



澳門扶康會

Fuhong Society of Macau

五週年紀念特刊

Special Issue
of 5th Anniversary



衝破彼此距離

Breaking Mutually Distance

齊建共融社區

As To Build A Society For All

五週年紀念公仔

『阿康』是澳門扶康會五週年紀念公仔，公仔是由一名智障人士手繪設計的，希望藉著『阿康』格言「人生要繽紛，總要笑哈哈」這種樂觀性格面對我們的生命，邁向美麗的彩虹天。



5th Anniversary Character Figure

"Ah Hong" is a character figure for the 5th Anniversary of Fuhong Society of Macau. It is a handpainted design by our mentally retarded service user and through ah Hong's motto "Laugh brings Colorful Life". With its optimistic character, we could make out a beautiful rainbow day towards our lives.

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澳門特別行政區政府行政長官
何厚鏞先生

Mr. Edmund Ho, Hau Wah
The Chief Executive of the Macau Special
Administrative Region (MSAR) of the
People's Republic of China

澳門扶康會五周年紀念冊

施以愛樂

公元二〇〇八年六月

何厚鏞



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今年適逢澳門扶康會創會五周年，籍此時刻，本人謹以中央人民政府駐澳門特別行政區聯絡辦公室社會工作部和我個人的名義，向貴會致以熱烈的祝賀，對全體工作人員表示崇高的敬意，向全體學員及其家長表示誠摯的問候！

澳門扶康會自創會以來，一直致力於智障人士複康服務，爭取和維護智障人士基本權益，協助智障人士通過自身努力融入社會生活，獲得廣大學員及其家長的普遍認同和肯定。展望未來，為進一步弘揚尊重、理解、關心、幫助智障人士的良好風氣，幫助他們樹立自尊、自信、自強的信念，本人衷心希望貴會能繼續發揚友愛互助精神，為智障人士及其家庭提供更優質的服務，為澳門社會的繁榮穩定、和諧共處作出更大的貢獻。

中央人民政府駐澳門特別行政區
聯絡辦公室社工部部長

叶志华

葉志華

2008年6月17日



中央人民政府駐澳門特別行政區
聯絡辦公室社工部部長

葉志華女士

Ms. Ye Zhihua

Director of Social Work Department
Liaison Office of the Central People's
Government in the Macao Special
Administrative Region



澳門特別行政區政府
行政法務司司長
陳麗敏女士

Ms. Florinda da Rosa Silva Chan
Secretary for Administration and Justice
of the Macau Special Administrative
Region (MSAR) of the People's Republic
of China

澳門扶康會創會五週年誌慶

助人為樂
共建和諧

行政法務司司長

陳麗敏

二零零八年七月

博愛濟人

祝賀澳門扶康會成立五週年



澳門特別行政區政府
經濟財政司司長
譚伯源先生

Mr. Tam Pak Yuen
Secretary for Economy and Finance
of the Macau Special Administrative
Region (MSAR) of the People's Republic
of China

譚伯源

二零零八年七月





澳門特別行政區政府
社會文化司司長
崔世安先生

Dr. Fernando Chui Sai On
Secretary for Social Affairs and Culture
of the Macau Special Administrative
Region (MSAR) of the People's Republic
of China

賀《澳門扶康會五週年紀念冊》出版

博愛為仁

澳門特別行政區政府社會文化司司長崔世安

澳門扶康會成立五周年誌慶

匡扶弱勢 嘉惠社會

運輸工務司司長劉仕堯



澳門特別行政區政府
運輸工務司司長
劉仕堯先生

Mr. Lau Si Io

Secretary for Transport and Public Works
of the Macau Special Administrative
Region (MSAR) of the People's Republic
of China



澳門特別行政區政府
社會工作局局長
葉炳權先生

Mr. Ip Peng Kin

President of Social Welfare Bureau of
the Macau Special Administrative
Region(MSAR) of the People's Republic
of China

賀澳門扶康會五週年紀念誌慶

真誠友愛共勉之
積極參與展潛能

澳門特別行政區政府社會工作局局長

葉炳權 致意



澳門特別行政區政府
衛生局局長
李展潤先生

Mr. Lei Chin Ion
Director of Health Bureau of the Macau
Special Administrative Region (MSAR) of
the People's Republic of China

澳門扶康會創會五周年誌慶

獻出社會愛心
共享美麗人生

澳門特別行政區政府衛生局局長

李展潤

二零零八年八月





扶康會副會長(香港)
葉恩明醫生太平紳士
Dr. Ip, Yan Ming, JP
Vice President of Fu Hong
Society(Hong Kong)

