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2019-20 年報

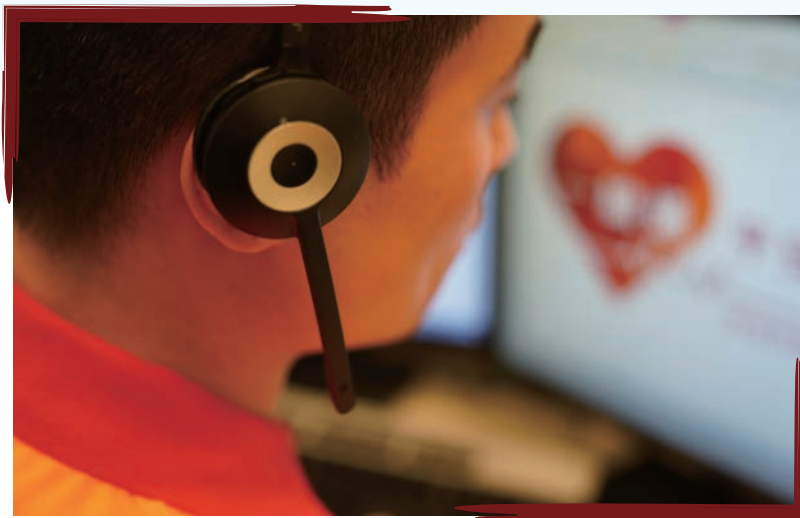
2019-20 ANNUAL REPORT

## 關於長者安居協會

### About Senior Citizen Home Safety Association (“SCHSA”)

長者安居協會(「協會」)於1996年成立，為香港最具規模的社會企業之一，同時為自負盈虧的非牟利慈善團體。協會提供全天候24小時全面支援服務「一線通平安鐘™」，以緊急支援、綜合關顧、日夜守護、健康管理、生活輔助為主要的服務範疇。此外，協會也為長者及其照顧者提供照護訓練及工作坊；另設「管家易」到戶式看顧、陪診、清潔及復康服務。協會的全方位長者服務結合科技及人本元素，以創新的理念及手法，務求讓銀髮族居家安老，享受有質素的自主生活。

Senior Citizen Home Safety Association (“SCHSA”) was founded in 1996 as a non-profit charitable organisation with a self-financing model. Today it is one of the most established social enterprises in Hong Kong. SCHSA provides Care-on-Call Service, a comprehensive 24/7 support service consisting of emergency aid, integrated care, around-the-clock vigilance service, health management, and day-to-day living assistance. The Association also provides training and workshops to the elderly and their family as well as caregivers. In addition, SCHSA's EasyHome Services provide at-home care consisting of elderly care, medical escort, house cleaning and rehabilitation services. SCHSA strives to enable elderly to age in place and lead quality lives independently. SCHSA innovates and leverages technology to deliver people-centric services.



# 使命及價值觀

## Mission and Values

### 願景 Vision

讓長者可隨心選擇在社區過著有質素的晚年生活。

To empower people who choose to age in place with the promise of quality life.

### 使命 Mission

致力透過科技應用，以人為本的服務和創新的手法，提升長者社區生活中的質素。

To raise the quality of life of people who want to age in place by leveraging technology and innovation to provide people-centric services.

### 價值觀 Values

企業養福利 — 以社會企業之自負盈虧運作模式，使社會福利獲得更多資源，創造更大的社會影響力。

Enterprise in Support of Social Services — We operate as a self-financed social enterprise and commit resources generated from our operations to community services that can further our social impact.

伙伴協作 — 與各界攜手，多方面照顧長者的需要。

Collaboration and Partnerships — We collaborate with different sectors to help meet the multifaceted needs of our senior citizens.

重視長者 — 重視長者的價值，需要和生活素質，讓他們活得精彩。

Senior Citizens' Well-being First — We treasure our elderly's role in family and society and we care deeply about helping them live the best lives possible.

以人為本 — 尊重人的價值和需要，以愛作聯繫。

People at the Core of What We Do — We respect that everyone has value and needs. We value and connect people with love.

重視創新 — 把創新思維和手法融合協會發展和長者服務中。

Embracing Innovation — We strive to integrate innovative ideas and practices into our organisational and service development.





# 目錄 Contents

關於長者安居協會  
About Senior  
Citizen Home Safety  
Association

使命及價值觀  
Mission and Values

服務概覽  
Services Overview

- 5 「一線通平安鐘™」服務介紹  
About Care-on-Call Service
- 7 服務主要數字(2019-20年度)  
Key Service Figures (2019/20)
- 9 主席感言  
Chairperson's Message
- 11 行政總裁工作報告  
CEO's Report

攜手抗疫 • 傳送平安  
Unite to Fight Virus,  
Send Love to the  
Community

- 15 社區關顧服務  
Community Care Service
- 16 難忘個案分享  
Memorable Cases Sharing
- 18 專業護士團隊跟進長者需要  
Nursing Team to Follow Up with the  
Elderly Needs
- 19 線上線下 籌款支援有需要人士  
Support Those in Need via Online/  
Offline Campaigns
- 21 「攜手抗疫 • 傳送平安」  
特別行動分享  
Sharing of “Unite to Fight Virus,  
Send Love to the Community”  
Special Campaign
- 25 「攜手抗疫 • 傳送平安」  
特別行動成果  
Results of “Unite to Fight Virus,  
Send Love to the Community”  
Special Campaign
- 26 回顧展及傳媒報道  
Mini Exhibition Recap and Media  
Reports
- 28 鳴謝  
Acknowledgement



## 逆境創新 Innovation in a Challenging Era

- 31 「一線通®智能手錶」  
新一代科技與人本的智慧型貼身服務  
Care-on-Call Smart Watch —  
Merging Technology and  
People-centric Services
- 33 新一代平安手機®  
A New Generation of Safety Phone®
- 34 「一線通®腦健康導航計劃」  
Care-on-Call Brain Health  
Navigator Scheme
- 36 「一線通®管家易」慈善計劃  
EasyHome Services Charity Programme

## 精益求精 Above and Beyond

- 39 賽馬會「e健樂」電子健康管理計劃  
The Jockey Club Community  
eHealth Care Project
- 40 深入支援面對強拍的小業主  
In-depth Support for Minority Owners  
Dragged by Compulsory  
Sale for Redevelopment
- 41 一線通®樂齡服務  
Active Ageing Services
- 42 資訊及科技讓遙距服務保持快而準  
ICT Transformation to Facilitate Remote Services
- 42 安排在家工作 確保協會運作暢順  
Work-from-home Arrangements to  
Ensure Smooth Operation
- 43 「冬季來臨 關顧長者」記者會  
Press Conference on “Caring for the Elderly  
When Winter is Coming”

## 機構管治 Corporate Governance

- 45 協會架構  
Organisational Chart
- 46 董事會及委員會  
Board of Directors and Committees

## 財務報告 Financial Reporting

- 48 財務摘要  
Financial Highlights
- 50 財務狀況  
Statement of Financial Position
- 51 儲備  
Reserves
- 52 善款來源與用途  
Sources and Uses of Donations
- 53 核數師報告  
Auditor's Report
- 59 鳴謝  
Acknowledgement



# 服務概覽

Services Overview

# 「一線通平安鐘™」服務介紹

## About Care-on-Call Service

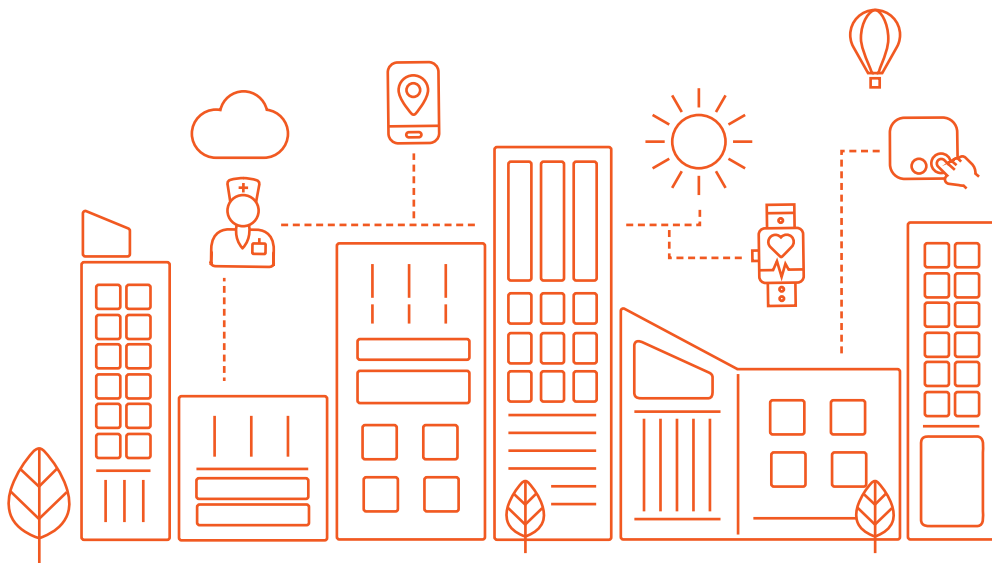
「一線通平安鐘™」服務由長者安居協會營運，為全面的24/7支援服務，以緊急支援、綜合關顧、日夜守護、健康管理、生活輔助為主要的服務範疇。

Care-on-Call Service, operated by SCHSA, is a comprehensive 24/7 support service in Hong Kong, covering emergency aid, integrated care, around-the-clock vigilance service, health management, and day-to-day living assistance.

## 「一線通平安鐘™」服務範圍

### Care-on-Call Service Scope

緊急支援 Emergency Assistance	全面關顧服務 Integrated Care Service
<ul style="list-style-type: none"> <li>致電警方999 Making emergency calls to the Police (999)</li> <li>召喚救護車 Arranging for ambulance service</li> <li>搜尋長者的位置 Tracking the location of the users with their mobile devices</li> <li>緊急時通知指定聯絡人 Notifying users' designated contacts in case of emergency</li> <li>跟進長者入院後情況 Follow up with users after hospital admission</li> </ul>	<ul style="list-style-type: none"> <li>預約門診 Scheduling medical appointments</li> <li>覆診及服藥提醒 Sending reminders for medical appointments and medicine-taking</li> <li>解答日常生活疑難 Answering everyday life inquiries</li> <li>註冊護士回應有關健康及飲食諮詢 Health and dietary advice by registered nurses</li> <li>註冊社工情緒輔導 Emotional counselling service from registered social workers</li> </ul>



## 產品特色 Product Features

	室內平安鐘 Personal Emergency Link	平安手機® Safety Phone®	一線通智守護®App e-Care Link® App	一線通®智能手錶 Care-on-Call Smart Watch
產品 Product				
特色 Features	<ul style="list-style-type: none"> <li>簡單操作 Easy to operate</li> <li>一鍵接駁至熱線中心 One-press access to Care-on-Call Service Call Centre</li> <li>配備隨身防水遙控器，適合於浴室使用 Equipped with a portable waterproof remote control, suitable for bathroom use</li> </ul>	<ul style="list-style-type: none"> <li>專為長者而設的手機 Cell phone for the elderly</li> <li>簡單操作 Easy to operate</li> <li>一鍵接駁至熱線中心 One-press access to Care-on-Call Service Call Centre</li> <li>守護服務，主動監察和及時介入 Vigilance service, proactive monitoring and timely intervention</li> <li>可追蹤位置 Location tracking of users</li> </ul>	<ul style="list-style-type: none"> <li>手機應用程式 Mobile Application</li> <li>簡單使用介面 Easy-to-use interface</li> <li>簡單操作 Easy to operate</li> <li>家人及用戶的照顧者可透過應用程式即時了解用戶的位置、服藥情況、覆診日期及更改覆診日期等 Family members and caregivers can also keep track of the users' whereabouts, medication status, medical appointment schedule etc. via the mobile app</li> <li>守護服務，主動監察和及時介入 Vigilance service, proactive monitoring and timely intervention</li> </ul>	<ul style="list-style-type: none"> <li>專為長者而設的智能手錶 Specially designed for the elderly</li> <li>五合一多功能裝置 5-in-1 multifunctional device</li> <li>快速電話撥號 Speed dialling</li> <li>一鍵接駁至熱線中心 One-press access to Care-on-Call Service Call Centre</li> <li>運用地理圍欄技術定位追蹤 Geofencing technology for location tracking</li> <li>測量心跳及計步 Heart rate measurement &amp; Step count</li> <li>守護服務，主動監察和及時介入 Vigilance service, proactive monitoring and timely intervention</li> </ul>



# 服務主要數字 (2019-20 年度)

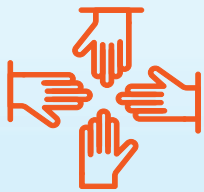
## Key Figures in Our Service (2019/20)

### 「一線通平安鐘™」服務 Care-on-Call Service

「一線通平安鐘™」服務熱線中心為全港最具規模的緊急求助熱線中心，全年24小時無間斷地提供緊急支援與關顧服務。

As the largest emergency helpline centre in Hong Kong, our Care-on-Call Service Call Centre operates around-the-clock throughout the year, serving the community with emergency assistance and caring services.

專業團隊處理的用戶求助宗數  
Assistance requests handled by Care-on-Call Service



768,865+

接到的緊急求助次數  
Emergency aid requests



30,092+

處理的用戶走失個案宗數  
Missing person cases handled



121

註冊護士為用戶提供的健康諮詢次數  
Health consultations provided by registered nurses



2,221

### 社區關顧服務 Community Care Service

社區關顧服務團隊由專業註冊社工及其他員工組成，他們的職責是照顧用戶的情緒及心靈健康。社工為有需要的用戶提供及時的危機評估及介入、情緒支援及輔導服務、精神健康資訊和社區資源，協助有需要人士走出困局。

The mission of our Community Care Service Team, consisting of professional registered social workers, is to take care of our users' psychosocial well-being. They provide not only timely crisis assessment and interventions, but also emotional and counselling support, mental health information as well as community resource referral to users in need.

註冊社工為用戶提供的輔導及支援服務次數  
Counselling sessions and assistance services offered by registered social workers



2,347

用戶轉介至合適社區服務宗數  
User referrals to suitable community services



992

## 「一線通®管家易」 EasyHome Services

自2009年起成立，為用戶提供一站式家居看顧服務，包括長者看顧、陪診、復康訓練、推拿按摩及家務清潔等。協會為前線員工提供全面的培訓，包括長者推拿技巧、扶抱及轉移技巧等，無論是體健或體弱長者，均能獲得最妥貼和全面的照顧。

Established in 2009, our EasyHome Services team provides users with one-stop domestic care services, such as elderly care, medical escort, rehabilitation training, massage and housekeeping. The Association trains frontline staff in elderly massage techniques, lifting and transfer of elderly in the hope of providing the most appropriate and comprehensive care to elders, be they healthy or frail, through our EasyHome Services.

年度內共為 **2,632** 個家庭，提供  
Offered **2,632** families  
a total of



**13,347**

次家居照顧服務  
sessions of high quality at-home services

## 「一線通平安鐘™」及「一線通®管家易」慈善計劃 Care-on-Call & EasyHome Services Charity Programmes

協會把公眾捐款撥作支援「一線通平安鐘™」及「一線通®管家易」慈善計劃，藉此提升受惠者的生活質素，並將平安延伸至社會每個角落。透過慈善計劃，協會免費為貧困長者提供「一線通平安鐘™」24小時緊急支援及全面關顧服務，以及「一線通®管家易」服務，包括：到戶式看顧、陪診、清潔。

SCHSA deploys public donation income to support Charity Programmes for Care-on-Call and EasyHome Services. Through the Service Charity Programmes, we help deprived elderly by bolstering their safety and quality of life by offering free use of our 24/7 Care-on-Call Service which provides emergency support and integrated care, and EasyHome Services which provides at-home care, medical escort and house cleaning.

