

澳門扶康會2012 - 2013工作報告
FUHONG SOCIETY OF MACAU 2012 - 2013 ANNUAL REPORT



Annual Report



澳門扶康會
FUHONG SOCIETY OF MACAU

Annual Report

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Contents of Fuhong Society of Macau



10週年系列活動

The 10th anniversary activities series

「十年里程・獻愛心 攜手同行・新方向」

"Ten years' journey of love, going towards the new direction hand-in-hand"

殘疾人士屬於社區的一份子，他們同樣有能力獨立自主，為社會作出貢獻。藉著10週年的紀念日子，本會期望透過一系列活動向社會大眾宣揚「社區照顧」理念，期望喚起社會大眾更關注殘疾人士的權益，並履行聯合國《殘疾人權利公約》精神與意涵，同時讓殘疾人士有更多機會向社區人士展現才藝，從而提高自信心及價值感，積極努力融入社會；而社會各界更能認識殘疾人士的優點，多一點關懷、多一點幫助，共同協助殘疾人士樂活在社區，構建和諧共融社會。

The disabled are also part of the community; they have the ability of independent and making contributions to the society. Upon the 10th anniversary of the Society, we promote the concept of "community care" to the public through a series of activities, with hope that the public can pay more attention to the rights of the disabled and perform the spirit and connotation of the Convention on the Rights of Persons with Disabilities of the UN. On the other hand, we hope that the disabled can have more opportunities to show their talents to other people in the community, so that they can be more confident and gained value as to be integrated into the society; the society can have a better understanding on the goodness of the disabled and provide more care and assist the disabled to lead a happier life in the community, resulting a harmonious society.

項目	10週年系列活動	舉辦日期 (2013 年)
Item	The 10 th Anniversary activities Series	Date (2013)
1.	服務使用者「扶康關愛大使」活動 "Fuhong Ambassador -" for the service users	03 月至 11 月份 Mar to Nov
2.	「獻動力、愛同行、心連心」澳門扶康動畫創作比賽 2013 "To be Strengthened; accompany with love and heart" Fuhong Society of Macau animation contest 2013	04 月至 08 月份 Apr to Aug
3.	「十年里程・創新服務」短片拍攝 "Decades milestone for innovative services" shooting	04 月份 April
4.	「扶康 Buddies 皂出彩虹」傷健合作齊破健力士世界紀錄 "Largest Soap Mosaic: Fuhong's Buddies attempting to break the Guinness World Records" activities	08 月 18 日 18 August
5.	「構建完整社區照顧體系－實踐與展望」研討會暨「展能藝術」作品展 Symposium: Building Comprehensive Community care - Achievements and Visioning into the Future cum Arts for the Disabled Exhibition	11 月 29-30 日 29-30 November
6.	「澳門扶康會復康服務十年里程」書刊出版 Publication of Fuhong Society of Macau Special Commemorative Edition of 10th Anniversary	11 月份 November
7.	澳門扶康會「跨越十年・創新里程」會慶晚宴 "The Innovative for Ten Years' services" tenth anniversary dinner of Fuhong Society of Macau	11 月 30 日 30 November

10週年系列活動標誌

Logo of the 10th anniversary activities series -



澳門扶康會10週年

澳門扶康會創會 10 年來，一直將復康事業作為「愛心的事業」，凝聚愛、奉獻愛、傳遞愛，並通過愛的紐帶，將殘疾人士和社會各界緊扣在一起。期望透過愛的火焰，點燃殘疾人士的希望之光，讓殘疾人士的人生發光發亮。

For the past decade, Fuhong Society of Macau have been providing rehabilitation services with "Love", Cohesion, agape and to convey love; and with the ribbon of love, connecting the disabled with different entities in community. Through the flame of love, aiming at burning the hope of lighting for the disabled and making their life enlightened and shiny.

10週年系列活動 -- 服務使用者「扶康關愛大使」活動

The 10th anniversary activities series - "Fuhong Ambassador" for the service users

<http://10th.fuhong.org.mo//Buddies/index.php>

計劃內容及目的：寶翠中心、康盈中心及怡樂軒共選出二十二名服務使用者擔任大使之職，計劃目的期望他們能發揮個人能力、提升自信心、融入社會、在社區中充份獨立自主，讓更多人認識殘疾人士。

Content and purpose of the program: totally 22 service users are elected from Pou Choi Centre, Hong Ieng Centre and Yee Lok Centre to be the ambassadors. The program aims to expect them to exert their personal abilities, enhance their confidence, get integrated into the society, realize full independence in the community and help more people to better understand the disabled.

有以下之一系列體驗活動：

The following experience activities are provided:

時間 Time	內容 Content
3 月份 March	各中心宣傳關愛大使之工作及報名 Promotion and enrollment of Ambassador in each service Centre
3 月 25 日 25 March	選出關愛大使 Election of Ambassadors
3 月至 4 月份 Mar to Apr	啟動禮籌備會議 Start-up ceremony and preparation meeting
4 月 11 日 11 April	扶康關愛大使系列活動啟動禮及小組分享 母親節探訪活動籌備會議 Launching ceremony and team sharing Preparation meeting for visiting on the Mother's Day
4 月份 April	禮儀培訓課程及母親節探訪活動籌備會議 Etiquette training program and preparation meeting for visiting activities on the Mother's Day
5 月 7 日 7 May	外出郊遊頌康中心舉辦「關愛共融·同慶母親節」活動及小組分享 "Caring and Harmonious, Celebration for the Mother's Day" activity organized by the Centro das idosas da Associação Geral das Mulheres de Macau and team sharing
6 月份 June	人際溝通培訓課程 Training program on inter-personal communications
7 月至 8 月份 Jul to Aug	「扶康 Buddies 皂出彩紅」傷健合作齊破健力士世界紀錄活動籌備會議 Preparation meeting for "Largest Soap Mosaic: Fuhong's Buddies attempting to break the Guinness World Records" activities, and team sharing
8 月 3 日 3 August	與社區人士共同製作肥皂共融活動 Integrated joint production of soaps with other entities
8 月 18 日 18 August	「扶康 Buddies 皂出彩紅」傷健合作齊破健力士世界紀錄活動及小組分享 Joining "Largest Soap Mosaic: Fuhong's Buddies attempting to break the Guinness World Records" activities and team sharing
8 月份 August	出席參觀「獻動力、愛同行、心連心」澳門扶康動畫創作比賽頒獎禮及小組分享 Attending "To be Strengthened; accompany with love and heart" Fuhong Society of Macau animation contest 2013 awards ceremony and team sharing
8 月至 9 月份 Aug to Sept	活動協助培訓課程及「半天自主遊澳門」籌備會議 Training program on activity assistance and preparation meeting for "Half-day Trip in Macau"

時間 Time	內容 Content
9 月份 September	"半天自主遊澳門" 活動及小組分享 "Half-day Trip in Macau" and team sharing
9 月 12 日 12 September	"半天自主遊澳門" 活動及小組分享 "Half-day Trip in Macau" and team sharing
10 月份 October	10 週年研討會及會慶晚宴籌備會議 Meeting for "Symposium : Building Comprehensive Community care – Achievements and Visioning into the Future cum Arts for the Disabled Exhibition" and 10th Anniversary dinner
11 月 29 及 30 日 29 to 30 November	「跨越十年 · 創新里程」會慶晚宴登閉幕禮 [其中一部分：關愛大使嘉許禮] Assisting in "Symposium : Building Comprehensive Community care – Achievements and Visioning into the Future cum Arts for the Disabled Exhibition" and 10th Anniversary dinner (a part of the ceremony: awards presenting for Ambassadors)



扶康關懷大使啟動禮
Launching ceremony for Fuhong Ambassador



關愛共融同慶母親節聯訪活動
"Caring and Harmonious, Celebration for the Mother's Day" activity organised by the Centro das Idosas da Associação Geral das Mulheres de Macau

10 週年系列活動 – 「獻動力、愛同行、心連心」澳門扶康動畫創作比賽 2013 The 10th anniversary activities series - "To be Strengthened; accompany with love and heart" Fuhong Society of Macau animation contest 2013 <http://10th.fuhong.org.mo/Animation/>

由澳門扶康會主辦、澳門電訊有限公司協辦、教育暨青年局贊助之「獻動力、愛同行、心連心」澳門扶康動畫創作比賽 2013 頒獎禮於 08 月 31 日下午 2 時半假澳門扶康會康盈中心多功能室舉行。活動當天邀請了教育暨青年局教育心理輔導暨特殊教育中心主任周佩玲小姐、澳門電訊有限公司企業傳訊高級經理曹孟筠小姐、社會工作局復康服務處技術員李鍾鳳小姐及澳門聾人協會機構代表呂淑芬小姐擔任嘉賓為一眾得獎者頒發獎項。

The awards ceremony for the "To be Strengthened; accompany with love and heart" Fuhong Society of Macau animation contest 2013, which was organized with the assistance of CTM and the sponsorship of the Direcção dos Serviços de Educação e Juventude, was held at 2:30pm of 31st August in the Multifunctional Room in Hong Ieng Centre of Fuhong Society of Macau. On that day, Ms. Chau Pui Ling, Chief of Centre of Psycho-Pedagogical support and Special Education; Ms. Fiona Chou, Senior Manager of Corporate Communications of CTM; Ms. Lee Lin Fung, Divisão de Reabilitação Técnica de Serviço Social of the Social Welfare Bureau; and Miss Loi Sok Fan -, Representative from Macau Deaf Association, were invited as guests to present awards to the prize winners.

是次活動由去年年底開始籌備，2013年4月推行宣傳，至6月底共收到約40份作品，並於07月11日，經由主辦單位及相關專業的評審組成評審團，而評審團以動畫意涵、創意情節及動畫效果等指標品評各參賽作品，最終選出中學組及公開組別的金、銀、銅、優異獎。

另外，協辦單位澳門電訊有限公司為是次動畫創作比賽提供網絡平台，以一人一票之形式投票選出「社區照顧動畫作品」網絡最高人氣獎。

活動頒獎禮由康盈中心服務使用者表演「擊出彩虹非洲鼓」揭開序幕，隨後重溫整個動畫創作比賽的過程片段，及欣賞各得獎動畫作品，讓各位嘉賓、得獎者與現場觀眾更了解動畫創作比賽的意涵及「社區照顧」理念，最後由嘉賓頒發各獎項予得獎者並合照留念。

The preparation for the contest started at the end of last year and the promotional work was performed in April 2013. As end of June, about 40 pieces of work were received. Reviewers from the organizing unit and related specialties formed an evaluation team on 11th of July and evaluated all the received works, from the views of connotations, plots and animation effects. Finally, gold, silver, bronze and excellent prizes were determined for the middle school group and public group.

In addition, as the assisting entity, CTM provided an online platform for the animation contest. Each visitor had one vote for the "Most popular animation work on community care on the network".

The awards ceremony was started with the performance of "Rainbow African Drum Dance" presented by service users from Hong Ieng Centre. Then the participants reviewed the video clips of the animation works and appreciated the award-winning animation works, the guests, prize winners and audience could have better understanding on the connotation of the animation contest and the concept of Community Care. Finally, the guests presented awards to the prize winners and group photos taken.



評審及工作人員大合照
Group photo of reviewers and staff



頒獎禮嘉賓與各得獎者大合照
Group photo of awards ceremony, guests and prize winners.

10週年系列活動 -- 「十年里程·創新服務」短片拍攝

The 10th anniversary activities series- "Decades milestone for innovative services" shooting
<http://10th.fuhong.org.mo/Video/>

活動目標：

1. 讓社會普羅大眾認識澳門扶康會及十年之間的變化
2. 向大眾介紹澳門扶康會的服務理念及宗旨
3. 讓大眾了解各中心所提供的服務
4. 通過短片宣傳「社區照顧」的概念
5. 讓社會大眾認識殘疾人士

Purpose of the activity:

1. Provide the public with the chance to learn about the Fuhong Society of Macau and the changes in the past decade
2. Introduce the service philosophy and tenet of Fuhong Society of Macau to the public
3. Help the public to learn about the services provided by each Centre
4. Promote the concept of "Community Care" through the short films
5. Help the public to learn more about the disabled

用作日後社區教育之用，短片會介紹澳門扶康會十年間之發展，各中心的服務使用者類別及中心服務性質，展現殘疾人士用自身努力融入社會，宣揚澳門扶康會的服務理念及提倡「社區照顧」這一概念。

To facilitate community education in the future, the short film will introduce the development of Fuhong Society of Macau in the past ten years, the categories of service users in each Centre and the nature of services provided by each Centre, the disabled can get integrated into the society with their own efforts, promote the service philosophy of Fuhong Society of Macau and advocate the concept of "Community Care".



可於 10 週年系列活動網頁內先睹為快！

You can get the first glimpse at the website for the 10th anniversary activities series |

<http://10th.fuhong.org.mo/Video/>

10週年系列活動 -- 「扶康 Buddies 皂出彩虹」傷健合作齊破健力士世界紀錄

The 10th anniversary activities series - "Largest Soap Mosaic: Fuhong's Buddies attempting to break Guinness World Records" activities

<http://10th.fuhong.org.mo/Guinness/>

於 2013 年 08 月 18 日 (星期日)，由澳門扶康會主辦，社會工作局、金沙中國有限公司、中國銀行澳門分行贊助之澳門扶康會 10 週年系列活動 - 「扶康 Buddies 皂出彩虹」傷健合作齊破健力士世界紀錄活動已圓滿結束。

On 18th of August, 2013 (Sunday), with the sponsorship from the Social Welfare Bureau, Sands China Ltd. And Bank of China Macau Branch, the Fuhong Society of Macau successfully organized "Largest Soap Mosaic: Fuhong's Buddies attempting to break Guinness World Records" activities.

是次活動首先由會員大會主席飛迪華女士聯同各理事進行剪彩儀式。其後攤開三十多位參與砌皂隊伍代表放置第一塊肥皂，標誌著破健力士活動正式開始。三十多隊各界別的砌皂隊伍共三百多人把一萬八千塊肥皂拼砌大型馬賽克圖案，全圖總面積約 78 平方米。同時，舞台上殘疾人士與健全人士作出精彩的表演，包括葡萄牙風舞、魔術、排舞、傷健二重唱、大合唱、Life Band 等，熱情地載歌載舞，向觀眾展現才能。

由吉尼斯世界紀錄有限公司所指派之公證員為是次活動進行檢測工作。另外也有七十多名義工盡心盡力為是次活動作事前籌備及當天協助工作，使活動得以順利完成。也有市民共同參與，一個屬於澳門殘疾人士與健全人士合力完成的世界紀錄就在此誕生了。

In the activity, MARIA DE FATIMA, President of the Society, and other committee members hosted the ribbon-cutting ceremony and then laid down the first soap together with over 30 representatives of the participating teams, indicating the formal start of the activity to break the Guinness World Records. Over 300 people from over 30 teams of different entities used 18,000 soap into a huge mosaic pattern, covering the total area of about 78 square meters. At the same time, the disabled and the others were presenting the wonderful performances on the stage, including Portuguese folk dance, magic, dance, duet by the disabled and the healthy, chorus and life band, etc. The performers were singing and dancing, fully showing their talents to the audiences.

Guinness World Record Co., Ltd. designated notaries for recording in the activity. Over 70 volunteers tried their best to make preparations and provide assistances during the activity so as to achieve successful result. In addition, some citizens also took part in the activity. A world record jointly made by the disabled and healthy persons in Macau came into being.

1. 各隊和隊伍正努力完成健力士世界紀錄的創舉
2. 觀眾席的參與者開心投入活動並為砌皂者打氣
3. 工作人員大會後留下劇照紀錄的一刻
4. 眾嘉賓與公證人員在頒發健力士證書後大合照

1. The participating teams were making effort to accomplish a Guinness World Record.
2. Participants on the auditorium took an active and happy part in and encouraged the participating teams.
3. Group photo of staff for the moment of world record creation
4. Group photo of guests and notaries after issuing the Guinness certificate



本會活動

Activities organized by the Society

澳門扶康會九週年會慶晚宴 (25/08/2012)

The 9th anniversary dinner of Fuhong Society of Macau

於 2012 年 08 月 25 日澳門扶康會九週年會慶晚宴假聯邦酒樓舉行，在會慶活動中，單位的服務使用者準備了各式各樣的精彩表演，是次活動本會以「扭計骰」為主題，比喻本會多變、創新、迎接挑戰的精神。同時，集合轄下各中心的力量，以及社會各界的愛心，集腋成裘，讓整個晚上能一個歡樂及熱鬧的氣氛下完滿結束。

On 25th of August, 2012, the 9th anniversary dinner of Fuhong Society of Macau was held in Federal Restaurant. The service users from different service centers prepared wonderful performances. The theme of the celebration activity was Rubik's Cube, which stood for the spirit of this society to make changes, make innovations and meet challenges. In addition, with the efforts of all subordinate service Centers and the supports from the society, the party was held successfully with happiness.



九週年會慶晚宴會員大會及理監事們向一眾賓客祝酒
Committee Members toasted all guests.



全體員工與會員大會及理監事們大合照
Group photo of all staff and committee members

澳門扶康會第十屆會員大會 (10/09/2012)

The 10th Assembly General Meeting of Fuhong Society of Macau

於 2012 年 09 月 10 日於澳門扶康會轄下康盈中心舉行第十屆會員大會，當天晚上，在本會會員大會飛迪華主席帶領下，各與會者選出了新一屆之會員大會、理監事會、名譽法律及財務顧問及會員，領導架構將持續引領本會各職員進行各項服務。

The 10th assembly general meeting of Fuhong Society of Macau was held in Hong Ieng Centre of the Society on 10th September, 2012. In that evening, under the guidance of MARIA DE FATIMA, President of the Society, the participants elected the new general meeting members, the committee members, the honored legal and financial advisers. The new leadership structure would continue to lead all staff of the Society to perform all kinds of services.

澳門扶康會九週年慈善賣旗義賣日 (27 及 28/10/2012)

Charity flag sale day for the 9th anniversary of Fuhong Society of Macau

於 2012 年 10 月 27 日及 28 日假澳門及氹仔各區舉行九週年慈善賣旗義賣日。是次旗貼經悉心設計，以本會「康仔」標誌來演繹殘疾人士的生活點滴，例如送文件、烹飪等，表達出殘疾人士除接受服務外，也依靠自身努力積極學習，向社會大眾展現才能；而義賣物品以環保物料「水洗牛皮紙」及回收 Banner 布製作的「手作紙品 X3X2」產品，均深受市民大眾歡迎。

一連兩天的慈善賣旗義賣活動得到社會各界人士、企業、學校及義工團隊鼎力支持及提供場地作旗站之用，共三十二家單位派出義工協助，市民大眾熱心支持慈善公益、慷慨解囊，是次活動截至 2012 年底共籌得善款達拾肆萬餘元。

On 27th and 28th of October, 2012, charity flag sale day for the 9th anniversary of the Fuhong Society of Macau was organized in all districts in Macau and Taipa. The flag for the activity were also delicately designed, reflecting the daily life of the disabled with the image of 'Ah Hong'. The daily routines included documentary delivery and cooking, etc., showing that, besides receiving services, the disabled could also learn through their own efforts and show their talents to the public. The product for charity sale were "hand-made X3X2" produced with environment-friendly material "washable Kraft paper" and recycled banner cloth, which were quite popular among the citizens.

The two-day charity flag sale activity received great supports from the public, enterprises, schools and volunteer groups and temporarily venue for volunteer gathering for the activity. Totally 32 entities sent volunteers for assistance and the enthusiastic public made generous donations to support. As of the end of 2012, the amount of over MOP640,000 was raised.

1. 學生們努力賣旗中
2. 學生們在旗站出發前與前大合照
3. 義工們在旗站出發前與前大合照

1. The students were working hard to sell flags.
2. The staffs were delivering charity sale materials to the flag station.
3. Group photo of students before starting the charity sale



新員工啟導課程 02/11/2012 及 18/07/2013

New staff orientation program on 02/11/2012 and 18/07/2013

於 2012 年 11 月 02 日及 2013 年 07 月 18 日分別舉辦了兩次新員工啟導課程，參與員工人數共 29 人。透過舉辦啟導課程以及到訪參觀不同服務單位的運作，讓新員工能進一步了解機構的宗旨，加深認識機構的服務。除此之外，亦能讓新職員及舊職員能相互認識，增加交流及分享的機會。

Two new staff orientation programs were organized and implemented on 2nd November, 2012 and 18th July, 2013 respectively with 29 participants in total. Through the orientation programs they have visited to different service units, they could learn more about the tenet of the organization and better understanding on the services provided by the organization. In addition, the new employees had the chance to know the old ones and communicated and sharing amongst themselves.



1. 新員工專心地聆聽解

2. 新員工實地參觀各服務中心

1. The new employees were listening to the explanations carefully.

2. The new employees were visiting each service centre.



澳門扶康會「扶持互助·康健體魄」員工培訓 (20/07/2013)

"Mutual Support and Physical Health" staff training for Fuhong Society of Macau

於 2013 年 07 月 20 日假「路環澳門威斯汀度假酒店」舉行一年一度的全體職員培訓活動，而本年度主題為「扶持互助·康健體魄」。理事會成員、總會辦事處及轄下五間服務中心共 50 多人參與。本次活動得到社會工作局「社會服務人員專業發展計劃」項目資助，並由香港專業導師領導下，讓活動圓滿結束。

On 20th July, 2013, the annual staff training activity was organized in the Westin Resort Macau in Coloane, with the theme of "Mutual Support and Physical Health". Totally over 50 staffs participated in the activity, including committee members, staffs from the headquarters and the five subordinate service centers. With the support from the Professional Development Program for Social Service Personnel by the Social Welfare Bureau and the professional instructors from Hong Kong, the activity was successfully accomplished.

在培訓活動中，各職員能相互了解及作經驗交流外，亦藉著感受大自然的環境，得到身心靈的大休息。藉著週末離開自身工作崗位，在專業導師領導下，以理論分享、身心語言程式學 (NLP) 解說、小組活動及互動遊戲等，提升自身技能與知識；更能與團隊一起成長，發揮專業精神，為繼續服務所要面對的困難，能作出適當的調適。

During the training, the staff had the chance to learn about each other and exchange their work experiences; in addition, in the natural environment, they could also get relaxed both mentally and physically. On such a weekend, they left their job role and had their skills and knowledge improved through the activities including theory sharing, explanation on NLP, team work and interactive games; they also had the opportunity of growth in a team, exerted their professional spirit and made appropriate adjustments for the subsequent difficulties in future services.



