



2020-21 年報 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 and caregivers. In addition, SCHSA's EasyHome Services provide at-home care to elderly 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。
Empower senior citizens to age in place maintaining their quality of 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。
Leverage technology and innovation to provide people-centric services that improve quality of life for senior citizens ageing in place.

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.



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守護平安

25 years
Peace of Mind

廿五載



長者安居協會於1996年成立，為香港首批社會企業。協會於今年昂然踏入廿五周年，四份一世紀以來「一線通平安鐘」為社會所熟悉，由率先引入以電訊為基礎的緊急支援服務「一線通平安鐘」，到現時發展至以緊急支援、綜合關顧、日夜守護、健康管理、生活輔助為主要的服務範疇。為配合銀髮族不斷轉變的需要，協會進一步結合創新科技及人本服務，於產品及服務上推陳出新，包括「一線通管家易」服務及「一線通工作坊」等。未來協會會致力為社會帶來歡樂與盼望，擁抱平安。

Senior Citizen Home Safety Association ('SCHSA') was founded in 1996 as one of the most established social enterprises in Hong Kong. Our Association proudly enters its 25th anniversary this year. During the past quarter-century, our Care-on-Call Service are recognised by our society. We introduced the tele-based emergency support service as a pioneer, while nowadays our service has been transformed into a comprehensive support service consisting of emergency aid, integrated care, around-the-clock vigilance service, health management, and day-to-day living assistance. SCHSA strives to enable elderly to age in place and lead quality lives independently. Our EasyHome Services and training workshops innovate and leverage technology to deliver people-centric services. In the future, SCHSA will strive to give joy, hope and peace of mind to society.



25年重要里程碑 Milestones of 25 Years

1996年，寒流襲港，逾百名獨居長者猝死，一群有心人士坐言起行成立長者安居協會，作為提供24小時緊急呼援服務(即「一線通平安鐘™」)的非牟利機構

In 1996 a cold winter took the lives of 100+ at-home elderly in Hong Kong. The news jolted a group of civilians into action to form a non-profit organisation — Senior Citizen Home Safety Association — to provide a 24-hour emergency assistance service to those in need



「耆安鈴」長者電話慰問服務開展

The Elder Ring Hotline Service has put into service



社會福利署及房屋署通過資助支持「平安鐘」服務

Social Welfare Department and Housing Authority started to subsidise the service

「管家易」服務開展，提供長者照顧服務，配合用戶的需要及減輕照顧者的壓力

Launched EasyHome Services, providing elderly care service to meet the needs of our users and ease the burden of their caregivers



香港賽馬會長者安居協會愛民總辦事處投入運作，24小時熱線中心系統全面提升

SCHSA Jockey Club Oi Man Centre commenced operation, 24-hour support has strengthened



重塑「一線通」品牌，加強社會各界對協會服務的認知

Rebranded Care-on-Call Service to strengthen our public awareness



推出第三代平安手機®及全港獨有的守護服務，「一線通平安鐘™」主動監測、及早跟進長者的安全，防範於未然

Introduced 3rd Safety Phone together with a first-of-its-kind Vigilance Service which can proactively monitor the safety of elderly and provide early preventive intervention if necessary



推出結合科技與人本元素的全新智慧型穿戴裝置「一線通®智能手錶」，專為較獨立及活躍好動的人士而設

Integrating technology and people-centric services, a new smart wearable device, the Care-on-Call Smart Watch designed for the more active elderly who lead an independent lifestyle was launched



推出「一線通®腦健康導航計劃」，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

Care-on-Call Brain Health Navigator Scheme launched, providing more systematic, comprehensive and personalised daily assistance and mobility care to persons with dementia



長者安居協會成立25周年
SCHSA celebrated its 25th anniversary



推出「一線通智守護®」手機應用程式，幫助銀齡人士輕鬆管理健康，有助他們維持獨立自主的優質生活

Launched eCare Link®, a new life management mobile App, designed for seniors to enjoy independent living and self-manage their health



1996 1997

2002 2008

2009 2010 2013 2014

2016 2018 2019

2020

2021

「一線通呼援服務中心」啟用

The first 24-hour Care-on-Call Service Call Centre



「一線通隨身寶」一鍵式服務開展

Launched the Mobile Link — One Button Device Service



第一代「平安手機®」面世，以回應長者對通訊服務需求增加

First Safety Phone debuted, in response to the increasing needs for telecommunication services of the elderly



推出智平安應用程式，透過手機提供的呼援及關懷服務

e-Care Link® App was introduced, providing outdoor support service that be initiated through a mobile phone



推出最新型號「室內平安鐘」

Personal Emergency Link was upgraded



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、送上緊急物資及心意禮品、協會的專業團隊提供情緒輔導，健康建議及到戶家居服務

"Unite to Fight Virus, Send Love to the Community" Special Campaign: Care Calls to elderly, distributed items of emergency necessity and caring goods, professional teams provided emotional counselling, healthcare advice and at-home services



推出「一線通®千里顧服務」

Launch of 1,000 Miles Programme

推出「一線通®第四代平安手機®」，定位及手機保安功能升級

4th Safety Phone was introduced, which equips with upgraded navigation and security functions



25周年服務回顧照片 Precious Moment Through the Years



協會持續洞察用戶需求與市場趨勢，運用科技提升產品的功能性及用戶體驗。

SCHSA continues to follow closely on users' needs and market trends, and to improve products' performance and users' experience through applying technology.



疫情期間，協會職員及義工主動接觸長者用戶，並送上緊急物資及心意禮品，陪伴長者一同抗疫。

Along the course of epidemic, SCHSA Staff and volunteers took initiative to approach the elderly users, distributed items of emergency supplies and caring goods, to walk along with the latter in the fight against the pandemic.



與香港教育大學合辦全方位體感運動班，由協會職員教授，利用體感遊戲助長者健體。

The Association and the Education University of Hong Kong (EdUHK) joined forces to organise the exergame class. The class was taught by SCHSA Staff, while exergame was devised to help the elderly stay healthy.



協會舉辦與數碼創科應用相關的工作坊，讓長者與社會接軌，保持社交聯繫能力。

Workshops on digital creation and application were held, with the aim to help the elderly integrate into the society and help maintain their social skills.



協會舉辦電競及拍攝微電影活動，旨在鼓勵更多樂齡人士參與社區活動，讓長者可以發揮潛能及持續增值，助他們建立積極健康生活模式，締造優質銀齡生活。

Various activities, namely, e-sports and micro-film production were held, primarily to encourage youthful seniors to join in community activities. It is hoped the seniors can leverage their potential and continue to add value, thereby, helping them lead an active and healthy lifestyle and create a quality silver-age living.



協會邀請學校參與活動與長者互動分享，從中建立互相理解及尊重，推動跨代共融。

Schools' members were invited to join in the activities with the elderly, whereby, to encourage mutual understanding and respect, as well as to promote inter-generational connection.



協會與其他機構合辦適合長者的專題教育講座。Education seminars, catering to the needs of the elderly, were jointly organised by the Association and other partner organisations.



義工透過參與探訪活動，了解長者的生活實況，同時向他們傳遞關懷與祝福，攜手建構關愛長者社區。

Through home visits, the volunteers can understand the living condition of the elderly, as well as to pass the message of love and blessings; hopefully, to cultivate a caring community for the elderly.

「守護平安廿五載」愛心灌溉 恆久傳遞關愛予長者 25th Anniversary Ceremony — Sending Love & Care to the Elderly



長者安居協會舉行「守護平安廿五載」愛心灌溉儀式，象徵對長者的關懷與愛心，將恆久持續，綿綿不斷。
25th Anniversary Ceremony hosted by SCHSA meant to give continuous care and love for the elderly.

協會陸續舉行25周年慶祝活動。2021年11月22日亦舉行「守護平安廿五載」愛心灌溉儀式暨傳媒發佈會，並十分榮幸邀得協會創辦人之一、現任勞工及福利局局長羅致光博士，GBS, JP擔任主禮嘉賓。協會亦藉活動向公眾介紹新任長者安居協會「一線通平安鐘™」慈善計劃大使的藝人黎諾懿先生。長期支持協會「一線通平安鐘™」服務的宣傳大使藝人羅蘭女士（羅蘭姐），也賞面參與今次盛事。

羅致光博士於致辭時表示，香港面對的高齡人口挑戰比其他地區更為嚴峻，85歲以上的人口在2041年會達到55萬，至2061年更會增加至近84萬，必須強化對居家安老的支援，透過科技減輕人口高齡化所帶來的挑戰。

而協會所提供的服務，包括「一線通平安鐘™」和「一線通®千里顧」等，正正體現以科技為本為老友記提供適切的支援，助他們實現居家安老的願望。

On 22nd November, 2021, SCHSA unveiled the 25th anniversary celebration event and Press Conference, it was honoured to have Dr. Law Chi Kwong, GBS, JP, the current Secretary for Labour and Welfare, also one of the founders of the Association, as the officiating guest. The Association also took the occasion to introduce Mr. Lai Lok Yi, the artist, as the Charity Programme Ambassador of SCHSA's Care-on-Call Service. Madame Helena, Law Lan, the long supporting Publicity Ambassador of the Association's Care-on-Call Service, also attended the event.

In Dr. Law's speech, he reflected that the challenges posed by the ageing population was far more serious in Hong Kong than in other areas. The number of people aged over 85 would reach 550,000 in 2041, and almost 840,000 in 2061. Therefore, there exists a pressing need to strengthen the support for the live-at-home elderly, and to mitigate the challenge brought about by ageing population through technology innovation.

Among various services provided by SCHCA, including Care-on-Call Service and 1,000 Miles Programme, they have fittingly testified to how technology-driven innovation is applied to provide appropriate support for the elderly and to help them age in place.



協會主席方敏生教授指，25年來，長者的需求隨時代轉變而不同，因此協會提供更多元化的服務，包括先後推出更多樣，更順應時代的平安鐘產品，以及專為長者而設的關顧服務，以人為本結合創新服務。

協會行政總裁王虹虹指，隨人口老化以及社會的急劇轉變，近年協會都緊貼社會脈搏，以第一時間提供創新而具針對性的支援服務，迅速回應日新月異的長者需求。

Prof. Christine M. S. Fang, the Chairperson of SCHSA, noted that needs of the elderly have changed over the past 25 years. Hence, the Association has sought to provide diversified services, including the launch of more diverse and timely Care-on-Call products, as well as more dedicated care services for the elderly, bearing witness to people-oriented approach mixing with innovative services.

Ms. Maura H. H. Wong, the Chief Executive Officer of SCHSA, put forward that on account of the ageing population and the rapid changes in society, the Association has kept abreast of time to provide timely innovative and target-oriented support services, with the intention to provide fast response to the changing needs of the elderly.

協會大使同心關顧長者 Ambassadors to Deliver Care to the Elderly



協會邀得藝人羅蘭女士(左)及黎諾懿先生(右)分別擔任服務宣傳大使及慈善計劃大使。二人都讚賞「一線通平安鐘」服務貼心，能幫長者解燃眉之急。

Madame Helena, Law Lan (left) and Mr. Lai Lok Yi (right) were invited to serve as Publicity Ambassador and Charity Programme Ambassador respectively. Both Ambassadors praised the attentive service of Care-on-Call Service, which had helped the elderly resolve urgent needs.

嘉許員工長期服務 Awards to Honour Staffs for Long Service



兩位服務協會25年的資深員工包括安裝及維修服務部助理經理王楚蓉(中)及「一線通平安鐘™」服務熱線中心專員高玉玲(左)從協會創辦人羅致光博士(右)手上獲得長期服務嘉許狀，以表揚她們的傑出貢獻及竭誠服務。

Two senior staffs, who had served the Association for consecutive 25 years, namely, Ms. Wong Chor Yung, the Assistant Manager of Installation & Maintenance (middle), and Ms. April Ko, the Care-on-Call Service Call Centre Executive (left), received Commendation Certificate of Long Service from Dr. Law Chi Kwong, founder of the Association (right), which testified to the awardees' outstanding contributions and dedicated services.



緊急支援及關顧服務

Emergency Aid and Integrated Care
Around-the-clock vigilance service

全天候照顧長者



關於「一線通平安鐘™」服務

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。

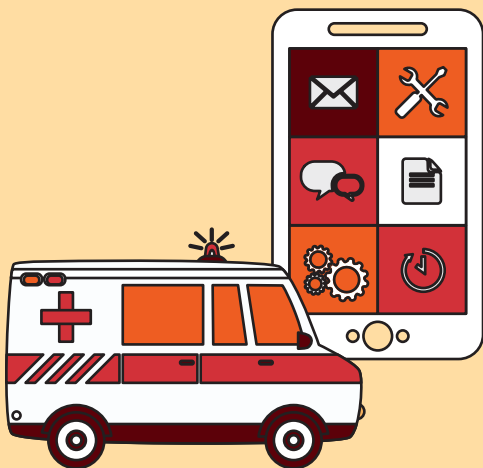
長者安居協會於1996年成立，為香港最具規模的社會企業之一，同時為自負盈虧的非牟利慈善團體。協會的全方位長者服務結合科技及人本元素，以創新的理念及手法，務求讓銀髮族居家安老，享受有質素的自主生活。

Care-on-Call Service, operated by Senior Citizen Home Safety Association ('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.

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. We strive to enable elderly to age in place and lead quality lives independently. SCHSA innovates and leverages technology to deliver people-centric services.

