的了解和認識未必足夠，

「這段時間我們也著力做健康教育，講解如何正確使用口罩、何時用搓手液、肺炎的症狀和要注意的地方等。」

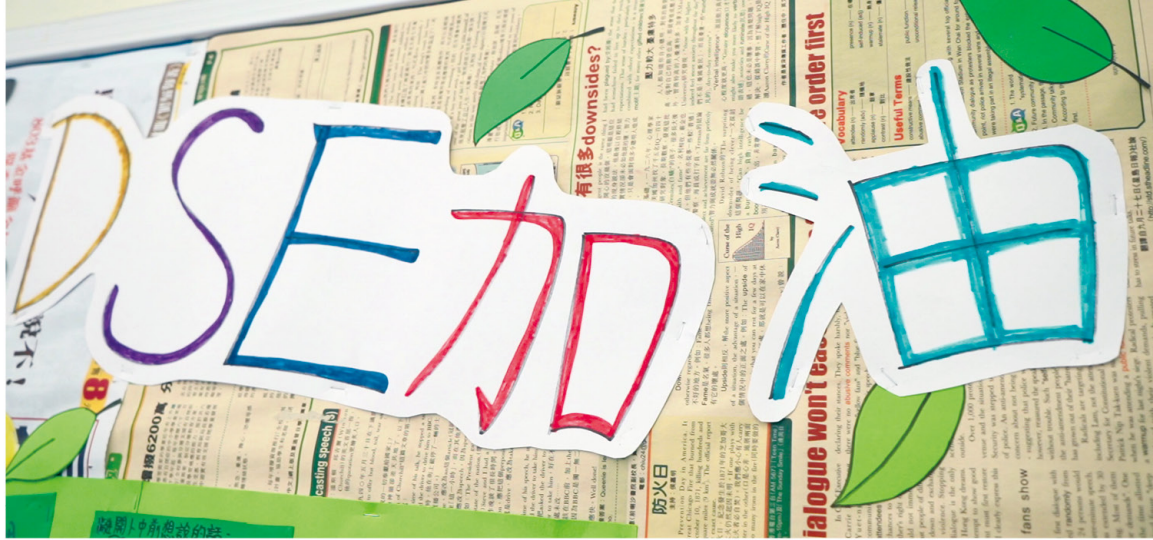
當全城在鬧「口罩荒」，露宿的街坊同樣也缺乏防疫物資，幸得社會各界和市民熱心捐助，令街坊也能有防疫和生活用品解決燃眉之急；所以這段時間，Derek 與社工都加倍忙碌，處理和分發物資，再迅速轉贈他們，「平時會接觸街坊的人不多，疫情下有很多公司和團體主動跟我們合作，關心他們的需要，我們也感到頗意外。」社會的關懷，也是一份同行的力量。



This pandemic has greatly impacted the lives of the homeless, especially the ones sleeping on streets. The outreaching team of The Salvation Army Integrated Service for Street Sleepers has never slowed down and has been working continuously to follow up this group and offer timely supports. Derek, a nurse of the outreaching team, goes out with medical care volunteers every week to follow up the medical conditions of the homeless on the streets. They also provide basic medical check-up and share anti-pandemic information. He pointed out that street sleepers might not be able to receive information as fast and as much as we did, and might not fully grasp the idea and the situation of this pandemic.

'During this period we have spent particular effort on health and hygiene education, showing them how to wear masks correctly, when to use sanitisers, the COVID-19 symptoms and other aspects they should pay attention to.'

When the whole city was suffering the shortage of masks, naturally it was even more difficult for street sleepers to obtain anti-pandemic supplies. Thanks to the donations from the kind public, anti-pandemic supplies were then available for them to tide over this difficult time. In order to process and distribute the donated goods in a timely way, Derek and the social workers worked doubly hard. 'It seemed that the homeless did not usually receive much attention in society. However, this time many companies and organisations actively approached us to offer help. The care they showed for the homeless was indeed a very nice surprise.' The heartwarming supports from the community gave the team so much encouragement.



