



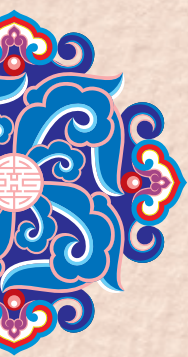
演活人生下半场

A Revitalised Life



香港耆康老人福利會
The Hong Kong Society for the Aged

ANNUAL REPORT
年報 2017-18



理想與使命

Vision and Mission



封面設計概念 Cover Design Concept

中國傳統戲曲面譜以豐富鮮明的色彩、多變的圖案及線條，呈現人物的獨特形象和個性，一張張面譜猶如本會全面且多元化的安老服務，能切合不同長者的需要，讓他們演活人生下半場。

With distinctive colours and varied patterns, masks in the Chinese opera project the unique personality of the characters. Resembling the use of the masks, SAGE's comprehensive and diversified elderly services address the needs of the older generation and help them lead a revitalised second half of life.



理想

我們致力使安老服務臻於完善，積極回應社會的需要及轉變，成為卓越的安老服務機構。

Vision

We dedicate ourselves to the improvement and development of elderly services and strive to become an outstanding elderly service organisation. We will respond promptly and effectively to changes in society to meet the needs of our clients.

使命

本會的使命在於確保長者

- 得到適當的身心照顧，及備受尊重；
- 享有發展所長的機會、與時並進，對家庭及社會作出持續貢獻；
- 自強不息、快樂安度晚年。

Mission

Our mission is to ensure that our senior citizens will be

- properly cared for and given due respect;
- given the opportunity of furthering their education and personal development at the same time be able to contribute to their families and society;
- able to grow old gracefully and peacefully.

為達成使命，本會將致力

- 策劃及提供高質素、多元化而整合的服務；
- 迅速、積極地回應社會的轉變及長者的需要；
- 聯同長者及各界積極建立互相關懷並尊重的社會；
- 提供改善長者生活質素的建議；
- 培育員工成為優秀的服務隊伍，具高度專業知識、效率、熱心及忠誠的服務精神，與本會一同成長、作出貢獻，並以此為榮。

Every effort will be made to attain our aims by

- excelling in the delivery of diversified and integrated services;
- a speedy and constructive response to social changes and needs of senior citizens;
- active collaboration with senior citizens as well as other agencies to develop a society with care and respect;
- proffering advice to enhance the quality of life of senior citizens;
- developing a team of highly professional, efficient, enthusiastic, and dedicated staff who will take pride in their contributions and who will grow with our organisation.

目錄

Contents

理想與使命 Vision and Mission	
碩果豐收 Significant Achievements	2
主席獻辭 Chairman's Message	4
行政總監報告 Executive Director's Report	12
年度花絮 Highlights of the Year	18

企業管治 Corporate Governance

贊助人、會長、副會長、法律顧問、 永遠顧問、顧問及核數師名單 List of Patron, President, Vice-President, Hon Legal Advisers, Life Advisers, Hon Advisers and Auditor	27
董事會及委員會名單 Board of Directors and Committees	28
組織架構 Organisation Chart	34

以心服務 Care

以心服務 全人照顧 Person-centred CARE	36
獎項一覽表 List of Awards	48
服務拓展 Service Enhancement	56

演活人生下半場 A Revitalised Life

樂活傲齡 LOHAS Ageing	61
喜悅照顧 Joyful Care	72
智樂無窮 Boosting Cognitive Fitness	78
伴您同行 Standing with You	86

至誠感謝 Heartfelt Gratitude

連繫愛心 沿路有您 Walking with You Linking with Love	92
關愛種子 以心傳播 Passing On Love and Caring for Senior Citizens	96

財務報告 Financial Report

財務報告 Financial Report	98
會員名錄 List of Members	106
鳴謝 Acknowledgement	108
2017-18「全港學童愛長者行動 — 德德豬顯愛心」計劃參與學校名單 Schools Participated in "Love Elders Campaign HK – Tak Tak Pig Care & Love" Programme 2017-18	112
請捐款支持耆康會 Please Take Action	113
總辦事處及服務單位 Head Office and Service Units	114

碩果豐收 Significant Achievements

本會共有 SAGE runs

29 個服務單位 service units



在2017/18年度，本會投放近港幣
In 2017/18, we invested HK\$

373,500,000 元



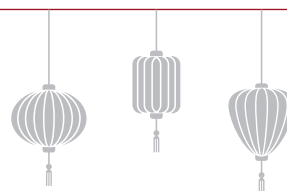
致力確保長者獲得適切的照顧、安享晚年
to ensure the older people are properly cared for and
enjoy their old age

獲不同慈善基金撥款港幣

We were granted from different charities

港幣
HK\$

42,462,343 元



推行
for launching

52

項創新計劃，填補服務縫隙，為長者開展豐盛晚年
innovative projects to fill the service gap and help the
elderly lead a fruitful life

由2003年至今共榮獲
Since 2003, we won

89

個本地及海外頒發的獎項
local and overseas awards



每月為 We provided residential care services for

1,188 位體弱長者提供住宿及照顧服務；
frail elderly monthly;



全年服務了 served

67,790 位居於社區的長者及其照顧者，提升他們的生活質素
older persons living in the community and their
caregivers to enhance their quality of life



舉行

We held

28,329 次認知障礙症患者小組／活動，參與人次達
service groups/activities for elderly with dementia,
totalling

194,234
attendances



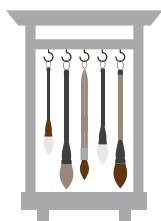
整體服務滿意率達

We achieved an overall service satisfaction rate of

99.06%

服務質素獲肯定

Our service quality was widely recognised





主席獻辭

Chairman's Message



“ 將創科產品引入服務，無疑可舒緩人手編配、開拓服務邊界，但我們最樂見的，卻是它能真正突破各種局限，為長者帶來更安全、更自主、更有尊嚴的晚年生活。

We hope our pursuit of innovation will boost service quality as well as diversity in SAGE, enabling our older generation to live with joy and dignity. ”



洞悉挑戰 無懼改變

Anticipating Challenges Embracing Change



安老服務近年面對日益嚴峻的挑戰，體弱及患認知障礙症長者不斷增加、護理人手供不應求、照顧者照護技巧不足，均大大影響對院舍及社區長者的支援。但另一方面，隨著不少新一代長者的健康及教育水平有所提升，「演活人生下半場」成為他們的目標。傳統安老服務已不能有效配合這些改變，作為服務提供者，我們必須鑽研更具效益、更切合需要的服務模式。

The elderly care sector has been facing increasing challenges in recent years. On the one hand, the fast increasing number of dementia and frailty sufferers, shortage of care workers in the job market and carers' lack of caring skills make it hard to enhance care services. On the other hand, the new elderly generation, who enjoys better health conditions and education standard, aspires to a meaningful second half of life and has changing expectations for care services. Elderly care providers must therefore explore ways to work smarter and garner greater support of society to address the widening community service gaps and heightened expectations of senior citizens.

在2017/18年度，本會透過「服務變革」、「重點關顧」、「提升能力」和「協同合作」四個方向，帶動機構持續發展，推展多個饒具意義的創新計劃，開啟服務新里程。

In 2017/18, following our “4C Vision” of “Conversion”, “Care”, “Competence” and “Collaboration”, SAGE was fortunate to have been able to embark on a number of worthwhile projects and accomplish some important milestones.



服務變革



本會洞察長者人口持續增加及新一代長者的服務需要，因此早於十年前開始，已銳意開拓三大嶄新領域：(1)善用資訊及通訊科技，尤其是樂齡科技，提升長者生活質素，(2)發展綜合過渡照顧服務，支援居家安老，(3)推動長者就業及退休人士重投勞動市場，鼓勵持續貢獻社會。



耆康會有九間護理安老院，未來會發展為智能院舍，將服務提升至更高層次。

SAGE will develop our 9 elderly homes into smart homes to boost service quality



智能院舍

資訊及通訊科技最常見於日常娛樂或交誼上，其實只要花點心思，它絕對能為長者帶來更深層的裨益。現時，本會各院舍及中心，均有系統地以趣味方式，把資訊及通訊科技融入復康治療、認知訓練及增強社交支援網絡等層面上，成效顯著，多年來，更獲得多個本地及國際獎項嘉許。有見長者的需求越趨多樣化，本會期望可精益求精，將服務提升至更高層次，因此，發展智能院舍將會是本會未來的重點方向。

受惠於近年蓬勃發展的樂齡科技，令我們可更便捷地於市面購買現成創科產品，以自動化、精準輔助等方式，加強照護、簡化流程、提升效率。本會已組成工作小組，發掘及評估適用產品。此外，亦與物流及供應鏈多元技術研發中心合作，研究將產品調整至配合長者的獨特點需要。

Conversion



Anticipating the needs and trends of the expanding elderly population, SAGE has been an early adopter since a decade ago of a vigorous three-pronged approach to fill service gaps by: (1) using information and communications technology ("ICT"), in particular, gerontechnology, to bolster the wellbeing of the elderly, (2) providing integrated transitional care service to support ageing in place, and (3) promoting elder-friendly employment to empower retirees and senior individuals to continue to contribute to society.

Smart Care Smart Home

A smart twist of ICT in elderly care can benefit the older population. By incorporating digital elements in a fun-filled manner into the daily life of the elderly, we have been able to help those living in elderly homes embrace a healthier life-style, and enable those living in the community to be engaged in a more inclusive life. While the benefit of this is evidenced by the encouraging improvements in wellness demonstrated, and the widespread community recognition through the numerous local and international accolades awarded, we believe it is opportune to redouble our efforts to further enhance the effectiveness of smart care.

Thanks to improving gerontechnology, which makes available a spectacular range of advanced products with automation or assistive functions, SAGE is able to accelerate our pace in upgrading residential care homes as smart homes. A working group was formed to assess the suitability of new products, identify care applications to benefit the frail and demented elderly, and develop the necessary associated care and management procedures. In particular, we are collaborating with Logistics and Supply Chain MultiTech R&D Centre Limited to develop and apply cutting-edge elderly care equipment.

Advancing Rehabilitation

In addition, we were invited to participate in the one-year pilot of the Jockey Club Tech-based Stroke Rehabilitation Programme. To evaluate their effectiveness, high-tech rehabilitation equipment will be used at our day care centre from November 2018 onwards. We hope our pursuit of innovation will boost service quality as well as diversity in SAGE, enabling our older generation to live with joy and dignity.



主席獻辭

Chairman's Message

復康創科

本會亦獲邀參加「賽馬會中風復康科技計劃」，由2018年11月開始，以一年先導形式，評估日間護理中心長者使用尖端科技器材的復康成效。將創科產品引入服務，無疑可舒緩人手編配、開拓服務邊界，但我們最樂見的，卻是它能真正突破各種局限，為長者帶來更安全、更自主、更有尊嚴的晚年生活。

樂活數碼

隨著社會進步，本會見證越來越多長者享受數碼科技對日常生活的效益。承蒙香港賽馬會慈善信託基金贊助，我們正革新一站式資訊網站「長青網」，變成「虛擬活動中心」，進一步鼓勵長者互動分享。此外，亦培訓長者成為「數碼師傅」，協助管理「長青網」資訊及互動區，教導同輩提升數碼科技知識，推動數碼共融。

居家頤康

在2017年，本會推出耆康會賽馬會「助回家」復康計劃，為有康復潛能的長者，提供跨專業界別的全面服務，涵蓋日間復康訓練、家居支援，以至護老技巧培訓，避免長者過早被送入安老院舍終老。這個三年的先導計劃進度良好，從家屬的讚賞信中，我們得知長者的自我照顧能力、自信心，以及照顧者的照護技巧均大有提升，令長者可繼續居家安老，亦可舒緩社會對安老院舍的需要。

唯才就業

年內我們亦繼續向社會倡導「友待長者就業計劃」，推動僱主及公眾了解長者在維持社會經濟增長的正面角色；就算年屆六旬，仍能持續貢獻社會。

2018年6月本會舉行「計劃」推行以來的第十二個「傲齡動力就業博覽會」，為中高齡人士提供5,000個職位空缺。博覽會由首次於2010年推行時，提供250個空缺，至今累積提供29,000個職位，足見越來越多僱主認同年長人士具備良好工作能力及態度，是企業的寶貴資產。

Powering an Active Digital Lifestyle

With the funding support of The Hong Kong Jockey Club Charities Trust, our eElderly Portal (www.e123.hk) is going through a major redevelopment. This one-stop informative elder-friendly website first established in 2009 will be transformed into an “eCentre” to stimulate elderly users to actively enlarge their social network. Senior citizens will also be trained as “Digital Mentors” to assist in website promotion and maintenance as well as to provide ICT teaching to peers.

New Initiative for Achieving Ageing in Place

In addition, the SAGE Jockey Club Integrated Transitional Care Programme launched in 2017 has been progressing well. This three-year pilot rehabilitation project makes it possible for those individuals who would otherwise be institutionalised to achieve ageing in place, by deploying a synergetic combination of day care and residential care facilities. We are glad to learn from the many commendation letters received from the participants that they were



“……從家母分享中心的生活點滴，深深感受到由院長、護士、職業治療師、物理治療師，社工以及各位服務助理、訓練助理等諸位，皆以親切愛心為復康者提供適切的機能訓練，更兼顧身心社靈的全面關顧，使家母身體強壯了，人也變得開心了！”——耆康會賽馬會「助回家」復康計劃護老者心聲

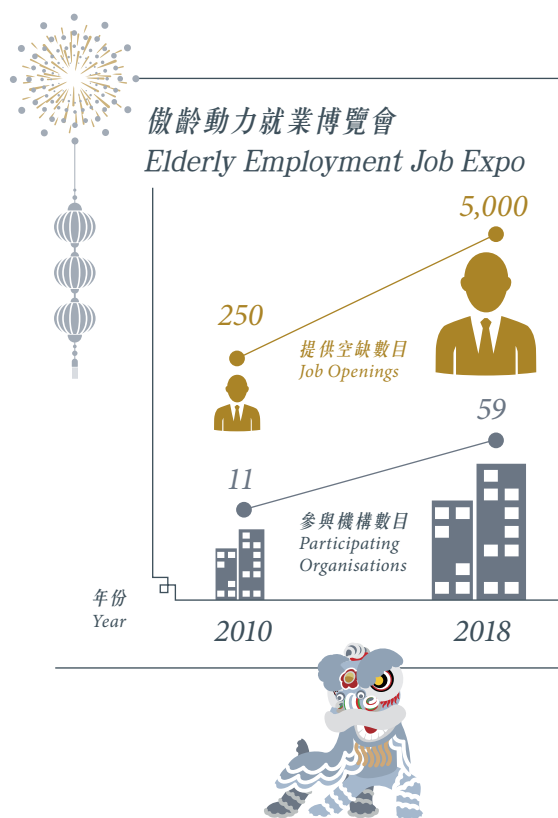
“……My mother always shared with us her joyful time in the centre. We appreciate the warm care from the kind superintendent, nurses, occupational therapists, physiotherapists, social workers, service and training assistants. They not only provided rehabilitation service but also cared for my mother's physical, mental, social and spiritual needs. We are really happy to have seen her became stronger and happier.” — A caregiver joining SAGE Jockey Club Integrated Transitional Care Programme



除博覽會外，「計劃」亦優化「e72傲齡動力資訊網」(www.e72.hk)，加入全職、兼職及臨時工版面，進一步支援「彈性退休」、「唯才是用」的理念。在十年發展歷程中，我們很高興長者就業越來越受到傳媒關注，讓公眾可從不同角度思考議題。

演活生命

我們深信只要有適當的引導、支援，長者同樣可以在社會上發光發亮。因此我們致力將創新意念轉化為可行服務，把握每個傳媒採訪的機會，為新一代長者形象，賦予更適合的詮釋。



able to return to their homes with improved self-caring ability and confidence, thus avoiding premature institutionalisation and allowing the limited community resources of residential homes to be used more efficiently.

Promoting Flexible Elderly Employment

During the year, the Society continued to advocate elder-friendly employment practices. Given the general longevity expected and improved education level nowadays, mandatory retirement at 60 is in fact a waste of human resources. To release the latent manpower of the retiring post-war baby boomer generation and help alleviate the negative impact of the shrinking workforce on sustaining socio-economic development, SAGE has been promoting the concept of “flexible retirement” through “Elder-Friendly Employment Practice” project (www.e72.hk) since 2008.

By the 12th Job Expo held in June 2018, the project had cumulatively attracted 29,000 job opportunities from a wide spectrum of industries for elderly and middle-aged job seekers. The number of jobs surged from 250 in the first expo 2010 to 5,000 in the expo in 2018.

An upgraded mobile app interface was also launched under the project to cater for full-time, part-time and temporary vacancies. In addition, elder-friendly employment has continued to be a welcomed interview topic for the media. All these achievements are a reflection of the increasing acceptance of the advocacy.

Converting Service Converting Life

With the firm belief that the elderly can continue to contribute to the family as well as society and generate positive energy in the community, SAGE strives to think out of the box to convert innovative concepts into practical services. We also seize every media opportunity to encourage the public to recognise this positive side of older people. We hope these efforts will help to keep in perspective the stereotypical view that the elderly are always dependent, and to increase public appreciation of their potential contributions.



主席獻辭

Chairman's Message

重點關顧

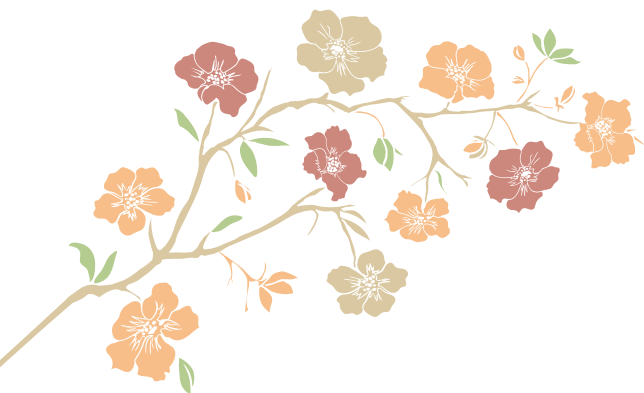


安老服務非常著重人與人之間的互動，適當的互動模式，更可提升照護成效。本會以「人本照顧」為基礎文化，滲透至各類別的服務，尤其是體弱、患認知障礙症，或難以清楚表達的長者。

智樂照顧

「人本照顧」是照顧認知障礙症長者背後的重要理念。於2011年，本會引入英國布拉德福德大學的「認知障礙症照顧圖譜」評估工具，藉著仔細觀察、記錄及改善院舍長者與職員的溝通模式，讓長者的行為更易獲得理解，享有更受尊重的環境。隨後，本會亦引入另一項適用於居於社區長者的「認知障礙症照顧圖譜」評估工具，並分別加入蒙特梭利教學法元素，增強成效。多年來，在照顧認知障礙症服務上，本會已逐步具備整全的評估工具、嚴謹的指引和全面的培訓，為本會員工以至業界提供持續改善的途徑。

為進一步突破服務，我們會積極嘗試把現有照顧認知障礙症的評估工具，轉化成為耆康會獨有的體系。我們明白這個挑戰具有一定的難度，但期望這項挑戰，有助深化本會的「人本照顧」文化。



Care



“Person-centred” care embodies our core service culture of taking the extra steps to care the elderly, especially those who suffer from dementia and have difficulties expressing themselves. All our care programmes are developed based on this culture.

A Dementia-friendly Atmosphere

Dementia care has long been our service highlight. In 2011, the Society introduced the “Dementia Care Mapping” model, an evidence-based assessment tool that originated in University of Bradford, UK, for improving the wellbeing of demented elderly residents. This was followed by the “Dementia Care Mapping — Supported Living” model, to help carers monitor the elderly being cared for in the community, and the incorporation of Montessori teaching elements in the mapping models. Regular training was conducted for staff and industry practitioners and for public education. Over the years, we have developed a comprehensive set of dementia-related concepts, tools, guidelines, and training programmes for our staff and for promotion to industry practitioners.

Internalising these existing materials to build a SAGE dementia care model will be one of our key upcoming tasks to strive for better service synergy. Through the systematic consolidation envisaged, staff can better master their dementia skills. This can also facilitate the promotion to the public, particularly carers, that a there structured approach is available for achieving “person-centred” care.

本會已培訓307位合資格的「認知障礙症照顧圖譜」圖譜員，協助服務單位實踐「以人為本」照顧，為居於院舍和社區的認知障礙症長者提供更貼心的服務。

SAGE has trained 307 DCM mappers to help service units actualise “person-centred” care. We hope the older persons can age gracefully in elderly homes and in the community.



未來另一項重要計劃，是把方樹泉中心打造為社區認知障礙症長者的綜合照顧中心。方樹泉中心位處港島東一隅的杏花邨內，該邨很多長者都由外傭照料，具備成為訓練基地的條件。自成一角的規劃，亦讓我們可嘗試將該邨建立為認知障礙症長者的友善社區。透過向邨內住戶、商戶等推行公眾教育，讓他們懂得辨識患者，提供適切協助；藉著聯繫當區政府部門、議員及管理公司等，期望能把區內的設施變得更適合長者，尤其是認知障礙症長者的需要。

無障溝通

我們明白說話和以口進食的能力，深切影響體弱及認知障礙症長者的健康，以至生活及心理質素。因此，於2013年當本港業界仍未引入言語治療服務時，本會已率先把言語治療師納入長期員工編制，為港島南區院舍長者提供改善吞嚥、說話能力的訓練。

其後，本會逐步把言語治療服務擴展至其他院舍，又協調營養治療師、復康人員、護士及社工的照顧模式，提升治療果效。此外，更與香港中文大學醫學院合作，為我們提供駐院服務。隨著政府推出資助業界院舍招聘言語治療師的計劃，本會將會加大與中大合作的力度，以建立一套適用於長者的治療模式。

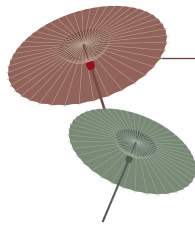
護老心弦

承蒙何善衡慈善基金會的支持，本會與香港中文大學合作提升社區照護知識。中大協助本會檢視照顧守則、指引及「長青護老頻道」的照顧技巧短片內容，讓員工提供服務和社區護老者照料家中長者時，有更準確的知識，執行正確的步驟。中大亦特別設計專業證書課程，讓本會及業界同工協助照顧者提升照顧技巧和心理健康。

Another worthwhile task in hand is to develop Fong Shu Chuen Centre into a hub for dementia care. Located in Heng Fa Chuen, a secluded large scale private housing estate where senior citizens are mostly taken care of by foreign domestic helpers, the Centre offers a suitable opportunity to explore a comprehensive model for carer training and establishing an age- and dementia-friendly community, by mobilising support from the people living or working there.

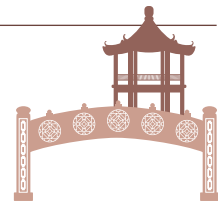
Integrated Speech Therapy Service

The frail and demented elderly highly value their remaining speaking and swallowing ability. Therefore, we are determined to tailor speech therapy to our service for the elderly. In 2013, we introduced our first-ever full-time speech therapist establishment in the elderly homes in Southern District. Such an establishment was extremely rare among non-governmental organisations. Our speech therapists assess and train residents with swallowing and speaking difficulties, with the objective of improving their physical and psychological health.



“……很感謝耆康會給予我母親的幫助，讓她有一個舒適、安全和友善的好去處。特別衷心多謝你們對她情況的理解，並對她的關懷和照顧，讓她在很短時間內得到營養和可口的膳食安排。自從她參加你們的活動，她晚年的生活變得充實和愉快，為此我再一次衷心的多謝和感恩。” — 護老者心聲

“…… I am really grateful that SAGE provides a comfortable, safe and friendly environment for my mother. Your understanding, care and love help her receive timely meal arrangement. I would like to express my heartfelt gratitude again for the joyful and fruitful life she achieved from SAGE.” — The caregiver of a SAGE elderly member





主席獻辭

Chairman's Message

提升能力



本會明白董事會成員及員工的能力，與機構的發展和服務使用者的福祉息息相關，所以本會一向著重培訓，更撥備充裕財政，支持他們的培訓需要。

先利其器

除了舉辦多元化範疇的內部課程外，本會更加鼓勵員工主動參加外界培訓，吸收最新知識。此外，亦統籌學習團交流團，為他們開闊眼界。

放眼四方

本年度，耆康會舉辦了日本、澳門及本地的學習交流團，讓董事及專業職級員工觀摩業界在院舍樂齡科技、臨終照顧、自負盈虧服務等方面的經驗和心得，獲益良多。來年，我們會繼續探索其他地方，例如國內、台灣等值得參考借鏡的服務模式，亦會為較前線員工安排學習機會，一同拓展國際視野，連接共通思維模式。

耆康會共有29個服務單位，
超過1,100位員工，全心全意
服務長者，為他們締造豐盛
人生。

*SAGE runs 29 service units.
Our 1,100 staff are fully
committed to creating a
fulfilling life for the elderly.*



Since then, we have been gradually extending the service to our other homes and offering multi-disciplinary interventions with dietitians, rehab professionals, nurses and social workers for needy residents. We also collaborate with the Faculty of Medicine of The Chinese University of Hong Kong, to furnish us with outsourced speech therapy service. Following the recent introduction of government subsidy for elderly homes to recruit speech therapists, SAGE will step up the service and research collaboration with the University, and enlist their professional advice to establish an integrated service model.

Care the Carers

Carers are our vital partners in advancing elderly welfare. Funded and steered by The S. H. Ho Foundation, the Society has been cooperating with The Chinese University of Hong Kong to enhance caring knowledge of industry practitioners and carers. SAGE's service protocols and guidelines were enhanced. Staff members were sponsored to attend the University's dedicated training courses, to help staff improve their skills. Online caring videos incorporating professional advice were also produced to expand the reach to carers.

Competence



SAGE acknowledges the important role of the board of directors and staff team in advancing the wellbeing of the elderly. Much effort has been made to enhance their competency and widen their exposure.

Sharpening Our Tool

The Society has the policy of setting aside resources for the continuous development of the board directors and for nurturing staff of different rankings. They are sponsored to participate in study visits to gain insights into the appropriate best practices. They are also encouraged to equip themselves with up-to-date skills and knowledge for advancing service quality.

Widening Exposure

During the year, several local and overseas study visits were arranged for the board directors and professional staff to benchmark residential care with gerontechnology, end-of-life care and self-financing service. In the coming year, we will explore visits to Taiwan and Mainland China, and extend the learning opportunity to frontline caring staff, as appropriate.



協同合作



要推展創新、常規以外的服務，本會必須獲得各界的支持，才能發揮協同效益。社會上有很多有心人，都希望長者能過得豐盛，但未必有適合的途徑付諸實踐，因此，本會積極聯繫不同範疇的機構及人士，包括：政策部門、善長、專業團體、學府、傳媒等，闡述機構理念、服務新構思，共同推展更多有意義的項目，為長者構建友待、共融的社會。

善德為伴

我們欣見努力、誠意得到認同和信任。年內，本會慶幸獲得不少慷慨贊助及所需資源、與更多機構建立夥伴協作關係、獲得政策支持及專業意見。謹在此衷心感謝，我們定當珍惜、善用。

當然，護老者、義工、董事會同袍及員工團隊，亦是本會賴以穩健發展不可或缺的重要夥伴。

同心同進

我們會繼續兢兢業業，維繫這些得來不易的珍貴關係，只因我們相信，能與持相同願景的夥伴同行，已經是成功的一半。

共創可能



期望憑藉「服務變革」、「重點關顧」、「提升能力」和「協同合作」這四個方向，可增強本會的裝備和能力，洞察未來安老服務業的挑戰，提供持續進步的服務，為長者護航。

主席
麥建華博士 BBS, JP

Collaboration



SAGE recognises the potential of leveraging the power of synergy to take our elderly services to the next level. We shall reach out for the support of different sectors, including government departments, donors, corporations, associations, academic institutions, professionals and media channels, to increase resources, expand strategic partnership, as well as enlist policy and professional support, so as to work together towards an inclusive society for the elderly.

Our Deepest Gratitude

SAGE is grateful to have been granted several important funding sponsorships, trusted by key stakeholders, and connected with potential partners. With their staunch support, numerous pilot programmes, self-financing projects, facilities upgrade and relief funds for needy elderly were made possible during the year.

Not to be omitted on our list of treasured partners are, of course, carers, volunteers, board directors and staff team, to whom we would like to express our appreciation.

Together We Can

These fruitful relationships will, we are sure, help SAGE to contribute in meeting the changing needs of the elderly, assisting the government to trial run new service models, and facilitating those who take the wellbeing of senior citizens to heart.

A Better Future



Striving forward with this “4C Vision”, we hope SAGE will not only be able to anticipate the major developments in the elderly care sector, but also boost our commitment to providing continuously improving services and our resilience in embracing every upcoming challenge hand-in-hand with the elderly community.

Dr Kim K W Mak BBS, JP
Chairman



行政總監報告

Executive Director's Report



“長者的堅毅不撓，配合治療團隊的專業介入及家人的支持，造就了一個又一個成功康復的案例，讓我們感到非常鼓舞。

We witnessed the perseverance of the elderly patients, which helped them continue to be able to enjoy ageing in place with the family and friends they love.”



演活人生下半場

Pursuing a Revitalised Second Half of Life



中國傳統戲曲面譜以豐富鮮明的色彩、多變的圖案及線條，呈現人物的獨特形象和個性。一張張面譜猶如本會全面且多元化的安老服務，能切合不同長者的需要，讓他們演活人生下半場。

With distinctive colours and varied patterns, masks in the Chinese opera project the unique personality of the characters. Resembling the use of the masks, SAGE's comprehensive and diversified elderly services address the needs of the older generation and help them lead a revitalised second half of life.

貢獻所能 延續「耆績」

長者曾為社會經濟發展付出努力，人生閱歷豐富，足以成為我們工作上甚至人生路上的導師。雖則時光流逝，他們仍可持續貢獻，創造「耆績」。

承蒙香港賽馬會慈善信託基金贊助，本會自2008年開始推行「友待長者就業計劃」，持續向社會倡導為長者設計彈性工作安排，傳承長者才能，亦為正在萎縮的本地勞動市場，提供可靠的生力軍。除此之外，「計劃」亦發展義務工作，團隊安排義工服務機會，編配給「計劃」的會員，讓他們從多方面與社會接軌，關心社會、貢獻所能。

Contributing to Society

The elderly contributed to socio-economic growth, and their value can still go on.

Believing in the talents of the senior citizens, advocacy of re-employment has been our Society's ongoing key initiative. With the sponsorship of The Hong Kong Jockey Club Charities Trust, SAGE introduced the Elder-Friendly Employment Practice in 2008 to steer continuous contribution of the elderly to the community.

The Practice aims to advocate appreciation of the human resource value of the elderly, and help improve manpower supply in the job market. During the year, we commissioned Sau Po Centre on Ageing at The University of Hong Kong to conduct a research study on "Best Practices of Elderly Employment - A Qualitative Enquiry of Elder-Friendly Employment Practice", to reveal the best practices in facilitating a win-win situation in elderly employment. A press



本年度，本會委託香港大學秀圃老年研究中心，進行「友待長者最佳工作實踐」的研究，並於2017年12月的發布會上，極力倡議中高齡人士必須積極提升健康及技能；政府、企業及社福機構推出配合靈活就業的政策、資源及工作安排，讓社會釋放更多中高齡人士的勞動力，創造雙贏。

透過「計劃」舉辦第十二屆「傲齡動力就業博覽會」，及推出「e72傲齡動力資訊網」的手機應用程式優化版，增加全職、兼職及臨時工版面，中高齡人士可更便捷地重投職場和參與義務工作。

我們欣見僱主及求職者對博覽會的反應熱烈，越來越多大型企業，逐漸調節機構的人力資源政策，開設為長者度身訂造的新職位，例如雀巢三花品牌主動與本會合作，招聘長者擔任服務大使。可見社會越來越肯定長者具備能為社會增值的潛能。

互勵互學 共創和諧

新一代長者的教育水平日漸提升，他們對於使用數碼科技的需要及興趣日殷，本會招募及訓練長者成為「數碼師傅」，讓他們以朋輩身份，協助本會教授其他長者使用資訊及通訊科技產品。他們亦會於本會一站式長者資訊網站「長青網」(www.e123.hk)撰文分享生活趣味，讓「網友」可隨著他們的足跡，一同探索新天新地。這種模式，將會為在2019年革新的「長青網」奠下以長者主導、管理網上「虛擬活動中心」的基礎。

透過這個分享知識、樂趣的平台，長者得以交朋結友，擴闊社交網絡，更可運用數碼及科技產品，拉近與年青一輩和遠方親友的距離。

加強照顧 提升自主

每個人都希望過著具尊嚴、獨立自主的生活，體弱者亦然。體弱長者縱然有時候須依賴他人的協助，但當他們有機會改善自理能力時，大都會積極參與，這種永不放棄的奮鬥精神，實在值得我們敬佩。

briefing was held in December 2018 to call on the joint efforts of the elderly and middle-aged, the government, corporations and non-governmental organisations to enhance the ability of the job seekers and provide a flexible employment environment with suitable policy and resource support for them.

In addition, we conducted our 12th Job Expo and rolled out a revamped mobile app, providing the elderly and middle-aged with convenient platforms to unleash their potential in the working environment and volunteer works.

We are pleased that our advocacy brings positive impact. Apart from the encouraging response from both the employers and job seekers to the job expo, other corporations, like Nestlé, collaborated with SAGE to launch recruitment campaigns with dedicated job posts for the older people.

Fostering a Harmonious Community

With improved education standard, the elderly nowadays can not only impart their valuable experience in work and insights for life to the next generations, but also learn new knowledge to help widen the horizon of their peers. We recruited and trained the elderly as “Digital Mentors” to promote digital inclusion. They assist to enhance the skills of other senior citizens in using digital products. They also help maintain the contents of SAGE’s eElderly Portal (www.e123.hk) and encourage online interaction among elderly users. This can lay the foundation of developing our eElderly Portal as an eCentre, which will be actualised in early 2019. The smooth operation of the eCentre in the revamped version of the Portal will rely on members’ active support to run a virtual social centre in the future.