恭賀澳門扶康會

扶康五週年

千里之行，始於足下
大同世界，就在扶康

香港扶康會副會長

葉恩明醫生太平紳士致意

會長獻辭

飛迪華女士



澳門扶康會於2003年5月成立，本人有幸擔任會長一職。在這五年間在政府、社會各界支持下，會務發展相當快速，現在已經轄下有三間中心。

我由社會工作司退休之後，一直不忘將多年累積的經驗回饋社會，持續推動復康服務。幸運地遇上一班熱心專業人士無私奉獻寶貴時間擔任本會的理監事層工作，帶領本會由零開始。本人特此感激香港扶康會為本會管理層面與創新思維方面注入無比能量，香港扶康會多位顧問不計回報地將他們的知識注資入本會，使我們有信心勇往直前，挑戰一切困境，啟導我們找出本土的機遇。

要辦好服務必需與時並進，與最合時的復康理念接軌，為服務使用者提供最適切的服務。我們承諾在未來將努力不懈為服務奮鬥，希望會員、同工、義工、服務使用者、家屬共同面對逆境，用愛心與關懷在工作中豐盛我們的心靈，攜手邁向彩虹天。

President's Message

Ms. Ferreira, Maria de Fatima Salvador Dos Santos

Since the establishment of Fuhong Society of Macau in May 2003, I have been honored to act as the President of the Society. In the past five years, the Society has been developing rapidly develops into its three subsidiary centres with the support from the Government and the community.

After retiring from the Social Welfare Bureau, I've never forgotten to feed back the society with my past experiences and keep in promoting rehabilitation services. I'm so fortunate that I can meet so many warm-hearted professionals who work for our audit and management committee, contributing their precious time selfless and guiding the Society to develop from scratch. Here, I'd like to express my special gratitude to Fu Hong Society of Hong Kong, who brings unparalleled energy to the management and innovation of this Society. Many advisers from Fu Hong Society of Hong Kong have been feeding this Society with their knowledge, without considering the returns, in which help us to march onwards fearlessly, challenge all kinds of difficulties and seek for local opportunities.

If we want to do the job better, we have to keep pace with the times, get in line with the most timely rehabilitation conception and provide the most appropriate services to our service users. We promise that, in the future, we will keep making efforts and I hope all our members, colleagues, volunteers, service users and their family members can face the adversity all together, making our soul rich with love and care in our work and moving forward to the bright future.

理事會主席的話

陳才發先生



澳門扶康會不經不覺已經走過了五年。時間飛逝，最初只為40名服務使用者提供服務，今日已有160名服務使用者，管理三間中心，提供啟智及精神支援服務。

澳門扶康會能夠順利發展，要感謝多方面的支持。政府在資源上的支持，是開展服務的基礎。澳門土地資源稀缺，近年樓價飛升，沒有政府到場地上的支助，社會服務難以開展。經費上的資助亦與服務的開展息息相關。我想借此機會感謝香港扶康會與本會第一任理事會主席李百瀨先生對澳門扶康會所作的貢獻。澳門扶康會是借鑑香港扶康會的發展經驗建立起來的。寶翠中心的澳門首間復康人士洗衣房是借鑑香港的經驗建立的。香港扶康會為澳門扶康會培訓員工，提供顧問。本人在扶康會成立之初即加入理事會。能與首任理事會主席李百瀨先生共事，獲益良多。李百瀨先生以豐富的經驗和巨大的熱忱帶領本會全寅打下基礎，令本會有穩定的發展。現在，李先生仍經常協助本會工作，提供意見。我要感謝本會屬下三個中心的員工以巨大的愛心與忍耐完成日常的工作，並且富有創意地擴展了服務的內涵，開發了禮品生產，以獨特的手工藝品打開市場，豐富了工作內容。我們要感謝澳門的復康服務界的同工，對本會和各中心的支持，對我們日常工作和公開活動的多方關心和協助。

Management Committee Chairman's Message

Mr. Chan Choi Fat

It has been five years since the establishment of Fuhong Society of Macau. As time goes by, the number of our service users at the very beginning has increased from 40 to 160. Now, under our management, there are three centers providing mental rehabilitation and support services.