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





產品特色
Product Features

	室內平安鐘 Personal Emergency Link	平安手機® Safety Phone
產品 Product		
特色 Features	<ul style="list-style-type: none"> 一鍵直駁至24小時熱線中心 One-press access to Care-on-Call Service Call Centre 簡單操作 Easy to use 配備隨身防水遙控器，適合於浴室使用 Comes with wearable waterproof remote controls. Suitable for use in bathroom. 	<p>最新一線通®第四代平安手機®： Latest launch of 4th Safety Phone:</p> <ul style="list-style-type: none"> 專為長者而設的手機 Elderly-friendly 4G cell phone 升級使用4G網絡，三重定位，準確追蹤長者位置 Location tracking of users 新增過濾陌生電話的功能 Newly added call screen function to screen out calls from strangers 一鍵直駁至24小時熱線中心 One-press access to Care-on-Call Service Call Centre 守護服務，主動監察和及時介入 Vigilance service, proactive monitoring and timely intervention 簡單操作，設計簡潔 Easy to use with simple touch in design

	一線通®智守護App e-Care Link® App	一線通®智能手錶 Care-on-Call Smart Watch
		
	<ul style="list-style-type: none"> 手機應用程式 Mobile Application 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 守護服務，主動監察和及時介入(如適用) Vigilance Service, proactive monitoring and timely intervention (where applicable) 簡單使用介面 Simple interface 簡單操作 Easy to use 	<ul style="list-style-type: none"> 專為長者而設的智能手錶 Smart Watch specially designed for the elderly 配合「一線通®智能手錶App」，家人及用戶的照顧者可知悉用戶位置 Family members and caregivers can also keep track of the users' whereabouts through designated Caregiver app 配備四重定位技術，讓網絡覆蓋範圍更安全更保險 4 layers of positioning technology for more comprehensive signal coverage 「離家/回家提示功能」服務：當用戶離開或回到家居範圍時，家人及用戶的照顧者的手機會收到通知 Leave home/ Back home alert' signals. Caregiver App users can receive notifications when a user leaves or returns home area 一鍵直駁至24小時熱線中心 One-press access to Care-on-Call Service Call Centre 快速電話撥號 Phone with speed dial 守護服務，主動監察和及時介入 Vigilance Service, proactive monitoring and timely intervention 測量心跳及計算步數 Measures heart beat & walk steps

服務主要數字 (2020-21 年度)

Key Figures in Our Service (2020/21)

「一線通平安鐘™」服務 Care-on-Call Service

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



598,215

接到的緊急求助次數
Emergency aid requests



29,163

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



129

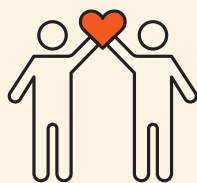
註冊護士為用戶提供的健康諮詢次數
Health consultation provided by registered nurses



3,252

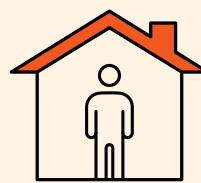
社區關顧服務 Community Care Service

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



3,157

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



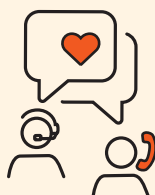
611

電話慰問計劃 Care Call Programme

已撥出
Delivered

254,506

次主動慰問電話
Care Calls





「一線通管家易®」服務 EasyHome Services

年度為
Offered a total of **2,083** 個家庭，提供了
families



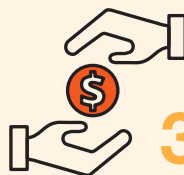
15,164

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 Programme

自 **1996** 年推出，
Since the launch of Care-on-Call Charity Programme in , have

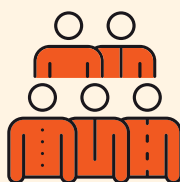
受惠者已累積逾
totalled over



31,000 名
beneficiaries

一線通®工作坊 Workshop and Training

一線通®工作坊參與人數達
The number of participants reached



2,842 人次
person

主席感言

Message from Chairperson



自2019年至今，疫情多次反覆肆虐，一波又一波的爆發，確診數字瞬間飆升，令人措手不及，尤其長者面對著醫療不足，健康受到嚴重威脅，再加上社會環境快速變遷，種種防疫措施需搭配科技的應用，讓長者無所適從，惶恐焦慮，不但加重了防疫難度，健康更受嚴重威脅。我們切身感受到長者這份無助惶恐，抑鬱不安的情緒，深知他們需要更多的支援需求。協會幸得各部門同事，一路以來，無不竭盡全力維護長者的平安，在此，我要特別對於同事的不畏艱巨，無私貢獻，盡一己之力的精神，致上萬分的敬意！

廿五年前的一場寒流來襲，造成逾百名獨居長者無處呼援而猝死的憾事，長者安居協會「一線通平安鐘™」隨即應運而生，以便提供長者24小時緊急即時的支援服務。轉眼間，協會昂然進入廿五週年，協會一直與時並進，結合科技，以人為本的服務精神和創新的手法，不斷提升長者社區生活中的質素為使命。協會「一線通平安鐘™」的用戶，至今已累積約41萬人，並錄得超過一千一百萬人次透過「一線通平安鐘™」獲得的緊急支援。協會的服務成效，多年來更獲得各界廣泛認同，衷心感激來自社會各界的夥伴，多年與協會攜手同行，共同為守護香港長者的平安，做出貢獻。

Since 2019, the epidemic has been raging repeatedly, the number of confirmed cases has soared in an instant. The elderly are particularly faced with insufficient medical care, their health has been seriously threatened. Plus the social environment is rapidly changing, various epidemic prevention measures require the application of technology, which makes the elderly feel at a loss. It is not only increases the difficulty of epidemic prevention, but also seriously threatens their health. We deeply felt the helplessness of the elderly, and we understand they need more support. Glad that our fellow colleagues who have been striving their best to protect the elderly along the way. I would like to pay special tribute to their selfless dedication during the tough times.

25 years ago, a cold current causing more than hundreds of seniors living alone to have nowhere to call for help and died suddenly. The Care-on-Call Service of Senior Citizen Home Safety Association ('SCHSA') came into being to provide the seniors with 24/7 emergency support. This year, SCHSA has entered its 25th anniversary proudly. The Association has been advancing, combining technology, people centric service and innovation, we continuously improving the quality of life in the elderly community. Our Care-on-Call Service has accumulated about 410,000 users so far, more than 11 million people have received our emergency support. Our service has been widely recognised by various social sectors over the years. I am sincerely grateful to our social welfare partners who have worked hand in hand with SCHSA for many years. We make contributions to safeguarding the safety of the elderly in Hong Kong.



面對社會瞬息萬變，長者的生活需求亦隨之變化，協會精益求精，推出多項創新服務，以讓長者能獲得更全面的照顧，服務亦涵蓋多個範疇，兼顧長者以及照顧者的需求。既有專為長者而設的到戶式關顧服務，包括專門提供陪診、家居照顧、清潔的「一線通管家易®」服務，以及讓樂齡人士增值的「一線通®工作坊」興趣、學習活動；協會的平安鐘產品，更由傳統室內平安鐘，發展至具追蹤功能的「第三或四代平安手機」。此外，為智能手機而設的「一線通智守護®」應用程式都一應俱全。社會的變遷，亦有不少長者的家人因工作或移民遷往外地。為使家人的安心，協會更特別推出「一線通®千里顧」的服務，讓身在外的家人，亦可透過我們更能瞭解長者的狀況，並得以安心。

新冠狀病毒病疫情帶來前所未有的挑戰及深遠的影響，縱使前景仍處於不明朗狀況，但我們的初衷始終不變，無論多麼艱難，都會竭盡所能提升長者社區生活中的質素。本人謹代表董事會衷心感謝協會每位員工的不辭勞苦，無間斷地為長者提供「一線通平安鐘™」的全天候緊急支援及守護服務，讓他們得以平平安安，身體健康！

In face of rapid changes in society, the living needs of the elderly are also varying. SCHSA strives for excellence and launches a number of innovative services to enable the elderly to receive more comprehensive care. The services also cover a variety of areas. There are both at-home services specially designed for the elderly, including the EasyHome Services that provides escort, home care, and cleaning, also Workshop and Training were held, which adds value to the elderly. Care-on-Call service products have evolved from traditional Personal Emergency Link to 3rd Safety Phone with location tracking functions. In addition, the eCare Link® App for smartphones is readily available. With social changes, many elderly family members have moved to other places due to work or immigration. In order to make family members feel at ease, SCHSA has specially launched the service of 1,000 Miles Programme. By subscribing our service, family members living overseas can better understand the condition of the elderly and feel at ease.

The epidemic has brought unprecedented challenges and far-reaching impacts. Even though we are facing uncertainty, we never forget our mission and vision. No matter how difficult it is, we will do our best to improve the quality of life of people who want to age in place. On behalf of the Board of Directors, I would like to express my heartfelt thanks to my fellow colleagues for their tireless efforts to provide essential care and timely support to the elderly, so that they can stay safe and healthy!

方敏生
Christine Fang
2022年3月 March 2022

行政總裁工作報告

CEO's Report



加入長者安居協會轉眼已屆三年！在這段期間，協會內外都經歷了很大的改變。

2020-21年，我們持續協會的內部改革和服務創新。在2021年4月推出了全新的「一線通智守護[®]」應用程式，將平安鐘功能擴大，以滿足長者需求，包括：「數碼服藥提示」，及更易為長者代約門診，都非常適合慣用智能手機的銀髮一族隨身享用。以往使用平安鐘的用戶較為年長，而且大部分人只將平安鐘視為緊急支援之用。隨著「一線通智守護[®]」推出，「一線通平安鐘™」服務已成為老友記的生活不可或缺的小助手。我們希望用戶，不論在任何年紀，可以活得更輕鬆，更自在，並享有更優質的生活品質。

隨著時代的演進，協會亦著眼社會不斷演變的需求而致力研發不同的服務，決不墨守成規。高齡化社會來臨，認知障礙症患者逐年增加，這將會是無可避免的社會挑戰。如何保護長者的腦健康？如何幫助其家人照護患上認知障礙的長者種種需要呢？我們團隊朝此方向作鑽研，推出了「一線通[®]腦健康導航計劃」。計劃透過一站式的評估，治療和活動，再加上照顧者培訓工作坊，能為疑有腦退化或早期腦退化的長者及其照顧者，提供有效的支援和輔導。

Three years ago I joined Senior Citizen Home Safety Association ('SCHSA') and embarked on this very exciting journey. Since then changes were abound both within the Association and in the external environment.

In 2020-21 we continued our focus on organisational reform and service innovation. In April 2021 we launched our brand new eCareLink App which extends our service scope from emergency assistance to digital medicine reminder as well outpatient booking service. The new App was specially designed for seniors who use Smartphones. In the past, our Care-on-Call Service users tend to be older and see our service as emergency assistance only. With the introduction of eCareLink App, Care-on-Call Service has evolved into day-to-day lifestyle support for seniors who are younger and more tech-savvy. We strive to empower our users, regardless of age, to lead a happier, more independent life of good quality.

As society evolves, it is imperative that our service responds to emerging needs through continuous new service development. Hong Kong's society is ageing. With it, dementia patients will inevitably increase in numbers, presenting considerable challenges to families and caregivers. How can we protect the cognitive health of our seniors? How can we help their families take care of them every day? At SCHSA, we asked ourselves these questions and came up with Care-on-Call Brain Health Navigation Scheme. We hope that by providing one stop service including assessment, therapy, activities, as well as caregivers training, we can help the elderly who may have dementia or are diagnosed with early stage dementia together with their caregivers.



2021年上半年，我們留意到長者因家人離港而憂鬱的個案有上升趨勢，旋即推出「一線通[®]千里顧服務」，幫助離港家人透過服務，好好守護留港長者的身心健康，緊密監察家人的最新狀況之餘，亦多一份關心。

與此同時，協會承續抗疫行動的成功經驗，正式成立了「一線通管家易[®]」慈善計劃，此乃協會創會以來之第二項常規慈善計劃。協會自1996年創辦以來，贊助超過三萬多名有經濟困難的長者免費使用「一線通平安鐘™」服務，現在更通過各界慈善捐款，向有需要的長者提供免費的「一線通管家易[®]」到戶式家居服務，包括陪診、長者照顧，以及家居清潔。計劃推出以來，反應良好，僅此衷心感謝所有支持此計劃的機構和善心人士的慷慨愛心。

回望過去一年，協會內部不斷地自我提升能力，上下一心，在充滿挑戰的外在環境中努力不懈，成績有目共睹。我非常感謝協會員工們的信任及同心協力所做出的貢獻，更感謝董事會以及合作夥伴的支持。

今年協會昂然邁進廿五周年，我們不敢鬆懈，努力為長者提供更多，更適合的服務，期望繼續為香港的長者締造幸福，安穩的安居生活。

In the first half of 2021 we began to notice that there was an increasing number of cases of elderly getting depressed because their families were going to emigrate. To help departed family members take good care of their elders in Hong Kong is the motive behind our introduction of a new service called 1,000 Miles Programme. We want to keep watch of their loved ones in Hong Kong and let the seniors feel cared for even if their children or grandchildren have moved away.