Through this interactive platform, the elderly can establish new friendships and enlarge their social network. With enhanced ICT skills, they can also communicate with their family and friends more conveniently and build harmonious relationships.

Improving Caring Quality

Despite frailty, the elderly still aspire to a dignified and independent life. Their self-helping effort is a good exhibition of the never give up spirit, which is worth our reflection.



行政總監報告

Executive Director's Report

為使有康復潛能的離院長者重返他們熟悉的社區居住，本會於2017年推展耆康會賽馬會「助回家」復康計劃。在密集的復康療程中，長者的堅毅不撓，配合治療團隊的專業介入及家人的支持，造就了一個又一個成功康復的案例，讓我們感到非常鼓舞。

我們亦積極發掘合適的樂齡科技產品，讓長者，尤其是院友，可藉著使用具復康訓練功能的新科技，維持或逐步改善自我照顧能力。本會亦獲邀推行「賽馬會中風復康科技計劃」，測試最新復康器材的成效。這些產品的作用包括：增強步行能力、肌力、手眼協調。此外，與物流及供應鏈多元技術研發中心合作，研發科技照護設備。透過合適的日常生活作息程序安排，長者可以盡量獨立自主，有尊嚴的規劃生活，管理健康。

言語治療 全面復健

早於2013年，我們已積極發展言語治療，為有吞嚥困難及言語障礙的院友，提供口肌訓練，並透過由言語治療師、營養師、復康治療人員、護士和社工組成的跨專業治療團隊，協調照護安排，期望讓他們可在安全可行的情況下，盡量維持以口進食，及改善他們因中風或其他病變帶來的失語症狀，提升生活質素與樂趣。本年度，本會進一步大力推展言語治療，加強團隊成員數目，建立完善轉介、服務介入及協調機制，及與醫護人員溝通個案的渠道。

多方支援 智樂無憂

要妥善關顧不斷增加的認知障礙症長者人口，本會引入認知障礙症照顧圖譜（院舍適用）及認知障礙症照顧圖譜－生活支援（家居照顧服務適用），並配合蒙特梭利教學法，成為一套有系統的評估及服務介入法，讓本會院舍員工、同業及社區照顧者從患者的角度提供照顧，讓患者能在合適的環境安心生活。

The SAGE Jockey Club Integrated Transitional Care Programme (“InteCare”) launched in 2017 aims at reviving the self-caring ability of the discharged elderly with rehabilitation potential. In the course of intensive rehabilitation training, we witnessed the perseverance of the elderly patients, which helped themselves continue to be able to enjoy ageing in place with the family and friends they love.

We also introduce various assistive technologies to our residential care. SAGE will collaborate with The Hong Kong Jockey Club to trial run the Jockey Club Tech-based Stroke Rehabilitation Programme. These advanced products can help to accelerate their walking ability, muscle strength and eye-hand coordination. We also join hands with Logistics and Supply Chain MultiTech R&D Centre to develop high-tech elderly care equipment. By regulating activities of daily life, they can better manage their health conditions, and live with dignity.

Developing Speech Therapy

Since 2013, the Society has been stepping up its effort in developing an integrated speech therapy service model to improve the dysphagia and speech disorder of our elderly residents. With trans-disciplinary intervention, the speech therapists, dietitians, rehab therapists, nurses and social workers work together to assess the health conditions of the residents, and render the best possible care option to maintain their quality of life. This year, we further extended the size of the speech therapist team. By doing so, we can increase our ability to establish a structured mechanism on case referral, intervention and coordination, and develop effective channels on social-medical communication.

Working Towards a Peaceful Life

Due to the rising number of people with dementia, dementia care has become increasingly important among service providers. We carried out a wide spectrum of services to bolster care for them. Through introducing assessment tools like Dementia Care Mapping for residents in elderly homes and Dementia Care Mapping - Supported Living for elderly city dwellers, and incorporating Montessori teaching elements in the mapping models, we help our staff, industry practitioners and carers improve their caring attitude and skills, promoting a dementia-friendly environment.



除改善溝通模式外，我們亦引入由香港浸會大學許士芬博士體康研究中心於2017年研發，名為「活腦健體運動」的認知能力訓練運動，由康體指導員應用於長者中心，增強長者日常自理能力。大部份參加者表示訓練有效保持或提升他們的認知能力。此外，本會與荃葵青區13間社福機構合作，統籌成立「荃葵青區認知障礙症服務策略工作小組」，推動公眾教育，增加社區人士了解認知障礙症長者及其照顧者的需要。

本會更計劃把方樹泉中心轉型為認知障礙症綜合中心，探討嶄新服務模式，為中心所處的大型私人屋苑杏花邨的護老者，尤其是外傭，安排全面照顧技巧訓練；亦會為區內人士，包括住戶及商戶，提供公眾教育，讓他們協助識別區內走失或有其他需要的患者。

增善機制 再上層樓

為促進服務擴展，本會維繫穩健的財政，不斷提升企業管治質素，亦積極申請外界資助。此外，我們更著重持續改善，不斷改進機構制度，建立良好機構文化。

本會撥備充裕財政資源，提升各類設施，尤其是照護設備。除了各單位不同規模的裝修計劃外，本年度，我們更搜羅能更有效加強照護質素的樂齡科技產品，又增強資訊科技支援系統，令日常工作更有效益。

供應安全可口的膳食，是本會對長者的服務承諾。我們定期檢視膳食質素，每年亦會檢討膳食開支預算，以確保為長者提供高質素的膳食。本年度我們更組成工作小組，檢視中央食品採購流程、供應商質素、價格及食品種類，並跟進持續改善方案，以提高本會膳餐的品質。

To boost service synergy, the Society participated in the Brain Invigoration and Gross Motor Activation Programme (“BIGMAP”). In collaboration with Dr Stephen Hui Research Centre for Physical Recreation and Wellness of the Hong Kong Baptist University, our Fitness Instructors provided cognitive training programme for the elderly members. The evidenced-based intervention model was proved to be effective in improving their cognitive power. Moreover, SAGE steered public awareness of dementia with 13 NGOs in Tsuen Wan and Kwai Tsing Districts.

In addition, we will explore a dementia support model in Heng Fa Chuen, a large scale private housing estate in which our Fong Shu Chuen Centre is situated. Skills training will be provided to carers including foreign domestic helpers. Public education will be rendered to the residents and workers in the estate to help the community identify wandering elderly.

Enhancing Infrastructure

SAGE underlines the importance of a rigorous mechanism in service growth. Therefore, we maintain a sound financial regime. We enhance the corporate governance. We proactively seek funding support to increase resources. Above all, we promote a sense of continuous improvement across SAGE.

The Society earmarks generous budget to enhance facilities. In addition to carrying out renovation projects, we invest in gerontechnological products to elevate the caring standard. IT infrastructure is also regularly upgraded to boost work effectiveness.

Provision of meal constitutes the major part of service units' daily routine. We therefore monitor food safety and quality closely. Apart from the annual review on food cost and regular review on meal quality, the Society also revisited the central food purchase mechanism, including workflows and quality, price and variety of food from suppliers to ensure that the food is value for money.



行政總監報告 Executive Director's Report

本會車隊須時常接載長者往返和參加活動，因此本會對於司機的駕駛技術和態度有非常嚴謹的監控。我們除安排司機定期接受身體檢查，及委任現職資深司機協助測試應徵者外，本年度繼續舉辦培訓課程，深化司機的駕駛技術，提升駕駛態度，讓長者可享有安全舒適的旅程。

為確保員工遵照正確程序照顧長者，我們於2018年9月邀請了東華醫院的醫護團隊，為本會專業職級員工舉辦工作坊，增強使用醫護器材的技巧和正確步驟，我們亦檢視了風險管理指引，提升照護質素。

董事員工 一起進步

我們亦為董事和員工專業培訓及發展籌謀。本年度本會繼續大力推動「人本照顧」，讓照護員工培養對長者的「同理心」。我們很榮幸得到香港中文大學社會工作系前系主任林孟秋教授的協助，於2018年9月為本會社工舉辦「人本治療法」教學講座，及於2018年10月及11月主持輔導個案督導研習小組，理論與實踐並重。此外，各類別服務設專項委員會及工作小組，讓員工定期商議服務方案及分享值得借鏡的工作流程。

本會更支持董事及員工參加內部及外界培訓課程，和舉辦學習交流活動，包括：日本「以院為家」形式運作的院舍、軟餐食物製作工場及大型復康科技展覽；澳門的臨終照顧模式、社會企業；本港醫院的感染控制設施、建築規劃；本地院舍的宿位運作模式及內部設計等，從多方面擴闊眼光、增強知識。

Acknowledging that a safe ride largely attributes to driver's driving skills and attitude, SAGE continues a series of enhancement measures for drivers. They include regular body check, refresher course to the driver team, and appointment of experienced SAGE's drivers as examiners to evaluate job applicants' skills.

We are also vigilant to caring staff's knowledge on using medical and para-medical equipment. In September 2018, the Society invited Tung Wah Hospital to offer a refresher training session to our professional staff. Risk management protocol was also revised to improve the caring standard.

Nurturing Directors and Staff

Training and development of the Board of Directors and staff is another area of concern. We put much effort to cultivate the "person-centered" care culture and "empathy" in service provision. Professor Amy Lam, ex-Head of the Department of Social Work, The Chinese University of Hong Kong, conducted a lecture on "person-centred" care to our social workers in September 2018 and held counselling consultation workshops in October and November 2018 to deepen their professional knowledge. Various platforms are available for sharing good practices in work.

Directors and staff are also supported to attend internal and external training to hone their skills and knowledge. During the year, the Society arranged study visits aboard and in Hong Kong to broaden their horizon. The visiting aspects included cultivation of home-like environment for elderly residents, manufacturing of soft diet and rehab technology exhibition in Japan; end-of-life care and operation of social enterprise in Macau; infection control and architectural design in a local hospital; and elderly home setting in a local residential care unit.



關顧文化 員工同心

員工歸屬感對機構的穩定發展十分重要。本會設人力資源及財務委員會，定期檢討員工福利及家庭友善措施。在政府正式通過法例前，本會已率先於2018年7月，把男士侍產假由三天增至五天。2018年10月，更增設敬孝假，讓員工能陪伴需接受緊急醫療診治的長輩。本年度我們亦繼續為於交通不便的偏遠服務單位上班的員工，或因應工種特性，發放酌情特惠津貼。

以愛接納 以誠服務

長者在人生下半場，依舊可以用不同的方式，繼續貢獻。謹在此衷心感謝各政府部門、善長、合作夥伴、董事會、顧問和各界有心人對本會的支持，以及對長者和照顧者的關顧。

期望社會各階層繼續以包容和敬愛，讓長者於人生舞台上，再現璀璨，活得精彩。



行政總監
梁綺眉

Caring Staff Welfare

We also formulate concrete policies to boost staff's sense of belonging. The Human Resources and Finance Committee regularly reviews staff policy. Prior to the government enactment, SAGE increased the paternity leave entitlement from three to five days in July 2018. Another family-friendly measure made available in October 2018 is the compassionate leave for staff to accompany parents and grandparents for emergency treatment. Discretionary allowances were also given to staff of specific posts working in remote locations or with tough working conditions.

Accepting with Love

Life can be intriguing, even in the old age. I take this opportunity to express my sincerest gratitude to government departments, donors, partners, Directors and Advisers for their staunch support to SAGE and concern to the elderly and their carers in the past year. SAGE will continue to spare no effort to help the older generation lives life to its fullest without regrets.

Maggie Y M Leung
Executive Director



年度花絮

Highlights of the Year

香港老年學會「2017年安老院舍
優質服務全面參與獎」
Full Participation Award in Quality Residential
Aged Care Accreditation Scheme of
the Hong Kong Association of Gerontology 2017

19-24/11/2017

2017日本長者服務交流團
Japan Study Trip 2017



18/11/2017

30/11-1/12/2017



行政總監梁綺眉女士在「第十三屆
全國老人院院長論壇暨第二屆長
期照護學術年會」中發表專題演講

Keynote speech by
Ms Maggie Leung,
Executive Director, in the
13th National Forum for
Elderly Home's Operators



「綜合家居照顧服務系統」榮獲「亞太區資訊及
通訊科技獎優異證書(社區共融)」
The Home Help Services Management System won
the Certificate of Merit (Inclusion & Community) of
Asia Pacific ICT Alliance Awards 2017

7-12/12/2017

認知障礙症照顧圖譜研究
成效分享會

Sharing session on Dementia Care
Mapping Study

1/12/2017

關泉白普理護理安老院
三十三周年院慶
The 33rd Anniversary of
Quan Chuen and Bradbury Homes
for the Elderly



14/12/2017

12/12/2017



第三十八屆周年大會
The 38th Annual General Meeting



何善衡夫人敬老院聖誕聯歡
Christmas Party of Madam
Ho Sin Hang Home for the Elderly

17/12/2017

年度花絮

Highlights of the Year

主席麥建華博士及香港大學秀圃老年研究中心總監樓瑋群博士主持「友待長者最佳工作實踐研究」發佈會
Dr Kim Mak, Chairman, and Dr Vivian Lou, Director of Sau Po Centre on Ageing, The University of Hong Kong, spoke at the “Best Practices of Elderly Employment Research” press conference



18/12/2017

15/1/2018

舉行雀巢®三花®「柏齡實習耆兵」
招聘會鼓勵長者繼續貢獻社會
“Carnation Club Intern Project” Recruitment
Day encouraged continuous contribution of
the elderly to society



群芳念慈護理安老院
二十三周年院慶
The 23rd Anniversary of Kwan Fong
Nim Chee Home for the Elderly

21/12/2018

20/1/2018



「與愛同行 讓愛接通」
全會護老者活動
SAGE Carer Project – Construction
of Love with “Five Love Languages”

公務員事務局羅智光局長參與
國家行政學院香港同學會 —
2018春節福袋送暖行動

Mr Joshua Law, Secretary for the Civil
Service, joined the Chinese Academy of
Governance of HK Alumni Association
– Spring Fortune Bag Volunteer
Services



27/1/2018

3/2/2018

董事會及管理層應邀參訪
中國人民解放軍駐香港部隊
The Board of Directors and Management
were invited to visit the People's
Liberation Army Hong Kong Garrison



8/2/2018



馮堯敬夫人護理安老院
「旺來福到慶團年」
Lunar New Year Eve Luncheon of
Mrs Y K Fung Home for the Elderly

31/1/2018



命名捐款人王華湘家族成員及
本會董事一同參與「耆年湘潔賀新春」
SAGE Directors participated in
Lunar New Year Eve Dinner with
the Wong Family

年度花絮

Highlights of the Year

13/2/2018

創新及科技局楊偉雄局長參觀
柴灣長者地區中心

Mr Nicholas Yang, Secretary for
Innovation and Technology, visited
Chai Wan District Elderly
Community Centre



2018員工春茗
Annual Staff Dinner 2018



7/3/2018

17/2/2018

主席獻辭
Chairman's Message

主席報告：「樂活耆樂年」榮獲「喜創
豐年 樂活傲齡」榮獲2017/18 MERCURY
企業傳訊大獎榮譽獎(撰文：主席報告)



喜創豐年 樂活傲齡
Filling Life with Joy Adding Life to Years

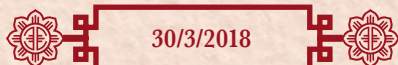
本會2015-2016年度年報的主席獻辭「喜創
豐年 樂活傲齡」榮獲2017/18 MERCURY
企業傳訊大獎榮譽獎(撰文：主席報告)

The Chairman's Message "Filling Life
with Joy Adding Life to Years" in the SAGE
Annual Report 2015-2016 won Honours in
the MERCURY Excellence Awards 2017/18



「賽馬會e健樂電子健康管理計劃」
耆康會中心活動啟動禮
Jockey Club Community eHealth Care
Project – SAGE Project
Kick-off Ceremony

9/3/2018



30/3/2018

「友待長者就業計劃」的「e72做齡動力」
資訊網及e72一拍「職」合流動應用程式
榮獲2018香港資訊及通訊科技獎

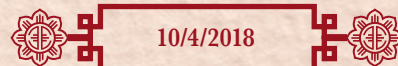
e72 website and mobile app of
Elder-Friendly Employment Practice won
the Hong Kong ICT Awards 2018



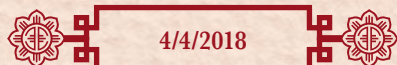
何善衡夫人敬老院二十三周年院慶

The 23rd Anniversary of Madam

Ho Sin Hang Home for the Elderly



10/4/2018



4/4/2018



全港賣旗日
Flag Day



2016-2017年度年報憑卓越的設計
概念勇奪2018 ASTRID Awards 金獎

Annual Report 2016-2017
won the Gold Award in the
ASTRID Awards 2018



17/4/2018

年度花絮 Highlights of the Year

院友參與尊賢會主辦的
「玩轉耆舞派對2018」活動
The elderly residents joined
the Jade Party 2018 organised by
the Jade Club



29/4/2018

20/6/2018

柴灣長者地區中心舉辦「香港公共
服務管理研習課程」予內地官員
Hong Kong Public Service
Management Programme for
Mainland officials held in Chai Wan
District Elderly Community Centre



2016-2017年度年報榮獲2018
ASTRID Awards榮譽大獎
Annual Report 2016-2017 won Grand
Award in the ASTRID Awards 2018

8/5/2018

本會董事及管理層參訪澳門扶康會的職業復康中心，交流發展服務使用者潛能的心得

The Board of Directors and Management visited vocational rehabilitation centres of Fuhong Society of Macau to exchange insights into developing clients' potential



23/6/2018

勞工及福利局常任秘書長張琮瑤女士探訪群芳念慈護理安老院
Ms Chang King-yiu, Permanent Secretary for Labour and Welfare, visited Kwan Fong Nim Chee Home for the Elderly

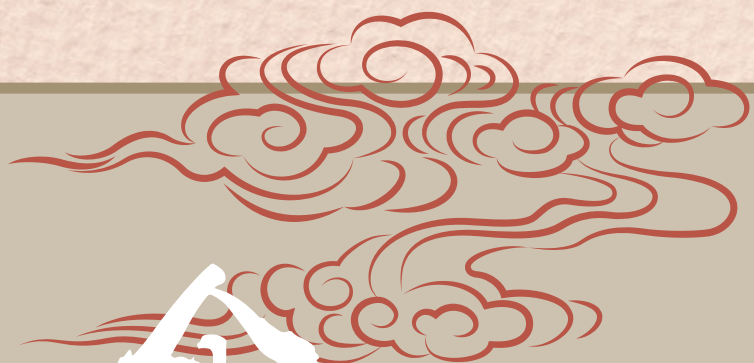


15/8/2018

27/6/2018

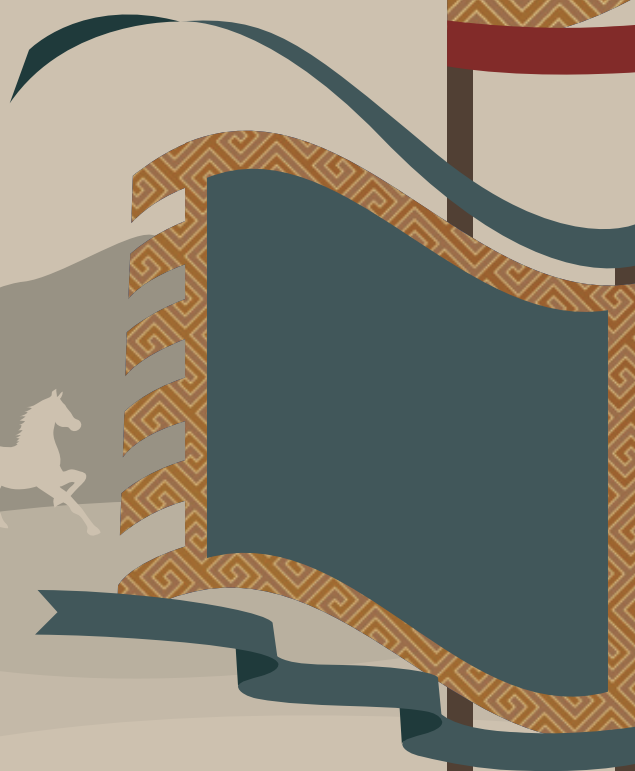


做齡動力就業博覽會
Elderly Employment Job Expo



企業管治

Corporate Governance



贊助人、會長、副會長、法律顧問、永遠顧問、顧問及核數師名單

List of Patron, President, Vice-President, Hon Legal Advisers, Life Advisers, Hon Advisers and Auditor

贊助人 Patron	: 行政長官 林鄭月娥女士	The Hon Mrs Carrie Lam Cheng Yuet-ngor GBM, GBS The Chief Executive
會長 President	: 陳坤耀教授	Professor Edward K Y Chen GBS, CBE, JP
副會長 Vice-President	: 梁智鴻醫生	Dr Leong Che-hung GBM, GBS, OBE, JP
法律顧問 Hon Legal Advisers	: 容正達律師 黃永昌律師	Mr Yung Ching-tat BBS, JP Mr Philip Wong
永遠顧問 Life Advisers	: 朱佩蘭女士 顧楊彥慈女士	Ms Irene P L Chu Mrs Rose Y C Goodstadt MBE
顧問 Hon Advisers	: 胡令芳教授 吳慶威醫生 程壽康律師 陳麗雲教授 冼杜淑婉女士 李百灝先生	Professor Jean Woo Dr Ng Hing-wai Mr Kevin S H Ching Professor Cecilia L W Chan JP Mrs Helena S Y Sin Mr Simon P H Li MBE, JP
核數師 Auditor	: 香港立信德豪會計師 事務所有限公司	BDO Limited





董事會

Board of Directors

主席 : 麥建華博士
Chairman

Dr Kim K W Mak BBS, JP

副主席 : 梁萬福醫生
Vice-Chairmen 陳譚惠珍女士
吳南博士
張黃楚沙女士

Dr Edward M F Leung
Mrs Marianna W C Chan
Dr Ng Nam
Mrs Chong Wong Chor-sar MH, JP

義務秘書 : 關慧賢女士
Hon Secretary

Ms Hilda W Y Kwan BH

義務財政 : 梁躍兒女士
Hon Treasurer

Ms Josephine Y Y Leung

董事 : 袁金浩先生
Directors 吳榮康先生
源志敏先生
蕭美鳳博士
林慧敏女士
勞啟明先生
黃金陵先生
游寶榮先生
鄭陸山先生
盧蔡慧芬女士
區結成醫生
陳訓廷博士
黃綺湘女士

Mr George K H Yuen
Mr Ng Wing-hong
Mr Anders C M Yuen
Dr Gloria M F Siu
Ms Virginia W M Lam
Mr Charles K M Lo
Mr William K L Wong
Mr David P W Yau
Mr Augustine L S Cheng
Mrs Anna W F Lo
Dr Derrick K S Au
Dr Chan Fun-ting
Ms Phyllis Y S Wong



執行委員會 Executive Committee

主席 : 梁萬福醫生
Chairman

Dr Edward M F Leung

副主席 : 源志敏先生
Vice-Chairmen 張黃楚沙女士

Mr Anders C M Yuen
Mrs Chong Wong Chor-sar MH, JP

委員 : 梁躍兒女士(當然委員)
Members 關慧賢女士
吳榮康先生
陳譚惠珍女士
吳南博士
游寶榮先生
鄭陸山先生
陳訓廷博士
黃綺湘女士

Ms Josephine Y Y Leung (ex officio)
Ms Hilda W Y Kwan BH
Mr Ng Wing-hong
Mrs Marianna W C Chan
Dr Ng Nam
Mr David P W Yau
Mr Augustine L S Cheng
Dr Chan Fun-ting
Ms Phyllis Y S Wong



企業管治
Corporate Governance

發展及計劃委員會 Development and Planning Committee

主席 : 麥建華博士
Chairman

Dr Kim K W Mak BBS, JP

副主席 : 吳南博士
Vice-Chairmen 區結成醫生

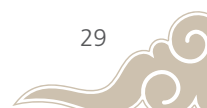
Dr Ng Nam
Dr Derrick K S Au

委員 : 梁躍兒女士(當然委員)
Members 吳榮康先生
蕭美鳳博士
游寶榮先生
盧蔡慧芬女士
陳訓廷博士

Ms Josephine Y Y Leung (ex officio)
Mr Ng Wing-hong
Dr Gloria M F Siu
Mr David P W Yau
Mrs Anna W F Lo
Dr Chan Fun-ting

增聘委員 : 何沛德博士工程師
Co-opted Member (由2018年3月1日起)

Ir Dr Ho Pui-tak
(From 1 March 2018)





人力資源及財務委員會

Human Resources and Finance Committee

主席 : 盧蔡慧芬女士
Chairman

Mrs Anna W F Lo

副主席 : 張黃楚沙女士
Vice-Chairmen 區結成醫生

Mrs Chong Wong Chor-sar MH, JP
Dr Derrick K S Au

委員 : 梁躍兒女士(當然委員)
Members 蕭美鳳博士
黃綺湘女士

Ms Josephine Y Y Leung (ex officio)
Dr Gloria M F Siu
Ms Phyllis Y S Wong

審核委員會

Audit Committee

主席 : 黃金陵先生
Chairman

Mr William K L Wong

副主席 : 勞啟明先生
Vice-Chairman

Mr Charles K M Lo

委員 : 袁金浩先生
Members 林慧敏女士
(由2018年6月4日起)

Mr George K H Yuen
Ms Virginia W M Lam
(From 4 June 2018)

投資小組

Investment Panel

主席 : 林慧敏女士
Chairman

Ms Virginia W M Lam

委員 : 梁躍兒女士(當然委員)
Members 蕭美鳳博士
黃金陵先生
游寶榮先生

Ms Josephine Y Y Leung (ex officio)
Dr Gloria M F Siu
Mr William K L Wong
Mr David P W Yau

增聘委員 : 葉鈞澤先生
Co-opted Members 徐偉雄先生

Mr Robert K C Ip
Mr Bernard W H Tsui



高級職員評核小組 Senior Staff Appraisal Panel

主席 : 麥建華博士(當然委員)
Chairman

Dr Kim K W Mak BBS, JP (ex officio)

委員 : 梁萬福醫生(當然委員)
Members 梁躍兒女士(當然委員)
盧蔡慧芬女士(當然委員)
張黃楚沙女士
區結成醫生

Dr Edward M F Leung (ex officio)
Ms Josephine Y Y Leung (ex officio)
Mrs Anna W F Lo (ex officio)
Mrs Chong Wong Chor-sar MH, JP
Dr Derrick K S Au

認知障礙症照顧諮詢委員會 Advisory Committee on Dementia Care

主席 : 梁萬福醫生
Chairman

Dr Edward M F Leung

委員 : 方乃權博士
Members 樓瑋群博士

Dr Kenneth N K Fong
Dr Vivian W Q Lou

風險管理諮詢委員會 Advisory Committee on Risk Management

主席 : 源志敏先生
Chairman

Mr Anders C M Yuen

委員 : 黃金陵先生
Member

Mr William K L Wong





裝修工程工作小組 Task Force on Renovations

主席 Chairman	: 鄭陸山先生 Mr Augustine L S Cheng
委員 Members	: 關慧賢女士 梁萬福醫生 陳譚惠珍女士 游寶榮先生 (由2018年2月7日起) Ms Hilda W Y Kwan BH Dr Edward M F Leung Mrs Marianna W C Chan Mr David P W Yau (From 7 February 2018)

技術評核小組(隸屬裝修工程工作小組) Technical Assessment Panel (Under Task Force on Renovations)

主席 Chairman	: 鄭陸山先生 Mr Augustine L S Cheng
委員 Members	: 關慧賢女士 吳榮康先生 Ms Hilda W Y Kwan BH Mr Ng Wing-hong

資訊及通訊科技發展諮詢委員會 Advisory Committee on ICT Development

主席 Chairman	: 吳南博士 Dr Ng Nam
委員 Members	: 陳訓廷博士 鄭陸山先生 蔡智文先生 何沛德博士工程師 劉嘉敏工程師 梁躍兒女士 蕭美鳳博士 鄧華厚博士 黃錦輝教授 Dr Chan Fun-ting Mr Augustine L S Cheng Mr Peter Choi Ir Dr Ho Pui-tak Ir Stephen K M Lau JP Ms Josephine Y Y Leung Dr Gloria M F Siu Dr Danny W H Tang Professor Wong Kam-fai MH



「優質照顧在社區計劃」諮詢委員會

Advisory Committee on Quality Care in the Community

主席
Chairman

: 關慧賢女士

Ms Hilda W Y Kwan BH

委員
Members

: 徐永德博士
鍾慧儀教授
李常友醫生
盧偉明先生
莫靜敏女士
湯秉忠醫生
錢黃碧君女士

Dr Ernest W T Chui
Professor Joanne W Y Chung
Dr Derek S Y Li
Mr Raymond W M Lo
Ms Cycbie C M Mok
Dr Tong Bing-chung
Mrs Teresa B K Tsien



企業管治
Corporate Governance

長青網工作小組

Task Force on eElderly Portal

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: 吳南博士

Dr Ng Nam

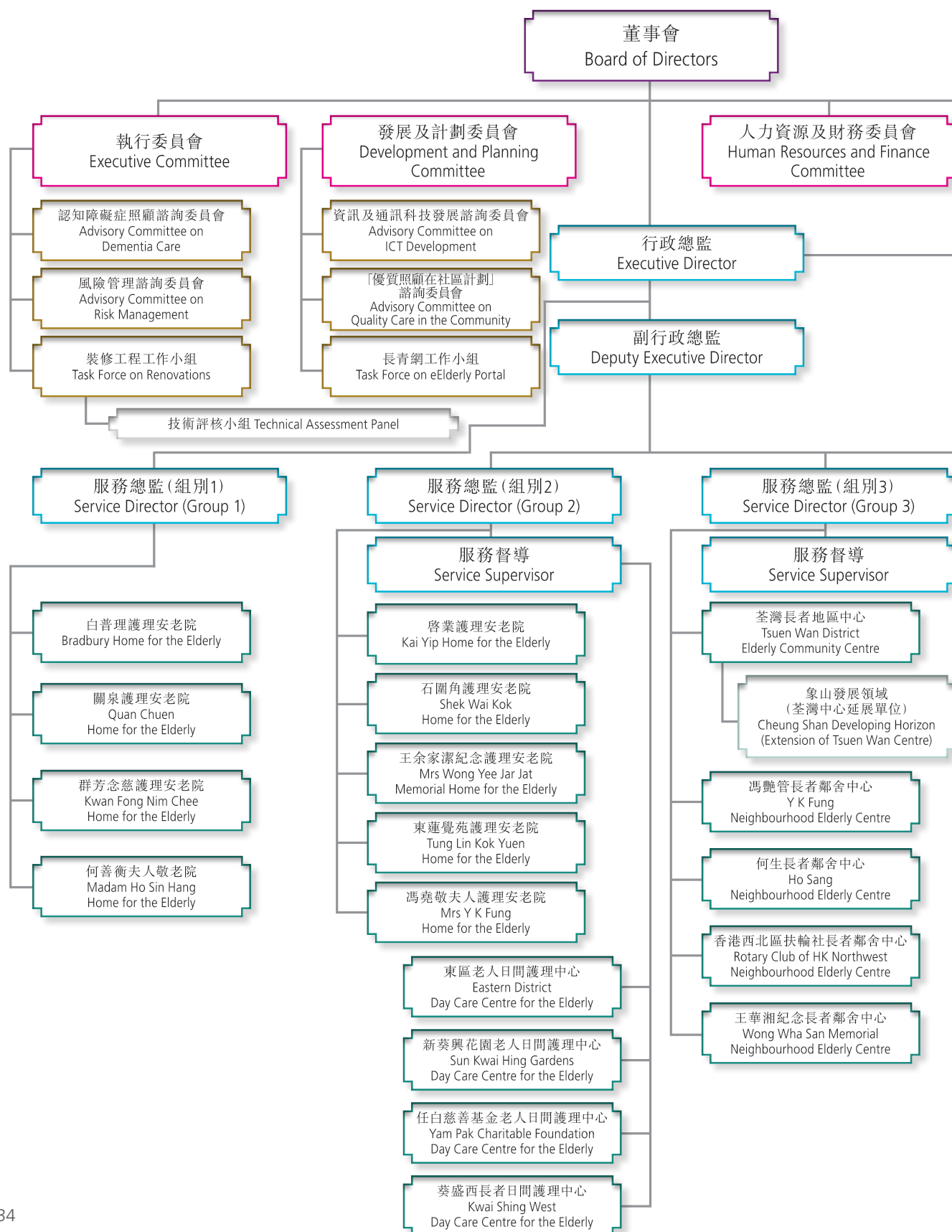
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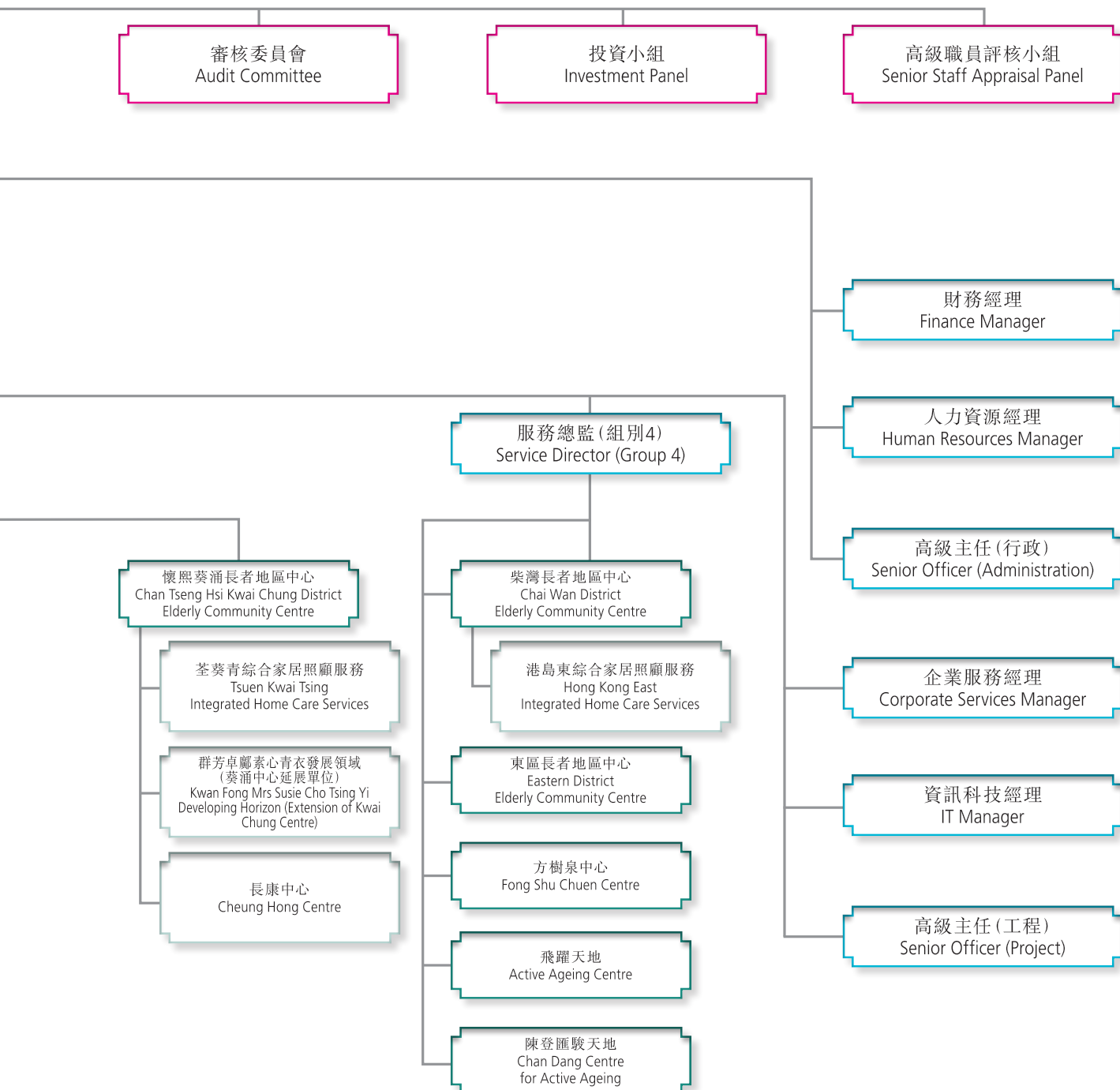
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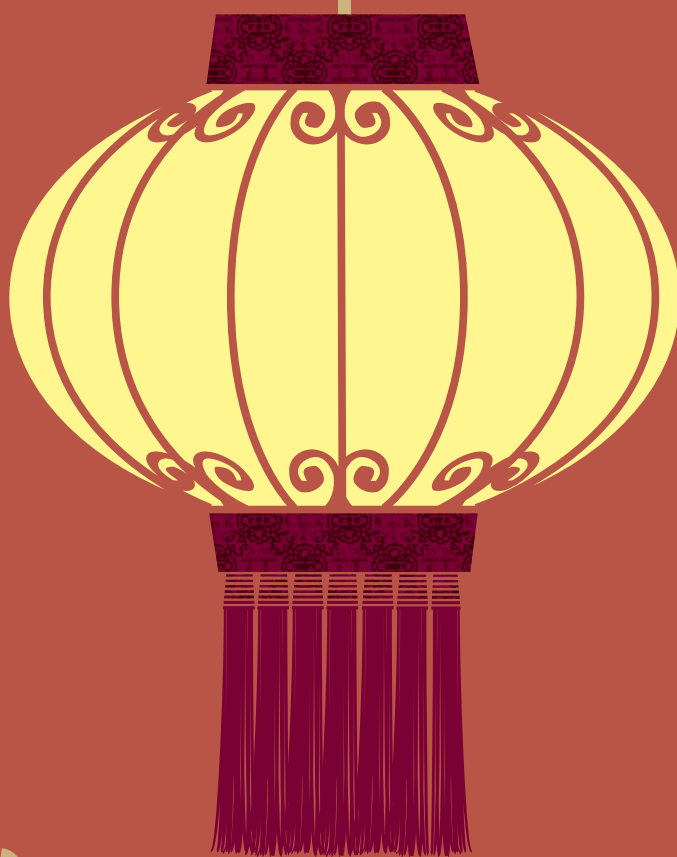
Dr Chan Fun-ting
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Dr Danny W H Tang
Professor Wong Kam-fai MH