I would like to thank all support for the smooth development of Fuhong Society of Macau and the resource support from the government becomes the basis of our services. Since land is a scarce resource in Macau and the housing price is increasing sharply in the recent years, without space support from the government, we could not have started our social services. The financial supports are also closely connected with the development of our services. I would like to take this opportunity to thank Fu Hong Society of Hong Kong and Mr. Simon Lee, the first management committee chairman of this society, for their contributions to Fuhong Society of Macau. This society has been established by making a reference to the experience of development of Fu Hong Society of Hong Kong. The laundry of Pou Choi Centre, the first laundry operated by ex-mentally ill patients in Macau, was also set up based on the experience of the Hong Kong side. Fu Hong Society of Hong Kong trains staff and provides consultants for us. I was honored to become a member of the management committee upon the establishment of the Society and have learned a lot from Mr. Simon Lee during our time working together. With his rich experiences and great enthusiasm, he has led all colleagues of this society to establish the sound foundation of its stable development. Now, Mr. Lee still frequently provides assistances and advices for the work of this society. I would like to thank all staff of the three centres of this society. With their great love and patience, they accomplish their routine jobs, expand the range of our services with their innovations, develop the gift production, explore the market with our unique handcraft products and enrich the content of the jobs. Also, I would like to thank all colleagues in the line of rehabilitation services in Macau, for their support to this society and assistance for our daily work and public activities.

The Society expects that, in the future, we can start our social enterprise operation, helping those with poor employment conditions to get employed. The research on social enterprise will be a long-term task of this Society. The application in art therapy for the rehabilitation services will be the second long-term research target within our Society. When attempting arts issues into rehabilitation services, exciting results have been obtained. In June 2007, we held an art show for the people with mental retardation and the products included painting, pottery, mosaic,

未來，本會希望開展社會企業，讓一班就業條件較低的人士達至就業。對社會企業的研究將會是本會的項長久的目標。

藝術在復康服務中的應用，將是本會第二個長久的研究目標。在嘗試將藝術融入復康服務的過程中，本會得到令人欣喜的效果。2007年6月，本會舉辦了智障人士作品展，內容有繪畫、陶瓷、馬賽克、攝影、紮染等，並編成圖冊。同年，寶翠中心聘請一位藝術專科的導師，教服務使用者各項藝術創作。在教學過程中，見到藝術對智障人士行為有明顯的改善，而智障人士亦有很大的藝術發展潛質。今年繼續得到社工局的資助，聘請歌唱、舞蹈、話劇等導師，為服務使用者提供各項課程。

過去五年，本會的發展頗為順利。不過，現在已經遇到了瓶頸。場地限制了本會服務的繼續發展，甚至令精神科的服務難以進行。估計未來一年都無法解決。在困難面前，我們積極想辦法。

在服務難以擴展的時期，我們會致力員工的培訓，改善服務的機制、提高服務的質量。我們重視員工的進修，每年在財政預算中預留培訓費用，鼓勵員工持續與本職有關的進修。並將社會企業與藝術治療作為本會的長期重點研究項目。我們希望為一個學習型的組織。我們計劃成立創意小組，發展服務使用者的訓練方法和產品。為提高工作效率本會計劃建立內聯網，為全體員工提供一個工作和溝通的平台，加強資訊的流動。本會又對網頁重新設計，除了加強與外界的溝通，還希望能在網上進行交易，將產品推到海外。

到現在，澳門扶康會還沒有自己的會址，想開展社會企業也欠缺場地。尋找會址與社會企業場地是我們的一個目標。希望社會各界及賢達人士能給予大力支持！

photography and tie-dyeing, etc., the pictures of which were finally compiled into an album. In the same year, a professional art instructor was engaged in Pou Choi Centre to teach the service users on all kinds of artistic creations. During the course, we found that arts could brought remarkable improvements for the behaviors of those with mental retardation, who also showed great potentials on arts. In this year, we continue receiving financial aids from the Social Welfare Bureau and hiring instructors for singing, dancing and drama, etc., to provide all kinds of courses for our service users.

In the past five years, this society has been developing smoothly. However, we are now in the bottleneck. Our space has greatly restricted the further development of our services and we even cannot manage to run our psychiatric services. As estimated, we could not solve such a problem within the next one year, however, with such difficulty, we are trying to figure out a way.