At SCHSA, we are constantly exploring new ways to help the elderly. During Covid we saw the need and experimented with providing free direct care services to elderly at home via our EasyHome Services. That experience was very successful and gave us the confidence to launch a new EasyHome Services Charity Programme. It has now become the second official Charity Programme for SCHSA alongside our well established Care-on-Call Charity Programme which has sponsored over 30,000 elderly with economic difficulties to have free use of our Care-on-Call Service since 1996. With EasyHome Services Charity Programme, we deploy donation funds to sponsor elderly with needs to enjoy our medical escort, homecare, cleaning services without charge. Since its launch, this Charity Programme has been well received by donors and beneficiaries and I want to thank all the individual and institutional donors for their generous support.

2020-21 has been an eventful and busy year for us at SCHSA. It was a year of hard work and unflinching commitment on the part of all staff to improve our capabilities and to overcome the challenges presented in the external environment. The results are encouraging and will motivate us to strive further. I want to extend my heartfelt gratitude to my team for their trust and effort. I also want to thank the Board of Directors as well as our collaborative partners for their support.

This marks the 25th anniversary year for the Association. We shall recommit ourselves to the provision of better services that can help the elderly in Hong Kong lead a happier and safer life.

王虹虹(王蓉)
Maura Wong
2022年3月 March 2022



綜合關顧

Walk along with the Elderly and Caregivers

與長者及照顧者同行



全新「一線通智守護[®]」 健康管理手機應用程式

The New Mobile App eCare Link[®]

長者安居協會於2021年5月1日推出全新「一線通智守護[®]」健康管理手機應用程式，具備24/7「一線通平安鐘[™]」服務，嶄新功能更幫助銀齡人士輕鬆管理健康，有助他們維持獨立自主的優質生活。

隨着智能手機的使用率日漸普及，智能手機亦是不少銀髮族的生活必需品，長者安居協會現推出全新「一線通智守護[®]」應用程式，增添多項健康生活管理功能，務求令銀齡人士享受獨立自主的優質生活，有效管理身體狀況，讓家人及照顧者感到安心放心。

「一線通智守護[®]」健康生活管理功能包括提供先進的服藥提示功能，應用程式會按已預設時間表，以藥物的實際圖片提示用戶服藥，有助培養依時服藥的健康管理良好習慣；「一線通平安鐘[™]」服務專員會為用戶預約門診服務，以及透過智守護應用程式向用戶發出應診提示。此外，家人及用戶的照顧者可透過「一線通智守護[®]」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，掌握其狀況。

「一線通智守護[®]」應用程式同時配合「一線通平安鐘[™]」服務，除了24/7緊急支援外，更兼備獨有的守護服務，讓長者可放心隨意活動，同時讓其照顧者和家人無後顧之憂。

On 1st May, 2021, Senior Citizen Home Safety Association ('SCHSA') launched a new life management mobile App designed for the seniors. With built-in access to 24/7 Care-on-Call Service plus a range of health management functions, eCare Link[®] will empower the seniors to enjoy independent living and make health management easy for them.

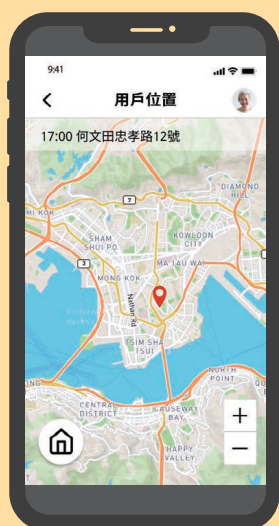
As smartphone has become increasingly essential to the daily lives of more and more seniors, SCHSA is introducing a brand new mobile App, eCare Link[®], designed specifically for this group. Among many functions, this App also offers features that support the health management needs of the silver haired generation. Our objective is to empower the elderly to enjoy independent living and make health management very easy for them. At the same time, it will enhance peace of mind of their family and caregivers.

Features of the eCare Link[®] App include advanced medication reminder, which uses medicinal images to remind users to take medicine according to a preset schedule. In addition our Care-on-Call Service Call Centre will make outpatient appointments for users of the app and remind them of the appointments. Family members and caregivers can also keep track of the users' whereabouts, medication status, medical appointment schedule etc. via our eCare Link[®] downloaded to their smartphones.

eCare Link[®] App works in conjunction with our Care-on-Call Service that offers not only 24/7 emergency support, but also our unique Vigilance Service that keeps watch over our users around the clock. So family members and caregivers can have peace of mind.



「一線通智守護[®]」
應用程式首頁介面
Front page of eCare Link[®] App



位置搜尋介面
Map showing the user's
location



服藥提示介面
Medication reminder



應診提示介面
Outpatient service
appointments and reminder
for use

「一線通[®]第四代平安手機[®]」 全面升級定位追蹤及保安功能

4th Safety Phone All-round upgrade on tracking and security functions

協會秉持最簡單、最實用的設計，為長者提供最便捷的手機使用體驗和服務。開發平安手機的主要目的是為支援長者的日常生活，滿足長者的需要，且解決某些長者不慣使用智能手機的煩惱。

為更全面地協助長者，最新一代「一線通[®]第四代平安手機[®]」透過手機工具，方便長者獲得「一線通平安鐘[™]」的全套服務，為長者提供24小時關心，並能讓長者無論在室內或者戶外，以一部安全、精準、可靠的平安手機包辦所有關顧角色。

The Association adheres to the most simple and practical design, intending to provide the elderly with the most convenient mobile experience and services. The ultimate purpose of developing Safety Phone is to support the daily routine of the elderly, catering to their needs, and resolving the worries of few elderly who are still adapting to using smartphones.

To initiate an all-round approach to assist the elderly, the latest 4th Safety Phone, via mobile tools, has enabled the elderly to have access to the whole package of Care-on-Call Service, which is equivalent to an availability of 24/7 care service. A safe, accurate and reliable Safety Phone is all that is needed to function as a care attendant, wherever the elderly may be.

升級功能 Upgraded functions

- 一線通[®]第四代平安手機[®]升級至4G流動網絡及三重定位：Wi-Fi、GPS、LBS，位置追蹤功能更準確。家人更可透過智安心[®]App，即時了解用戶的位置，掌握實時資訊。
4th Safety Phone is upgraded to 3 positioning technologies: Wi-Fi, GPS, LBS, which enhances its accuracy in location tracking. Family members can easily use e-Care Link App, to learn the whereabouts of the user, in real-time.
- 手機升級保安功能：只要開啟「防火牆」，即可攔截非電話簿內的電話，長者可避免接收到陌生或推銷電話，安心接聽所有來電。
Enhanced security functions: when the “firewall” is switched on, any incoming calls that are not on the phone list are blocked, thus, the elderly need not be disturbed by any strange promotional calls, and can be rest assured all calls are safe.



協會邀請形象健康、具親和力的鮑起靜女士擔任此次「一線通[®]第四代平安手機[®]」的代言人。Madame Paw Hee Ching, who carries an air of health and friendliness, was invited to act as spokesperson for SCHSA Safety Phone.



觀看「一線通[®]第四代平安手機[®]」宣傳片
Watch the promotional video of 4th Safety Phone



關於「一線通[®]第四代平安手機[®]」
about the 4th Safety Phone



一線通[®]千里顧服務 讓移民子女掌握父母情況

1,000 Miles Programme, letting all family members keep an eye on their parents

「一線通平安鐘[™]」服務熱線中心連同電話慰問計劃，由2021年初陸續接獲用戶涉及移民的按鐘求助，當中服務熱線中心自2021年5月起，相關求助個案上升；協會社區關顧服務亦陸續收到長者因子女移民而感到情緒困擾的求助個案，而過往協會少有接獲相關個案。求助者的年齡傾向年長，當中獨居佔近6成。

除了離別令長者情緒失落外，以往照顧者處理日常生活事務，長者憂慮一旦離港後他們缺乏緊急支援及無法自理。

照顧者計劃移民時盡早告知長者，離港前預先尋求協助代辦長者的日常生活事務。

為讓遠居海外的照顧者能了解家人狀況，協會已推出「千里顧服務」先導計劃*。配合使用「一線通平安鐘[™]」，協會透過電郵向「一線通平安鐘[™]」用戶的照顧者發放每月重點報告。

「一線通平安鐘[™]」服務團隊主動聯絡長者進行定期關懷慰問。跨部門團隊綜合過去一個月與長者的接觸及監測數據撰寫關顧撮要，涵蓋健康、社交、安全等範疇。

照顧者可以額外聯絡長者安居協會「一線通平安鐘[™]」服務，[#]為用戶代預約門診及安排上門服務，亦有社工可以跟進用戶個案及轉介合適機構。

- * 千里顧服務屬先導計劃階段，協會將定期檢討計劃成效
- [#] 有關服務需要額外收費

Care-on-Call Service Call Centre, together with the Care Call Programme, has steadily received assistance requests from users on immigration issues since early 2021, of which the number of requests received by Call Centre has increased since May 2021. The Association's Community Care Service received requests for assistance from the elderly who felt emotionally disturbed as their children had emigrated, while such case was less likely in the past. Most people who needed help tended to be elderly, and nearly 60% of them living alone.

Separation was not the only cause of frustration. While there used to be a caregiver who would handle the daily routines of the elderly, elderly were worried about the lack of emergency support and their own incompetence to look after themselves since the caregiver had left.

If caregivers have conceived plan for an emigration, they should inform the elderly as early as possible, and should seek external aid who can help handle the daily routine of the elderly before they departed Hong Kong.

To enable caregivers, who currently live overseas, to keep close watch on the everyday situation of their family members, the Association has launched a pilot project*, 1,000 Miles Programme, which is intended to be used together with Care-on-Call Service. The Association will send monthly report via email to the caregivers of users who have subscribed to Care-on-Call Service.

The service team of Care-on-Call Service actively connected with the elderly, offering them constant condolences. The trans-departmental service team would gather all contact records and statistics collected during their visit to the elderly of the previous month, which, in turn, will be used to compile a summary report, covering various aspects, including health, social activity, safety, among others.

Caregivers may as well contact SCHSA's Care-on-Call Service, [#]which can help users to book medical appointments, and help arrange at-home care service; meanwhile, social workers are available, who can follow up users' cases and refer cases to appropriate organisations.

- * As 1,000 Miles Programme is currently running as pilot project, the Association will review the effectiveness of the programme on regular basis.
- [#] the related services will incur additional charge.



報告參考圖
Sample of the Monthly Report

推出「一線通管家易[®]」慈善計劃

Launch of EasyHome Services Charity Programme

協會於2019/20年度獲得「愛心聖誕大行動」支持，展開「攜手抗疫•傳送平安」特別行動。經過特別行動，協會有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「一線通管家易[®]」慈善計劃，跟「一線通平安鐘[™]」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，能紓緩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，支援社區上有經濟困難的長者。

After the Special Campaign “Unite to Fight Virus, Send Love to the Community”, which supported by Operation Santa Claus, we have seen a strong demand for at-home services from the elderly, especially when the suspension of community services during the epidemic has made them feel very helpless. Starting from December 2020, the EasyHome Services Charity Programme has been launched, which is similar to the Care-on-Call Charity Programme, supported by public donations.

SCHSA's EasyHome Services provides free of charge at-home elderly care, cleaning and escort services to the elderly, chronically ill and disabled who have financial difficulties. Through the programme, the Association hopes to alleviate the short-term and long-term needs of the elderly for home-based 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.

「一線通管家易[®]」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。

Scope of services of the EasyHome Services Charity Programme

Elderly Care

With certified 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 on-site 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，匯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.



「一線通管家易®」慈善計劃個案分享 Beneficiaries of EasyHome Services Charity Programme

李婆婆一直有長期病患，需要定期覆診跟進病情。她出院後一直食慾不振，即使有慈善機構為她送上膳食，她大多把食物棄置，寢食難安，身心均處於繃緊狀態。曾經有社工了解她的情緒狀況及需要，她卻婉拒協助，包括拒絕社工安排召喚救護車及預約門診，甚至表示自己快將離世，無意求診。

經轉介後，婆婆獲得「一線通管家易®」慈善計劃批出資助，免費使用陪診服務，陪診員又於每星期陪伴婆婆外出一次，例如到居所附近的公園做運動、到街市買菜等，希望她可以多與社區連結，期間陪診員亦主動與她聊天，令她紓解鬱結。現時婆婆身心均有顯著改善，血壓控制穩定之餘，亦能保持心境開朗及積極。

Madame Lee has been suffering from chronic illness while she needs regular medical follow up. She had been losing her appetite and feeling depressed since she was discharged from the hospital. Even under the intervention from social workers, she felt despaired and refuse all medical support, such as arranging medical appointment and calling for ambulance.

After referral, Madame Lee received the offered from EasyHome Services Charity Programme to use the escort service for free. Our teammates accompanies her to go out once a week, such as doing exercise in the park nearby her living place, grocery shopping, etc. We hope Madame Lee can interact with our teammates, live well in her community, also to relieve her depression. Until now, she has significant improvement both physically and mentally, with stable blood pressure and a cheerful and positive mood.