組織架構

Organisation Chart







以心服務

Care



以心服務 全人照顧 Person-centred CARE

耆康會自1977年成立之初，便決意專注照顧長者，為勞碌大半生的長輩營造安樂的生活。自七十年代到現在，長者的需要一直轉變，從關注生活所需、照顧支援，到渴望豐盛生活、持續貢獻，耆康會都竭盡所能，適應時代變遷，不斷推出創新服務。

41年前，耆康會開創首個老人專車服務，管理層乃至前線員工一直努力探索長者的需要，填補服務縫隙，發展至今共有29個服務單位，覆蓋多個安老範疇，全方位照顧長者。驅使本會延續服務長者這個光輝使命的動力，是我們的核心理念「CARE」。

「CARE」不單是指關愛長者，以心服務，其包含的四個元素(Competence高效團隊、Advancement持續創新、Regeneration變革重生、Excellence追求卓越)更代表本會上至管理層，下至前線員工，時刻不忘裝備自己，提升能力，為長者提供最優質的服務；從各個服務單位的硬件設備，到全會的機構文化，皆積極求進，緊貼社會及長者的需要。

以「CARE」核心理念為本的耆康會，締造了優秀和完善的團隊及環境，為提供多元長者服務打下穩健的基礎，讓服務使用者得享頤樂晚年，體驗豐盛人生。無論是在本地抑或國際層面，耆康會都是香港安老服務業的代表之一，推動香港成為年齡友善城市，服務長者的熱誠和能力，均獲各方認同。



Since 1977, SAGE has been dedicated itself to the improvement and development of elderly services so as to assist the elders in embracing the possibilities of a life well lived. Over the past decades, the needs of the elderly have been changing rapidly. To cope with the soaring ageing population and the increasing demand for quality services, SAGE remains mindful of the great challenges and reinforces a series of initiatives and service innovations to ensure the overall well-being of the elders.

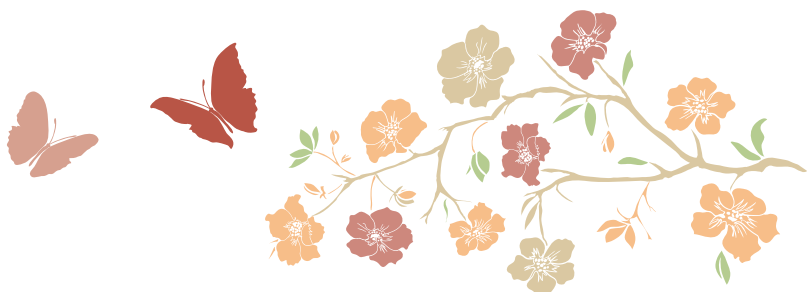
SAGE led off the first bus service for the elderly in Hong Kong 41 years ago. Thereafter, Management and staff of all levels have continued to make significant strides in accommodating elders' needs today and in the future. At present, SAGE operates 29 service units covering a wide spectrum. The pursuit of service excellence has always been cherished at SAGE and our passion to serve has consistently been driven by our core service culture, "CARE".

"CARE" consists of four core values: **Competence**, **Advancement**, **Regeneration** and **Excellence**. To provide comprehensive and quality elderly services with "CARE", SAGE not only improves its environments and facilities, but also constantly provides staff of all ranks with adequate training opportunities in the fields of management and professional knowledge to ensure service standards.

Upholding the "CARE" core value, SAGE aspires to steer the organisation to be more responsive to the diverse needs and interests of the elderly people. It devotes to inspiring new and best practice approaches offering elder users with quality services, and delivering services fulfilling different life-stage needs. With the competence and enthusiasm for serving the elderly, SAGE has established a high reputation and become an outstanding elderly service organisation in Hong Kong.



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高效團隊



本會以六環核心管理方向，培育各級管理層均具有良好的管理視野及能力，進而持續發展「以人為本」照顧文化，使多元的安老服務能貫徹推行。



六環核心 締造全能管理團隊

管理層是機構的掌舵人，參與確立發展方向和策劃服務等均直接連繫長者福祉。為此，本會致力建立一支具敏銳觸覺、肯承擔、態度真誠且積極進取的團隊，提供優質服務，更持續為機構培育人力資本以應對社會的轉變和服務的拓展。當中培育管理層員工的核心能力更是不可或缺的一環，本會亦從以下六方面有系統地培訓管理人員的核心才能：

- 系統思維分析
- 以社交智慧建立真誠關係
- 高效營運
- 持續開發資源、管理分配得宜
- 制訂審慎策略計劃持續發展
- 培育人才資本、經驗傳承

本會管理層在不同的工作小組，帶領中層管理人員檢討本會的服務、制度和系統，傳授經驗，並引導他們多角度思考；機構亦鼓勵各級管理層參與策動服務發展計劃、開拓本會其他非資助服務，從工作中鍛煉核心能力，同時管理團隊在合作中能互相砥礪，增進工作能力。

Competence



Over the years, SAGE made its way through grooming Management of all levels with dynamic visions and capabilities by six main core management competencies. This foundation enabled us to cherish and realise the essence of “person-centred” care culture.

Six Core Management Competencies

Management is the helm of an organisation and they strive for the best in setting out directions and planning high-quality services to make life better for the elders. To achieve this goal, SAGE has been committed itself to establishing a team with great vigilance, commitment and sincerity to serve and also to continuously cultivating human capital for the organisation to cope with changes in society and to open up avenues for service expansion. Among all, the cultivation of core competencies of Management is an indispensable part. This goal has been achieved through systematically building up the core competencies of the management staff with the following six aspects:

- System Thinking
- Social Intelligence
- Operation Engineering
- Sustainable Resources Management
- Strategic Planning
- Human Capital Nurturing

With an aim to imparting knowledge to the second tier management and fostering their multi-perspective thinking ability, the top-level management leads and guides middle and senior staff to review the elderly services, policies and systems of SAGE at different working groups. Staff at all management levels are encouraged to initiate and participate in service development projects, and to expand other non-subservent services. We believe that the management team can gain hands-on experience and at the same time improve core competency, increase their capability and efficiency.

For staff development purpose, SAGE introduced job rotation mechanism. Through deploying staff to various positions, we could train up their management skills in different aspects, including human resources, finance, administration and service development.



在人事安排上，本會設立轉換崗位的機制，栽培管理人員在不同崗位所需的才能，同時訓練他們拓展服務、人事管理、財務及行政等各方面的能力。本會亦支持同事持續進修，並委派他們代表本會參加本地或海外的國際學術會議或交流，充實各方面的知識和經驗。

我們致力培育出色的管理人員，鞏固優質服務的基礎，持續發展成為優秀的安老服務機構。

以人為本 確立真誠服務信念

本會服務長者41年，毋忘初心，熱誠從沒半點退減，反之是不斷銳意革新，完善服務模式，為開拓服務新典範而努力。這努力的背後，除了董事會的卓越領導、管理層的有效管治外，還要加上全會上下超過1,100員工的用心服務，合作無間方能成就佳績。

為此，除了提升員工護老的專業知識外，培育他們正面的照顧態度，齊心擁護相同的價值觀，藉此打造「以人為本的照顧」文化更是重要方向。



本會自2009年起已從英國布拉德福德大學引入「認知障礙症照顧圖譜」，積極推展「以人為本」照顧文化。所謂「以人為本」照顧，即指視長者為「VIPs」，意即要尊重及重視 (Value) 長者，視每一位為獨立個體 (Individual)，並須從他們的觀點及角度 (Perspective) 出發，且要為他們提供正面及關愛的社交心理 (Psychosocial) 環境。

We also delegate staff to participate in local and overseas international forums and exchange programmes to enrich their knowledge and experience.

SAGE is committed to nurturing outstanding management professionals with a vision to continuously develop SAGE into an excellent elderly service organisation.



Person-centred Care

SAGE has dedicated itself to serving the elders for 41 years. All along the serving years, SAGE has never lost sight of its initial goals and its enthusiasm to serve has never diminished at the slightest. On the contrary, we have constantly striven to innovate and improve the service models, and endeavour to start up new service paradigms. Behind all these outstanding achievements are enrooted with the unconditional support and strong leadership of our Board of Directors, Management and most important, the unfailing commitment from over 1,100 colleagues.

In this respect, besides enhancing the professional knowledge of our colleagues, cultivating positive caring attitude, promoting shared core value and moving towards the “person-centred” care culture are certainly important directions of the organisation.

Since 2009, SAGE has adopted the Dementia Care Mapping (“DCM”) from the University of Bradford in the UK to promote the “person-centred” care culture. With the introduction of the “person-centred” care concept, all our elderly service users are treated as ‘VIPs’. That means they should always be respected and **valued** as unique **individuals**. Their subjective experience and **perspectives** are emphasised and they are always entitled to enjoy a supportive and caring **social** environment.



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透過培訓、體驗活動等，讓每位員工循序漸進地認識及掌握箇中精髓，確保他們不單是知識層面的認知，更能學以致用。同時，為使照顧文化的氛圍持續，除定期安排新入職員工參與外，在職舊員工亦須不時重溫，確保他們掌握的知識能溫故知新。

持續創新



本會深明科技資訊日新月異，安老服務絕不能固步自封，與時代脫節。在長者服務需求龐大，而安老業界人手短缺的情況下，能有效提升效率、減輕人手壓力的資訊科技，已成為機構管理不可或缺的元素。「智能院舍」的服務策劃及本會資訊科技部不斷優化服務平台，促使本會服務能與時並進。

活用科技 打造智能院舍

科技發展一日千里，在人類生活中扮演的角色越來越重要，人工智能廣泛應用在衣、食、住、行上。安老院舍是長者的「家」，本會著意研究搜集能使長者生活更方便和舒適的數碼及資訊科技，並由2012年開始將其引入院舍，將院舍打造成「智能家居」。

本會9間安老院舍均由政府資助，受資源所限，要在標準設備外添置軟、硬件，需要向外界籌募資金。由2012年至今，在善心人士及企業團體的協助下，本會逐步在院舍鋪設無線上網設備，又購入平板電腦、近投投影機以製造天花影院效果、輕觸式大屏幕電腦、機械寵物等，令院友的生活更豐富；又裝置智能復康訓練系統、天花移轉機等，提升照顧安全及效率，讓院友獲得適切的個人照顧。

By providing extensive training opportunities, our colleagues are more able to understand the essence and meaning of “person-centred” care. This also helps to enable them to transfer the principle and knowledge into practice. In order to sustain this particular culture, training and revision sessions are continuously provided for both our new and existing colleagues to ensure all latest knowledge are always being adequately kept up.

Advancement

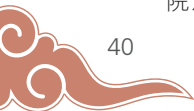


The fast-changing technologies bring opportunities and challenges to society. SAGE grasped the chance and has strived to embrace up-to-date technology for our services. The adoption of information and communications technology is a possible solution for us to tackle the soaring service demand and manpower shortage, which are ongoing challenges among the elderly services sector. The development of “Smart Homes” and continuous improvement of service platforms enable SAGE to keep the services in pace with times.

Live Technology in Smart Homes

Advanced technology facilitates the wide application of artificial intelligence in all aspects of daily living. We saw the trend and started to examine and adopt extensive digital and information technology in our nine elderly homes as early as 2012. We hoped that the “Smart Homes” would enrich the lives of our elderly residents and provide them with a comfortable and convenient living place just like their own homes.

SAGE has proactively solicited financial support from different funding bodies to install advanced hardware and software, which are not subsidised by the Government, in our elderly homes. Since 2012, with the support from donors and corporations, WIFI and other major ICT equipment were introduced. Tablet computers, short-throw projectors for “Ceiling Theatre”, touchable televisions and therapeutic pet robots were applied so as to enhance the quality of life of the elderly in our residential homes. Meanwhile, ceiling hoist and smart rehabilitation system were installed to enhance the efficiency and safety of service delivery.



洞悉資訊科技和人工智能的優點，本會積極留意市場發展，並向資訊科技業界了解和探討創新科技如何令院舍服務更臻完善，更成立「樂齡科技工作小組」統籌應用人工智能。未來，本會將引入照顧機械人、無線射頻系統、全面推行電子藥物記錄系統及優化各項電子操作，希望在院舍管理和服務提供繼續邁步向前。

優化資訊平台 擴闊服務無限可能

至於其他不同類型的服務，本會資訊科技部亦制訂長遠的資訊科技計劃，以提升機構的營運效能，同時確保服務的質素和適切性。

本會轄下29個服務單位，服務種類繁多，資訊科技部從員工及服務使用者的角度出發，深入了解各項服務的標準和流程，度身設計服務系統，有效提升服務效率、增加文書紀錄的準確性、規範服務標準和促進資訊共享。



近年，本會先後研發及優化捐款人管理系統、個案管理系統、藥物管理系統、綜合家居照顧服務系統、會員系統(iMembership)等，利用系統程式減少人手工序，除了能避免人為錯誤及重複抄寫外，員工亦能投放更多時間策劃及執行服務，提升效率，為長者提供更適切的服務。而系統將服務流程標準化，清晰指引員工不同情況的介入方向，同時協助各級專職同工，能以最佳的程序實現「以人為本」照顧。

我們相信科技能有效幫助服務的推行，但科技以外，「以人為本」的照顧精神仍是服務的關鍵，培訓優秀及出色的員工，培養他們承傳服務信念，讓長者感受到備受關懷或專業照顧，絕對是我們服務的基礎。

We would keep abreast of the latest information technology to optimise our services. A Gerontechnology Working Group was set up to oversee the application of artificial intelligence technology, including electronic drug recording system, Radio-frequency Identification (RFID) technology, therapeutic robots and enhancement of various electronic systems. The applications would allow SAGE to keep up its high standards in residential care services delivery and management.

New Information Technology for a Changing World

Advanced information technologies were not only applied in our elderly homes. The Information Technology Department had formulated a long-term plan for all services to strategically enhance the operational efficiency, ensure high quality and preciseness, taking advantage of the fast-growing information technology.

A range of information systems were designed to meet the various needs of staff and service users in all service aspects. The efficient, accurate and user-friendly systems aimed to standardise our quality service process and facilitate information sharing.

In recent years, SAGE has developed and optimised the Donor Management System, Case Management System, Medication Administration Record System, Home Help Services Management System, iMembership systems, etc. With the effective use of IT systems, we were able to reduce manual procedures and therefore avoid human errors and work redundancy. The staff could thus spend more time on service planning and direct service. These systems also standardised our service workflows that provided the staff with sufficient guidance on intervention directions of different situations, leading them to the best practice of “person-centred” care.

IT development enhances the service quality. However, to serve with positive regard and passion is even more important in service delivery. Moving forward, SAGE would continue to keep up itself with new innovative technology as well as the core value of “person-centred” CARE at the same time.



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變革重生



員工是服務的基石，本會尤其重視員工發展，安排多元化的職員培訓及建立服務工作小組，讓不同管理職級的同工均能參與學習並表達意見，傳承服務信念；又積極組織考察團，遠赴日本及澳門的社會福利服務業取經，擴闊視野。



集思廣益 實踐超卓服務目標

本會超過1,100位員工，包括前線保健員、護理員、各個專業的治療師、社工、護士等，在不同服務範疇照顧長者。要永續發展，除了傳承機構文化和照顧理念，更需要接受新思維和意見，本會因而設立多元的工作小組，讓相同類型的服務單位分享經驗，互相支援；跨專業團隊傳承知識，協助新入職員工融入本會。員工有各自的工作背景和經歷，工作小組作為交流及分享平台，可啟發員工思考，並將創新意念去蕪存菁，促進機構持續發展，提升專業服務質素。

除了讓員工傳承經驗和知識，並透過「知識管理」掌握最新的社會資源及工作技巧，各工作小組更負責策劃及推行專業活動，並制定相關執行指引，進行全面的服務規劃。在過去一年，工作小組已為多個服務單位設計電子管理系統、提供培訓、推廣及籌辦服務。

我們相信，只有讓員工多方面學習，加強團隊交流及合作，方能發揮員工的潛能，增強他們的信心，從而提供優質服務。

Regeneration



High-quality elderly services enroot in the competence and passion of staff. Hence, staff development is vital for the development of an organisation. We therefore conducted different professional training courses and working groups for knowledge exchange and effective passing on of service mission. Overseas study trips to Japan and Macau were also arranged to broaden their horizons.

Striving for Excellence with Open-minded Agency Culture

SAGE has more than 1,100 staff, including health workers, personal care workers and professionals such as social workers, nurses and therapists in different service areas. Apart from cultivating our core values, creative thinking and an open-minded atmosphere are crucial for service development within the agency.

As part of sustainability strategy, SAGE set up several professional working groups to facilitate service development. Colleagues from the same service type meet regularly to share their work experience and ideas. Meanwhile, the professional teams could act as mentor to those newly joined colleagues for better adjustment. Each working group actively offers support to different service units in various aspects including knowledge transfer and service planning. In order to ensure higher service quality, the working groups would keep reviewing the service operations to secure all professional standards are adequately met.

An efficient “knowledge management” system is important for knowledge updating as well as knowledge transfer. In order to maintain higher service quality, our service working groups are responsible for planning and implementing staff development programmes and the drafting of related service manuals. In this year, the working groups assisted the service units to develop electronic management systems, to provide training courses and service promotions.

We believe that quality services will not be made possible without the outstanding staff. To achieve excellence, SAGE would keep offering staff with learning opportunities, such as team sharing and service cooperation.





專業培訓 奠下「以人為本」照顧基礎

員工間互相分享經驗和交流固然重要，但專業及多元化的培訓亦不可忽視。為提升員工的專業服務質素，以新思維面對各項挑戰，本會每年均為員工提供不同的培訓及增值課程，當中「以人為本」照顧更是重中之重。

本會自2010年起先後聘請英國布拉德福德大學，及西班牙「認知障礙症基金會」的導師專程來港，教授「認知障礙症照顧圖譜¹」的概念及「以人為本」照顧的實踐方法，培訓了307位合資格的圖譜員。近年，本會更進一步栽培員工成為圖譜導師，由他們繼續培訓業界同工，持續推廣圖譜觀察。圖譜員是服務單位實踐「以人為本」照顧的重要元素，他們會透過技巧觀察、指導及鼓勵，使員工明白滿足被照顧者的心靈需要，是不可或缺的部份。根據本會委託香港大學進行的「認知障礙症照顧圖譜」研究所得，「以人為本」照顧讓職員的價值觀、自我效能、工作成就感大大提升，對提高員工士氣有莫大幫助，成功建立機構照顧文化。

齊步並進 「護老技巧培訓」計劃

在居家安老的大趨勢下，除了秉承「以人為本」照顧理念服務長者，護老者培訓亦需關注。本會承蒙何善衡慈善基金會捐款推行「護老技巧培訓」計劃，當中包括舉辦專業課程，提升本會員工的護老知識和技巧，成為培訓護老者的導師。為編撰更專業的培訓內容，基金會特別邀請香港中文大學醫學院、香港中文大學那打素護理學院及內科及藥物治療學系共同參與，商討發展照顧認知障礙症患者專業護老知識的路向。本會亦藉此機會邀請學院為本會長青網(www.e123.hk)的「長青護老頻道」影片及《長者照顧服務程序指引》給予意見，務求達至專業水平，提高認受性，這亦可強化本會在照顧質素上的策略方針。

Solid Foundation of “Person-centred” CARE for Staff

Professional and diversified training was important for our staff development, as well as experience sharing. Among various kinds of staff training programmes, “person-centred” care (“PCC”) training has been our main focus.

SAGE invested in Dementia Care Mapping¹ (“DCM”) training by inviting overseas trainers from the University of Bradford and Alzheimer Catalonia Foundation to Hong Kong respectively to train professional staff to become DCM mappers since 2010. Altogether 307 professionals acquired the status of DCM mappers. In recent years, we also trained up several DCM trainers within the organisation so that we could deliver DCM courses by our local mappers in the future. In our elderly homes and day care centres, DCM mappers were responsible for cultivating PCC culture by providing PCC training to front-line care staff. DCM mappers would observe, encourage and coach care workers to improve their daily interaction with the service users in PCC. Findings of the DCM research conducted by The University of Hong Kong showed that DCM can enhance staff care values, self-efficacy, and job satisfaction.

Keeping Pace with Caring Skills — Elderly Care Training Programme

As the concept of ageing in place has become a broad trend, we are not only required to continuously actualise the “person-centred” care culture in service delivery, but also has to address the need of carer training support to caregivers. It was a great honour of SAGE to have received designated donation from The S. H. Ho Foundation to organise a series of elderly care training programmes for further enhancing the caring skills of both professional and frontline staff. In order to achieve higher level of professionalism, the Foundation also invited the Faculty of Medicine of CUHK, the Nethersole School of Nursing and Department of Medicine and Therapeutics of CUHK to join and work synergistic together with SAGE. Besides formulating the training manuals and materials, the directions of development of professional elderly care knowledge especially for the care of patients with dementia was also addressed and discussed. These collaborative opportunities enabled SAGE to consult the medical and nursing professors of CUHK on our “e123 Caregiver Channel” of the eElderly portal (www.e123.hk) and the “Procedural Guideline

¹ 「認知障礙症照顧圖譜」由英國布拉德福德大學研發，用於評估及改善照顧認知障礙症服務的技巧和方法，協助服務單位實踐「以人為本」照顧。

¹ Dementia Care Mapping’ (“DCM”) was developed by the University of Bradford in the UK. This evaluation tool was adopted to assess and improve the skills and direction of dementia care service in our service units and help them to achieve “personal-centred” care.





以心服務 全人照顧 Person-centred CARE

這項「計劃」強化了本會與醫療界別的合作，深化「醫社合作」的基礎，對日後建立及擴闊社區照顧服務平台大有幫助，例如建立「長青網」網上護老教學平台、認知障礙症專業支援，及深化特別計劃如「助回家」復康計劃等，令本會實踐「居家安老」的理念及服務推行上，產生更高效能，根基更鞏固。

積極交流 汲取經驗取長補短

耆康會多年來一直與境外長者機構建立合作關係，並借鏡不同機構的營運、管理及發展服務心得，汲取經驗以應用於服務當中，從而提升本會的服務及管理效能。本年度兩次安排海外交流，包括日本的「人本與科技」學習之旅，和澳門的創新服務交流。

本會深信科技對未來長者服務發展甚為關鍵，故此在2017年11月19日至24日，本會一行22位董事及同事前往日本東京進行長者服務交流。交流團涉獵的範疇遍及照顧科技、人材培養、知識管理、人本文化、及環境優化等；同事亦深入了解日本安老服務和介護保險體系運作原則及流程，無論在宏觀概念或實務運作上，俱獲益良多。同時，交流團參觀了食品改良工程、機械復康的研發機構，與及HOSPEX國際護理工程展覽，令同事在樂齡科技的應用上，帶來不少突破意念及反思，有助日後策劃服務。行程中，但見同事認真學習，積極發問，令交流機構對本會留下良好印象，繼續保持聯繫合作，且更邀請同事再到當地實習體驗。

其後，本會董事及同事於2018年6月23日到訪澳門扶康會及嘉諾撒仁愛女修會瑪大肋納安老院，交流社會服務心得。團員在交流中了解建立創新服務的要素，汲取服務定位及制訂發展策略的經驗；亦和同工分享管理院舍的經驗，交流心得。

人口結構轉變，不管是安老服務的需求還是發展都趨向多元化，本會一直和長者同行，更不會墨守成規。為此，一直積極培養員工創新思維，汲取外界經驗，融合機構文化，發展更全面的安老服務。

for Elderly Care” so as to make them achieve higher intellectual endeavour and professional recognition. This could help to improve the legitimacy and strengthen the strategic care approach of SAGE.

This connection would also allow SAGE to further well position itself to increase the cooperation opportunities with the medical profession and to enrich the foundation of the medical-social collaboration. The collaboration is essential for SAGE in opening up the development avenues for future care services such as the online learning platform for elderly care of e123, professional support for persons with dementia and in optimisation of other special projects such as Integrated Transitional Care Programme. All these would facilitate the implementation and promotion of ageing in place with peak accomplishment.

Fruitful Study Trips

SAGE has maintained collaborative relationship with foreign elderly care agencies for years. To benchmark service innovation and management wisdoms, we organised two study trips, heading to Japan and Macau, in 2017–2018.

From 19–24 November 2017, SAGE organised a Tokyo study tour for 22 Directors and senior staff for ideas and experience exchange in elderly services. We visited nine agencies and had wonderful sharing sessions with their local elderly services including insurance system, caring technology, people development, knowledge management, person-centered culture and environment optimisation. The Japanese agencies were very impressed by our team spirit as well as the SAGE culture. Both of us were looking forward to a continuous mutual exchange of service experience and practice wisdom in the future.

During the visits, the study tour explored the Food Engineering and Rehabilitation robotics technologies in Japan, and also attended the HOSPEX Japan 2017, one of the largest and most comprehensive national exhibitions of facilities and equipment for the medical and welfare institutes. Every member of the study tour was inspired by the new innovations with high technology to serve the elder people.

Another study tour to Macau was held on 23 June 2018. Our Board members and Management visited Fuhong Society of Macau and Asilo Vila Madalena to exchange social service wisdom and experience. We gained insight into innovative service planning and management approaches that inspired new vision on strategic direction and service management for our staff.

SAGE will continue to develop an excellent management team and a range of comprehensive service in response to the ageing trend in Hong Kong.



追求卓越



本會致力追求卓越服務，獲得中、港、海外不同界別的肯定，除獲邀於各大公開論壇、交流會中分享服務經驗和安老服務發展，更在海內外比賽及評核計劃中榮獲多項殊榮。

兩岸四地 同行安老路

本會作為紮根香港超過41年的安老服務機構，多年來開展的服務，如同大樹枝葉，護蔭長者，成果有目共睹，本地與海外機構均熱衷與本會交流，互相砥礪。



2017年12月1日，本會獲邀前赴北京，出席由中華慈善總會主辦的「第十三屆全國老人院院長論壇暨第二屆長期照護學術年會」及演講，向來自全國、台灣及澳門超過200位老人院的院長分享「長期照護機構的風險管理」，闡述設立危險處理和呈報機制，及落實全面的風險管理指引的重要性；並與其他出席代表討論「住院長者心理」。

本會亦獲公務員事務局邀請，於2018年6月20日接待由29位來自中央和不同省市的內地官員組成的交流團，分享發展長者服務的經驗。除了簡介香港的長者福利政策外，更分享了本會以「居家安老」為本的全面服務，以及共同探討長者再就業問題。本會亦介紹了綜合家居照顧服務的服務類別和運作，讓團員了解如何善用資訊科技，提升員工的工作效率。期間團員親身體驗數碼科技和認知障礙症復康訓練活動，與長者暢玩「大腦健身室」健腦遊戲和虛擬情境互動的訓練。

Excellence



SAGE has always been striving for excellence and is well-recognised in various regions and sectors. We are invited to share experience and elderly services development in large-scale public forums and symposiums. Meanwhile, SAGE has earned much recognition from various well-known local and international organisations for our outstanding performance.

Cross-region Knowledge Exchange in Elderly Services

SAGE has been rooted in Hong Kong for more than 41 years. We serve the needy elderly with innumerable services, just like a big tree protecting the senior citizens under our crown. Our efforts and achievements attracted attention from local and overseas organisations and they are enthusiastic in exchanging ideas with us.

On 1 December 2017, senior management was invited to Beijing to attend the “13th National Forum for Elderly Homes’ Operators and the 2nd Long-term Care Academic Annual Conference” which was held by the China Charity Federation. Ms Maggie Leung, Executive Director of SAGE, shared the “risk management of long-term care institutions” together with the representatives of over 200 nursing homes from across Mainland, Taiwan and Macau. She expounded the importance of setting up a risk management and reporting mechanism and discussed the “psychology of hospitalised elderly” with the representatives.

On 20 June 2018, SAGE was also invited by the Civil Service Bureau to host an exchange group, which consisted of 29 Mainland officials from the Central Government and different provinces and cities, to share experience in elderly service development. Various topics such as the welfare policy for the elderly in Hong Kong and our comprehensive services designed for achieving ageing in place and elderly re-employment were shared and discussed. The group was introduced how we applied ICT to streamline the operation of Integrated Home Care Services and enhance efficiency. They also experienced the digital technology and cognitive impairment rehabilitation activities. All attendees enjoyed the “Brain Gymnasium” games and virtual reality interaction training with our elderly members.





以心服務 全人照顧 Person-centred CARE

團員對於本會每日服務逾35,000人次大感讚嘆，並欣賞本會卓越的多元化服務，貼身關顧每位長者的需要。交流團期望借鏡本會的服務經驗，拓展內地安老服務。



業內領導 貫徹推廣「認知障礙症照顧圖譜」

本會於2009年率先引入「認知障礙症照顧圖譜」，應用於院舍及日間護理中心以實踐「以人為本照顧」的照顧模式。多年經驗奠定本會策略領導的角色，向業界推展及分享此照顧模式。為使患有認知障礙症長者有更佳的生活質素，本會孜孜不倦，積極向業內推廣。

除開辦「認知障礙症照顧圖譜」專業培訓課程，開放予業界同工報讀，藉以推廣及加強照顧患有認知障礙症長者的專業知識和技巧外，於2017年委託香港大學秀圃老年研究中心研究「認知障礙症照顧圖譜」的成效，研究結果顯示職員的價值觀、自我效能及工作成就感均因本會運用「認知障礙症照顧圖譜」去體現「以人為本」照顧而大大提升。此外，亦發現居於院舍的長者遊蕩情況明顯減少，估計是因為院舍經過認知障礙症照顧圖譜觀察後增加了不同活動予院友，使他們投入生活，減少遊蕩情況。本會分別於2017年11月18日在香港老年學會國際週年大會分組會議上向業界簡介此項研究的結果，繼而於2017年12月14日舉行「認知障礙症照顧圖譜」成效分享會，有不少業界人士參與。

另外，本會分別於2018年6月9日及7月31日在香港老年學會舉辦的安老院舍護理優質照顧研討會，及應嶺南大學亞太老年學研究中心邀請介紹「認知障礙症照顧圖譜」及為屯門及元朗區的業界員工提供專業培訓。

The group was greatly impressed by our daily service volume of more than 35,000 headcounts. They also appreciated the wide range of comprehensive services we provided and the effort we catered to care for the diverse needs of each elderly. The members considered the service experience gained from SAGE as reference to expand the elderly service in the Mainland.