When it was so difficult to further expand our services, we will be dedicated to staff training, trying to improve our service mechanism and enhance our service quality. We pay great attention to staff's further education and we will make allocation from the budget of each year for the cost of such training, encouraging our staff to continue their further studies which related to their jobs. In addition, we take social enterprise and art therapy as the long-term research task of this society and we hope that we can become a learning organization. We are planning to establish an innovation team to develop training methods and products for our services. In order to improve the work's efficiency, we are also planning to set up an Intranet, providing a platform for work and staff's communication and promoting information exchange. We will also redesign the web pages. Besides communications with the outside world, we hope that we can also conduct online product transactions, promoting our products to overseas regions.

So far, Fuhong Society of Macau still do not has its own permanent address which results in space shortage for our social enterprise project. So it will also become one of our goals to find a site of our own and for the social enterprise. Therefore, supports from the community will be highly appreciated!



澳門扶康會

Fuhong Society of Macau



澳門扶康會簡介

澳門扶康會由一群志願人士創立，是一間非牟利之社會服務機構，於二零零三年五月正式向澳門特別行政區政府申請註冊成為正式社團，另於二零零三年九月開辦專為輕至中度智障成人提供職業技能發展及就業服務中心 - 「澳門扶康會寶翠中心」，協助他們發揮潛能，融入社會。而於二零零五年七月開辦「澳門扶康會康盈中心」，是一所為中至重度智障成人以生活經驗互動模式提供訓練的展能中心。本會更於二零零七年十一月開辦「澳門扶康會怡樂軒」，該項嶄新的社區精神復康支援服務一方面為精神康復者提供外展服務，另一方面亦積極地向社區人士提倡關於精神健康。

理念與使命

理念：

殘疾人士享有一切基本的人權，其中最重要的是受到認許及尊重。他們亦有權利接受各種必需的援助，令他們身心各方面都得到充分的發展。本會全人則竭盡所能，確保這些權利得到尊重。

使命：

為殘疾人士提供多種機會，令他們發揮個人的能力，在所屬社區中，充分獨立自主，積極融入社會。

倡導教育、政策及法例的修訂，為殘疾人士爭取平等權利。

Introduction

Fuhong Society of Macau is a non-profit organization founded by a group of volunteers and was formally registered as a bona fide society from the Government of the Macau Special Administrative Region in May 2003. Thereafter a service centre - Pou Choi Centre of Fuhong Society of Macau - has been established in September 2003 to specifically provide the mild to moderate mentally handicapped with occupational skills development and training as well as employment services, with a view in helping them to realize their potential and to integrate into the society. Also set in motion in July 2005 was the Hong Ieng Centre of Fuhong Society of Macau which is a potential development centre providing Life-experience interactive training to the mild to severe mental handicapped. Since November 2007, a brand-new community support service for persons with mental illness, Yee Lok Centre of Fuhong Society of Macau, was established. It provides the outreaching services to mental illness persons and render the community mental health education.

Vision

Persons with disabilities are individuals with all human rights, above all the right to be recognized and respected, the right to receive whatever help is necessary in order to progress at every level, human and spiritual, and we are **committed to ensure that these rights are respected and honored through our work** with the community.

Mission

To provide opportunities for persons with disabilities to develop all their abilities and to ensure that they achieve the greatest independence possible within their circumstances, as fully integrated members of the community;

To advocate for equal rights of persons with disabilities through education, policy and legislative changes.



第五屆會員大會 5th General Assembly

主席 President : 飛迪華女士 Ms. Ferreira, Maria de Fatima Salvador Dos Santos
副主席 Vice President : Mr. Arnaldo Acconci
秘書 Secretary : 陳紫鳳小姐 Ms. Chan Chi Fong

第五屆監事會 5th Audit Committee

主席 Chairman : 賈利安先生 Mr. Antonio Augusto Carion
副主席 Vice Chairman: 鄧耀榮先生 Mr. Tang Io Weng
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秘書 Secretary : 張麗儀小姐 Ms. Cheung, Lai Yee Mary
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理事 Member : 鄭莉靄小姐 Ms. Tay, Lie Tjen
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榮譽財務顧問 Honorary Financial Adviser : 梁金泉先生 Mr. Leong Kam Chun