學校上下同心 支援學生

Together we support our students

救世軍卜維廉中學的洪楚英校長回想起當初政府宣佈停課時，學生或因為這突如其來的「假期」感興奮。可是當疫情日趨嚴峻，復課無期。洪校長說：「在停課不停學的原則下，師生均要面對學與教模式的轉變，在家電子學習，說沒有困難是騙你的。」他續說：「不少在學校假期時回鄉的學生，他們要面對回港檢疫隔離的問題；又有學生家庭缺乏抗疫物資，要尋求我們幫助；加上適逢文憑試（DSE）延遲開考，可謂挑戰重重。」

以上種種對洪校長而言既是危，也是機。他坦言需要隨機應變作決定。每天，他思考如何就最新的疫情及政府的政策作適時的應變措施。此外，學校除了要安排網上實時課堂外，還要籌集及安排物資給有困難的學生，包括電腦、數據卡、抗疫物資等，並為DSE考生拍攝數條打氣短片。雖然校方忙得不可開交，卻令上下更團結，

Mr Edmond Hung, Principal of The Salvation Army William Booth Secondary School, remembered when the government first announced the suspension of schools, students might be excited about 'the holiday'. However, as the pandemic escalated, class resumption was still not promising. 'On the principle of "suspending classes without suspending learning", both teachers and students were facing changes in the mode of learning and teaching. Difficulties with e-learning at home are inevitable,' continued Mr Hung. 'Some of our students had returned to their hometowns in the mainland during the school holidays. They have to deal with quarantine when they come back to Hong Kong. Some less privileged students need help from us as they are unable to get hold of enough anti-pandemic supplies. The DSE was also deferred due to the pandemic. It was really a very challenging time,' Mr Hung said.

All these are crisis as well as opportunities for Mr Hung. He has to stay flexible and adaptive constantly in making decisions. Every day, he has to make timely contingency measures based on the latest epidemic situation and government policies. On top of giving live online lessons, the school also gathered supplies, such as computers, data cards and anti-pandemic supplies, for students in need. They also filmed some morale boosting videos for students taking the DSE. During these difficult days, the school had never been that busy, but also more united than ever, and both students and parents can certainly feel the efforts and thoughtfulness of the school through their arrangements.

共度時艱，學生及家長也因而感受到校方悉心的安排和對學生的關愛。

負責任教 DSE 旅遊與款待科的殷佩貞老師除了每天透過網上實時教學外，也要支援更多因疫情而產生焦慮或負面情緒的學生。特別是應屆 DSE 的考生：「在 DSE 第一次宣布延期時，學生慶幸自己多了溫習時間，但隨後知悉有機會取消 DSE、以校內成績作評估時，他們開始徬徨。因為如果取消 DSE 的話，就等於錯失了一次證明自己能力的機會，甚至影響升學時入讀心儀學科的機會。」一位平常沉默寡言、但成績優秀的女學生曾以 WhatsApp 告訴殷老師她有情緒，殷老師一方面肯定她對考試的認真態度，另一方面也要她學習放鬆自己。當她回了一句「謝謝」時，殷老師倍感窩心。

儘管她每天都透過熒幕和學生見面，但仍感覺與他們相距很遙遠：

「那天，當我們見到 DSE 學生回校拿准考證時，當下很想擁抱他們，但又要保持社交距離，只能彼此分享近況和互相祝福。最後，大家都捨不得離開。」

For Miss Yan Pui-ching, teacher of Tourism and Hospitality DSE level, besides giving live online lessons every day, she also provided emotional support for students suffering from anxiety or negative emotions due to the epidemic, especially for this year's DSE candidates. 'When the DSE was deferred the first time, they might feel lucky that they could have more time to prepare, but when it was announced that there might be a chance to cancel the examination and use school assessment for evaluation instead, they started to falter. For if it was true, that meant they would miss the opportunity to prove their efforts, which might also affect their chances to choose what they wanted to study in the university.' An academically gifted student who was rather introverted once told Miss Yan via WhatsApp about her emotional distress. Miss Yan gave recognition to her conscientious attitude while also reminded her it was necessary to learn not to get too tensed up. When this student replied with 'Thank you', Miss Yan was greatly delighted.

Although she has been staying in touch with her students through the screen, Miss Yan felt being so apart from them.

'The day when they returned to school to get their admission forms, I had the urge to hug them, but we had to keep the social distance. We could only catch up with each other and send regards among ourselves. In the end, everyone was reluctant to leave.'



洪校長也表示在停課期間，時會想起停課前的校園師生生活片段，喊說：「好想與老師、同學一起踢場波，打下乒乓波。」

政府宣布學校分階段復課，卜維廉中學已萬事俱備。洪校長、殷老師及學校上下，都對復課充滿期待，希望復課後，校園能盡快回復昔日的姿采，讓師生樂在其中。

Mr Hung also said that moments before the school suspension kept coming up to his mind from time to time. 'I really want to have a football match or play table tennis with our teachers and students.'