全體職員在完成整天培訓後大合照留念
Group photo of all staff after the one-day training program

06-12-2012 澳門扶康會與環境保護局簽署合作協議

The Fuhong Society of Macau and the Direcção dos Serviços de Protecção Ambiental entered into a cooperation agreement on 06-12-2012

於2012年12月06日環境保護局海邊副局長與本會會員大會飛迪華主席假實翠中心簽訂為期兩年的“環保宣傳品合作協議書”，內容主要將環保局活動使用過並經過適當處理的物料，提供予本會製作成各種環保手工藝品及宣傳品，以持續從不同渠道提升社會的環保意識，推動各界實踐源頭減廢。合作能引發社會關注環保，也為工場學員帶來更多工作機會，以自身努力融入社會。

Mr. Vai Hoi leong, Deputy Director of the Direcção dos Serviços de Protecção Ambiental, and MARIA DE FATIMA, President of the Society, signed on a two-year "Cooperation Agreement on Environmental Protection Propaganda Materials" in Pou Choi Centre on 6th December, 2012. According to the agreement, materials from activities organized by the Direcção dos Serviços de Protecção Ambiental, which had been properly processed, would be provided to the Society for the production of all kinds of environment-friendly handicrafts and propaganda materials, so as to enhance the environment awareness of the entire society and promote all lines to achieve waste reduction from different channels. The cooperation inspired the entire public to pay more attention to environmental protection and also provided more work opportunities to the service users in the sheltered workshop, so that they could get integrated into the society with their own efforts.



會員大會飛迪華主席及環境保護局海邊副局長簽署“環保宣傳品合作協議書”
MARIA DE FATIMA, President of the Society, and Mr. Vai Hoi leong, Deputy Director of the Direcção dos Serviços de Protecção Ambiental, signed on the "Cooperation Agreement on Environmental Protection Propaganda Materials".



“環保宣傳品合作協議書”簽署儀式後大合照
Group photo after the signing ceremony of the "Cooperation Agreement on Environmental Protection Propaganda Materials"

推廣活動

Promotion activities

2012 殘疾人權利公約推廣 - 「傷健共融·樂在公約」SHOW

Promotions of the Convention on Rights of the Persons with Disabilities in 2012 - SHOW for "Social Inclusion Gaining Joyfulness from Convention"

本會透過社工局《殘疾人權利公約》宣傳推廣資助計劃於2012年09月15日假筷子基綠地花園休憩區舉辦「傷健共融·樂在公約」Show活動，藉此活動向社會大眾宣揚聯合國《殘疾人權利公約》，加深他們對公約內容的了解，同時讓大眾更認識殘疾人士的優點，實踐中國在2008年08月31日成為《殘疾人權利公約》締約國的理念，確保殘疾人士享有與健全人相同的權利，獲得同等機會，為社會作出實質貢獻。

「傷健共融·樂在公約」SHOW 開幕禮
Macau Post Daily/Ru Hong Society's children to raise awareness

Through the support program of the Social Welfare Bureau for the promotion of Convention on Rights of the Persons with Disabilities, we organized the Show for "Social Inclusion Gaining Joyfulness from Convention" in the recreation area of Lok Ieong Garden in Fai Chi Kei on 15th September, 2012. We promoted the Convention on Rights of the Persons with Disabilities of the UN to the public, helped them to better understand the contents of the convention, provided the public the chance to learn about the merits of the disabled and practically implemented the philosophy of China, which became a contracting state of the Convention on Rights of the Persons with Disabilities on 31st August, 2008, on the disabled, that is, to ensure that the disabled can enjoy the same rights, have the same chances and make the same valuable contributions to the society as all other healthy people.



2012 年《殘疾人權利公約》學校推廣活動

School promotion of Convention on the Rights of Persons with Disabilities in 2012

本會透過社工局《殘疾人權利公約》宣傳推廣資助計劃於 2012 年 9 月至 12 月在四間學校進行推廣《公約》活動。透過入校推廣，增加學生及老師們對公約之認識，加強他們的社會責任。另外，藉著殘疾人士表演使師生對他們更加認識，從而欣賞他們的優點，接納他們的缺點，從而共建和諧美好的社會。

Through the support program of the Social Welfare Bureau for the promotion of Convention on the Rights of Persons with Disabilities, this society organized promotional activities for the Convention in four schools from September 2012 to December 2012. The school promotions increased the awareness of the students and teachers on the convention and strengthened their social responsibilities. In addition, through the performances of the disabled, they have a better understanding on the disable, began to appreciate their advantages, accept their shortcomings and finally jointly construct a harmonious and beautiful society.



《殘疾人權利公約》推廣到學校情況
School promotions for the Convention on the Rights of the Persons with Disabilities

日期 Date	學校名稱 School	人數 No. of Person
10/10/2012	澳門大學 University of Macau	約 200 人 About 200 persons
29~30/10/2012	聖保祿中學 ESCOLA SÃO PAULO	約 200 人 About 200 persons
12/11/2012	嘉諾撒聖心中學 Sacred Heart Canossian College (English Section)	約 600 人 About 600 persons
17/12/2012	鏡平學校 (中學部) Keang Ping School (Secondary Section)	約 250 人 About 250 persons

「扶康樂廚大比拼 商企校友門一番」

“Fuhong Cooking Skill Contest of Enterprises and Buddies”

2012年11月24日，本會獲社會工作局「偶發性活動」計劃資助，於澳門扶康會康藝中心舉辦「扶康樂廚大比拼 商企校友門一番」之活動，並邀請到中國銀行澳門分行、金沙中國關懷大使、澳門電訊有限公司義工隊及嘉諾撒聖心英文中學組織義工隊，與本會的服務使用者一同參與遊戲及烹飪料理。

本會舉辦 Buddies 活動已兩年，而「Buddies」解作老友記，希望藉此讓健全人士與殘疾人士建立友好關係，用友誼衝破隔膜。2012年，本會特意舉辦樂廚大比拼，並邀請了銀行、酒店、公共事業及學校等單位組織義工隊一同參與，希望藉著這活動提供更多機會予社會大眾接觸殘疾人士，義工們與服務使用者混合組成隊伍，透過共同參與各項遊戲爭取食材，從而加強各隊員間的團體合作精神；同時，在烹飪過程中，彼此能互相學習、幫助，以及添加創意，成功料理出各種特色菜餚，實踐僑健一家、共融和諧的局面。

On 24th November, 2012, with the support from the “Temporary Activities” program of the Social Welfare Bureau, we organized the “Fuhong Cooking Skill Contest of Enterprises and Buddies” activity in Hong Ieng Centre. The Bank of China Macau Branch, Sands China Care Ambassador, the volunteer team of CTM and the students of Sacred Heart Canossian College (English Section) were invited to play games and cook together with our service users.

We have organized the Buddies activity for two years. As the word “Buddies” means old friends, we hope that friendship can be established between the healthy people and the disabled and able to help to break the barrier between them. In 2012, we organized the cooking skill contest and invited the volunteer teams from the banks, hotels, utilities and schools to participate, the purpose is to provide more opportunities to the public to have contact with the disabled. The volunteers and service users forming combined teams and participated in all kinds of games to win food ingredients, so as to strengthen the teamwork spirit of each team member; in addition, during the course of cooking, the team members could help and learn from each other by contributing creative ideas for the cooking work and successfully prepare all kinds of dishes. A situation of harmony was found between the healthy and the disabled in the activities.



會長大會主席與一眾嘉賓進行啟動儀式
The President of Fuhong and all guests hosted the start-up ceremony.



所有參與單位及一眾工作人員大合照
Group photo of all participating units and staff



學校推廣

Schools promotions

本會致力於為殘疾人士爭取福利，提升他們的生活素質，同時亦期望協助他們融入社會。故此，由 2009 年起，本會每年也透過到全澳多間學校進行推廣，讓學生及老師們能夠親身接觸、認識殘疾人士，更拉近彼此間之距離。

過往的學校推廣活動中，本會運用各類型主題簡報，深入淺出介紹殘疾人士予各師生認識，釐清社會大眾對他們的誤解，以及透過服務使用者之才藝表演，令師生們更認識他們另一面。推廣迄今均得到各學校師生們的熱烈支持與鼓勵，同時亦加深了學生對本澳復康服務的認識。

The Society has put in lots of effort to gain benefits for the disabled, enhance their life quality and assist them to get integrated into the community. Since 2009, we began to have promotions in different schools in Macau yearly, so that the students and teachers can have the chance to meet and understand the disabled.

In the past school promotions, we utilized all kinds of topic presentations to deliver the information of the disabled to the students and teachers. The purpose is to clarify the misunderstanding of the public on the disabled. In addition, the students and teachers can learn the other side of the disabled through their talent show. So far many enthusiastic supports and encouragements have been received from the students and teachers of different schools; at the same time, the students have a deeper understanding on the rehabilitation services in Macau.

各學校學生們投入於本會的推廣內容內
Students from different schools took part in the promotions

日期 Date	學校名稱 School	人數 No. of Person
22-11-2012	學校推廣活動 - 中葡職業技術學校 School promotion activity - Escola Luso-Chinesa Técnico-Profissional	約 100 人 About 100 persons
27-02-2013	學校推廣活動 - 嘉諾撒聖心英文中學 School promotion activity - Sacred Heart Canossian College (English Section)	約 250 人 About 250 persons
27-05-2013	學校推廣活動 - 聖保祿學校 School promotion activity - ESCOLA SÃO PAULO	約 350 人 About 350 persons

2013年，除了推行學校推廣外，也透過傷健共融造皂活動進行了十節專為學生而設的共融課程，曾參與之學校如下：

In 2013, apart from having promotions in schools, the harmonious soap production for both the disabled and the healthy has also organized for ten sections for students. The participating schools included:



「傷健共融造皂活動」學生們投入地與服務使用者一起學習製皂手工藝

Students devoted to learn how to make soap with the service users in the activity of "Harmonious soap production for both the disabled and the healthy"

日期 Date	學校名稱 School	日期 Date	學校名稱 School
16-05-2013	嘉諾撒聖心學校 Sacred Heart Canossian College (English Section)	12-07-2013	濠江中學 Hou Kong Middle School
29-06-2013	聖保祿學校 ESCOLA SÃO PAULO	13-07-2013	聖若瑟教區中學 Colégio Diocesano de São José
06-07-2013	中葡職業技術學校 Escola Luso-Chinesa Técnico-Profissional	13-07-2013	粵華中學 Yuet Wah College
06-07-2013	澳門坊眾學校 Escola Dos Moradores De Macau	18-07-2013	聖羅撒女子中學中文部 Colégio de Santa Rosa de Lima (Chinese Section)
06-07-2013	同善堂中學 Escola Tong Sin Tong	19-07-2013	濠江中學 Hou Kong Middle School
06-07-2013	培華中學 Pui Va Middle School	03-08-2013	澳門旅遊學院 Institute for Tourism Studies

網絡平台推廣

Online promotions



官方網站
Official website



10 週年系列活動專頁
The 10th anniversary activities series website



FACEBOOK (1,126 個讚)
FACEBOOK (with 1,126 likes)



微博 (640 個粉絲)
Weibo (with 640 fans)

寄賣項目

Consignment

澳門扶康會過去一直得到社會各界支持，服務使用者之手工藝產品均深得市民喜愛。現時，除轄下寶華中心「康然手作軒」售賣外，亦於本澳的 7 個旅遊地點作寄賣。由 2012 年 6 月至 2013 年 8 月銷售了 16,020 件產品，總金額為 \$263,367.00。

The Fuhong Society of Macau has been receiving many supports from the community and the handicrafts which made by the service users are very popular among the citizens. Now, besides the Hong In Handcraft Workshop in Pou Choi Centre, the hand-made products are also been distributed in 7 tourism spots in Macau. In the period from June 2012 to August 2013, 16,020 pieces of products were sold with the total amount of \$263,367.00.

企業活動

Corporate activities

項目 Item	活動名稱 Name of Activity	日期 Date
1.	喜來登金沙城中心酒店開幕日邀請服務使用者及家屬參與「融和併湊」的慶祝活動 On the opening day of Sheraton Macao Hotel, Cotai Central, the hotel invited the service users and their families for the Harmonious Combination celebration activity.	20/09/2012
2.	濠江扶輪社派發月餅予服務使用者 The Rotary Club of Macau distributed mooncakes to the service users.	25/09/2012
3.	新濠博亞義工派發月餅予服務使用者 Volunteers from Melco Crown distributed mooncakes to the service users.	26/09/2012
4.	永亨銀行義工隊舉行保齡球活動予服務使用者 Volunteers from Wing Hang Bank organized bowling games for the service users.	29/09/2012
5.	畢馬威會計師事務所舉辦黑沙水庫遠足及燒烤共融活動予服務使用者 KPMG organized Hac Sa Reservoir hiking and BBQ activities for the service users.	10/11/2012
6.	服務使用者及家屬參與中國銀行澳門分行「開開心心慈善行」活動 The service users and their families participated in the "The Joyous BOC Charity Walk 2012" organized by Bank of China Macau Branch.	11/11/2012
7.	出席澳門旅遊學院學生會舉辦「在扶您慈善嘉年華會」及協助繪畫壁畫 The service users attended the "Supporting You Charity Carnival" organized by the student union of Institute for Tourism Studies and assisted the painting of mural.	13/12/2012
8.	澳門美高梅金獅義工隊成員送暖傳愛心 - 送贈愛心雪狐絨毛毯給服務使用者 Warmth and love from members of the Golden Lion Volunteer Team of MGM Macau - presenting snow fox wool blanket to the service users	14/12/2012
9.	澳門電訊義工隊於維景酒店旋轉餐廳舉辦聖誕聯歡活動予服務使用者 Volunteers from CTM organized Christmas activities at the revolving restaurant of Metropark Macau for the service users.	15/12/2012
10.	服務使用者及家屬參觀澳門自來水股份有限公司開放日 The service users and their families attended the opening day of Macao Water Supply Co., Ltd.	24/03/2013





海外交流

Overseas exchanges

16-19/09/2012 及 14-17/04/2013 新加坡交流

Exchange activities in Singapore on 16-19/09/2012 and 14-17/04/2013

透過社工局「社會服務人員專業發展計劃」部分贊助，於2012年09月16至19日由理事會主席陳才發先生、司庫黃澤先生帶領本會各服務單位專業職員、管理層一行十五人到訪新加坡交流復康服務。是次行程參訪了新加坡智障人士福利促進會(MINDS)、碧山智障之家(Bishan Home)、Simei Care Centre、心理衛生學院(Institute Mental Health)等智能障礙、精神障礙範疇復康服務機構。

With some sponsorship from the Professional Development Program for Social Service Personnel of the Social Welfare Bureau, Mr. Chan Choi Fat, the Chairman of the Management Committee and Mr. Wong Hou, the Treasurer, altogether with fifteen professional staffs and managerial personnel from each service centre to Singapore for an exchange on rehabilitation services from 16th September to 19th September, 2012. During the exchange activity, the delegation visited rehabilitation service organizations for people who have intellectual or mental disabilities, including the MINDS, Bishan Home, Simei Care Centre and the Institute Mental Health.



職員與當地機構代表大合照
Group photo of staff and representatives of local organizations

另於 2013 年 04 月 14 至 17 日，也透過社工局「社會服務人員專業發展計劃」部分贊助本會各服務單位之職員到訪新加坡四間機構交流，參訪了慈光福利協會、Metta Day Activity Centre for the Intellectually Disabled、心理衛生學院 (Institute Mental Health)、Hougang Care Centre、Centre for Adults。

本會感謝他們委派職員熱情款待、耐心講解機構設施，以及分享寶貴的經驗，使本會員工對復康服務在推行與發展時所需的軟件配套加深瞭解，同時讓我們能學習及借鏡不同地方之復康服務內容，有助提升現時服務水平。

於 2012 年 09 月 27 日及 2013 年 05 月 31 日分別進行了分享會，向各中心職員講解有關前往新加坡之服務內容、及可給予本會借鑒的地方及交流感想等。各中心職員除了踴躍參與，同時，大家在分享會的過程中能吸收這兩次交流中的點滴及經驗。



職員與當地機構代表大合照
Group photo of staff and representatives of local organizations

The activity from April 14 to 17, 2013 was also partly the sponsorship from the Professional Development Program for Social Service Personnel of the Social Welfare Bureau, some staffs from each service center visited four organizations in Singapore for an exchange. The delegation visited Metta Welfare Association, Metta Day Activity Centre for the Intellectually Disabled, Institute Mental Health, Hougang Care Centre and Centre for Adults.

Such organizations sent designated staffs to provide us with a warm reception and detailed explanations on their facilities. They also shared their valuable experiences with us, so that our staffs could have a better understanding on the software which is required for the implementation and development of rehabilitation services. At the same time, we also had the opportunity to learn from the rehabilitation services in different regions and improve our own service level.

Sharing meetings were held on 27th September, 2012 and 31st May, 2014 respectively include discussing the contents of services in Singapore, sharing valuable references for us and feelings on the exchange activities to other staffs in each Centre. The staff took an active part and gained experiences from the exchange activities.



職員耐心聆聽服務介紹
The staff are listening to the service introduction carefully.

23/03/2013 深圳自閉症研究會康復論壇

Rehabilitation forum of Shenzhen Autism Society (SAS) on 23/03/2013

本會於 03 月 23 日參與由深圳市自閉症研究會主辦「2013 關愛自閉症週——第十屆兩岸四地自閉症研討會」，並派出兩位職員向參與者講述本會轄下寶翠中心及創藝坊之運作情況、復康訓練模式、藝術創作等服務，參與者均十分專注聆聽。

On March 23, 2013, we attended the "Week of Care for Autism 2013 - the 10th Cross-strait Seminar on Autism" and sent two staffs to explain the operations, rehabilitation training modes and art creation services which provided by Pou Choi Centre and Creative Art House. All participants listened to the speech very carefully.

參與者在會議前進行大合照

Group photo of participants before the meeting



到訪參觀 Visits

單位名稱 List of Visiting Entities		日期 Date
1	深圳市自閉症研究會 Shenzhen Autism Society (SAS)	27/09/2012
2	澳門扶輪社及澳門扶輪青年服務團 The Rotary Club of Macau and the Rotaract	06/10/2012
3	香港協康會 The Heep Hong Society	08/11/2012
4	陳明金議員及 FACEBOOK 朋友 Chan Meng Kam, member of the Legislative Assembly and FACEBOOK friends	17/11/2012
5	香港神召會 Assemblies of God (Hong Kong)	29/11/2012
6	澳門同善堂值理會新春送愛心 New Year Greeting from the Committee of Macau Tung Sin Tong Charitable Society	21/01/2013
7	澳門廣播電視股份有限公司義工隊 The Volunteer Team of Teledifusão de Macau	02/02/2013
8	香港扶康會總幹事 Director of Fu Hong Society	28/03/2013
9	珠海市社會福利中心 Zhuhai Social Welfare Centre	26/04/2013

	單位名稱 List of Visiting Entities	日期 Date
10	東莞市港澳事務局 Dongguan Hong Kong and Macau Services Bureau	06/05/2013
11	珠海市藍海社會服務中心 Zhuhai Lanhai Social Service Centre	22/05/2013
12	香港扶康會『香港最佳老友』澳門交流團 2013 "Hong Kong Best Buddies" Macau Delegation 2013 - Fu Hong Society	31/05/2013
13	香港耀能協會 SAHK	06/06/2013



寶翠中心目錄

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十年破繭路 - 在真實的工作環境中蛻變成長

Ten Years Journey of Breaking the Chrysalis – Transform and Develop in A Practical Working Environment

助理經理 余展賢

Charlie, U Chin Ieng, Assistant Manager of Pou Choi Centre

四季變換，光陰似箭，澳門扶康會寶翠中心開辦已第十年。長久以來，寶翠中心一直致力為智障成人提供綜合職業訓練服務，讓服務使用者在實際工作中進行復康訓練以及學習，使他們得到更好的鍛煉。經過不斷蛻變，至今已經幫助許多服務使用者成功破繭融入工作。寶翠中心能有今天的成果，離不開社會各界熱心人士的幫助，以及中心同仁的努力。以下是我們這一年來服務使用者參與職業訓練的努力情況：

As time flies by, it has been ten years since the establishment of Pou Choi Centre of Fu Hong Society of Macau. Pou Choi Centre has long been dedicated to the provision of comprehensive vocational training services to adults with intellectual disabilities, so that the service users can attend the rehabilitation trainings and gain knowledge in a practical working environment. Through continuous efforts, we have successfully helped many service users to break their chrysalis, transform, and get integrated into their work. Pou Choi Centre could not have made current achievements, without the help of enthusiastic people from the society and the efforts of all colleagues in the Centre. The participation of our service users in vocational trainings in the past year is summarized as follows:

· 洗衣服務

中心客源來自美容院、髮型屋及街客等。在 2012 年 1 月，寶翠中心洗衣房為了配合心悅洗衣社的發展，讓服務使用者有更多訓練成長的空間和機會，擴大了街客這個目標市場，在附近大型住宅區派發宣傳單張。同時，中心洗衣房持續強化業務的運作管理，確保質素，因此也受到很多街客的青睞，洗衣房也被街客的衣物堆滿了，成績十分理想。



洗衣宣傳單張

Promotional leaflet of laundry services

· Laundry Service

Customers of the Centre are mainly from beauty saloons, hair saloons and communities. In January 2012, in order to assist the development of "Happy Laundry" Social Enterprise, the Centre further expands the target markets in communities, to provide more training opportunities and developmental space for the service users, the laundry of Pou Choi Centre distributed promotional leaflets in surrounding residential areas. At the same time, the laundry of the Centre keeps strengthening its operation management and guarantees the service quality; as a result, it becomes popular among the communities and the laundry is always filled with clothes provided by community customers for washing. The performance of the laundry is satisfactory.