「一線通平安鐘™」慈善計劃自 **1996** 年推出，  
Since the launch of Care-on-Call **1996**, have  
Charity Programme in

受惠者已累積近  
totaled



**30,000** 名  
beneficiaries

## 樂齡服務 Active Ageing Services

提供多元化的義工計劃及終身學習計劃，舉辦適合樂齡人士、企業、學校、及社區團體參與的活動及工作坊

We provide diversified volunteers scheme and lifelong learning programme, and organise activities and workshops for youthful seniors, corporations, educational institutions and community organisations.

義工數目  
Number of Volunteers



**1,037** 人  
people

服務時數  
Service Hours



**21,396** 小時  
hours

電話慰問  
Care Call Service



**237,399** 人次  
calls

以上數字並未包括：「傳送平安•攜手抗疫」特別行動之數字

The statistics above does not include any services from “Unite to Fight Virus, Send Love to the Community” special campaign

## 主席感言

### Chairperson's Message



方敏生  
**Christine Fang**  
長者安居協會董事會主席  
Chairperson, Senior Citizen Home Safety Association

過去一年的疫情為每個人、社區以致整個社會帶來翻天覆地的影響，為日常生活帶來「新常態」，口罩、消毒藥水、酒精搓手液變成不可或缺的日用品。

在這個艱難的時刻，我們需要同舟共濟、互相扶持，始能於逆流之中保持安穩、尋找新機。我很高興看到長者安居協會貫徹這份精神，上下一心於去年乘風破浪，竭力維持旗下「一線通平安鐘™」服務運作如常，更因應疫情需要，於2020年初起，我們展開「攜手抗疫·傳送平安」特別行動。

行動主要為有需要的用戶提供支援，包括寄送應急物資、在安全情況許可下上門探訪派防疫包，以及撥打關顧電話，慰問用戶。我亦曾親身到協會，接受電話慰問訓練後，參與撥打關顧電話，問候長者用戶有否急切物資緊急需求，透過傾談了解他們的情緒狀況等。過程中，我發現即使是簡單寒暄，已對於當時因社交距離措施要坐困家中的長者來說是相當大的安慰。長者的需要，很多時候並不複雜，要的可能是一聲問候或為他們完成一些我們認為是舉手之勞的小事。特別在疫情下，小事或會帶來意想不到的大意義。

In the past year, we have witnessed individuals, communities and in fact the overall society seriously disrupted by the pandemic. A “new normal” has set in, where masks, disinfectants became part of our daily necessities and social distancing and working from home have become our way of life.

In such unsettling times we see the need for patience and mutual support to keep afloat and rebuild our resilience to stay ahead. It is with this spirit of solidarity and perseverance that the Senior Citizen Home Safety Association have strived to meet the challenges. We work diligently and remain vigilant in our 24/7 Care-on-Call Service, overseeing and reaching out to the needy elders, especially those living alone in the community. In early 2020 we launched the “Unite to Fight Virus, Send Love to the Community” special campaign to bring COVID relief to our service users.

Our special campaign supported those in need with emergency supplies. We sent hygiene packs and when conditions permitted, we tried to visit those with special needs and helped some to collect medicines from the hospitals for their long-term illness. Volunteers and staff were mobilised to make caring calls to our elder users to monitor their situation and offer emotional support. I joined in as a volunteer and had the chance to make some of these calls to the elderly myself. Loneliness among elders has been a silent social concern for some years. The pandemic has further aggravated the issue. Many elders, even the active ones, were confined to their homes. Younger members of the family, deterred by the health risks, were hesitant to visit the elders. To most elders a caring call was a big comfort.

疫情期間，我們發現不少獨居長者礙於年事已高，即使日常能照顧自己基本生活需要，但家居清潔對他們來說其實甚為吃力，經濟上亦未能負擔一般家務助理服務。在疫情下，加上防疫的物資不足，家居衛生狀況帶來不少困擾。協會的抗疫特別行動，資助長者使用「一線通®管家易」服務進行上門清潔，清理垃圾和窗戶，使長者得以安心和安全在社區生活。

在這一年間，儘管前景晦明、路途多艱，但逆境並沒有減卻協會同事們開拓新服務的熱忱，去年協會推出了不少守護長者的新智能產品和服務，當中包括一部美觀、輕便摺疊式手提電話和一款有定位尋找和通話功能的智能手錶，這兩款流動裝置都能直接駁到「一線通平安鐘™」服務的24小時熱線中心，讓獨立活躍的長者都得到守護和及時支援，讓長者安心，家人放心。

過去一年是困難的，我謹代表董事會衷心感謝協會每位員工，即使在逆境下，仍堅守履行「守護者」的角色、努力不懈以長者和用戶為本，主動瞭解他們的需要，無間斷地提供優質「一線通平安鐘™」全天候的緊急支援及守護服務，為他們帶來身心平安。

The epidemic had also unveiled the difficulties for elderlies living alone. Buying food and daily necessities, including disinfectants and disposable masks created a lot of anxieties to these elders at the early stage of the pandemic. They were afraid to go out and thus, sourcing these hygiene supplies were almost impossible to them. Keeping the household clean was another immense stress, since the usual help from family members have stopped because of COVID risks. They could not afford paid at-home cleaning and even that was difficult to get. As part of the Association's special campaign, we've offered our elderly users free EasyHome Services, where professional helpers conducted home visits to clean, tidy up their homes and washed the windows, giving them the peace of mind of a hygienic living environment.

Despite the challenges and uncertainties of the past year, our colleagues doubled up their efforts to develop new smart mobile devices and services to safeguard the elderly. We had successfully launched two new products — a stylish foldable safety phone and a Care-on-Call Smart Watch with location tracking and phone functionality. Both devices are linked directly with SCHSA's 24-hour Care-on-Call Service Call Centre, providing independent and active seniors with essential care and timely support — as well as peace of mind for their families.

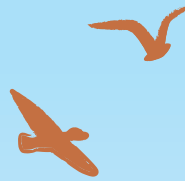
On behalf of the Board of Directors, I would like to extend my heartfelt gratitude to all SCHSA colleagues for acting as the steadfast "Guardians" to our elderly and users, especially during the tough period. Their dedication, by proactively reaching out to the elderly and user in need is instrumental to keep our elders living safe and their families assured.



方敏生  
**Christine Fang**  
2021年3月 March 2021

# 行政總裁工作報告

## CEO's Report



王虹虹(王蓉)  
Maura Wong  
長者安居協會行政總裁  
Chief Executive Officer,  
Senior Citizen Home Safety Association

2019/20年充滿挑戰，新冠疫情為香港帶來不少衝擊。儘管如此，協會上下抱著不屈不撓的精神，逆流向上，不但為長者和照顧者帶來新的服務和產品，更在抗疫路上為十幾萬名長者提供及時的緊急支援，助他們渡過難關。

2020年初疫情爆發時，我們看到有些長者大受困擾，惶恐終日。協會的社區關顧服務及樂齡服務團隊率先反應，在全城鬧「口罩荒」的關鍵時刻將口罩送到最有需要的長者手上，以解燃眉之急。然而，只有物資並不足夠，疫情下長者由日常生活到身心健康都大受打擊，因此協會馬上發起「攜手抗疫·傳送平安」特別行動，主動為長者用戶提供有系統全面支援。幸運地於短短幾個月已得到一眾善心人士及機構支持，護士和社工團隊更為有需要的長者提供了免費諮詢和輔導。協會特別感謝星展銀行選擇長者安居協會為其香港的合作夥伴，贊助協會加強支援及跟進服務，幫助因疫情導致有情緒後遺症的長者。

2019/20 was a highly challenging year because of COVID-19. Facing unprecedented headwind, SCHSA continued to move forward, rolling out not only new services, but also special emergency support to help over 100,000 elderly get through COVID-19.

At the outbreak of the epidemic in early 2020, we began to see some elderly becoming distressed and deeply anxious. Thanks to our Community Care Service team and Active Ageing Services Team, we were able to deliver surgical masks promptly to those with the most pressing needs. Nonetheless supplying materials alone was not enough to help the elderly. Many of those elderly were negatively affected, physically and mentally exhausted, because of the long months of social distancing and service suspension. Hence, SCHSA immediately launched a special campaign, named "Unite to Fight Virus, Send Love to the Community", to proactively and systematically provide comprehensive assistance to our elderly users. We are grateful that within months, our campaign already won widespread support from generous donors and organisations. At the same time our nurses and social workers teams provided thousands of hours of free consultation and counselling to many elderly. We would like to give special acknowledgement to DBS Bank for selecting SCHSA as their partner in Hong Kong and for sponsoring our support services to help elderly with emotional trauma due to the pandemic.

長者安居協會的服務歷史悠久、經驗豐富，24/7的「一線通平安鐘™」和「一線通®管家易」服務，在疫情下從未間斷，嚴守衛生及防疫條件，為有需要的長者安排上門服務，這些行動均證明我們對長者照顧的承擔。有長者向我們反映疫情期間感到缺乏關愛，惟協會對他們不離不棄，讓他們很開心。

即使經濟環境轉差，但協會於上年度繼續發展，成績令人鼓舞。隨着2019年12月推出的第三代平安手機及全港獨有的守護服務，「一線通平安鐘™」從此邁進新領域，能主動監測、及早跟進長者的安全，防範於未然。在2020年6月，我們推出了「一線通®智能手錶」，集電話、平安鐘、位置搜尋、心跳步行儀於一身。協會將人本的平安鐘服務結合流動科技，把平安帶給更多的銀齡人士，由活躍好動的長者，至中、早期的認知障礙症患者，均得到守護和關顧。

協會自兩年前起推行了一系列改革和創新，我們認為需要更有創意、更具活力的社會服務，來支持未來廿年愈趨嚴峻的長者照顧問題。未來道路仍漫漫，我們希望與各方一同努力，繼續為長者締造美好的安居生活。

我在此謹向協會所有同事致以由衷的欣賞和感激。大家上下一心、不辭勞苦，將長者的福祉放在首位，協會能有今天的成績，確實有賴各位的付出。

SCHSA has a long history taking care of the elderly. Our 24/7 Care-on-Call Service and EasyHome Services have been operating with no interruption throughout the COVID epidemic. By following closely the hygiene guidelines, we were able to provide at-home care service to vulnerable elderly who had urgent needs even at the peak of the epidemic. Some senior citizens we helped told us they felt neglected during the COVID; luckily SCHSA was there for them and this made them happy.

Despite a weak economy hit in 19/20, we were able to deliver a number of major accomplishments. In December 2019 we introduced a new Safety Phone together with a first-of-its-kind Vigilance Service which can proactively monitor the safety of our elderly and provide early preventive intervention if necessary. In June 2020 we launched a brand new Smart Watch which combines the functions of mobile phone, SOS assistance, location tracker as well as biometric sensors. By integrating mobile technology with our people-centric services, we strive to provide safety and comfort to an increasing number of mature citizens. Whether they are active or not, even if they have early to mid-stage dementia symptom, they can get protection and support from us.

SCHSA has embarked on the road of reform and innovation since mid-2018. We believe more innovative and vibrant social services are needed to solve Hong Kong's growing problem regarding elderly care in the next two decades in Hong Kong. The path ahead is long. We hope to work with many of you in collaborative effort going forward for the betterment of elderly living.

On closing, I would like to express my sincere appreciation to all my colleagues at SCHSA whose hard work and selflessness have brought us where we are today. In face of difficulties, you put the welfare of the elderly first. Thank you!



王虹虹(王蓉)  
**Maura Wong**  
2021年3月 March 2021



# 攜手抗疫·傳送平安

Unite to Fight Virus,  
Send Love to the Community



疫情新常态下，長者的日常生活受到嚴重影響。

疫情爆發初期，長者於抗疫物資甚為缺乏，其後部分社區服務更因疫情關係停擺，長者不但失去日常支援，情緒更備受困擾；他們或因長期留守家中與家人關係緊張；甚至有暴力事件或自殺傾向。基於種種情況，協會於2020年2月展開「攜手抗疫•傳送平安」跨部門特別行動，主動接觸長者用戶，並送上緊急物資及心意禮品，協會的專業團隊加強健康諮詢及情緒支援，註冊護士及社會工作員跟進有特別需要的個案，例如即日送遞防疫物資、為用戶代取藥物，以及短期情緒輔導等。

Under the “new normal” of COVID-19, the daily lives of the elderly are seriously impacted.

The onset of the epidemic brought about a shortage of hygiene supplies and suspension of most community services. The elderly were deprived of daily support and disturbed emotionally. Homebound for an extended period, tensions built up with family members, leading to domestic violence or suicidal tendencies. Under such circumstances, SCHSA launched a trans-departmental special campaign “Unite to Fight Virus, Send Love to the Community” in February, 2020 to proactively engage our elderly users as hygiene supplies and gifts delivered for urgent cases. The Association’s professional team of registered nurses and social workers stepped up health consultation and emotional support for special needs cases, delivering hygiene supplies and medication as needed, and providing short-term emotional counselling.



## 社區關顧服務 Community Care Service

協會的社區關顧服務團隊由專業註冊社工及輔導員組成，職責是照顧用戶的情緒及心靈健康。我們與各社區團體緊密合作，根據用戶的需要，連繫到適當的地區支援網絡。社工亦關心用戶照顧者的需要，提供適切的輔導服務、社區資源資訊及轉介，協助紓緩他們的照顧壓力。自2020年8月，社區關顧服務團隊新增了輔導員，特設為有需要用戶提供專業輔導服務，陪伴他們渡過難關，在逆境中走出困局。

社區關顧服務團隊與服務熱線中心保持緊密聯繫，以及和不同的機構合作，幫助及守護用戶及其照顧者的需要，及時介入自殺個案，將希望訊息傳達給他們；透過跟進以預防或減低用戶再遭受家庭暴力的機會；協助用戶完成他們的夢想，例如拍攝他們最後的「愛語」留給他們的至愛；聆聽用戶的經歷和故事，紓緩他們心內的苦痛。團隊認為，能夠協助用戶及其家人改善與親人及朋友之間的關係，並獲得用戶的信任和肯定，是推動我們繼續向前的原動力。

2019/20年度充滿挑戰，自2020年2月疫情爆發開始至8月，社工會為用戶提供情緒支援，亦按其需要評估並轉介至相關部門，包括提供防疫物資、健康諮詢、起居照顧及陪診服務等。

The mission of our Community Care Service Team, consisting of professional registered social workers and counsellors, is to take care of our users' psychosocial well-being. Our team has close collaboration with different community groups, and connects our users to the appropriate networks of community resources. In addition, our social workers provide support to caregivers, through counselling services information on or referral to other resources in order to help relieve caregivers' stress. Since August 2020, the team has recruited more counsellors to provide professional counselling services for users in need, accompanying them through difficulties and out of adversity.

We have been working closely with Care-on-Call Service Call Centre and different organisations to support our users and their caregivers, including immediate interventions on suicidal cases and condolence messages to every struggling being. Through our follow-ups, we help to prevent or mitigate the risks of repetitive domestic violence for our users. We help them to fulfil their dreams, as well as video-tape "love messages" for their beloved soul-mates. We listen to our users' past story that helps relieve their inner struggling. To help users improve their relationship with families and friends, along with winning the trust and approval from our users are the motivation that drives us forward.