When the government announced class resumption in phases, the school was already all set. Principal Hung, Miss Yan and all other school staff are looking forward to the school resumption and a smooth transition back into the regular, enjoyable days for all students and teachers.



關顧牧養不要停

Consistent pastoral care from the church

「疫情來了，我可以做甚麼？」卜維廉隊部隊軍官羅惠芳少校的答案是：走進社區。疫情剛開始，卜維廉部隊（教會）已收到來自弟兄姊妹和社區人士的物資，包括口罩、米、油、超市及食肆禮券等，同工們隨即整理物資包，又與區內救世軍其他單位（包括東頭耆才長者中心、竹園綜合服務中心、卜維廉中學）合作，把物資分發給有需要的長者及家庭。「有些長者因缺少口罩過年後都無出過街，我們不但送來口罩，還教他們如何正確使用。」

'What can I do in the face of the pandemic?' The answer from Major Alice Law, Corps Officer of William Booth Corps is to reach out to the community. At the beginning of the pandemic, William Booth Corps (Church) already received from brothers and sisters and the public supplies including masks, rice, oil, and coupons of supermarkets and restaurants. The church immediately organised the supplies and worked with other Salvation Army units in the region (including Senior Citizens Talent Advancement Project Tung Tau Centre, Chuk Yuen Integrated Service Centre and William Booth Secondary School) to distribute them to the elders and families in need. 'Some elders had been home-bounded since the Chinese New Year as they

沙田隊亦不時向會友派送抗疫物資，亦透過本軍的隆亨青少年中心接觸社區，關心有需要的人士。「有些來自基層的社區人士因缺乏口罩而感到徬徨，感恩有弟兄從事醫療用品行業，捐出了口罩給有需要的人。」沙田隊部隊軍官曹錦昌少校說。

為配合防疫措施，教會實體聚會取消，牧者和弟兄姊妹預先錄製整個主日崇拜，讓會友在家中能保持敬拜主的生活。然而沒有面對面雙向接觸，怎樣做牧養和關懷工作？卜隊的康年團、伉儷團、青年兵和兒童主日學都會透過網上視像通訊進行不同的活動或遊戲，例如青年兵導師主持網上聖經問答比賽；兒童主日學導師向小朋友寄上母親節手工卡，鼓勵他們跟短片自製賀卡送給媽媽。當疫情比較緩和時，羅少校亦有探訪患病的姊妹和有需要的老師。「牧養不要停，疫情中我們仍要保持聯繫。」

曹少校說，部隊會了解會友收看網上崇拜的情況，播放效果是否理想，以增加彼此的溝通，好盡量滿足他們的需要。此外，有些會友連續多個星期未能返部隊聚會，心情難免失落，所以沙田隊除了周一的休息日外，其餘

had no mask. We delivered them the masks and taught them how to wear them correctly.'

Shatin Corps sent supplies to church members from time to time, and they also reached out to those in need in the community through the help of Lung Hang Children and Youth Centre of The Salvation Army. 'Some grassroots groups were worried as they were unable to get hold of masks. We are very grateful that a brother who works in the medical supplies business donated masks to those in need,' said Major Raymond Cho, Corps Officer of Shatin Corps.

To comply with the anti-pandemic measures, actual church meetings were cancelled. Pastors and brothers and sisters recorded the Sunday worship on video in advance for members to keep the worship routine. But what about other pastoring and caring work that require more interaction? Over 60's Club, Couple Fellowship, Junior Soldiers and Children Sunday School of the Corps provide different activities and games through internet, e.g. Online Bible quiz hosted by Junior Soldiers' Leaders, and the video demo of making Mother's Day card for children to follow and make their own cards for their mothers. As the pandemic began to ease, Major Law paid visits to fellow sisters in bad health and teachers in need. 'Pastoral care should not stop due to the pandemic. It is exactly a difficult time like this that we need to stay connected.'





日子都開放，讓個別有需要的會友回來，跟牧者傾訴，一起禱告，並互相鼓勵。疫情稍有好轉後，牧者有時亦會約個別會友外出吃飯，紓解情緒。

「至今我都沒有太多日子在家工作！在這段『非常時期』，如沒有積極地做好牧養關顧工作，會友可能就會覺得，自己在這教會存在與否都不重要了，失去歸屬感，就會流失。」

According to Major Cho, the Corps kept learning the feedbacks from church members about the online worship and stayed communicated with them so that the Corps can fulfil their needs as much as possible. Some church members might feel down as they were unable to join the Corps meetings for many weeks, so Shatin Corps has kept its doors open except Mondays so that any individual church members could come back whenever they wanted to talk with the pastors and to pray together and get some mutual encouragement. As the pandemic has eased, the pastors would have meal from time to time with church members individually to give them emotional comfort.