李婆婆
Madame Lee



「灌溉愛心樹」關懷長者延續平安

“Growing a Giving Tree” Care and Peace for the Elderly

自協會創會25年以來，逾三萬名有經濟困難的長者及有需要人士受惠於「一線通平安鐘™」慈善計劃。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。

愛心樹計劃於2021年7月開始推出，以鼓勵更多善心人士及企業夥伴共襄善舉，讓更多經濟有困難的長者及有需要人士受惠於「一線通平安鐘™」服務。

愛心樹顧名思義就是彰顯愛心，無私奉獻的意思。這就像「小男孩和蘋果樹」故事裡的蘋果樹一樣，將自己可用的，都送給真正有需要的長者們。

各界善長透過捐款支持，為愛心樹灌溉，使它持續開花結果，讓更多有需要人士及長者在樹的庇蔭下，得以好好地活著，務求讓每位用戶都能居家安老，享受有質素的生活。

For the past 25 years, SCHSA has offered assistance to over 30,000 elderly who are financially difficult via Call-on-Call Charity Programme. Through the charity programme, the Association can provide free Call-on-Call Service 24/7 emergency assistance and integrated care service to elderly in need.

“The Giving Tree” project was launched in July 2021 to encourage more generous donors and business partners joining hands to participate in charity events, so that more elderly and those in need can benefit from our Call-on-Call Service.

“The Giving Tree”, as its name can tell, represents love and selfless giving. This is like the fairy tale of *The Boy and the Apple Tree*, to contribute to the elderly who are truly in need of help.

Your generous support cultivates the “Giving Tree” and blossomed into love and care to the elderly so that every user can lead a comfortable at-home ageing and quality living.



灌溉愛心樹 2021-2022

捐款金額

贊助項目

港幣\$10,000 - 19,999	綠葉 
港幣\$20,000 - 29,999	黃葉 
港幣\$30,000 - 99,999	橙葉 
港幣\$100,000 或以上	紅葉 



捐款者或機構的名字，將根據其捐款金額分別刻在愛心樹的紅、橙、黃和綠色的樹葉上，讓長者及有需要人士都能感受到捐贈者的關愛與支持。

Names of the donors or organisations will be engraved onto different colours of leaves, which represent different donation amount.

加強電話慰問服務 Enhanced Care Calls Service

「一線通平安鐘™」除了提供緊急支援，同時重視全面的關顧服務。協會組成電話慰問服務團隊，主動致電用戶慰問其健康、家庭狀況，並會送上生日祝福。

當用戶提出對家居、醫療、情緒支援等需要，電話慰問服務團隊會盡快將用戶轉介至「一線通管家易®」服務、社區關顧服務、或協會的註冊護士作跟進，及時應對長者所需。疫情期間，電話慰問服務亦無間斷，持續幫助長者度過難關。

Care-on-Call Service not only provides emergency support, but also emphasises comprehensive care services. Care Call team is formed to enhance and to take the initiative to call users to catch up with their health and family condition, also to deliver birthday greetings joyfully.

Whenever our users request for home care, medical care or emotional support, our Care Call team will refer our users to relevant service teams for immediate follow up, such as our EasyHome Services, Community Care Service, and Nursing team. During the epidemic, the Care Call team provided non-stop service to help the elderly to tide over the difficulties.





一線通[®]工作坊 Care-on-Call Workshops

為應對長者及其家人在不同階段的生活轉變和需要，致力豐富其知識、技能與應用等範疇上之持續增值，協會以嶄新、到位及貼心的服務，讓他們預早規劃理想自在的優質生活。

服務範疇

數碼創科工作坊

針對數碼化智能社會的急促發展，數碼創科的應用已跟我們的日常生活息息相關。為加強長者輕鬆自在與時代接軌，保持一定的社交聯繫能力，本服務提供多樣化豐富而嶄新的數碼創科應用工作坊，以提昇長者的生活質素。

此外，協會亦與本地學術界合作無間。有見新冠疫情影響嚴重，協會更專注關心銀齡人士之身心健康。於本年與香港教育大學共同首辦「體感電子競技運動課程」，發展科技與健康之可能性。

協會同時亦新添「豐盛」與「共融」的課程發展方向，舉辦數碼藝術課程、速疊杯競技課程、智能手機應用課等，致力予更多銀齡人士發展才能的機會。



速疊杯訓練課程鍛鍊長者的手腦協調能力。
Sport stacking training course is designed to train hand-eye coordination of the elderly.

To help the elderly and their family members to cope with transitions and needs of their lives, and continue to add value in terms of knowledge and skills. SCHSA offers the elderly with new, appropriate and attentive services to enable them to enjoy high-quality living.

Scope of Services

Digital Workshops

To better cope with the rapid development and application of the rapid development of digital technology in society, Care-on-Call Workshops provides diversified, and new digital creative workshops, intending to improve the quality of life of the elderly.

In addition, SCHSA works seamlessly with the local academic sectors. Due to severe impact of Covid-19, the Association is even more concerned with the physical and mental well-being of the silver age group. This year, the Association, together with Hong Kong University of The Education University of Hong Kong (EdUHK) jointly organised the Exergame Class to explore how we use technology to maintain elderly health.

Our workshops also emphasise on enrichment and inclusion. Digital art courses, sport stacking competition, smart phone application courses were held to explore the talent of the silver age group.



協會有專員向長者教授手機應用課程。
The Association has assigned specialists to help the elderly with mobile courses.



正在使用體感遊戲機運動的長者。
Elderly who are working out in front of the Exergame class.

「一線通®腦健康導航」計劃

家人照顧者工作坊

為患有初期或中期認知障礙症人士之家人照顧者而設。了解到認知障礙症患者家人作為照顧者，有機會出現不同程度的生活壓力。本服務將提升家人照顧者對照護需要的知識與技能，以及預早規劃適合家人生活的理想照護計劃。

家傭照顧者工作坊

為患有初期或中期認知障礙症人士之家傭照顧者而設。了解到家傭照顧者對照顧患有認知障礙症僱主感到乏力。本服務將提升家傭照顧者的照護知識與溝通技巧，以適時應對患者的行為及情緒轉變問題。

線上腦健康培訓

為患有初期或中期的認知障礙症人士而設。透過小組認知練習、身體運動、現實導向及懷緬治療，讓患者足不出戶，也能進行適當活動，幫助延緩腦退化。

Care-on-Call Brain Health Navigator Scheme

Workshops for caregivers who are family members of the patients

This is specially designed for caregivers who are family members of patients affected by initial or intermediate phases of cognitive impairment. SCHSA understands the caregivers, also family members of the affected patients, may be subject to different degree of pressure. This service will improve the nursing knowledge and communication skills of the caregivers; this also enables caregivers to plan ahead of time an ideal care plan.

Workshops for domestic helpers

It is specially designed for domestic helpers who needs to look after patients affected by initial or intermediate phases of cognitive impairment. Domestic helpers, also the caregivers, they may feel frustrated to look after their employers with cognitive impairment. This service helps to improve the nursing knowledge and communication skills of domestic helpers who also need to serve as the caregivers, and to enable the domestic helpers to cope with the behavior and emotional issues of patients.

Online Brain Health Training

It is specially designed for people with initial or intermediate phases of cognitive impairment. Through group cognitive practice, physical exercise, reality orientation and nostalgia treatment, patients can have the ease to stay home, with the workout of appropriate activities to help delay brain deteriorating.



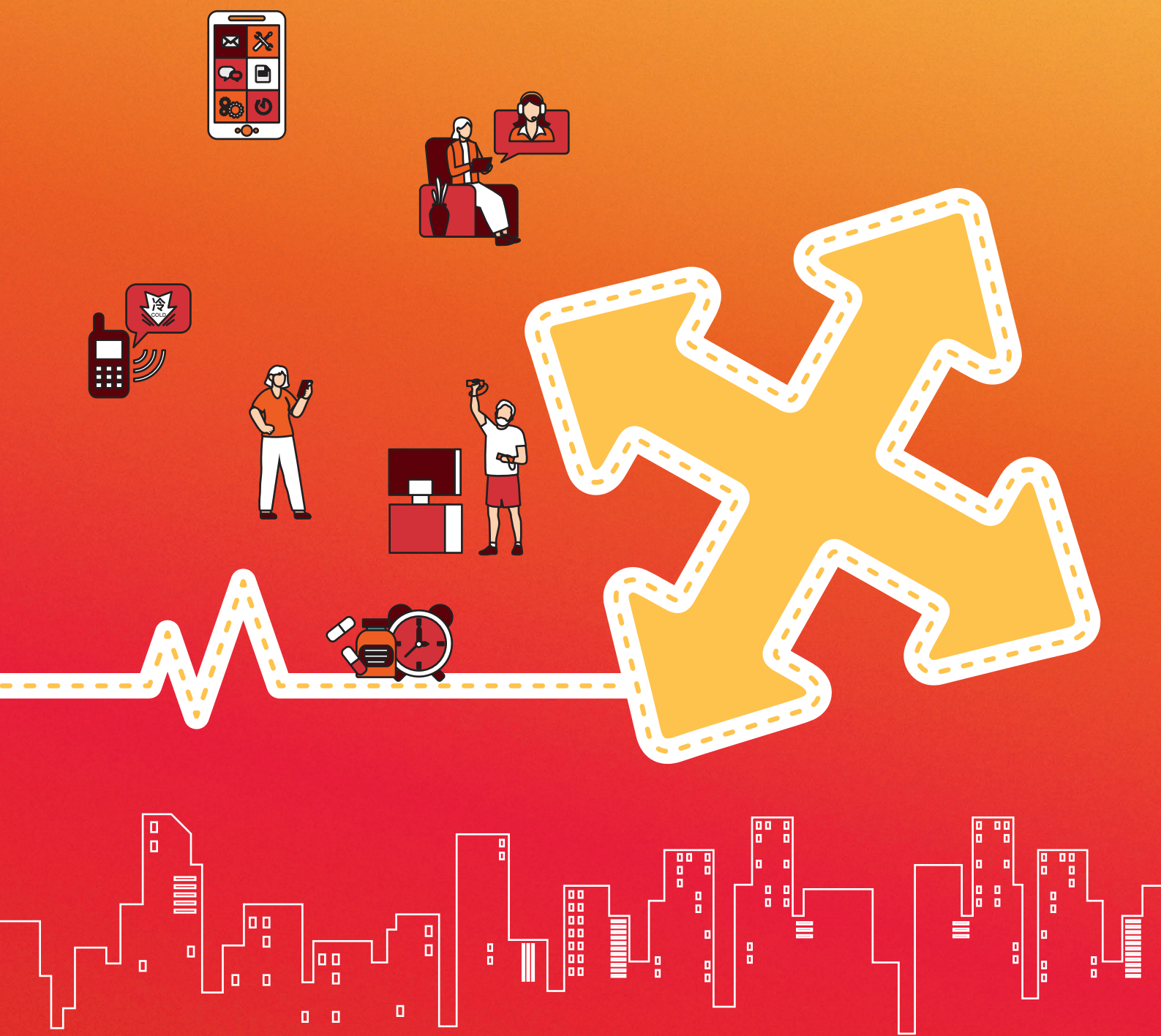
協會護士透過電話形式，為長者進行認知障礙症初步評估。

SCHSA's nurse conducts an initial assessment on the elderly for cognitive impairment via telephone.



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.



多元化專業服務
Diversity and Professional of our services **全方位支援長者**

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，他們的職責是照顧用戶的情緒及心靈健康，並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。協會的社工經常與各社區團體合作，並且根據用戶的需要，連繫到適當的地區支援網絡。此外，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。

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，將正面訊息傳達給他們：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，紓緩他們內心的苦痛。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。

今年仍舊是充滿挑戰的一年，自2020年2月疫情爆發開始至2021年8月，協會從沒有停止服務，社工持續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, which comprises professional registered social workers and counselors, 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.

Community Care Service have been working closely with Care-on-Call Service Call Centre and different organisations to support our users and their caregivers, including providing timely interventions on suicidal cases and conveying messages of hope to every struggling soul. Through our follow-ups, we help to prevent or mitigate the risks of repetitive domestic violence for our users. We help our users to fulfill their dreams, such as helping them record their "love messages" for their loved ones. We listen to our users' life story and relief their inner struggles. To enable users reconcile their relationship with families and friends, and gained the trust and recognition from our users are the motivation that drives us forward.

This year is still a challenging year. From the outbreak of the epidemic in February 2020 to August 2021, our 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 epidemic prevention materials, health consultation, personal care and escort services.





個案分享 Memorable Cases

曙光

李先生90多歲與太太同住，兩老沒有兒女。李先生曾中風、患有癌症。醫生早前已向李太建議為伯伯安排院舍照顧，但李太明白丈夫不願意與她分開，而她亦對丈夫有深厚感情。雖然李太有長期痛症，但她仍勉強照顧丈夫，並在狹窄的浴室為丈夫洗澡。

李太為照顧丈夫，除了忍受身體痛楚外，亦失去了所有自己的空間及社交時間，因此令自己身體勞損及精神萎靡。然而，自從李太得到本會的一線通平安鐘服務後，除了多了一個緊急支援外，亦有專業的社工跟進及提供適切的支援，例如轉介李太使用長者中心的飯堂服務，解決了兩夫婦每天的膳食問題。以及協助李太申請本會「一線通管家易[®]」慈善計劃的家居清潔服務等。本會的服務給予李太希望及支援，讓她不再徬徨，舒緩她作為照顧者的壓力之餘，亦減輕她身心的疲累。

李太對「一線通平安鐘[™]」服務及管家易慈善計劃表示衷心感謝，希望能有其他有需要的人能得到服務。

Silver Lining

90-year-old Mr. Lee who lives with his wife without children. Mrs. Lee as the caregiver, she has to take care of Mr. Lee's daily life, while he had recovered from stroke and cancer. The doctor had once suggested Mrs. Lee to arrange residential care for her husband, however, the old couple refused to separate from each other. Even though Mrs. Lee suffers from chronic pain, she insists to take care of her husband, including bathes him in a cramped bathroom.