2019/20 saw many challenges. From the outbreak of the epidemic in February to August 2020, social workers provided emotional support to our users, as well as assessed and referred them to relevant departments according to their needs, including the provision of hygiene supplies, health consultation, personal care and medical escort services.



協會社區關顧服務團隊照顧用戶的情緒及心靈健康。

Community Care Service Team is committed to the emotional and mental health of our users.



## 難忘個案分享

### Memorable Cases Sharing

對比2019年同期，協會於2020年社區支援求助的個案急升兩倍、懷疑被虐及具自殺風險求助個案亦增加一成。當中不乏難忘的個案。

Compared to the same period in 2019, the number of the cases on community support requests in 2020 has doubled, and the cases of suspected abuse and suicide risk requests increased by 10%. Many of those cases so happened are worthy of a place in memory.

個案  
Case  
1

#### 陪伴長者於疫症期間 克服喪親之痛

#### Walking with the Elderly Over Grief of Loss

「你(社工)終於打電話給我了!能聽到你的聲音,我感到平安。」陳伯的一句話成為協會社工工作上的動力,明白不要看輕噓寒問暖的電話慰問。

“You (social worker) have reached me! I feel at ease to hear your voice.” Mr. Chan’s words has become a motivation for the Association’s social workers to learn not to underestimate the power of a phone call.

陳伯在疫情期間遇上妻子離世,因各種防疫措施,他未能夠常常到醫院陪伴患上末期病患的太太,又因親友未能向太太道別,確實令人帶着遺憾。協會社工憶述,還記得初次致電與陳伯傾談過程中,他每次提起太太離去便聲淚俱下,表示現況艱難。

it was regrettable that he was not able to accompany his wife with terminal illness in the hospital, also unable to let her wife say final goodbye to the relatives due to various social distancing measures. The Association’s social worker recalled that on the first phone call to him, he broke into tears on his wife’s death, and he added that the situation had been tough.

「請容許你哭泣,我知道你堅持得很辛苦,我願意在這裏陪伴着你」,社工說。就這樣,陳伯隔着聽筒放聲痛哭逾半小時。陳伯的前路難行,協會的社工有幸成為他的「同行者」,我們加密致電陳伯,提供情緒支援,因應其個人需要而轉介至適切支援服務機構。

“Let the tears out and ease up. I understand this has been hard, and will stay with you right here.”, the social worker noted. This so happened that Mr. Chan was weeping for more than half an hour in the phone conversation. The social worker has coincidentally served as his “companion” as we called him up to provide emotional support and refer him to the appropriate support services based on his personal needs.

疫情已持續逾一年,現在陳伯已適應新生活;擔任海洋公園導賞員及結伴遠足。

The epidemic has lasted over a year. Today, Mr. Chan has adapted to his new life as a tour guide in Ocean Park, and joined friends on hiking trips.



個案  
Case  
2

## 疫情、病情雙重夾擊， 負面情緒湧現，幸得社工 跟進舒緩

疫情影響大家已達一年多，特別令不少長者感困擾和情緒波動。黃婆婆於去年疫情嚴峻時，因難以購買口罩和防疫物資，有一段時間不敢外出，她十分擔心自己及家人會染疫，還形容外出就會有機會中招，所以連覆診也試過改期，這疫情讓黃婆婆憂心，不時會於家中哭泣，那時她的眼睛亦不幸發炎及患白內障，使她更感絕望。幸好她獲得協會送贈的防疫物資及經社工評估後獲知有基金可以資助她免費做白內障手術，她形容當時自己有曙光。現時，黃婆婆其中一隻眼已做手術，亦成功轉介外間機構作輔導服務，家人也給予定期關心，讓她感溫暖及人間有愛。

## Affected by the Epidemic and Illness, Negative Emotion Became Apparent, and Social Workers Followed with Consolation

The epidemic has affected us for more than a year, especially the elderly, distressed and emotional. When the epidemic hit hard last year, Madame Wong was weary to go out as she did not have any masks and protective supplies. For some time, she was concerned that she and her family would contract the epidemic, and thought that once away from home, she would have a chance of contraction, so she tried to reschedule her medical appointment. Madame Wong wept at home from time to time, and she also suffered from cataract and eye infection, which made her feel even more desperate. Fortunately, she received a care pack from the SCHSA with protective necessities and was assessed by a social worker and sorted out that a subsidy could be arranged for her cataract surgery. Recently, she had surgery done on one of the two affected eyes and has been successfully referred to another organisation to get counselling services, and her family members attended to her often. She felt loved and needed.

個案  
Case  
3

## 疫情社區服務暫停 雙老家庭得援助解燃眉之急

協會的抗疫特別行動的資源有限，總有用完的一天。記得有一宗個案是雙老同住的夫婦。先生行動不便，太太有長期病患，疫情前有資助社區服務到家中為先生洗澡，但因疫情關係，社區服務暫停，令到太太十分無助。後來社工跟進及轉介至「一線通®管家易」服務，安排抗疫行動免費到戶照顧，支援太太。

到特別行動接近尾聲，我們需要通知太太有關資助將會完結，但由於當時社區服務還未重啟，太太查詢問到付費服務價錢後，又感到難以負擔。

當我們感到無奈的時候，卻傳來好消息！特別行動得到新的捐助得以持續多一段時間，我們立即通知太太，太太聞訊亦十分高興和感激我們。隨疫情回落，社區服務逐漸恢復，我們提供的服務可謂無縫接軌，讓兩老不致出現照顧的「真空期」。

## Community Services Halted under the Epidemic SCHSA Offered Help to Elderly in Pressing Need

The resources allocated for special campaign against the epidemic were limited at the time, and they certainly will be exhausted one day. There was a case that happened to an elderly couple living under the same roof. Before the epidemic, there were subsidised community services to help bathe the husband at home. Yet due to the epidemic, the community services suspended, and the wife became stressed. Later, the social worker followed up and referred the case to the EasyHome Services, which allowed free home care to give the wife a helping hand.

Towards the end of the campaign, we had to inform the wife that subsidised service would expire soon. Yet, since the community services had not resumed, she learnt the price of paid services was unbearable.

Good news came just when we were in need! We were able to provide free service for an extended period due to new donations, and we immediately informed the wife, who was then happy and grateful. Though later the epidemic subsided and community services resumed, we had been able to provide continuous services during the “window” period when community services were unavailable.



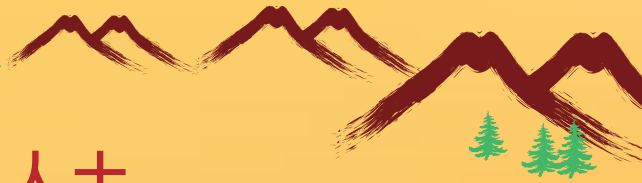
## 專業護士團隊跟進長者需要

### Nursing Team to Follow Up with the Elderly Needs

協會註冊護士在抗疫期間主動致電慰問長者，了解及評估他們的需要，並提供相關的健康諮詢和保健技巧，教育他們保持良好個人衛生。註冊護士亦會提供防詐騙資訊，以免長者誤購二手或不及格的衛生及防護物品。在慰問期間，註冊護士會對有特別需要的個案作進一步跟進。如長者需要情緒上支援或社區資源資訊，便會轉介協會註冊社工作情緒輔導或提供社區資源轉介。如長者因日常生活受到影響，無法如期到診所或醫院領取藥物，便會轉介「一線通®管家易」服務的起居照顧員上門跟進。

Our nurses proactively called seniors to understand and assess their needs, provided relevant health advice and health care tips, and taught them good personal hygiene during the fight against the epidemic. Our nurses also provided anti-fraud information to prevent the elderly falling into the trap of second-hand or substandard hygiene and protective items. Our nurses will follow up cases with special needs. If an elder needs emotional support or information on community resources, they will be referred to the SCHSA's registered social workers for counselling or community resource referrals. If an elder's daily life is interrupted making it hard to attend medical appointments or to collect medication from clinics or hospitals, they would be referred to EasyHome Services for follow up.





## 線上線下 籌款支援有需要人士

### Support Those in Need via Online/Offline Campaigns

疫情期間，一班寂寂無名的人為維持社會運作而奔波勞碌，他們除了要接觸大量人群，冒著感染的風險工作，更可能需要放下家中需要照顧的家人甚至是年邁的父母，每天離開家門，默默為社會付出，為公眾提供生活所需。協會為答謝這一群默默付出的無名抗疫英雄，於5月推出「支援無名抗疫英雄」線上籌款活動，向公眾人士籌募捐款，讓抗疫英雄家中的長者享用免費「一線通平安鐘™」24小時緊急支援及全面關顧服務，讓他們可無後顧之憂。線上籌款活動反應正面，得到不少社會熱心人士支持，讓多位抗疫英雄及其家人受惠。

無名抗疫英雄包括：1)前線醫護支援人員，2)前線院舍照顧人員，3)前線清潔人員，4)前線超市人員，5)前線派送外賣人員。

During the outbreak, there were those who worked continuously to serve the community. They were exposed to the risk of contraction, not to mention leaving their family members and even their elderly parents at home. In May, SCHSA launched the “Support for Unsung Heroes” online fundraising campaign to raise funds from the public on free Care-on-Call Service, 24/7 emergency aid and vigilance service, to the elderly of these unsung heroes, so that they were able to work hard with our backup. The online fundraising campaign received positive response and support from the community, benefiting many unsung heroes and their families.

The unsung heroes included 1) frontline medical support workers, 2) frontline residential care workers, 3) frontline cleaning and sanitation workers, 4) frontline supermarket workers, and 5) frontline food delivery workers.

**一線通 平安鐘**  
長者安居協會

**誠邀無名  
抗疫英雄報名**

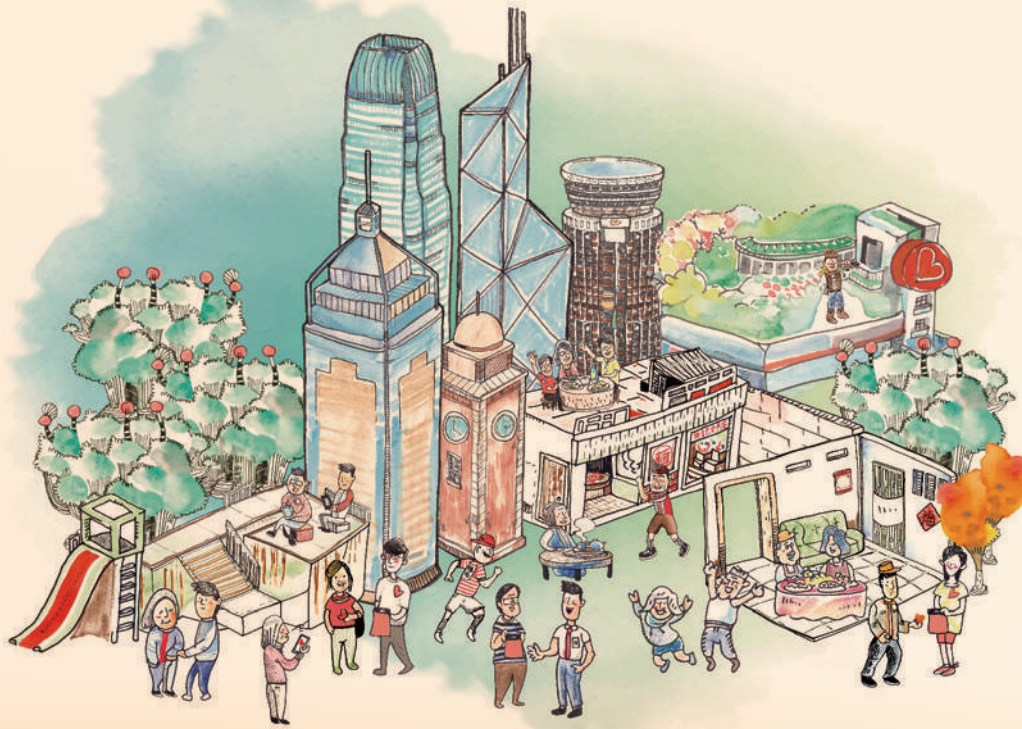
**為父母送上  
兩年免費  
「一線通平安鐘™」  
服務**

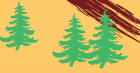
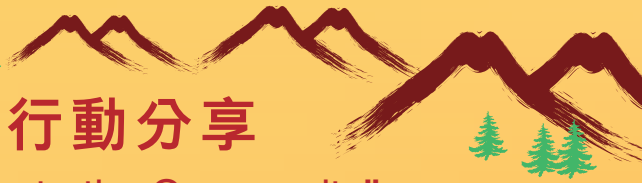
The advertisement features a large central image of a woman in an orange shirt and brown apron pushing a cart. Below this are three smaller images: a woman in a supermarket, a person in green scrubs cleaning, and a person in a black jacket holding a brown paper bag. A red sign with white text is overlaid on the right side of the main image.



協會每年舉辦的「全港賣旗日」所得的善款會透過「一線通平安鐘™」慈善計劃，資助有經濟困難的長者及有需要人士免費使用協會的24小時緊急支援及全面關顧服務。多年來，賣旗活動吸引大量義工熱心參與，在慎重評估疫情於當時的情況後，協會於7月舉行「全港賣旗日」，雖然參與賣旗的義工人數比過往大幅減少，籌得款項亦受影響，但仍感謝各企業伙伴、機構團體、學校及義工熱心協助及支持。

The funds raised on the annual Territory-wide Flag Day will be used to sponsor the elderly and the needy to use the 24-hour emergency aid and comprehensive services free of charge under Care-on-Call Charity Programme. Over the years, Territory-wide Flag Day have attracted a large number of volunteers. After careful evaluation given the epidemic situation, the Association decided to host the Territory-wide Flag Day in July 2020. Although the number of participating volunteers had significantly decreased and the funds raised were affected, we remain thankful to our corporate partners, organisations, schools and volunteers for their help and support.





# 「攜手抗疫·傳送平安」特別行動分享

## Sharing of “Unite to Fight Virus, Send Love to the Community” Special Campaign

### 受惠人士 Beneficiaries



林伯  
Mr. Lam

看到一塵不染的窗花，舒服得透心涼。

抹窗對我們來說可能只是小事，可是對獨居長者來說，不但是家居衛生般簡單，更會直接影響他們的情緒。

84歲、獨居的林伯本身有長期病患及類風濕問題。雖然他為人樂觀又懂得照顧自己，但礙於年事已高，不少日常家居清潔工作都無能為力，經濟上亦未能負擔一般家務助理服務，有時面對不甚乾淨的家居只好忍受。在疫情下，家居的清潔狀況令林伯的情緒有更大困擾，加上防疫物資不足，只好求助社區的家居照顧服務，因此接觸到長者安居協會的抗疫特別行動。

協會跟進後，發現林伯除了需要更多防疫物資，更需要家居清潔。他於去年4月末首次獲安排「一線通®管家易」服務進行上門清潔，服務人員黃姑娘為林伯清潔家居，將窗戶經年累月的污漬，包括鳥糞及從樓上跌下的垃圾都清理好。林伯期間更與協會工作人員建立友誼：「我們出乎意料般投契！」林伯笑說。

事後他更特意致電盛讚「一線通®管家易」服務的工作人員黃姑娘細心落力，窗戶清潔後改善了室內採光，令他身心舒暢。林伯更表示再次使用服務時，指明要找黃姑娘幫忙。

I am so happy with the spotless window grilles.