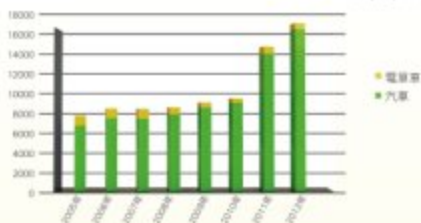
· 洗車服務

中心之洗車隊，主要為附近的停車場和金沙中國有限公司提供洗車服務。服務使用者在清潔汽車時的態度非常認真，得到許多客戶的好評，大大的提升口碑，增加許多客戶，僅 2012 年洗車次數高達 17000 多次。可惜中心人力資源有限，令很多需要洗車服務的市民輪候，但市民也能理解及支持。洗車是一份非常累的體力工作，不過能夠得到客戶的一致好評，服務使用者們都感到鼓舞，增加了他們的自信心，為他們的職業復康旅程，以及公開就業作好準備。

· Car-washing Service

The car-washing team of the Centre mainly provides car-washing services to the surrounding parking lots and Sands China Ltd. The service users work with a professional attitude and strong sense of responsibility when performing car-washing services, which is highly appraised by many customers, greatly improve our reputation and help to increase the number of customers. In 2012, over 17000 cars were washed. However, due to the limited human resource of our Centre, many customers requiring car-washing services have to wait for a while. Luckily, the customers involved always give their understandings and supports. Car-washing is a very tired physical job, but all the service users are inspired when they receive the high appraisal from the customers. Their enhanced confidence prepares them for their journey of vocational rehabilitation and open employment.

2005年至2012年各年洗車總架次



2005 年至 2012 年各年洗車總架次

Total number of cars washed from 2005 to 2012



· 派傳單服務

由於企業人力資源緊張，加上派傳單的工作是在戶外進行，而且所獲得的利潤非常有限，因此越來越少人願意擔任這份工作。但中心認為派傳單可以訓練服務使用者的綜合能力，因此仍然推出了這項服務。中心先根據每個服務使用者的能力，然後為他們分配工作，並會安排一位能力比較強的服務使用者帶一位能力稍弱的一起外出工作。這樣不僅能讓能力稍弱的服務使用者可以參與，也能讓能力較強的服務使用者學會如何去照顧其伙伴，藉此鍛煉他們的團隊合作能力。另外，在派發傳單的過程中，也會遇到很多突發事件，通過處理這些事件，可以訓練服務使用者臨場應變能力，使他們得到成長。在2012年6月至2013年5月期間，中心為政府部門、企業、美容院、推廣公司、教育機構等，一共派出了十萬多張傳單，成績十分理想。



服務使用者在正參與派傳單服務
the service user is engaged in leaflet distribution service.

· Leaflet Distribution Service

As the enterprises are quite limited in their manpower and the work of leaflet distribution is often performed outdoors with limited profits, people are less willing to do the job. However, the Centre believes that the leaflet distribution service can help to improve the comprehensive ability of the service users, so we still launch this service. The Centre will assign the jobs according to the abilities of each individual service user and often one service user with higher abilities will work together with another service user who is less capable in performing such tasks, so that service users with lower abilities can also take part in the job and those with higher abilities can learn to take care of others and enhance their teamwork ability. At the same time, there may also be many emergent issues in the

course of leaflet distribution; by properly handling such issues, the service users can improve their ability to make appropriate response in case of emergency and thus engage their development. During the period from June 2012 to May 2013, the Centre distributed over 100,000 leaflets for governmental departments, enterprises, beauty saloons, promotion companies and educational institutions, presenting satisfactory performances.

· 清潔流動隊

外出清潔工作對一些能力稍弱的服務使用者來說，相對較為困難，因為他們很難獨立完成該項工作，這導致了許多服務使用者無法參與公開就業，引起了滯留效應。在2010年，中心在一個機緣巧合之下開創了清潔流動隊，該清潔隊由幾個服務使用者共同組成，發揮凹凸效應，合力分工，共同完成工作。另外，中心讓比較熟練的服務使用者帶著能力較弱的一起工作，並安排職員在現場為他們進行督導，以提高服務使用者的工作能力。清潔流動隊的名額雖然較少，但由於流動性較強，可以讓較多的服務使用者參與，讓他們在真實

· Mobile Cleaning Team

Outdoor cleaning work is somewhat difficult for service users with lower abilities, as it is difficult for them to accomplish this work independently. As a result, many service users cannot take part in open employment and thus causes the retention effect. In 2010, the Centre established a mobile cleaning team by chance, which consisted of several service users who could help and cooperate with each other to finish the job together. In addition, the Centre arranges service users who can work proficiently to provide guidance to those with lower abilities. The staffs are designated to provide on-site supervision, in order to strengthen the ability of the service users. Though the mobile cleaning team has a few quota, as it has a strong mobility, more service users can take part in and develop in a real working environment. So far the Centre has set up three

的環境中得到工作和成長。目前中心已設立了三支清潔流動隊，分別為明暉護養院、澳門國際機場和康盈中心提供清潔服務，服務使用者除了參與此流動隊工作外，亦能通過在真實的環境結與訓練，讓他們學習克服困難，增強信心。

mobile cleaning teams, providing cleaning services in Lar de Cuidados 'Sol Nascente', Macau International Airport and Hong Ieng Centre respectively. Besides participating in the work of such mobile cleaning teams, the service users can also learn to overcome difficulties and enhance their confidence through trainings in a practical environment.

流動隊名額 Quota of mobile cleaning team	參與流動隊服務使用者 Number of participating service users
明暉護養院 Lar de Cuidados 'Sol Nascente'	9
澳門國際機場 Macau International Airport	4
康盈中心 Hong Ieng Centre	4

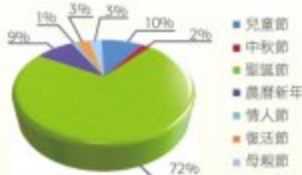
· 節日產品

寶翠中心自成立這十年間每年都製作出許多精美的節日產品。今年也不例外，每逢農曆新年、情人節、復活節、母親節、兒童節、中秋節、聖誕節和畢業期間，中心會特別設計及推出各種不同具創意的新產品，給顧客帶來了很大的新鮮感。同時中心在設計節日產品時，會特別考慮服務使用者的能力以及特點，不僅讓一些有特長的服務使用者能夠發揮他們的長處，同時也考慮到能力較弱的服務使用者，讓他們也能參與訓練當中。中心非常感謝社會上各位愛心市民、公司和企業的認同和支持，從2012年6月到2013年5月中心已賣出二萬九千多份節日產品，再一次刷新了歷年節日產品的銷售業績。

· Festival Products

In the ten years since its establishment, Pou Choi Centre produced many delicate festival products every year. There is no exception this year. At each festival such as Chinese New Year, the Valentine's Day, the Easter, the Mother's Day, the Children's Day, the Mid-Autumn Festival, the Christmas Day and the graduation season, the Centre will launch all kinds of specially designed new products, which always bring a strong sense of novelty to our customers. At the same time, when designing the festival products, the Centre will give special considerations to the abilities and characteristics of the service users, not only encouraging service users with special talents to fully exert their strengths, but also taking those with lower abilities into consideration and helping them to attend related trainings. Thanks to the recognition and generous supports from all enthusiastic people, companies and enterprises, the Centre sold out over 29,000 pieces of festival products from June 2012 to May 2013, refreshing the record of annual sales of festival products.

澳門扶康會寶翠中心
2012年6月至2013年5月節日
產品銷量百分比



2012年6月至2013年5月節日產品銷量百分比

Percentages of festival product sales for the period from June 2012 to May 2013

中心很感謝金沙中國有限公司由 2006 年開始至今，多年來支持購買中心的節日產品送給有需要的人士。另外，企業和市民的支持給了服務使用者無限的工作機會，同時他們的支持給了服務使用者極大的鼓勵，成為了服務使用者工作的原動力。

The Centre would like to thank Sands China Ltd., which has been purchasing festival products from this Centre for people in need since 2006. In addition, the supports from the enterprises and communities have brought unlimited employment opportunities and great encouragement for the service users and become the motivation for the service users to continue their work.

節日 Festival	產品圖片 Picture of products	服務使用者製作圖片 Picture of working
2012 兒童節 2012 Children's Day	 <p>2012 年兒童節禮品 Gift-sets for Children's Day 2012</p>	 <p>服務使用者將他「寫透心字」的技能，發揮在兒童節禮品當中，the service user utilizes his skill of hollow letter writing in the production of gifts for the Children's Day.</p>
2012 中秋節 2012 Mid-Autumn Festival	 <p>2012 年中秋節禮品 Gift-sets for Mid-Autumn Festival 2012</p>	 <p>服務使用者用心地製作中秋節禮品「蜜糖兔」，the service user is concentrating on the making of the gift for the Mid-Autumn Festival, "Honey Rabbit".</p>
2012 聖誕節 2012 Christmas	 <p>2012 年聖誕節禮品 Gift-sets for Christmas 2012</p>	 <p>服務使用者正在參與聖誕節禮品包裝工作，the service users are engaged in the packing of gift-sets for the Christmas.</p>
2013 農曆新年 2013 Chinese New Year	 <p>2013 年農曆新年禮品 Gift-sets for Chinese New Year 2013</p>	 <p>服務使用者正在裝飾農曆新年禮品，the service user is decorating the gift-sets for the Chinese New Year.</p>

節日 Festival	產品圖片 Picture of products	服務使用者製作圖片 Picture of working
2013 情人節 2013 Valentine's Day	 2013 年情人節禮品 Gift-sets for Valentine's Day 2013	 服務使用者正在製作情人節禮品。 the service users are making gift-sets for the Valentine's Day.
2013 復活節 2013 Easter	 2013 年復活節禮品 Gift-sets for Easter 2013	 服務使用者正在參與復活節禮品包裝工作。 the service users are engaged in the packing of gift-sets for the Easter.
2013 母親節 2013 Mother's Day	 2013 年母親節禮品 Gift-sets for Mother's Day 2013	 服務使用者正在製作「康乃馨花」手工藝品。 the service user is making the handicraft, "Carnation".

· 企業紀念品

為了配合澳門的迅速發展，越來越多的大企業都會訂製紀念品。製作紀念品除了可以發揮服務使用者的潛能和藝術天賦，同時也能讓更多的社會大眾看到智障人士的特點。因此中心開始為企業設計及製作各類手工藝紀念品，讓大家更了解智障人士的才能。

這一年我們為政府部門、推廣公司、大型企業所製造的紀念品包括軟陶匙扣、軟陶磁石、軟陶小容器、手機座、環保証書展示掛架、環保風車等。在此非常感謝各界的支持，給予我們工作機會，讓服務

· Enterprise Souvenirs

With the rapid development of Macau, there is an increasing number of large-scale enterprises which are interested in ordering customized souvenirs. The production of souvenirs can help the service users to exert their potentials and art talents. Just for this reason, the Centre begins to design and produce all kinds hand-made souvenirs for the enterprises. On the other hand, through the production of enterprise souvenirs, more people can learn about the talents of people with intellectual disabilities and then have a better understanding on them.

In the past one year, we produced different kinds of enterprise souvenirs for governmental departments, promotion companies and large-scale enterprises, including polymer day key rings, polymer clay magnets, polymer clay containers, mobile phone stands, environmental friendly certificate frames and environmental friendly

使用者透過自己的特長參與工作，創造價值，也給了他們很好的訓練機會，大大增強自我肯定。

pinwheels, etc. With the supports from the society, we have received many orders, which provided more opportunities for the service users to work and create values based on their own strengths and talents. Most importantly, provide them with perfect training opportunities and greatly strengthen their self recognitions.

名稱 Name	產品圖片 Picture of products	服務使用者製作圖片 Picture of working
血滴匙扣 Blood Drop Key Ring		
新城区匙扣 New Town Key Ring		
血滴小容器 Blood Drop Container		
環保檔案夾 Environmental Friendly Folder		
環保風車 Environmental Friendly Pinwheel		

名稱 Name	產品圖片 Picture of products	服務使用者製作圖片 Picture of working
軟陶蛋糕手機座 Polymer Clay Cake Mobile Phone Stand		
軟陶貢多拉船 Polymer Clay Gondola		

· 婚宴回禮禮品

越來越多的新人期望婚禮能夠與眾不同。因此婚宴回禮禮品也是中心重點項目之一。中心在設計回禮小禮品時充分發揮服務使用者自身的藝術天賦，設計了許多非常與眾不同的款式。同時中心也會參加許多婚禮展銷會，通過展銷會除了能夠推廣產品，也能從中吸取經驗以提昇產品質素，受到許多新人的歡迎。通過製作婚宴回禮禮品，進一步讓服務使用者得到了訓練。在2012年6月至2013年5月期間，我們一共完成了41張婚宴回禮訂單，共一萬二千多份回禮禮物。



服務使用者用心包裝婚宴回禮禮品
the service user is packing the wedding gifts carefully

· Wedding gifts (Bomboniere)

Wedding gifts is also one of the key projects of the Centre, as newlyweds expect their wedding ceremonies to be different from others. Therefore, when designing the gifts, the service users of the Centre fully exert their art talents and provide all kinds of distinct and elegant designs. At the same time, the Centre also attends to Wedding Expos to promote its products as well as to improve the quality of the products, which is getting popular amongst newlyweds, so that its products can get more popular among the newlyweds. The production of wedding gifts provides more training opportunities to the services users. In the period from June 2012 to May 2013, we successfully accomplished 41 orders for wedding gifts, involving over 12,000 pieces of gifts.

· 自家產品

寶翠中心十年以來不斷推出自家品牌禮品推動殘疾人士的能力。繼 2007 年註冊了自家品牌「彩虹花」後，2013 年也成功註冊了自家品牌「阿康」、「Happy 仔 & Funny 妹」，繼續以慈善品牌打開市場。今年除了推出新款式的自家禮品外，還利用環保物料，例如：回收 banner 布和購買水洗牛皮紙製作「手作誠品誠心誠意」系列產品，受到市民熱烈歡迎。另外，我們利用服務使用者的畫作原圖製成筆記簿，令許多市民因服務使用者超乎想象的潛能而感到驚嘆！

· Self-Branded Products

In the ten years since its establishment, Pou Choi Centre keeps launching self-branded products to promote the abilities of the disabled. The Centre had its own brand "Rainbow Flower" registered in 2007 and then had another two self-owned brands, "Ah Hong" and "Happy Boy & Funny Girl", registered in 2013, creates a new market with charity brands. In this year, besides launching new designs of self-branded gifts, the Centre also begins to utilize environmental friendly materials, such as the "Desirable Handcraft", which is one of the hand-made gift series made with recycled banner cloth and washed kraft paper which is popular among the public. What's more, the original art piece of our service users was being printed and made into notebooks and people are amazed by the unimaginable potentials of our service users!

澳門扶康會寶翠中心多款自家禮品款式：

Self-branded gifts with different designs produced by Pou Choi Centre of Fuhong Society of Macau:



・ 總結：

職業復康訓練對智障人士的意義非常重大，讓每一個殘疾人士都能參與工作。他們有享受生命的權利，而能夠幫助他們活出精彩人生一直是寶翠中心服務的理念。寶翠中心通過利用真實的工作環境作為職業訓練的媒介，讓服務使用者不斷學習嘗試，並且通過處理突發事件，鍛煉他們解決事情的應變能力，讓他們獲得信心、自尊以及極大的滿足感。在訓練的過程中，我們發現智障人士潛在與眾不同的潛能，通過配合真實的環境進行訓練，可以發揮他們的能力，有效地幫助他們找到適合的工作，讓他們真正融入工作、融入生活、融入社區。在2012年期間寶翠中心的工場及輔助就業的營業額高達\$2,576,315.72，是十年來最高的營業額。我們相信只要通過良好的職業訓練，智障人士也能實現自我價值。寶翠中心將會繼續為智障人士的職業復康旅程而努力奮鬥，不斷推出新的產品，讓市民看到服務使用者的能力，關注他們、了解他們、肯定他們，讓智障人士的生命像蝴蝶破繭一樣，經過不懈地努力，蛻變後使生命活得更豐盛，更有色彩。

・ Summary:

Vocational rehabilitation trainings have special meanings for the people with intellectual disabilities. Every disabled person should have the opportunity to get employed and the right to enjoy his/her life. It has always been the vision of Pou Choi Centre to help them to lead a wonderful life. With the practical working environments as the media for occupational trainings, Pou Choi Centre helps the service users to keep learning and trying. In addition, by handling emergencies, the service users improve their ability to make proper response in case of emergency and have a strong sense of confidence, dignity and satisfaction. In the course of training, we discover the unique potentials of the people with intellectual disabilities, provide training programs in real environments, help them to exert their abilities and effectively assist them to find suitable job, so that they can get integrated into their work, their life and the entire community. In year 2012, the business turnover of the workshop and supported employment of Pou Choi Centre was as high as MOP\$2,576,315.72, being the highest one in the past ten years. We believe that, with appropriate vocational trainings, the people with intellectual disabilities can also realize their self-values. Pou Choi Centre will continue to make efforts for the vocational rehabilitation of people with intellectual disabilities and keep launching new products, so that the public can be aware of the abilities of our service users, recognize them, understand them and accept them. After their unremitting efforts, like the beautiful butterflies that break free from their chrysalis; the life of people with intellectual disabilities will transform into a colorful and satisfactory life.

寶翠中心2004至2012年度之工場及輔助就業營業額圖表



寶翠中心 2004 年至 2012 年度之工場及輔助就業營業額圖表
Business turnover of workshop and supported employment of Pou Choi Centre from 2004 to 2012

給他「魚竿」的人

The Man Who Gives Him the Fishing Pole

寶翠中心社工張碧姬、黎飛

Becky, Cheong Pek Kei, Social worker of Pou Choi Centre
Niki, Lai Fei, Social worker of Pou Choi Centre

「授人以魚，不如授人以漁」，與其給他現金補助或實物，不如教他工作技能¹，與他「同行」成就其「自助」能力。

智障人士的職業訓練及就業服務和一般人不同，需要花更多的時間與耐力。為了讓智障人士的能力充分發揮，並靠著自身的努力融入社會，中心需要將服務使用者的能力與就業市場的需求互相配合，並找出適應的方式來傳授技能給他們。對於工場服務使用者，中心提供多元化的真實性貨品之工作訓練及其他手工製作，在過程中培養他們守時、與人合作、工作主動性、堅持性、專注力、穩定性等，讓他們有良好的工作態度及基本工作能力。故此中心在尋找資源時會按服務使用者的能力及長處，與企業、公司商討工作模式及產品款式，讓他們參與其中。中心更為具備

There is a Chinese proverb that says, "Give a man a fish and you feed him once. Teach him how to fish and you feed him for a lifetime". We should teach a person the skills of work and make joint efforts with him to develop his independence, rather than providing him with cash allowance or material objects.



The vocational trainings and employment services for people with intellectual disabilities are different with those for common people and require more time and endurance. In order that the service users can fully exert their potentials and get integrated into the society through their own efforts, the Centre matches the abilities of service users with the demands in the employment market and find appropriate ways to teach the proper skills to the service users. In terms of the service users in the workshop, the Centre provides diversified work trainings with real products and handicraft productions with real products, to cultivate their punctuality, teamwork spirit, work initiative, perseverance, concentration and stability, etc. The service users develop the basic work abilities and a good

¹ 林福德，《當代社會工作—理論與方法》（台灣：五南，2006）第28頁

公開就業潛能的服務使用者能進一步貼近公開就業市場而介入，使能夠符合實際職場的工作要求。至於輔助就業學員，中心則會透過社區式的商業運作及實地工作訓練，令他們更能掌握在一般就業市場應有的工作態度及習慣，並透過多元化的職業訓練項目，包括洗衣、洗車、派發傳單、辦公室清潔服務等，依循他們的個人興趣及長處培養獨特的工作技能。此外，社工亦會因應不同階段的需要，以社會工作介入技巧，再配合團體督導、個案跟進、個人康復及發展計劃、小組及職業技能訓練、就業輔導、工作選配及企業支援，令他們更能掌握與一般人共事所要表現的行為舉止，以建立良好的社交網絡。藉此協助他們在真實的工作環境中從事有報酬工作，為進入競爭性就業市場做好準備。在進行就業轉介之前，職業治療師及社工會因應



服務使用者的期望及能力，進行就業配對，以尋找合適的工作職位，並根據個別情況提供個別輔導及技能訓練，如職前準備、面試技巧等。自服務使用者公開就業後，職業治療師及社工將提供不少於六個月的就業支援及跟進服務，促進服務使用者與僱主間的溝通，以達致工作適應。這些亦是我們「同行者」的工作重點。

實踐中心加入商業化手法，以市場營

work attitude during these trainings. For this reason, when looking for orders, the Centre will negotiate with the enterprises and companies involved on the work modes and product designs according to the abilities and strengths of the service users, so that all the service users can participate in the work production. In addition, in order to assist the service users with better potential for open employment to get closer to the open employment market and better meet the working requirements in workplace, the Centre helps the service users of supported employment to adopt the necessary work attitude and habits in general employment market through community-based commercial operations and practical work trainings. The Centre also provides diversified vocational training programs, including laundry services, car washing, leaflet distribution and office cleaning services, etc., so that the service users can cultivate their individual working skills according to their own interests and strengths. The social workers will also utilize the skills of social work intervention when required in different stages and, in combination with group supervisions, individual case follow-ups, personal rehabilitation and development plans, team and vocational skill trainings, employment supervisions, work selections and enterprise supports, help the service users to comprehend the behaviors required for cooperation with others and establish a good social network. In such a way, the service users can be engaged in paid work in a real working environment and make preparations for their entry into a competitive employment market. Before making employment referral, the occupational therapist and social workers will perform job matching according to the expectations and abilities of the service users to find the most suitable jobs for them. In addition, according to individual cases, individual supervisions and skill trainings, such as pre-job preparations and interview skills, will be provided. After the service users successfully enter open employment, the occupational therapist and social workers will provide at least six months of employment support and follow-up services, so as to promote the communications between the service users and their employers and help the service users to get adapted in their jobs. All of these are the main focuses of our work being their associates.

Pou Choi Centre utilizes the commercial approaches and marketing strategies to promote rehabilitation services and all revenues will be allocated to the service users as allowances. As the associates, we have to undertake the responsibilities of business

銷策略進行復康服務，所得收入撥作學員的津貼。作為同行者需要肩負起業務推廣、宣傳商品及維持服務質素的責任，以促進市場競爭力及持續發展，有助提昇智障人士在社區內的形象，同時亦促進社會各界認識智障人士的工作能力，以增加智障人士公開就業的機會。

promotion, goods advertisement and service quality maintenance, to enhance the market competitive power of the service users and their ability of sustainable development and help to improve the image of people with intellectual disabilities in the community. At the same time, we shall also guide the public to correctly recognize the work abilities of people with intellectual disabilities, so as to increase their opportunities of open employment.