In order to take care of her husband, Mrs. Lee has to endure her physical pain and force to give up her social life, thus also causing herself physical deterioration and mental exhaustion. Under the Association's Care-on-Call Charity Programme, Mrs. Lee enables to free access to our 24-hour Care-on-Call Service, with a suite of emergency assistance and integrated care services. Our professional social workers have followed up and provide appropriate support, such as referring them to use catering service of the elderly centre. Our EasyHome Services Charity Programme also offered house cleaning services to them. Our vigilance service give Mrs. Lee hope and support, so that she will no longer be hesitant, also to relieve her stress as a caregiver.

Mrs. Lee expressed her heartfelt thanks to Care-on-Call Service and EasyHome Services Charity Programme. She hoped SCHSA could continuously offer help to the deprived elderly and others in need.



個案分享 Memorable Cases

重見晴天

徐先生約60歲，去年他曾因家庭問題受情緒困擾而致電「一線通平安鐘™」求助，希望社工能聆聽他及幫助他解決問題。經社工評估後，了解到徐先生兒時曾經歷父母虐待及過去婚姻的失敗導致他患有情緒病，因此情緒經常大起大落，生活過得非常痛苦。多年前，他因面對情緒及家庭問題曾嘗試放棄生命，結果自殺不遂，之後用酒精麻醉自己來逃避問題。

在社工的幫助下，徐先生能夠面對自己的問題及恐懼，釋放他所遭遇的創傷及陰影。另外，社工亦協助他探索生命的意義，一同發掘其長處，讓徐先生認識到自己的優點。同時，社工肯定他為家庭的付出，欣賞他的勇氣和堅持，使徐先生感到生命有所價值。

經歷協會社工持續的支援和鼓勵，徐先生不再酗酒，積極學習自我管理，正確飲食及多做運動，從而建立一個正向健康的人生。此外，徐先生重拾他的信仰，尋找生命中值得感恩的人和事。雖然疫情下，徐先生難以與身邊的親友見面，但他會主動發短訊及致電慰問及關心身邊的人。現在他不再受情緒困擾，並且積極享受人生。他感謝協會過去不斷的支持，亦互相鼓勵繼續去關心身邊的人。

Recovery

60-year-old Mr. Chui looked for Care-on-Call Service assistance while he was emotionally troubled by family problems. After the follow up by the social worker, our team learned that Mr. Chui had experienced domestic violence during his childhood, plus his marriage failure also triggered her emotional problem, even he has committed suicide but failed. Then he used alcohol to escape from problem.

With the emotional support by our social workers, Mr. Chui was able to face the fears and relieve the trauma. Our social worker also guided him to explore his aspect of life and to discover his own strengths. Meanwhile, it is important that our social workers recognize his dedication to the family, to affirm his courage and persistence, which rebuilt his sense of self-worth.

Mr. Chui backed on track after continuous back up and encouragement by our social workers. He has rebuilt a positive and healthy life, quit drinking ,developed good eating and exercise habits. Mr. Chui regained his religious belief and continued to search for his aspect of life. Even though it was difficult to meet with relatives and friends under the epidemic, Mr. Chui took the initiative to greet and care about his friends. He is no longer suffered from emotional problem and enjoys living. He thanked the Association for its continuous support and encouraged each other to continue to care for people around him.





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 the elderly 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.



定期社交網站直播 豐富長者生活

Live broadcast and Social Media Use to enrich elderly's daily lives

為協助長者適應疫情期間的生活，「一線通®工作坊」舉辦各種課程，包括網上購物及格價課程。同時，工作坊定期於社交網站進行直播節目，以長者生活為題材，讓銀齡人士於抗疫期間仍能得到豐富的資訊與娛樂。

To assist the elderly to get used to the new life under the epidemic, SCHSA's Workshop managed to host a variety of programmes, including online shopping and pricing related programme. Meanwhile, the Workshop has arranged for live-broadcast via social networking websites regularly; the contents of which mainly cater to the needs of the elderly, so that those silver-age citizens are still able to acquire diverse information and entertainment news during the anti-epidemic period.





企業協作：與華懋慈善基金合作探訪計劃

Corporate Collaboration: Visiting Programme with Chinachem Charitable Foundation Limited

長者安居協會一向致力推動關愛長者文化，希望提升社區人士注意長者的需要。協會有幸獲得華懋集團資助，展開了為期三年的荃葵青區「關愛長者大使」計劃，協會聯同華懋集團派出的義工於2021年6月進行落區探訪，為居住於梨木樹邨、葵盛西邨及葵聯邨的「一線通平安鐘™」服務用戶送上祝福，共同推動關愛長者文化。

SCHSA always supports caring for the elderly culture, while also wishes to increase the awareness among community members towards the needs of the elderly. Thanks to the sponsorship of Chinachem Group, the Association launched a three-year programme, titled "Elderly Care Ambassador" in Tsuen Wan and Kwai Tsing District. In June 2021, volunteers recruited under the Association and Chinachem Group visited Care-on-Call Service users, who live in Lei Muk Shue Estate, Kwai Shing West Estate and Kwai Luen Estate, joining hands to promote caring for the elderly culture, along with their best wishes.



華懋集團義工向「一線通平安鐘™」服務用戶送暖。

The Chinachem volunteer group sent the best wishes to users of the Care-on-Call Service.

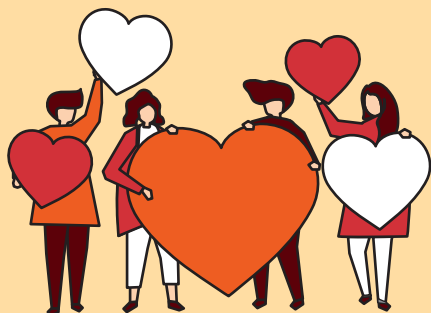


2021 長者安居協會賣旗日

2021 SCHSA's "Flag Day"

協會於2021年7月舉行賣旗日，承蒙各界鼎力支持及襄助。協會賣旗日籌得的善款，會撥作支援「一線通平安鐘™」慈善計劃個案及發展長者支援服務，當中包括提供「室內平安鐘」或「平安手機®」予經濟有困難的長者及有需要人士，讓他們可以免費使用協會的「一線通平安鐘™」24小時緊急支援及全面關顧服務，藉此提升受惠者在社區生活的質素，並將平安延伸至社會每個角落。

另外，協會特別推出「春夏秋冬•四季平安」網上募捐活動及限量版金旗連明信片套裝。公眾人士既可成為網上募捐大使邀請親友網上捐款外，也可透過捐款獲贈金旗精選套裝。有關募捐活動反應十分踴躍。



The Flag Day of Senior Citizen Home Safety Association ("SCHSA") on July, 2021 saw overwhelming support from our volunteers working at various flag stations in Hong Kong. The funds raised will be used to offer the deprived elderly and others in need free access to our 24-hour Care-on-Call Service — a suite of emergency assistance and integrated care services — under the Association's Care-on-Call Charity Programme.

SCHSA also offer the "Blessing of Peace in All Four Seasons" Online Fundraising Campaign and Gold Flag Donation this year. Members of public could become one of our fund-raising Ambassadors to invite their relatives and friends to donate online, or they can donate us to receive a Gold Flag Set. Both sets have received enthusiastic responses from the community.



長者安居協會副主席錢黃碧君教授與協會董事親身到場，為一眾賣旗的協會員工及義工打氣。

Professor Ms Teresa Tsien, the Association's Vice Chairperson, and board members worked alongside the volunteers in a show of support and team passion.



義工扶老攜幼，帶同家庭成員一同參與長者安居協會的全港賣旗日。

The family members of our volunteers also joined in a show of camaraderie, and together they helped to bring safety and peace of mind to the needy, and spread the message of love and care for the elderly.



「一線通平安鐘™」慈善計劃 Care-on-Call Charity Programme

「一線通平安鐘™」慈善計劃自1996年推出，受惠者已累積近30,000名。計劃受惠者為有經濟困難的長者、長期病患者或殘疾人士，以及未能符合社會福利署、房屋署、房屋協會等資助使用「一線通平安鐘™」服務資格的人士。公眾人士亦可登入協會網頁 www.schsa.org.hk 了解更多捐款詳情。

Since 1996, Care-on-Call Charity Programme has offered the free Care-on-Call Service to 30,000 beneficiaries. Eligible beneficiaries are elderly citizens who are chronically ill or disabled with financial difficulties, and are not eligible for subsidies from Social Welfare Department, Housing Authority or Housing Society for the cost of the service. For more details about SCHSA's Charity Programme, please refer to www.schsa.org.hk.



「一線通平安鐘™」慈善計劃受惠個案

Beneficiaries of Care-on-Call Charity Programme

命懸一線 分秒必爭

患有心臟病的盧伯伯，待人和藹可親，常常露出親切的笑容，一點也看不出他已經92歲高齡。

曾有一次，盧伯伯在家突然感到心口不適、頭暈及氣促，他馬上按動平安鐘，協會熱線專員立即幫忙召喚救護車送院。原來伯伯當時心臟病發，事後坦言：「醫生話遲十五分鐘就無命」，假若當時沒有得到及時的治療，後果真的不堪設想。

盧伯伯自此習慣把「室內平安鐘」放於客廳當眼位置，而遙控制則放在床邊，以防身體有任何突發情況時可以即時求助。「一線通平安鐘™」慈善計劃令伯伯的獨居生活得到依靠，讓他平安每分鐘。

At his Last Gasp, Every Second Counts

92 years old man Mr. Lo is an amiable senior who suffers from heart disease.

One day, Mr. Lo suddenly felt unwell, dizzy and short of breath at home. He immediately pressed the SOS button of Personal Emergency Link to connect to Care-on-Call Service Call Centre. Our staff immediately helped call ambulance to escort him to the hospital. It turned out that Mr. Lo diagnosed with heart attack at the time. "The doctor said I was almost dead if no immediate treatment within 15 minutes." Mr. Lo recalled his dangerous experience.

If Mr. Lo had not received timely treatment, the consequences would have been unimaginable. Care-on-Call Charity Programme enables Mr. Lo to keep safe every minute. Since then, he has placed the Personal Emergency Link in an eye-catching corner of his living room, while the remote control is placed beside his bed, so that he can immediately ask for help in case of any emergency.



盧伯伯
Mr. Lo



持續關愛 守護長者心靈

86歲的潘婆婆是位獨居長者，她性格活潑好動，常到鄰近的長者中心做義工。但是，自從婆婆患上青光眼後，她的生活產生了巨大的改變。

左眼患上青光眼令潘婆婆視力模糊，求醫後獲告知需要盡快進行手術。視力變差，嚴重影響她的日常生活，就連日常外出也構成問題，對於突如其來的變化，令婆婆非常擔心和焦慮。

幸好及時得到本會的社工介入，即時為婆婆提供情緒輔導服務，並安排陪診員陪同婆婆到醫院做手術及覆診，讓她在無助時，有所依靠；在住院期間，清潔服務員幫助打掃婆婆的家居，讓婆婆出院後也不用顧慮家務問題。協會的「一線通管家易[®]」慈善計劃，為受惠長者打理家居，保持井井有條的生活。

Continuous Care to Protect the Elderly

86-year-old Madame Poon is an elderly living alone. She has a lively and active personality and highly participates in voluntary work at elderly centre. However, since she was diagnosed with glaucoma, her life has changed dramatically.

She suffered from glaucoma in her left eye, which made her vision blurred. The deterioration of her eyesight has seriously affected her daily life. Even going out every day is a problem. The sudden change made her worried and anxious.

Madame Poon was fortunate that our social worker intervened in time to provide emotional counseling services for her, also to arrange for escort service for her surgery and follow-up consultation, so that she could count on us during hospitalization. Meanwhile, our teammates from EasyHome Services provided a home cleaning service, so that she does not have to worry about any housework after being discharged from hospital. Our EasyHome Services Charity Programme takes good care of the housework, to maintain peace of mind for the elderly.



潘婆婆
Madame
Poon

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二階段於2020年2月展開，80間參與計劃的長者中心至今已招募約14,000名長者參加此計劃。

雖然中心的電子健康站服務及協會的到訪服務，例如：量度血糖服務、護士面見服務等，受到新冠肺炎疫情持續的影響被迫間歇地暫停。但協會護士、社工及保健員團隊對參加者的跟進及支援從不間斷。參加者仍可透過手機應用程式把在家量度的血壓數據上傳，而協會的護士及保健員團隊會透過電話及視像會議跟進參加者的健康狀況，並且提供適切的健康教育及指導。

疫情期間，護士及保健員團隊特別加強注意參加者的情緒狀況及生活需要。如有需要，他們會立刻轉介給協會社工跟進。而協會社工亦會主動與長者中心溝通，共同跟進參加者的情況並按需要提供情緒支援及社區資源轉介等。此外協會與賽馬會及其他參與機構保持緊密聯繫，務求計劃能夠順利進行，將疫情影響減至最低。

2022年，協會護士團隊已為3,472名關愛組進行健康評估、制訂及跟進個人護理計劃，並且提供了約600,000個關顧電話。計劃推行至今，均獲參加者及參與計劃的長者中心給予肯定及正面評價。

The second phase of the Jockey Club's Community e-Health Care Project was launched in February 2020. To-date, nearly 14,000 elderly, coming from 80 elderly centres, have joined the project.