Dementia Care Mapping Strategic Leader in Hong Kong

SAGE has adopted Dementia Care Mapping (“DCM”) to realise “person-centred” care in our residential and day care services since 2009. As a strategic leader of DCM in Hong Kong, we have been promoting DCM and raising the awareness of “person-centred” care for the elderly proactively in the senior care services field.



In addition to offering DCM training courses for caring professionals, we invited Sau Po Centre on Ageing, The University of Hong Kong to conduct a research on the effectiveness of DCM in 2017. Research findings showing the benefits of using DCM threw light on care values, self-efficacy, and job satisfaction of staff as well as reduction of the wandering behaviour of the elderly residents. The research findings were presented in the International Conference of the Hong Kong Association of Gerontology on 18 November 2017. Other than that, SAGE held a sharing session on the research findings on 14 December 2017 and this session attracted many other professional participants from the elderly services field.

We were invited to share our experience in a symposium on quality residential care services held by the Hong Kong Association of Gerontology and to deliver a professional DCM training session for the Asia-Pacific Institute of Ageing Studies of Lingnan University on 9 June and 31 July 2018 respectively.





前瞻發展 啟動銀髮就業市場

本會早於2008年已前瞻銀髮勞動市場的可塑性，故銳意推動長者就業。繼2008年榮獲香港賽馬會慈善信託基金捐助，推行為期四年的「流金頌社區計劃 — 友待長者就業計劃」，本會由2014年起，繼續獲捐助推行「香港賽馬會社區資助計劃 — 『傲齡動力 — 友待長者就業計劃』」，協助有志重投勞動市場的中高齡人士再度就業及善用餘暇投入義務工作，從而發揮所長。

卓越的服務計劃獲得多方肯定，在2017-18年度共獲52次媒體報導，更獲邀出席由勞工處舉辦的僱主交流茶聚，為各企業僱主提供分享講座；以不同類型的媒介，分享成功個案故事，喚起社會各界對中高齡人士重投勞動市場的關注，帶出聘請中高齡人士的優點以及釐清當中的誤解。本會更為不同企業安排行情講座及觀摩團，讓中高齡人士加深各行各業的認識，締造中高齡人士再度就業的基礎和溝通橋樑，冀能建立僱主及中高齡人士的雙贏局面，藉此廣泛推廣「唯才是用」及「活躍晚年」的信念。

表現卓越 榮獲多方認可

耆康會能在41年中不斷發展，全憑精益求精的信念。多年來，本會積極接受不同的審計和評核計劃，亦敢於與不同的大型甚至是國際企業競逐各類獎項，從中汲取經驗，取長補短，以成為優質的機構為目標。由2003年至今，本會於本地和海外共獲得89個獎項，在服務品質、企業管治、創新思維、員工培訓、資訊科技和企業傳訊等不同範疇榮獲海內外專業機構的肯定。

本會於本年度合共獲得21個獎項，在資訊科技及企業傳訊方面獲頒多個獎項，更在國際獎項中獲得優異成績。展望將來，本會會繼續全面發展，鞏固本會卓越、具前瞻性及穩健的服務形象。

Advocating “Count on Talent” and Practising “Active Ageing”

Since 2008, SAGE has been taking a leadership role in advocating the concept of elder-friendly employment. Coming after the initial funding from The Hong Kong Jockey Club Charities Trust (“HKJCCT”) in 2008 to launch the four-year “CADENZA Community Project — Elder-Friendly Employment Practice (“EFEP”)”, SAGE was funded by the HKJCCT again under the Jockey Club Community Project Grant in 2014 to extend the Project. We aim to establish an effective job-matching platform to encourage the middle-aged and older people to utilise their talent to serve the community or develop a second career in their golden age.

The innovative Project was widely recognised. In 2017-18, we introduced the Project highlights and effectiveness in 52 media reports and shared successful cases in extensive media platforms. The Labour Department invited us to provide insight into the benefits of employing the middle-aged or above for employers in their employer sharing sessions. We successfully drew public attention to the elder-friendly re-employment. The general public would better understand the advantages of the middle-aged or above and be able to clarify the misconception in employing them. In addition, we jointly organised recruitment talks and workplace visit tours with different corporations. It was a great opportunity to establish mutual communication between employers and job seekers and deepen their understanding toward each other. Thus, a win-win situation between them could be accomplished and our vision of “Count on Talent not Age” and “Active Ageing” would finally be achieved.

Achievements Accomplished on the Road to Excellence

Over the past four decades, SAGE has sought improvement and excellence in our services and this contributes to the steady growth of the organisation. SAGE actively participates in various professional assessments and competitions. The experience gained from the competitions with large scale and even international enterprises added values to our development and enabled us to build our foundation of growing into an excellence organisation. From 2003 till now, SAGE has been awarded 89 accolades for our service quality, corporate governance, innovation, staff training and development, information technology and corporate communications, by local and international professional institutes.

In 2017-2018, SAGE received 21 awards, several of worldwide recognitions in information technology and corporate communications. In the future, we would make continuous improvement in all aspects and further develop ourselves into an excellent, stable and forward-looking organisation.



獎項一覽表

List of Awards

自2003年以來，耆康會共獲得89個獎項，詳見下表：

Since 2003, SAGE has won 89 awards as follows:

年份	獎項	獲獎項目／單位	主辦機構
Year	Award	Awarded Project/Unit	Organiser
2018	2018年Galaxy Awards國際公關傳訊大賽 金獎(設計 — 其他：周年刊物) Galaxy Awards 2018 Gold Award (Design — Various: Anniversary)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	2018年Galaxy Awards國際公關傳訊大賽 銅獎(設計 — 年報：香港區傳統年報) Galaxy Awards 2018 Bronze Award (Design — Annual Report: Traditional — Hong Kong)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	2018年Galaxy Awards國際公關傳訊大賽 銅獎(年報 — 印刷：非牟利機構) Galaxy Awards 2018 Bronze Award (Annual Report — Print: Non-Profit Organisation)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	2018年Galaxy Awards國際公關傳訊大賽 榮譽獎(撰文：主席報告) Galaxy Awards 2018 Honours (Copywriting: Chairman's Letter)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	2017/18積金好僱主嘉許計劃 積金好僱主 Good MPF Employer Award 2017/18 Good MPF Employer	香港耆康老人福利會 The Hong Kong Society for the Aged	強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority
	第32屆ARC國際年報大獎(2018) 銀獎(非牟利機構組別 — 長者慈善) 32 nd International ARC Awards (2018) Silver Award (Non-Profit Organisation — Senior Citizens Charity)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	第32屆ARC國際年報大獎(2018) 銅獎(非牟利機構組別 — 非牟利慈善機構) 32 nd International ARC Awards (2018) Bronze Award (Non-Profit Organisation — NGO Charitable Organisation)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	第32屆ARC國際年報大獎(2018) 金獎(封面設計：非牟利機構組別 — 長者慈善) 32 nd International ARC Awards (2018) Gold Award (Cover Photo/Design: Non-Profit Organisation — Senior Citizens Charity)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	第32屆ARC國際年報大獎(2018) 榮譽獎(主席報告：非牟利機構組別 — 長者慈善) 32 nd International ARC Awards (2018) Honours (Chairman's/President's Letter: Non-Profit Organisation — Senior Citizens Charity)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	無障礙網頁嘉許計劃18/19 三連金獎 Web Accessibility Recognition Scheme 18/19 Triple Gold Award	「樂回家」網站 Joyful Return website (www.e1668.hk)	香港互聯網註冊管理有限公司 Hong Kong Internet Registration Corporation Limited
	ASTRID Awards 2018 榮譽大獎(非牟利機構) Grand Award (Non-profit Organisations)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc
	ASTRID Awards 2018 金獎(非牟利機構組別 — 非政府機構慈善團體) Gold Award (Non-profit Organisation — NGO Charitable Organisation)	2016–17年度年報 Annual Report 2016–17	MerComm, Inc





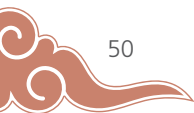
年份 Year	獎項 Award	獲獎項目／單位 Awarded Project/Unit	主辦機構 Organiser
2018	2018香港資訊及通訊科技獎 智慧市民獎(智慧樂齡) 優異證書 Hong Kong ICT Awards 2018 Smart People Award (Smart Ageing) Certificate of Merit	「e72傲齡動力」資訊網及e72— 拍「職」合流動應用程式 e72 website and app	香港資訊科技商會 Hong Kong Information Technology Federation
	2017/18 MERCURY企業傳訊大獎 榮譽獎(撰文：主席報告) MERCURY Excellence Awards 2017/18 Honours (Writing: Chairman's Letter)	2015–16年度年報 Annual Report 2015–16	MerComm, Inc
2017	亞太區資訊及通訊科技獎 優異證書(社區共融) Asia Pacific ICT Alliance (APICTA) Awards Certificate of Merit (Inclusion & Community)	綜合家居照顧服務系統 Home Help Services Management System	Asia Pacific ICT Alliance
	2016/17積金好僱主嘉許計劃 積金好僱主(積金供款電子化獎) Good MPF Employer Award 2016/17 Good MPF Employer (E-Contribution Award)	香港耆康老人福利會 The Hong Kong Society for the Aged	強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority
	2016/17積金好僱主嘉許計劃 積金好僱主(推動積金管理獎) Good MPF Employer Award 2016/17 Good MPF Employer (Support for MPF Management Award)	香港耆康老人福利會 The Hong Kong Society for the Aged	強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority
	第31屆ARC國際年報大獎(2017) 金獎(主席報告——長者慈善) 31 st International ARC Awards (2017) Gold Award (Chairman's/President's Letter — Senior Citizens Charity)	2015–16年度年報 Annual Report 2015–16	MerComm, Inc
	第31屆ARC國際年報大獎(2017) 金獎(非牟利機構組別——長者慈善) 31 st International ARC Awards (2017) Gold Award (Non-Profit Organisation — Senior Citizens Charity)	2015–16年度年報 Annual Report 2015–16	MerComm, Inc
	第三屆香港公共關係獎(2016) 銀獎(非政府組織／非牟利組織／社會企業傳訊) 3 rd Hong Kong Public Relations Awards (2016) Silver Award (NGOs/NPOs/Social Enterprises Communications)	「傲齡動力——友待長者就業計 劃」 Elder-Friendly Employment Practice	香港公共關係專業人員協會 Hong Kong Public Relations Professionals' Association
	2017香港資訊及通訊科技獎 最佳生活時尚(綠色●健康●創意) 銅獎 Hong Kong ICT Awards 2017 Best Lifestyle Award (Green, Healthy & Creative Living) Bronze Award	綜合家居照顧系統 Home Help Services Management System	香港資訊科技商會 Hong Kong Information Technology Federation
	2017香港資訊及通訊科技獎最佳生活時尚 (綠色●健康●創意) 特別嘉許(樂活銀髮) Hong Kong ICT Awards 2017 Best Lifestyle Award (Green, Healthy & Creative Living) Special Mention (Silver Power)	綜合家居照顧系統 Home Help Services Management System	香港資訊科技商會 Hong Kong Information Technology Federation
	第30屆MERCURY企業傳訊大獎(2017) 銀獎(年報——封面相片／設計(封盒／封套)) 30 th MERCURY Excellence Awards (2017) Silver Award (Annual Reports — Cover Design (Boxed/Sleeve Set))	2014–15年度年報 Annual Report 2014–15	MerComm, Inc



獎項一覽表

List of Awards

年份	獎項	獲獎項目／單位	主辦機構
Year	Award	Awarded Project/Unit	Organiser
2017	第30屆MERCURY企業傳訊大獎(2017) 榮譽獎(整體表現:「非牟利—人民福利」(年報)) 30 th MERCURY Excellence Awards (2017) Honours (Annual Reports — Overall Presentation: Non-Profit — Human Welfare)	2014–15年度年報 Annual Report 2014–15	MerComm, Inc
2016	香港安老院舍評審計劃 安老院舍優質服務全面參與獎 Residential Aged Care Accreditation Scheme Award for Recognising Full Participation of Elderly Service Organisations in Accreditation	全線院舍 All elderly homes	香港老年學會 Hong Kong Association of Gerontology
	2016年Galaxy Awards國際公關傳訊大賽 榮譽獎(年報—印刷:非牟利機構) Galaxy Awards 2016 Honours (Annual Reports — Print: Non-Profit Organisation)	2014–15年度年報 Annual Report 2014–15	MerComm, Inc
	2015/16積金好僱主嘉許計劃 積金好僱主 Good MPF Employer Award 2015/16 Good MPF Employer	香港耆康老人福利會 The Hong Kong Society for the Aged	強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority
	2015/16年度家庭友善僱主獎勵計劃 傑出家庭友善僱主(機構組) 2015/16 Family-Friendly Employers Award Scheme Distinguished Family-Friendly Employers (Organisations Category)	香港耆康老人福利會 The Hong Kong Society for the Aged	民政事務局、家庭議會 Home Affairs Bureau, Family Council
	2015/16年度家庭友善僱主獎勵計劃 特別嘉許(機構組) 2015/16 Family-Friendly Employers Award Scheme Special Mention (Organisations Category)	香港耆康老人福利會 The Hong Kong Society for the Aged	民政事務局、家庭議會 Home Affairs Bureau, Family Council
	第30屆ARC國際年報大獎(2016) 金獎(非牟利機構組別—長者慈善) 30 th International ARC Awards (2016) Gold Award (Non-Profit Organisation — Senior Citizens Charity)	2014–15年度年報 Annual Report 2014–15	MerComm, Inc
	第30屆ARC國際年報大獎(2016) 銅獎(封面設計:非牟利機構組別—長者慈善) 30 th International ARC Awards (2016) Bronze Award (Cover Photo/Design: Non-Profit Organisation — Senior Citizens Charity)	2014–15年度年報 Annual Report 2014–15	MerComm, Inc
	第30屆ARC國際年報大獎(2016) 榮譽獎(非牟利機構組別—社會服務機構) 30 th International ARC Awards (2016) Honours (Non-Profit Organisation — Social Service Organisation)	2014–15年度年報 Annual Report 2014–15	MerComm, Inc
	2016「老有所為活動計劃」 2015–2016年度全港最佳「一年計劃」冠軍 “Opportunities for the Elderly Project” 2016 Champion of Best “1-Year Project” Award of Hong Kong for 2015–2016	耆康會東區長者地區中心 「長幼繫關愛 跨代愛傳承」計劃 SAGE Eastern District Elderly Community Centre “Intergenerational Harmony” Project	社會福利署 Social Welfare Department
	2016「老有所為活動計劃」 2015–2016年度地區最佳「一年計劃」獎 (東區及灣仔區) “Opportunities for the Elderly Project” 2016 District Best “1-Year Project” Award of Eastern and Wanchai Districts for 2015–2016	耆康會東區長者地區中心 「長幼繫關愛 跨代愛傳承」計劃 SAGE Eastern District Elderly Community Centre “Intergenerational Harmony” Project	社會福利署 Social Welfare Department





年份 Year	獎項 Award	獲獎項目／單位 Awarded Project/Unit	主辦機構 Organiser
2016	2016「老有所為活動計劃」 跨代義工獎 “Opportunities for the Elderly Project” 2016 Intergenerational Volunteer Project Award	耆康會東區長者地區中心 「長幼繫關愛 跨代愛傳承」 計劃 SAGE Eastern District Elderly Community Centre “Intergenerational Harmony” Project	社會福利署 Social Welfare Department
	無障礙網頁嘉許計劃 金獎（流動應用程式組別） Web Accessibility Recognition Scheme Gold Award (Mobile App Stream)	「e72一拍『職』合」流動應用程式 Elder-Friendly Employment Practice mobile application (Android)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 金獎（流動應用程式組別） Web Accessibility Recognition Scheme Gold Award (Mobile App Stream)	「e72一拍『職』合」流動應用程式 Elder-Friendly Employment Practice mobile application (iOS)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 金獎（網站組別） Web Accessibility Recognition Scheme Gold Award (Website Stream)	「樂回家」網站 Joyful Return website (www.e1668.hk)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 銀獎（網站組別） Web Accessibility Recognition Scheme Silver Award (Website Stream)	耆康會網站 SAGE website (www.sage.org.hk)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 三年卓越表現獎（流動應用程式組別） Web Accessibility Recognition Scheme Triple Gold Award (Mobile App Stream)	「長青活動搜尋器」流動應用程式 eElderly Activity Search (Android)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 三年卓越表現獎（流動應用程式組別） Web Accessibility Recognition Scheme Triple Gold Award (Mobile App Stream)	「長青活動搜尋器」流動應用程式 eElderly Activity Search (iOS)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 至易用流動應用程式獎 Web Accessibility Recognition Scheme Easiest-to-Use Mobile App Award	「長青活動搜尋器」流動應用程式 eElderly Activity Search	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	2016香港資訊及通訊科技獎最佳生活時尚 （社交・傳訊・媒體） 特別嘉許（樂活銀髮） Hong Kong ICT Awards 2016 Best Lifestyle (Social, Communications & Media) Special Mention (Silver Power)	「傲齡動力 — 友待長者就業計 劃」資訊網及「e72一拍『職』合」 流動應用程式 Website (www.e72.hk) and mobile application (e72) of Elder-Friendly Employment Practice	香港資訊科技商會 Hong Kong Information Technology Federation
2015	最佳管理培訓及發展獎（發展類別） 金獎 Award for Excellence in Training and Development (Development Category) Gold Award	耆康會「喜悅照顧・齊創非凡」 發展計劃 “SAGE Joyful Care — Make A Difference” Programme	香港管理專業協會 The Hong Kong Management Association
	Recruit最具創意獎 Recruit Most Innovative Award	耆康會「喜悅照顧・齊創非凡」 發展計劃 “SAGE Joyful Care — Make A Difference” Programme	香港管理專業協會 The Hong Kong Management Association



獎項一覽表

List of Awards

年份 Year	獎項 Award	獲獎項目／單位 Awarded Project/Unit	主辦機構 Organiser
2015	第29屆ARC國際年報大獎(2015) 優異獎(非牟利機構組別 — 社會服務／發展) 29 th International ARC Awards (2015) Honours (Non-Profit Organisation — Community Service/Development)	2013–14年度年報 Annual Report 2013–14	MerComm, Inc
	2014最佳 .hk 網站獎 最高榮譽獎 Best .hk Website Awards 2014 The Most Honourable Award	「長青網」網站 eElderly portal (www.e123.hk)	香港互聯網註冊管理有限公司 Hong Kong Internet Registration Corporation Limited
	2014最佳 .hk 網站獎 金獎(非商業 — 企業組) Best .hk Website Awards 2014 Gold Award (Non-commercial — Corporate Group)	「長青網」網站 eElderly portal (www.e123.hk)	香港互聯網註冊管理有限公司 Hong Kong Internet Registration Corporation Limited
	香港安老院舍評審計劃 安老院舍優質服務全面參與獎 Residential Aged Care Accreditation Scheme Award for Recognising Full Participation of Elderly Service Organisations in Accreditation	全線院舍 All elderly homes	香港老年學會 Hong Kong Association of Gerontology
	無障礙網頁嘉許計劃 金獎(網站組別) Web Accessibility Recognition Scheme Gold Award (Website Stream)	「樂回家」網站 Joyful Return website (www.e1668.hk)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 銀獎(網站組別) Web Accessibility Recognition Scheme Silver Award (Website Stream)	耆康會網站 SAGE website (www.sage.org.hk)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 金獎(流動應用程式組別) Web Accessibility Recognition Scheme Gold Award (Mobile App Stream)	「長青活動搜尋器」流動應 用程式 eElderly Activity Search (Android)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 金獎(流動應用程式組別) Web Accessibility Recognition Scheme Gold Award (Mobile App Stream)	「長青活動搜尋器」流動應 用程式 eElderly Activity Search (iOS)	政府資訊科技總監辦公室、平 等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
2014	2014/15積金好僱主嘉許計劃 積金好僱主 Good MPF Employer Award 2014/15 Good MPF Employer	香港耆康老人福利會 The Hong Kong Society for the Aged	強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority
	第28屆ARC國際年報大獎(2014) 金獎(非牟利機構組別 — 長者慈善) 28 th International ARC Awards (2014) Gold Award (Non-Profit Organisation — Senior Citizens Charity)	2012–13年度年報 Annual Report 2012–13	MerComm, Inc
	香港安老院舍評審計劃 安老院舍優質服務全面參與獎 Residential Aged Care Accreditation Scheme Award for Recognising Full Participation of Elderly Service Organisations in Accreditation	全線院舍 All elderly homes	香港老年學會 Hong Kong Association of Gerontology
	2013香港十大 .hk 網站競選 金獎(非商業 — 企業組) Top 10 .hk Website Competition 2013 Gold Award (Non-commercial — Corporate Group)	「長青網」網站 eElderly portal (www.e123.hk)	香港互聯網註冊管理有限公司 Hong Kong Internet Registration Corporation Limited





年份 Year	獎項 Award	獲獎項目／單位 Awarded Project/Unit	主辦機構 Organiser
2014	2014「老有所為活動計劃」 2013-2014年度地區最佳「一年計劃」獎 (東區及灣仔區) "Opportunities for the Elderly Project" 2014 District Best "1-Year Project" Award of Eastern and Wanchai Districts for 2013-2014	耆康會東區長者地區中心 「綠生活・耀晚年」計劃 SAGE Eastern District Elderly Community Centre "Eco Elderly Life" Project	社會福利署 Social Welfare Department
	優秀數碼共融流動應用程式 Merit (Digital Inclusion Mobile Application)	「長青活動搜尋器」流動應用程式 eElderly Activity Search	政府資訊科技總監辦公室、平等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 金獎 (流動應用程式組別) Web Accessibility Recognition Scheme Gold Award (Mobile App Stream)	「長青活動搜尋器」流動應用程式 eElderly Activity Search	政府資訊科技總監辦公室、平等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	無障礙網頁嘉許計劃 銀獎 (網站組別) Web Accessibility Recognition Scheme Silver Award (Website Stream)	耆康會網站 SAGE website (www.sage.org.hk)	政府資訊科技總監辦公室、平等機會委員會 Office of the Government Chief Information Officer, Equal Opportunities Commission
	2013/14年度家庭友善僱主獎勵計劃 傑出家庭友善僱主 (機構組) 2013/14 Family-Friendly Employers Award Scheme Distinguished Family-Friendly Employers (Organisations Category)	香港耆康老人福利會 The Hong Kong Society for the Aged	民政事務局、家庭議會 Home Affairs Bureau, Family Council
2013	亞太區資訊及通訊科技獎 優異獎 (數碼共融組別) Asia Pacific ICT Alliance (APICTA) Awards Merit (Inclusion & Community)	「足不出戶樂遊新天地」計劃 Smart Use of ICT for Frail Elderly	Asia Pacific ICT Alliance
	2013香港資訊及通訊科技獎 最佳數碼共融 (服務) 銀獎 Hong Kong ICT Awards 2013 Best Digital Inclusion (Service) Silver Award	「足不出戶樂遊新天地」計劃 Smart Use of ICT for Frail Elderly	香港社會服務聯會 The Hong Kong Council of Social Service
	2012香港十大 .hk 網站競選 金獎 (非商業組 — 100名或以上員工) Top 10 .hk Website Competition 2012 Gold Prize (Non-commercial — 100 staff or above)	「長青網」網站 eElderly portal (www.e123.hk)	香港互聯網註冊管理有限公司 Hong Kong Internet Registration Corporation Limited
	2012優秀網站選舉 十大優秀網站 Meritorious Websites Contest 2012 Top 10 Meritorious Website	「長青網」網站 eElderly portal (www.e123.hk)	電影、報刊及物品管理辦事處 Office for Film, Newspaper & Article Administration
	香港安老院舍評審計劃 安老院舍優質服務全面參與獎 Residential Aged Care Accreditation Scheme Award for Recognising Full Participation of Elderly Service Organisations in Accreditation	全線院舍 All elderly homes	香港老年學會 Hong Kong Association of Gerontology
	第五屆ERB「人才發展計劃」 優異僱主獎 5 th ERB "Manpower Development Scheme" Award Merit Employer	香港耆康老人福利會 The Hong Kong Society for the Aged	僱員再培訓局 Employees Retraining Board
	2012-13年度「老有所為活動計劃」 發揮長者潛能獎	耆康會荃灣長者地區中心 銀杏劇場長者戲劇推廣計劃 SAGE Tsuen Wan District Elderly Community Centre Ginkgo Theatre Elder Drama Project	社會福利署 Social Welfare Department



獎項一覽表

List of Awards

年份 Year	獎項 Award	獲獎項目／單位 Awarded Project/Unit	主辦機構 Organiser
2012	第十屆中國最佳公共關係案例大賽 金獎 (案例類別：政府及非營利組織) 10 th China Golden Awards for Excellence in Public Relations Gold Award (Case Category: Government and Non-profit Organisations)	潛能再現 — 友待長者就業計劃 Potential Regeneration: Elder-Friendly Employment Practice	中國國際公共關係協會 China International Public Relations Association
	最佳管理培訓及發展獎(發展類別) 金獎 Award for Excellence in Training and Development (Development Category) Gold Award	「以人為本」照顧文化 Development of Person-centered Care Culture	香港管理專業協會 The Hong Kong Management Association
	2012香港資訊及通訊科技獎 最佳數碼共融(產品／應用) 銅獎 Hong Kong ICT Awards 2012 Best Digital Inclusion (Product/Application) Bronze Award	「長青網」網站 eElderly portal (www.e123.hk)	香港社會服務聯會 The Hong Kong Council of Social Service
	香港安老院舍評審計劃 安老院舍優質服務全面參與獎 Residential Aged Care Accreditation Scheme Award for Recognising Full Participation of Elderly Service Organisations in Accreditation	全線院舍 All elderly homes	香港老年學會 Hong Kong Association of Gerontology
2011	滙豐愛心傳城義工大行動 「最具創意服務計劃」獎 冠軍 HSBC Share-to-Care Volunteer Campaign Most Creative Programme Awards Champion	耆康會王華湘紀念長者 鄰舍中心 「笑出冬日陽光」 SAGE Mr Wong Wha San Memorial Neighbourhood Elderly Centre Laughter Yoga Elderly Team	香港上海滙豐銀行有限公司、 義務工作發展局 HSBC, Agency for Volunteer Service
	2011香港十大 .hk 網站競選 優異獎(企業組別) Top 10 .hk Website Competition 2011 Merit Prize (Corporate Group)	「長青網」網站 eElderly portal (www.e123.hk)	香港互聯網註冊管理有限公司 Hong Kong Internet Registration Corporation Limited
	地區數碼中心聯網 優異服務大獎 District Cyber Centres Alliance Outstanding Service Award	耆康會陳登匯駿天地 SAGE Chan Dang Centre for Active Ageing	數碼港、香港社會服務聯會資 訊科技資源中心、互聯網專業 協會 Hong Kong Cyberport, Information Technology Resource Centre of The Hong Kong Council of Social Service, Internet Professional Association
2010	亞太區資訊及通訊科技獎 最佳數碼共融及數碼社區大獎 Asia Pacific ICT Alliance (APICTA) Awards Winner (e-Inclusions & e-Community)	「健腦網」網站 Love-your-brain website (www.loveyourbrain.org.hk)	Asia Pacific ICT Alliance
	「認知障礙症照顧圖譜」 香港區策略領導 Strategic Lead of Dementia Care Mapping in Hong Kong	香港耆康老人福利會 The Hong Kong Society for the Aged	英國布拉德福德大學 The University of Bradford, UK
	香港公共關係獎 公共事務優異獎 The Hong Kong Public Relations Awards Award of Merit (Public Affairs)	友待長者就業計劃 Elder-Friendly Employment Practice	香港公共關係專業人員協會 HK Public Relations Professionals' Association



年份 Year	獎項 Award	獲獎項目／單位 Awarded Project/Unit	主辦機構 Organiser
2009	傑出董事獎 (法定／非分配利潤組織 — 非執行董事) Directors Of The Year Award (Statutory/Non-profit-distributing Organisations — Non-executive Directors)	耆康會主席麥建華博士 Dr Kim K W Mak BBS, JP, SAGE Chairman	香港董事學會 The Hong Kong Institute of Directors
	2009香港資訊及通訊科技獎 最佳數碼共融(產品／應用) 大獎 Hong Kong ICT Awards 2009 Best Digital Inclusion (Product/Application) Grand Award	「健腦網」網站 Love-your-brain website (www.loveyourbrain.org.hk)	香港社會服務聯會 The Hong Kong Council of Social Service
	2009香港資訊及通訊科技獎 最佳數碼共融(產品／應用) 金獎 Hong Kong ICT Awards 2009 Best Digital Inclusion (Product/Application) Gold Award	「健腦網」網站 Love-your-brain website (www.loveyourbrain.org.hk)	香港社會服務聯會 The Hong Kong Council of Social Service
	Best Human Service IT Application 2007–09 3rd Place	「健腦網」網站 Love-your-brain website (www.loveyourbrain.org.hk)	Human Services Information Technology Applications
2008	傑出董事獎 (法定／非分配利潤組織 — 董事會) Directors Of The Year Award (Statutory/Non-profit-distributing - Organisations Boards)	耆康會董事會 SAGE Board of Directors	香港董事學會 The Hong Kong Institute of Directors
2007	優質管理獎 銅獎 Quality Award Bronze Award	Application of Malcolm Baldrige Model	香港管理專業協會 The Hong Kong Management Association
2006	HKIHRM/SCMP People Management Awards	香港耆康老人福利會 The Hong Kong Society for the Aged	South China Morning Post, Hong Kong Institute of Human Resource Management, The Hong Kong University of Science and Technology Business School
2005	2004–05年度「老有所為活動計劃」 最具創意活動金獎	“88”長者夢成真之「德德豬顯 愛心」計劃(第一階段)及「長者 心願實踐」計劃(第二階段)	社會福利署 Social Welfare Department
2004	Asia Pacific NGO Awards 2nd Runner-Up	香港耆康老人福利會 The Hong Kong Society for the Aged	Citigroup
2003	2002–03年度「老有所為活動計劃」 別具創意獎(西新界區)	耆康會荃灣長者地區中心及 耆康會懷熙葵涌長者地區中心 「活得精彩」長者健康計劃	社會福利署 Social Welfare Department



以心服務
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服務拓展 Service Enhancement

院舍服務 Residential Service (截至 as at 31/8/2018)

提供持續照顧服務的護理安老院 (9間)

Care-and-attention Homes Providing Continuum of Care (9 Homes)

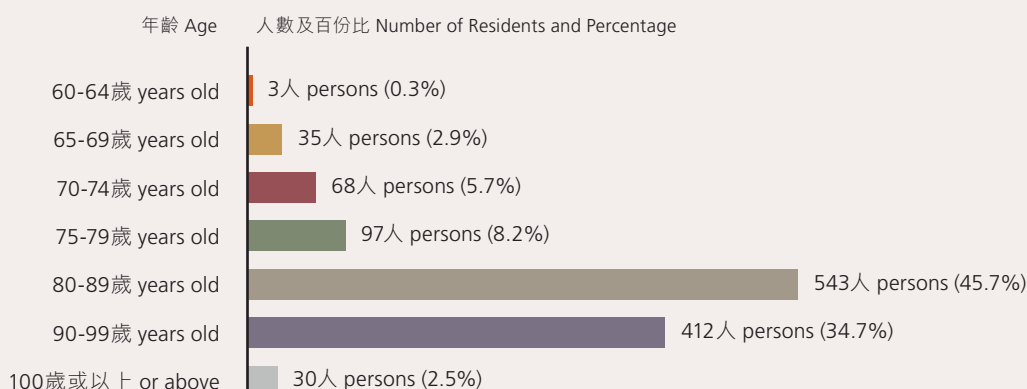
總院友人數 Total number of residents

1,188

(詳見表一及表二 Please refer to Tables 1 and 2 for details)

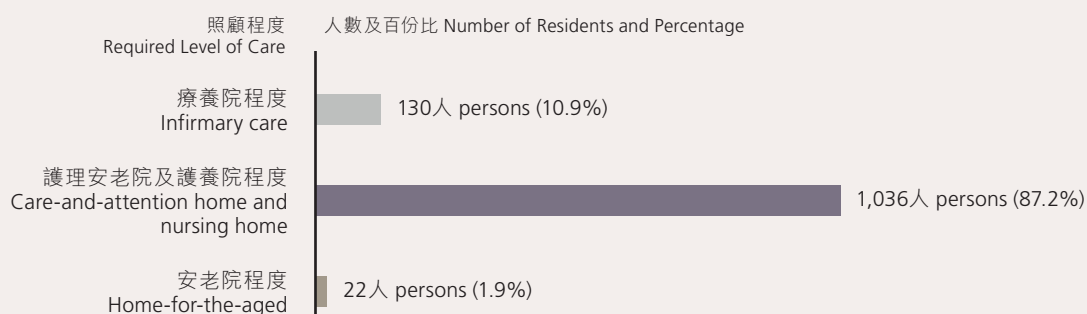
表一： 院友年齡分佈

Table 1: Age Distribution of Residents



表二： 院友照顧程度

Table 2: Required Level of Care of Residents



	人數 Number	百份比 Percentage
確診認知障礙症個案數字 Number of residents diagnosed with dementia	632	53.2%



社區照顧 Community Care (4/2017–3/2018)

長者地區中心(4間)及長者鄰舍中心(4間)