精神復康服務顧問委員會 Advisory Committee of Psychiatric Rehabilitation Service

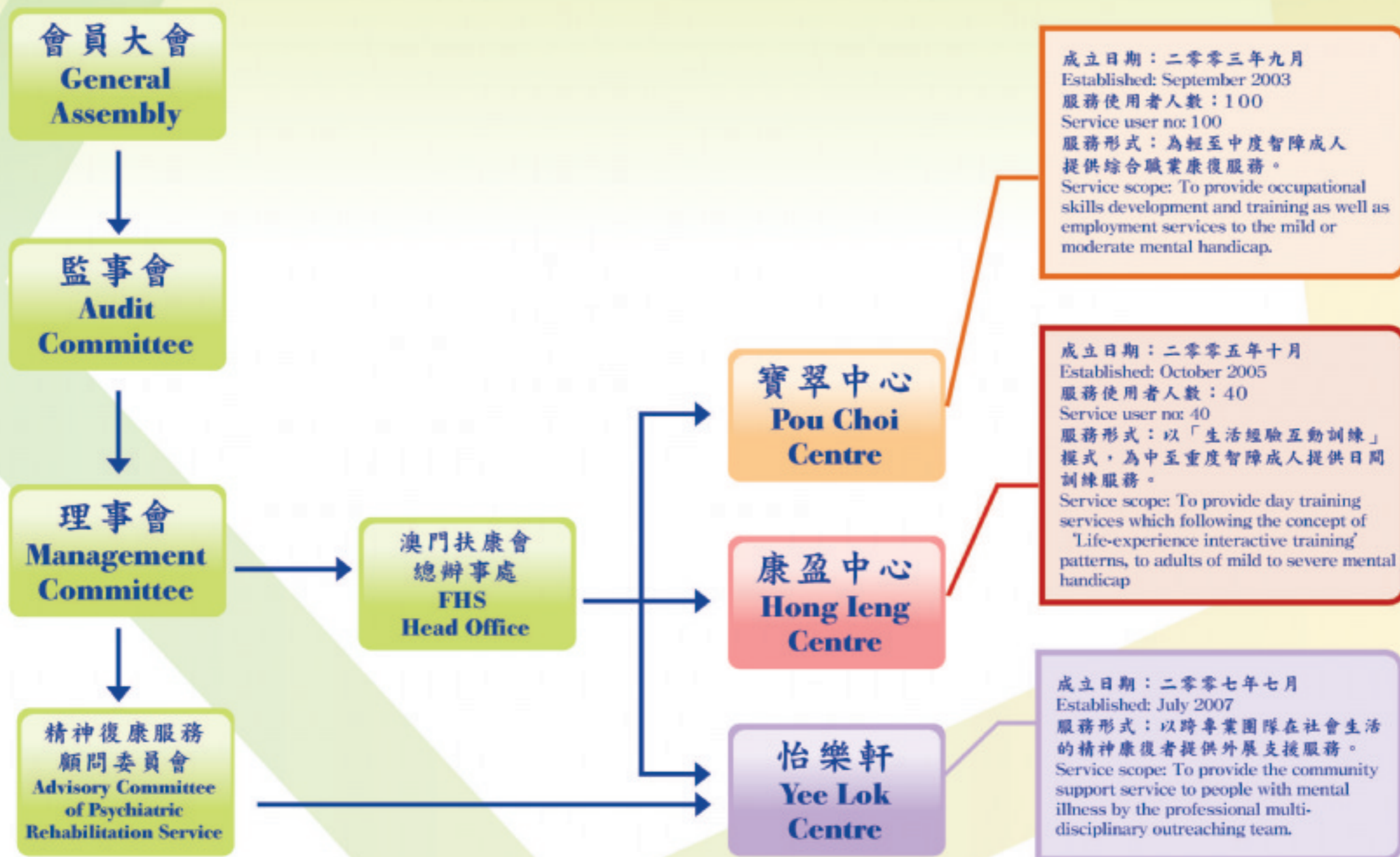
主席	Chairman :	葉思明醫生太平紳士	Dr. Ip, Yan Ming, JP
委員	Member :	鄧詠詩小姐	Ms. Tang, Veng Si Vivien
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澳門扶康會怡樂軒顧問: 楊義裕先生