The elderly centres and the on-site visit services arranged by the Association, including blood glucose measurement, nurse consultation, among others, were forced into suspension due to the ongoing impact of the COVID-19. Nevertheless, teams of nurses, social workers and health workers under the Association continued to follow up and support the participants. Participants can still upload the blood pressure data measured at home via the mobile app, while teams of nurses and health workers of the Association will follow up the health status of the participants via telephone and videoconference, as well to give relevant health advice and instruction.

During the pandemic, our nurses and health workers were especially concerned with the emotional status and other needs of the participants. If necessary, our social workers will follow up our social workers would actively connect with the elderly centre to which the elderly belong, so that they can work together to handle the situation of the participants, and to provide emotional support and community resource referral as needed. Besides, the Association would closely communicate with Jockey Club and other involving parties to ensure that the project can continue, while impact of the epidemic is reduced to minimum.

In 2022, SCHSA's nurse team has conducted health assessment for 3,472 Caring Groups, formulated and followed up personal care plans, and delivered about 600,000 care calls. the project has received positive feedbacks from the participants and the elderly centres.

參與賽馬會「e健樂」計劃的社福機構夥伴

Partner Social Service Organisations under the Jockey Club Community eHealth Care Project

香港仔街坊福利會

香港明愛安老服務

基督教靈實協會

香港家庭福利會

香港路德會社會服務處

香港聖公會麥理浩夫人中心

香港聖公會福利協會有限公司

賽馬會流金滙

博愛醫院

薈色園

南葵涌社會服務處

聖雅各福群會

中華基督教禮賢會－香港區會

香港耆康老人福利會

鄰舍輔導會

仁濟醫院社會服務部

Aberdeen Kai-fong Welfare Association Social Service Centre

Caritas Hong Kong — Services for the Elderly

Haven of Hope Christian Service

Hong Kong Family Welfare Society

Hong Kong Lutheran Social Service

Hong Kong Sheng Kung Hui Lady MacLehose Centre

Hong Kong Sheng Kung Hui Welfare Council Limited

Jockey Club Cadenza Hub

Pok Oi Hospital

Sik Sik Yuen

South Kwai Chung Social Service

St. James' Settlement

The Chinese Rhenish Church Hong Kong Synod

The Hong Kong Society for the Aged

The Neighbourhood Advice-Action Council

Yan Chai Hospital Social Services Department



宣傳調解 支援小業主面對強拍及收購

Support for Minority Owners Dragged by Compulsory Sale for Redevelopment and Property Acquisition through Promotion and Mediation

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3,100幢樓宇進行宣傳，舉行了36場地區性教育講座及為173宗個案提供跟進。

為了加強宣傳調解在強拍個案的作用，本年度協會繼續舉辦調解應用工作坊，向75位認可調解員提供訓練。此外，協會社工定期到訪受影響的舊樓為小業主提供適切支援。

From January 2011 onward, the Association has been engaged by the Development Bureau to provide assistance to minority owners of old buildings and their immediate family members affected by the Land (Compulsory Sale for Redevelopment) Ordinance or property acquisition by private developers in Hong Kong. With the support of interprofessional consultants, social workers actively helped minority owners who were facing compulsory sale and acquisition. This year, a total of 3100 buildings were visited for publicity purpose, while 36 education seminars at region level were held and 173 follow-up cases.

In order to promote the importance of Mediation in case of compulsory sale, the SCHSA continued to host practical workshops related to mediation, and training was offered to 75 approved mediators. In addition, the Association's social workers paid regular site-visit to the affected old buildings, providing duly support to the minority owners.



疫情下，協會社工透過視像會議為認可調解員舉辦工作坊，向他們講解相關強拍的法律程序和調解應用技巧。Affected by the pandemic, social workers of the Association hosted workshops for approved mediators via video conferences, which meant to explain the legal procedures and the practical mediation skills involved to deal with compulsory sale.



協會社工到訪受收購影響舊樓提供外展支援。The Association's social workers paid site visit to the old buildings affected by the acquisition, helping with outreaching support.

四季關顧長者健康

Taking care of the Elderly throughout the year

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合辦記者會，向公眾提醒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，往往有機會因氣促，增加送院治療的機會。此外，當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。

今年氣溫驟降加上疫情的『雙重夾擊』，長者安居協會提醒各位老友記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，亦可掌握長者的日常動態。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做一些伸展運動。大家互相守望，於寒冷天氣下仍能健康平安。

除了關注寒冷天氣對長者的影響，協會今年度亦與天文台合作，更新酷熱天氣警告注意事項，當中包含更多針對長者的健康建議。

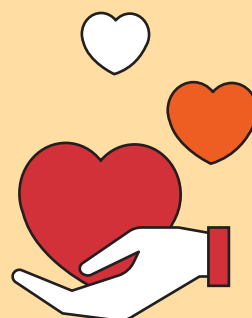
The SCHSA and the Hong Kong Observatory are long-term partners. We working together to inform the elderly on weather change and alert the latter to the impact of weather change on health conditions. We also jointly host a press conference every year to remind the senior citizens on keeping warmth during the cold weather.

Cold weather could possibly affect the respiratory system of the elderly, shortness of breath may lead to hospital admission for medical treatment. On the other hand, putting on thick clothes can affect blood circulation and physical activities. People are often misled into believing that windows should be kept closed in order to keep warm, which will subsequently increase the risk to falls, due to breath difficulties or dizziness. If the body temperature drops significantly, they are likely to be exposed to risk of hypothermia.

With the sudden drop in temperature this year, coupled by the onset of epidemic, SCHSA remind the elderly to keep warmth and pay attention to safety. When the elderly are not adaptable to cold weather, they should seek medical assistance as soon as possible. Despite the social distancing constraint during the pandemic, it is still important for the elderly to engage in some interactive social activities.

This helps the elderly to have conversation over phone with their family members or friends regularly such that they will remain happy and optimistic. Family members can assist the elderly to maintain a daily schedule, which not only help to engage the elderly, but also easier for members in the family to know the status of the elderly. Even if the elderly is confined mostly to activities inside the residence, they can work on some stretching exercises through the online learning platform, if their physical conditions have allowed. Everyone can offer a helping hand to protect healthy and safety of elderly in cold weather.

Besides alerting the elderly on cold weather and its impact, the Association also joined forces with the Hong Kong Observatory, to remind the elderly to the latest warning precautions under the hot weather, including other advice on health for the elderly.





關於協會服務的傳媒報導

Media Coverage

家暴虐老求助 七個月千五宗
87%
 丈夫提醒消毒 惡妻又頸險窒息

在暴力個案在今年的社會風雲下，家庭暴力個案亦隨之增加。據警方統計，七個月來共有多達一千五百宗「家庭暴力」個案，其中約有八成七屬虐老個案。警方呼籲，如有懷疑個案，應立即向警方求助。

疑被虐個案疫境升逾倍
萌自殺念頭長者增50%

【本報訊】第四波新冠肺炎疫情來勢洶湧，長者安居協會昨表示，近期長者出現情緒、心理上需要支援的個案愈來愈多，該會處理的個案中，懷疑被虐及涉家庭暴力者上升逾一倍；求助長者有自殺念頭或風險亦上升五成；需要社區支援的個案增加兩倍，各種個案中，懷疑被虐個案自八月後上升得最多。

協會籲家人多溝通

長者安居協會呼籲大眾，疫情反彈下，應多留意身邊長者的精神健康狀況，與長者同住家人應體諒，多溝通，共同走過當前的困境，以免發生不愉快事情。家人亦可以多與家中長者透過視像電話工具保持聯絡，減少他們的孤獨感。

該會建議長者在下一波疫情殺到前，做好充足準備，在家中預備足夠的口罩、消毒用品、日常生活必需品及食物；居家抗疫期間要多進行伸展運動；根據醫生指示定時食藥，依時覆診並確保有足夠的藥物。對於有認知障礙症的長者，協會建議應維持一貫的生活規律，避免太多轉變，使他們難以適應，變得焦躁不安。照顧者可提供一些伸展運動、認知訓練、網上記憶活動等，維持他們的認知能力及預防身體衰退。

陪診服務 豈止是陪伴等候

陪診服務不僅是陪伴等候，更是一種專業的醫療輔助。協會提供陪診服務，協助長者解決就醫困難，確保他們能獲得及時的醫療照顧。

但不少長者仍有陪診服務需要

儘管本港已有不少陪診服務，但不少長者仍有陪診服務需要。協會將繼續擴大服務範圍，為有需要的長者提供支援。

《東方日報》疫情下長者與家人之間磨擦增加，導致長者受虐情況嚴重，協會冀引起公眾關注長者的精神健康狀況。
 Oriental Daily, report on the increase of domestic violence cases under the pandemic. SCHSA appeals to public concern towards the mental health of the elderly.

晴報 News 6
有情緒病長者欲輕生 家人移民「遣老」平安鐘接 92宗求助

長月離埠外尋親移民，結伴離家，但下來的長者卻面對不少問題。「一線通平安鐘」服務今年共接獲92宗涉及移民的求助個案，年紀最大為90歲，其中約90%人有情緒病或輕生傾向。長者安居協會呼籲家屬，安老服務業界關注移民「遣老」及人口老化「雙重夾擊」，糾正看輕情緒病及輕生。

長者安居協會「一線通平安鐘」服務熱線中心及電話服務，今年截至上月26日，共接獲92宗涉及移民的求助個案，其中約90%人有情緒病或輕生傾向。長者安居協會呼籲家屬，安老服務業界關注移民「遣老」及人口老化「雙重夾擊」，糾正看輕情緒病及輕生。

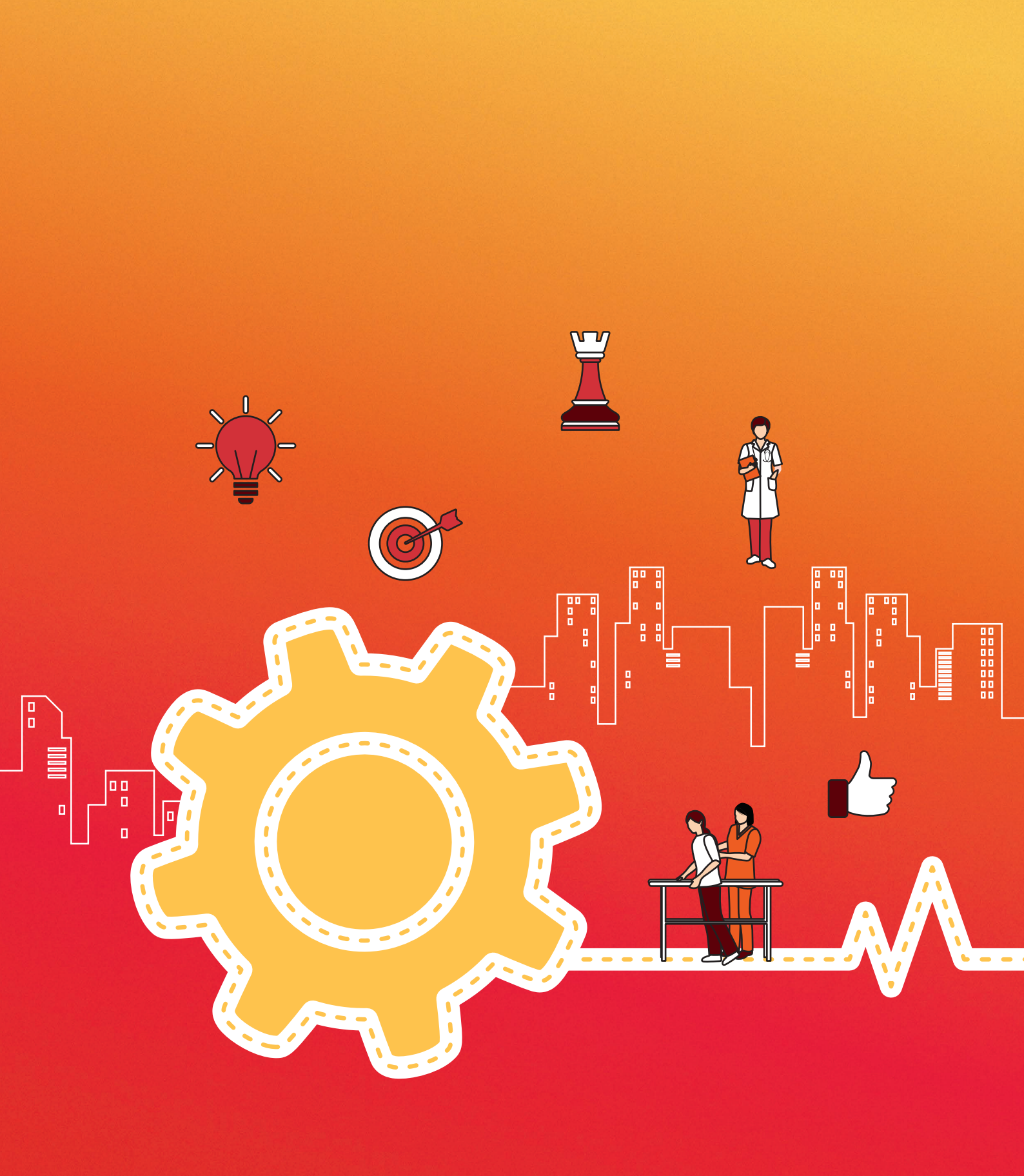
一線通千里顧服務

- 平安鐘服務
- 每月長者生活狀況報告，如有有人際、家庭、健康等
- 每月2次專人電話問
- 需診情況安排
- 代預約門診及上門服務

《明報》報道協會的陪診服務。
 Ming Pao's report on the escort services of the SCHSA.