District Elderly Community Centres (4 Centres) and Neighbourhood Elderly Centres (4 Centres)

每月平均會員人數 Monthly average membership	10,328
每日平均出席人次 Daily average attendance	1,997
輔導個案數目 Total number of counselling cases	2,245
接受護老者服務人數 Total number of carers served	1,864
服務隱蔽或需要照顧長者個案數目 Total number of hidden or vulnerable elderly persons served	411

支援、預防及發展小組及大型活動數目

Total Number of Groups, Activities and Programmes

生理、心理及社交方面的健康發展活動／小組 Activities/groups for promoting physical and psycho-social health	287
長者教育及發展活動／小組 Elderly educational and developmental activities/groups	1,329
長者社交及康樂活動／小組 Elderly social and recreational activities/groups	667
長者互助活動／小組 Elderly mutual support activities/groups	289
護老者支援活動／小組 Carer support activities/groups	494
治療小組 Therapeutic groups	33
義工招募、發展及服務活動／小組 Volunteer recruitment, development and service activities/groups	893

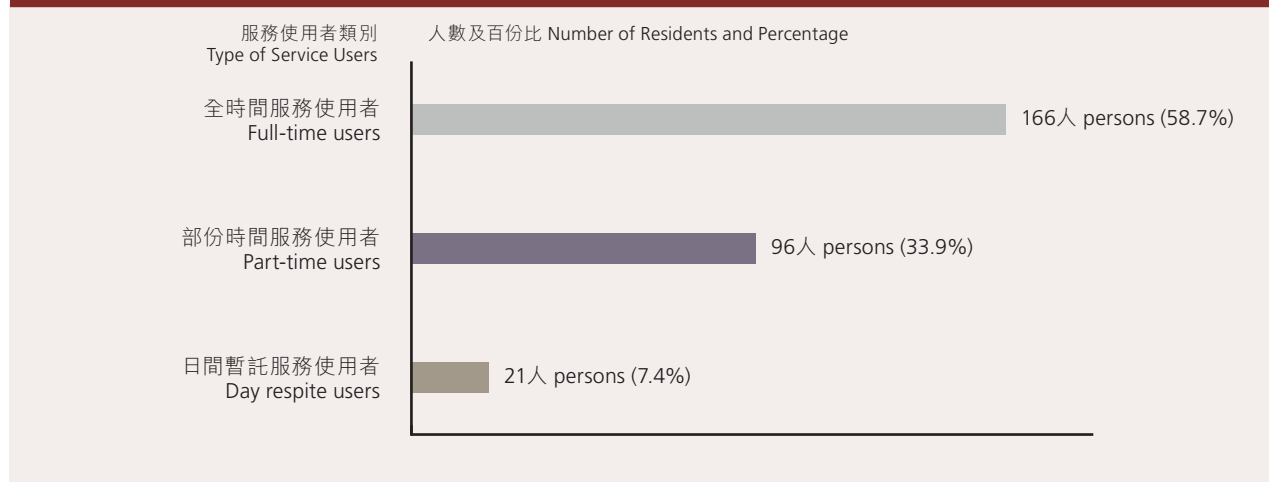
老人日間護理中心(4間)

Day Care Centres for the Elderly (4 Centres)

每月平均服務使用者 Monthly average number of service users	283
(詳見表三 Please refer to Table 3 for details)	
每年服務使用者總人次 Annual total number of attendance	53,117

表三：服務使用者類別

Table 3: Type of Service Users



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服務拓展 Service Enhancement

長者支援服務隊(4隊)

Support Teams for the Elderly (STE) (4 Teams)

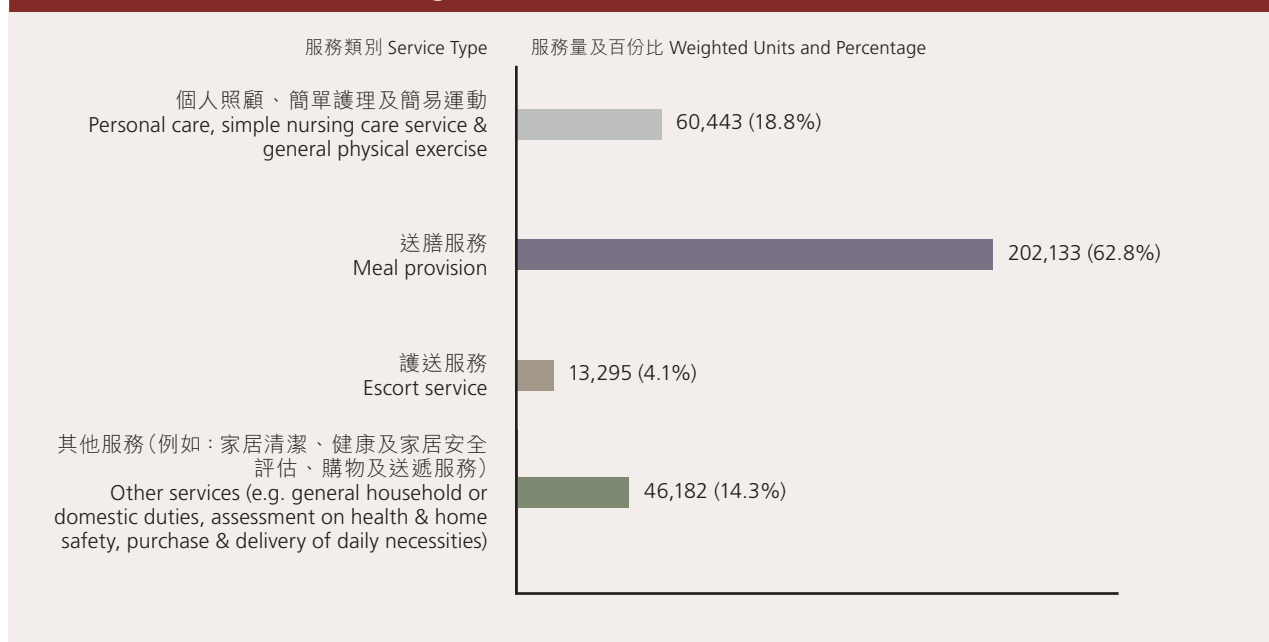
已接觸長者人數	5,522
Total number of elderly being contacted	
接受長者支援服務隊提供服務的長者總人數	3,283
Total number of elderly receiving STE networking support services	
義工提供電話慰問、探訪及個人照顧數目	18,202
Total number of telephone contacts, home visits and simple personal assistance provided by volunteers	
長者義工人數	2,053
Total number of elderly volunteers	
義工機構數目	74
Total number of volunteer organisations	

綜合家居照顧服務(8隊)

Integrated Home Care Services (8 Teams)

每月平均普通個案數目	861
Monthly average number of ordinary cases	
每月平均體弱個案數目	59
Monthly average number of frail cases	
(詳見表四 Please refer to Table 4 for details)	
總服務量	322,053
Total weighted units	

表四：普通個案服務量分佈
Table 4: Distribution of Weighted Units



健腦網

Love-your-brain Website (6/2008–8/2018)

總到訪次數	
Total number of visits	447,882
總頁面瀏覽次數	
Total number of pageviews	2,297,854
登記用戶數目	
Number of registered users	46,588
使用「健腦網」的地區數目	
Number of regions using “Love-your-brain Website”	158

樂回家網頁

Joyful Return Website (4/2017–8/2018)

總頁面瀏覽次數	
Total number of pageviews	65,244

長青網

eElderly Portal (6/2010–8/2018)

會員總人數	
Total number of members	45,163
數碼護航中心總數	
Number of navigation centres	243
總到訪次數	
Total number of visits	10,153,651
總頁面瀏覽次數	
Total number of pageviews	45,261,614

長青活動搜尋器

eElderly Activity Search (10/2013–8/2018)

總安裝次數	
Total number of installations	22,326

香港賽馬會社區資助計劃 — 「傲齡動力 — 友待長者就業計劃」

The Hong Kong Jockey Club Community Project Grant: Elder-Friendly Employment Practice (4/2017–3/2018)

「休悅耆星同學會」會員總人數	
Total number of members of “mutual support group for the older job seekers”	1,291
累積職位空缺總數	
Accumulated number of job vacancies	10,330
參與企業總數	
Total number of corporations registered	368
「e72傲齡動力」資訊網總頁面瀏覽次數	
Total number of pageviews of e72.hk website	360,635



Care
以心服務



服務拓展 Service Enhancement

認知障礙症服務 Dementia Services (4/2017–3/2018)

「無憂照顧樂社區」

Blissful Care

教育講座活動次數	
Number of education talks	33
教育講座總出席人次	
Total attendance of education talks	1,266
活腦學堂總節數	
Total number sessions of Brain Fitness Club	950
活腦學堂總出席人次	
Total attendance of Brain Fitness Club	7,476

智友醫社同行計劃

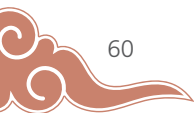
Dementia Community Support Scheme

活動次數	
Total number of activities	3,643
服務人次	
Total number of attendance	787

提供持續照顧服務的護理安老院(9間)及老人日間護理中心(4間)

Care-and-attention Homes Providing Continuum of Care (9 Homes) & Day Care Centres for the Elderly (4 Centres)

	活動數量 Number of activities	服務人次 Number of attendance
社交心理活動		
Psychosocial activities	5,344	41,427
家屬支援服務		
Family support service	28	580
復康服務		
Rehabilitation service	24,745	152,119
其他服務(不包括職員培訓活動)		
Other services (excluding staff training activities)	70	42





演活人生下半场

A Revitalised Life





樂活 傲齡

LOHAS Ageing



樂活傲齡 精彩無限

LOHAS Ageing – A Splendid Second Half of Life

踏入新世紀，長者的體魄、學識和思想都不斷進步，他們對安老服務的需求亦日趨多元化，不再停留於溫飽和日常照顧。本會服務長者多年，一直緊貼社會的變遷，關注長者的需要，以前瞻思維，融合真誠及創意，拓展不同類型的服務，讓長者發掘生活的無限可能，繼續活得精彩。

要演活人生下半場，當然要緊貼時代脈搏，回應這世代資訊科技的急速發展，本會除了積極推動長者與社會接軌外，亦加強應用數碼科技於服務中，達到「老有科技，邁步向前」。此外，透過發掘長者的強項及肯定長者的能力，鼓勵長者再就業，亦是本會重點發展項目之一，藉此推動社會營造友待長者就業環境，讓長者可以「老有所為，貢獻社會」。



再者，本會更致力關注長者的精神及心靈健康。研究指出晚年抑鬱雖有一些生理成因，但心理及社交因素，例如：孤單、寂寞，更值得社會大眾留意。有見及此，我們從服務設計著手，鼓勵社會人士關心身邊的長者，讓長者「老有所愛，溢滿心田」，同時促進一個長幼共融的社會；並積極推廣正向心理，將「快樂七式」融入長者生活中，讓他們明白「快樂」是一種選擇，「老有所樂，幸福在手」。

In a new era which comes along with advanced medical support and better education, people's expectation changes. Elderly services should no longer be confined to fulfilling basic needs, but become more diverse. Over the years, SAGE has committed itself to providing comprehensive and innovative services to promote wonderful old-age lives.

It is doubtless that technology allows the older generation to stay connected with society. In view of this, we have been putting much effort to promote gerontechnology. Other than digital inclusion, SAGE has been vigorously advocating elderly employment. We believe that the middle-aged and retirees are valuable human resource assets if we can create an age-friendly employment environment for them.

SAGE is also aware of the mental health of older people. Psycho-social factors, such as loneliness and separation, may lead to depression. To establish a more inclusive society and boost intergenerational harmony, we on the one hand encourage the general public to express their concerns and care for the elderly, and on the other hand, promote positive psychology through the "Seven Principles of Happiness". By doing so, we hope people could understand that joyful ageing is possible.



常運動的長者能保持年青心境

Elders with regular exercises stay young at heart





樂活傲齡 精彩無限

LOHAS Ageing – A Splendid Second Half of Life



談到長者服務，一定會涉獵「生死」話題。與廿一世紀的長者談生論死已不再諸多忌諱，總希望長者能「老有所歸，圓滿壽終」，鼓勵他們樂於提早準備。然而，面對死亡難免恐懼。本會遂和長者一起回顧人生、面對死亡，進而肯定和欣賞自己的生命，達至圓滿人生。

我們深信年紀不應是精彩生活的限制，運用創意、善用科技、注滿關愛，長者生活也可以多姿多彩！

老有科技 邁步向前

社交媒體是資訊科技發展大趨勢，本會「長青網」(www.e123.hk)亦將順應潮流，全面革新，帶給老友記全新的數碼社交體驗，而「數碼師傅」義工更是其中不可或缺的一份子，他們會積極參與「長青網」的革新進程及未來的運作，推動長者數碼共融。「數碼師傅」是一群喜愛認識新事物和吸收新知識，樂意分享生活經歷、學習體驗、飲食或旅遊心得等的中高齡人士，他們負責宣傳推廣網站、管理網站內容和資訊科技教學等，帶領老友記體驗數碼生活的樂趣。

要成為「數碼師傅」必須接受多元化培訓，學習實用電腦技能、手機應用、攝影及演講技巧等，藉此裝備自己，在豐富的交流互動活動中彼此互勵共勉，發揮自身學習數碼科技的動力和潛能，攜手為「長青網」凝聚長者力量，齊建屬於老友記的網上平台。

End-of-life care has been a challenging topic. We are grateful to see that elderly people nowadays become more open-minded to discuss about life-and-death issues. In recent years, life-and-death education and palliative care are SAGE's key concerns. We accompany the elderly and their family members to get through difficult times, and guide the elderly to look back their life journey with appreciation.

With care, innovation and use of advanced gerontechnology, SAGE believes that ageing can be joyful and dignified.

Active Ageing in a Digital World

The “eElderly” Portal (www.e123.hk), established in 2010, is a dedicated online social platform for the older generation to share delights in life and to have mutual peer support. In response to the fast changing social media trends, “eElderly” is having a major redevelopment to bring brand new digital experience for the elderly. “Digital Mentors” are our important partners in the website transformation process. These mentors are retirees who are interested in learning new technologies and willing to share their life experience with others. They are responsible for updating and monitoring the website contents, assisting in information and communications technology (“ICT”) training, and promoting digital inclusion among peers.

To let the “Digital Mentors” well prepared for their new role, SAGE provides them with a series of training on comprehensive topics, including computer, internet and application skills, knowledge in website maintenance, and presentation and interpersonal communication techniques.



第一屆「數碼師傅」畢業生，整裝待發為「長青網」服務

The first batch of graduates of “Digital Mentors” training programme are ready to contribute their ICT skills to the “eElderly” Portal





資訊科技另一個優點是可以促進人與人之間的交流，本會荃灣長者地區中心獲政府資訊總監辦公室委託，由2017年11月起統籌推行為期一年的數碼外展計劃——「耆影傳情•數碼體驗」，以「與人聯繫」及「數碼樂趣」為主題，推動體弱、認知缺損或較為被動的長者學習使用資訊科技，提升生活質素及樂趣，更藉著數碼義工教授長者利用數碼工具體驗拍攝、玩樂的機會，重新建立他們和外界的連繫，幫助他們融入社區。

數碼義工前往全港10區共47個安老服務單位，包括：港島東、南區、深水埗、觀塘、黃大仙、葵青、西貢、沙田、荃灣及元朗，服務不少於750位來自政府資助及私營安老院舍、長者日間護理中心、綜合家居照顧服務及社區隱蔽的長者（包括150位患認知障礙症長者）。

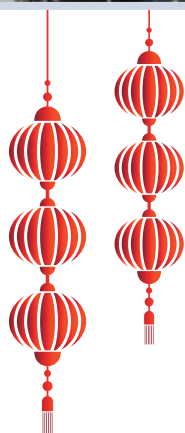


同學的細心及鼓勵，讓長者投入學習資訊科技
Enthusiasm and encouragement of student volunteers motivated the elderly to learn how to use ICT devices

The use of ICT stimulates human interaction and social inclusion of the older generation. In November 2017, the Office of the Government Chief Information Officer commissioned Tsuen Wan District Elderly Community Centre to steer a 12-month ICT Elderly Outreach Project.

Themes of the project are “connecting people” and “digital fun”. With an aim to enhance the quality of life of frail and passive elderly, “Digital Mentors” and student volunteers are invited to teach senior citizens how to use digital appliances. We hope interaction between volunteers and the elderly through digital games could contribute to intergenerational communication.

The project engages 47 elderly service units in 10 districts, namely Hong Kong East, Southern, Sham Shui Po, Kwun Tong, Wong Tai Sin, Kwai Tsing, Sai Kung, Sha Tin, Tsuen Wan and Yuen Long. It is expected that the project can serve at least 750 senior citizens from elderly homes, day care centres, integrated home care services and hidden elderly, including 150 elderly with dementia.





樂活傲齡 精彩無限

LOHAS Ageing – A Splendid Second Half of Life

科技進步加上靈活應用能幫助長者更全面地管理健康。本會一向著力推動長者關注健康及疾病預防，於2017年11月起，承蒙香港賽馬會慈善信託基金撥款資助，於本會荃灣及懷熙葵涌長者地區中心推行為期兩年的「賽馬會e健樂電子健康管理計劃」，與長者安居協會及香港中文大學賽馬會老年學研究所合作，為長者進行身心健康狀況調查、並提出跟進建議、從雲端數據庫監察長者的恆常健康指數，並派員到中心跟進個別長者的健康情況。中心會配合調查建議，鼓勵長者參與各項健康活動，例如：運動班、互助小組、營養烹調及教育活動等，希望長者能管理好自己的健康，延續健康晚年，達至社區安老的最高成效。

老有所為 貢獻社會

現今的中高齡人士，不少仍具備良好體魄，渴望傳承過往經驗，繼續回饋社會。本會多年前已捕捉到長者對退休後發展第二事業的期望，洞悉人口老齡化將迎來勞動力不足的挑戰，相信中高齡人士是未來的人力資源寶庫。因此，早於2008年便推出「友待長者就業計劃」，十年來一直致力倡議社會「唯才是用」，關注中高齡人士就業。



「賽馬會e健樂電子健康管理計劃」啟動禮
Kick-off Ceremony of the Jockey Club Community eHealth Care Project

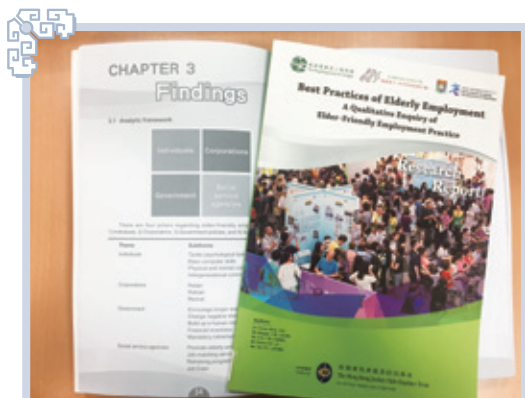


Technological advance in health care and proper health management can help the older generation achieve ageing in place. With the generous support from The Hong Kong Jockey Club Charities Trust, Tsuen Wan and Chan Tseng Hsi Kwai Chung District Elderly Community Centre launched a two-year project Jockey Club Community eHealth Care Project in November 2017. SAGE coordinates with the Senior Citizen Home Safety Association and CUHK Jockey Club Institute of Ageing to promote health management among the elderly. The project team assesses and monitors the health conditions of the elderly participants, recommends and arranges appropriate health-related activities for them, including physical exercise classes, mutual help groups and subject talk series. The project helps to raise awareness of the elderly on health issues and encourages them and their carers to detect and prevent illnesses at early stage.

Elderly People are Valuable Assets to Society

With better wellness, the middle-aged and elderly nowadays are more capable of contributing to the community. Many of them are also willing to pass on their knowledge and experience to the younger generation. In view of Hong Kong's fast ageing population and foreseeable labour shortage problem, SAGE rolled out the "Elder-Friendly Employment Practice" in 2008 to advocate re-employment of young-olds.

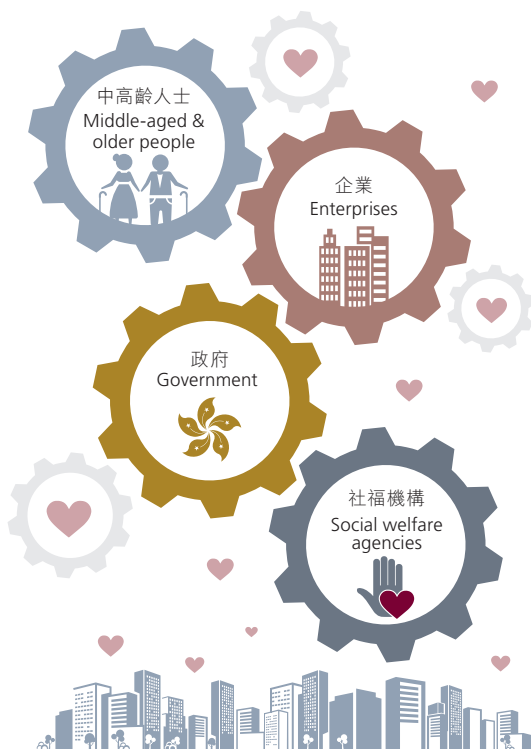




老友所為，貢獻社會

Elderly people are valuable assets to society

本年度，本會先後發佈「友待長者最佳工作實踐研究」結果，及舉辦「傲齡動力就業博覽會」，從不同途徑倡議中高齡人士就業。「友待長者最佳工作實踐研究」歸納出中高齡人士、企業、政府及社福機構四大範疇如何營造跨代共融的工作環境、支援僱主和中高齡人士重投職場的可行方案，並於2017年12月18日舉辦研究發佈會，向公眾分享研究結果，及邀請社會企業「共融教室」代表及「傲齡動力——友待長者就業計劃」學員分享心聲。我們期望研究結果有助各界建立友待長者就業的環境。



During the year, SAGE organised a press conference and a job expo to raise awareness on elderly employment. The press conference on 18 December 2017 revealed the research findings on “Best Practices of Elderly Employment”. The findings suggested avenues to achieve harmonious multigenerational workplace environments and further release the workforce, including leveraging support of the middle-aged and older people, enterprises, government and social welfare agencies. Representatives of social enterprises and elderly participants of the project’s training programme were also invited to share their experience at the press conference.



傲齡動力就業博覽會吸引3,000名中高齡人士到場參觀

The Job Expo of Elder-Friendly Employment Practice attracted 3,000 middle-aged and elderly participants

To provide an effective communication platform and direct interaction opportunities for employers and potential middle-aged and elderly employees, SAGE organised its 12th Job Expo in Lok Fu Plaza on 27 June 2018. The Expo attracted 59 corporations to set up recruitment booths, providing over 5,000 full-time and part-time job vacancies to 3,000 participants. Guest speakers from different sectors shared their retirement financial planning and job hunting tips with the job seekers. Corporations appreciated potential employees’ commitment, and positive and passionate attitude to work. The after-event feedback was very positive, which motivated more corporations to register for similar events in the future. The Job Expo definitely created a win-win situation for both employers and potential employees.



樂活傲齡
LOHAS Ageing



樂活傲齡 精彩無限

LOHAS Ageing – A Splendid Second Half of Life

除了建議切實可行的實踐方案，本會於2018年6月27日假樂富廣場舉行第十二屆「傲齡動力就業博覽會」，為僱主及中高齡人士提供配對平台。博覽會共獲59間企業及機構支持，提供超過5,000個全職、半職及兼職職位空缺，吸引3,000名中高齡人士到場參觀。當日本會邀請多位嘉賓分享退休理財之道、求職秘訣等專題，並獲兩間社會企業代表蒞臨分享中高齡人士就業新機遇，幫助中高齡人士掌握最新的職場資訊，為重投職場作好準備。參與博覽會的僱主皆肯定中高齡人士的能力，並讚賞他們的工作態度，能成為新生代員工的榜樣，推動年輕一輩成長。不少企業留意到博覽會的報導後，主動聯絡本會提出合作舉辦招聘會。本會將積極聯絡企業鼓勵他們聘請中高齡人士，為雙方創造雙贏局面。

未能參與博覽會的僱主和求職者，可以使用本會的e72傲齡動力資訊網及e72一拍「職」合流動應用程式，透過這個線上平台促成就業配對。本年度，我們更優化資訊網，推出「全職」、「兼職」及「臨時工」版面，及提供培訓和義工服務資料，協助中高齡人士以不同方式重投社會。

老有所樂 幸福在手

長者對退休生活或許有不同的期望，但相信所有長者都希望能快樂地生活，甚至這是社會每個人對長者的祝願。本會柴灣長者地區中心推出「樂分券」獎勵計劃，推廣「快樂七式」，具體展現如何活得快樂。「樂分券」上印有「感謝與讚美」、「健康樂悠悠」、「敬業樂業」、「嘉言善意」、「為善最樂」、「常懷寬厚」和「天倫情話」這七種快樂元素，分別代表中心不同的活動，「樂分券」的設計以柴灣區內不同的建築為背景，既能勾起長者對該區的回憶，又能鼓勵長者參與活動、實踐快樂元素，融入社區。



快樂七式「樂分券」

Fun Vouchers with "Seven Principles of Happiness"

Technology has changed the recruitment and job searching process. The e72 website (www.e72.hk) and mobile app provide convenient online platforms to match employers and employees, facilitating the middle-aged and elderly people to reintegrate into the labour market. To boost the effectiveness, SAGE also upgraded the user interface of the e72 website to incorporate employment information such as full-time, part-time and temporary jobs, training and volunteer services.

Pursuing a Joyful Retirement Life

Happy life after retirement is everyone's aspiration. Chai Wan District Elderly Community Centre's "Fun Voucher Scheme" therefore introduced the "Seven Principles of Happiness" into the daily life of elderly people. The seven principles, namely "Gratitude and Praise", "Good Health", "Devotion", "Appreciation", "Spirit of Giving", "Kindness" and "Family and Love", are printed on the vouchers. The background design of the vouchers also recalled participants' memories of the community. The Scheme encouraged older people to actively participate in centre activities, to make friends and achieve community inclusion.



家屬陪同長者一同以「樂分券」換購懷舊小食，樂也融融

The elderly and carers used Fun Vouchers to barter traditional snacks in the SAGE Bazaar



長者參與活動後會獲得「樂分券」，憑券在「耆康大笪地」活動中可以換取心儀禮品、享用懷舊小食、參與有趣的遊戲活動或將「樂分券」送贈他人，藉此將快樂與人分享，一同追尋快樂的生活。



老有所愛 溢滿心田

長者的情緒很容易受影響，尤其是長時間缺乏親友陪伴，欠缺傾訴對象的長者，更容易感到孤寂和情緒低落，甚至萌生輕生的念頭。本會懷熙葵涌長者地區中心為了讓孤獨長者重拾歡顏，聯同荃葵青綜合家居照顧服務單位，推出「耆康人•耆康心計劃」，本著「以人為本」的理念，設計了一系列活動，包括：同鄉「多得里」網絡、節日關愛行動、耆樂傳情點唱站，旨在建立長者朋輩間的支援網絡及互動關懷平台，鼓勵社區人士關懷身邊長者，加強鄰里關係，減低長者的孤獨感。



Elderly people attained vouchers by joining activities and spent them in the "SAGE Bazaar" to barter presents or traditional snacks, and play booth games. They could also use these Fun Vouchers as gifts to share with their loved friends and family members. The voucher system encouraged the elderly to pursue and extend happiness.

Spreading Love and Care among Generations

To address depression and suicidal thoughts among the elderly, Chan Tseng Hsi Kwai Chung District Elderly Community Centre conducted the "SAGE Heart to Heart Project". The project aimed to build connections between elderly members and community stakeholders, thus creating support networks for the elderly in need. A series of person-centred programmes, such as music events and festive celebrations, were arranged to achieve these goals. These social platforms helped them develop positive mindset and strengthen their interaction with society.





樂活傲齡 精彩無限

LOHAS Ageing – A Splendid Second Half of Life

除此以外，本會亦推行「綠綠愛無窮計劃」，舉辦「最高心」關愛話語大搜集及選舉；安排長者親到中、小學校分享人生經驗，並教授學生種植香草、製作環保酵素；及鼓勵學生給長者寫家書，以此推動長幼共融及社區關懷長者行動。長者感受到各方的關懷，慢慢打開心扉，用笑容感染身邊人，共同建構快樂社區。



鄰里間發揮守望相助精神

Forging a strong connection among neighbours

老有所歸 圓滿壽終

進入人生下半場，長者固然希望活得精彩，但歲月流逝，免不了要面對許多不能控制的「失去」，更要承受生命歷程中各種不足及遺憾，回首過去難免百般情緒在心頭。

本會懷熙葵涌長者地區中心舉辦「活得悠然在知命」生死教育計劃，鼓勵社區內朋輩支援薄弱的獨居或隱蔽長者以積極及正面的態度回顧一生及面對死亡，瞭解萬物皆生有時、死有時，從而減低對死亡的焦慮，為人生的終結作好準備。透過生命教育日營、生死教育嘉年華、編寫生命故事冊、感恩回顧等一系列活動，鼓勵護老者及長者透過實踐及反思，重燃對生命的熱情，並準備將來面對至親的離別。另一方面，區內的專業社工亦參與培訓，學習如何與長者一同面對死亡議題，樂觀面對。

Additionally, with the support from primary and secondary schools, the “Love Forever Green Project” was successfully held to cultivate intergenerational communication. Environmental protection activities and horticulture programmes were jointly organised by SAGE and local schools. Furthermore, elderly people were invited to share their life experience with students while students were encouraged to write to elderly people as pen pals on a regular basis. Social care and support can eliminate the feeling of loneliness of the older generation.

Facing Death without Regrets

The last stage of life of the elderly can be sorrowful when facing an irresistible deterioration in health and the death of the loved one. People need to adopt a positive attitude to overcome these hard times.

To educate singleton and hidden elderly to review their lives positively and relieve their anxiety, Chan Tseng Hsi Kwai Chung District Elderly Community Centre launched the “Project for Affirmative Natural Life and Death Education”. The project focused on helping participants understand the wisdom of “There is a time for everything”. Senior citizens were invited to participate in a series of experiential activities such as day camps, carnivals, writing of life stories and reflection workshops. With the guidance and support from our social workers, they were encouraged to be open-minded to share their views on death and end-of-life challenges. The project also gave professional training to social workers to equip them with knowledge in end-of-life care topics.



為自己預備一張美麗的靈堂照

Shooting a beautiful funeral photo



受惠於先進的醫療和科技，全球人均壽命愈來愈長，六十歲也只是第二人生的開始。我們會繼續透過多元化的服務幫助長者延續豐盛人生，「喜創豐年，樂活傲齡」。

Advance in medical services and technology allow people to live longer. Nowadays, people at the age of 60 are just starting their second half of life. SAGE will continue our firm commitment of walking with the older generation and providing them with a variety of services, in the hope of helping them to live a fruitful life.





喜悦 照顾

Joyful Care



喜悅照顧 耆老樂無憂

Joyful Care – Growing Old with Grace

受惠於醫療科技的高速發展，到了七十、八十歲仍保持活力健康的長者比比皆是，但隨著年紀增長，身體機能仍是無可避免會逐漸衰退。有不少長者甚至因突如其來的疾病或意外，即使在醫院完成治療，離院後健康狀況和活動能力仍大不如前，無論是家居環境還是生活照顧，都需要重新調整和適應，因此有不少長者，在離院後很短的時間內，其家人或長者本身便失去讓長者獨立生活的信心，長者的終點站已不再是昔日的家居，而是安老院舍。

其實在適當的照料和支援下，即使長者體能稍有不足，並非行動自如，仍然可以居家安老。有見及此，本會在日間照顧服務單位設計一系列的復康活動，提升長者的自理能力，支援未能在日間照顧長者的家庭；又積極發展離院長者的支援服務，並為具復康潛能的長者進行訓練，協助他們恢復自我照顧能力，同時提升護老者的家居照顧技巧，讓居家安老夢想成真。

至於身體機能及健康狀況衰弱的長者，家庭環境無法配合照顧，需要由安老院舍專業護理人員照顧，我們亦會透過藝術表達、懷舊治療、跨代融合、自主自助的生活安排及趣味的復康訓練，讓長者在院舍中仍能感受到照顧人員和社會各界的關愛，生活得多彩多姿。當長者隨著人生的軌跡走到生命的晚期，我們亦會和長者及家屬牽手走到最後，讓長者及家屬安然面對生命的終結。

Advance in medical technology prolongs life expectancy. More and more older persons in their 70s and 80s can therefore lead a healthy and energetic life. However, sicknesses or accidents are inevitable. Elderly patients discharged from hospital may suffer from a significant decline in physical condition as well as mobility. Insufficient home care support put the elderly and their families under huge pressure and prevent the elderly from continuing to stay at home. The patients are finally sent to elderly homes.

With appropriate day care and support services, we believe the elderly with minor disabilities can also live in their own homes. Our day care service units provide a series of rehabilitation programmes for these elderly to improve their physical and cognitive functions. We also help their caregivers to enhance the caring skills. Special focus is given to the older patients discharged from hospital so that they can regain their self-caring ability and confidence. Our ultimate goal is to allow the elderly to age in place gracefully.

For the senior citizens with poor health or severe disabilities, or lacking sufficient family support, our experienced professional staff provide them with quality residential care services. Through expressive art, reminiscence therapy, intergenerational integration, tailored living arrangements and fun-filled rehabilitative training, the elderly residents can receive attentive nursing care, enjoy friendly companionship and lead a joyful life. In the last phase of their life journey, we go hand-in-hand with the residents and their families with love, care and support, and help the families deal with the passing away of their loved ones with no regrets.



Joyful Care
喜悅照顧



喜悅照顧 耆老樂無憂

Joyful Care – Growing Old with Grace

社區支援 居家安老夢成真

長者或家人考慮是否入住安老院舍的主要因素，每每是家居環境和照顧能力，尤其是當長者的健康和自理能力突然急轉直下，家人在徬徨無助時，很容易便將長者送進安老院舍。本會團隊一直和無數長者及家人相處，深明但凡有一絲希望，長者都寧願留在家中生活。



物理治療助康復
Physiotherapy is critical for rehab.