首次推行獎勵計劃的獎品實單

還有一句話「授人以漁，不如授人以欲」，欲望是根植於我們內心的理想、信念及價值觀²。同行者以協助智障人士建立一個積極工作目標的方向，引導他們朝著目標發展。

除了工作外，中心還定期舉辦多樣化的活動及小組，讓服務使用者在工作之餘也可享有閒暇及社交生活。透過不同的活動提升服務使用者建立自我、人際關係、家庭關係、兩性關係、心理衛生、生涯規劃等能力；由於許多服務使用者缺乏管道來獲取這些資訊，以及學習能力較低，更專注也相對較弱，因此社工在傳授知識時多使用互動及生動的方法，將不同的資

The second line of the Chinese proverb says, "Teach a man to fish and he fishes occasionally. Teach him to have desires to fish and he fishes every day." Desires refer to the ideas, beliefs and values rooted in our soul. As the associates, we should assist the people with intellectual disabilities to set a positive goal for their work, which will lead them to the direction of their desires.

Besides work, the Centre also organizes all kinds of regular activities and groups, so that the service users can enjoy their recreational and social life in their spare time. Through different activities, we help the service users to establish their abilities of self awareness, interpersonal relations, family relations, sex relations, psychological health and career planning, etc.; as most service users are in lack of normal channels to get such information. In addition, their learning abilities are generally lower and their concentrations are

³ 李揚（2012）。《瘦人以魚不如瘦人以飯》。大眾健康，第十期。

訊傳遞予服務使用者，如以真實場景教導、活動前後的教導及回憶，幫助服務使用者加深體會，讓記憶實體化，經過多感官的體驗後，智障人士的學習能力會有所提昇。

綜合來說，中心社工的工作分為兩個部分，一個是為協助服務使用者提昇職業技巧及工作能力，從而融入社會工作，正正是「授人以漁」。另一個工作內容則是鼓勵服務使用者積極工作，設計在工作以外的時間舉辦興趣活動，擴闊他們眼界，並提供情緒支援。這正正是「授人以欲」。中心社工在工作過程中，嘗試利用不同的社工元素，融入工作中，如透過獎勵計劃，推動服務使用者改善不適當行為，提昇工作動機，此計劃已推動了五年，起初以印章代幣，由服務使用者自行以不

relatively weak. Therefore, when teaching them the knowledge, the social workers often use interactive and vivid methods, such as real scenario instruction, instruction and review before and after activities, etc., to help them to have a better understanding and materialized it as memories. After these multi-sense experiences, the learning abilities of the people with intellectual disabilities will be enhanced.

Therefore, the work of social workers in the Centre is divided into two parts: one is to assist the service users to improve their vocational skills and work abilities and get integrated into the society, realizing "teaching them to fish"; the other is to encourage the service users to work hard, design recreational activities for the service users in their spare time to expand their vision and provide emotional support, realizing "teaching them to have desires". As social workers in the Centre, we will try different social work elements in our work, such as the award program, to promote the service users to improve their inappropriate behaviors and enhance their work motivations. This



同數量的代幣印花換領自己喜歡的物品，如小食、超級市場及精品店購物券等，目的是鼓勵服務使用者改善行為問題，如遲到、工作動機低、攻擊行為及偷竊行為等，亦可獎勵工作積極的服務使用者。希望可以透過獎勵計劃鼓勵服務使用者學習自決，自我選擇喜歡的獎勵方式及獎品。因此在每一季舉行的學員會議上會讓服務使用者透過投票方式，選擇獎勵計劃的獎品內容。由2012年開始，為了增加服務使用者與社區接觸及滿足服務使用者的期望，中心也更改了獎勵方式，以社區性活動為主，如看電影、參觀博物館、唱卡拉OK、燒烤等，一方面可以帶領服務使用者融入社區，接觸市民；另一方面更可以協助服務使用者體驗不同的社交活動。

除了獎勵計劃外，社工亦會推行不同的自我增值及發展活動予服務使用者。在2008年開始，社工推行每年一次的往港體驗學習計劃，活動目的是希望透過在活動推行前與服務使用者一同籌劃，讓服務使用者可以在參與中學習不同的籌辦活動知識，提升個人自決能力及增加自信心，在學習中體驗成長。而這個連續性活動更會邀請家長一同參與，目的是希望家長可以親身體會服務使用者的成長，以及感受子女們為家長設計的旅程。

社工也會為有行為及情緒問題的服務使用者提供輔導及小組教育，讓服務使用者可以對自己更加了解，亦加強他們的自控感。另外中心也不斷增加社會對智障人士的認識及接納度，因此，中心大力發展社區教育工作，藉著參觀中心讓外界人士感受智障人士工作的一面，體會他們的個性及創作能力，有效強化他們的正面形象。亦透過共融交流活動，讓社會人士更了解智障人士。

當然，有魚竿不一定能釣到魚吃，這

program has been implemented for five years. At the beginning, we provided stamps and tokens and the service users could exchange their favorite objects, such as snacks and coupons of supermarkets and boutiques, with different amount of tokens or stamps. The purpose of the program is to encourage the service users to improve their behavior problems, such as being late, low work motivation, aggressive behavior and stealing behavior, etc., as well as to award service users who work actively. We expect that, through the award program, we can encourage the service users to determine and select their favorite awarding way and prize by themselves. Therefore, at the service users' meeting in each quarter, we allowed the service users to choose the prizes of the award program through voting. From 2012, in order to increase the contact between service users and the community and to meet the expectations of the service users, the Centre made changes to the way of awarding and the prizes became community based activities, such as watch movies, visits to museum, Karaoke and BBQ, etc. On one hand, the service users could get integrated into the community and contact with more people in the public; on the other hand, the service users can have the chance to experience different social activities.

Besides the award program, the social workers will also provide different self value addition and development activities to the service users. From 2008, the social workers began to promote the program of experience and study in Hong Kong once a year. This program involves planning and organizing together with service users before implementation of the activities, with the purpose of assisting the service users to learn different knowledge on activity organization, enhance their personal determination and confidence and experience their growth in learning through participation. The parents were also invited to participate in these activities in hope that the parents could personally experience the growth of the service users and enjoy the journey that their children designed for them.

The social workers will also provide guidance and team education to service users with behavior and emotional problems, so that the service users can have a better understanding on themselves and strengthen their sense of control. In addition, the Centre also keeps enhancing the recognition and acceptance of the society for people with intellectual disabilities. Therefore, the Centre makes great efforts to develop community contacts and educations, helping the

需要魚餌（資本）、魚池（工作機會）、釣魚技巧（知識與技術）、以及力氣（健康及自決能力）³。同行者當竭盡所能提供各種機會使服務使用者發揮潛能。但在團隊工作中，需要各不同專業同工的互相配合及協助。因此，無論要推動任何活動及計劃，只要在工作團隊的目標一致，互相為服務使用者的利益及成長一同努力，便能讓智障人士的生命更精彩。

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public to learn about the working of people with intellectual disabilities and witness their personalities and creative abilities through visits to the Centre. In such a way, the positive image of the people with intellectual disabilities can be effectively strengthened. In addition, through the community integration activities, the public can have a better understanding on people with intellectual disabilities.

It's true that we cannot necessarily get fish when we have a fishing pole, but also need baits (capital), a pond (jobs), fishing skills (knowledge and technology) and power (health and ability of self determination). As the associates, we should try our best to provide all kinds of opportunities for the service users to exert their potentials. We also need the cooperation and assistance of colleagues from different disciplines. Therefore, for the promotion of any activity or plan, we should have a uniform goal and make joint efforts for the benefits and growth of the service users, so that the people with intellectual disabilities can lead a more wonderful life.

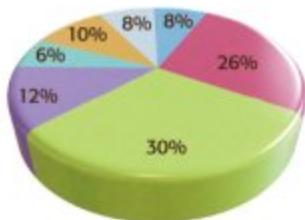


³ 林萬億，《當代社會工作—理論與方法》（台灣：五南，2006）第29頁。

2012 年 6 月 - 2013 年 5 月 個案類別圖表

Chart of Case Types from June 2012 to May 2013

寶翠中心2012年至2013年個案類別百分比
Percentages of Case Types in the Year 2012-2013



- 人際溝通
- 行為問題
- 精神 / 情緒問題
- 就業問題
- 親子關係問題
- 服務 / 住宿設施適應
- 其他

2012 年至 2013 年個案類別百分比
Percentages of Case Types in the Year 2012-2013

人際溝通 Interpersonal Communication	8%
行為問題 Behavior Problems	26%
精神 / 情緒問題 Mental/Emotional Problems	30%
就業問題 Employment Problems	12%
親子關係問題 Parent-Child Relation Problems	6%
服務 / 住宿設施適應 Adaptation to Service/Accommodation Facilities	10%
其他 Other	8%

2012年6月-2013年5月 到訪寶翠中心記錄

Visit Records of Pou Choi Centre from June 2012 to May 2013

香港扶康會友愛之家	Father Tapella Home of Fu Hong Society
馬大肋納嘉諾撒學校	Macau Escola Madalena de Canossa
澳門海星中學	Escola Estrela do Mar
澳門循道衛理聯合教會社會服務處氹仔家庭成長軒	Centro de Educação e Apoio à Família na Ilha da Taipa da Secção do Serviço Social da Igreja Metodista de Macau
基督教宣道堂港澳區聯會	Christian Sheun Tao Church Hong Kong & Macau District Union Association
澳門弱智人士家長協進會紅光軒	<Casa do Arco-Iris Esplendorosa> Associação dos Familiares Encarregados dos Deficientes Mentais de Macau
濠江扶輪社青年部	Rotaract Club of Macau
澳門戒毒康復協會 - 女子中心	Associação de Reabilitação de Toxicodependentes de Macau - Secção Feminin
香港政務司司長林鄭月娥女士及隨團官員	Mrs Carrie Lam, Cheng Yuet-ngor, GBS, JP, Chief Secretary for Administration and the accompanying officials
新濠博亞博彩(澳門)股份有限公司義工隊	Melco Crown (Macau) Limited Volunteer Team
IN 義工隊	IN Volunteer Team
旅遊學院	Institute for Tourism Studies
紅十字會義工隊	Macau Red Cross Volunteer Team
法仔坊原學校	Escola Fong Chong da Taipa
二龍喉浸信會	Ye Lung Hau Baptist Church of Macau
澳門婦女聯合總會 - 離島家庭服務站義工隊	Posto de Apoio Familiar das Ilhas da Associação Geral das Mulheres de Macau
協康會(香港)	Heep Hong Society(Hong Kong)
陳明金議員與 FACEBOOK 朋友	Chan Meng Kam, member of the Legislative Assembly of Macau and FACEBOOK friends
神召會(香港)	Assemblies of God(Hong Kong)
中葡職業技術學校	Escola Luso-Chinesa Técnico-Profissional
澳門基督教青年會	Young Men's Christian Association of Macau

澳門銀河娛樂場股份有限公司義工隊	Galaxy Macau Volunteer Team
澳門美高梅義工隊	MGM Macau Volunteer Team
聖公會樂天倫智障少年	Sheng Kung Hui Gambling Counseling and Family Wellness Centre Intelligent Teens
紅十字會及澳門美術協會	Macau Red Cross & Macau Artist Society
香港傑出青年義工協會	Hong Kong Outstanding Youth Volunteers' Association
嘉諾撒聖心英文中學	Sacred Heart Canossian College English Section
陳瑞祺永援中學	Chan Sui Ki Perpetual Help College
鮑思高專華小學	Colégio Dom Bosco (Yuet Wah)
氹仔中葡學校 (特教班)	Escola Luso-Chinesa da Taipa (Special Education Classes)
澳門大學學長輔助計劃	University of Macau Peer Support Program
濠江中學	Hou Kong Middle School (China Macau)
香港扶康會	Fu Hong Society (Hong Kong)
聖若瑟大學	University of Saint Joseph
禮頓建築 (亞洲) 有限公司	Leighton Contractors (Asia) Ltd
廣大中學	Kwong Tai Middle School Macau
聖羅撒女子中學中文部	Colégio de St. Rosa De Lima (SC)
珠海市社會福利中心	Zhuhai Social Welfare Centre
扶輪社	Rotary International
澳門明愛滙暉長者中心	Caritas Macau Centro de Dia "Brilho da Vida"
東莞市港澳事務局	Dongguan Hong Kong and Macau Services Bureau
濠江小學	Hou Kong Primary School
珠海市藍海社會服務中心	Zhuhai Lanhai Social Service Centre
勵志青年會	Inspirational Youth Association

特別鳴謝各界人士過去一年到訪寶翠中心約 1185 人次

Acknowledgement of all people visited Pou Choi Centre last year with about 1185 visitors

活動圖片

Pictures of Events

獎勵計劃 - 夏日冰體驗

Award program - Icy experience in summer



第二屆「明日之星」歌藝比賽決賽

Finals of the 2nd "Star of Future" singing contest



長隆動物園親子遊

Parent-child tour to Changlong Zoo



獎勵計劃 - 葡語遊踪

Award program - A tour to Portuguese culture



生日會
Birthday party

扶康聖誕樂在星際
Fuhong Christmas party
in Star Word Hotel



服務使用者春茗活動

Spring dinner of the service users and
the first season birthday party of the year

放眼世界親子行

Parent-child tour to experience the world



家長會議
Parents' meeting



參與我的夢想自閉症及智障人士繪畫比賽頒獎禮
Awarding ceremony of My Dream painting contest
for persons with autism and intellectual disabilities



同心同遊濕地探索之旅
A tour to explore the wet land



獎勵計劃 - SING 夢傳奇
Award program - "SING"
the legend of the dream





康盈中心目錄

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變遷

Transformation

項目主管 盧永珊

Wendy, Lou Wing San, Project Supervisor of Hong Ieng Centre

康盈中心由社會工作局委託澳門扶康會承辦，於2005年10月正式投入服務，乃一為16歲或以上之中至極重度智能障礙人士提供日間訓練之展能中心。年齡介乎於16至60歲；經由社工局評估及轉介之智能障礙人士，包括有一般發展遲緩、唐氏綜合症、腦性麻痺、自閉症及肢體障礙類別等。服務至今，中心同工於2005-2009年共同以『拉闊智障人士的生活經驗、為他們進入社群作準備』為目標而努力；至2013年，我們將邁進，實現『智友攜手展潛能，實踐共融惠社群』，與服務使用者一同成長。

康盈中心服務至今已逾8年，經歷了兩次搬遷，一直沿用望廈平民新邨地下臨時用址；至2010年，因應本地復康服務發展之需，獲社會工作局批出筷子基社區快富樓作中心永久用址。但因筷子基地方還在興建中，故2011年4月，中心暫被安排至台山平民新邨C座地下作過渡期，欣喜，經8年等待及籌設，中心終於於2013年8月遷入新址。佔地面積由最初望廈新邨二千六百五十平方呎，台山新邨三千多平方呎，到現址一萬七千平方呎，服務使用者名額由四十名增至八十名。隨著服務之擴充，復康團隊亦由最初十多名工作人員，增至現時三十多名同工，中心持續邁向新的轉變。

The Hong Ieng Centre is organized by the FuHong Society of Macau with the sponsorship of the Social Welfare Bureau and was formally established in October 2005. The Centre provides daytime activity training to persons with medium to severe intellectual disabilities. The service users are persons with intellectual disabilities whom are evaluated and referred by the Social Welfare Bureau at the age between 16 to 60. The conditions of the service users include general developmentally delayed, Down's syndrome, cerebral palsy, infantile autism and physical disabilities. So far, the colleagues in the Centre have been working to the goal of expanding the life experience of persons with intellectual disabilities and prepare them for social inclusion. In 2013, we will achieve mutual development with the service users based on the goal that the service users co-operate hand-in-hand to develop their potentials and benefits to the community through mutual harmony.

The Centre has moved twice since its establishment eight years ago. Prior to 2010, the Centre was temporary located at the ground floor of Bairro Social de Mong-Há. In 2010, due to the development of the local rehabilitation services, the Social Welfare Bureau granted Habitação Social do Fai Chi Kei (Edifício Fai Fu) as the permanent location of the Centre. From April 2011 to August 2012, the Centre was located in Torre C-Tamagnini Barbosa R/C to prepare for the move. After waiting for 8 years, the Centre was moved to the new address in August 2012. Compared to the 2,650 square feet in Bairro social Mong-Há and the 3,000 square feet in Tamagnini Barbosa, the new Centre has 17,000 square feet. The number of service users has also doubled, from 40 to 80. Along with the expansion of our services, the number of rehabilitation team members has also increased from over ten to over thirty in this period of time. The centre is making great stride towards growth and transformation, in order to meet the needs of our community.

依循服務內容及特色

服務內容以『生活經驗互動訓練』模式為概念基礎，為服務使用者提供多元化評估、日間訓練、物理治療、職業治療、護理服務、個別訓練、閒暇活動、膳食及交通接送等服務。以服務使用者的需要為本，透過家長、服務使用者與中心復康及發展團隊，於每年展開個案會議，共同為每位服務使用者訂定全年之整體目標，尊重他們的參與及自決，以提昇生活質素。希望令服務使用者獲得『豐富的生活體驗』、『正向互動』及『多元化的訓練活動』，提昇服務使用者之學習動機、社交溝通、發展他們各項潛能，並融入社群。

Contents and features of services

Based on the concept of "Life Experience Interactive Training" the Centre provides the service users with diversified evaluation, daytime training, physiotherapy therapy, occupational therapy, nursing service, individual training, recreational activity, dining service and transportation services. The needs of the service users are the first priority. Based on the needs and the co-operation of the service users and the parents, the rehabilitation and development teams of the Centre hold case meetings every year, to prepare the annual goals (Or Individual Rehabilitation Plan) for each service users in respecting their participations and self-determination, so as to improve their life quality. We hope that the service users can obtain training sessions, such as "abundant life experiences", "positive interactions" and "diversified training activities", so as to strengthen their learning motivation and social communication skills, help them in developing their potentials and get integrated into the community.



服務發展和機遇

回顧中心八年的歷程，由單一服務轉型為綜合服務，即除日間展能訓練中心外，亦因應雙職家庭及服務發展需求，增加課後及假期燃展服務，讓其家屬可專注工作及緩衝照顧的時間，並旨在燃點服務使用者的才能，透過安排多元之興趣／展能藝術小組，使他們生命更加發光發熱，享有質素的生活。同時為減輕及舒緩照顧者的壓力而增加家屬資源服務－「攜手軒」；皆推行全面性的發展，除持續引用香港扶康會之「生活經驗互動訓練」模式為服務使用者提供訓練服務外，自 2005 始，透過申請社工局展能藝術培訓活動資助計劃，將藝術活動融合於服務提供之內，豐富服務使用者的生活內涵，藉以發揮及培養其潛能，達致社會共融。亦因應服務使用者家屬所需，提供各類社交學習活動、知識類型講座及個別輔導等，以舒緩家屬照顧壓力。

隨著中心不斷發展，如服務使用者的增加、人力資源、募集資源、財務管理、服務轉型的適應等，對中心而言為一大挑戰。相信有危必有機，貴切「以人為本」的信念，深信可在未來發展擔當重要的角色。

Service Development and Opportunities

When looking back onto our development in the past eight years, we understand that we should transfer from single service to comprehensive services, that is, besides acting as a daytime activity Centre, we should also provide after-class and holiday extension services according to the needs of the working families and requirements of service development, so that the family members can have a buffer between their working and caring time. In addition, we can further develop the potentials of the service users, make their life colorful and meaningful, and help them to enjoy a life with higher quality through the training given by the diversified interest/art ability development teams. At the same time, the Fuhong society of Macau understands the burdens of the families, in order to decrease the pressures of the caregivers and also increases the supportive services to the families, the "Hand in Hand House" was established and locates in the Hong Ieng Centre. Besides the introduction of the "Life Experience Interactive Training" "from the Hong Kong Fu Hong Society to provide training services to the service users, the centre also applied to the Social Welfare Bureau for the resources to support the art training program since 2005. The Centre is successfully in integrating art activities into the service provision, enriching the life of the service users, helping them to exert and cultivating their potentials, and also achieving harmony in the society. In addition, based on the needs of the family members of the service users, the Centre also provides various kinds of social learning activities, knowledge talks and individual instructions in order to alleviate the pressures of the family members who are taking care of the service users.

As the Centre faces changes, such as the increase in service users, and the adaptation of human resources, resource raising, financial management and service transformation, etc., the Centre is facing big challenges. However, we believe that difficulties will also bring us opportunities. Based on the philosophy of "human-oriented", we deeply believe that we will play a more important role in the community in the future.



復康訓練服務

Rehabilitation training service

日間訓練小組 Daytime training team

訓練項目 Training item	次數 Session
健康及體適能 Health and physical adaptability	137
社交生活 Social life	147
個人自理 Personal care	147
感知能力 Cognitive ability	154
家庭生活 Home life	78
溝通技巧 Communication skills	144
工作技能 Working skills	216
閒暇生活 Recreational life	155
展能藝術 Art with the disabled	59

06/2012-06/2013 小組訓練節數比例圖



2012年8月至2013年1月小組： Teams organized from August 2012 to January 2013:





- 5. 清潔小幫手
- 6. 社區樂日
- 7. 社區樂日
- 8. 體育室
- 9. 玩樂樂日
- 10. 穩定常樂
- 11. 智慧天下
- 5. Cleaning assistant
- 6. Community happiness
- 7. Community happiness
- 8. Physical education class
- 9. Fun in games
- 10. Fun in physical exercise
- 11. Intelligent games

2013年2月至2013年7月小組： Teams organized from February 2013 to July 2013:



- 1. 環保放大鏡
- 2. 同心聯手
- 3. 感官世界
- 1. Scene on-site
- 2. With high proficiency
- 3. The world of senses



- | | |
|---------------|---------------------------------------|
| 4. 歌舞昇平 | 4. Songs and dances |
| 5. 畫出新天地 | 5. A new world in painting |
| 6. 居家生活 | 6. Home life |
| 7. 康樂小工場 | 7. Hong kong workshop |
| 8. 康樂小工場 | 8. Hong kong workshop |
| 9. 擴展活動 勇往直前 | 9. Expansion activity - glider |
| 10. 擴展活動 勇往直前 | 10. Expansion activity - bear cookies |
| 11. 美食之樂 | 11. The most delicious foods |
| 12. 美食之樂 | 12. The most delicious foods |



13



14



17



15



16



18



19

- 13. 拼出個未來
- 14. 清潔先鋒
- 15. 轉運澳門
- 16. 體育堂
- 17. 玩樂無窮
- 18. 急救生醫
- 19. 運動達人
- 13. The future in assembling
- 14. The pioneer of cleaning
- 15. Journey in Macau
- 16. Physical education class
- 17. Fun in games
- 18. Resourcefulness in an emergency
- 19. A talent of sports

輔助醫療服務

Paramedical service

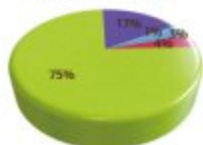
物理治療服務

Physiotherapy service

中心物理治療服務包括評估、個別治療、團體治療、體能活動及訓練小組巡迴輔導，物理治療師透過徒手治療、運動治療、儀器治療、輔具訓練及社區教育，以預防、治療與教育服務使用者、家屬及員工，進而加以預防、矯正、減輕與肢體障礙的限制、動作功能失調／不足的範圍與程度，改善或提升身體功能。

The physiotherapy services provided by the Centre include evaluation, individual therapy, group therapy, physical activity, and training team tour instructions. The physiotherapy helps the service users, their family members and the employees to prevent and treat physical discomforts, and receive related educations through manual therapy, movement therapy, modality assistive technology training, and community education, so as to prevent, rectify and relieve the constraints from physical handicaps and the range of motion disorder/deficiency, and finally realize the improvement or enhancement of physical functions.