'Actually I have not worked from home too much since the pandemic. We need to proactively support our church members. If the church is not here to do pastoral care duties during this unusual time, members may think the church does not care and lose the sense of belonging.'

為顧客及同僚多做一點

Family store taking steps forward for customers and colleagues

疫情給救世軍油麻地家品店的店舖經理何瓏敏的日常工作帶來了變化：「疫情初期，客人一下子減少了很多，而為了保障員工的健康及安全，我們也減少了在店鋪的人手。我們只能分工合作，維持日常運作，同時要定時消毒清潔鋪面及為客人量度體溫等，也會提醒一些沒有戴口罩的客人配戴口罩。最近，眼見疫情開始紓緩，客人紛紛回來了，工作量也增加了不少。」

何經理坦言當初面對疫情時少不免會有些擔心，幸而，機構為員工提供防疫設備，而同僚之間也會互相關心及合作協調，一起共度這段時間：

「我保持平常心，盡量不讓疫情影響自己的情緒及健康，同時關注同事健康，如發現他們感到不適，會叫他們多休息。此外，我們的客人也很貼心。有時，當我們太忙碌而錯過為進店的客人探熱時，他們會主動提醒我們，讓我們為他們量體溫。」

Mandy Ho, The Salvation Army Yaumatei Family Store Manager, can feel the distinctive changes in daily business during the pandemic. 'At the beginning, our customer flow dropped drastically. For the safety of our staff, division of labour is practised so we could keep less staff working at the same time while maintaining the daily shop operation. The shop is sanitised regularly and we measure temperature for every customer coming in, at the same time reminded those without mask to wear one when they entered the shop. As the pandemic has eased recently, the shop became crowded again and now we are busy just as before.'

Manager Ho admitted she was concerned at the beginning of the pandemic. Thankfully, the anti-pandemic gears provided by the Army and the team spirit of the colleagues have allowed the team to get through the tough time.

'I keep myself balanced and try not to have my emotions or health affected by this pandemic situation. I also look out for my colleagues and remind them to take rest if they are unwell. Our customers are wonderful too. They would remind us to measure temperature for them even sometimes we may be too busy to notice.'





為賓客多行一步

Hostel staff helping out quarantine guests

疫情至今，遊客數量大減，卜維廉賓館主要接待本地客人或由外地回來、需接受隔離的港人。在前台工作的 Alex 於這段期間，除了要為客人處理日常的訂房、入住及退房工作外，還要為不能離開房間的隔離客人提供送餐、日用品及送取要清洗的衣物等服務。賓館大堂每天都會擺放輕食給客人做早餐，由於隔離客人未能下來，Alex 會窩心地為他們送上早餐。

每次往隔離客人所住樓層時，Alex 都要穿上全副裝備：口罩、面罩、手套和鞋套，把食物、物品或清洗過的衣物放在走廊的指定點後，再通知客人自取。除了面罩在消毒後會重用外，所有裝備使用一次後都會即時棄置。

The number of visitors has dropped significantly since the pandemic. During this time, Booth Lodge mainly accommodated local guests and Hongkongers who have just returned to Hong Kong and needed quarantine. Alex, who works at the front desk and is responsible for tasks such as reservation and check-in/check-out, also delivered food and supplies to the doors of guests in quarantine, and took their laundry to clean. Since those guests cannot leave their rooms to have breakfast provided at the lobby, Alex has delivered it to their rooms.

Every time Alex set foot on the floor where the quarantine guests stayed, he needed to be in full-gear: mask, face shield, gloves and shoe covers. He would put the food, supplies and clean laundry at the designated spot on the corridor, and then inform the guests to take them themselves. His gears, all except the face shield, have to be disposed of immediately after use.

「要處理用過的裝備，初時也有少許擔憂，幸而賓館提供充足培訓，習慣程序後便不再擔心。」

過去數月 Alex 印象最深刻的，是一位客人需要把唾液樣本送去化驗所，但當時其家人未能支援，所以客人向前台求助，結果 Alex 找到合適的服務供應商協助這位客人。事後該客人很感激，更在網站給予賓館正面的評價。

'At the beginning it was a bit disquieting to handle the used gear items, but with sufficient training, we soon got familiar with the procedures and were no longer worried.'