《晴報》及香港電台報道協會助長者舒緩他們在面對家人移民負面情緒，推「一線通®千里顧服務」，助海外照顧者掌握留港長者的狀況
 Sky Post and RTHK reported the SCHSA helps soothe the elderly's emotional problem when other members of the family have emigrated abroad, while 1,000 Miles Programme can assist caregivers, currently overseas, to keep an eye on the elderly still living in Hong Kong.



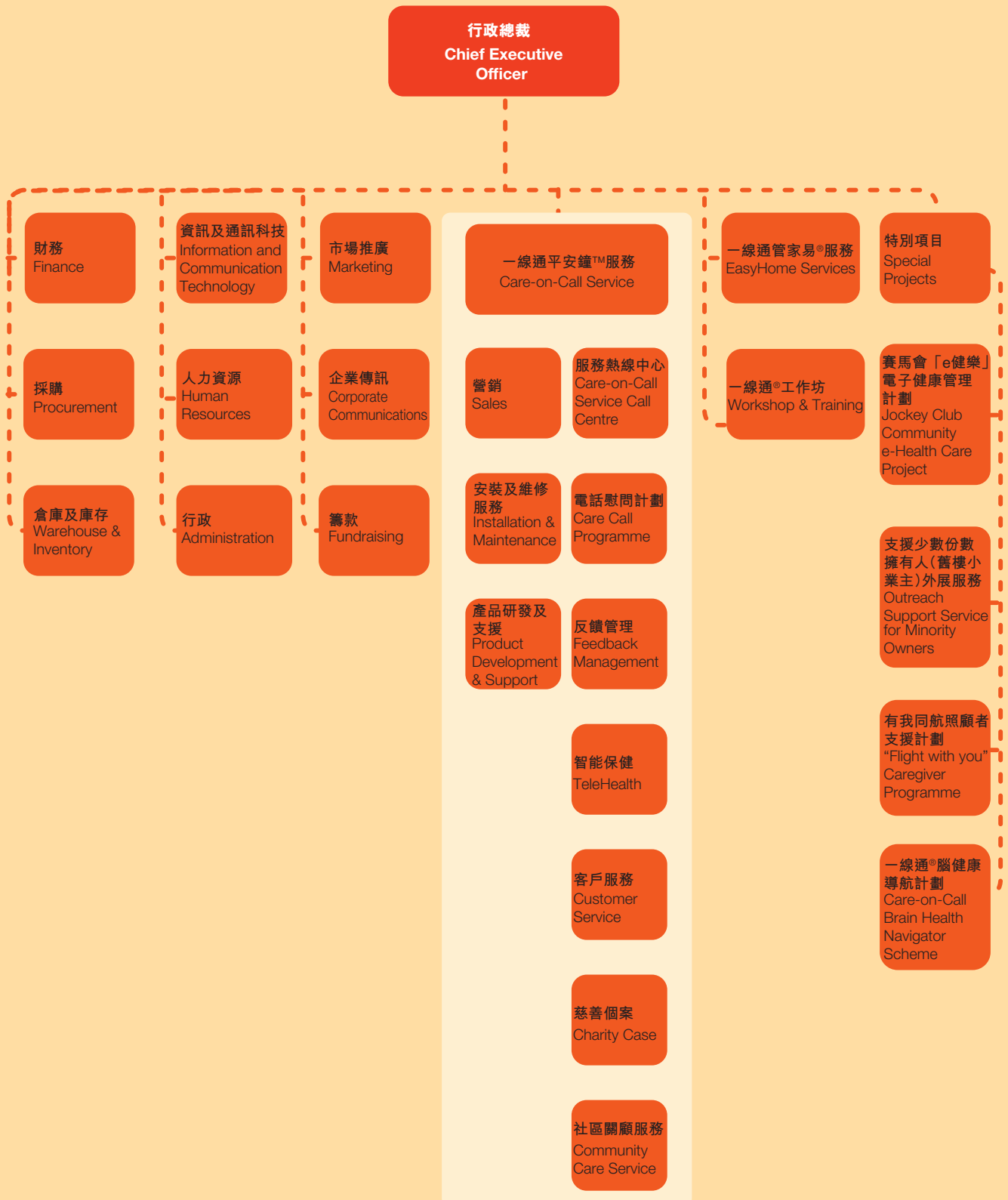
機構管治

Corporate Governance



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	王春波醫生, JP	Dr. CP Wong, JP
義務司庫 Honorary Treasurer	麥貴榮先生	Mr. Alexander K. W. Mak
董事 Directors	周綺華女士 張國柱先生 張惠君女士 范健文先生 黎定基先生 林旭華先生 劉洗靜儀女士 羅仲炳先生 聶揚聲先生 楊和生先生	Ms. Eva Y. W. Chau Mr. Peter K. C. Cheung Ms. W. K. Cheung Mr. Eric K. M. Fan Mr. Stanislaus D. K. Lai Mr. Peter Y. W. Lam Mrs. Patricia Lau 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	范健文先生 葉松茂博士 麥貴榮先生 錢黃碧君教授 王春波醫生, JP 楊和生先生	Mr. Eric K. M. Fan Dr. Saimond Ip Mr. Alexander K. W. Mak Prof. Teresa B. K. Tsien Dr. CP Wong, JP Mr. W. S. Young
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 周綺華女士 方敏生教授, BBS, JP 黎定基先生 林旭華先生	Ms. W. K. Cheung Ms. Eva Y. W. Chau Prof. Christine M. S. Fang, BBS, JP Mr. Stanislaus D. K. Lai Mr. Peter Y. W. Lam
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 范健文先生 葉松茂博士 王春波醫生, JP	Mr. Peter K. C. Cheung Mr. Eric K. M. Fan Dr. Saimond Ip Dr. CP Wong, JP

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	Mr. Eric K. M. Fan Dr. Saimond Ip Mr. Stanislaus D. K. Lai
選舉管理委員會 Election Committee		
召集人 Convener	葉松茂博士	Dr. Saimond Ip
委員 Members	張惠君女士 楊和生先生	Ms. W. K. Cheung Mr. W. S. Young



財務報告

Financial Reporting

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2020-2021會計年度錄得盈餘為港幣 \$9,334,234。總收入為HK\$168,771,327，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HK\$159,437,093，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\$9,334,234 in financial year 2020-2021. Total income was HK\$168,771,327, including service fees from relevant service users, donation and sponsorship donated from general public, projects income and investment etc. Total expenditure was HK\$159,437,093, including staff costs, costs of goods sold, promotion and advertising expenses, depreciation and other operating expenses.

收入 Income	2020-2021 年度 Financial Year				2019-2020 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	91,542,338	0	91,542,338	54.3%	89,569,641	0	89,569,641	54.7%
• 「一線通平安鐘™」服務收入 Care-on-Call Service Fee	86,922,064		86,922,064		85,036,462		85,036,462	
• 管家易家居服務收入 Easy Home Services Income	4,620,274		4,620,274		4,533,179		4,533,179	
公眾捐款 Public Donation	25,070,237		25,070,237	14.9%	19,283,822		19,283,822	11.8%
實物捐贈 Donation-in-kind	2,223,489		2,223,489	1.3%	2,567,331		2,567,331	1.6%
香港賽馬會慈善信託基金捐款 The Hong Kong Jockey Club Charitable Trusts Donation		31,722,988	31,722,988	18.7%		32,429,322	32,429,322	19.7%
• 翻新及裝置新愛民中心 Renovation and equipping the new Oi Man Centre		3,624,321	3,624,321			5,436,481	5,436,481	
• 賽馬會「e健康」電子健康管理計劃 Jockey Club Community eHealth Care Project		26,949,971	26,949,971			26,003,002	26,003,002	
• 賽馬會好手易配同盟計劃 Jockey Club Good Hand Easy Match Alliance		1,148,696	1,148,696			989,839	989,839	
匯豐銀行慈善基金捐款 The HongKong Bank Foundation Donation		3,711,376	3,711,376	2.2%		3,848,918	3,848,918	2.4%
• 「長者智能家居」試驗計劃 Smart Home: A Smart Solution to Active Ageing		3,711,376	3,711,376			3,848,918	3,848,918	
利息及投資 Interest and Investments	1,282,090		1,282,090	0.8%	1,479,951		1,479,951	0.9%
其他收入 Other Income	13,218,809		13,218,809	7.8%	14,549,877		14,549,877	8.9%
總收入 Total Income	133,336,963	35,434,364	168,771,327	100%	127,450,622	36,278,240	163,728,862	100%

支出 Expenditure	2020-2021 年度 Financial Year				2019-2020 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	15,330,888	0	15,330,888	9.6%	13,556,211	0	13,556,211	8.4%
折舊 Depreciation	6,907,167	8,599,137	15,506,304	9.7%	6,954,919	10,312,993	17,267,912	10.7%
營運支出 Operating Expenses	94,622,611	26,835,227	121,457,838	76.1%	97,126,739	25,965,247	123,091,986	76.4%
• 員工支出 Staff costs	72,481,351	20,046,109	92,527,460		72,212,023	19,501,787	91,713,810	
• 其他營運支出 Other Expenses	22,141,260	6,789,118	28,930,378		24,914,716	6,463,460	31,378,176	
籌款 Fundraising expenses	4,918,574	0	4,918,574	3.2%	4,567,782	0	4,567,782	2.9%
實物捐贈 Donation-in-kind	2,223,489	0	2,223,489	1.4%	2,567,331	0	2,567,331	1.6%
總支出 Total expenditure	124,002,729	35,434,364	159,437,093	100%	124,772,982	36,278,240	161,051,222	100%
本年度盈餘 Surplus for the year	9,334,234	0	9,334,234		2,677,640	0	2,677,640	

財務狀況

Statement of Financial Position

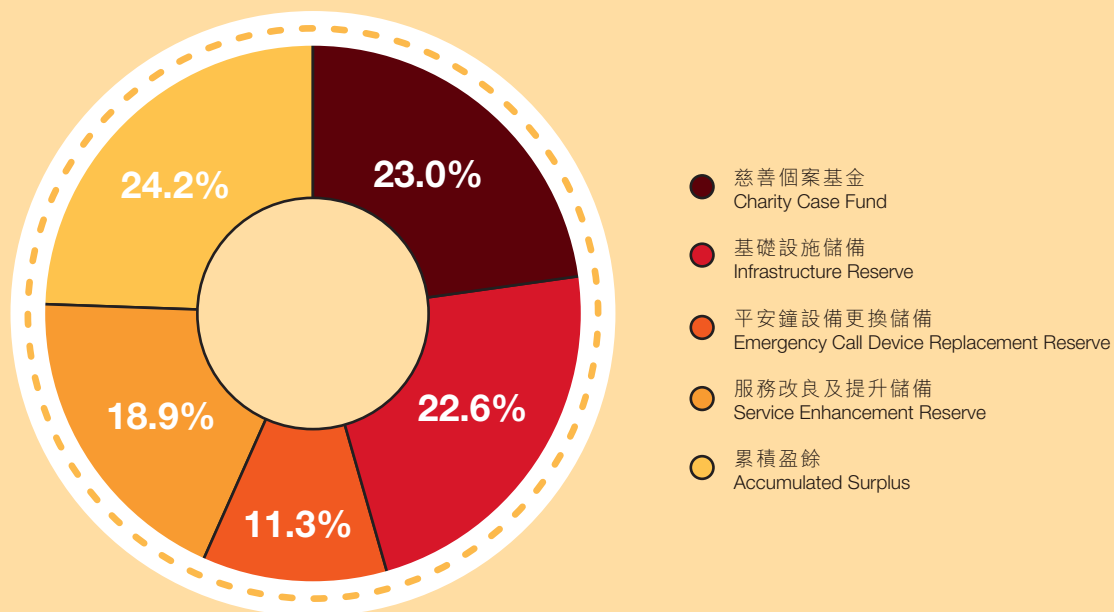
(於2021年8月31日 As at 31 August 2021)

	2021	2020
	港幣 (HK) \$	港幣 (HK) \$
非流動資產 Non-current assets	65,725,971	47,916,187
• 物業、廠房及設備 Property, plant and equipment	23,078,318	30,694,555
• 無形資產 Intangible assets	—	82,118
• 使用權資產 Right-of-Use assets	27,388,540	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	15,259,113	12,442,895
流動資產 Current assets	139,608,328	131,680,018
• 存貨 Inventories	3,118,939	6,170,898
• 應收賬款及其他應收款項 Accounts and other receivables	42,416,777	36,875,230
• 銀行結存及現金 Bank balances and cash	94,072,612	88,633,890
流動負債 Current liabilities		
• 應付賬款及其他應付款項 Accounts and other payables	25,207,248	25,952,590
租賃負債 Lease Liability	26,797,733	4,398,043
遞延捐款收入 Deferred donation income	19,180,098	27,246,804
資產淨值 Net assets	134,149,220	121,998,768
儲備 Reserves		
• 基金 Total fund employed	134,149,220	121,998,768