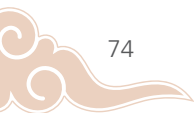
承蒙香港賽馬會慈善信託基金撥款資助，本會於2017年在群芳念慈護理安老院推出為期三年的「耆康會賽馬會助回家復康計劃」，由專業護理和治療團隊，為因病影響活動和自理能力，但仍具復康潛能的長者，度身訂造個人照顧計劃，靈活配對復康治療訓練、健康護理教育、照護技巧培訓、心理輔導及家居環境改善等，務求為長者重返社區生活，作出最全面充足的準備。「計劃」提供為期16個星期的日間復康治療服務、8個星期的家居支援服務及52個星期的個案管理服務，並提供實地護老者培訓，以延續家居訓練，讓家人及長者更具信心居家安老。治療師運用模擬真實環境的虛擬現實體感復康器材，透過循序漸進的訓練，提升長者的自我照顧能力，增強其自信心。

此外，本會透過競投，成功獲得瑪嘉烈醫院在葵青區及北大嶼山醫院在北大嶼山區之「離院長者綜合支援計劃」的承辦權，並於本會荃葵

Ageing in Place with Community Support

Suitable home setting and ability to care are the key factors for carers to decide whether they can support their frail elderly to fulfil the aspiration of ageing in place. However, after the elderly suffers from sudden functional decline, family members who lack appropriate support may tend to assume that elderly home is the best possible option.

Funded by The Hong Kong Jockey Club Charities Trust, Kwan Fong Nim Chee Home for the Elderly commenced a three-year project “Integrated Transitional Care Programme” in 2017 to address the issue. Staffed by medical and healthcare professionals, the Programme provides personalised care plans and tailors services for the frail elderly who show potentials to recover. The services include rehabilitative exercises, healthcare education, skills training, counselling and home environment modification. The objective is to assist the elderly patients to improve their mobility level, and to reintegrate into the community. The Programme offers a 16-week day rehabilitation service, an 8-week home care support service and a 52-week case management service, along with home-based caring skills training. Therapists also make use of “VAST”, a virtual reality rehabilitation system, to provide the older people with a simulative environment to regain their self-caring ability. It is hoped that the specialised services and the home-based training would give the elderly and their caregivers the confidence to age in place.



青綜合家居照顧服務成立家居支援隊，以「醫社合作」的形式，為剛離院而缺乏支援的長者，提供六至八星期的家居照顧服務。家居支援隊為剛離院的長者提供到戶的護理服務、復康治療訓練、家居環境改善、輔導及情緒支援、送餐、陪診及轉介社區資源等。「計劃」另設院舍短期住宿服務及護老者實務照顧技巧培訓，務求讓體弱長者於出院後獲得適切照顧，並繼續為其長遠的照顧轉介合適的服務，希望具體展現「愛回家、樂回家、康健在家」。



院舍生活 老有所為多姿彩

居於安老院舍的長者受到身體機能的限制，加上習慣院舍職員主動照顧，或會慣於在安逸的環境中喪失自理意志，甚至失去對生活的期待。

要誘發長者對生活的熱情，首要讓他們願意參與活動。步行有助維持體弱長者的整體活動能力，但體弱長者常因擔心跌倒受傷而卻步。本會何善衡夫人敬老院承蒙「何子樑醫生慈善基金」撥款資助，購入「活力助行架」推行「動齡健步交通城」計劃。「活力助行架」設有座椅，長者步行時感到疲累便可坐下小休，即使步行期間突然乏力亦不怕摔倒，體弱長者亦可因應本身能力設定步行距離，增加步行的信心。為了增加步行的趣味，提升參與度，院舍於步行路線加設交通指示及懷舊街景，讓院友猶如置身昔日街頭漫步，亦可藉此懷緬舊日時光，有助訓練認知能力。

SAGE has also been commissioned to operate a Home Support Team for the “Integrated Discharge Support Programme for Elderly Patients” with Princess Margaret Hospital and North Lantau Hospital in Kwai Tsing District and North Lantau. Through medical-social collaboration, the Team offers discharged elderly patients six to eight-week home-based community support service, including nursing care, rehabilitation, home environment modification, counselling and emotional support, home delivered meal, out-patient escort, caring skills training and referral to community resources. For those who are unable to return home right after being discharged from hospital, respite residential care service is provided to avoid premature admission to residential homes. The Programme is aimed to actualise the blessing of love, pleasure and health for living at home.

A Splendid Life in Elderly Homes

Given their frailty, and coupled with intensive care in elderly homes, the older residents may become more dependent on others and less enthusiastic about life as time goes by.

To light up their passion, it is important to motivate the elderly to participate in activities. Walking is known to be good for senior citizens to maintain physical wellness. However, they are often deterred by the risk of fall. In this regard, Dr Tzu Leung Ho Charitable Trust funded Madam Ho Sin Hang Home for the Elderly to purchase “Merry Walker” and introduce the programme “Love to Walk for Healthy Ageing”. With a chair attached to the Merry Walker, the elderly can take a rest anytime and anywhere, easing their worry about a sudden decrease in strength and inability to continue walking. They can also plan their own route and walking distance. It is hoped that their confidence in walking could be built up gradually. To boost fun and encourage their participation, road users’ codes and nostalgic photos are posted along the path, which are also good for cognitive rehabilitation.



Joyful Care
喜悅照顧



喜悅照顧 耆老樂無憂

Joyful Care – Growing Old with Grace

本會王余家潔紀念護理安老院亦舉辦「壯志高飛樂晚晴」計劃，由專業團隊評估長者的能力，通過有系統及恆常的訓練，幫助長者了解自我能力，建立自信，重拾對自主生活的熱情。負責團隊在了解長者的經驗和背景後，為他們建立個別生活日程表，安排他們參與熟悉的興趣小組，讓他們更投入生活和院舍活動。院舍為長者設計了梳洗小組、園藝小組、編織班、輪椅自由行訓練班、社區探訪活動等。長者在活動中得到認同，由被動照顧變成主動參與，重新掌握生活自主，令晚年生活更豐盛。

院舍的長者雖然體能稍弱，但仍能老有所為。本會何善衡夫人敬老院於2017年獲社會福利署資助，舉行了「樂韻妙音傳珍愛」南區長幼音樂交流計劃，邀請「赤煉鼓樂團」擔任導師，指導12位平均年齡達86歲的院友，學習「鼓令24式」。院友用心學習，在短短24節敲擊樂訓練中排除萬難，學有所成。除了在院舍表演外，更廣邀多間南區學校及社福機構參加音樂交流會，交流會參與者的年齡層橫跨青少年至長者，不同世代以音樂為媒介，實現跨代共融。表演者亦透過鼓樂、手指舞及歌曲等，彰顯「活到老，學到老，活出燦爛人生」的主題，更讓大家感受到長者對生命的熱忱及活出豐盛晚年的態度。

Mrs Wong Yee Jar Jat Memorial Home for the Elderly also launched the Project “Fly High, Enjoy Life” to encourage active participation and enhance self-efficacy among the elderly. Through systematic and regular training, the elderly residents can understand their ability better, improve their confidence and live a joyful life. The professional care team first studied the profile of each resident, and then tailored a daily schedule comprising various activities, such as grooming group, horticultural group, knitting class, self-propelled wheelchair training and community visit. The Project saw positive impact on the residents. They turned to be more actively engaged in residential life, thus regaining a sense of independence and the control of their own life.

Despite the old age, frail elderly can still enjoy a sense of self-worth. Madam Ho Sin Hang Home for the Elderly was funded by the Social Welfare Department to organise the “Music and Treasure Love” Southern District Cross-generational Music Exchange Programme in 2017. “Refiner Drums” was invited to teach our residents to play “24 Drum”. Our senior citizens, at an average age of 86, showed great enthusiasm during the 24 learning sessions and performed at their best in the music exchange show. Schools and NGOs in Southern District were also invited to perform. The Programme provided a good opportunity of intergenerational integration between youngsters and older people. With drum music, finger dance and songs as the medium, the theme “it is never too old to learn” was also vividly articulated. Participants appreciated senior citizens’ passion and aspiration in life.



完成輪椅自由行訓練班獲發P牌
Self-propelled wheelchair training



表演鼓令24式
“24 Drum” performance



喜悅照顧 耆老樂無憂

Joyful care — Growing old with grace



安寧照顧 攜手圓滿人生路

對於入住安老院舍的長者，我們有一份使命感，希望為這些打拼了大半生的長輩盡點心意，令他們以院舍為家，享受生活，更希望他們在人生最後階段中得到安寧。在2016年本會四間院舍（馮堯敬夫人護理安老院、啟業護理安老院、石圍角護理安老院及東蓮覺苑護理安老院）參加了由香港賽馬會慈善信託基金資助，香港老年學會籌辦的「安寧頌」生命末期護理計劃。院舍職員經過訓練後，已能掌握舒緩護理的知識及技巧，並了解到預設醫療指示對晚期生活質素的重要性，同時亦提高了他們照顧臨終院友時的心理質素，以及為喪親家屬提供情緒支援的技巧。

「安寧頌」計劃經過兩年多的發展，已有九位院友參加，另有13位院友簽署了預設醫療指示。經歷過陪伴院友的最後旅程，院舍團隊領略到關愛及細緻的溝通，對院友及家屬至為重要。安寧照顧要讓院友保持舒適、給予選擇及維持生活質素。職員真切地感受到，臻善的安寧照顧，是由一個衷誠合作的照顧團隊，用愛與關懷擁抱生命，直至最後一刻。

身體虛弱的長者，雖然活動能力受到限制，但相信在家人的支持、服務單位員工的照顧和社會各界人士的關心下，生活中仍能看見彩虹。

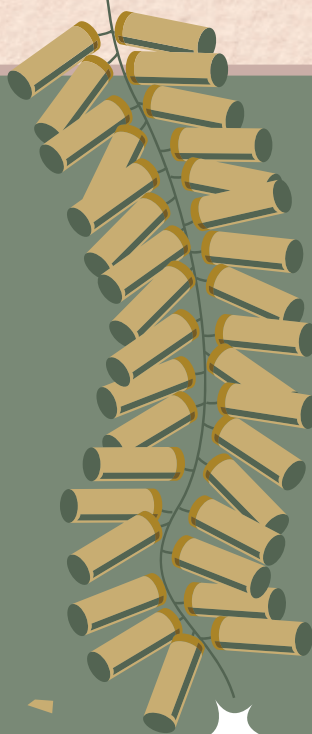
End-of-life Care with Companionship

It is our mission to tender love and care to the older people who have contributed their whole lives to our society. At the last days of their life in elderly home, we hope to provide them with a sense of comfort through end-of-life care service. Our four elderly homes, namely Mrs Y K Fung Home for the Elderly, Kai Yip Home for the Elderly, Shek Wai Kok Home for the Elderly and Tung Lin Kok Yuen Home for the Elderly, have taken part in the "End-of-life Care in Residential Care Homes for the Elderly" Project since 2016. The Project was funded by The Hong Kong Jockey Club Charities Trust and organised by the Hong Kong Association of Gerontology. After training, care workers were able to master the skills of palliative care, and understand the importance of setting advance directives. They were mentally and psychologically prepared to provide end-of-life care for the elderly residents, and offer emotional support to the grieved families.

Over the past two years, nine residents joined the Project and 13 residents signed the advance directive. The caring team realised that the residents and their families treasured our attentive care and patience in communication. It is comfort, choice and quality of life that make up palliative care, and embracing life with love till the end of the journey of the residents is the best interpretation of palliative care.

With support from family, care workers and the community, we believe that frail elderly can also lead a wonderful life.





Boosting Cognitive Fitness

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認知障礙症服務 — 智樂無窮

Dementia Care Services – Boosting Cognitive Fitness

患上認知障礙症的風險會隨著年紀增加，且至目前為止仍未有藥物或療法能根治，患者的認知、記憶和自理能力更會逐漸衰退，容易發生家居意外，甚至走失，加上因病情影響而變得脾氣暴躁，除了影響患者自身的生活質素外，更令家人承受沉重壓力。

近年本會持續投放資源支援患有認知障礙症的長者和其護老者，例如：改善安老院舍的環境、購置合適的設備和治療工具，讓患者感到「家」的溫暖；因應長者認知能力的衰退和照顧需要的轉變，適時為他們度身訂制個人照顧計劃，針對長者的能力和生活習慣安排訓練，關注他們的情緒，以維護他們的生活質素。另外亦在社區推廣腦部健康教育，呼籲長者訓練腦部功能，延緩認知衰退，做到「預防勝於治療」；向大眾講解認知障礙症的成因與病徵，消除社會對患病長者無法自控的行為和家人的誤解，希望大眾以同理心包容和幫助長者，讓他們融入社區。

為要達致上述的願景，全會上下秉持「以人為本」的照顧理念，尊重每位長者的獨特性和個人需要，即使部份認知障礙症患者未能表達所需，我們仍設身處地安排舒適的環境和服務。無論社區照顧或院舍服務，提供全人照顧實在責無旁貸。

Elderly people are at greater risk of developing dementia and no medication can cure the disease so far. The cognitive functions, memory power and self-caring abilities of the patients will gradually decline, resulting in a higher possibility of home accidents and missing incidents. Patients will be emotional, that affects their quality of life, and exert heavy pressure on their carers.

In recent years, SAGE has vigorously increased resources to support the demented elderly and their carers in different aspects, such as improving the environment of elderly homes and purchasing suitable equipment and treatment tools, to make the elderly homes more home-like. SAGE also provided personalised care plans and tailored training for demented residents to maintain and enhance their self-caring abilities, living habits and quality of life, and to meet their psychological needs. In terms of public education, SAGE has launched brain health programmes in the community, appealing to the elderly to strengthen their brain functions, slow down the degree of decline in cognitive capacity, and promote the message of “prevention is better than cure”. These programmes also helped to raise the awareness of the general public and allowed them to better understand the causes and symptoms of dementia. We will continue striving to establish a welcoming and inclusive society for the elderly.

In order to achieve the above visions, SAGE upholds the “person-centred” care approach to cater the unique needs of the older people. As demented elderly may not be able to express themselves clearly due to cognitive impairment, we put ourselves in their position to provide them with comfortable environment and holistic care.





認知障礙症服務 — 智樂無窮

Dementia Care Services – Boosting Cognitive Fitness

院舍為家 「腦」友相伴

截至2018年6月30日，居於本會九間安老院舍的長者，患有認知障礙症的院友佔總人數54%。患病的院友常因認知能力下降而在生活中遇到挫折和無法控制情緒，這樣除了抗拒院舍為他們安排的服務外，亦會影響和其他院友的關係。

本會王余家潔紀念護理安老院率先試行「蒙特梭利認知障礙症療法」，從認知障礙症長者的角度設計服務及改善院舍環境和設施，例如：在院友房間門口標示房號、院友相片及負責的工作人員，以免院友誤認房間；改良職員證設計，以大字體清楚顯示職員姓氏，院友一望便知如何稱呼。職員細心地了解認知障礙症院友日常生活的難處，毋須重大改變，卻能讓院友的生活更便利，獲得成就感。



院舍亦根據這項療法另一個特點，了解認知障礙症長者的背景、興趣和習慣等，以「無挫敗感學習」方式度身設計日常活動和訓練，避免院友遭遇挫折，鼓勵他們積極參與訓練，享受院舍為家的樂趣。我們研究療法的成效，並計劃推行至本會全線院舍，讓更多長者得益。

Accompanying “Brain” Friends in Elderly Home

As at 30 June 2018, 54% of the elderly residents in our nine elderly homes suffered from dementia. We acknowledge that people with dementia usually encounter difficulties in performing activities of daily living because of deteriorating cognitive functions and the lack of emotional and behavioural self-regulation. Anxiety forces them to withdraw from society and therefore breaking their social networks. To cope with these problems, we initiated a series of avenues.

Mrs Wong Yee Jar Jat Memorial Home for the Elderly adopted the “DementiAbility Methods: The Montessori Way™” as the pilot training module for residents with dementia. The first phase of this project focused on environmental modifications and improvements, such as larger door signage with photos and simplified staff card with bigger words, to facilitate elderly people to identify and remember different places and people in the elderly home. Furthermore, our care workers listened to the needs of the demented residents and helped them overcome difficulties in activities of daily living. The pilot programme improved their self-caring abilities and sense of accomplishment.



Another key feature of the intervention is that care workers designed training plans for the demented people by understanding their experience, hobbies and habits. Through applying the principle of “errorless learning”, the elderly were encouraged to participate in tailor-made activities to increase their engagement and sense of successfulness in residential care setting.





小海豹僊僊是院友的心靈良伴

Sin Sin becomes soul friend of the elderly residents



認知障礙症患者受病情困擾，欠缺安全感，適時的陪伴可以穩定他們的情緒。本會關泉白普理護理安老院於2017年獲善長贊助，從日本購入兩隻具治療元素的機械智能海豹(PARO)，並取名為僊僊和蕃蕃。有情緒和行為問題的認知障礙症長者能通過和可愛小海豹互動改善負面情緒和社交能力。PARO內置人工智能感應裝置，當長者撫摸牠或與牠對話時，便會搖頭擺尾、眨眼睛或發出不同的聲音，像寵物一樣陪伴和安慰他們。

「快樂總監」僊僊和「健康總監」蕃蕃經常出席院舍不同的活動，甚得院友歡心，他們或與牠傾談、或細心照顧牠。2017年推出的「總有快樂天」情緒舒緩治療小組，由社工帶領患認知障礙症的院友認識小海豹，院友輪流輕撫和跟牠對話，互相分享感受，最後以正念放鬆練習作終結。經過一年的相處，這兩隻可愛的小海豹僊僊和蕃蕃已完全融化院友的心，成為他們的心靈良伴，令他們的生活更完美。

活腦健體 認知鍛煉

認知障礙症對認知造成的缺損雖然無法逆轉，但卻能延緩衰退。本會善用康體指導員¹和樂安康教練²的專業知識和經驗，推動他們鑽研有趣味的健腦、健體運動，培養長者「多動腦筋身體好」的習慣，保持長者活力和延緩機能衰退。為

¹ 康體指導員是經過體適能專業培訓的畢業生，以專業評估為長者度身訂造鍛煉體能的運動。

Fitness instructors are graduates of fitness training and physical education. They tailor fitness programmes for the elderly after professional assessment.

² 樂安康教練為長者提供多元化活動，例如：智能訓練、消閒節目、懷緬治療和藝術活動等，令長者的生活多添姿彩，寓訓練於娛樂。

Wellness trainers lead various social and recreational activities for the elderly.

SAGE will continue to evaluate the effectiveness of the “DementiAbility Methods: The Montessori Way™” intervention to explore application to all our elderly homes.

The elderly with dementia may experience emotional distress and easily feel insecure. A companion may comfort them. In 2017, an enthusiastic donor donated two PARO therapeutic baby harp seal robots invented in Japan to SAGE. Since then, these two robot seals, Sin Sin and Fan Fan, have been responsible for soothing and healing the demented residents with emotional and behavioural problems in Quan Chuen and Bradbury Homes for the Elderly. Featured with artificial intelligence software and tactile sensors, the robot seals will sway their tails, blink and emit sound when petted.

Sin Sin and Fan Fan are the “Happy Ambassador” and “Health Ambassador” of the elderly homes. They participated in many activities and events in the homes, interacted with the residents and brought joy to their lives. In 2017, social workers rolled out a therapeutic group for demented residents. It was found that petting and talking to these cute seal robots could calm the elderly and elicit their emotional responses. Sin Sin and Fan Fan have since become their good companions and soul friends.



Fitness in Brain with Cognitive Training

Although dementia is so far incurable, it can be treated and deterioration can be slowed down. SAGE recruited fitness professionals and trained retirees as fitness instructors¹ and wellness trainers² respectively to enhance the quality of dementia





認知障礙症服務 — 智樂無窮

Dementia Care Services – Boosting Cognitive Fitness

了積極提升康體指導員的工作效能，更定期舉行專業會議及培訓，以朋輩形式發揮協同效應。

此外，亦參與由香港浸會大學許士芬博士體康研究中心於2017年研發一套名為「活腦健體運動」的認知能力訓練運動，主要鍛煉輕度認知缺損長者的視覺、聽覺和本體感覺記憶、心肺功能、協調及上下肢耐力的運動。康體指導員受訓後，於本會懷熙葵涌長者地區中心、柴灣長者地區中心及馮艷管長者鄰舍中心陸續進行，參與長者自覺腦筋較前靈敏，超過80%長者的認知能力得以提升或保持。



至於體能較虛弱的長者，健體運動對他們來說較為吃力，但他們仍能透過簡單的手指運動保持認知能力。中國手外科專家顧玉東教授經過多年臨床經驗研發了一套手指操，藉著刺激手指及手掌中與腦部相連的神經線集中點，能讓腦部活躍起來，有助減慢認知障礙症的形成。



care service. They are responsible for exploring and providing the demented elderly with interesting cognitive training activities to maintain their health and brain functions. To boost their work effectiveness, fitness instructors regularly attend meetings and professional training.

SAGE also participated in the Brain Invigoration and Gross Motor Activation Programme (“BIGMAP”) led and developed by Dr Stephen Hui Research Centre for Physical Recreation and Wellness of the Hong Kong Baptist University. BIGMAP is a set of cognitive training activities aiming to help to improve the visual memory, audio memory, proprioceptive memory, cardio-respiratory efficiency, upper and lower limbs endurance and coordination of the older generation. Equipped with the Programme knowledge and training methods, fitness instructors implemented the BIGMAP in Chai Wan District Elderly Community Centre, Chan Tseng Hsi Kwai Chung District Elderly Community Centre and Y K Fung Neighbourhood Elderly Centre by providing regular training to senior citizens with mild cognitive impairment. Over 80% of the participants from these centres opined that the Programme helped them maintain or improve cognitive functions and abilities.

Older people with poor physical fitness are difficult to participate in full body exercises. They can instead practise their small muscle groups, and maintain cognitive abilities by doing simple finger movements. Professor Gu Yudong, a Chinese hand surgeon, developed a set of finger exercises for the elderly. Finger movements can stimulate the nervous system connecting the fingertips, the palms and the brain. This finger-brain exercise can improve the hand-brain coordination of the elderly, and help to delay memory loss or dementia.



本會各院舍借鏡顧教授的手指操，每日和院友練習，希望能幫助他們活動腦筋，延緩認知衰老。何善衡夫人敬老院更在進行手指操運動時配上音樂，增加趣味性，無論有否患上認知障礙症的院友都適合參加。

此外，由2017年起，該院更進一步結合手指操與坐式體操，整合為一套多元化的鍛煉動作，吸引院友投入參與。

社區評估 知識啟航

居家安老是安老政策大趨勢，我們希望在社區中生活的認知障礙症患者都能得到良好的照顧。本會於2009年率先引入英國布拉德福德大學「認知障礙症照顧圖譜」，定期評估轄下所有院舍及日間護理中心推行認知障礙症服務的成效，持續檢討和優化各項服務，務求提供一個充滿關愛及正面的社交環境，讓長者能從與人相處和日常生活當中獲得幸福和支持的感覺，效果顯著。

為了惠及居於社區的認知障礙症長者，本會於2017年另外引入「認知障礙症照顧圖譜——生活支援版」，由圖譜員到訪患認知障礙症的綜合家居照顧服務使用者，觀察員工提供服務的情況和長者的反應，分析後向員工講解觀察結果和改善建議，並分享「以人為本」照顧技巧，以期讓居於社區的患者身、心、社、靈都得到合適的照顧，享受居家安老的樂趣。



SAGE introduced finger exercise in all nine elderly homes and integrated the exercise into the daily routines of all residents, regardless of their health and cognitive conditions. To make the exercise routine more funny and enjoyable, Madam Ho Sin Hang Home for the Elderly matched the finger exercise with music. Starting from 2017, the Home further combined the finger exercise with chair-based gymnastics to develop a diversified exercise programme for residents to strengthen their body and brain health.

Advocating Proper Community Care

Ageing in place is a trend of long-term care in Hong Kong. In addition to providing quality care for the demented elderly living in elderly homes, SAGE also endeavours to step up our care for the community elderly. Early in 2009, SAGE introduced Dementia Care Mapping ("DCM") from The University of Bradford of the United Kingdom. By applying the assessment tools to all SAGE elderly homes and day care centres for continuous improvement, we attempted to offer a positive environment for the service users.

“本年度本會舉行了28,329次認知障礙症患者小組／活動，參與人次達194,324。”

This year SAGE held 28,329 service groups/activities for elderly with dementia, totalling 194,324 attendances. ”



智樂無窮
Boosting Cognitive Fitness



認知障礙症服務 — 智樂無窮

Dementia Care Services – Boosting Cognitive Fitness



To extend the reach of our dementia care service, SAGE adopted the Dementia Care Mapping – Supported Living (“DCM-SL”) from The University of Bradford in 2017, expanding the DCM service to the assessment of quality of care in home setting. Trained DCM-SL mappers were assigned to conduct mapping at homes of senior citizens in the community. They observed, assessed and analysed the caring skills of personal care workers who took care of the demented elderly, and gave them advice on “person-centred” care for improvement. DCM-SL can help people with dementia have better well-being and age gracefully in society.

Understanding, acceptance and meticulous care from family members and the community are essential for demented elderly to integrate into society. Tsuen Wan District Elderly Community Centre took the lead to collaborate with 13 organisations to establish the “Tsuen Kwai Tsing District Dementia Services Strategy Working Group”, to promote elderly cognitive health in the district, and to raise public awareness of the needs of the elderly with dementia and their carers in the community.

除了無微不至的照顧，家人及社區人士對認知障礙症長者的理解和包容，對長者融入社區十分重要。本會荃灣長者地區中心集結區內13間機構成立「荃葵青區認知障礙症服務策略工作小組」，合作推動聯區認知健康活動，呼籲社區人士關注認知障礙症長者及其照顧者的需要。結合各機構的力量，於2017年9月21日「世界認知障礙日」，分別在位於荃葵青區17間不同機構的服務單位舉行不同主題的認知健康推廣活動、製作健腦禮物包、編印照顧小冊子及進行認知檢測，向社會大眾廣發關心認知障礙症長者的信息、介紹健腦遊戲、分享社區資源，近4,000人次受惠。

該工作小組已擬定以「防遊走」為下半年度的主題，全力向區內公共交通、物業管理、社區商舖等提供職員培訓及資訊錦囊，鼓勵各界協助識別及支援認知障礙症長者，共同建立認知友善社區。



「認知障礙症照顧圖譜 — 生活支援版」圖譜員將會幫助社區長者居家安老

Trained DCM-SL mappers will help demented elderly age gracefully in society





The Working Group organised varied cognitive health promotion activities in 17 elderly centres in Tsuen Wan and Kwai Tsing Districts on the World Alzheimer's Day on 21 September 2017. Gifts and leaflets with tips on brain health were distributed to the general public, and elderly participants were given cognitive screening. Nearly 4,000 number of attendance were recorded.

The Working Group focused on advocating "Wandering Prevention" in the latter half of 2018/19. It provided training for employees from relevant business sectors who had close contact with the older generation, for example, public transport companies, property management companies and community shops. These employees could learn to identify and provide necessary assistance in their working areas to the senior citizens with cognitive impairment and who are suspicious of wandering due to dementia. This campaign helped to build a "dementia-friendly" community.

長者不能選擇能否避免患上認知障礙症，在症狀出現後也無法自主行為和情緒，他們對此感到不安、挫敗，而他人的不耐煩及誤解會造成負面影響。罹患認知障礙症的長者可能難以正確表達自己的感受和需要，因此本會常提示員工必須要更用心了解他們，觀察他們細微的反應並給予最適合的服務，更要作為他們和家人、社區人士溝通的橋樑，以理解和關心幫助他們融入社區。



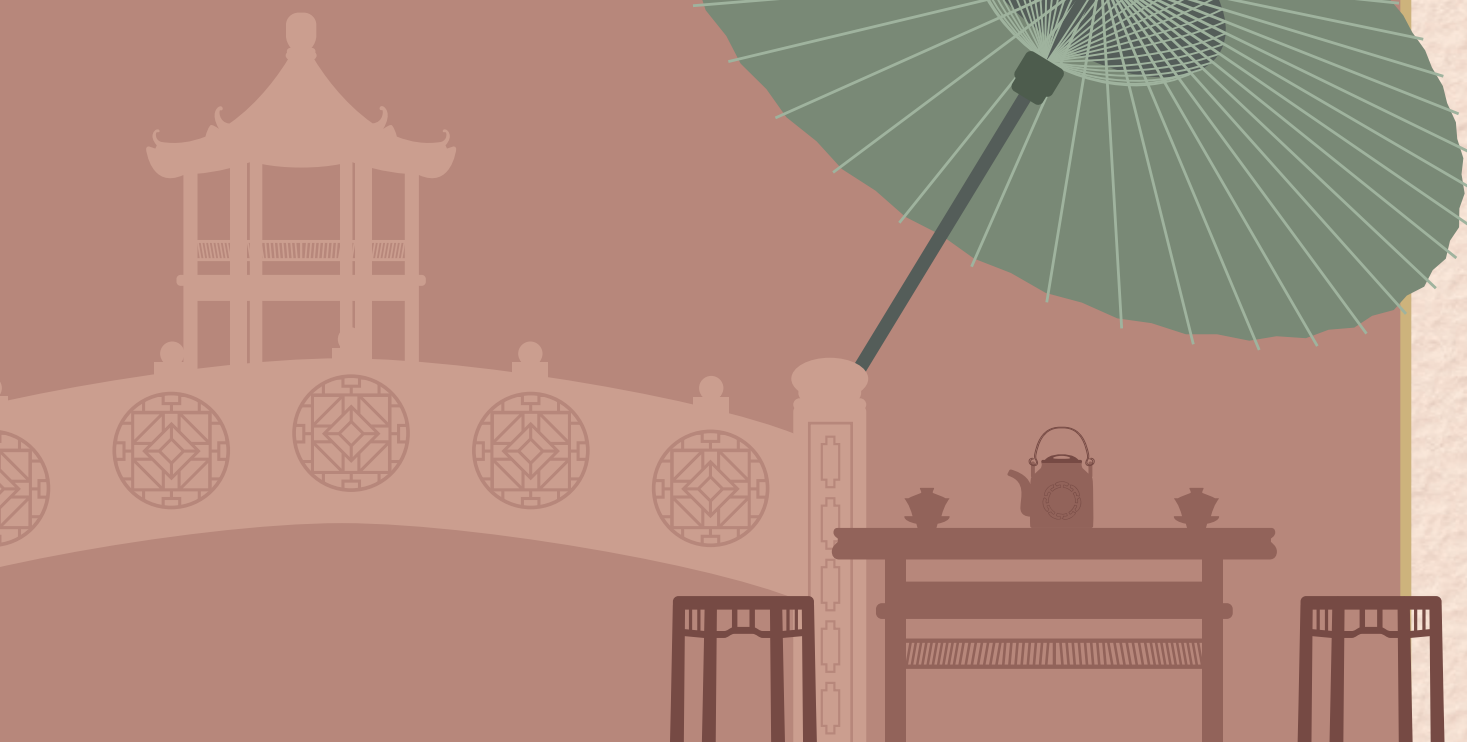
SAGE understands that the elderly with dementia are less capable of controlling their emotions and behaviours. They have difficulties expressing their feelings and needs in words and may feel helpless. We therefore always remind our staff that they must be attentive and patient to address the genuine needs of these senior citizens and their carers. SAGE will continue to act as the bridge between them and society, and promote social integration.





伴您同行

Standing with You



護老者支援服務 — 伴您同行 Carer Services – Standing with You

「居家安老為本，院舍照顧為後援」乃政府的長者服務政策方針。然而，要讓長者能在社區安心居住，除了硬件配套外，護老者的支援亦不容忽視。當人走到晚年，照顧需要自然截然不同，甚至需要專業儀器協助；長期病患也會令長者的情緒和行為轉變，甚至令我們感到恍如陌生人，難以接受。如果護老者因無法承受這些伴隨親人年老而至的額外照顧需求和情緒困擾，而放棄照顧他們，不難想像長者只能放棄自己居家安老的心願，被逼入住安老院舍，重新適應。又或者，即使護老者捨不得長者，決心承擔照顧責任，可悲的是照顧者承受不了照顧壓力而崩潰，引致悲劇的報導卻時有所聞，作為致力服務長者的機構，我們感到痛心、忐忑，不斷反思怎樣幫助這群護老者。

憑著累積的經驗，本會為護老者服務探索了出路及方向，朝「提升照顧技巧」、「鞏固雙方關係」和「舒緩情緒壓力」著手，透過培訓增加護老者對護老的信心、專業社工和同路人支援、鼓勵長者體諒和欣賞護老者，維繫雙方的感情，深盼社工能協助護老者和長者互相扶持，歡笑同路。

“Ageing in place as the core, institutional care as back-up” is the objective of the Government’s elderly policy. To achieve the goal, besides providing adequate facilities and equipment in the community, support to carers is also important. When intensive care and assistive equipment become necessities of the daily life of their ageing elderly, the carers may be stressed. The unexpected negative emotions and behaviours of chronically ill elderly worsen the situation. If family members are unable to withstand the high pressure, the elderly will probably be sent to elderly homes, which is against their will. However, it is also tragic to see the carers committed to taking care of the elderly collapse due to unbearable care needs. As an organisation devoting ourselves to serving the senior citizens, we strive to avoid these kinds of tragedies, and have never given up supporting the carers.

With our vast experience in serving the elderly and dedicated effort in identifying the needs of carers, we have developed a variety of carer support programmes and services focusing on “caring skills enhancement”, “relationship consolidation” and “stress relief”, in which carers could gain confidence in taking care of the loved, and those being cared are encouraged to appreciate the effort of the carers. Participants can also receive community support. We aim at helping the carers and the elderly build mutual support to shoulder the care responsibility together.