Clean windows may not mean much for many of us, but for solitary elderly, it's not just a matter of household hygiene but something that can affect their mood.

84-year-old Mr. Lam lives alone and is afflicted with rheumatoid and other chronic illnesses. Although he is optimistic and capable of caring for himself, his advanced age means he is unable to do daily household cleaning, and has to put up with a dirty home since he could not afford paid domestic help. Given he's forced to stay home more during the epidemic, Mr. Lam's mood worsened. Finally, with hygiene supplies running low, he sought help from the Association and caught the attention of staff of our special campaign.

After the Association followed up, we realised Mr. Lam required a restock of hygiene supplies and household cleaning. He booked our EasyHome Services for on-site cleaning in April, 2020. Our teammate Ms. Wong tidied every corner of the house, polished the windows, and even cleaned the bird droppings and trash on the eaves. Mr. Lam forged a friendship with our teammate, “Two of us hit it off right away!” he laughed.

Mr. Lam even made a call afterwards to praise the hard work of our staff. After cleaning the windows, the indoor lighting is significantly improved. Mr. Lam was elated and promised to use our service again.



李女士  
Madame Lee

平安鐘讓我感受到平安，一通電話，就有人聽我傾訴。

當長者感到無助，一聲慰問，其實已經令他們感到平安和舒懷。

70歲獨居長者李女士本身育有一子一女。女兒居於澳門未能常見面，而兒子長期飽受紅斑狼瘡症困擾。因此，李女士不但不敢打擾兒女，更加會為自己和兒女的健康感到憂慮。在疫情的陰霾下，令她更感到健康進一步受威脅：「我自己都有點束手無策，覺得自己不但幫不到他們(子女)，更為他們帶來負擔。」

在危急絕望之際，李女士聯絡到長者安居協會社區關顧服務的社工。社工透過傾談了解李女士兒子的身體狀況，在安撫其情緒後，由協會護士提供健康建議讓李女士處理好雙腳疼痛問題，再向她提供紅斑狼瘡症的資訊，讓李女士減低對兒子情況的憂心。受腳患影響，疫情期間要保持家居清潔對李女士來說也是難題，協會「一線通®管家易」服務於是提供家居清潔服務，讓李女士身、心、靈也得到支援。

Care Calls gave me peace of mind — a sympathetic voice is just a call away.

When an elderly person feels helpless, a care call is enough actually gives him/ her a peace of mind and takes the stress away.

Madame Lee is 70 years old and lives alone. She rarely meets her daughter who lives in Macau, while her son is chronic lupus sufferer. Not only Madame Lee did not dare to disturb her children, she also worried about her own health and that of her children. The epidemic made her feel even more vulnerable. "I feel helpless, that not only I can't help my children, but is a burden to them." Madame Lee said.

Desperate for help, Madame Lee learnt of SCHSA's Community Care Service. Our social worker learnt about her son's physical condition through the care call. After calming words, our registered nurses offered health advice to Madame Lee to help manage the pain in her feet, and also provided information on the lupus condition, soothing her worries about her son. Ailed by her foot, it is also difficult for Madame Lee to keep her home clean during the epidemic. Our household cleaning support under EasyHome Services came in handy giving Madame Lee well-rounded support in body and mind.



## 捐助者 Donors



### 人力資源顧問周綺華 Ms. Eva Chau, Human Resources Consultant

透過電話慰問，向長者傳遞更多關心和平安

物資與捐款固然能為有需要的長者一解燃眉之急，但聆聽和關心長者的感受，支援他們的身、心、靈，也是協會一貫的目標之一。

疫情期間，Eva得悉協會正推行「攜手抗疫·傳送平安」特別行動，除了於非常短的時間籌得善款支持行動，更主動伸出援手，首次參與電話慰問義工服務，透過協會樂齡服務培訓慰問技巧，領會如何聆聽長者所需，關顧他們的情緒。Eva不但身體力行，她更廣邀友好，一起撥打電話慰問，透過跟長者寒暄互動，為他們送上關懷及平安。

作為人力資源的專家，Eva坦言參與電話慰問服務，讓她對於「以人為本」的價值觀有深刻體會；而一次探訪活動，更令她一改對長者的印象：「他們（長者）真的很厲害，比我們想像中，更懂得照顧自己。」她希望隨著疫情放緩，社會也不應忘記多關愛和尊重樂齡人士。

Convey care and peace through care calls

Supplies and donations can certainly help elderly in need, yet to lending a caring ear to the elderly and providing emotional and physical support are also a key part of SCHSA's consistent objectives.

During the epidemic, Eva learned about our special campaign. Besides raising funds to support our operation, she also took proactive action to participate in our care calls voluntary service. Through the care call training provided by SCHSA, Eva learned to listen to the needs of elderly and caring for their emotions. Not only did Eva practically delivered care calls, she also invited her friends to join our campaign, to greet and interact with the elders and to convey care and peace.

Being an expert in human resources, the care call voluntary service gave Eva a deeper understanding of our 'people-centric' values. Eva also participated in one of our voluntary visits which left her with a lasting impression, "The elderly are more resilient than we imagine - they take care of themselves well." She hopes that as the pandemic slows down, society should not remain vigilant in caring and respecting silver agers.



## 隨意雅聚會長顏文慧 Ms. Alice Ngan, The Chairperson of Serendipity

### 以藝術傳達關心與支持

在資訊科技發達的年代，大家有多久未收過或送出親筆簽寫的實體心意卡？正所謂物輕情意重，一張親筆撰寫的心意卡，能為疫情中因社交距離而不能外出的長者帶來重大的意義。

在抗疫特別行動展開了一段時間後，長者安居協會發現除了實質的防疫物資，心靈關顧同樣重要。幸得本地慈善機構「隨意雅聚」召集一群藝術愛好者，親筆撰寫多張心意卡送贈協會的長者用戶，以藝術傳達關心與支持。

今次送贈行動的召集人，隨意雅聚會長顏文慧指，會友特別挑選栩栩如生的靈猴圖、恬靜優雅的荷花圖等，印製成心意卡，希望讓長者於疫情期間，在家中也能賞畫舒壓。加上會友親筆寫上簡單易讀的祝福語，讓這份心意倍添溫暖：「我每晚睡覺前都會寫數十張心意卡，一邊寫，一邊感受到與長者一起的感覺。」她希望透過心意卡，為協會的長者用戶加添多點正能量。

### Convey care and support through art

In the information age, how long have it been since we received or sent a handwritten greeting card? A simple handwritten card can bring a warmth to elderly who have to stay home during the epidemic.

During the special campaign, SCHSA found that besides hygiene packs and materials, spiritual care is also important. It is our pleasure to have Serendipity, a local charitable organisation, convey their care by gathering a group of art lovers who wrote numerous of greeting cards to support our users.

Ms. Alice Ngan, the Chairperson of Serendipity and the convener of this campaign, believes that the nature-inspired art, including lifelike monkeys and elegant lotus flowers, printed in the greeting cards can help soothe the minds of the elderly. These are paired with handwritten blessings for extra warmth. "Every night, I write greeting cards before bed, and feel as if I'm spending time with the elderly." Alice said. She hopes to send more positive energy to the elderly through the cards.



# 「攜手抗疫·傳送平安」特別行動成果

## Results of “Unite to Fight Virus, Send Love to the Community” Special Campaign

由2020年2月起  
Starting from February, 2020

成功接觸有需要的長者人次  
Calls to elderly persons in need



212,852

緊急物資及心意禮品，當中包括口罩、消毒酒精搓手液等防疫用品的派發份數

Items of emergency necessity and caring goods including surgical masks, hand sanitisers and more distributed



485,087

協會的社工團隊為有需要人士提供的情緒輔導累計近時數

Hours of emotional counselling provided by SCHSA's social workers



2,400

註冊護士團隊為長者提供的健康建議次數  
Healthcare advice provided by SCHSA's registered nurses



110,000

「一線通®管家易」共提供的到戶家居服務次數  
At-home services provided by EasyHome Services.



1,614

數字截至2021年2月28日  
As of 28th February, 2021



# 回顧展及傳媒報道

## Mini Exhibition Recap and Media Reports

透過簡單的回顧展，協會希望從不同的角度總結特別行動，讓參觀人士了解行動的同時，亦能喚起對長者的關愛，繼續傳達平安給身邊的人。

The mini exhibition represents a retrospective to audiences, from different perspectives of SCHSA's overall undertakings to address to the calling for continued care and love for the elderly.



疫境留家孤獨感增 情緒受困 需社工處理 長者求助飆72%

## 疫境留家孤獨感增 情緒受困 需社工處理 長者求助飆72%

【本報訊】新冠肺炎疫情影響老人家身心健康及生活，長者安居協會指疫情期間長者長時間留在家中，令孤獨感增加，疫情資訊亦造成他們的擔憂和恐懼，促使該會接獲長者情緒支援個案近兩個月持續上升，需要社工處理的個案較去年同期增升七成二，當中逾三分之一需要進一步情緒支援，個案較去年同期升約四成一。

### 輔導900小時 逾3成需跟進

長者安居協會今年二月起展開「攜手抗疫·傳送平安」特別行動，加強關顧長者，包括「一線播平安線」團隊致電慰問，提供抗疫及防騙資訊，安排人員代取藥物，派發防護物資予有緊急需要個案等，行動至今約兩個月，接觸過逾兩萬名有需要的長者，派

發近一萬份緊急物資及心意禮品，包括口罩、消毒接手液等。

協會指，社工團隊為有需要人士提供了近九百小時的情緒輔導；註冊護士團隊則為逾一萬名長者提供健康建議；期間亦有加強健康諮詢及情緒支援，註冊護士及社工團隊跟進有特別需要的個案，例如即日送遞防疫物資、為用戶代取藥物，以及短期情緒輔導等。協會指團隊發現長者情緒支援個案有持續上升趨勢，需進一步處理的個案較去年同期上升七成二；當作進一步情緒支援，個案較去年成一。

長者安居協會行政總裁王虹聞長者長期留在家中，令孤獨感亦令他們擔憂和恐懼，協會呼籲部門關注長者的情緒支援問題。

《東方日報》報道協會的特別行動成果。  
Oriental Daily reported on the outcome of SCHSA's special campaign.



《HK01》報道協會特別行動成功幫助雙老家庭。

HK01 put in print the successful unveiling of special campaign to help elderly couple.

明周

文化

系列

社會

藝文

飲食

專欄

健康

教育

時尚



長者安居協會工作人員向長者派發健康資訊。(圖片由長者安居協會提供)

《明周文化》報道協會的特別行動，讓公眾關注長者情緒。

Mingpao Weekly's report on SCHSA's special campaign helps increase social awareness about elderly emotional needs.



# 鳴謝

## Acknowledgement

協會於抗疫關鍵時刻，推行「攜手抗疫・傳送平安」特別行動，幫助長者及有需要人士渡過難關。特別行動自二月推行至今，得到不少熱心人士和機構支持，有賴大家的支持和參與，使我們的服務得以惠及更多有需要人士。

Our Association's special campaign during the epidemic helped the elderly and those in need to come over the difficulties. Since February, we have received generous support from donors and organisations. Thanks to their support and participation, our services can benefit more people in need.

### 特別鳴謝：

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Cara G. D and Co Ltd

陳漢賢伉儷慈善信託  
Chan Hon Yin Couple Charity Trust

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Chinachem Group

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Chun Wo Development Holdings Limited

鎮洋兄弟單車公司  
Chung Yung Cycle Co

中華電力有限公司  
CLP Power Hong Kong Limited

栢家醫療中心  
ConiferHome Medical Centre

爾諾健康科技有限公司  
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Eternal Optical & Perfumery (FE) Ltd

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Ms. Rachel Chan

Ms. Chau Man Kin Kennie

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郭金女小姐  
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Ms. K.K. Kwok

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梁惠玲

石寶德先生

岑小玉女士

無名氏  
Anonymous

有心人



# 逆境創新

Innovation in a  
Challenging Era



過去一年雖然挑戰重重，長者安居協會不忘致力研發創新科技產品，結合人本服務，多走一步，讓長者可享受有質素的生活

Despite difficulties abound in the passing years, SCHSA strives to develop innovative technology products. Based on our people-centric services, we leap forward to promote quality life for the elderly.

## 「一線通<sup>®</sup>智能手錶」 新一代科技與人本的智慧型貼身服務

### Care-on-Call Smart Watch — Merging Technology and People-centric Services

協會於2020年6月推出全新智慧型穿戴裝置「一線通<sup>®</sup>智能手錶」，配合24/7「一線通平安鐘<sup>™</sup>」服務，專為較獨立及活躍好動的人士而設，讓照顧者和家人可透過協會隨時隨地守護他們所關愛的人。

In June 2020, the Association launched a new smart wearable device, the Care-on-Call Smart Watch, with the 24/7 Care-on-Call Service, designed for the relatively independent and active people, allowing caregivers and families to watch over their loved ones anytime, anywhere through the Association.



協會主席方敏生(右)及行政總裁王虹虹(王蓉)(左)講解穿戴式電子產品的發展及介紹「一線通<sup>®</sup>智能手錶」。

「一線通<sup>®</sup>智能手錶」具備「照顧者應用程式」。  
Caregiver App installed on Care-on-Call Smart Watch.

Christine Fang (right), Chairperson of the Association, and Maura Wong, Chief Executive Officer of the Association (left), introduce the latest development of wearable electronic products and the Care-on-Call Smart Watch to the media.





「一線通®智能手錶」重點功能：

- 一鍵接通24小時「一線通平安鐘™」服務熱線中心，提供緊急支援及全面關顧服務。
- 配備四重定位技術(GPS + BDS + WiFi + LBS)，讓網絡覆蓋範圍更安全更保險，一般使用會以GPS/BDS及WiFi定位；若用戶身處沒有WiFi或地下位置如港鐵管道、地下隧道內，則可透過LBS定位。無論用戶身處室內或室外，中心職員都可準確地查找到手錶位置及時間信息，方便又安全。
- 具備「照顧者應用程式」，讓好動的長者即使不常在家，照顧者及家人都能及時掌握用戶位置。
- 「離家／回家提示功能」服務：當用戶離開或回到家居範圍時，家人手機會收到通知，讓家人更安心。

「一線通®智能手錶」配合協會獨有的「守護服務」：

- 主動偵測：如用戶的隨身通訊產品超過一日沒有移動／使用過，熱線中心會主動聯絡用戶／家人，確保用戶安全。
- 緊急通話：緊急時熱線中心可遙控接通隨身通訊產品，直接呼喚用戶，即時了解用戶狀況。
- 低電量提示，當手錶電量低於20%，中心職員會主動聯絡用戶，提醒用戶為手錶充電。

另外，協會亦提供其他全面關顧服務，例如：透過電話、家訪、活動及工作坊提供社交支援；並有註冊護士建議健康及飲食貼士、專業團隊提供服藥提示、陪診\*、復康\*等服務；而社工團隊提供情緒支援及輔導，關顧用戶心靈健康。

\* 需額外收費

Main features of Care-on-Call Smart Watch:

- One Button/One Press to connect User to Care-on-Call Service Call Centre, providing emergency aid and integrated care service.
- 4 layers of positioning technology (GPS + BDS + WiFi + LBS) for more comprehensive signal coverage. In most locations GPS/BDS and WiFi reception would be used for positioning. If the user's location has no WiFi reception signal or is underground, for example in the MTR, LBS would be used. Our Call Centre operators will be able to track users' location accurately both indoors and outdoors.
- Users' location could also be tracked via the Caregiver App, so that caregivers and family can keep track of the whereabouts of active users.
- Leave home/ Back home alert' signals. Caregiver App users can receive notifications when a user leaves or returns home area.