儲備

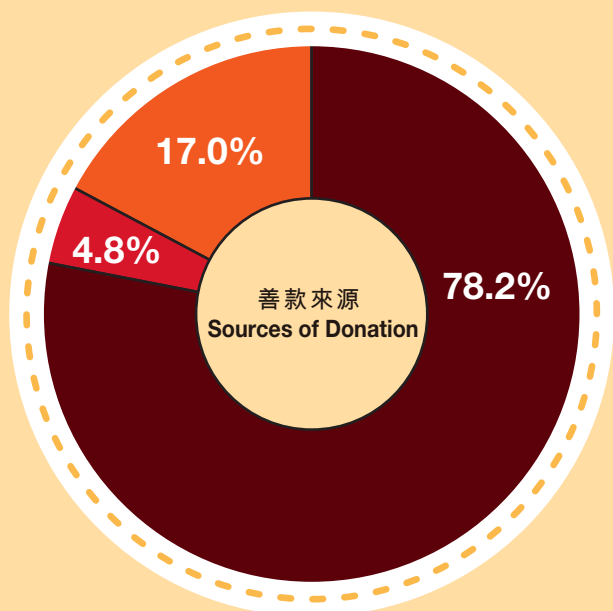
Reserves

儲備分類
Reserves Classification



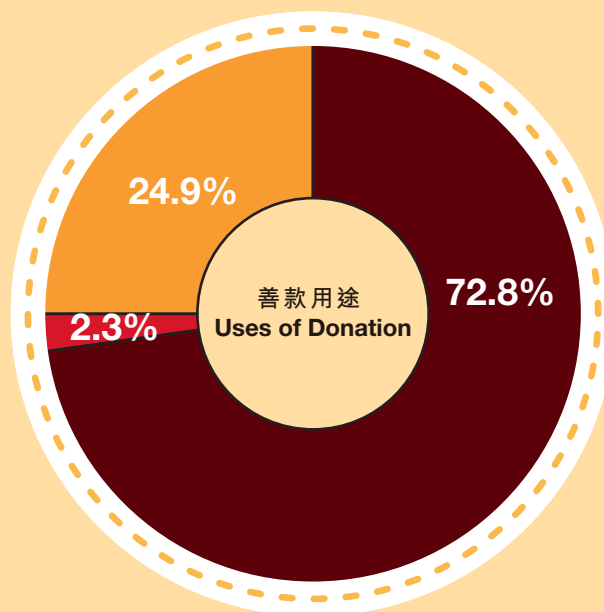
2020-2021 年度善款來源與用途

FY2020-2021 Sources and Uses of Donations



- 公眾捐款
Public Donations
- 企業捐款
Corporate Donations
- 基金捐款
Grants and Foundations

- 「一線通平安鐘™」慈善計劃
Care-on-Call Charity Programme
- 「一線通管家易®」慈善計劃
EasyHome Services Charity Programme
- 捐款相關支出
Direct Expenses Incurred in Donations



核數師報告

Auditor's Report



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)

42nd Floor, Central Plaza
18 Harbour Road
Wanchai, Hong Kong
香港灣仔港灣道18號中環廣場42樓

Tel 電話: +852 2909 5555
Fax 傳真: +852 2810 0032
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Opinion

We have audited the financial statements of Senior Citizen Home Safety Association (the "Association") set out on pages 11 to 80, which comprise the statement of financial position as at 31 August 2021, 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 2021, 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 Companies Ordinance.

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") 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 80 頁之財務報表，此財務報表包括於 2021 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之香港財務報告準則真實而公平地反映貴協會於 2021 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《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。



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 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《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。



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 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《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上或承擔任何責任。

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

As part of an audit in accordance with HKSAAs, 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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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。



Independent Auditor's Report 獨立核數師報告書

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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, 1 March 2022

中審眾環（香港）會計師事務所有限公司

執業會計師

香港，2022年3月1日

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

Eunice Y M Kwok

Practising Certificate number: P04604

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

平安表行有限公司
Alhambra Watch Co. Limited

盤谷銀行
Bangkok Bank Public Company Limited

藍十字(亞太)保險有限公司
Blue Cross (Asia-Pacific) Insurance Limited

中原地圖有限公司
CentaMap Company Limited

Charitable Choice Limited

華懋集團
Chinachem Group

創興銀行有限公司
Chong Hing Bank Limited

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

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

保信財務有限公司
Credit One Finance Limited

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

銘緣會有限公司
Destiny Community Ltd

的近律師行
Deacons

東榮電子有限公司
Dong Rong Industrial (HK) Limited

Edition One Art Consulting Limited

富樂庭有限公司
Farrington Interiors Limited

第一太平洋有限公司
First Pacific Company Limited

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

富衛香港
FWD Hong Kong

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

香港陳老二藥廠有限公司
Hong Kong Chan Lo Yi Medicine Co Limited

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

林德港氧有限公司
HKO RECREATION CLUB (LINDE HKO LTD.)

Jeeves (HK) Limited

新娛國際綜藝製作有限公司
JV ENTERTAINMENT PRODUCTIONS LIMITED

卡格高級寵物食品
Kakato Premium Pet Food

瓊華有限公司
King Wah Co Ltd

MBSAA

祥益地產代理有限公司
Many Wells Property Agent Limited

Markant Trading Organisation (Far East) Ltd.

駿利行實業有限公司
Master Elegant Limited

香港鐵路有限公司
MTR Corporation Limited

nearD Limited

新世界第一巴士服務有限公司
New World First Bus Services Limited

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

保心安藥廠有限公司
Po Sum On Medicine Factory Limited

安信信貸有限公司
PrimeCredit Limited

信和物業管理有限公司
Sino Property Services

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

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

Uniqbe Limited

富城集團
Urban Group

Winair (H.K.) Limited

永興醫藥化學有限公司
Wing Hing Chemical Co. Ltd

個人

Individuals

Au Miu Yee

陳澤林先生
Mr. Chan Chak Lam Alexander

陳倩盈
Chan Gin Ying

陳子敬
Chan Chi King

趙婉薇女士
Ms. Angel Y. M. Chiu

周楚源先生
Mr. Chow Chor Yuen Morris

陳鳳鳴
Chan Fung Ming

陳嘉瑩小姐
Ms. Chan Ka Ying Karen

陳萬宣
Chan Man Suen

Chan Mun Shan

Ms. Chan Nga Wai Ann

陳愛萍小姐
Miss Chan Oi Ping

陳紹箕
Chan Shao Chi

陳兆文
CHAN SHIU MAN

Cheng Ying Chi

張國偉
Cheung Kwok Wai

張文欣
Cheung Man Yan

Cheung Miu Han Betty

張德輝先生
Mr. Cheung Tak Fai

Chiang Hok Yuen

Miss Chung Pui Fan Berry

Chung Yip Wah, BBS

符國鈞先生
Mr. Fu Kwok Kwan

Ms. Fu Wai Man

馮偉儀小姐
Ms. Fung Wai Yi

馮蘊瑤小姐
Miss Fung Wan Yiu Agnes

霍嘉莉
Fok Ka Lei

方玉芬
Fong Yuk Fun

符國鈞先生
Mr. Fu Kwok Kwan

Herzog Stefan
 何李藹慈女士
 Mrs. Ho Li Oi Chi
 Ho King Fung Eric
 何慧玲女士
 Ms. Ho Wai Ling
 何燕萍
 HO YIN PING
 孔志偉
 Hung Chi Wai
 顧公勉
 John Ku
 Mr. John Mcnie
 林卓賢先生
 Mr. Lam Cheuk Yin Andy
 林曉嵐小姐
 Ms. Lam Hiu Lam
 林東偉
 Lam Tung Wai
 Lam Yin Chu Tammyl
 劉自輝
 Lau Chi Fai
 Lau Ka Yun Joanne
 劉美翠
 Lau Mei Chui
 劉裕庭
 Lau Yue Ting
 劉群
 Law Kwan
 Law Tak Chuen Peter
 李端慧
 LEE DUEN WAI VIRGINIA
 Josephine Mark Lee
 Lee Kee Yiu Keith
 李女
 Lee Nui
 Lee Shun Yu
 Ms. Lee Yuk Ching
 梁智恒
 Leung Chi Hang
 梁振平
 Leung Chun Ping
 梁小惠女士
 Ms. Leung Siu Wai
 梁子傑先生
 Mr. Leung Tsz Kit
 李卿容
 Li Hing Yung
 李月英
 Li Yuet Ying

林順芯
 Lim Soon Tiong
 廖新基
 Liu San Kei
 羅仲炳先生
 Mr. Lo Chung Ping Kevin
 盧美玲
 Lo Mei Ling Jenny
 郎克勤
 Long Hak Kan
 雷大君
 Lui Tai Kwan
 馬麗明
 Ma Lai Ming
 文浩正律師
 Mr. Jonathan H. C. Man
 梅珈瑋
 MUI KA WAI
 Ng Chi To Graham
 吳鳳鳴
 Ng Fung Ming
 吳家華小姐
 Ms. Ng Ka Wah
 Ms. Ngan Lai Shan
 潘永祥博士·太平紳士
 Dr. Lawrence W. C. Poon, JP
 潘永輝先生
 Mr. Puen Wing Fai
 Shum Chun Kin Anthony
 Sit Yat Wah
 蕭靜嫻
 Siu Ching Han
 蘇圻鎔先生
 Mr. So Kei Cheong Benjamin
 Ms. Susan S. Lin
 譚栩汶
 Tam Hui Man
 Tang Lai Fan
 鄧惠文
 Tang Wai Man Esther
 Teresa Ling
 湯麗兒
 Tong Lai Yee
 曾智明
 Tsang Chi Ming
 謝詠儀醫生
 Dr. Tse Wing Yee
 曹敏慧小姐
 Ms. Tso Mun Wai
 崔衛民
 Tsui Wai Man Peter

王宇
 Wang Yu
 黃國璋先生
 Mr. Wong Kwok Cheung
 黃國基先生
 Mr. Wong Kwok Kay
 黃詠嫻小姐
 Miss Wong Wing Han Tracy
 Mr. Wong Yan Hin
 黃可麗
 Wong Ho Lai
 王敬厚
 Wong King Hau
 Wong Lai Ching Carrie
 黃淑兒
 Wong Shuk Yee
 王慧莉
 Wong Winnie
 Melissa Wu
 楊國樑先生
 Yeung Edward
 楊禮嘉
 Ms. Yeung Lai Ka Rolanda
 TSUI WAI MAN
 余漢榮
 YU Hon Wing
 Yu Shuk Ching
 余少玉
 YU SIU YUK
 Ms. Yu Shuk Ching
 袁美娟
 Yuen Mei Kuen
 YUEN WAI LEI
 楊啟基律師
 Mr. Kenneth K. K. Yeung
 翁少珊
 Yung Siu Shan
 Yuen Wai Pang
 李用
 張小姐
 郎克勤先生
 梁旺
 鄭偉康
 鄭詩韻女士
 蘇章倫先生
 羅寶儀女士

法人團體 Corporate Bodies

香港競技疊杯總會
Speed Stacks Hong Kong

非牟利及義工團體 Community Groups

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

香港和解中心
Hong Kong Mediation Centre

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

學校 Schools

啟思幼稚園(深灣軒)
Creative Kindergarten (Sham Wan Towers)

嶺南鍾榮光博士紀念中學
Lingnan Dr Chung Wing Kwong Memorial
Secondary School

香港培道中學
Pooi To Middle School

香港大學
The University of Hong Kong Libraries,
Technology Support Services

香港教育大學
The Education University of Hong Kong

天水圍官立中學
Tin Shui Wai Government Secondary School

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

政府部門 Government Departments

衛生署衛生防護中心
Centre for Health Protection, Department of
Health

發展局
Development Bureau

香港天文台
Hong Kong Observatory

香港警務處
Hong Kong Police Force

基金 Foundations

鵬程慈善基金
Bright Future Charitable Foundation

陳楊福和基金有限公司
Chen Yang Foo Oi Foundation Limited

華人慈善基金
General Chinese Charities Fund

香港交易所慈善基金有限公司
HKEX Foundation Limited

何英傑基金會有限公司
Ho Ying Chie Foundation Ltd

香港賽馬會慈善信託基金
Hong Kong Jockey Club Charities Trust

香港許氏兄弟慈善有限公司
Hui's Brothers Charitable (HK) Company
Limited

葉志成慈善基金有限公司
Ip Chi Shing Charitable Foundation

利駿行慈善基金有限公司
LCH Charitable Foundation

Lo's Family Charity Fund Limited

林淑儀醫生基金會有限公司
Dr Louisa Lam Foundation Limited

SCMP Charities Limited

滙豐銀行慈善基金
The Hongkong Bank Foundation

譚兆慈善基金
The Tam Shiu Charitable Trust

滙豐銀行慈善基金
The Hongkong Bank Foundation

張煊昌基金有限公司
Thomas H. C. Cheung Foundation Limited

伍宜孫慈善基金會有限公司
Wu Yee Sun Charitable Foundation Ltd

傳媒 Media

香港討論區、Uwants
Discuss & Uwants (Networld Technology
Limited)

生活易
ESDlife

明報集團
Ming Pao

香港鐵路有限公司
MTR Corporation Limited

nearD Limited

香港電台第五台
Radio Television Hong Kong Radio 5

電視廣播有限公司
Television Broadcasts Limited



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香港九龍何文田愛民廣場二樓 S2

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