物理治療服務人次統計



■ 個別治療 ■ 體適能 ■ 健體操
■ 運動小組 ■ 體育堂

物理治療服務項目 Items of physical therapy services	人次 Number of service users
個別治療 Individual therapy	313
體適能 Physical adaptation	22
團體治療 Group therapy	54
健體操 Fitness exercise	54
運動小組 Sports team	64
體育堂 Physical education	1385
總數 Total	1838



職業治療服務

Occupational therapy service

中心職業治療服務提供個別治療、團體治療以及訓練小組巡迴諮詢服務，職業治療師為服務使用者設計有意義、有目的的治療活動，並與中心專業團隊密切合作，提昇他們的日常生活能力、社區生活能力、職業技巧等，進而增進其生活品質；目前，個別治療主要關注服務使用者的認知能力、感覺動作能力、日常生活能力、社區生活能力各方面，團體治療則包括職業訓練、社交技巧訓練、音樂治療團體等。

The occupational therapy service of the Centre provide individual therapy, group therapy, and training team consultation service. The occupational therapist co-operates with the professional team of the Centre, designs meaningful and purposeful therapeutic activities to improve the daily living skills, community living skills, vocational skills, etc., of the service users in order to improve their life quality. At present, the individual therapy mainly focuses on the cognitive ability, sensory motor, daily living skills and community living skills of the service users, and the group therapy mainly focuses on vocational training, social skill training and music therapy group, etc.

職業治療服務人次



職業治療服務統計

Statistics on occupational therapy service

項目 Item	內容 Content	服務人次 Number of service users
個別治療 Individual therapy		206
	職業訓練 Vocational training	617
	音樂治療 Music therapy	148
	其它專題 Other topics	342
團體治療 Group therapy		
總數 Total		1313



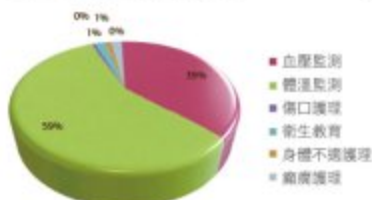
護理服務

Nursing service

中心的護理服務以維護服務使用者健康為大原則，服務類型着重生命徵象監測和一般身體檢查，如：每天常規的血壓監測、體溫測量、每月的體重紀錄等，詳細記錄服務使用者的身體變化，作為改善針對性護理計劃的依據，從而提高他們的生活質素；同時，為進一步提高服務使用者對日常衛生常識和基本技能，本年展開了「護理主題月」計劃，已進行過手部清潔和口腔衛生兩項衛教主題。未來將繼續灌輸更多實用衛生常識給予服務使用者。

The nursing service provided by the Centre are based on the general principle which is to maintain the health of the service users, the main type of services include vital signs monitoring and general physical check-up, such as regular blood pressure monitoring, temperature measuring and monthly weight recording, etc., the data will be recorded and use to understand the physical changes of the service users, through well organized nursing care plans, their life of quality will be enhanced. On the other hand, in order to improve the daily hygiene knowledge, and basic skills of the service users, a program called "Month with the theme of nursing" was established in this year. So far, two hygiene education topics, hand washing and oral hygiene, have been carried out. In the future, more health educations will be provided to the service users, in order to enhance their quality of life.

5/12-6/13 護理服務使用人次



護理項目 Nursing Item	使用人次 Number of Service Users
血壓監測 Blood press monitor	9642
體溫測量 Temperature monitor	14363
傷口護理 Wound dressing care	78
衛生教育 Health education	226
身體不適護理 Sickness nursing care	121
癲癇護理 Seizure nursing care	59
護理服務使用人次總數 Total number of nursing service users	24489



『耀舞頌樂』展能藝術

Dance & Music art with the disabled

為提昇服務使用者的藝術潛能，每年中心皆提供不同類型的展能藝術課程，以供平台，讓服務使用者發揮潛能。『音樂』促使服務使用者訓練接收訊息、提升學習能力、發展體能協調技巧、亦可激發及發展服務使用者的創作觀感，引發其藝術潛能，提昇自信心。

鑑於去年的展能藝術非常成功，因此本年度再次提供以音樂元素之展能藝術活動予服務使用者。且更配合個別服務使用者需要，中心職業治療師與音樂導師共同訂立治療目標，以認識休止符、音樂互動遊戲、節奏模仿、自製樂器、顏色音符配對（旋按鍵）、敲鐵琴、感覺刺激活動（聽、看、摸）及音樂互動遊戲等，以達至提昇持續性注意力、增進衝動控制能力及認知能力、加強活動參與度、指令理解度及提昇樂器操作能力等。同時，中心期望發展服務使用者對音樂創作的興趣，從創作過程中舒發其心中的情感，減低其負面情緒，對於能力上受限制的使用者，亦有助培養其興趣及激發內在的藝術潛能。

In order to enhance the art potentials of the service users, the Centre provides different types of art programs for the service users every year, so that the service users can have a better opportunity to exert their potentials. Music can help the service users to improve their ability of messages reception, enhance their learning abilities, develop the coordinated physical skills, inspire and develop the creative sense, activate their art potentials, and strengthen their confidence.

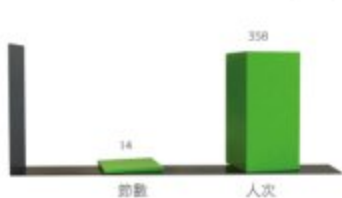
As the art with the service users was quite successful last year, the art activities based on musical elements were provided to the service users again this year. In addition, along with the needs of the individual service users, the occupational therapist and music instructor from the Centre determine the goals of treatment jointly and provide the service users with different kinds of music activities including learning about rest, interactive music game, rhythm imitation, self-made musical instruments, matching of colors and musical notes (clock turning), vibraphone playing and sense stimulation activities (listen, look, touch), in order to improve the continuous concentration, the ability to control impulse, the cognitive ability, the participation in the activities, the understanding on the commands and the ability of musical instrument playing of the service users. At the same time, the Centre expects that the service users can cultivate their interest in music creation, express their emotions in the course of creation and decrease their negative emotions. For service users with limited abilities, such services will also help them to cultivate their interest and activate their art potentials.

2012年7月-9月

『率動樂韻』展能藝術培訓活動服務使用者參與人次統計

July to September 2012

Statistics on number of participating service users in the Charm of Music arts with the disabled training activity

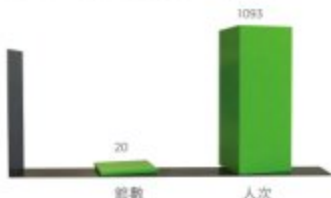


2013年2月-6月

『耀舞頌樂』展能藝術培訓活動服務使用者參與人次統計

February to June 2013

Statistics on number of participating service users in Dance & Music arts with the disabled training activity



社康服務

Community health service



2012年6月-2013年6月 活動人次統計
Statistics on number of participants in activities from June 2012 to June 2013

常規性 Regular activities	301
節日性 Festival activities	95
外來 / 外出參觀 Incoming/outgoing visits	767
會方活動 Society's activities	103
其他 Other	248

2012年6月-2013年6月 活動數目統計
Statistics on number of activities from June 2012 to June 2013

常規性 Regular activities	13
節日性 Festival activities	4
外來 / 外出參觀 Incoming/outgoing visits	40
會方活動 Society's activities	9
其他 Other	8

常規性活動：中心生日會、運動會、家長會、中心佈置等

Regular activities: Centre birthday parties, sports games, parent meetings, Centre decorations, etc.

節日性活動：春茗、母親節、聖誕節等

Festival activities: Spring dinner, Mother's Day, Christmas Day, etc.

外來 / 外出參觀活動：團體探訪、小義工探訪等

Incoming/Outgoing visits: Group visits, little volunteer visits, etc.

會方活動：10週年系列活動、會慶等

Society's activities: the 10th anniversary series activities, society anniversary celebrations, etc.

其他：社工局贊助活動、社交小組、國宏書畫義教等

Other: activities sponsored by the Social Welfare Bureau, social group, Kok Hung voluntary painting education, etc.

常規性活動
Regular activities



1. 2012「新學期師生聯誼比賽暨6-8月生日會」
2. 2012年9-12月生日會、VV 舞團 Halloween 化妝派對
5. 2012、5-7 月中心家長會
4. 2012 中心運動會
5. 2013 中心運動會
6. 2013 社交小組
7. 2013 新春春茗
8. 2013 中心母親節生日會

1. 2012 Intra-class training skill contest and birthday party for June to August
2. Birthday party for September to December 2012 and Halloween makeup party
5. Centre parent meeting for May to July 2012
4. 2012 Centre sports games
5. 2013 Centre sports games
6. 2013 social group
7. 2013 spring dinner
8. 2013 Centre Mother's Day and birthday party

會方活動

Society's activities

1. 扶康聯星大使謝星升與周麗霞母親節探訪活動
2. 扶康十周年聯星大使母親節探訪母親節卡製作
3. 扶康聯星廚大比拼 商企校友門一齊
4. 扶康社區慶祝活動
5. 九龍年慶禮
6. 僑健共融慶在公約
7. 中國青協與澳門扶康會合辦參觀大馬嶺館
1. The Mother's Day visit by the caring ambassador of Fuhong
2. Greeting card making for the Mother's Day, the Mother's Day visit by the caring ambassador for the 10th anniversary of Fuhong
3. Fuhong schoolfellow cooking contest
4. Christmas celebration activity organized by the Rotary Club
5. Celebration for the 9th anniversary
6. Convention for harmony between the disabled and the healthy
7. Visit to the Panda Museum jointly organized by the Youth Association of Bank of China and the Fuhong Society of Macau



節日性活動 Festival activities



1. 扶康聖誕團圓在星樓
2. 新春中心佈置
3. 新春中心大清潔
4. 中心聖誕慶祝活動

1. Christmas party of the Fu Hong Society
2. Centre decoration for the Spring Festival
3. Centre cleaning for the Spring Festival
4. Christmas celebration in the Centre

其他 Other



1. 2013 親子動與體驗旅程
2. Happy Life - 快樂康復團
3. 康復活力夜活動 2012
4. 康復服務親子團 2013

1. Parent-child dynamic and experiencing tour 2013
2. Happy Life summer night
3. Karaoke 2012
4. Parent-child tour 2013

外來外出參觀

Incoming and outgoing visits



1. BIBAP 親訪中心
2. 澳門扶輪社參觀中心
3. 澳門基督教可樂的義演歌舞劇
4. 國際青年獎勵計劃協會探訪
5. 國際青年獎勵計劃中心
6. 明愛學校家長探訪
7. 阿婆堂親訪中心

1. BIBAP visited the Centre
2. The Rotary Club of Macau visited the Centre
3. Charity drama performance by the Christian Parish of Macau
4. The International Award Association visited the Centre
5. Vici Fai Elderly Service Centre
6. Parents of students in Caritas School visited the Centre
7. The Macau Tung Sin Tong Charitable Society visited the Centre

家屬資源服務

Parent Resource Service

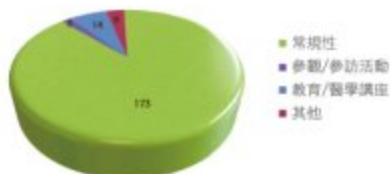
家屬資源服務

家屬資源服務自 2011 年 4 月，舉辦首個太極拳興趣班，開始為澳門扶康會轄下中心服務使用者家屬提供服務。現家屬資源服務舉辦各種興趣班、講座、參觀活動、情緒支援、休閒卡拉 OK 及社區探訪等活動。

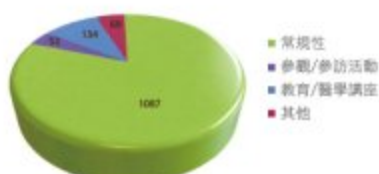
Parent Resource services

The Parent Resource service were started in April 2011 with the first Tai-Chi Chuan Class, beginning to provide services to the family members of the service users of all Centres of Fuhong Society of Macau since then. Currently, the family member resource service organize various kinds of interest classes, health talks, visit activities, emotional supports, recreational Karaoke and community visits, etc.

2012年5月-2013年6月 活動數目統計



2012年5月-2013年6月 活動人次統計



常規性：排舞班、唱歌學普通話班、太極拳班、中醫保健知識班、跳舞班、花藝課程等。

參觀/參訪活動：家長歡樂參觀遊、香港復康設施參觀之旅、探訪聖瑪利亞安老院等。

健康知識講座：「齊向腰肩勞損說不」、「太極原理之呼吸與動作協調」、「脊椎知識知多少」、「認識子宮頸癌及其防治」、「認識過敏疾病」等。

家屬成長系列講座：「說話的力量」、「調適自己，適我自在」等。

其他：卡拉 OK、花藝課程 - 賀年年花班、2013 家屬春茗聚餐等

Regular activities: line dancing class, singing and Putonghua class, Tai-Chi Chuan class, Traditional Chinese Medication healthcare class, dancing class and Floral Art program, etc.

Visiting activities: happy visit by family members, visit to rehabilitation facilities in Hong Kong and visit to St. Maria Elderly Home, etc.

Educational/healthcare talks: "Say no to back and shoulder fatigue", "Tai-Chi: breath and movement coordination", "knowledge on spine healthcare", "knowledge of cervical cancer and its prevention", "knowledge about allergic diseases and its prevention";

Family Support talks: "the Power of speech", "adjust ourselves, get relieved", etc.

Others: Karaoke, Floral Art program - Floral Art for Spring Festival, Spring Dinner for Family Members 2013, etc.

2012年5月-2013年6月 活動數目統計
Statistics on number of activities from
May 2012 to June 2013

常規性 Regular activities	173
參觀/參訪活動 Visiting activities	3
教育/醫學講座 Educational/Medical lectures	14
其他 Other	6

2012年5月-2013年6月 活動人次統計
Statistics on number of participants in
activities from May 2012 to June 2013

常規性 Regular activities	1087
參觀/參訪活動 Visiting activities	52
教育/醫學講座 Educational/Medical lectures	134
其他 Other	69

參觀參訪活動 Visiting activities

「跨越困境・攜手創未來」港澳家屬研討及分享會 (2013年07月10日)
Hong Kong and Macau family member seminar and sharing conference on
Overcome the Difficulties and Create a Bright Future Jointly (July 10, 2013)



常規性 Regular activities



1. 排舞與興趣班
2. 太極拳興趣班
3. 中醫保健知識興趣班

1. Dance class
2. Tai-Chi Chuan class
3. Traditional Chinese Medication healthcare knowledge class

教育醫學講座

Healthcare education talks



1. 5月4日太極原理 - 背向腰臂勞損區不
2. 6月8日「說話的力量」講座 (1)
3. 6月8日「說話的力量」講座 (2)
4. 6月23日太極原理之呼吸與動作協調

1. Talk on Principles of Tai-Chi, May 4 - Say No to Back and Shoulder Fatigue
2. Talk on the Power of Speech, June 8 (1)
3. Talk on the Power of Speech, June 8 (2)
4. Talk on Principles of Tai-Chi - Breath and Movement Coordination, June 23

其他

Others



1. 插花班 (1)
2. 插花班 (2)
3. 卡拉OK
4. 新春聯誼會
5. 新春聯誼會

1. Flower arrangement class (1)
2. Flower arrangement class (2)
3. Karaoke group
4. Dragon Boat Festival celebration party
5. Dragon Boat Festival celebration party

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展能就業服務計劃

Vocational Training Service Potential Development Program

怡樂軒強調「以人為本」，致力為服務使用者提供社區精神復康支援服務。中心於 2012 年開始推出「展能就業服務計劃」，目的為不同程度的康復者提供有系統的職業訓練，重新投入社會，邁向自力更生。

根據職能治療理論，每個人都有其職能角色的表現，最理想的健康個體就是維持自我照顧、工作、玩樂與休閒等職能領域間的平衡。

Yee Lok Centre emphasizes the concept of "Person-centered" and is dedicated to the provision of community psychiatric rehabilitation service to service users. The Centre launched the Potential Development Program for our service users in 2012, with the purpose to provide systematic vocational trainings to the different levels ex-mental illness persons, so that they can get integrated into the society again and advance to self-dependence.

According to the model of occupational therapy, every person has the presentation of his/her functional role and the most ideal healthy individual should be able to maintain the balance among the functional fields including self care, work, amusement & recreation and rest.

計劃介紹

經由個案經理轉介至展能就業服務的會員，先接受初步評估，以確認會員的能力和實際需要，服務中分有三個部份，包括輔助就業、職能小組和生活技巧訓練。

- **輔助就業：**適合有意公開就業的會員，提供職業技能訓練及就業支援服務。
- **職能小組：**適合具有公開就業潛質的會員，但沒有準備好接受密集訓練，以部門化的管理模式，提供會員不同種類的工作選擇，從而培養他們的工作動機和參與度。
- **生活技巧訓練：**為服務使用者提供規律化的日間活動、社交心理訓練及職前訓練服務。

Introduction to the Potential Development Program

The members in the centre are referred by the Case Manager to the program will first receive preliminary assessment to determine their ability and needs. The program consists of three parts, including Supported Employment, Working Groups and Life-skill Training.

- **Supported Employment:** suitable for members interested in public employment and providing vocational skill training and employment support services.
- **Working Groups:** suitable for members with potential for public employment but not ready for intensive trainings, providing the members with different type of training options in the mode of department management, so as to cultivate their motivation of and participation in their work.
- **Life-skill Training:** providing the service users with regular daytime activities, social contact & psychological trainings as well as pre-employment training services.

“安置—訓練—安置”模式 (place-train-place model)，意即提供真實及社區融合的工作環境，由導師給予指導及支援，尊重服務使用者的選擇，配合其他技巧訓練，經評估配置於適當的公開就業環境。

“Place – train – place” model that is to provide a working environment integrating the real scenario in the community; the instructors provide guidance and support, respect the choices of the service users and integrate other skill trainings; and provide an appropriate public employment environment after evaluation.



計劃特色

- 提供職前評估，為會員配對合適的訓練或工作崗位。
- 提供多元化的工作種類，讓會員能學習不同的工作技能。
- 推行各種形式的訓練獎勵計劃，提昇會員的參與動機並賦予其成就感。
- 提供就業選配，擴闊服務使用者對就業市場的認識。
- 為會員提供職業輔導或開辦就業小組，給予情緒支援和人際溝通知識。

Features of the program

- Provide pre-employment assessment and provide appropriate trainings or jobs for the members.
- Provide diversified job opportunities so that the members can learn different job skills.
- Implement all kinds of training award programs, enhance the incentive for the members to participate and grant them with the sense of achievements.
- Provide employment options and broaden the awareness of the service users on the employment market.
- Provide the members with vocational guidance or organize employment teams, provide emotional support and promote the awareness of interpersonal communications

「縱然患上精神疾病，我即可像普通人一樣在社會中生活和工作。」

“Though I suffer from the mental illness, I can live and work in the society like common people.”

大運自從患上精神疾病後，因症狀影響，就再沒有於社會中工作。康復後，嘗試找工作卻碰壁，後來參加展能就業服務，重拾自信，樂於在工作中表現自己。

Tai Wan suffered from the mental illness and ceased working in the society due to influence of the psychiatric symptoms. After recovered, he tried to find a job but failed. Later, he participated the Potential Development Program. As a result, he recovered his confidence and was happy to show himself in his work.

「繪出人生濃淡姿彩」—姿彩人生課程

Colorful Life Program

每個人都想過一個「姿彩人生」，而每個人對「姿彩人生」這名詞都有一個自己的定義。關於「姿彩」二字，可形容為姿態多樣，色彩迷人，後引申為內容豐富華麗，且變化多端。怡樂軒希望會員能掌握自己的人生，為自己的生命添上色彩，追求更豐富的生活。



由 2012 年起，怡樂軒增設了「姿彩人生課程」，為會員提供學習平台，賦予選擇的權利，培養會員的自信和主動性，擴闊個人眼界和知識，以實現「持續學習、發揮潛能」的目的。

為變昇會員各方面的潛能，中心在課程設計上分為四大類，包括認知訓練、心理社會、繽紛生活及舒展身心，希望會員能透過不同課程的學習，擴闊思想空間，培養積極的學習和生活態度，建立正面及多角度的思考，應用於日常生活中。

另外，為增加會員的學習動力及興趣，課程更設立獎勵制度，鼓勵會員踴躍參與課程，從而提昇個人肯定，讓他們得到更全面的學習。參加的會員只需積極投入參與，即可獲得指定積分，於年度結束時，如積分達到計劃所設定的指標，即可獲頒證書及獎品，獎項分別有參與獎、波斯菊銅獎、蓮花銀獎及彩虹花金獎。

Every person wants to have a colorful life and has his/her own definition for the term "Colorful Life". The word "colorful" means a charming combination of colors and then expands to abundant and diversified contents. Yee Lok Centre hopes that every member can control his/her own life, make his/her life colorful and pursue a more diversified lifestyle.

Yee Lok Centre launched the Colorful Life Program in 2012, providing a platform of learning as well as the rights of selection to the members, so as to cultivate the confidence and initiative of the members, broaden their personal vision and knowledge, and realize the purpose of "continuous learning, exert potentials".