Protection under SCHSA's unique Vigilance Service which includes:

- In emergencies, Smart Watch may be remotely activated for direct communication with our Call Centre operators, who will talk to the user or passers-by to ensure user safety.
- If a user has not used the Smart Watch for one day, our Call Centre operators will contact the user or his/her family members for safety check.
- Low battery alert — when Smart Watch's battery level is under 20%, our Call Centre operators will call the user to remind him/her to charge the watch.

SCHSA also offers a suite of integrated care services that include social support via phone calls, visits, activities and workshops; health and dietary advice from registered nurses; reminders for medicine-taking; escorting services for medical appointments\*; and at-home rehabilitation services\*. Our team of registered social workers can also provide emotional counselling service to help safeguard the emotional well-being of our users.

\* extra charge needed

## 新一代平安手機®

### A New Generation of Safety Phone®

此外，協會於2019年年末推出新一代「平安手機®」，具備新功能包括用戶如超過一日沒使用手機，中心偵測到用戶沒明顯移動，會主動聯絡用戶及／或家人；若中心職員或家人於三分鐘內致電用戶三次而用戶沒有接聽，話音通話功能就會自動開啟，中心職員可透過平安手機直接呼喚用戶，確定用戶位置及安全；當手機電量低於20%，服務中心職員會主動提醒用戶為手機充電。

SCHSA launched a new generation of Safety Phone® by the end of 2019. New features such as when mobile phone is not in use for more than one day, and Care-on-Call Service Call Centre does not detect any visible movement, our staff will contact the user and/or family members; if the staff or family members call the user 3 times within 3 minutes and the user does not answer, the voice call function will be turned on automatically, and the Call Centre operators may directly call the user through the Safety Phone to confirm the user's location and safety; when the phone's battery is lower than 20%, our Call Centre operators will remind user to charge the mobile phone.





## 「一線通<sup>®</sup>腦健康導航計劃」

### Care-on-Call Brain Health Navigator Scheme

除了產品，協會亦擴展人本服務。「一線通平安鐘™」作為全港最大的遙距支援長者服務之一，致力為認知障礙症患者、其家人及照顧者提供更有系統、更全面、更個人化的日常協助及行動關懷。協會於2020年10月宣布展開為期兩年的「一線通<sup>®</sup>腦健康導航計劃」，結合協會「一線通平安鐘™」24/7緊急支援及全面關顧服務、「一線通<sup>®</sup>智能手錶」功能，以及引入最新針對認知障礙症患者及照顧者的支援服務，成為他們日常生活的好幫手，當中包括：

#### 善用科技提升認知障礙症患者生活質素

「一線通<sup>®</sup>智能手錶」配合認知障礙症患者所需，方便認知障礙症患者使用，如照顧者或家人錄音以安撫患者情緒、特大金色按鈕、上下撥動而非左右撥動，定位功能加強為四重定位系統，更精準地偵查用戶的行蹤，為走失用戶作定位追蹤和主動呼喚。

#### 針對認知障礙症「一線通平安鐘™」服務增值

「一線通平安鐘™」服務熱線中心同事，已完成由香港認知障礙症協會提供的相關培訓。現有用戶或其家人如有需要，可聯絡熱線中心職員，安排進行認知能力初步評估。

Besides launching of new products, SCHSA had expanded its people-centric services. As one of the largest remote support services for the elderly in Hong Kong, the Care-on-Call Service is dedicated to providing more systematic, comprehensive and personalised daily assistance and mobility care to persons with dementia, their families and caregivers. In October 2020, the Association announced the launch of the two-year Care-on-Call Brain Health Navigator Scheme, which combines the Association's Care-on-Call 24/7 emergency aid and Vigilance Service, the Care-on-Call Smart Watch, and the introduction of the latest support services for people with cognitive impairment and their caregivers to become a good helper in their daily lives, including:

#### Uplifting the Quality of Life for People with Cognitive Impairment Through the Use of Technology

The Care-on-Call Smart Watch has a user friendly design for dementia patients. It can be equipped with a voice ringtone recorded by a caregiver or family member to soothe the patient. The SOS button is a prominent gold button for easy identification. The navigation menu of the watch can be swiped via up-down instead of left-right finger motion. The Smart Watch also has an accurate location tracking function supported by four different systems.

#### Value-Added Care-on-Call Service for People with Cognitive Impairment

Our Care-on-Call Service Call Centre operators have completed the training provided by the Hong Kong Alzheimer's Disease Association. Current Care-on-Call Service users or families may call to make appointment for a quick assessment for any cognitive impairment should they need.



## 提供照顧者的情緒支援

照顧患者長期承受壓力，協會有照顧者支援服務，讓照顧者能以應對自身及患者情緒，從而釋放壓力及自處空間。

## Provide Emotional Support for Caregivers

SCHSA offers caregiver support service that allows caregivers to cope with their own emotions and those of their patients so that they can relieve their stress and find breathing space for themselves again.



協會的「一線通®腦健康導航計劃」向公眾推廣及早發現認知障礙症及跟進病情的重要性。  
The Association's Care-on-Call Brain Health Navigator Scheme promotes the importance of early detection and follow-up of dementia.



協會特別攝製一套微電影，由羅蘭姐及鄧萃雯主演，主題為「她沒有忘記」。  
The Association has produced a short video starring Ms. Law Lan and Ms. Sheren Tang, themed *She Did Not Forget*.



計劃包括遙距網上活動，為認知障礙症患者提供訓練。  
The Scheme includes remote online activities to provide training for people with cognitive impairment.



協會護士透過電話形式，為長者進行認知障礙症初步評估。  
SCHSA's nurse conducts an initial assessment on the elderly for cognitive impairment via telephone.



觀看影片「她沒有忘記」  
Watch the video *She Did Not Forget*



關於「一線通®腦健康導航計劃」  
About the Care-on-Call Brain Health Navigator Scheme



## 「一線通<sup>®</sup>管家易」慈善計劃 EasyHome Services Charity Programme

經過「攜手抗疫·傳送平安」特別行動，協會看見長者對到戶式服務需求甚殷，特別是疫情下社區服務暫停令長者感到相當無助。於2020年12月起，協會新增「一線通<sup>®</sup>管家易」慈善計劃，跟「一線通平安鐘<sup>™</sup>」慈善計劃一樣，接受公眾捐款支持。

該慈善計劃由「管家易」提供到戶式長者看顧、清潔及陪診服務予經濟有困難的長者、長期病患者或殘疾人士。協會期望透過計劃，能緩解長者對到戶式家居服務的短期及長期需要，例如突發情況，或輪候政府資助長期護理服務的期間，透過慈善計劃拾遺補闕，支援社區上經濟有困難的長者。

### 「一線通<sup>®</sup>管家易」慈善計劃 服務範圍

#### 長者照顧

由認可保健員、起居照顧員或陪診員為長者提供全面到戶式家居照顧服務，家人可放心讓長者留在家中，獲得適切照顧。

After the special campaign “Unite to Fight Virus, Send Love to the Community”, we have seen a strong demand for at-home services from the elderly, especially the suspension of community services during the epidemic has made them feel helpless. since December 2020, the EasyHome Services Charity Programme has been launched, and similar to the Care-on-Call Charity Programme, the event was supported by public donations.

SCHSA's EasyHome Services (EHS) provides free of charge at-home elderly care, cleaning and escort services to the elderly, chronically ill and disabled who have financial difficulties. With the help of the programme, the Association hopes to alleviate the short-term and long-term needs of the elderly for at-home services, such as emergency situations, or while waiting for government subsidised long-term care services, and to support the needy elderly in the community through the charity programme.

### Scope of Services of the EasyHome Services Charity Programme

#### Elderly Care

With certificated EHS teammates providing comprehensive home-based care services for the elderly, families can rest assured that the elderly will receive proper care at home.



## 清潔

一年四季任何時刻提供專業到戶清潔服務，專人安排合適服務員工。

## Cleaning

We provide professional at-home cleaning services at any time of the year, with dedicated staff to provide the right service.



## 陪診

護送及陪伴服務可以協助有需要長者，外出辦理不同事務。適合需要協助外出或覆診的長者，或是行動不便人士。陪診員可按用戶要求，滙報長者覆診狀況或代預約下次陪診服務。

## Escort Service

Escorting and companionship services are available to assist the elderly in need with various tasks. Suitable for elderly people who need assistance to go out or to follow up medical appointments, or for people with mobility problems. Our EasyHome Services teammates could report the status of the follow-up consultation or make the next appointment on behalf of the elderly at the request of the user.





精益求精  
Above and Beyond



# 賽馬會「e健樂」電子健康管理計劃

## The Jockey Club Community eHealth Care Project

賽馬會「e健樂」電子健康管理計劃第一階段於2020年初順利完成。本年度，協會於80間參與計劃的長者中心內建立電子健康站及協會的護士共向超過5,000名參與計劃的長者打出超過140,000個關顧電話，了解長者的生活習慣及健康狀況，並進行適切的跟進。

計劃第一階段結果顯示參加者的自我健康管理能力及健康狀況有顯著改善。在高血壓控制，血壓超標的平均次數(n=1,685)由第一個月的每月4.3次降至第13個月的2.5次。同時，超過42%的高血壓參與者(n=1,042)在參與計劃第13個月的收縮壓降低至少10 mmHg，或舒張壓降低至少5 mmHg。這意味著他們患冠心病和中風的風險分別降低了22%和41%\*。

計劃第二階段已於2020年2月展開，為期30個月，新增項目包括由協會護士根據健康質素問卷(Well-being survey)結果，安排個別面見跟進關愛組參加者(Caring Group)進行健康評估、制訂及跟進個人護理計劃，於本年度，協會護士團隊已為760名關愛組進行健康評估、制訂及跟進個人護理計劃。期望第二階段可招募約14,000名長者參與。

The first phase of the Jockey Club Community eHealth Care Project was successfully completed in early 2020. During the year, SCHSA has built eHealth stations at 80 participating elderly centres, and our nurses have made over 140,000 caring phone calls to more than 5,000 participating elderly to understand their living habits and health conditions for appropriate follow up actions.

The outcome of the first phase of the project achieved significant impact on empowering self-management and improving health conditions of the participants. As for hypertension control, the average incidence of out-of-range readings on blood pressure (n=1,685) have decreased from 4.3 times per month in the first month to 2.5 times in the 13th month. In parallel, more than 42% of participants with hypertension (n=1,042) have shown a reduction in systolic blood pressure with at least 10 mmHg, or a reduction in diastolic blood pressure with at least 5 mmHg in the 13th month. It means that their risks of coronary heart disease and stroke have been reduced by 22% and 41% respectively\*.

The second phase of the project was launched in February 2020 for a period of 30 months. The new items include individual interviews with Caring Group participants based on the results of the Well-being survey by SCHSA's nurses to carry out health assessments, formulate and follow up personal care plans. During the year, SCHSA's nurse team has conducted health assessments, formulated and followed up personal care plans for 760 Caring Groups. It is expected that about 14,000 elderly people may be invited to participate in the second phase.



\* 參考資料 Reference: <https://www.jc-ehealth.hk/en/Impact/Project-Impact.html>



## 深入支援面對強拍的小業主

### In-depth Support for Minority Owners Dragged by Compulsory Sale for Redevelopment

協會自2011年1月起受發展局委聘，為全港受《土地(為重新發展而強制售賣)條例》或私人收購影響的舊樓小業主及其直系親屬提供協助。社工在跨專業顧問的支援下，主動協助小業主面對強拍及收購。本年度共向1,956幢樓宇進行宣傳，255戶家訪及舉行了21場地區教育講座。

本年度強拍申請個案仍然處於較高位，本服務除了加強為個別受影響的大廈舉辦教育講座外，並深入支援有需要的小業主，協助他們處理相關的法律程序。疫情下，協會社工透過視像會議繼續為小業主提供適切支援。

Since January 2011, SCHSA has been appointed by the Development Bureau to provide aid to local minority owners of old buildings and their immediate family members in Hong Kong, who are affected by *the Land (Compulsory Sale for Redevelopment) Ordinance* or private acquisitions. Supported by professional consultants, our social workers help minority owners who face any compulsory sales and acquisitions. This year, we carried out information and publicity work for a total of 1,956 buildings, made home visits to 255 families and arranged 21 district educational talks.

The number of applications for compulsory sale remained high this year. In addition to strengthening the educational talks for individual affected buildings, we also provided in-depth support to minority owners in need and assisted them to handle the relevant legal procedures. During the epidemic, we continued to provide appropriate support to minority owners through video conferencing.



協會社工透過視像會議為小業主們舉辦教育講座。  
Educational talks for minority owners hosted by SCHSA social worker via video conference.



協會社工為正面對強拍的長者業主及其家屬舉辦教育講座，向他們講解相關的法律程序。  
SCHSA social workers held educational seminars for elderly homeowners and their families dragged by compulsory sale, and briefed them on relevant legal procedures.



# 一線通<sup>®</sup>樂齡服務

## Active Ageing Services

長者安居協會之樂齡服務，發掘樂齡人士的無限可能。於本年度舉辦由滙豐香港社區夥伴計劃2019贊助之樂齡活動「同理挑機跨代電競賽」，訓練長者成為專業電競選手，更與身在外國的家人一同組隊，於疫情中亦能透過網絡打成一片。

儘管疫情肆虐，長者經過一系列的專業播音訓練，已成為獨當一面的「樂齡KOL」。除了擔任節目主持外，更自發製作個人獨立節目，為避疫中的親友添加活力正能量。

SCHSA's Active Ageing Services intend to explore the infinite possibilities of senior people. In this year, we held the event "Cross-generation E-sports Competition" which was sponsored by HSBC Hong Kong Community Partnership Programme 2019, aiming to train up the elderly to become professional e-sports players, and to organise different teams with their family members in foreign countries, to integrate themselves through the internet during the epidemic.

Even amid COVID-19, a group of elderly have gone through a series of professional broadcast trainings, and have become stand alone "Senior KOLs". In addition to acting as the host of the programme, they also spontaneously produced programmes to add vitality and positive energy to their relatives and friends.



「同理挑機跨代電競賽」中的優勝隊伍(由滙豐香港社區夥伴計劃2019贊助)

Winning team in "Cross-generation E-sports Competition" sponsored by HSBC Hong Kong Community Partnership Programme 2019

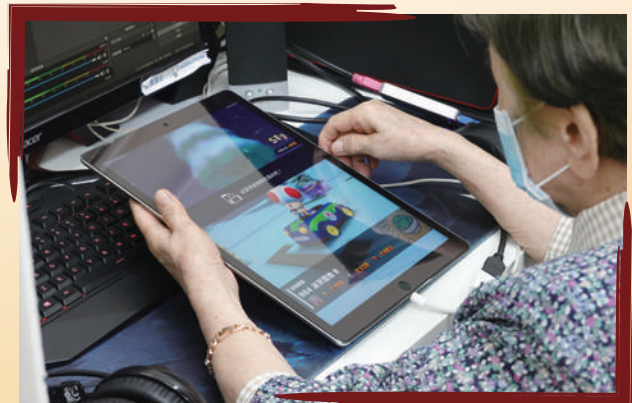


2019年10月正式開展「樂齡KOL」培訓，訓練參加者掌握直播運作的技巧

"Senior KOL" training was officially launched in October 2019, to train participants to grasp the skills of live broadcast operation



「同理挑機跨代電競賽」中的長者選手  
Elderly players in "Cross-generation E-sports Competition"



長者選手於比賽前態度認真，專注練習  
The elders went through serious practice before the competition commenced.