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護老者支援服務 — 伴您同行

Carer Services – Standing with You

知識傳遞改變力量 — 照顧技巧得提升

在社區生活的長者，照顧他們的重任通常落在親人或外傭這些護老者身上。長者因為身體機能或認知能力衰退而需要特別的照顧，部分護老者卻缺乏護理知識，對長者老化帶來的改變感到束手無策，甚至因為未能妥善照顧長者而內疚、悲傷。有見及此，本會和政府部門及慈善基金合作，推出不同的培訓課程和教材，希望幫忙他們及早掌握照顧技巧，讓知識傳遞改變的力量，使他們重燃照顧長者的信心，享受相處的時光。

本會承蒙何善衡慈善基金會撥款，推行「護老技巧培訓」計劃，舉辦專業課程及製作《長者照顧服務程序指引》培訓教材套予專業同工，訓練他們成為護老培訓導師，在各區教授護老者照顧技巧，集合眾人之力傳播知識，全面提升護老者的照顧能力。

又因應愈來愈多外傭需要承擔照顧長者的責任，本會荃灣長者地區中心與社會福利署及衛生署合作，推行「外傭護老培訓試驗計劃」，由衛生署護士、營養師及職業治療師等教授外傭照顧技巧，除以廣東話或英語教授外，更提供即時菲律賓、印尼及泰國語傳譯服務，筆記亦分為中、英、印、泰、菲五種語文，體貼外傭需要。修畢課程的外傭可獲頒授出席證書。外傭在有系統地學習照顧體弱長者的技巧後，便可大大減少長者受傷的機會，提升長者的生活質素，家人亦能更安心。除了加強照顧技巧培訓外，中心亦配合舉辦促進外傭與長者融洽相處及溝通的活動，有助外傭照顧長者。



The Power of Knowledge – Caring Skills Enhancement

For the elderly living in the community, the caring tasks usually fall on their families or foreign domestic helpers. However, some carers may not have sufficient knowledge to cope with the special care needs of the older persons whose cognitive and physical conditions are declining. Feeling helpless, they may blame themselves for not being able to take care of the elderly properly. SAGE therefore collaborates with government departments and funding bodies to launch a wide spectrum of training courses and develop practical training materials to help them master the caring skills and rebuild confidence.

With the donation of The S.H. Ho Foundation, SAGE runs the Elderly Care Training Programme to conduct professional courses. Training materials, the “Procedural Guideline for Elderly Care”, were compiled for professional workers. The “train the trainer” approach nurtures a group of professionals to spread knowledge around the territory and therefore enhance the caring standard of carers.

In response to the increasing number of foreign domestic helpers who play dominate role in caring for the elderly, Tsuen Wan District Elderly Community Centre works together with the Social Welfare Department and Department of Health to implement an 18-month “Pilot Scheme on Training for Foreign Domestic Helpers (FDHs)”. Nurses, dieticians and therapists from the Department of Health deliver courses on caring skills to FDHs. To meet FDHs’ language needs and enhance learning effectiveness, teaching conducted in Cantonese or English is supplemented with simultaneous interpretation service in Tagalog, Bahasa Indonesia or Thai as needed, while training notes in respective languages are available. Upon completion of the training, the helpers will be equipped with practical knowledge and skills for providing care for frail elderly, thus boosting the quality of life of the older people. An attendance certificate will also be awarded to the participants. To help FDHs develop a harmonious relationship with the elderly, the Centre also organises activities for both FDHs and the elderly to stimulate their communication.

Those carers who are fully occupied with the intensive caring work can grasp the knowledge online. With the sponsorship from Chan Dang Social Services Foundation, we set up the “e123 Caregiver





對於需要全天候照顧長者，無法抽空外出學習護老技巧的照顧者，本會獲陳登社會服務基金會贊助，於長青網(www.e123.hk)設立「長青護老頻道」，上載超過五十段護老技巧短片，讓他們足不出戶也可以在互聯網上學習。短片由專業治療師及護理人員具體地講解護理步驟和技巧，內容涵蓋如何照顧患認知障礙症長者、中風後護理、健康生活、糖尿病照顧、長者保健及膝關節護理等，內容豐富又全面。短片除了以粵語旁述外，亦貼心地為不同國籍的護老者配以繁體中文、英文及印尼文字幕，提升學習成效。

維繫親情不忘初心 — 雙方關係可鞏固

日復一日勞心勞力的照顧，加上與長者相處時的磨擦難免令護老者感到疲憊，萌生放棄的念頭，他們極需要愛的回饋，推動他們繼續走下去。本會以「肯定的說話」、「愛的禮物」、「愛的擁抱」、「愛的服侍」和「投入相處時刻」這五種「愛的語言」為主題，推行「全會護老者活動」，鼓勵長者及護老者以行動表達關心；並拍攝以真人真事演繹的微電影—「與愛同行」，引發護老者共鳴，回憶從前和長者相處的美好，哪怕照顧工作並不簡單，仍能憑著雙方的感情堅守初心，將照顧壓力轉化為正能量。長者亦能從微電影中，體會照顧者的心意，欣賞他們的付出。



Channel" in the eElderly portal (www.e123.hk). More than 50 videos on caring skills were produced and uploaded online so that carers can acquire the knowledge conveniently without leaving home. Through the videos, different nursing professionals and therapists teach step-by-step the caring skills for the elderly with cognitive impairment, stroke and diabetes, etc. Tips on knee caring and healthy living are also included. The videos were narrated in Cantonese and supplemented with Traditional and Simplified Chinese, English and Indonesian subtitles so that caregivers from different countries could better digest the knowledge.

Construction of Love – Relationship Consolidation

Caring work is never easy and carers may feel exhausted. Encouragement can help them uphold love and responsibility towards the elderly. SAGE therefore organised the Carer Project to motivate both the carers and those being cared of to demonstrate their love in action. We introduced the "Five Love Languages", namely "Words of Affirmation", "Offering of Gifts", "Physical Touch", "Acts of Service" and "Quality Time". A microfilm "Walk with Love" was also produced based on true stories that show the power of love in establishing affectionate relationship between those giving and those receiving care. They gained positive energy and the elderly learned how to appreciate the carers' effort.



伴您同行
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護老者支援服務 — 伴您同行 Carer Services – Standing with You

經常相處的長者和護老者需要鞏固關係，以愛相伴同行，其實入住安老院舍的長者和他們的家人，亦是對方的心靈支柱，需要互相關懷。即使長者已入住院舍，有職員無微不至的照顧，家人仍會渴望多了解長者在院舍的生活，及陪伴一起參與活動。本會王余家潔紀念護理安老院積極推展「義工大本營」計劃，邀請親屬成為義工，透過參與及策劃院舍活動了解院友的日常生活，更在「長者心願包」活動中，同心協力達成院友的願望。親屬義工積極參與院友的生活，又向職員學習照顧技巧，更本著「老吾老以及人之老」的精神，關懷照顧其他院友。透過與職員的互動增加了親屬對院舍照顧的信心，紓解他們未能和院友一同生活的憂慮。我們將持續推行不同類型的親屬義工服務，讓這份「敬老」、「護老」的情義得以傳承。



A solid relationship between the older persons living in elderly homes and their family members is important for the residents to enjoy institutionalised life. The chance of participating in the residential life of the elderly comforts the family members who are not able to live with their elderly. Mrs Wong Yee Jar Jat Memorial Home for the Elderly thus initiated the “Cheering Up Volunteer Club” to invite the elderly residents’ relatives to join and plan activities for them. The volunteer relatives also joined hands in the “Elderly Wishes” programme to actualise the residents’ wishes. The Volunteer Club brought together the relatives successfully. They were willing to learn the caring skills, and proactively extend their care to other residents. We will continue to develop different kinship networking programmes for both elderly residents and their relatives, passing on the spirit of love and respect for the elderly.



互相扶持同行護老 — 情緒壓力獲舒緩 Standing Side by Side – Emotional Stress Relief

社會常常關注長者是否得到妥善的照顧，其實護老者亦很需要身邊人的支持。照顧長者是一項持久，而具挑戰的工作，尤其是照顧身體機能衰退無法自主活動、患有長期疾病或認知缺損的長者，護老者的生活重心都在長者身上，且全年無休，即使有能力、有信心能好好照顧長者，亦滿懷愛意，但長時間承擔沉重的照顧工作，仍會帶來壓力，影響情緒。

Standing Side by Side – Emotional Stress Relief

When talking about elderly services, the public usually focus on the proper care of the senior citizens. However, we should not lose sight of the needs of the carers. Carers may feel heavily stressed as they are doing a challenging and endless task. The frail elderly, especially those who lack mobility and suffer from chronic illness or cognitive impairments, require intensive attention and care. The caregivers have to sacrifice their time and even forgo their personal lives. Despite their ability and commitment to take care of the elderly, the all-year-round caring work affects their emotion and put them under stress.



本會九間護理安老院，在住宿安排許可下，能提供暫託服務，供長者短暫入住，讓護老者能暫時放下重擔，調整身心，重新上路。而在各地區服務中心，除了安排專業社工支援他們的情緒外，更建立護老者分享平台，大家可以一同分享照顧經驗，傾訴困難，從相同處境的朋輩中得到力量。他們參與護老者活動期間，本會更會安排職員代為照顧長者，這樣他們更能安心，放鬆心情享受。

In view of this, all nine elderly homes under SAGE provide residential respite service for the needy, subject to availability. It can let the carers have a short rest for stress relief. Our elderly centres in various districts have registered social workers to provide carers with emotional support. Sharing platforms are also established for caregivers to share experience and difficulties. When the carers participate in activities, our staff will take care of their elderly so that they feel comfortable to enjoy their time.

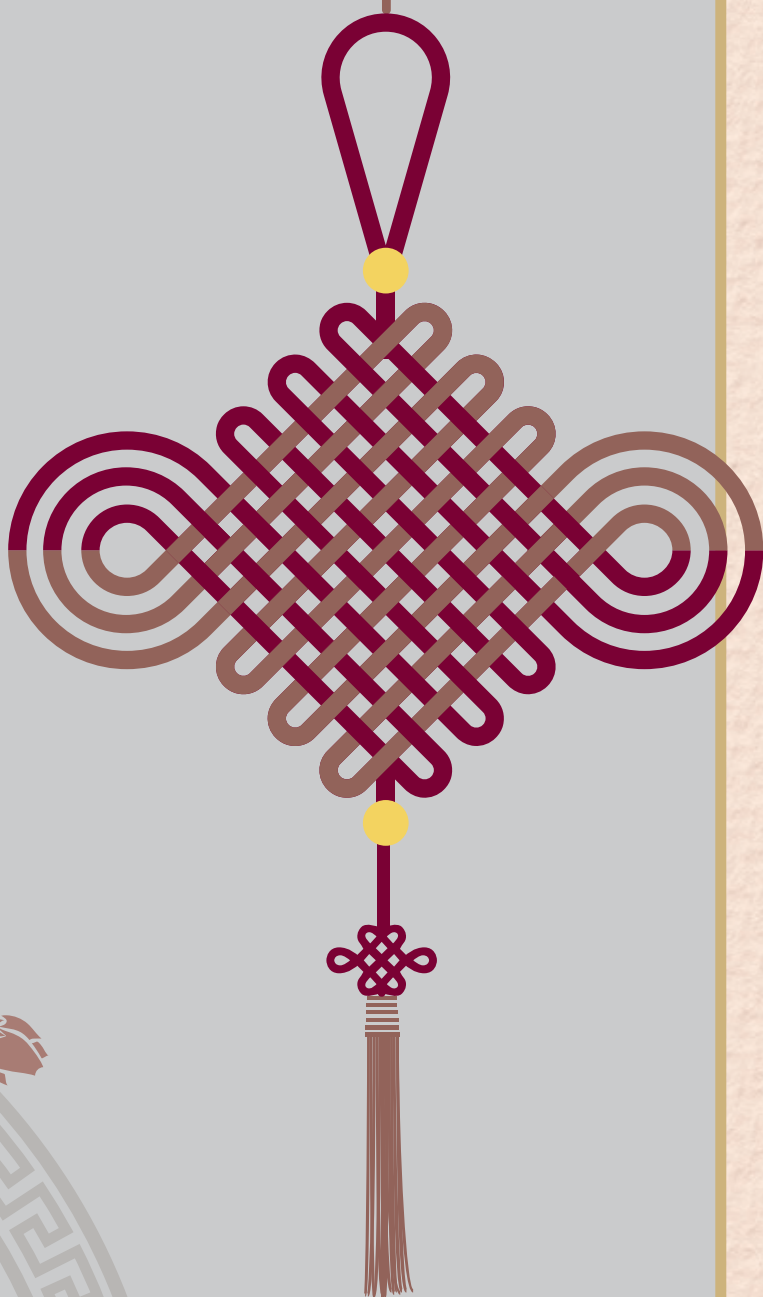
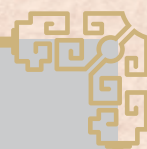


我們相信每一位護老者都希望長者能獲得最佳的照顧，並願意為之付出，不望回報。有他們的無盡關愛、細心照顧，長者才能有安樂、舒適的生活。我們誠盼能聯繫不同界別，給予這群無私的護老者全面的支援，成為最堅強的後盾，為長者及護老者締造美好的生活。

We believe that every carer is willing to serve and commit to the caring process. With their meticulous care, our senior citizens can enjoy a peaceful and graceful life. We will continue to make every effort to explore resources from different sectors in the community to render comprehensive support to them. Acting as the strong back up, we hope to create a better life for the caregivers and the senior citizens.



伴您同行
Standing with You



Heartfelt Gratitude

至誠
感謝



連繫愛心 沿路有您

Walking with You Linking with Love

作為安老服務提供者，我們最期望看見長者和護老者的笑容。他們的笑容，代表著生活康泰、身體舒適，訴說了喜悅自在、歡欣暢快。為了令每一位長者和護老者展露歡顏，本會一直致力從多方面積極回應不同年齡層及身體狀態的長者及其護老者的需求，在每天服務超過35,000人次的基礎上，不斷尋求拓闊服務空間，以惠澤更多長者。

我們感激社會上很多善長仁翁、愛心企業和團體，本著和我們一樣的服務理想和信念，關注長者的福祉。他們或慷慨捐款，提供額外資源給本會推展更全面的服務；或送贈物資，提升長者的生活品質；或親切探訪，表達各界對長者的關懷。他們的無私付出，真情摯意，令人感動。

在安老路上有眾多善心人士、企業和團體同行，實在是本會和廣大長者的福氣！

攜手前行 完善服務

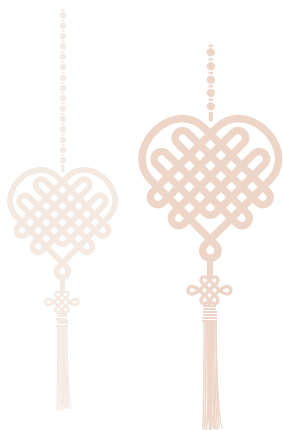
長者的需要日趨多元化，單靠政府資助實難以顧及所有服務需要，幸蒙熱心企業施以援手。馮堯敬慈善基金會及何善衡慈善基金會心繫長者，捐款支持提升院舍設施和服務；大盛集團（控股）有限公司、香港圓桌會（第七席）、CGN World Limited等善心企業，慷慨捐款推行中醫、物理治療、陪診、家居清潔和中風長者支援服務等，全面關顧長者的需要，本會至誠感謝各企業重視長者的福祉。

As an elderly service provider serving 35,000 users a day, SAGE treasures every smile of our senior citizens and their caregivers. Their smiling faces imply comfort and good health, which is the best recognition for our quality services. To achieve this, we make every possible step to explore cooperation opportunities in the community to address various needs of the senior citizens in different ages and physical condition, to increase the number of elderly beneficiaries, and to support their caregivers.

We are most grateful to have numerous supporters who share the same mission with us. Their selfless and sincere concern has boosted the well-being of the elderly in different aspects: their generous donations enabled us to develop innovative projects to fill the service gap; their timely provision of materials helped to enhance the quality of life of the underprivileged elderly; their volunteer visits brought love and care to the elderly with small social circle.

Joining Hands to Optimise Services

We would like to thank from the bottom of our hearts the generous corporations, whose donations made the development of new services beyond the threshold of government subsidies possible. These corporations included Fung Yiu King Charitable Foundation and The S. H. Ho Foundation, which funded the enhancement of facilities and services of residential care homes. In addition, Tai Shing Group (Holding) Company Limited, Hong Kong Round Table (Table 7) and CGN World Limited sponsored our professional services such as traditional Chinese medicine consultation, physiotherapy, outpatient escort, domestic cleaning and support to stroke patients.



Heartfelt Gratitude
至誠感謝



連繫愛心 沿路有您

Walking with You Linking with Love

關愛奉獻 節日同歡

我們感動於善長在佳節不忘愛護長者，一位隱名善長經常對身邊的長者關懷備至，即使非親非故，在長者病困時仍不吝於援手，更熱心聯絡本會，幫忙申請安老院舍。近年，更本著「老吾老以及人之老」的精神，慷慨解囊，在節日為長者奉上豐盛菜餚，同度佳節。我們亦感謝太平山獅子會、香港仁人家園、國際中醫藥膳自療學會等義工團體，在節日親訪長者，送上真摯的祝福和關懷。

細緻關懷 生活無憂

本會喜見各界人士理解長者不同的需要，送贈適切的物資，包括：友邦保險（國際）有限公司、榮華慈善基金、Giving Love，及其他善心人士，細心為長者準備食物、日常用品和復康用具等，舒緩他們生活上的憂慮，更提供活動門票，令長者活得更精彩。

親切探訪 社區共融

過去一年，本會與近300間企業、團體和學校合辦超過500次義工活動，包括：中瑞岳華（香港）會計師事務所、信和集團旗下酒店、新鴻基地產、香港電燈有限公司、盈愛行動及啟勝管理服務有限公司等。義工隊除探訪慰問，推動社區共融外，更幫忙改善長者的家居安全。

期待社會上有更多善心人士加入關懷長者的行列，令長者的生活更愜意、笑容更燦爛。

Sharing Love during Festivals

We are impressed by the noble virtues of our donors who extended their love to other senior citizens in the community during festive occasions. A low profile donor always keeps in touch with us to make meaningful causes. She once referred an elderly who was in urgent need of residential care. In recent years, the donor has sponsored delicious dishes for all of our service recipients to enjoy festivals. We would also like to express our sincere gratitude to the volunteer groups including Lions Club of Tai Ping Shan, Habitat for Humanity Hong Kong and International General Chinese Medicine Meal of Self Recovery Association Limited for arranging concern visits with warm blessings during festivals.

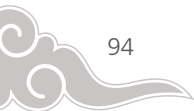
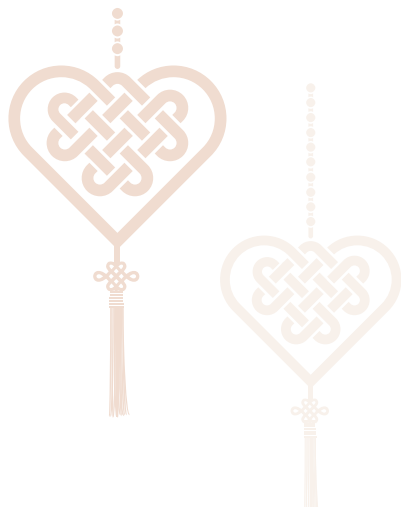
Meticulous Care to Improve Quality of Life

We are glad that donors from different sectors, including AIA International Limited, Wing Wah Charity Foundation, and Giving Love, proactively donated various kinds of materials to the elderly. The food, daily necessities, rehabilitation tools, and event tickets they sponsored not only addressed the daily needs of the older people, but also added colour to the older people's lives.

Volunteer Visits Promoting Social Inclusion

During the past year, we organised over 500 activities with volunteer groups from nearly 300 corporations, organisations and schools to promote community inclusion. These benevolent bodies included RSM Hong Kong, Sino Hotels, Sun Hung Kai Properties, HK Electric, Mission of Love and Kai Shing Management Services Limited, etc. In addition to visiting the senior citizens, the volunteer groups also carried out minor improvement works to enhance their home safety.

We hope more warm-hearted people will join us to help the senior citizens lead a joyful life.





Heartfelt Gratitude
至誠感謝



關愛種子 以心傳播

Passing On Love and Caring for Senior Citizens



社會對長者的關注和支持，是他們能安享晚年的重要元素之一。本會除了致力提供優質的安老服務外，更積極在社會中推廣愛老、敬老的風氣，亦有幸得到不少傳媒、企業和團體的幫助，透過多種途徑傳播長者資訊，推動公眾人士和社會各界一同建設長者友善城市。

媒體採訪

過去一年，本會和不同媒體合作，藉著報章、雜誌、電台、電視及互聯網等的報導和節目，分享各項服務、探討安老服務面對社會老齡化的挑戰；並透過多位長者的人生故事和生活片段，幫助大眾了解長者的需要、建立長者的正面形象。本會在此衷心感謝各界媒體的支持。



The attitude of the public and society towards the elderly contributes much in determining the quality of life of those in old age. Therefore we proactively cultivate the culture of respect and love for the elderly in the community. With the support of media, corporations and organisations, we are able to disseminate information on elderly services via various channels and mobilise people from different walks of life to build an age-friendly city together.

Media Partnership

We would like to thank the mass media for joining us to raise public awareness towards elderly issues over the past years. Through various media platforms, including newspaper, magazine, radio, TV and internet, the general public can easily gather information on elderly services, and understand more about the challenges we faced in the ageing society. Some media also featured life stories of the older generation that highlighted their needs and demonstrated their positive image.



宣傳贊助

本會亦至誠感謝電能實業有限公司、香港中華煤氣有限公司及信和管業優勢，透過他們強大的客戶網絡，協助派發本會的募捐單張，增加公眾了解本會和安老服務的機會，並藉此募集經費發展更多創新服務，令長者的生活更舒適和豐盛。

Promotion

We would also like to express our heartfelt gratitude to Power Assets Holdings Limited, Sino Property Services and The Hong Kong and China Gas Company Limited for distributing fundraising leaflets through their extensive customer networks. They provide us with an opportunity to promote services and raise funds for innovation projects that can enrich the lives of the elderly.





賣旗日

2018年4月4日，本會舉行第十次全港賣旗日，藉此全港性活動呼籲市民關注長者的需要，並以行動支持長者，當日共有近3,000位義工參與。本會由衷感謝何善衡慈善基金會、張偉球MH太平紳士及王華湘父子有限公司慷慨贊助，及各企業、團體和學校鼎力支持。我們亦特別鳴謝本地動畫創作組合癩嘸(貓子工作室)設計旗紙，九款旗紙展示不同的長者形象，鼓勵市民關心和認識身邊的長者，發掘他們的多種面貌。



「全港學童愛長者 — 德德豬顯愛心」計劃

小孩子是社會未來的主人翁，從小培養良好的品德和觀念非常重要。本會深入社區和學校推行品德教育，向學童講解人生歷程，教導他們感恩長者對社會的貢獻，明白年老帶來的不便，因此應該以愛和包容的態度與長者相處，常存關愛他人的心。我們誠盼能在學童的心中種下一顆敬老、愛老的種子，隨著他們的成長，以愛心灌溉成枝葉繁茂的大樹，除了護蔭長者，同時在社會中繼續散播更多種子，讓每位長者都能得到適當的身心照顧，及備受尊重，安度晚年。

Flag Day

On 4 April 2018, we launched the tenth territory-wide flag day to rally public support for the elderly. Nearly 3,000 volunteers participated in this meaningful cause. We sincerely thank The S. H. Ho Foundation, Mr Lawrence W K Cheung MH, JP and W S Wong & Sons Company Limited for their generous sponsorship, and corporations, organisations and schools for their staunch support. We are also grateful for the help of Postgal Workshop (Din Dong) in designing nine flag stickers illustrating different images of our senior citizens.

“Love Elders Campaign HK – Tak Tak Pig Care & Love” Programme

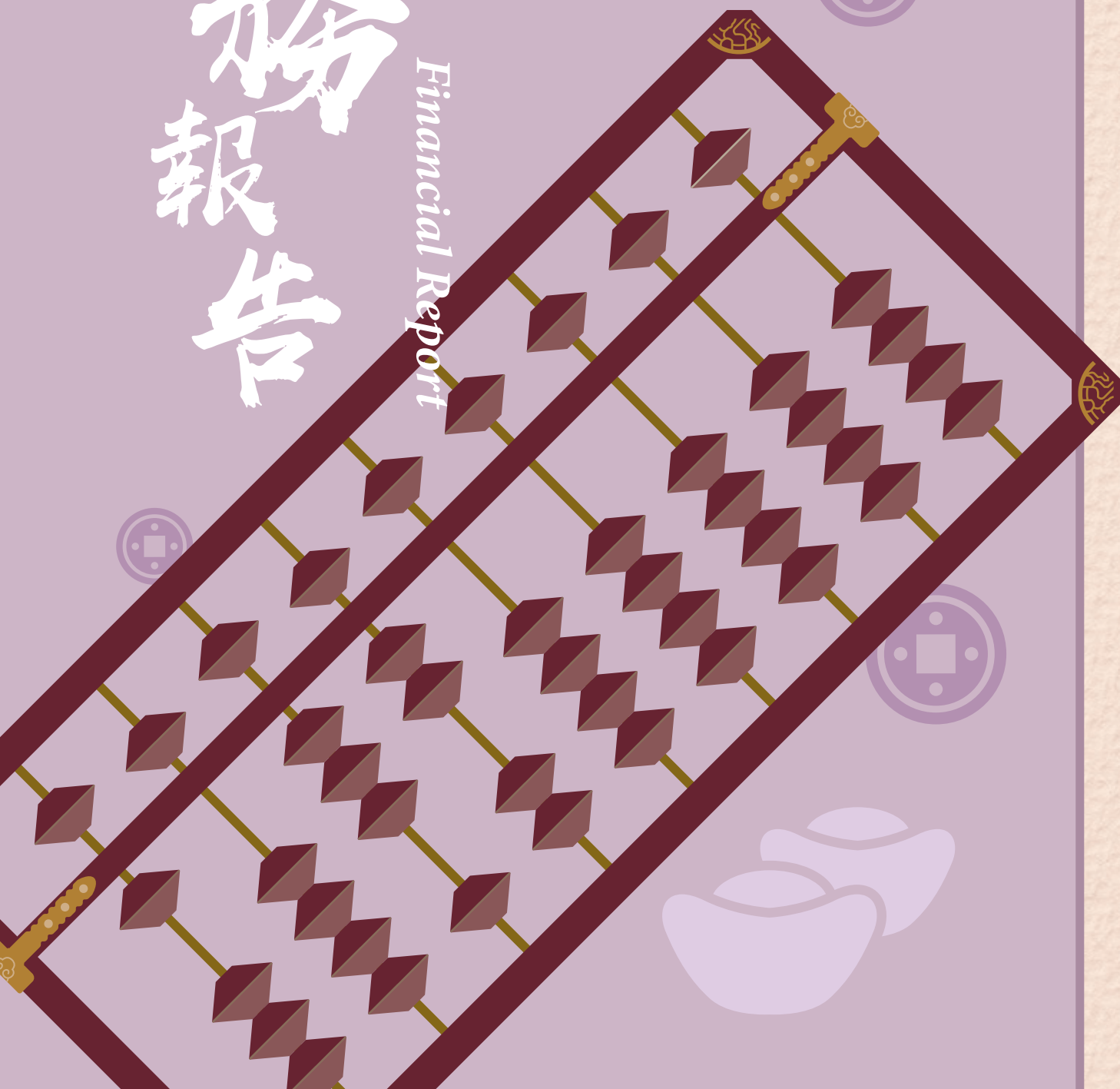
Children are future masters of society. It is important to nurture them to be virtuous persons and respectful to the senior citizens. We therefore launch the “Love Elders Campaign HK – Tak Tak Pig Care & Love” Programme in schools across the city. By reviewing the life journey of the elderly, we hope the children can learn to appreciate the contribution of the older generation to societal growth, and embrace their inevitable health and cognitive deterioration with love and tolerance. We look forward to an inclusive society of intergenerational harmony.



Heartfelt Gratitude
至誠感謝

財務報告

Financial Report



財務報告

Financial Report

截至2018年3月31日經審核之收支表

Audited Income and Expenditure Statement for the Year Ended 31 March 2018

		2018 港幣 HK\$	2017 港幣 HK\$
收入	INCOME		
政府資助	Hong Kong Government Subvention	324,777,995	300,920,128
單位服務收入	Service Centre Fee Income	40,040,750	39,025,470
公益金撥款	Allocation from The Community Chest	3,183,900	3,393,490
香港賽馬會撥款	Allocation from The Hong Kong Jockey Club	5,960,783	2,102,266
租金及差餉補貼	Reimbursement of Rent and Rates	11,152,064	10,966,521
捐款	Donations Received	1,389,147	4,741,859
賣旗籌款	Flag Day Income	1,618,054	—
獎券基金	Lotteries Fund Grant	3,543,924	3,139,589
籌款	Fund Raising	4,806,165	4,100,241
利息收入	Interest Income	1,693,970	1,020,453
投資收入	Investment Income	749,322	406,184
其他收入	Sundry Income	1,249,410	2,194,640
		400,165,484	372,010,841
支出	EXPENDITURE		
員工薪酬	Staff Costs	291,081,058	277,675,727
公用服務	Utilities	11,275,938	11,438,589
食物	Food	24,125,878	22,662,834
行政費用	Administration Expenses	5,652,471	4,754,014
備用品及設備	Stores and Equipment	4,341,157	4,284,554
維修及保養	Repairs and Maintenance	6,046,697	6,562,443
活動項目費用	Programme Expenses	5,908,417	5,613,926
運輸及交通	Transportation and Travelling	2,142,599	2,180,929
保險	Insurance	4,237,220	4,408,203
租金及差餉	Rent and Rates	12,951,616	12,848,491
折舊	Depreciation	224,847	475,181
棄置虧損	Loss on Disposal	584	495
員工福利及發展	Staff Welfare and Development Expenses	2,057,970	1,881,787
對外津助	Grants to Applicants	411,896	332,863
雜項	Miscellaneous	2,972,497	3,469,957
		373,430,845	358,589,993
年度盈餘	SURPLUS FOR THE YEAR	26,734,639	13,420,848
備註	Note	2018 港幣 HK\$	2017 港幣 HK\$
年度盈餘明細	Surplus for the Year Breakdown		
整筆撥款	Lump Sum Grant	11,268,681	1,464,243
公積金	Provident Fund	4,435,386	3,506,838
獎券基金	Lotteries Fund Grant	2,412,543	2,190,416
非津助收入及其他	Specific Funds and Others	8,618,029	6,259,351
		26,734,639	13,420,848





財務報告 Financial Report

備註：

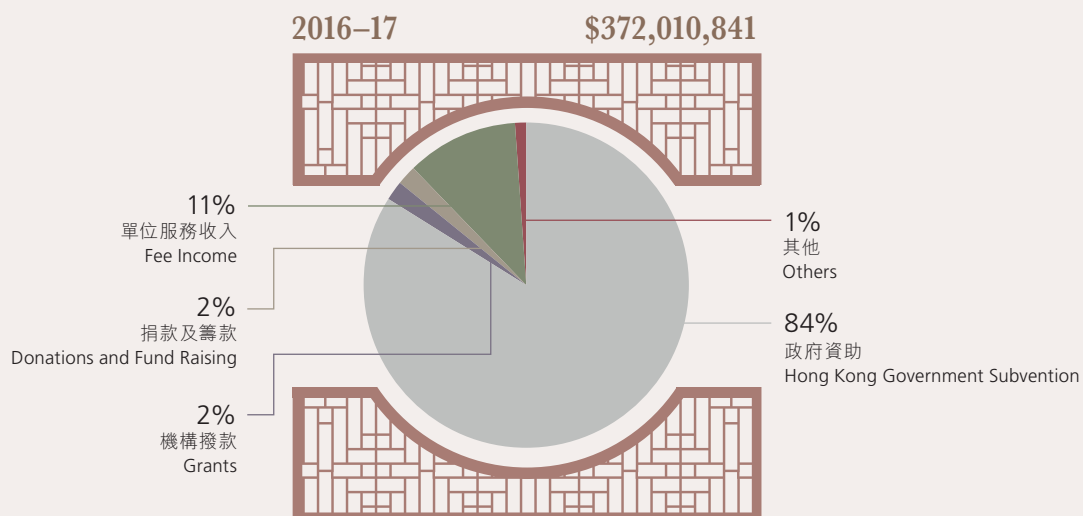
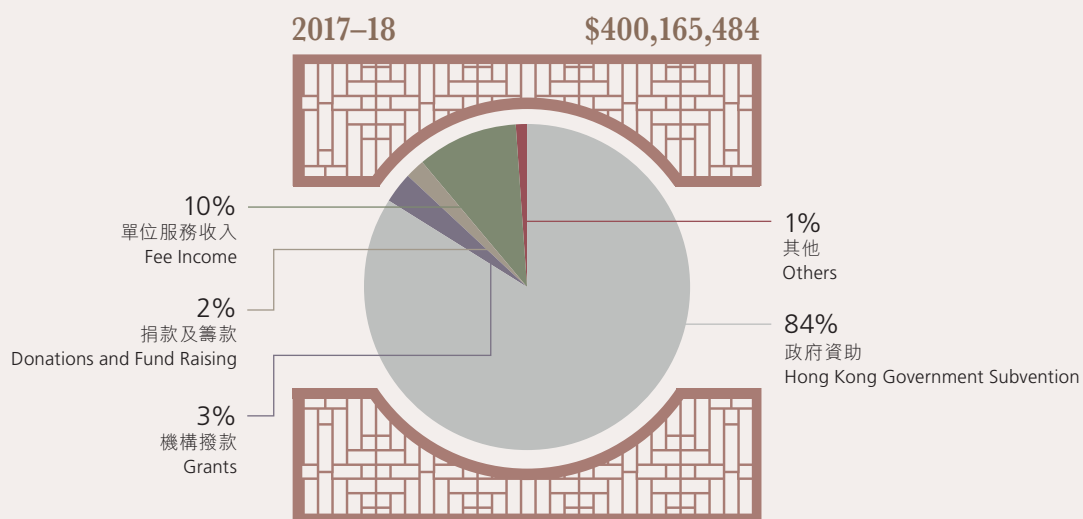
- (1) 第99頁內截至二零一八年三月三十一日之財務報告不是本會的法定年度財務報表。按照公司法第436條所規定公開的法定財務報表的進一步資料如下：
 - (1.1) 本會將按照公司法例第662(3)條及附表6第3部提交年度財務報表；
 - (1.2) 本會的核數師已就該財政年度的財務報表作出報告，核數師報告是沒有保留意見，及不就該報告作保留意見的情況下以強調方式促請有關人士注意任何事宜；或載有根據公司法第406(2)或407(2)或(3)條作出的陳述。
- (2) 本會截至二零一八年三月三十一日之周年財務報告(AFR)可瀏覽本會網頁：www.sage.org.hk。

Notes:

- (1) The Financial Report relating to the year ended 31 March 2018 on page 99 is not the Society's statutory annual financial statements for that year. Further information relating to those statutory financial statements required to be disclosed in accordance with section 436 of the Companies Ordinance is as follows:
 - (1.1) The Society will deliver those financial statements to the Registrar of Companies in due course as required by section 662(3) of, and Part 3 of Schedule 6 to, the Companies Ordinance;
 - (1.2) The Society's auditor has reported on those financial statements. The auditor's report was unqualified; did not include a reference to any matters to which the auditor drew attention by way of emphasis without qualifying its reports; and did not contain a statement under sections 406(2), 407(2) or (3) of the Company Ordinance.
- (2) The Society's Annual Financial Report (AFR) for the year ended 31 March 2018 is available on our website: www.sage.org.hk.