In order to enhance the potentials of the members in all aspects, the programs offered by the Centre are classified into four categories, including Cognitive Training, Psychosocial Training, Interest Development and Body and Mind Fitness. The Centre hopes that members can expand the space for their thoughts, foster a positive attitude for learning and life, establish the positive and multi-angle ideology through the learning of different programs and apply the same into their daily life.

In addition, in order to increase the motivation and interest of the members for learning, an incentive system is established in the program to encourage the members to attend the courses actively, so that they can enhance their personal recognition and have the chance of comprehensive learning. Once the participating members take an active part in the courses, they can get the specified credits. At the end of each year, when the credits reach the specific levels defined in the program, the members will be granted with certificates and awards. The awards include Participation Award, Cosmos Bronze Award, Lotus Silver Award and Rainbow Flower Gold Award.

In last year, about 60 members participated in the program, 38 of whom were awarded as recognition and praise and 13 of them even accumulated the total credits of over 60. Members with excellent learning results can show their achievements in the spring dinner activities and review their active efforts and learning

家屬支援服務

Family Member Support Services

精神疾病跟心臟病、高血壓一樣，需要較長的康復期。家屬在長期照顧精神康復者的情況下，常面對康復者的病徵，以及實質照顧和社會歧視所造成的壓力，讓家屬感到苦多、樂少，極需要支持和幫助。故此，怡樂軒於 2011 年開始向會員家屬推出一系列的「家屬支援服務」，促進家屬本身的身心健康，提昇其照顧康復者的知識和技巧，並透過活動分享及互動的方式，使舒緩其情緒及照顧壓力。當家屬加深對康復者的了解後，家庭的緊張關係會得到改善，若康復者感到被家人接納、支持和信任，就能減少其復發的機會，使復元過程變得事半功倍，並得到雙贏的局面。

服務介紹

為協助家屬能從容地照顧康復者，並有效地兼顧自身的身心健康及生活質素。支援服務分為：家屬專題講座、家屬聯誼資訊活動和親子活動等三個部份進行。

Like heart disease and hypertension, mental illness requires a long period of rehabilitation. When taking care of the ex-mental illness persons, the family members often have to face the symptoms of the ex-mental persons as well as the pressure arising from the practical care and social discrimination, which makes the family members feel more pains than funs and need supports and helps. Therefore, Yee Lok Centre launched a series of "Family member support services" to the family members of the service users in 2011, with the purpose to promote the physical and mental health of the family members, it improves their knowledge and skills on taking care of the ex-mental illness persons, and to relieve their emotion and pressures through sharing and interacting in the activities. Once the family members have a better understanding on the ex-mental persons, the strained relations in the family will be relieved; when the ex-mental persons feel accepted, supported and trusted by their family members, the chance of relapse can be greatly reduced, so that the rehabilitation process can be fastened and a mutual-benefit result can be obtained.

Service introduction

In order to assist the family members to take care of the ex-mental persons while also ensure their life quality and self physical and mental health, the Centre provide the following services, which are divided into three parts: family member topic lectures, family member fellowship activities and parent-child activities.

- 家屬專題講座：邀請著名的講者向家屬提供正確的疾病資訊和康復知識，使家屬對治療有合理的期望，明白如何參與治療過程，幫助康復者有計劃地安排每天的生活內容。此外，能促進康復家庭的雙向溝通和了解，家屬的情感需求也須得到關注及支持。

- Family member topic seminars: renowned seminars are organized regularly to provide correct illness information and rehabilitation knowledge to the family members so that they can have a reasonable expectation on the treatment, understand how to participate in the treatment and help the ex-mental illness persons to arrange their daily life in a well-planned manner. In addition, the lectures can promote the mutual communications and understanding in ex-mental person's families. The emotional demands of the family members could receive attention and support.





●家屬聯誼資訊活動：中心社工組織家屬聚在一起，家屬以「同路人」的角色分享其照顧心得和過程中的喜怒哀樂；社工在活動中給予家屬「照顧心得」小貼士。在彼此互相鼓勵扶持的過程中，增加對疾病適應力，並讓家屬能建立朋輩支援網絡，發揮互助精神和整全健康的目標。

● Family member fellowship activities: the social workers from the Centre help the family members gathering together, who share their experiences in taking care of the ex-mental illness persons and their thoughts in the course as "fellow travelers"; during the activities, the

social workers provide the family members with tips on taking care of the service users. With mutual encouragement and support, they can increase their adaptive ability to the illness, establish a peer support network, exert the spirit of mutual support and achieve the goal of integration of physical and psychological health.

●親子活動：為會員及其家屬提供共同參與的團體活動。在大自然環境中進行康樂遊戲，使康復家庭能在自由愉快的氣氛下盡情投入，把生活的煩惱暫時拋開，舒緩一下緊張情緒，享受團體活動的樂趣，促進其身心健康及家庭和諧，有助強化家庭溝通及關係。

● Parent-child activities: to provide group activities in which both our members and their family members can take part in. Recreational games are organized in a natural environment, so that the ex-mental illness families can participate in the activities under a free and happy atmosphere that helps forgetting their worries in life for the time being, having their tense emotion relieved and enjoying the fun in group activities. Such activities will promote their physical and mental health as well as the harmony of their families, helping to strengthen the communications and relations in the families.



由2011年11月至2013年5月為止，怡樂軒共舉辦10場家屬聯誼資訊活動、2場大型家屬專題講座及1次親子活動，有206人次參與。有家屬表示，服務讓他們對康復者的症狀有較深入了解，得到應付其不合理行為的建議，並有機會暫時休息，認識其他會員家屬，互相支持和體諒，並重新關注自己的身心健康與促進家庭成員的溝通。今年，服務將新增家屬教育課程（如中醫養生療法班、家屬義工課程及同行復元路）、身心發展活動（如金曲欣賞）及家屬分享聚會，繼續推動康復家庭之間的互助和交流，提昇他們的正向生活能量，在復康路上共同成長。

From November 2011 to May 2013, Yee Lok Centre organized 10 family member fellowship activities, 2 large-scale family member topic lectures and 1 parent-child activities, with 206 participants in total. Some family members indicated that such services helped them to have a deeper understanding on the symptoms of the ex-mental illness persons and get advices on handling of unreasonable behaviors. In addition, they had the chance to take a rest, get to know the other family members, provide mutual supports and understandings. They begin to pay attention to their own physical and mental health and promote the communications between family members. In this year, new services including family member education programs (such as Chinese Medicine Healthcare and Therapy Class, family member volunteer program and peers in the path of rehabilitation); physical and mental development activities (such as Song Appreciation); and family member sharing parties, to further promote the mutual help and exchange among the ex-mental illness families and enhance the positive power in their life, so that they can grow up together on the way of rehabilitation.

社區教育 Community Education

精神康復者不像患上其他疾病的人，可以毫無顧忌地向別人透露自己病況，社會大眾對精神疾病的認識亦不多。往往只能從某些傳媒中獲取比較危言聳聽的新聞，令精神康復者被冠上污名，難以融入社會。故此，怡樂軒一直提倡精神健康教育的預防和推廣工作，期望社區人士能一同參與，正確認識精神健康這個課題。以下介紹怡樂軒在 2012 年至 2013 年舉辦的社區教育活動。

Unlike patients with other illness, the ex-mental illness persons cannot disclose their medical conditions to others. As the public in the society has little understanding on mental illness and can only learn about some scaring news from the media, to that the ex-mental illness persons are defamed and thus hindered from getting integrated into the society. Therefore, Yee Lok Centre has long been advocating the prevention of mental illness and the promotion of mental health education, expecting that all people in the community can take part in and have a positive attitude for the topic of mental health. The following is an introduction to the community education activities organized by Yee Lok Centre in year 2012 to 2013.

社區教育講座： Community Educational Conference:

「認識你所不知道的腦毛病」、「復元模式於華人社區的應用與實踐」、「營好工作/生活壓力促進精神健康講座」等。邀請美國教授徐成昌博士、香港精神科醫生曾繁光、香港大學謝樹基博士講解精神健康的重要性。

"Learn About the Brain Illness that You Don't Know", "Applications and Practices of Recovery Model in Chinese Communities" and "Management of Work/Life Pressure and Promotion of Mental Health", etc. Dr. Philip Tsui, Professor from America, Dr. Tsang Fan Kwong, Psychiatrist from Hong Kong, and Dr. Samson Tse from The University of Hong Kong were invited to explain the importance of mental health.



戶外推廣攤位： Outdoor Promotion Events:

於三農燈籠形地、綠楊休憩區等公眾地方推廣紓緩及預防壓力的方法，讓市民從遊戲中認識各類精神健康資訊。

Promote stress relief and prevention method in public areas such as Rotunda de Carlos da Maia and Lok Yeung Fa Yuen, so that the citizens can learn about all kinds of information on mental health.



於仁伯爵綜合醫院精神科大樓作推廣：

Promotion in the psychiatry hospital of Centro Hospitalar Conde de São Januário:

在有節慶的月份，為恙仔精神科大樓的院友設計一些節日活動，緩解他們的佳節思親之情，並向他們提供一些精神健康教育活動。

Design some festival celebration activities for patients living in the psychiatry hospital located in Taipa to relieve their homesickness and provide them with some educational activities on mental health.

《祝您怡然自樂》書刊：

"Wish You a Happy Life" Booklet

2012年怡樂軒出版一本名為《祝您怡然自樂》的書刊，講述精神康復者的心路歷程，簡單介紹精神疾病的知識及中心的服務介入手法等，使大眾更了解康復者的內心世界，減低對他們的歧視及誤解。

In 2012, Yee Lok Centre published a book named Wish You a Happy Life, which described the journey of some ex-mental illness persons, briefly introduced the knowledge on mental illness and the service intervention techniques of this centre, so that the general public could better understand the inner world of the ex-mental illness persons and reduce the discrimination and misunderstanding on them.



學校推廣：

Mental Health Promotion in schools:

不少學校亦非常重視學生的心理健康質素，因此中心亦到訪學校推廣精神健康知識，包括聖心女子中學、聖公會（澳門）蔡高中學、中葡職業技術學校。師生透過講座，學習到不同的精神健康知識、認識精神病、促進身心發展。

Many schools concern about the mental health and quality of life for their students and teachers. Therefore, Yee Lok Centre has also visited some schools for promotion of knowledge on mental health. Such schools include Sacred Heart Canossian College, Sheng Kung Hui Choi Kou School (Macau) and Escola Luso-Chinesa Técnico-Profissional, etc. Through the sharings, both the teachers and students learn different knowledge on mental health, have a better understanding on mental illness and promote their mental and physical developments.



民間機構探訪：

Visits of Non-government Organizations

本地的民間機構，包括：明耀坊、鮑青網、民康會、澳門紅十字會等，參觀和了解怡樂軒的服務，促進各機構對於精神復康工作的了解。

Local non-government organizations, including Centro do Serviço de Fornecimento Temporário de Alimentos da Cáritas, Bosco Youth Service Network, Macao Populace Mental Health Promotion Association and Macau Red Cross, come to visit and learn about the services of Yee Lok Centre, promoting the understanding of such organizations on the mental health work.



由於社會人士對精神康復者存有偏見、誤解或錯誤的認識，以致康復者融入社會出現困難；所以怡樂軒經常推動公眾教育，冀能改變社會大眾對康復者的誤解，讓他們順利地重返社區生活。

It is very difficult for ex-mental illness persons to integrate into the community while the public has prejudice or misunderstanding on them. Therefore, Yee Lok Centre organizes public education activities or events with the purpose to change the misunderstanding of the public so that ex-mental illness persons can return to the community successfully.

活動照片

Activity Photos

大型社交及康樂活動

Large-scale social and recreational events



1. 大家為拉丁城巡遊幻彩大龍燈盡力演出。
2. 壽星們都積極投入生日遊。
3. 會員正進行體能評估。
4. 新年到了，會員們都盼望身體健康，心想事成！
5. 藝術創作多樂趣！
6. 持之以恆，鍛鍊體魄和毅力。

1. The service users presented a wonderful show for the Parade Through Macao, Latin City.
2. All the birthday boys and girls took an active part in the birthday party.
3. The members were performing physical and adaptive ability evaluation.
4. With the approaching of the new year, the members hoped that they could be healthy and all wishes come true!
5. Fun in art creations!
6. The members keep exercising persistently.

社區教育活動

Educational activities in community



1. 會長、總幹事、中心經理與黃麗光醫生於社區講座後合影。
2. 「畫·多一點綠」工作坊中，會員與家屬一同製作自己的盆栽，分享心得。
3. 紅十字會的義工們拜訪怡康軒，了解更多有關精神健康的知識。

1. Photo of the Chairman, the Secretary General, the Center Manager and Dr. Tsang Fan Kwong after the community lecture.
2. In the Home, More Green workshop, the members and their families made their own potted flowers and shared their experiences.
3. Volunteers from the Red Cross visited Yee Lok Centre and learned more information on mental health.



多彩人生課程
Colorful Life programs



1. 萬會與都還打得很認真。
2. 會員學習攝影技巧有得有種。
3. 認識自己的情緒，學識如何放鬆與睡。
4. 入廚樂事加一些喜歡烹飪的會員而設，可以一展身手。
5. 保齡球打得有姿勢，有實際。
6. 學打拳能強身健體，舒展身心！
7. 用心創作，用心感受。
8. 音樂能使會員打開心靈，抒發情緒。
9. 有時候，他們需要的只是別人所給的一個機會。
10. 製作肥皂真的一點都不簡單！

1. Even the male members dressed up.
2. A member was learning the photography skills.
3. Learn about your emotion and learn to relax yourself.
4. Cooking fun is specially provided for members who like cooking.
5. Funs in art creations!
6. They are excellent bowling players.
7. Create with heart and feel with soul.
8. Music can help the members to open up their minds and express their emotions.
9. Sometimes, they just want an opportunity from others.
10. It's not easy to make a soap!

職業訓練
Vocational trainings



1. 會員努力地為怡樂軒打造一個清潔、舒適的家！
2. 認真投入工作，絕不馬虎！
1. The members are trying hard to make Yee Lok Centre a clean and comfortable home!
2. Working seriously and carefully!

數據統計

Data Statistics

2012-2013 年度服務統計 (截至 31/5/2013 共有會員 151 位)

Annual Service Statistics 2012-2013 (151 members as of 31/5/2013)

會員資料統計

Member Data Statistics



會員診斷統計

Member Diagnosis Statistics

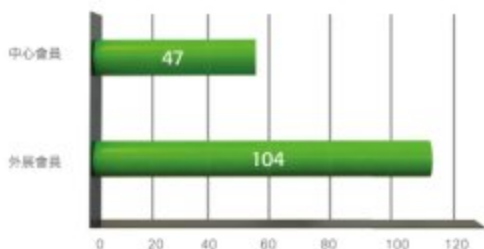


外展及中心會員統計

Outreach Service and Centre-based Member Statistics

怡樂軒自成立以來致力為精神康復者提供外展支援服務，協助他們融入社區，為他們提供多元化的復康服務。外展服務一般為兩年，成功結束外展服務的會員將會成為中心會員，可繼續參加中心的課程與活動，以協助會員進一步提昇個人生活品質。

Since its establishment, Yee Lok Centre is dedicated to the provision of outreach support services to the ex-mental illness persons, assisting them to get integrated into the community and providing them with diversified rehabilitation services. Generally the outreach service will last for two years, members who successfully completing outreach services will become the Centre-based members. They can continue the participation in all kinds of programs and activities organized by the Centre, so as to further improve their life quality.



外展服務統計 (由 1/6/2012 至 31/5/2013)

Outreach Service Statistics (from 1/6/2012 to 31/5/2013)

項目	節數	Item	Number of classes
情緒輔導	3274	Emotional counseling	3274
服藥訓練	530	Medication compliance training	530
社區技巧訓練	42	Community skill training	42
獨立生活技巧	35	Independent life skills	35
其他	11	Other	11

精神疾病對康復者的生活常造成多方面的影響，當中包括社交退縮。因此，工作人員主動走入社區接觸他們以及以跨專業合作模式手法介入，以加強他們的主動性及提昇他們的自主能力。

Mental illness will bring all kinds of influences on the daily life of ex-mental illness persons, including social withdrawal. Therefore, our staff will go to the community forwardly to contact them and intervene with cooperation of multiple disciplines, so as to strengthen their initiative and improve their independence.

職業復康統計 (由 1/6/2012 至 31/5/2013)

Vocational Rehabilitation Statistics (from 1/6/2012 to 31/5/2013)

	時數 (小時)	人次
流動工作隊 (包括: 洗車、清潔及傳單派發):	5274.5	2648
輔助就業 (包括: 心悅洗衣或創藝工房等):	6004.5	1443
職能小組 (包括: 辦公室助理、養植及圖書管理員等):	774	951
工作及興趣培養小組 (包括: 手工藝、包裝等):	1022	876
生活技巧訓練 (包括: 日常生活照顧、活動策劃等):	477.5	376
工作培訓會議 (包括: 職安健、工作態度等教育):	172	172

	Number of hours	Number of members
Mobile work team (including car washing, cleaning and leaflet distribution):	5274.5	2648
Supported employment (including Happy Laundry or Creative Art House, etc.):	6004.5	1443
Functional team (including office assistants, planting and librarians, etc.):	774	951
Work and interest cultivating team (including handcraft and packing, etc.):	1022	876
Life skill training (including daily life caring and activity planning, etc.):	477.5	376
Work training meeting (including occupation safety and health, work attitude education, etc.):	172	172



會員就業及培訓統計

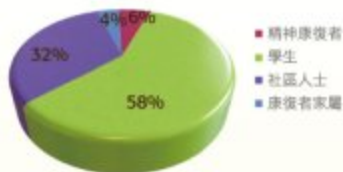
Member Employment and Training Statistics

就業狀況 Employment	2011-2012 年度 2011-2012		2012-2013 年度 2012-2013		前後比較 Comparison
	人數 Number	百分比 Percentage	人數 Number	百分比 Percentage	
公開就業 Public employment	20	17%	34	23%	↑ 6%
職訓 Vocational training	31	26%	34	23%	↓ 3%
待業 Job-waiting	30	25%	28	19%	↓ 6%
非就業 Unemployment	23	19%	38	24%	↑ 5%
其他 Other	15	13%	17	11%	↓ 2%
總數 Total	119	100%	151	100%	



社區教育統計 (由 1/6/2012 至 31/5/2013)

Community Education Statistics (from 1/6/2012 to 31/5/2013)

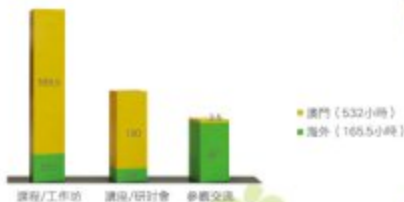


2012 至 2013 年度中心合共舉辦了二十五個社區教育活動，當中包括學校推廣、工作坊與社區推廣、家屬專題講座以及義工探訪活動。社區教育的對象主要以學生與社區人士為主，目的是提高大眾對精神健康的關注，加強初級預防的作用。

In the year 2012-2013, the Centre organized 25 community educational activities in total, including school promotion, workshop, community promotion, family member seminar and volunteer visit activities. The community educations are mainly for students and public, and the purpose is to increase the attention of the public on mental health and strengthen preliminary prevention.



職員培訓統計 (由 1/6/2012 至 31/5/2013)
Staff Training Statistics (from 1/6/2012 to 31/5/2013)



職員的持續進修有助提升服務質素，因此，中心一直鼓勵職員參與不同的培訓課程和交流活動。於 2012 至 2013 年度的培訓總時數達 697.5 小時，當中包括本地與外地的培訓。此外，進修的職員於培訓完畢後會整理資料並舉辦分享會，將所學到知識分享給其他同事，促進互相學習與成長。

The continuous education of the staff can help to improve the service quality. Therefore, the Centre has always been encouraging the staff to participate in all kinds of programs and exchange activities. In the year 2012-2013, the total length of trainings was 697.5 hours, including local and foreign trainings. In addition, after completing the trainings, the participating staff will organize the learning materials and share with other colleagues, promoting mutual study and growth.



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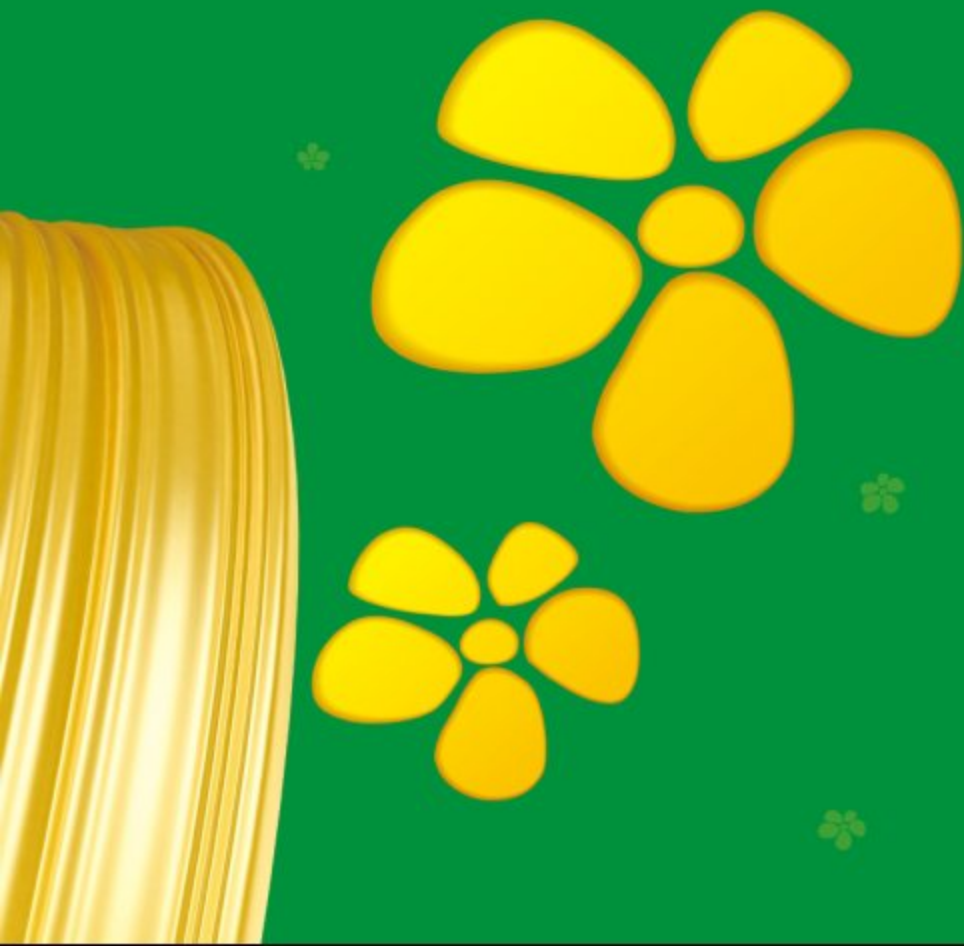
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創藝工房目錄

Contents of Creative Art House



展藝無界限

No Boundary For Creativities



自澳門扶康會於2010年9月開展展能藝術至今，為各中心的服務使用者提供一個藝術訓練的基地，同時藉著不同形式的藝術作媒介，讓服務使用者得到一個展現才華、表現自我、舒發情緒、提升存在價值，以致逐步打開心靈，與社會大眾接觸，提高其社交能力，這一切的期盼都是我們開展展能藝術，設立「創藝坊」的最大因素。

創藝坊從發展至今，不少社區人士詢問殘疾人士所作的藝術作品是否能售賣的提議，加上在「文創產品發展、展能藝術教育」的雙軌發展下，大量生產了不少的藝術作品。由於搬遷的關係，為回饋一直以來社區對創藝坊的支持，故於2013年4月6及7號，舉辦一個開放日嘉年華，當天給予市民參觀創藝坊對展能藝術的發展，讓市民親身走進藝術的世界，體會學員們成果背後的一面才華，並義賣由本會學員製作的手工藝品、陶瓷產品；當天更設有手作工作坊、影繪區等，給予市民能一同參與藝術創作帶來的歡樂，以及分享箇中的樂趣；並藉此活動推行社區推廣及公民教育，期望社會大眾多關愛照顧殘疾人士的需要，懂得接納與包容，發揮真正懂得尊重殘疾人士的成效。

Since the art with the disabled was launched in September 2010, Fuhong Society of Macau has provided a base at art training for the service users of all centers. At the same time, with arts in different forms as the media, the service users can have the chance to show their talents, express their emotions, enhance their values and gradually open up their mind to contact the social public and improve their social contact abilities. All such expectations are the most important factors for us to launch the art with the disabled and set up the Creative Corner.