## 資訊及科技讓遙距服務保持快而準

### ICT Transformation to Facilitate Remote Services

遙距工作成為「新常態」之一，對逾廿年來以「中心運作」模式為主的協會來說，如何迅速地應變及妥善安排設備，讓非必要的人員能在家工作，並且為必需留守辦公室的同事設立後備措施，均是去年度資訊科技部的重大挑戰。

協會網絡的基本設計能即時處理遙距連線問題，亦令部門成功於24小時內增加遙距連線的限額，因應不同工作需要設置兩種遙距連線級別和引入雲端視像會議，確保工作模式轉變協會仍能運作如常。

資訊及通訊科技部同時增加不同辦公室的熱線中心設備，萬一任何事故令主要的服務熱線中心不能運作，都能即時及無縫地啟動其他辦公室，確保「一線通平安鐘™」服務不受影響。

With remote work becoming a “new normal”, it was a major challenge for the Information and Communication Technology (ICT) department last year to respond quickly to the changes and properly arrange equipment in a way that would allow non-essential staff to work from home, and to set up back-up measures for those who had to stay in the office.

The basic design of the Association’s network is its capacity to deal with remote connection problems in real time. It also enables the department to successfully increase the remote connection limit within 24 hours, set up two “remote connection” levels according to different work needs and introduce cloud video conferencing to ensure that the Association can still operate as usual when the work mode changes.

The ICT department has also increased the amount of equipment in the Care-on-Call Service Call Centre of different offices, so that in case of any incident that disables the main call centre, other offices can be activated immediately and seamlessly to ensure that the Care-on-Call Service is not affected.

## 安排在家工作 確保協會運作暢順

### Work-from-home Arrangements to Ensure Smooth Operation

為應對新型肺炎疫情，協會人力資源部效法政府及大型企業的做法，按運作需要盡量讓員工留在家中工作，以減少社區人流和社交接觸，防止病毒進一步在社區傳播。

對於需要當值的員工，協會亦制定一連串防感染控制和社交距離措施，包括：員工進入辦事處時，必須檢測體溫及必須佩戴口罩、在辦公室內多處放置消毒搓手液以方便員工使用、設定辦事處用膳區域，每張枱限人數就座、所有內部會議均以視像形式舉行；一旦發現有員工居住的大廈有確診個案，會要求有關員工接受檢測及在家工作至少14天，員工亦可申請彈性上班時間以避免上班人潮等，有關措施一方面保障員工的健康，同時亦能維持協會的日常運作。

In response to the COVID-19, SCHSA’s Human Resources department has taken reference from the practises of the government and other corporates, to let staff work at home as much as possible to reduce the flow of people and social contacts in the community and to stop the further spread of the virus in the community.

For staff on duty, a series of infection control and social distancing measures have been put in place, including: staff must have their body temperature checked and wear masks when entering the office, disinfectant hand rubs are placed in various places in the office for staff’s convenience, a dining area is set up in the office with a limited seating, all internal meetings are held in video format, and once a confirmed case is found in a building where a staff member lives, the staff will be asked to undergo testing and work at home for at least 14 days, and the staff can also apply for flexible working hours to avoid crowds on the roads. The arrangement would protect the health of the staff as well as maintain a smooth operation of SCHSA.

# 「冬季來臨 關顧長者」記者會

## Press Conference on “Caring for the Elderly When Winter is Coming”

協會與天文台為長期合作夥伴，向長者推廣天氣知識及注意氣候變化帶來的健康影響，當中協會每年均會與天文台舉行聯合記者會，於2020年12月的記者會，就提醒公眾人士，長者於寒冷天氣下保暖的重要性。

寒冷天氣足以影響長者氣管健康，因而有機會因氣促，增加送院治療的機會。此外，穿著較厚重衣物會妨礙血液循環及影響身體活動，以及誤以為家居窗戶保持緊閉會較保暖，都會增加跌倒、呼吸困難或暈眩的風險。若體溫有較大幅度下降時，便有導致低溫症的危險。

面對氣溫驟降加上疫情的「雙重夾擊」，協會提醒長者要緊記保暖和注意安全，如有不適應盡快求醫或尋求協助。雖然疫情下須保持社交距離，但定期的社交互動亦很重要。

長者宜定期與家人和朋友以電話傾談和慰問，有助他們保持心境開朗。家人更可協助長者建立日程表，除可豐富長者的生活外，亦可掌握彼此的日常動態。即使安坐家中，如果長者的身體狀況容許的話，亦可透過網上平台學習一些伸展運動。大家互相守望，於寒冷天氣下仍能健康平安。

SCHSA and the Hong Kong Observatory have been long-term partners in promoting weather knowledge and health effects of climate change among the elderly. The annual joint press conference, which was held in December 2020, aimed to remind the public of the importance of keeping the elderly warm in cold weather.

Cold weather can affect the tracheal health of the elderly, thus increasing the chance of hospitalisation due to shortness of breath. In addition, wearing heavier clothing that impairs blood circulation and physical activity, and keeping windows closed in the home in the belief that they are warmer, can increase the risk of falls, breathing difficulties, or dizziness. There is also a risk of hypothermia if there is a significant drop in body temperature.

With the unanticipated drop in temperature around the time and the “dual clamp” of the epidemic, SCHSA reminded all elderly people to stay warm and safe, and to seek medical attention or assistance if they are not feeling well. Although it is important to keep social distance during the epidemic, regular social interactions are also important.

Regular phone conversations and care-for-family and friends can help keep the elderly in a cheerful state of mind. Family members can also help the elderly to set up a schedule to enrich their lives and keep track of each other's daily activities. Even if the elderly is sitting at home, he/she can learn to do stretching exercises through the online platform if his/her physical condition allows by watching over each other, elderly could stay healthy and safe in the cold weather.



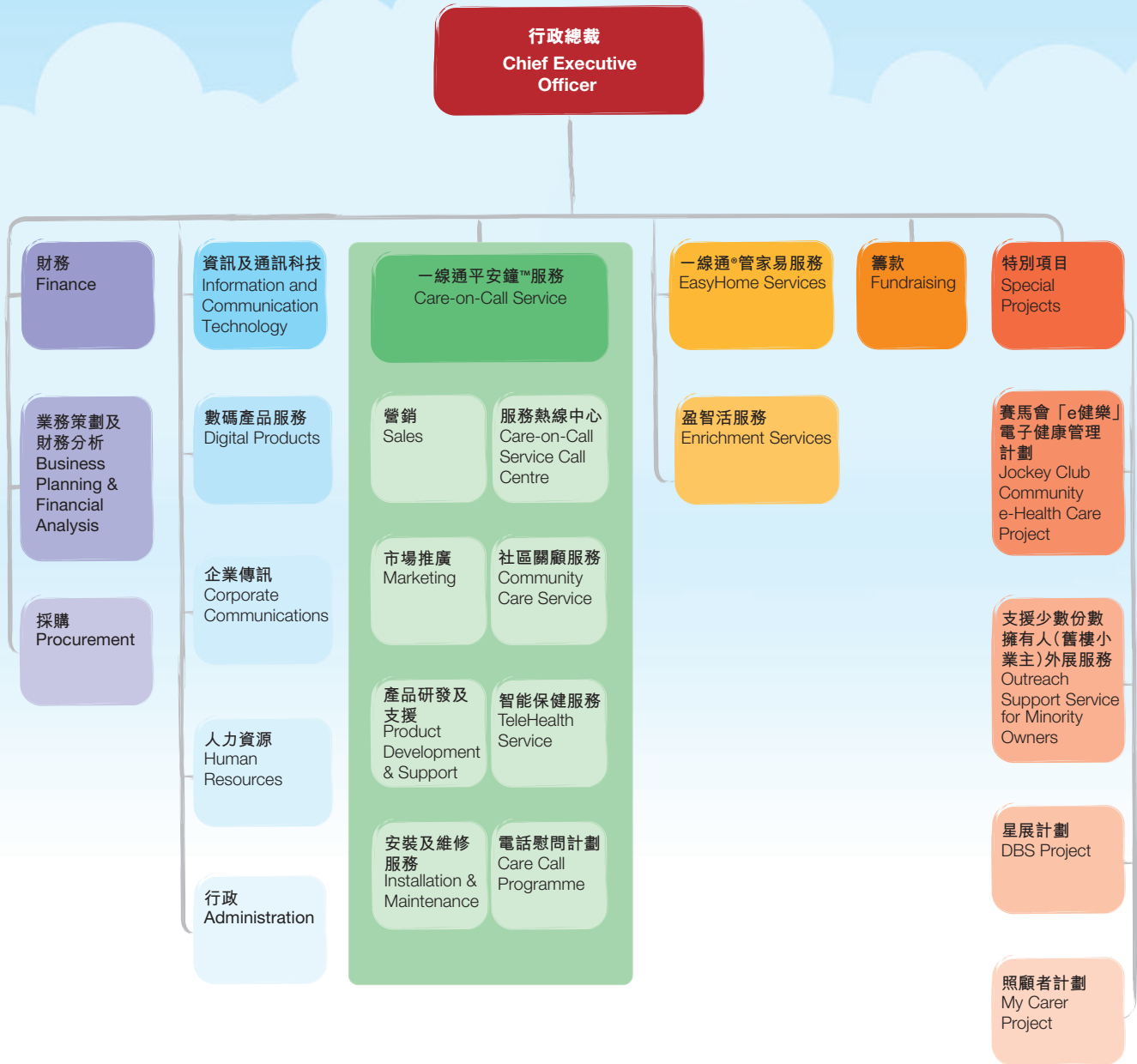
The background features a light blue sky with stylized white clouds and three brown birds in flight. Three interlocking gears in shades of red and orange are positioned in the upper half. A large, prominent gear in the lower half contains the title text.

# 機構管治及 財務報告

Corporate Governance  
and Financial Reporting

# 協會架構

## Organisational Chart



## 董事會及委員會

### Board of Directors and Committees

#### 董事會

#### Board of Directors

主席 Chairperson	方敏生教授, BBS, JP	Prof. Christine M. S. Fang, BBS, JP
副主席 Vice-chairperson	葉松茂博士 錢黃碧君教授	Dr. Saimond Ip Prof. Teresa B. K. Tsien
義務秘書 Honorary Secretary	郁德芬博士, BBS, JP	Dr. Alice T. F. Yuk, BBS, JP
義務司庫 Honorary Treasurer	麥貴榮先生	Mr. Alexander K. W. Mak
董事 Directors	鄭子祐先生 張國柱先生 張惠君女士 鍾普洋先生, SBS, OBE, JP 范健文先生 黎定基先生 林旭華先生 羅仲炳先生 聶揚聲先生 楊和生先生	Mr. Thomas T. Y. Cheng Mr. Peter K. C. Cheung Ms. W. K. Cheung Mr. P. Y. Chung, SBS, OBE, JP Mr. Eric K. M. Fan Mr. Stanislaus D. K. Lai Mr. Peter Y. W. Lam Mr. Kevin C. P. Lo Mr. Peter Y. S. Nip Mr. W. S. Young



## 委員會 Committees

### 管理委員會 Management Committee

主席 Chairperson	方敏生教授, BBS, JP	Prof. Christine M. S. Fang, BBS, JP
委員 Members	葉松茂博士 羅仲炳先生 麥貴榮先生 錢黃碧君教授 楊和生先生 郁德芬博士, BBS, JP	Dr. Saimond Ip Mr. Kevin C. P. Lo Mr. Alexander K. W. Mak Prof. Teresa B. K. Tsien Mr. W. S. Young Dr. Alice T. F. Yuk, BBS, JP

### 管治發展及會籍委員會 Governance Development & Membership Committee

召集人 Convener	錢黃碧君教授	Prof. Teresa B. K. Tsien
委員 Members	張惠君女士 方敏生教授, BBS, JP 葉松茂博士 黎定基先生 麥貴榮先生 聶揚聲先生 郁德芬博士, BBS, JP	Ms. W. K. Cheung Prof. Christine M. S. Fang, BBS, JP Dr. Saimond Ip Mr. Stanislaus D. K. Lai Mr. Alexander K. W. Mak Mr. Peter Y. S. Nip Dr. Alice T. F. Yuk, BBS, JP

### 審計委員會 Audit Committee

召集人 Convener	麥貴榮先生	Mr. Alexander K. W. Mak
委員 Members	張國柱先生 葉松茂博士	Mr. Peter K. C. Cheung Dr. Saimond Ip

### 資訊安全管理委員會 Information Security Management Committee

召集人 Convener	楊和生先生	Mr. W. S. Young
副召集人 Vice Convener	王虹虹(王蓉)女士	Ms. Maura H. H. Wong
委員 Members	范健文先生 葉松茂博士 黎定基先生 袁民光先生	Mr. Eric K. M. Fan Dr. Saimond Ip Mr. Stanislaus D. K. Lai Mr. Johnny M. K. Yuen

## 財務摘要

### Financial Highlights

長者安居協會董事會須負責遵照香港會計師公會頒佈之《香港財務報告準則》及香港《公司條例》編製具反映真實兼公平觀點之財務報表，並落實其認為編製財務報表所必要的內部監控，以使財務報表不存在由於欺詐或錯誤而導致的重大錯誤陳述。

協會2019-2020會計年度錄得盈餘為港幣\$2,677,640。總收入為港幣\$163,728,862，來源為服務使用者支付的服務費及公眾人士的捐款。總支出為港幣\$161,051,222，為員工支出、銷售成本、推廣及廣告費用、折舊及其他運作支出等。

The Board of Directors of Senior Citizen Home Safety Association ("SCHSA") is responsible for the preparation of financial statements that give a true and fair view in accordance with *Hong Kong Financial Reporting Standards ("HKFRS")* issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and the *Hong Kong Companies Ordinance*, and for such internal control as the Board of Directors determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

SCHSA recorded a surplus of HK\$2,677,640 in financial year 2019-2020. Total income was HK\$163,728,862, including service fees from relevant service users, donation and sponsorship donated from general public, projects income and investment etc. Total expenditure was HK\$161,051,222, including staff costs, costs of goods sold, promotion and advertising expenses, depreciation and other operating expenses.