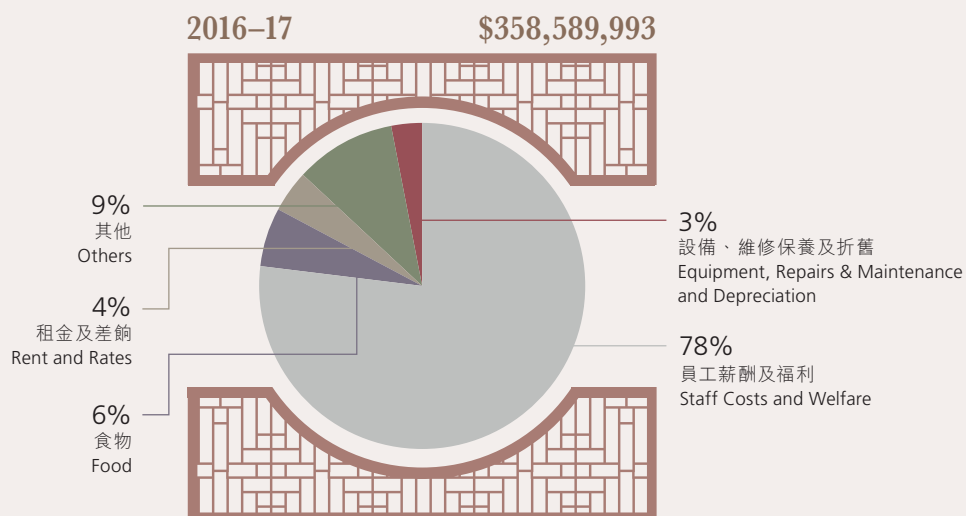
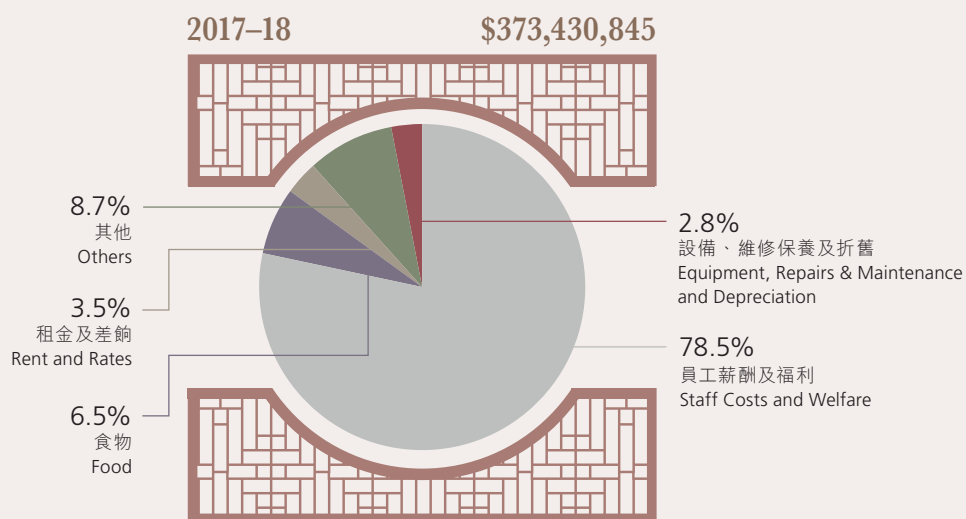


收入 Income





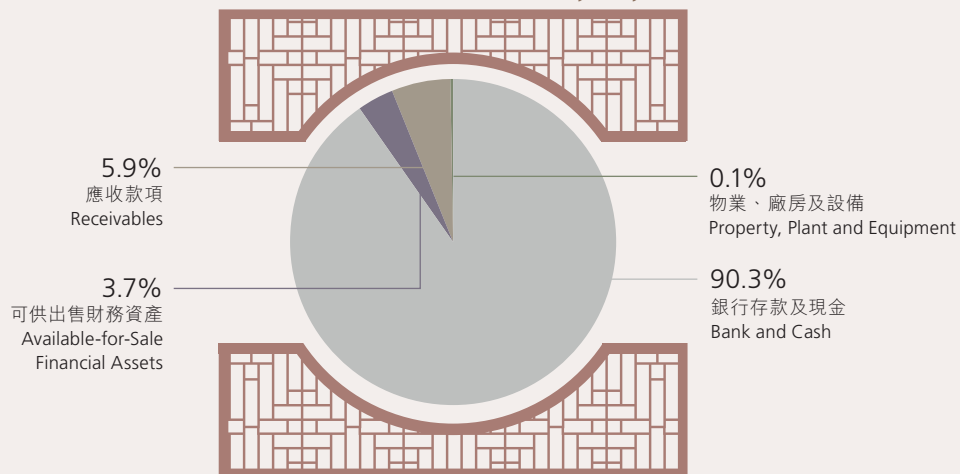
支出
Expenditure



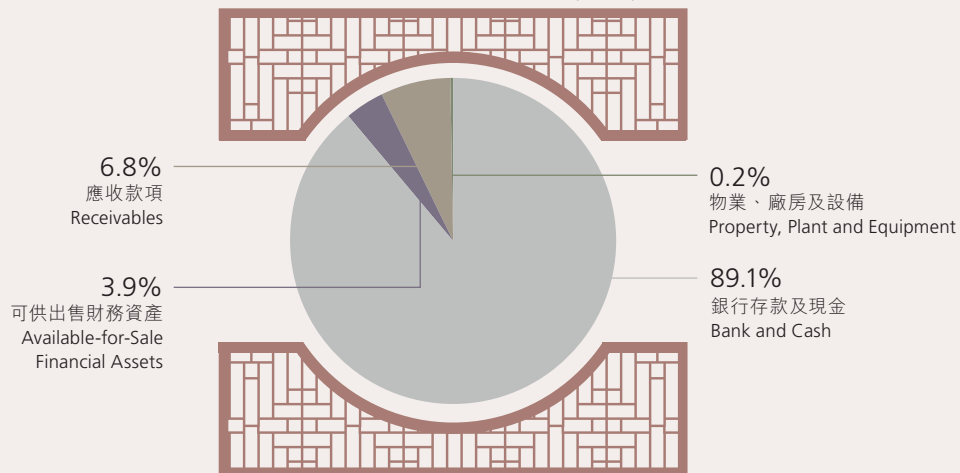
總資產

Total Assets

2017-18 269,472,097

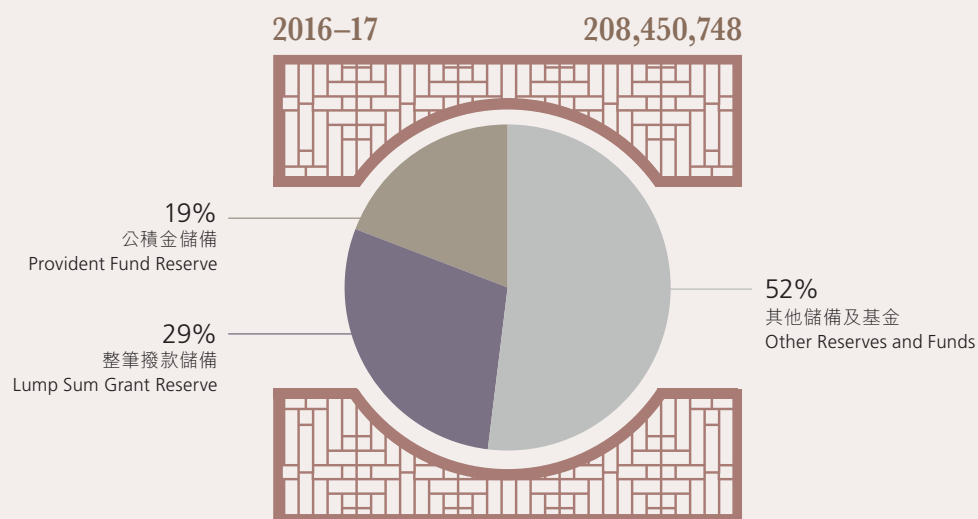
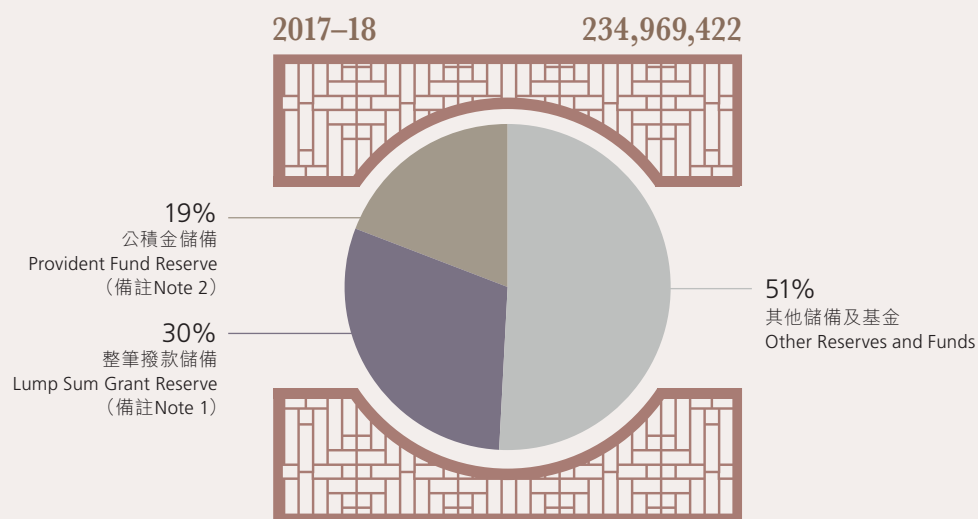


2016-17 241,748,590





總儲備及基金
Total Reserves and Funds



備註：

1. 整筆撥款儲備

截至2017-18財政年度之整筆撥款儲備為HK\$71,032,295，儲備主要用於提升單位的服務質素，改善員工待遇，支持員工工作專業培訓及發展，以建立一支優質的員工隊伍。董事會將繼續審視及監察整筆撥款的運用情況及善用儲備。

2. 公積金儲備

2017-18財政年度公積金儲備為HK\$43,632,465，本會會定期檢討該儲備的運用，包括增加僱主強積金自願性供款的比率。

Notes:

1. Lump Sum Grant Reserve

The Lump Sum Grant Reserve for the financial year of 2017-18 was HK\$71,032,295, such Reserve will be utilised in strengthening service delivery; and fulfilling the contractual commitment to staff, by building up a staff team with high quality through enhancement of employment terms and supporting the professional development of staff. The Board will keep on monitoring and examining the use of Lump Sum Grant and its Reserve.

2. Provident Fund Reserve

The Provident Fund Reserve for the financial year of 2017-18 was HK\$43,632,465. The Society will regularly review the use of the reserve including increasing the voluntary contribution ratio of employers' MPF contributions.





會員名錄

List of Members

永遠名譽會員

Honorary Life Members

趙振邦博士	Dr Chiu Chun-bong MBE, JP	李智廣先生	Mr Francis C K Lee
何耀棣律師	Mr Gallant Y T Ho JP	王淦基醫生	Dr Simon K K Wong JP
關羅念慈女士	Mrs Kwan Law Lim-chee	鄺伍錦貞女士	Mrs Maida Elizabeth Wu
黎時媛先生	Mr Lai Sze-nuen SBS, MBE, JP	袁永雄先生	Mr Nelson W H Yuen

永遠會員

Life Members

夏張雅燕女士	Mrs Lucia N Y Acconci	朱蔡月嬋女士	Mrs Chu Choi Yuet-sim
區結成醫生	Dr Derrick K S Au	朱佩蘭女士	Ms Irene P L Chu
陳燦升醫生	Dr Chan Charn-sing	鍾朝發先生	Mr Chung Chiu-fat
陳志權醫生	Dr Chan Chi-kuen	鍾維芳先生	Mr Chung Wai-fong
陳靖楷先生	Mr Chan Ching-kai	鍾慧儀教授	Professor Joanne W Y Chung
陳肖齡女士	Ms Ophelia C L Chan BBS	傅謝恩萍女士	Mrs Foo Cheah Yan-ping
陳訓廷博士	Dr Chan Fun-ting	傅浩堅教授	Professor Frank H K Fu MH, JP
陳其彪先生	Mr Chan Kee-biu	馮康教授	Professor Fung Hong JP
陳樹鑑先生	Mr Chan She-kam	馮建國先生	Mr Fung Kin-kwok
陳舜凝律師	Ms Karen S Y Chan	馮小苓小姐	Miss Miranda S L Fung
陳德勳女士	Ms Evelyn T F Chan	顧文瑜博士	Dr Patricia Goodstadt
陳譚惠珍女士	Mrs Marianna W C Chan	顧楊彥慈女士	Mrs Rose Y C Goodstadt MBE
陳坤耀教授	Professor Edward K Y Chen GBS, CBE, JP	何莫靜衡女士	Mrs Marina C H Ho
鄭至東醫生	Dr Cheng Chee-tung	何世柱先生	Mr Ho Sai-chu GBM, GBS, OBE, JP
鄭陸山先生	Mr Augustine L S Cheng	何惠娟女士	Ms Kimmy W K Ho
鄭愛蓮女士	Ms Cheng Oi-lin	葉燕心女士	Ms Frances Y S Ip
鄭婉港醫生	Dr Rosalia Y K Cheng	江潤紅律師	Ms Kong Yuen-hoong
張鑄生先生	Mr Cheung Ju-sang	關恆生先生	Mr Alexander H S Kwan
張永釗先生	Mr Cheung Wing-chiu	關慧賢女士	Ms Hilda W Y Kwan BH
齊欽教授	Professor Iris Chi BBS, JP	郭葉麗媚女士	Mrs May L M Kwok
程壽康律師	Mr Kevin S H Ching	鄺適存先生	Mr Kwong Shek-chuen
趙汝熙先生	Mr Chiu Yu-hei SBS, JP	黎馮寶勤女士	Mrs Barbara P K Lai
莊明蓮教授	Professor Alice M L Chong MH	林慧敏女士	Ms Virginia W M Lam
莊偉茵女士	Ms Quince W Y Chong JP	劉嘉時女士	Ms Lau Ka-shi BBS
張黃楚沙女士	Mrs Chong Wong Chor-sar MH, JP	羅致光博士	Dr the Hon Law Chi-kwong GBS, JP
周振基博士	Dr Stephen C K Chow SBS, JP	李啟宇先生	Mr Paul K Y Lee
周馮慧蘭女士	Mrs Rita W L Chow	梁陳燕玲女士	Mrs Leung Chan Yin-ling
周永新教授	Professor Nelson W S Chow GBS, MBE, JP	梁萬福醫生	Dr Edward M F Leung



梁信立先生	Mr John S L Leung	司徒健先生	Mr Szeto Kin
梁慧卿女士	Ms Stella W H Leung	司徒余如秀女士	Mrs Szeto Yee U-sau
梁躍兒女士	Ms Josephine Y Y Leung	張玉天博士	Dr Maurice G T Teo
李家祥博士	Dr Eric K C Li GBS, OBE, JP	曾錦仁先生	Mr Tsang Kam-yan
李百灝先生	Mr Simon P H Li MBE, JP	謝家駒博士	Dr Tse Ka-kui
李秉琳先生	Mr Peter P L Li JP	謝勝生醫生	Dr Tse Sing-sang
盧寶娜女士	Ms Mona B N Lo	錢黃碧君女士	Mrs Teresa B K Tsien
盧蔡慧芬女士	Mrs Anna W F Lo	溫麗友女士	Ms Deborah L Y Wan BBS, JP
勞啟明先生	Mr Charles K M Lo	王則左先生	Mr Samuel C C Wong
呂漢光先生	Mr Lui Hon-kwong	黃曼瑜女士	Ms Debra Wong
馬笑虹女士	Ms Candy S H Ma	王江文瑀女士	Mrs Wong Kiang Wen-tsun
麥建華博士	Dr Kim K W Mak BBS, JP	黃游倩如女士	Mrs Louise Wong BBS, JP
梅勤傑先生	Mr Mui Kan-kit	黃浪詩女士	Ms Lorna L S Wong JP
吳慶威醫生	Dr Ng Hing-wai	黃金陵先生	Mr William K L Wong
吳南博士	Dr Ng Nam	王蕭詠儀女士	Mrs Sylvia W Y Wong
吳榮康先生	Mr Ng Wing-hong	黃紹義先生	Mr Wilson S Y Wong
翁李翠嫦女士	Mrs Owen Li Tsui-sheung	黃綺湘女士	Ms Phyllis Y S Wong
冼杜淑婉女士	Mrs Helena S Y Sin	胡令芳教授	Professor Jean Woo
蕭漢森夫人	Mrs Siu Hon-sum MBE, JP	游寶榮先生	Mr David P W Yau
蕭美鳳博士	Dr Gloria M F Siu	葉淑屏女士	Ms Yip Suk-ping
蕭曾鳳群女士	Mrs Siu Tsang Fung-kwan SBS, MBE	楊孝華先生	Mr Howard Young SBS, JP
蕭永豐先生	Mr Alfred W F Siu	阮錦泉先生	Mr Yuan Kum-chuen
蕭永銘先生	Mr Winston W M Siu	源志敏先生	Mr Anders C M Yuen
蕭楊震齡女士	Mrs Juliana C L Siu	袁金浩先生	Mr George K H Yuen
蘇蔡潔蓮女士	Mrs Irene K L So		

普通會員 Ordinary Members

陳陳芳琳女士	Mrs Rosie F L Chen
劉嘉敏工程師	Ir Stephen K M Lau JP



鳴謝

Acknowledgement

以下計算由2017年10月1日至2018年9月30日為止，排名以筆劃序。如有錯漏，敬請見諒。由於篇幅所限，捐款港幣5,000元以下善長恕未能臚列，謹此致謝。

SAGE would like to express our most sincere thanks to the following donors (HK\$5,000 or above) for their generous support during the year 2017–18 (in alphabetical order).

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英揚樂兒中英文幼稚園	Elite Kids Anglo-Chinese Kindergarten
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荃灣商會朱昌幼稚園	Tsuen Wan Trade Association Chu Cheong Kindergarten
基督教宣道會茵怡幼稚園	Christian and Missionary Alliance Church Verbena Kindergarten
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善正幼稚園	Sin Ching Kindergarten
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鯉魚門循道衛理幼稚園	Lei Yue Mun Methodist Kindergarten



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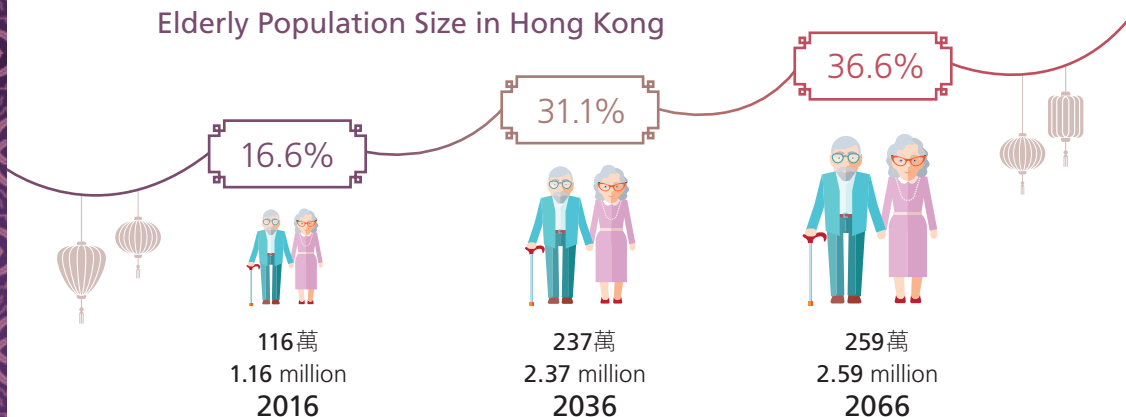
我們誠摯邀請**您**，一同努力建立長者友善城市。您的點滴支持，能幫助我們開展更多創新服務，從院舍護理到社區照顧，全方位關顧長者的需要，攜手為長者締造豐盛人生！

We sincerely invite **YOU** to build an age-friendly city with us. Your warm-hearted support will contribute to the joyful and fulfilled life of the senior citizens.

即時捐款
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長者人口及佔全港人口百分比 Elderly Population Size in Hong Kong



長者需要 Needs of the Elderly

- 復康治療 Rehab treatment
- 痛症管理 Pain management
- 家居照顧 Home care
- 護老者支援 Carer support
- 義工支持 Volunteer support
- 院舍照顧 Residential care
- 認知障礙症服務 Dementia care
- 物資援助 In-kind assistance
- 社交康樂 Social and recreational activities
- 社區共融 Social inclusion
- 數碼共融 Digital inclusion



總辦事處及服務單位 Head Office and Service Units

總辦事處

Head Office

地址：香港北角百福道21號香港青年協會大廈11樓
Address 11/F, The Hong Kong Federation of Youth Groups Building, 21 Pak Fuk Road,
North Point, Hong Kong
電話 Tel：2511 2235 傳真 Fax：2507 2417
電郵 E-mail：info@sage.org.hk 網址 Website：www.sage.org.hk

護理安老院

Homes for the Elderly



香港島 Hong Kong Island

耆康會白普理護理安老院

SAGE Bradbury Home for the Elderly

地址：香港香港仔田灣街62號
Address 62 Tin Wan Street, Aberdeen, Hong Kong
電話 Tel：2870 1010 傳真 Fax：2580 8777
電郵 E-mail：qcbcainfo@sage.org.hk

耆康會關泉護理安老院

SAGE Quan Chuen Home for the Elderly

地址：香港香港仔田灣街60號
Address 60 Tin Wan Street, Aberdeen, Hong Kong
電話 Tel：2870 1010 傳真 Fax：2580 8777
電郵 E-mail：qcbcainfo@sage.org.hk

耆康會何善衡夫人敬老院

SAGE Madam Ho Sin Hang Home for the Elderly

地址：香港薄扶林沙灣徑1號
Address 1 Sha Wan Drive, Pokfulam, Hong Kong
電話 Tel：2280 1300 傳真 Fax：2816 6139
電郵 E-mail：hshcainfo@sage.org.hk



九龍 Kowloon

耆康會啟業護理安老院

SAGE Kai Yip Home for the Elderly

地址：九龍觀塘道啟業邨啟盛樓2樓
Address 2/F, Kai Shing House, Kai Yip Estate,
Kwun Tong Road, Kowloon
電話 Tel：2755 2392 傳真 Fax：2750 7179
電郵 E-mail：kycainfo@sage.org.hk

耆康會馮堯敬夫人護理安老院

SAGE Mrs Y K Fung Home for the Elderly

地址：九龍藍田平田邨服務設施大樓2樓
Address 2/F, Ancillary Facilities Block, Ping Tin
Estate, Lam Tin, Kowloon
電話 Tel：2709 9917 傳真 Fax：2709 9962
電郵 E-mail：fykcainfo@sage.org.hk



新界 New Territories

耆康會群芳念慈護理安老院

SAGE Kwan Fong Nim Chee Home for the Elderly

地址：新界沙田插桅桿街27號
Address 27 Chap Wai Kon Street, Sha Tin, NT
電話 Tel：2637 0488 傳真 Fax：2636 1091
電郵 E-mail：kfcainfo@sage.org.hk

耆康會王余潔紀念護理安老院

SAGE Mrs Wong Yee Jar Jat Memorial

Home for the Elderly

地址：新界沙田顯徑邨顯揚樓地下

Address G/F, Hin Yeung House, Hin Keng Estate,
Sha Tin, NT

電話 Tel：2601 0332 傳真 Fax：2607 1606

電郵 E-mail：wyjjcainfo@sage.org.hk

耆康會石圍角護理安老院

SAGE Shek Wai Kok Home for the Elderly

地址：新界荃灣石圍角邨石蓮樓2樓

Address 2/F, Shek Lin House, Shek Wai Kok Estate,
Tsuen Wan, NT

電話 Tel：2498 0423 傳真 Fax：2499 0964

電郵 E-mail：swkcainfo@sage.org.hk

耆康會東蓮覺苑護理安老院

SAGE Tung Lin Kok Yuen Home for the Elderly

地址：新界將軍澳翠林邨安林樓4樓

Address 4/F, On Lam House, Tsui Lam Estate,
Tseung Kwan O, NT

電話 Tel：2702 0066 傳真 Fax：2174 8043

電郵 E-mail：tlkycainfo@sage.org.hk

日間護理中心

Day Care Centres



香港島 Hong Kong Island

耆康會東區老人日間護理中心

SAGE Eastern District Day Care Centre for the Elderly

地址：香港北角和富道53號和富中心第2期地下

Address G/F, Phase 2, Provident Centre, 53 Wharf
Road, North Point, Hong Kong

電話 Tel：2516 5130 傳真 Fax：2562 0870

電郵 E-mail：eddeinfo@sage.org.hk

耆康會任白慈善基金老人日間護理中心

SAGE Yam Pak Charitable Foundation

Day Care Centre for the Elderly

地址：香港筲箕灣耀東邨耀安樓地下

Address G/F, Yiu On House, Yiu Tung Estate,
Shau Kei Wan, Hong Kong

電話 Tel：2967 6707 傳真 Fax：2967 6717

電郵 E-mail：ypdeinfo@sage.org.hk



新界 New Territories

耆康會葵盛西長者日間護理中心

SAGE Kwai Shing West

Day Care Centre for the Elderly

地址：新界葵涌葵盛西邨第8座

地下111及113-124號

Address Units 111, 113-124, G/F, Block 8,
Kwai Shing West Estate, Kwai Chung, NT

電話 Tel：3525 0737 傳真 Fax：3525 0747

電郵 E-mail：kswdeinfo@sage.org.hk

耆康會新葵興花園老人日間護理中心

SAGE Sun Kwai Hing Gardens

Day Care Centre for the Elderly

地址：新界葵涌大窩口道151號新葵興花園地下

Address G/F, Sun Kwai Hing Gardens, 151 Tai Wo
Hau Road, Kwai Chung, NT

電話 Tel：2410 1386 傳真 Fax：2410 1427

電郵 E-mail：skhdeinfo@sage.org.hk

綜合家居照顧服務

Integrated Home Care Services



香港島 Hong Kong Island

耆康會港島東綜合家居照顧服務

SAGE Hong Kong East Integrated Home Care Services

地址：香港柴灣漁灣邨漁順樓地下11-12號

Address Units 11-12, G/F, Yue Shun House,
Yue Wan Estate, Chai Wan, Hong Kong

電話 Tel：2889 3377 傳真 Fax：2889 3272

電郵 E-mail：hkeihcsinfo@sage.org.hk



總辦事處及服務單位 Head Office and Service Units



新界 New Territories

耆康會荃葵青綜合家居照顧服務

SAGE Tsuen Kwai Tsing

Integrated Home Care Services

地址：新界葵涌大窩口邨富逸樓地下

Address G/F, Fu Yat House, Tai Wo Hau Estate,
Kwai Chung, NT

電話 Tel：2425 1282 傳真 Fax：2421 3649

電郵 E-mail：tktihcsinfo@sage.org.hk

長者地區中心

District Elderly Community Centres



香港島 Hong Kong Island

耆康會柴灣長者地區中心

SAGE Chai Wan District Elderly Community Centre

地址：香港柴灣漁灣邨漁豐樓地下11-18號

Address Units 11-18, G/F, Yue Fung House,
Yue Wan Estate, Chai Wan, Hong Kong

電話 Tel：2558 0187 傳真 Fax：2558 6266

電郵 E-mail：cwdeccinfo@sage.org.hk

耆康會東區長者地區中心

SAGE Eastern District Elderly Community Centre

地址：香港北角和富道53號和富中心第2期地下

Address G/F, Phase 2, Provident Centre, 53 Wharf
Road, North Point, Hong Kong

電話 Tel：2563 0187 傳真 Fax：2565 7640

電郵 E-mail：edeccinfo@sage.org.hk



新界 New Territories

耆康會懷熙葵涌長者地區中心

SAGE Chan Tseng Hsi Kwai Chung

District Elderly Community Centre

地址：新界葵涌大窩口邨富平樓地下

Address G/F, Fu Ping House, Tai Wo Hau Estate,
Kwai Chung, NT

電話 Tel：2425 1281 傳真 Fax：2481 3755

電郵 E-mail：kcdeccinfo@sage.org.hk

耆康會群芳卓廊素心青衣發展領域

(葵涌中心延展單位)

SAGE Kwan Fong Mrs Susie Cho Tsing Yi

Developing Horizon (Extension of Kwai Chung Centre)

地址：新界青衣長康邨康華樓地下8及11-13號

Address Units 8, 11-13, G/F, Hong Wah House,
Cheung Hong Estate, Tsing Yi, NT

電話 Tel：2435 2800 傳真 Fax：2435 2850

電郵 E-mail：tydhinfo@sage.org.hk

耆康會荃灣長者地區中心

SAGE Tsuen Wan District Elderly Community Centre

地址：新界荃灣楊屋道1號地下B室

Address Unit B, G/F, 1 Yeung Uk Road,
Tsuen Wan, NT

電話 Tel：2412 3651 傳真 Fax：2415 7014

電郵 E-mail：twdeccinfo@sage.org.hk

耆康會象山發展領域

(荃灣中心延展單位)

SAGE Cheung Shan Developing Horizon

(Extension of Tsuen Wan Centre)

地址：新界荃灣象山邨翠山樓平台411-412號

Address Units 411-412, Podium Floor, Tsui Shan
House, Cheung Shan Estate,
Tsuen Wan, NT

電話 Tel：2427 1281 傳真 Fax：2427 1791

電郵 E-mail：csdinfo@sage.org.hk

長者鄰舍中心

Neighbourhood Elderly Centres



九龍 Kowloon

耆康會何生長者鄰舍中心

SAGE Ho Sang Neighbourhood Elderly Centre

地址：九龍觀塘道啟業邨啟裕樓地下

Address G/F, Kai Yue House, Kai Yip Estate,
Kwun Tong Road, Kowloon

電話 Tel：2116 1553 傳真 Fax：2243 3042

電郵 E-mail：hsnecinfo@sage.org.hk





新界 New Territories

耆康會王華湘紀念長者鄰舍中心

SAGE Mr Wong Wha San Memorial

Neighbourhood Elderly Centre

地址：新界沙田顯徑邨顯慶樓A翼地下

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電話 Tel：2693 4121 傳真 Fax：2609 4164

電郵 E-mail：www.necinfo@sage.org.hk

耆康會香港西北區扶輪社長者鄰舍中心

SAGE Rotary Club of HK Northwest

Neighbourhood Elderly Centre

地址：新界荃灣石圍角邨石蓮樓地下31-38號

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電話 Tel：2416 2034 傳真 Fax：2492 8644

電郵 E-mail：nwnecinfo@sage.org.hk

耆康會馮艷管長者鄰舍中心

SAGE Y K Fung Neighbourhood Elderly Centre

地址：新界葵涌葵興邨興福樓地下1號

Address Unit 1, G/F, Hing Fuk House, Kwai Hing Estate, Kwai Chung, NT

電話 Tel：2428 1011 傳真 Fax：2423 9925

電郵 E-mail：fykneinfo@sage.org.hk

非資助服務

Non-subsidised Services



香港島 Hong Kong Island

耆康會方樹泉中心

SAGE Fong Shu Chuen Centre

地址：香港柴灣杏花邨第39座地下

Address G/F, Block 39, Heng Fa Chuen, Chai Wan, Hong Kong

電話 Tel：2558 7608 傳真 Fax：2505 1169

電郵 E-mail：fscinfo@sage.org.hk



九龍 Kowloon

耆康會飛躍天地

(「長青網」辦公室)

SAGE Active Ageing Centre ("eElderly" Office)

地址：九龍觀塘鴻圖道21號訊科中心9樓A室

Address Unit A, 9/F, Infotech Centre, 21 Hung To Road, Kwun Tong, Kowloon

電話 Tel：2344 5123 傳真 Fax：2110 9526

電郵 E-mail：info@e123.hk

網址 Website：www.e123.hk

耆康會陳登匯駿天地

SAGE Chan Dang Centre for Active Ageing

地址：九龍油麻地東莞街16號駿發花園I號地舖

Address Shop No I, G/F, Prosperous Garden, 16 Tung Kun Street, Yau Ma Tei, Kowloon

電話 Tel：2386 7066 傳真 Fax：2386 7185

電郵 E-mail：cdcinfo@sage.org.hk



新界 New Territories

耆康會長康中心

SAGE Cheung Hong Centre

地址：新界青衣長康邨康華樓地下9-10號

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香港耆康老人福利會

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電話 2511 2235
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