In the past few months, the most unforgettable incident for Alex was that he had to arrange delivery of a saliva sample for COVID-19 testing to a clinic for a guest, whose family were unavailable. The guest sought the help of the front desk and Alex managed to find a service provider that can do the task. The guest greatly appreciated the help and gave great reviews for Booth Lodge on the website.



感激同工付出

Deep gratitude for the selfless efforts of every colleague

嚴峻的疫情下，每一位同工面對前所未有的挑戰，所承受的壓力及工作量有增無減。感激他們在這段艱苦的時間亦緊守崗位，以樂觀、積極的心態面對，繼續提供服務及支援。我們衷心希望疫情盡快過去，讓社會能鬆一口氣，重拾往昔。

This is a difficult time which has posed great challenges for every colleague, who has to bear great pressure and increased workloads. We are so grateful for their commitment, positive attitude, working ethics and continuous services and supports. We hope this disease can end soon so that everyone can be relieved and has the daily life resumed.

想聽到他們親述更多及了解澳門的情況，請掃描影片 QR code 觀看。

If you like to listen to their sharing and learn more about the work in Macau, please scan the video QR code for more.



Living alone but not lonely

獨居長者 不孤獨

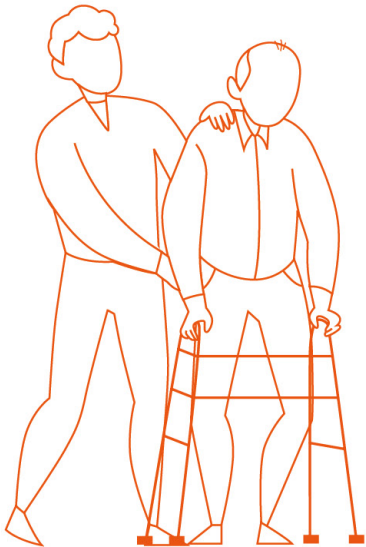


林國浚
Lam Kwok-chun

註冊社工
油麻地長者社區服務中心
Registered Social Worker
Yau-matei Multi-service Centre for
Senior Citizens

香港人口持續老化，根據政府統計處資料顯示，長者人口十年來已增逾三成至 116 萬，獨居及與配偶同住的長者分別有 15 萬及近 30 萬名，佔整體長者人口約 13% 及 25%。另一方面，香港人均居住面積偏低，當子女長大或成家立室後，都希望能夠擁有自己的私人空間，故原本熱鬧的家庭漸漸變得孤清，留守的老友記需要習慣獨處或只與配偶朝夕相見。社交圈子狹窄或個性被動的長者更可能會減少與人接觸聯繫，過着「與世隔絕」的生活。

The population in Hong Kong continues to age – According to the Census and Statistics Department, the number of elderly persons has increased by over 30% to 1.16 million in last ten years. There are respectively 150,000 and nearly 300,000 elders living alone and only with their spouses, amounting to approximately 13% and 25% of the total elderly population. As the residential spaces in Hong Kong are relatively small in general, children would move out for the sake of having private space by the time they have grown up or start their own families. The once lively households might become quiet and desolated. The elderly that stay behind need to get used to being alone or being only with their spouses. Seniors who have limited social circles or are introvert may even 'live in isolation' as a result of reduced contact with other people.



相依相扶 相互顧盼

87 歲的謝婆婆與 92 歲的丈夫黃伯於上海街沒有電梯的唐樓居住，雖有子女但他們已年過 60，也要照顧自己的家庭。兩老均有長期病患，而黃伯雙腳乏力，無法單靠自己行走，每次覆診都需要由醫護人員協助往診所，故他已有多年沒有外出。謝婆婆一直負責照料黃伯的起居生活，可是她的照顧者角色實在不易為。謝婆婆本身患有哮喘，加上她亦不良於行，每次買完菜後，都要用盡氣力、花最少 15 分鐘才能步行五層樓梯回家。更不幸的是，謝婆婆早前在睡夢中從床邊跌落地上，送院治理後確診第五根肋骨骨折。

救世軍社工在知悉謝婆婆及黃伯的情況後，隨即進行家訪慰問及跟進生活支援的需要，並安排職業治療師上門作家居安全評估。最後替他們申請了「愛耆家長者家居環境改善資助計劃」，於家中不同的位置安裝扶手及於床邊安裝床欄裝置，以減低他們跌倒的風險。