收入 Income	2019-2020 年度 Financial Year				2018-2019 年度 Financial Year			
	恒常收入 Recurring Income 港幣(HK)\$	項目收入 Special Projects 港幣(HK)\$	總額 Total 港幣(HK)\$	%	恒常收入 Recurring Income 港幣(HK)\$	項目收入 Special Projects 港幣(HK)\$	總額 Total 港幣(HK)\$	%
營運收入 Operating Income	89,569,641	0	89,569,641	54.7%	90,611,494	0	90,611,494	58.2%
• 「一線通平安鐘™」服務收入 Care-on-Call Service Fee	85,036,462		85,036,462		84,872,217		84,872,217	
• 「一線通®管家易」服務收入 EasyHome Services Income	4,533,179		4,533,179		5,739,277		5,739,277	
公眾捐款 Public Donation	19,283,822		19,283,822	11.8%	20,213,794		20,213,794	13.0%
實物捐贈 Donation-in-kind	2,567,331		2,567,331	1.6%	0	0	0	na
香港賽馬會慈善信託基金捐款 The Hong Kong Jockey Club Charitable Trusts Donation		32,429,322	32,429,322	19.7%		28,133,490	28,133,490	18.0%
• 翻新及裝置愛民中心 Renovation and equipping the Oi Man Centre		5,436,481	5,436,481			5,484,195	5,484,195	
• 賽馬會「e健康」電子健康管理計劃 Jockey Club Community eHealth Care Project		26,003,002	26,003,002			19,779,193	19,779,193	
• 賽馬會好手易配同盟計劃 Jockey Club Good Hand Easy Match Alliance		989,839	989,839			2,870,102	2,870,102	
匯豐銀行慈善基金捐款 The Hongkong Bank Foundation Donation		3,848,918	3,848,918	2.4%		7,418,910	7,418,910	4.8%
• 「長者智能家居」試驗計劃 Smart Home: A Smart Solution to Active Ageing		3,848,918	3,848,918			7,418,910	7,418,910	
利息及投資 Interest and Investments	1,479,951		1,479,951	0.9%	3,186,924		3,186,924	2.0%
其他收入 Other Income	14,549,877		14,549,877	8.9%	6,170,251		6,170,251	4.0%
總收入 Total Income	127,450,622	36,278,240	163,728,862	100%	120,182,463	35,552,400	155,734,863	100%

支出 Expenditure	2019-2020 年度 Financial Year				2018-2019 年度 Financial Year			
	恒常支出 Recurring Expenditure 港幣(HK)\$	項目支出 Special Projects 港幣(HK)\$	總額 Total 港幣(HK)\$	%	恒常支出 Recurring Expenditure 港幣(HK)\$	項目支出 Special Projects 港幣(HK)\$	總額 Total 港幣(HK)\$	%
銷售成本 Cost of goods sold	13,556,211	0	13,556,211	8.4%	14,307,983	0	14,307,983	9.5%
折舊 Depreciation	6,954,919	10,312,993	17,267,912	10.7%	9,678,723	9,731,263	19,409,986	13.0%
營運支出 Operating Expenses	97,126,739	25,965,247	123,091,986	76.4%	87,655,986	25,821,137	113,477,123	76.0%
• 員工支出 Staff costs	72,212,023	19,501,787	91,713,810		66,255,254	16,030,591	82,285,845	
• 其他營運支出 Other Expenses	24,914,716	6,463,460	31,378,176		21,400,732	9,790,546	31,191,278	
籌款 Fundraising expenses	4,567,782	0	4,567,782	2.9%	2,180,512	0	2,180,512	1.5%
實物捐贈 Donation-in-kind	2,567,331	0	2,567,331	1.6%	0	0	0	na
總支出 Total expenditure	124,772,982	36,278,240	161,051,222	100%	113,823,204	35,552,400	149,375,604	100%
本年度盈餘 Surplus for the year	2,677,640	0	2,677,640		6,359,259	0	6,359,259	



## 財務狀況

### Statement of Financial Position

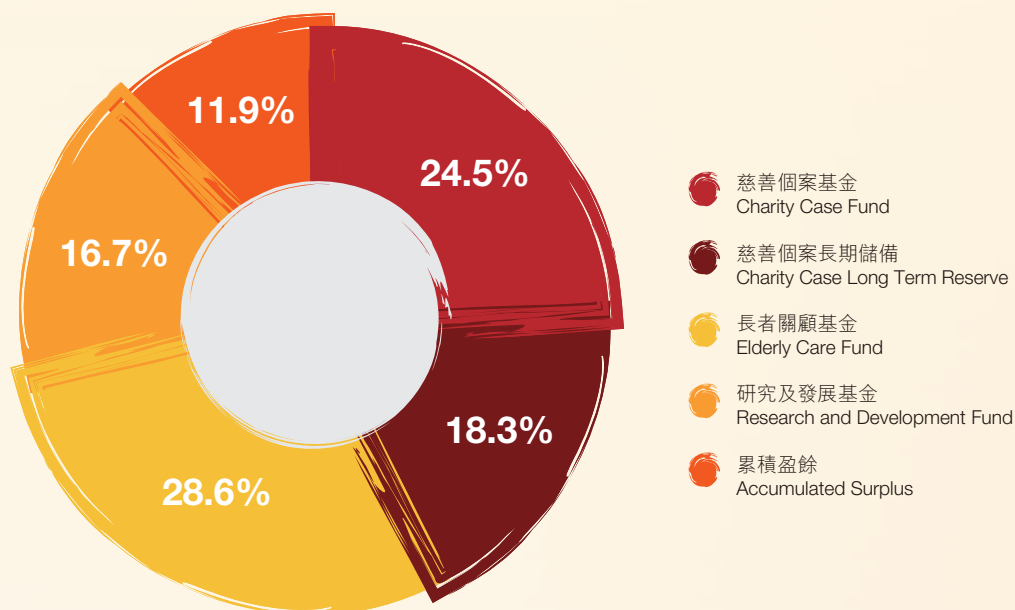
(截至 2020 年 8 月 31 日 For the year Ended 31 August 2020)

	2020	2019
	港幣 (HK) \$	港幣 (HK) \$
<b>非流動資產 Non-current assets</b>	<b>47,916,187</b>	<b>69,424,827</b>
• 物業、廠房及設備 Property, plant and equipment	30,694,555	39,540,152
• 無形資產 Intangible assets	82,118	308,427
• 使用權資產 Right-of-Use assets	4,696,619	—
• 指定按公允值計入其他全面收益的金融資產 Financial assets at Designated FVOCI	12,442,895	29,576,248
<b>流動資產 Current assets</b>	<b>131,680,018</b>	<b>106,456,903</b>
• 存貨 Inventories	6,170,898	3,846,330
• 應收賬款及其他應收款項 Accounts and other receivables	36,875,230	32,461,836
• 銀行結存及現金 Bank balances and cash	88,633,890	70,148,737
<b>流動負債 Current liabilities</b>		
• 應付賬款及其他應付款項 Accounts and other payables	25,952,590	21,518,092
<b>租賃負債 Lease Liability</b>	<b>4,398,043</b>	<b>—</b>
<b>遞延捐款收入 Deferred donation income</b>	<b>27,246,804</b>	<b>27,112,779</b>
<b>資產淨值 Net assets</b>	<b>121,998,768</b>	<b>127,250,859</b>
<b>儲備 Reserves</b>		
• 基金 Total fund employed	121,998,768	127,250,859

# 儲備

## Reserves

### 儲備分類 Reserves Classification



\*Note: Given that the Association has an expense that exceeded its revenue from its donation proceeds for the year, the Association withdrew a sum of HK\$2,666,265 from the Charity Case Fund and the Elderly Care Fund to sponsor the elderly service fees for the beneficiaries of charity cases and comprehensive care projects.

\*註：由於本年度協會善款支出大於善款收入，協會從慈善個案基金及長者關顧基金提取共港幣HK\$2,666,265用作資助慈善個案受惠者長者服務費及全面關顧項目。

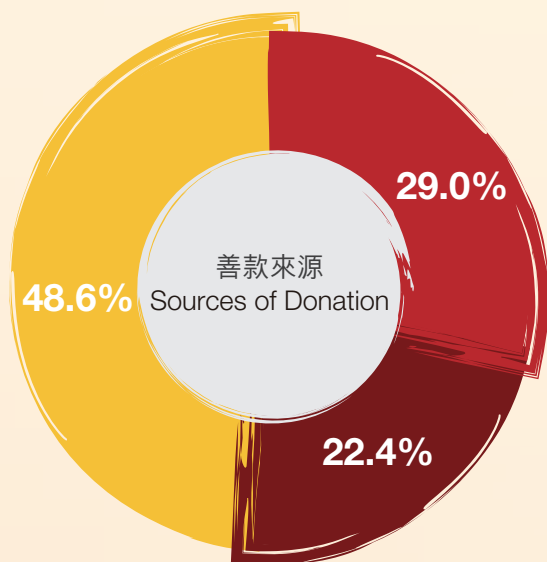
### 儲備項目開支—基金運用 Application of Reserves

	2019-2020	2018-2019
	港幣(HK) \$	港幣(HK) \$
慈善個案基金 Charity Case Fund	10,868,370	10,800,353
慈善個案長期儲備 Charity Case Long Term Reserve	0	0
長者關顧基金 Elderly Care Fund	6,513,935	5,559,178
研究及發展基金 Research and Development Fund	0	0



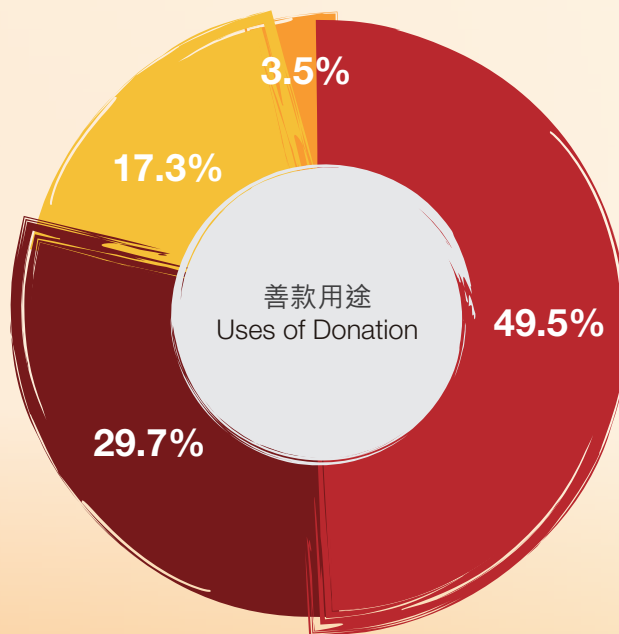
# 善款來源與用途

## Sources and Uses of Donations



- 籌款活動收入  
Donations raised from Fundraising Activities
- 指定用途捐款  
Designated Donations
- 一般捐款  
General Donations

- 「一線通平安鐘™」慈善計劃  
Care-on-Call Charity Programme
- 全面關顧服務發展  
Development of Comprehensive Care Services
- 指定慈善項目支出  
Designated Charitable Programmes Expenses
- 籌款活動支出  
Direct Fundraising Expenses



# 核數師報告

## Auditor's Report

**mazars**

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18 Harbour Road  
Wanchai, Hong Kong  
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### Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

#### Senior Citizen Home Safety Association

#### 長者安居服務協會

(incorporated in Hong Kong with liability limited by guarantee and not having a share capital)  
(於香港註冊成立並以擔保及無股份形式作為有限責任的有限公司)

#### Opinion

We have audited the financial statements of Senior Citizen Home Safety Association (the "Association") set out on pages 11 to 83, which comprise the statement of financial position as at 31 August 2020, and the statement of comprehensive income and expenditure, the statement of changes in funds employed and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Association as at 31 August 2020, and of its financial performance and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants (the "HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

#### Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKASs") issued by the HKICPA. Our responsibilities under those standards are further described in the "Auditor's Responsibilities for the Audit of the Financial Statements" section of our report. We are independent of the Association in accordance with the HKICPA's Code of Ethics for Professional Accountants (the "Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### 意見

我們已審計長者安居服務協會（「貴協會」）列載於第 11 頁至 83 頁之財務報表，此財務報表包括於 2020 年 8 月 31 日之財務狀況表，及截至該日止年度之全面收入與支出賬表、基金變動表及現金流量表以及財務報表附註，以及主要會計政策概要。

我們認為，該等財務報表已根據香港會計師公會頒佈的香港財務報告準則真實而公平地反映貴協會於 2020 年 8 月 31 日之財務狀況及截至該日止年度之財務表現及現金流量，並已按照香港《公司條例》妥為編製。

#### 意見的基礎

我們已根據香港會計師公會頒佈的《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告「核數師就審計財務報表承擔之責任」部分中作進一步闡述。我們根據香港會計師公會之專業會計師道德守則（「守則」）獨立於貴協會，並根據守則履行我們其他道德責任。我們相信，我們所獲得的審計憑證就提出審核意見而言屬充分恰當。



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## Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

### Senior Citizen Home Safety Association

#### 長者安居服務協會

(incorporated in Hong Kong with liability limited by guarantee and not having a share capital)

(於香港註冊成立並以擔保及無股份形式作為有限責任的有限公司)

#### Other Information

The directors of the Association are responsible for the other information. The other information comprises the directors' report.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Responsibilities of Directors for the Financial Statements

The directors of the Association are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### 其他信息

貴協會董事須對其他信息負責。其他信息包括董事會報告書。

我們對該等財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑒證結論。

結合我們對該等財務報表之審計，我們的責任是閱讀其他信息，在此過程中，考慮其他信息是否與該等財務報表或我們在審計過程中所了解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。基於我們已執行之工作，如果我們認為其他信息存在重大錯誤陳述，我們需要報告該事實。在這方面，我們沒有任何報告。

#### 董事編製財務報表之責任

貴協會董事須負責遵照香港會計師公會頒佈之《香港財務報告準則》及香港《公司條例》編製真實而中肯之財務報表，並落實其認為編製財務報表所必要的內部監控，以使財務報表不存在由於欺詐或錯誤而導致的重大錯誤陳述。

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## Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

### Senior Citizen Home Safety Association

長者安居服務協會

(incorporated in Hong Kong with liability limited by guarantee and not having a share capital)

(於香港註冊成立並以擔保及無股份形式作為有限責任的有限公司)

#### Responsibilities of Directors for the Financial Statements (Continued)

In preparing the financial statements, the directors are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

#### Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with section 405 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

#### 董事編製財務報表之責任(續)

在擬備財務報表時，董事負責評估貴協會持續經營之能力，並在適用情況下披露與持續經營有關之事項，以及使用持續經營為會計基礎，除非董事有意將貴協會清盤或停止經營，或別無其他實際之替代方案。

#### 核數師就審計財務報表承擔之責任

我們的目標是對該等財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並出具包括我們意見的核數師報告。我們根據香港《公司條例》第 405 條，僅向閣下（作為整體）報告，除此之外本報告別無其他目的。我們不會就本報告的內容向任何其他人士負責或承擔任何責任。

合理保證是高水平的保證，但不能保證按照《香港審計準則》進行的審計，在某一重大錯誤陳述存在時總能發現。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們單獨或匯總起來可能影響使用者依賴該等財務報表所作出之經濟決定，則有關的錯誤陳述可被視作重大。





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## Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

### Senior Citizen Home Safety Association

#### 長者安居服務協會

(incorporated in Hong Kong with liability limited by guarantee and not having a share capital)

(於香港註冊成立並以擔保及無股份形式作為有限責任的有限公司)

#### Auditor's Responsibilities for the Audit of the Financial Statements (Continued)

As part of an audit in accordance with HKSA's, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

#### 核數師就審計財務報表承擔之責任(續)

在根據香港會計師公會頒佈之《香港審計準則》進行審計的過程中，我們運用了專業判斷及保持了專業懷疑態度。我們亦：

- 識別和評估由於欺詐或錯誤而導致該等財務報表存在重大錯誤陳述之風險，設計及執行審計程序以應對這些風險，以及獲取充足和適當的審計憑證，作為我們意見之基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致的重大錯誤陳述之風險高於未能發現因錯誤而導致的重大錯誤陳述之風險。
- 了解與審計相關之內部控制，以設計適當之審計程序，但目的並非對貴協會內部控制之有效性發表意見。
- 評價董事所採用會計政策之恰當性及作出會計估計和相關披露之合理性。

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## Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

**Senior Citizen Home Safety Association**

**長者安居服務協會**

*(incorporated in Hong Kong with liability limited by guarantee and not having a share capital)*

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### Auditor's Responsibilities for the Audit of the Financial Statements (Continued) 核數師就審計財務報表承擔之責任(續)

- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- 對董事採用持續經營會計基礎之恰當性作出結論。根據獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對貴協會的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意該等財務報表中的相關披露。假若有關的披露不足，則我們應當發表非保留意見。我們的結論是基於核數師報告日止所取得之審計憑證。然而，未來事項或情況可能導致貴協會不能持續經營。
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- 評價該等財務報表的整體列報方式、結構和內容，包括披露，以及該等財務報表是否中肯反映交易和事項。



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## Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

### Senior Citizen Home Safety Association

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#### Auditor's Responsibilities for the Audit of the Financial Statements (Continued)

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### 核數師就審計財務報表承擔之責任(續)

除其他事項外，我們與董事溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制之任何重大缺陷。

**Mazars CPA Limited**

Certified Public Accountants

Hong Kong, 2 March 2021

The engagement director on the audit resulting in this independent auditor's report is:

**Eunice Y M Kwok**

Practising Certificate number: P04604

中審眾環(香港)會計師事務所有限公司

執業會計師

香港，2021年3月2日

出具本獨立核數師報告的審計項目董事是：

**郭婉文**

香港執業會計師證書編號:P04604

# 鳴謝

## Acknowledgement

由於篇幅所限，致謝名單不能盡錄，如有遺漏，謹此致歉。

Owing to limited space, we regret for being unable to list all the partners and names.