Since its establishment, many people from the surrounding communities have been asking whether the artworks which made by the disabled are offered for sale. In the content of parallel development of the Cultural and Creative Products and the Art Education for the Disabled, our service users have produced a large amount of artworks. For the reason of relocation and as a return for the supports of surrounding communities, the Creative Corner organized an open day carnival on April 6 and 7, 2013. During those two days, the citizens had the chance to learn about the development of art with the disabled at the Creative Corner. They can personally enter the world of art, experience the talents of the students behind their works and have the opportunity to participate in the charity sale of hand-made and ceramic artworks made by the students of Fuhong Society of Macau. In addition, handcraft workshop and painting area were provided on those days, so that the visitors could also enjoy and share the fun of art creation. What's more, community promotion and public education were performed through the activity, we hope that the public could pay more attention to the needs of the disabled, learn to accept and contain them in order to have full understand and respect to the disabled.



在 2013 年 4 月，創藝坊正式搬遷和擴充，並改名為「創藝工房」(Creative Art House)；此大轉變是我們提升展能藝術和服務的一個重要的進程，而我們的服務變得更多元化，無論於課堂或活動上，充裕舒適的空間都能解決一切收藏物料和作品展示的問題；服務使用者能發揮所長，隨心創作，表現他們蘊藏的力量和天賦，而且有效地促進發展不同的展能藝術項目和舉辦各類共融活動，為傷健之間架設起一座橋樑，使服務使用者的才華得到大眾的認同及肯定，啟發更多人對殘疾人士的了解和關顧，推動傷健共融的社會。

In April 2013, the Creative Corner was relocated, expanded and renamed as "Creative Art House". This change is an important step for us to improve our arts and our services with the disabled. Our services will become more diversified, no matter in classes or activities, having sufficient and comfortable space can help us to solve all problems of material storage and work display. The service users can exert their advantages and make creations as they like, fully express their potential power and gift. In addition, the workshop can effectively promote the development of all kinds of art with the disabled projects and harmonious activities and set up a bridge between the disabled and the healthy, so that the talents of the service users can be recognized by the public, inspiring more people to understand and care about the disabled and promote the construction of a harmonious society for both the disabled and the healthy.



工作項目報告

Project Report

參觀創藝工房的機構

Organizations visiting the Creative Art House

本工房推行殘疾人士的展能藝術至今，一直有賴社會各界的支持和鼓勵，在參觀交流的同時既能互相學習，當中更獲多方人士提供寶貴的意見及機遇，為發展方向增加了參考價值，這些積極及正面的回饋都是對本工房的持續發展有很大的認同和肯定。

Since the launch of arts with the disabled, this centre has been receiving supports and encouragements from the society. During all kinds of visits and activities exchange, we can learn from each other. What's more important is that we have received valuable advices and opportunities from different people, which have great referential value for our developments, such positive feedbacks are the best recognitions for the sustainable development of this centre.

日期 Date	機構名稱 / 人士 Organization/Person	人數 Number of Visitors	
16/06/2012	澳門中華總商會青年委員會到訪 Youth Committee of the Macao Chamber of Commerce	20 人 20 persons	
09/08/2012	澳門匯豐銀行 HSBC Macau	約 7 人 About 7 persons	
27/09/2012	深圳市自閉症研究會 Shenzhen Autism Society	17 人 17 persons	
06/10/2012	澳門扶輪社青年服務團 Rotaract Club of Macau	約 20 人 About 20 persons	
08/11/2012	香港協康會 Heep Hong Society	約 30 人 About 30 persons	
17/11/2012	陳明金議員及 Facebook 朋友 Mr. Chan Meng Kam, member of the Legislative Assembly of Macau and friends from Facebook	26 人 26 persons	
06/12/2012	環境保護局代局長韋海揚及其同行人員 Mr Vai Hoi leong, the Deputy Director of the Environmental Protection Bureau, and entourages	7 人 7 persons	
05/01/2013	澳門美術協會青委會 Youth Committee of Macau Artist Society	15 人 15 persons	
19/01/2013	香港傑出青年義工協會 Hong Kong Outstanding Young Volunteers' Association	9 人 9 persons	
21/03/2013	澳門逸仔中葡學校特教班 Special Education Class of Escola Luso-Chinesa da Taipa	14 人 14 persons	
28/03/2013	澳門逸仔中葡學校特教班 Special Education Class of Escola Luso-Chinesa da Taipa	14 人 14 persons	
28/03/2013	香港扶康會總幹事及隨行同工 Director of Fu Hong Society and entourages	3 人 3 persons	
15/04/2013	澳門悅榕莊 Banyan Tree Macau	2 人 2 persons	

製作過程

Production process

每一件陶藝產品的誕生，從開始製作以至包裝，都是由服務使用者用心親手製作。

Each of ceramic products, from the start of production to the packaging, is made by the service users with their souls and hands.



紀念品訂製

Ordering Souvenir

隨著澳門近來經濟不斷增長，社會上開始有更多的企業對殘疾人士的發展十分關顧，本工房更觀察到市場上對於殘疾人士製作紀念品的需求不斷增加，故開展了訂製紀念品的服務，不斷研發各式各樣的款式供大眾選擇。在企業的大力支持下，為殘疾人士創造了一個新方向、新機會，在他們既能享受藝術的同時，又能有一個工作培訓的機會，一舉兩得。

With the rapid development of economy in Macau in recent years, more and more enterprises in the society begin to pay attention to the development of the disabled. After getting aware of the increasing demands in the market for souvenir made by the disabled, this workshop launches the souvenir ordering service, offering different styles and designs of souvenir to the public. With great supports from the enterprises, we are creating a new direction and new opportunities for the disabled, so that they can enjoy the art while also having the chance to work and training.

日期 Date	訂製企業 / 機構 Ordering Enterprise/Organization	紀念品元素 Souvenir Elements	數量 Quantity
09/2012	中國銀行 Bank of China, Macau Branch	陶瓷紀念牌 (大小為 9 x 5.5cm) Ceramic souvenir plate (9 x 5.5cm)	500 件 500 pcs
01/2013	澳門銀河 Galaxy Macau	福字壓克力相框 Acrylic photo frame with the character "Blessing"	100 件 100 pcs

中國銀行
Bank of China



澳門銀河
Galaxy Macau



創藝工房 - 展能藝術課程 (星期二至日)

Creative Art House – Arts with the disabled program (Tuesday to Sunday)

為殘疾人士提供多元藝術課程，有助擴闊眼界和提高學習對藝術的興趣，對於難以從事體力勞動的殘疾人士來說，藝術的世界無疑帶給他們抒發情感和與社會接觸的另一途徑，而且增加不同範疇的藝術課程，有助服務使用者接觸更多，發掘潛能提升生活的素質。

Providing diversified art programs to the disabled can help them to expand their horizons and enhance their interests in art learning. For disabled who have difficulties in physical labor, the world of art undoubtedly opens up another channel for them to express their emotions and increase their social contacts. In addition, the art programs with different scopes can help the service users to reach more and develop their potential to improve their life quality.

日期 Date	活動名稱 Activity	出席人數 Attendants
逢星期一至上午 Every Monday 10:30~11:30	葡國土風舞 Portuguese folk dance	10 人 persons
逢星期二上午 Every Tuesday 11:00~12:00	音樂社交小組 Musical social team	8 人 persons
逢星期二下午 Every Tuesday 14:30~16:00	曼陀羅彩繪班 Mandala drawing class	5 人 persons
逢星期三中午 Every Wednesday 11:45~12:45	非洲鼓 A 班 African drum class A	10 人 persons
逢星期三中午 Every Wednesday 16:15~17:15	扭扭肚皮舞班 Belly dance class	10 人 persons
逢星期三 ~ 五下午 Every Wednesday ~ Friday 15:00~17:00	陶藝紀念品 / 產品課程 Ceramic souvenir/product program	6 人 persons
逢星期四下午 Every Thursday 10:30~11:30	繪畫 A 班 Drawing class A	5 人 persons
逢星期五上午 Every Friday 10:00~11:30	繪畫 B 班 Drawing class B	5 人 persons
逢星期六上午 Every Saturday 09:30~10:30	非洲鼓 B 班 African drum class B	10 人 persons
逢星期六下午 Every Saturday 13:30~15:00	棒要黏著你 @ 紙黏土班 Stick to you @ Paper clay class	10 人 persons
逢星期六下午 Every Saturday 13:30~15:00	基礎書畫班 drawing and calligraphy class	7 人 persons
逢星期六下午 Every Saturday 15:00~18:00	環保創意班 Green Creative classe	7 人 persons
逢星期日上午 Every Sunday 10:30~12:30	視覺藝術工作坊 Visual arts workshop	7 人 persons
逢星期日下午 Every Sunday 15:00~17:00	親視藝術工作坊 (親子班) Parent-child art workshop	7 對 pairs of person

活動項目報告

Activity and Event Report

創藝工房參與之展覽及活動

Exhibitions and events that Creative Art House has participated

創藝工房於 2012-2013 期間，積極持續參與各類展覽及文化活動，當中展示出服務使用者的創意、文創產品、以及表演都融入社會大眾當中，逐步向外推廣殘疾人士的展能藝術成果和發展，架起起僑健之間的橋樑，提升殘疾人士的正面形象，建構共融和諧的社會。

During the period of 2012-2013, the Creative Art House took an active continuing participate in all kinds of exhibitions and cultural events, integrating the creativity, cultural artwork and performances of the service users into the public, promoting the art achievements and developments made by the disabled to the society, setting up a bridge between the disabled and the healthy, enhancing the positive image of the disabled and constructing an integration society.

日期 Date	主辦單位 Organizer	主題 Theme	內容 Content	地點 Location
06-10/07/2012	澳門中華總商會青年委員會 Youth Committee of the Macao Chamber of Commerce	澳門中華總商會青年委員會 35 周年 – 動感青年文化創意展覽 Celebration for the 35th anniversary of the Youth Committee of the Macao Chamber of Commerce – Dynamic Youth Culture and Creativity Exhibition	展覽為促進文化創意產業發展，並發展與亞洲等鄰近國家地區之青年工商界的聯繫，建立良好溝通渠道。 The exhibition set up a perfect channel of communication for the development of cultural and creative industry and the relationship with the young business sector from neighboring Asian countries and regions.	澳門銀河悅柏庄及澳門銀河東翼廣場 Banyan Tree Macau & Resorts and East Square of Galaxy Macau
31/08/2012-02/09/2012	澳門樂活產業協會 Macau Lohas Industry Association	澳門樂活展暨優質生活嘉年華 2012 Macau Lohas Expo & Quality Living Carnival 2012	義賣各類由服務使用者製作之手作成品 Charity sale of different kinds of hand-made artwork by the service users	澳門漁人碼頭 Macau Fisherman's Wharf
19-23/09/2012	中國殘聯、中國殘疾人福利基金會、澳門特別行政區 The China Disabled Persons Federation (CDFP), China Foundation for Disabled Persons, Macau SAR Government	生命曙光兩岸四地殘疾人暨藝術巡迴展 Artwork by the Roving Exhibition for the disabled in four places	展出陶瓷阿康系列 Exhibition of series pottery artwork, Ah Hong	香港荃灣大會堂 Tsuen Wan Town Hall in Hong Kong

日期 Date	主辦單位 Organizer	主題 Theme	內容 Content	地點 Location
30/11/2012- 02/12/2012	民政總署 Civic and Municipal Affairs Bureau	塔石藝墟 Tap Seac Art Fair - iMart	攤位展示及義賣澳門扶康 會手作產品 Booth exhibition and charity sale of hand-made products from Fuhong Society of Macau	塔石廣場 Tap Seac Square
14/12/2012	澳門旅遊學院 Institute for Tourism Studies	「在扶您慈善嘉年華 會」 Supporting You + Charity Carnival	繪畫外牆壁畫 Painting wall murals	澳門旅遊學院 Institute for Tourism Studies
02/04/2013	澳門明愛、香 港樂願自閉聯 盟 Caritas Macau, Hong Kong Autism Awareness Alliance	「《我的夢想》澳門 白閉特色人士及智障 人士繪畫比賽」頒獎 禮 "My Dream" painting contest for autistic and intellectual disabilities in Macau	以《我的夢想》為題，以 平面繪畫表達個人特色風 格的作品 (得獎人數：10名，得獎 作品：12幅) Works with "My Dream" as the theme and express personal features and styles with plane paintings (Awards winners: 10; Awards paintings: 12)	澳門銀河 Galaxy Macau
06-07/04/2013	澳門扶康會 - 創藝坊 Fuhong Society of Macau - Creative Corner	創藝坊嘉年華 (Open Day) Creative Corner Carnival (Open Day)	讓附近社區人士可參觀殘 疾人士的展能藝術的發展， 欣賞學員平日作品 外，也藉此機會進行義賣 活動和宣傳搬遷事宜 People from surroundings learn about on the development of arts for the disabled, observing their daily works and for charity sale	澳門扶康會 - 創藝坊 - Creative Corner
17-19/05/2013	民政總署 Civic and Municipal Affairs Bureau	塔石藝墟 Tap Seac Art Fair - iMart	義賣澳門扶康會手作產品 Charity sale of hand-made products from Fuhong Society of Macau	塔石廣場 Tap Seac Square





1. 澳門中華總商會青年委員會慶祝成立三十五周年活動 - 動感青年文化創意競賽
2. 澳門漁民畫會會員生活展 2012
3. 生命陽光閣下因地漫遊人體藝術巡迴 - 藝術作品巡迴展覽
4. 港石藝墟
5. 旅遊學的舉辦「在坊坊藝墟青年聚會」繪畫巡迴
6. 《我的夢想》澳門向開特色人士及智障人士繪畫比賽頒獎禮
7. 創藝坊週年華開放日

1. Celebration for the 35th anniversary of the founding of Youth Committee of the Macao Chamber of Commerce - Dynamic Youth Culture and Creativity Exhibition
2. Macao Fishermen's Association Members' Life Exhibition 2012
3. artwork by the Roving Exhibition for the disabled in four places
4. Tap-Seac Art Fair - MArt
5. Painting wall murals for the event "Supporting You Charity Carnival" organized by Institute for Tourism Studies
6. "My Dream" painting contest for autistic and intellectual disabilities persons in Macau
7. Open day for Creative Corner

企業 / 機構參與創藝工房展能藝術課程及共融活動

Arts with the disabled programs and harmonious activities with participation of enterprises and organizations

創藝工房除了照顧到本會的服務使用者外，同時亦為澳門的社服機構及團體作一分力量，開辦各類型合適的課程供有需要團體參與，共同宣揚展能藝術的益處。共融活動則為課程加添服務使用者參與其中，有助促進傷健之間的互動與認識。

In addition to the service users of this association, the Creative Art House also makes contributions to the social service organizations and groups in Macau by organizing all kinds of appropriate programs for groups with related needs and making joint efforts to advocate the benefits of arts with the disabled. The integration activities help to make the service users engaged in the program and promote the interaction and recognition between the disabled and the healthy.

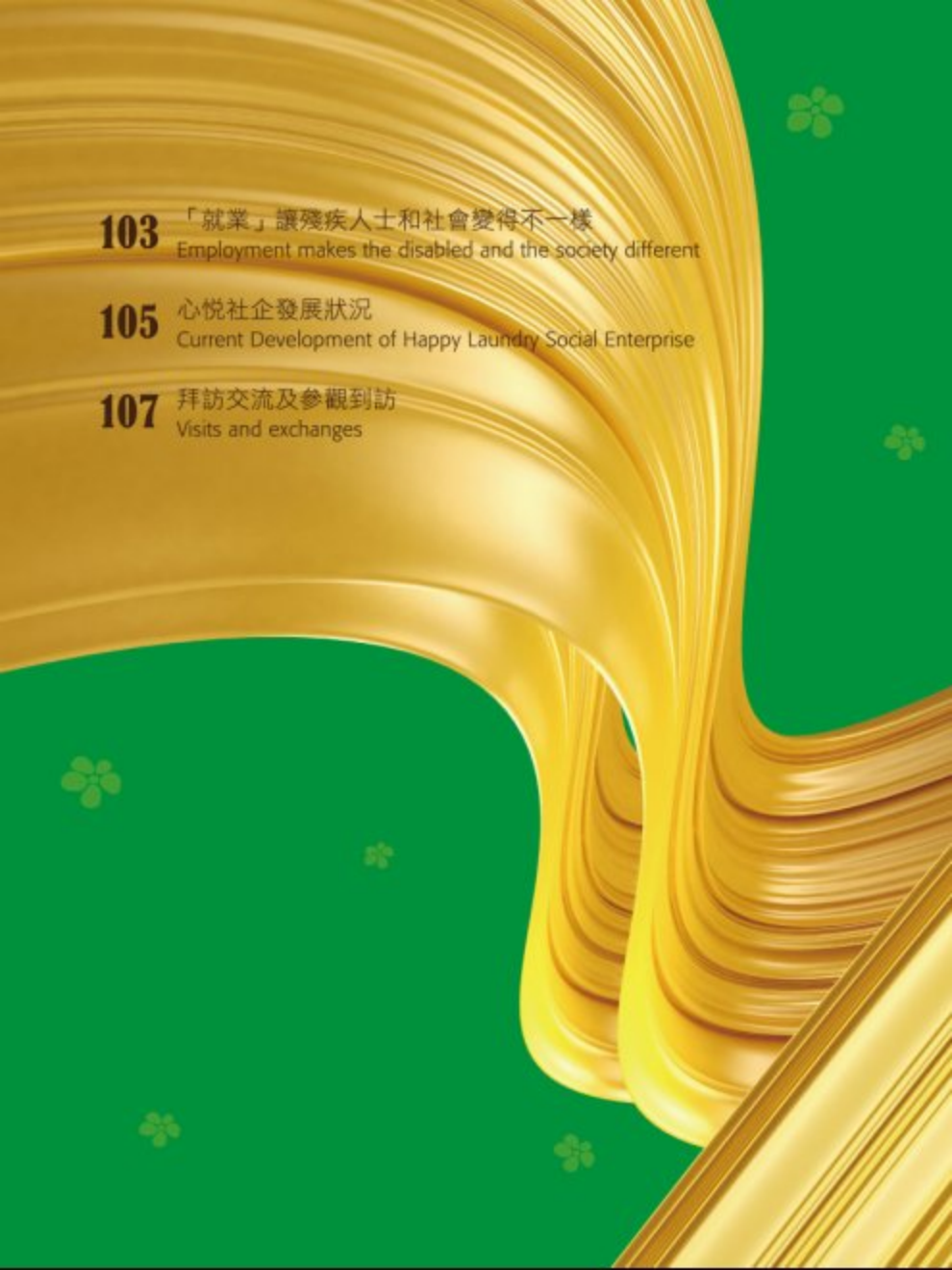
日期 Date	活動名稱 Name of Event	活動內容 Content	參與企業 / 機構 Participating Enterprise/Organization	出席人數 Number Attendants	
				義工 / 會員 Volunteer/Member	學員 Student
03/07/2012- 25/09/2012 (三個月, 12堂) (3 months, 12 lessons)	持續進修發展計劃 - 鬼馬小習作 Continuing Education Development Plan - smart works	各種手作藝術 All kinds of hand-made artwork	澳門街坊會聯合總會 - 青園長者綜合服務中心 União Geral das Associações dos Moradores de Macau - Centro de Serviços Completos para Idosos Cheng I (UGAMM - Cheng I Elderly Service Center)	20 人 20 persons	--

日期 Date	活動名稱 Name of Event	活動內容 Content	參與企業 / 機構 Participating Enterprise/Organization	出席人數 Number Attendants	
				義工 / 會員 Volunteer/Member	學員 Student
04/08/2012	親子軟陶DIY 工作坊 Parent-child polymer clay DIY workshop	軟陶製作 Polymer clay work	慈仔家庭成長軒 Centro de Educação e Apoio à Família na Ilha da Taipa	10 人 10 Persons	7 人 7 Persons
06/10/2012	軟陶DIY工 坊 Polymer clay DIY workshop	軟陶製作 Polymer clay work	澳門扶輪社青年服務團 Rotaract Club of Macau	10 人 10 Persons	4 人 4 Persons
08/01/2013- 02/04/2013 (三個月, 12堂) (3 months, 12 lessons)	持續進修發展 計劃 – 「鬼馬小 習作」 Continuing Education Development Program – "smart works"	各種手作藝術 All kinds of hand-made artwork	澳門街坊會聯合總會 - 青 島長者綜合服務中心 União Geral das Associações dos Moradores de Macau - Centro de Serviços Completos para Idosos Cheng I (UGAMM - Cheng I Elderly Service Center)	20 人 20 Persons	--
02/03/2013- 04/05/2013 (兩個月, 8堂) (2 months, 8 lessons)	創藝坊展能藝 術課程 Creative Corner - arts with the disabled program	陶藝、手作品 Ceramic hand- made artwork	澳門聾人服務中心 Macau Deaf Association	12 人 12 Persons	12 人 12 Persons
總數: Total:				72 人 72 Persons	23 人 23 Persons