叩其心門 打開心扉

除了物資上的支援外，我們亦關顧獨居長者們心靈上的需要。救世軍的長者社區服務中心設有長者支援服務隊，會定期以電話和探訪形式慰問獨居及兩老同住的長者，介紹及連繫社區資源服務，協助處理簡單的個人需要（例如接送往返診所和處理簡單的家務），為他們作出情緒支援或輔導服務等，讓他們在適切的支援網絡下，能夠繼續積極地生活。

獨居生活本身並不可怕，可怕的是孤獨無助的感覺。雖然我們不能改變這種生活模式，若我們願意為獨居長者多行一步，例如：見面時打個招呼、送上問候，以至有需要時伸出援手，定能打破樊籬，讓長者發現原來愛一直都在他們身邊。

Supporting and taking care of each other

Auntie Tse, aged 87 and her husband Uncle Wong, aged 92, live together in a Chinese tenement apartment on Shanghai Street, where there is no elevator. Their children are all over the age of 60 and have their own families. Both of the Wong couple suffer from chronic diseases. Due to lower limb weakness, Uncle Wong cannot walk on his own and needs help from healthcare workers whenever he attends follow-up consultations in a clinic. Auntie Tse has been taking care of Uncle Wong, but the role of carer is not easy for her. Suffering from asthma with walking difficulty, it would take her at least 15 minutes and all her strength to climb up flights of stairs to reach home on the fifth floor, every time after she buys grocery from the wet market. Worse still, Auntie Tse has recently fallen out of the bed while sleeping; she was sent to the hospital and diagnosed with fracture at the 5th rib.

When the Salvation Army social workers knew of Auntie Tse and Uncle Wong's situation, they paid the couple a home visit to get to know their needs and provide follow-up support. An occupational therapist conducted a home safety assessment for them and social workers enrolled the couple to the 'Elderly Household Maintenance and Improvement Project', through which they received help and had handrails installed at various points in their apartment and bedrails fixed to reduce their risks of falling.

Touching the hearts of elders

Apart from providing material support, we also care about the spiritual needs of elderly persons living alone. The elderly support service teams of The Salvation Army multi-service centres for senior citizens regularly reach out to elderly persons living alone or with spouse by phone calls and home visits, introduce and line up community resources services for them, help them with simple basic needs (e.g. escorting them to and from clinics, doing simple housework), and provide emotional support or counselling services, creating a service network that supports a positive way of living.

There's nothing fearful about living alone itself, what can hurt is the feeling of loneliness and helplessness. We may not be able to change their living situations, but we can always take a step further for these elders, for instance, saying hello to them, sending them warm regards, or lending a helping hand when they are in need. That can break the barriers and let them realise love is always around indeed.



兆東作品：彩虹橋
The Rainbow Bridge by Siu-tung

由下而上的仰視角度，突出了彩虹橋，加上背景的屋邨建築物，是南山邨最有代表性的打卡位。
Taken from a low angle, the Rainbow Bridge stands out in the photo with estate buildings as a backdrop. This is Nam Shan Estate's most iconic check-in spot.

銀髮攝影師的南山情懷

Silver-haired photographer of Namshan

南山邨街坊陳兆東加入「細閱南山」計劃後，與另外幾位參加者一起當上攝影師，用鏡頭記錄獨特的屋邨面貌，再把相片製成名信片，向公眾宣傳屋邨特色。兆東教路，邨內拍攝題材豐富，多種色彩和線條的建築及設施，在不同時間的光線下會構成特殊的光影效果和構圖；又可到小店尋找懷舊回憶，拍攝屋邨情懷；遊邨時也要尊重居民，避免大聲喧嘩。

After joining the Exploration@Namshan project, Nam Shan Estate resident Chan Siu-tung and some other participants picked up the cameras and started capturing the images of the Estate's unique neighbourhood through their lenses. The photos were printed into postcards for promoting the characteristic Estate to the public. Siu-tung shares some tips: the Estate itself provides an abundance of photo ideas; buildings and facilities with pleasing colours and beautiful symmetries give special optical effects and compositions under different lights of the day. You may also have a nostalgic trip to small shops in the Estate. Just remember as you go on a tour of the Estate, please respect the residents and keep the voice down.



兆東攝影經驗豐富，喜歡拍攝的題材廣泛。
Siu-tung is an experienced photographer who enjoys taking photos of different genres.

「細閱南山」計劃 facebook
'Exploration@Namshan project' Facebook





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