### 公司 Companies

宏碁電腦  
Acer Hong Kong

AMZ Life

Artfairy Jewelry

亞洲貨櫃碼頭有限公司  
Asia Container Terminals Ltd

Atkinson Lambert Limited

中國銀行(香港)有限公司  
Bank of China (Hong Kong) Limited

盤谷銀行  
Bangkok Bank Public Company Limited

制作基地有限公司  
Base Production Ltd.

BNI Blossom

寶德隆企業服務(香港)有限公司  
Boardroom Corporate Service(HK) Limited

卡雅兒商貿有限公司  
Cara G. D and Co Ltd

卡伯斯(香港)有限公司  
Cargo Compass (Hong Kong) Limited

中原地圖有限公司  
CentaMap Company Limited

華懋集團  
Chinachem Group

致興置業有限公司  
Chi Hing Investment Co. Ltd.

俊和發展集團有限公司  
Chun Wo Development Holdings Limited

鎮洋兄弟單車公司  
Chung Yung Cycle Co

港基物業管理有限公司  
Citybase Property Management Limited

中華電力有限公司  
CLP Power Hong Kong Limited

栢家醫療中心  
ConiferHome Medical Centre

星展銀行(香港)有限公司  
DBS Bank (Hong Kong) Limited

DHL Global Forwarding (Hong Kong) Limited

杜拜環球港務亞洲控股有限公司  
DP World Asia Holdings Limited

爾諾健康科技有限公司  
ELLOT'S HEALTH-TECHNOLOGY LTD.

Eternal Optical & Perfumery (FE) Ltd

大快活快餐有限公司  
Fairwood Fast Food Limited

諾晴教育中心有限公司  
Fine Education Center Limited

富臨集團控股有限公司  
Fulum Group Holdings Limited

鷹君集團  
Great Eagle Group

宏暉國際顧問有限公司  
Global Vision International Consultants Ltd

香港印藝學會  
Graphic Arts Association of Hong Kong

恒益物業管理有限公司  
Hang Yick Properties Management Limited

恒安標準人壽保險(亞洲)有限公司  
Heng An Standard Life (Asia) Limited

恆華(香港)裝飾工程有限公司  
Heng Wah (Hong Kong) Decoration Company Limited

惠普香港  
Hewlett-Packard Hong Kong

康振有限公司  
Honden Limited

香港調解資歷評審協會有限公司  
Hong Kong Mediation Accreditation Association Limited

Kerry Treasury Limited

KISSBABY CLUB

瓊華有限公司  
King Wah Co Ltd.

帝景珠寶有限公司  
King's View Jewellery Limited

利太有限公司  
Lead Pacific Limited

林德港氫有限公司  
Linde HKO Limited

香港又一村獅子會  
Lions Club of Hong Kong Yau Yat Chuen

Ma Kam Wah & Co.

Mapletree

駿利行實業有限公司  
Master Elegant Limited

Michell Lie Studio

MIDI DENTAL Dr. Deacon Chow & Assoc.

明河社出版有限公司  
Ming Ho Publications Corporation. Limited

香港鐵路有限公司  
MTR Corporation Limited

Narrow Door Limited

新世界發展有限公司  
New World Development Company Limited

新渡輪服務有限公司  
New World First Ferry Services Limited

一合口罩有限公司  
One Mask Limited

柏齡物業管理有限公司  
Parkland Property Management Ltd.

平安壹賬通銀行(香港)有限公司  
Ping An OneConnect Bank (Hong Kong) Limited

Private Shop Limited

卓健醫療服務有限公司  
Quality HealthCare Medical Services Limited

狄冕有限公司  
Savland Plus Ltd.

邵氏影城  
Shaw Studios

信和物業管理有限公司  
Sino Property Services

運動家有限公司  
Sportshouse Limited

東亞銀行有限公司  
The Bank of East Asia, Limited

香港上海滙豐銀行  
The Hongkong and Shanghai Banking Corporation

天星小輪有限公司  
The "Star" Ferry Company Limited

富城集團  
Urban Group

Virtues Holding Limited

Vision Media (Hong Kong) Limited

柏安康有限公司  
We60.com

永興醫藥化學有限公司  
Wing Hing Chemical Co. Ltd

梁鳳慈律師行  
Winnie Leung & Co

然涼養生文化館  
Yinensis

士多  
Ztore HK Limited

尚正堂中醫診所



## 個人 Individuals

- Au Miu Hing Alice  
陳澤林先生  
Mr. Chan Chak Lam Alexander  
陳小賢  
Crystal Chan  
陳燕妮小姐  
Ms. Jenny Chan  
陳美儀小姐  
Ms. Chan Mei Yee  
Ms. Rachel Chan  
陳慧玲小姐  
Ms. Chan Wai Ling Maureen  
Ms. Chau Man Kin Kennie  
陳維安先生  
Mr. Kenneth Chen Wei-On  
陳德森導演  
Mr. Teddy Chen Tak-Sum  
Cheng Shiu Yin Gary  
張國偉  
Cheung Kwok Wai  
Ms. Linda Cheung  
Ms. Cheung Siu Han Cindy  
張德輝先生  
Mr. Cheung Tak Fai  
Ms. Celine Chiu  
Choi Joel Will  
Ms. Chow Cho Yan  
周楚源先生  
Mr. Chow Chor Yuen Morris  
Ms. Chu Hiu Ying  
Ms. Marianna Chu  
鍾普洋先生  
Mr. Chung Po Yang  
鍾思源醫生  
Dr. Chung See Yuen  
霍嘉莉  
Fok Ka Lei  
符國鈞先生  
Mr. Fu Kwok Kwan  
傅慧文  
Fu Wai Man  
馮偉儀小姐  
Ms. Fung Wai Yi  
Ho Chung Wai  
何杏莊  
Ho Hang Chong, Sophia
- 何李藹慈女士  
Mrs. Ho Li Oi Chi  
何慧玲女士  
Ms. Ho Wai Ling  
胡渭康  
Hu Wai Hong William  
Ms. Hung Barbara Anne  
Ms. Ip Man Fung  
KBE  
Ryan Kong, Jasmin Schneider & Max Ho  
Ms. Elaine Kwok  
KY  
黎婉雯小姐  
Ms. Esther Lai  
Mr. Bryan & Ms. Shirley Lam  
林楚貞小姐  
Ms. Lam Chor Ching  
林海揚  
Lam Hoi Yeung Ironside  
Ms. Connie Lam Yuen Ching  
Ms. Sonia Lam  
劉自輝先生  
Mr. Lau Chi Fai  
李端慧  
LEE DUEN WAI VIRGINIA  
Lee Ho Fung  
Jason Lee  
Josephine M Lee  
李家聰先生  
Mr. Lee Ka Chung  
鍾佩芬  
Miss Chung Pui Fan Berry  
Lee Kam Lan Lanny  
利美寶  
Mabel LEE  
Ms. Lee Yuk Ching  
梁智恒  
Leung Chi Hang  
梁月盈小姐  
Ms. Leung Yuet Ying  
梁玉英  
Leung Yuk Ying  
Jodie Li  
李嘉怡  
Miss Li Ka Yi Kerry  
Michell Lie Studio  
Ms. Susan S. Lin
- 劉哲寧先生  
Mr. Che Ning Liu  
廖新基  
Liu San Kei  
Kevin Lo  
Lo Kin Wing Terry  
Lo Lai Ching  
Mr. Taky Lo  
呂君鳴先生  
Mr. Lui Kwan Ming Gabriel  
呂少雲小姐  
Ms. Lui Siu Wan Amy  
Ms. Boonie Luk  
Mr. Wilfred Luk  
Emma Lummis  
馬麗明  
Ma Lai Ming  
高倩倫  
Ko Sin Lun Esther  
Kong Mangkornkarn  
Ms. Florence Mok  
吳崇安先生  
Mr. Andrew Sung On Ng  
聶揚聲先生  
Mr. Peter Y.S. Nip  
彭忠賢先生  
Mr. Pang Chung Yin  
潘永祥博士 太平紳士  
Dr. Lawrence W. C. Poon, JP  
潘永輝先生  
Mr. Puen Wing Fai  
沈天龍  
Sham Tin Lung  
石寶偉  
Shek Po Wai  
Ms. Jane Shen  
Ms. Shirley Suen  
The Sun family  
Mr. Ray Tam  
譚倩婷  
Tam Sin Ting Alexandra  
Tang Lai Fan  
鄧芷敏醫師  
Dr. Tang Yi Man  
Ms. To May Mee  
唐慧愛  
Tong Wai Oi Wanda

湛遠法師  
Ven. Tsam Yuen

曾智明  
Tsang Chi Ming

謝進興先生  
Mr. Tse Chun Hing

謝敏兒小姐  
Ms. Iris Tse

謝桂馨小姐  
Ms. Tse Kwai Hing

TSUI WAI MAN

胡世榮先生、郭惠萍小姐及郭金女小姐  
Mr. Michael Woo, Ms. Teresa Kwok and  
Ms. K.K. Kwok

黃志才  
Wong Chi Choi

Ms. Wong Hiu Chee Jennifer

Ms. Wong Hiu Mui

黃國基先生  
Mr. Wong Kwok Kay

Ms. Wong Mun Wah Nita

黃淑兒  
Wong Shuk Yee

黃詠嫻小姐  
Miss Wong Wing Han Tracy

王詠雯小姐  
Ms. Wong Wing Man

Mr. Wong Yan Hin

Ms. Wong Yuen Sheung

Ms. Angela Wu Kam

任靜娣  
Yam Ching Sheung Rita

Nancy and XD Yang

楊碧琪小姐  
Ms. Becky Yeung

楊國樑先生  
Yeung Edward

楊啟基律師  
Mr. Kenneth K. K. Yeung

伍步明  
Miss Wu Po Ming, Karen

Mr. Yik Siu Wah

Ms. Jennie Yip

Mr. Bosco Yiu

余啟鴻先生  
Mr. Yu Kai Hung

YUEN WAI LEI

Yui Lai Fong

郁德芬博士  
Dr. Alice Yuk

翁志惠  
Miss Yung Chi Wai Doris

翁少珊  
Yung Siu Shan

石寶德先生

岑小玉女士

林卓琪、林卓珈

梁旺

梁惠玲

梁寶珠女士

劉秀琴

## 法人團體 Corporate Bodies

香港機場經理協會  
Hong Kong Airport Managers Association

香港金融管理局  
Hong Kong Monetary Authority

## 非牟利及義工團體 Community Groups

循道衛理中心愛秩序灣綜合青少年服務  
Aldrich Bay Integrated Children & Youth  
Services

建祝義工隊  
B&W Caring Drivers

香港和解中心  
Hong Kong Mediation Centre

聯合調解專線辦事處  
Joint Mediation Helpline Office

九龍城浸信會長者鄰舍中心(龍翔)  
Kowloon City Baptist Church Neighbourhood  
Elderly Centre (Upper Wong Tai Sin Estate)

隨意雅聚  
Serendipity

香港社會服務聯會  
The Hong Kong Council of Social Service

香港佛教真言宗女居士林  
The Hong Kong Mantra Institute for Lay  
Women Buddhists

## 學校 Schools

聖公會梁季彝中學  
SKH Leung Kwai Yee Secondary School

香港真光中學幼稚園  
True Light Middle School of Hong Kong  
(Kindergarten Section)

油蔴地天主教小學  
Yaumati Catholic Primary School

## 政府部門 Government Departments

屋宇署  
Buildings Department

衛生署  
Department of Health

發展局  
Development Bureau

香港房屋委員會  
Hong Kong Housing Authority

香港房屋協會  
Hong Kong Housing Society

香港天文台  
Hong Kong Observatory

香港警務處  
Hong Kong Police Force

醫院管理局  
Hospital Authority

房屋署  
Housing Department



## 基金 Foundations

Achievement Foundation  
劉德華慈善基金會  
Andy Lau Charity Foundation Limited  
陳漢賢伉儷慈善信託  
Chan Hon Yin Couple Charity Trust  
高錕慈善基金  
Charles K. Kao Foundation for Alzheimer's Disease Limited  
陳揚福和基金有限公司  
Chen Yang Foo Oi Foundation Limited  
周漢貞慈善基金會有限公司  
Chow Hon Ching Charitable Foundation Ltd  
朱敬文教育基金  
CW CHU Foundation  
林淑儀醫生基金會有限公司  
Dr Louisa Lam Foundation Limited  
盈康慈善基金有限公司  
Faithful Grace Charity Foundation Limited  
福和基金有限公司  
Foo Oi Foundation Limited  
香港交易所慈善基金有限公司  
HKEX Foundation Limited  
香港賽馬會慈善信託基金  
Hong Kong Jockey Club Charities Trust  
信願榮景慈善基金有限公司  
Invision Charity Foundation Limited  
葉志成慈善基金有限公司  
Ip Chi Shing Charitable Foundation  
呂氏基金有限公司  
LU'S FOUNDATION LIMITED  
MDRT Foundation  
黃廷方慈善基金有限公司  
Ng Teng Fong Charitable Foundation Limited  
梅村香港基金會  
Plum Village Foundation Hong Kong  
紀恩基金有限公司  
Remad Foundation Ltd  
Rusy and Purviz Shroff Charitable Foundation  
滙豐銀行慈善基金  
The Hongkong Bank Foundation

## 傳媒 Media

親子王國  
Baby Kingdom  
香港討論區·Uwants  
Discuss & Uwants (Networld Technology Limited)  
Family ESDlife and healthyD  
香港商業廣播有限公司  
Hong Kong Commercial Broadcasting Co. Ltd.  
明報集團JUMP  
Ming Pao JUMP  
心活誌  
Mind & Life  
新傳媒集團  
New Media Group Limited  
香港電台第五台  
Radio Television Hong Kong Radio 5  
黃巴士  
Yellow Bus Light









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