- 青島長者綜合服務中心 – 鬼馬小習作 (持續進修發展計劃)
- 慈仔家庭成長軒 – 親子軟陶DIY工作坊
- 澳門扶輪社青年服務團 – 軟陶DIY工作坊
- 青島長者綜合服務中心 – 鬼馬小習作 (持續進修發展計劃)
- 聾人服務中心 – 創藝坊展能藝術課程

- União Geral das Associações dos Moradores de Macau
Centro de Serviços Completos para idosos Cheng I
(UGAMM - Cheng I Elderly Service Center) (Continuing
Education Development Program)
- Centro de Educação e Apoio à Família na Ilha da Taipa-
parent-child polymer clay DIY workshop
- Rotaract Club of Macau (polymer clay work)
- União Geral das Associações dos Moradores de Macau
Centro de Serviços Completos para idosos Cheng I
(UGAMM - Cheng I Elderly Service Center) – smart
works (Continuing Education Development Program)
- Macau Deaf Association (Ceramic hand-made artwork)





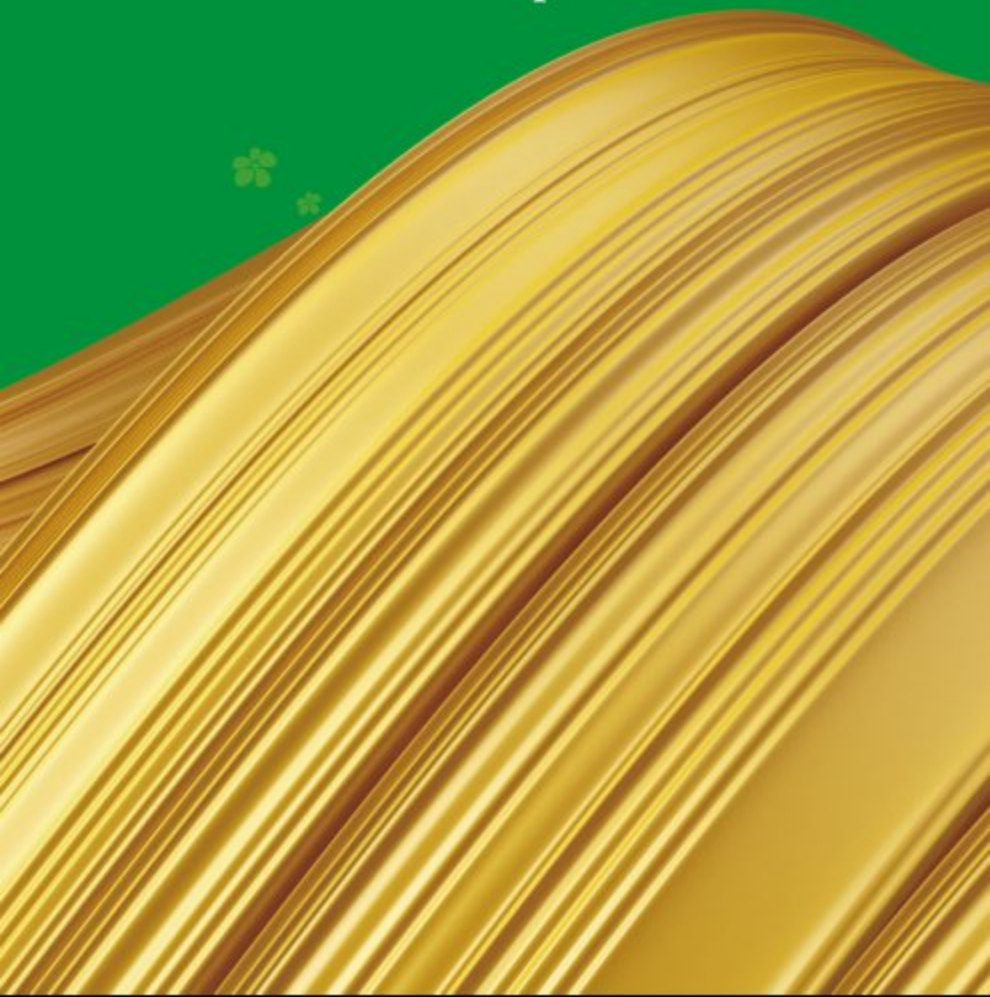
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心悅洗衣社企目錄

Contents of "Happy Laundry"
Social Enterprise



心悅洗衣社企工作報告 - 「就業」 讓殘疾人士和社會變得不一樣

Happy Laundry Work Report – Employment makes the disabled and the society different

項目主管 梁家華

Roy, Leong Ka Wa, Project Supervisor of Fuhong Society of Macau

「工作」和「就業」是每位在社會上的成年人必然經過的階段。有否想過對於殘疾人士來說，有可能是一條遙遠的路？又有否想過只要為殘疾人士調整工作流程內容和給予適當的輔助工具後，他們亦是勞動市場中一股不可忽視的人力資源！澳門扶康會成立「心悅洗衣社會企業」（以下簡稱心悅社企）至今已有一年半，為了能使社會企業能夠永續發展，「心悅社企」亦與一般企業一樣追求盈利，同時亦需自負盈虧，更需要有明確的市場銷售計劃和定位策略。然而，作為社會企業，其存在是必須具有社會目的性，為了解決社會上殘疾人士的「工作」和「就業」問題。

「就業」無疑為殘疾人士提供了穩定收入，獲得生存的基本需要，更重要的是為殘疾人士的生活帶來「養分」，令生命添上色彩，不會猶如白紙一樣，虛度一生。「心悅社企」為殘疾人士提供就業職位，包括全職及半職職位，對象為智障人士及精神康復者，讓他們可以在工作中，重新獲得生活的價值，使其能有尊嚴地在社區上生活。對他們來說，工作收入的多少只是維持基本生活品質和生存需求，不是衡量工作和生活價值單一的標準。而在工作不斷地學習及實踐技能，嘗試接受工作

“Work” and “Employment” is a phase that every adult in the society has to go through. However, have you ever thought that, for a disabled person, it may be a far way to go? Have you also ever thought that, when given the adjusted work procedures and appropriate auxiliary tools, the disabled may also become considerable human resources in the labor market? Happy Laundry Social Enterprise of Fuhong Society of Macau has been established one and a half year. In order to realize the sustainable development of the social enterprise, Happy Laundry Social Enterprise also pursues profits like other enterprises; at the same time, it has to assume sole responsibility for its profits or losses and have clearly defined marketing plans and positioning strategies. However, as a social enterprise, its existence must have its social purpose, that is, to solve the “Work” and “Employment” problems of the disabled in the society.

Undoubtedly, “Employment” provides stable incomes for the disabled, so that their basic demands for survival can be satisfied; what’s more important is that, it brings “nutrients” to the life of the disabled, making their life colorful, so that they won’t pass their life in vain. Happy Laundry Social Enterprise provides full-time and part-time jobs to the disabled, including intellectual disabilities and mental illness persons, so that they can regain the value of their life in the work and can live in the community with dignity. For them, the amount of income that they earned from work is just to maintain their basic life quality and demands, but not the single standard to measure their work and life values. At work, they can keep learning and practicing their skills, attempt to accept challenges from their work

和社會的挑戰，擴展社交生活網絡，積極主動地投入工作生活，獲得社會上的尊嚴和尊重，使其從工作中獲得自我價值的肯定。

不難察覺殘疾人士在「心悅社企」工作的一年多時間裡，「就業」為他們帶來的更多正面的改變。而更重要的一點是社會能否有提供空間和機會給予他們發揮？令企業考慮將殘疾人士納入勞動力市場的版圖上，給殘疾人士一個展能機會？「心悅社企」的出現期望能向社會宣揚殘疾人士的工作能力，提升企業對他們的了解並接納他們，從而為他們開拓更寬廣的公開就業之路。我們不難想像，如果心悅洗衣的出現能使社會更加了解殘疾人士的工作能力，認同社會企業是有助長遠解決社會問題，能影響社會上的一些潛在的企業家，去構思開設新類型企業時，其中三分之一嘗試思考如何在賺取盈利的同時令社會變得更美好，又三分之一願意僱用殘疾人士，使殘疾人士有機會在就業市場上有所發揮。我們期望能一點點地去推動傳統盈利企業逐漸履行企業社會責任的意義，繼而進一步演化為以社會企業的模式推動社會的福利改革。現在「心悅社企」為殘疾人士的就業發展和社會企業的萌芽走出一小步，在未來本會期望有更多的企業家投入社會企業發展上，令更多的受助者得到應有的幫助繼而融入社會，那樣我們的社會問題、殘疾人士的就業發展都可以獲得更美好的解決方法。

and the society, expand their social network have a positive manner in their work and life, gain the dignity and respect from the society and finally have the recognition on their values from work.

It's not difficult to find out that, within the period of over one year when the disabled work in Happy Laundry Social Enterprise, "Employment" has brought them more positive changes. What's more important is whether the society can provide sufficient space and opportunities for them to exert their potentials? Or the enterprises will take the disabled into consideration when considering the labor market, so as to provide the disabled with the opportunities to show their talents? Happy Laundry Social Enterprise is established with the expectation to promote the work ability of the disabled persons to the society, help the enterprise to understand and accept them and finally expand their prospect of public employment. It's not difficult for us to imagine that if the emergence of Happy Laundry Social Enterprise can help the society to have better understanding of the disabled work ability and recognize that the social enterprises are helpful for the solution of some social problems in long-term, some potential entrepreneurs in the society may be influenced by that, so that, when considering setting up new-type enterprises, one third of them may consider how to make the society better when trying to make profits and another one third of them may be willing to hire disabled so that the disabled may have the chance to exert their talents into the labor market. We hope that we can gradually enhance the awareness of the traditional profit-making enterprises to perform their social responsibilities and promote the reformation of social welfare in the form of social enterprise. Now, Happy Laundry Social Enterprise has made initial achievements in the employment development of the disabled and the social enterprise. We hope that in the future, more and more entrepreneurs will make contributions into the development of social enterprises, so that more recipients can get proper assistances and get integrated into the society. In such a way, our social problems and the employment of the disabled can be solved in a better way.



殘疾人士在心悅洗衣社會企業的工作情況
The disabled are working in Happy Laundry Social Enterprise

心悅社企發展現況

Current Development of Happy Laundry Social Enterprise

心悅社企自二零一二年一月起正式投入運作以來，獲得本澳社會上多間熱心的中小企業支持，使用心悅社企提供的服務，與心悅社企一同為殘疾人士的就業發展作出努力。截止二零一三年五月，心悅社企的固定客戶為 36 間，洗衣服務對象包括：美容院、髮型屋、會所、物業管理公司、製衣廠、保安公司、劇院、醫療中心、醫院等等。固定客戶的增幅較上年同期上升 33.33%，約佔總體客戶的 58.33%，髮型屋及其他類型客戶則各佔總體客戶的 22.22% 和 19.44%。在營業額方面，美容院的客戶佔總體營運收入的 50.03%，與上年同期下降 23.76%，而髮型屋和其他客戶佔總體營運收入則較上年同期分別上升 12.75% 和 11.02%，反映出心悅社企逐步將收入來源和客戶群擴展到不同的領域，並由過往的主收入重點美容院轉向髮型屋和其他客戶群（圖一：心悅社企固定客戶類型及營業額分佈 05/2013）。

圖一：心悅社企固定客戶類型及營業額分佈 05/2013
Figure 1: The types of regular customers and distribution of sales turnover of Happy Laundry Social Enterprise 05/2013

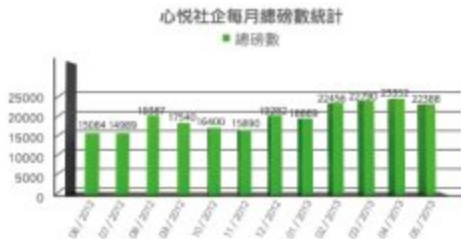
Since its operation started in January 2012, Happy Laundry Social Enterprise has received supports from many enthusiastic small and medium enterprises (SMEs) in Macau, who use the Happy Laundry Social Enterprise services and make joint efforts with Happy Laundry Social Enterprise for the employment development of the disabled. As of May of 2013, Happy Laundry Social Enterprises has 36 regular customers and the targets of laundry services include beauty salon, hair salon, club house, property management company, garment factory, security company, theatre, medical centre and hospital, etc. The number of regular customers increases 33.33% compared with the result from the same period of last year and for the accounts is about 58.33% of all customers. Hair salon and customers of other types account for is 22.22% and 19.44% of all customers respectively. In term of sales turnover, the beauty salon customers account is 50.03% of the total operating income, decreasing by 23.76% YoY, while the operating incomes from hair salons and other customers increase by 12.75% and 11.02% respectively YoY, reflecting that the Happy Laundry Social Enterprise is gradually expanding its sources of income and customers to different fields and transferring its main revenue-generating point from beauty salons to hair salons and other customers (Figure 1: the types of regular customers and distribution of sales turnover of Happy Laundry Social Enterprise 05/2013).

心悅社企固定客戶類型及營業額分佈



在洗衣磅數方面，隨著心悅社企對中小企市場的客戶開拓，積極開發不同的客戶群，並運用臭氧洗衣技術為客戶提供高衛生品質，以及具競爭性價格和服務，讓心悅社企在美容院及髮型屋的行業間獲得更大的市場空間，令洗衣磅數和營業金額有高速的增長，更於二零一三年一月洗衣磅數突破 20,000 磅，首次達到第三年洗衣磅數的目標，除了一些季節性、天氣和節假日的因素影響外，心悅社企在洗衣磅數和營業金額都有整體上升的趨勢。截止二零一三年五月，洗衣磅數達 22,388 磅，營業金額達澳門幣 115,686.70，兩者較上年同期增長分別高達 89.85% 和 92.36%（圖二：心悅社企每月總磅數統計 06/2012-05/2013）。（圖三：心悅社企每月營業金額統計 06/2012-05/2013）。

圖二：心悅社企每月總磅數統計 06/2012-05/2013
Figure 2: Statistics of monthly total pounds of Happy Laundry Social Enterprise, 06/2012-05/2013



圖三：心悅社企每月營業金額統計 06/2012-05/2013
Figure 3: Statistics of monthly business turnover of Happy Laundry Social Enterprise, 06/2012-05/2013

隨著心悅社企業發展和對勞動力需求的增加，心悅社企的人力資源由去年的7名增至10名（圖四：心悅社企人力資源概況 06/2013）。主要集中增加在半職洗衣工作員的崗位上，讓康復中的殘疾人士，透過在實務性的工作環境下，逐漸培養工作動機及心理狀況，強化工作能力及適應力，為日後公開就業作出準備。半職洗衣工作員的職位亦為心悅社企帶來更機動的勞動力支援，有助舒緩特定工作時段的洗衣工作壓力，並為精神及體力狀態不足以支撐八小時工作的康復人士重新投入工作環境。

圖四：心悅社企人力資源概況 06/2013
Figure 4: Human resource overview of Happy Laundry Social Enterprise 06/2013

心悅社企人力資源概況 06/2013
Human Resource Overview of Happy Laundry Social Enterprise 06/2013

With the business development of Happy Laundry Social Enterprise and the increase of demand for labor force, the number of employees in Happy Laundry Social Enterprise increases from 7 in the last year to 10 (Figure 4: Human resource overview of Happy Laundry Social Enterprise 06/2013), most of them are part-time laundry staff. In a practical working environment, the disabled persons who are in the course of rehabilitation can gradually cultivate their work motivations and psychological conditions, strengthen their work ability and adaptability, and make preparations for future public employment. The part-time laundry jobs also provide labor force support with high mobility for Happy Laundry Social Enterprise, help to relieve the pressure in laundry work in specific working hours, and provide a working environment for rehabilitated persons whose mental and physical conditions are not sufficient to support the work of eight hours.

職員類別 Type of Staff	職位名稱 Name of Position	人數 Number
非殘疾職員 Non-disabled staff	行政文員 Administrative clerk	1
殘疾職員 Disabled staff	全職洗衣工作員 Full-time laundry staff	3
	半職洗衣工作員 Part-time laundry staff	6

拜訪交流及參觀到訪

Visits and exchanges

拜訪交流：

Exchanges:

日期 Date	事項 Event
16/08/2012	社會企業小組拜訪澳門科大醫院洗衣房 The social enterprise team visited the laundry of the Macau University of Science and Technology Hospital
29/05/2013	社會企業小組拜訪維澳蓮運公共運輸股份有限公司 The social enterprise team visited Reolian Public Transport Co., LTD



參觀到訪：

Visits:

日期 Date	事項 Event
19/07/2012	社會文化司張裕司長及隨行職員到訪 Cheong U, Secretary for Social Affairs and Culture, and entourage visited the laundry  
08/10/2012	政府精神衛生委員會到訪 The Mental Health Committee of the government visited the laundry  
05/12/2012	武漢理工大學社工系學生到訪 Students from the Social Work Faculty of Wuhan University of Technology visited the laundry  
08/01/2013	社會工作局及青年挑戰中心到訪 The Social Welfare Bureau and Teen Challenge Macau visited the laundry 
18/03/2013	澳門理工學院社會工作學系學生到訪 Students from the Social Work Faculty of Macao Polytechnic Institute visited the laundry 

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編輯小組：周惠儀

卓啟儀

陳秀娥

陳淑儀

余麗英

陳思燕

盧永珊

梁家華

郭頌恩

校對小組：陳秀娥

(中文) 葉麗傑

許慧敏

黃楚嵐

梁健榮

郭頌恩

林碧榮

校對小組：周惠儀

(英文) 卓啟儀

陳淑儀

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Editor: Chan Choi Fat Wong Hou

Publicity Group: Jennifer, Chau Wai I

Jolo, Cheok Man I

Eva, Chan Sao Ngo

Romy, Chan Sok I

Charlie, U Chin Ieng

Indy, Chan Si In

Wendy, Lou Weng San

Roy, Leong Ka Wo

Ada, Kuok Chong Ian

Proofreading Team: Eva, Chan Sao Ngo

(Chinese)

Louis, Ip Kok Kit

Winnie, Hoi Wei Man

Koran, Tseng Yu Lan

Carlos, Leong Carlos Alberto

Ada, Kuok Chong Ian

Weter, Lam Kuan Weng

Proofreading Team: Jennifer, Chau Wai I

(English)

Jolo, Cheok Man I

Romy, Chan Sok I

Charlie, U Chin Ieng

Grace, Mak Hio Wo

KK, Ip Sek U

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澳門扶康會

Fuhong Society of Macau

澳門沙梨頭南街及飛喇士街363, 381及403號寶翠花園利星閣地下

Rua Sul do Patane e Rua do General Ivens Ferraz, 363, 381, 403 Edif. Lei Seng Kok, r/c, Macau

電話(Tel) : 2822 0330

傳真(Fax) : 2822 2770

電郵(Email) : fuhong@macau.ctm.net / fuhongmacau@gmail.com

澳門扶康會寶翠中心

Pou Choi Centre of Fuhong Society of Macau

澳門沙梨頭南街及飛喇士街363, 381及403號寶翠花園利星閣地下

Rua Sul do Patane e Rua do General Ivens Ferraz, 363, 381, 403

Edif. Lei Seng Kok, r/c, Macau

電話(Tel) : 2840 3988

傳真(Fax) : 2826 0688

電郵(Email) : fuhong@macau.ctm.net / fhpouchoi@gmail.com

澳門扶康會康盈中心

Hong Ieng Centre of Fuhong Society of Macau

澳門筷子基街・筷子基社屋快意樓4樓B

Rua de Fai Chi Kei, Habitação Social do Fai Chi Kei (Edifício Fai Fu),

4º andar "B", Macau

電話(Tel) : 2848 3226

傳真(Fax) : 2848 3274

電郵(Email) : hongIeng@macau.ctm.net / hongIeng2009@gmail.com

澳門扶康會怡樂軒

Yee Lok Centre of Fuhong Society of Macau

澳門菜園路458-C號永添新邨第二座地下

Rua Dos Hortelãos No.458-C, Weng Tim San Chun (Bloco II) R/C, Macau

電話(Tel) : 2826 1004

傳真(Fax) : 2826 1005

電郵(Email) : yeelok@macau.ctm.net / yeelokcenter@gmail.com

澳門扶康會創藝工房

Creative Art House of Fuhong Society of Macau

澳門和樂坊一街61號至71號宏泰工業大廈 (第二期) 8樓D座

Rua Um Bairro da Concórdia N°S 61-71, Industrial Wan Tai 8º Andar D, Macau

電話(Tel) : 2826 6036

傳真(Fax) : 2826 6036

電郵(Email) : ccomer@macau.ctm.net / fuhongcc@gmail.com

澳門扶康一人有限公司

心悅洗衣社會企業

Macau FHS Sociedade Unipessoal Limitada "Happy Laundry" Social Enterprise

澳門和樂坊一街61號至71號宏泰工業大廈 (第二期) 8樓C座

Rua Um Bairro da Concórdia N°S 61-71, Industrial Wan Tai 8º Andar C, Macau

電話(Tel) : 2822 2060

傳真(Fax) : 2822 2060

電郵(Email) : fuhonghappy@macau.ctm.net / fuhonghl@gmail.com



澳門扶康會

Fuhong Society of Macau

澳門沙梨頭南街及將喇士街363,381及403號寶華花園利壁閣地下

Rua Sul do Patane e Rua do General Ivens Ferraz,

363,381,403 Edif. Lei Seng Kok, r/c, MACAU

電話(Tel) : 2822 0330 傳真(Fax) : 2822 2770

電郵(Email) : fuhong@macau.ctm.net

網址(Website) : <http://www.fuhong.org.mo>

Facebook : <http://www.facebook.com/fuhongmacau>

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