Consultant, Yee Lok Centre of Fuhong Society of Macau: Mr. Yeung, Yee Yu Leo



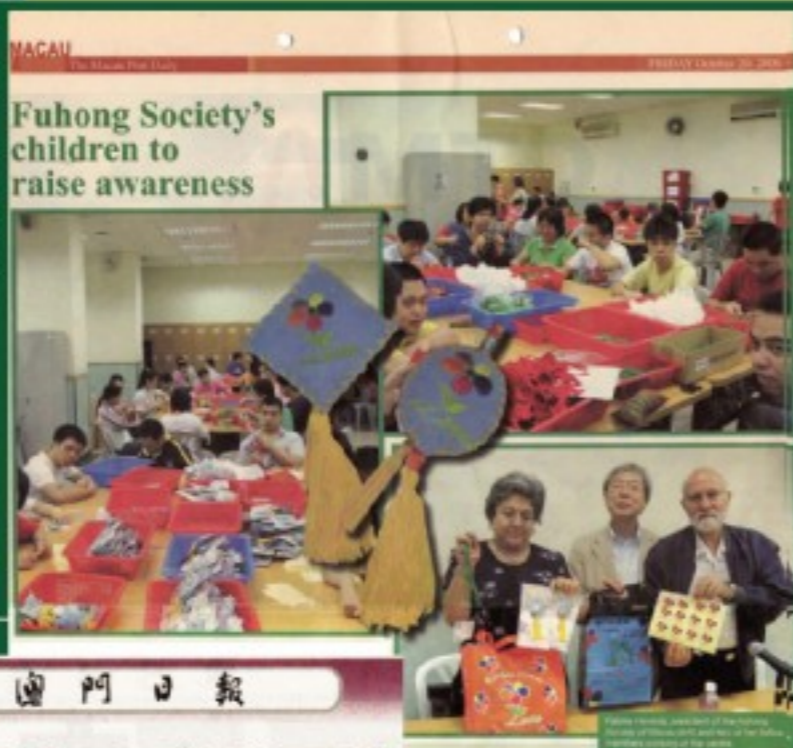
澳門扶康會組織架構圖 Organization Structure of Fuhong Society of Macau





梁維特：關懷弱勢 共建和諧

【本報訊】澳門社會發展委員會主席梁維特，日前在「Fuhong Society's children to raise awareness」活動中，與多位社會人士及兒童共同參與了「關懷弱勢 共建和諧」的義工活動。梁主席在活動中，與多位社會人士及兒童共同參與了「關懷弱勢 共建和諧」的義工活動。梁主席在活動中，與多位社會人士及兒童共同參與了「關懷弱勢 共建和諧」的義工活動。



Fuhong Society's children to raise awareness

The Fuhong Society's children are participating in a project to raise awareness about social issues. They are working together to create a large, colorful project that represents their community and their hopes for the future. The project is a collaborative effort between the children and the adults who are helping them. The children are learning about social issues and how they can make a difference in their community. The adults are providing guidance and support to the children as they work on the project. The project is a great way for the children to learn about social issues and how they can make a difference in their community. The adults are providing guidance and support to the children as they work on the project.

扶康會會員藝術創作成果



扶康會會員藝術創作成果展，日前在「Fuhong Society's children to raise awareness」活動中，與多位社會人士及兒童共同參與了「關懷弱勢 共建和諧」的義工活動。扶康會會員藝術創作成果展，日前在「Fuhong Society's children to raise awareness」活動中，與多位社會人士及兒童共同參與了「關懷弱勢 共建和諧」的義工活動。

澳門日報

青聯訪寶翠中心贈款兩萬

青聯會主席劉國輝表示，澳門經濟繁榮，但仍有弱勢社群需要關注。該會將探訪扶康會寶翠中心，為該中心提供兩萬元資助，以支持其各項服務。青聯會主席劉國輝表示，澳門經濟繁榮，但仍有弱勢社群需要關注。該會將探訪扶康會寶翠中心，為該中心提供兩萬元資助，以支持其各項服務。



青聯會昨探訪扶康會寶翠中心



強健平等 和諧共融 你我同心 活出

澳門扶康會寶翠中心

扶康會智障展能中心下月啟用。該中心將為智障人士提供各項服務，包括職業培訓、社交技巧訓練等。扶康會智障展能中心下月啟用。該中心將為智障人士提供各項服務，包括職業培訓、社交技巧訓練等。

- 1 二零零七年十一月廿四日 澳門日報 24/11/2007 Macau Daily
- 2 二零零六年十月廿日 澳門郵報 20/10/2006 The Macau Post Daily
- 3 二零零七年十月十三日 澳門日報 13/10/2007 Macau Daily
- 4 二零零七年六月十九日 澳門日報 19/06/2007 Macau Daily
- 5 二零零三年十二月十二日 澳門日報 12/12/2003 Macau Daily
- 6 二零零五年八月十八日 市民日報 18/08/2005 Shimin Daily



精神健康教育學習解壓



生活迫人 精神病及自殺個案趨增
精神健康教育學習解壓

【本報訊】「精神健康教育學習解壓」活動，將於十一月一日（星期日）下午二時至四時，在澳門旅遊局大樓（澳門旅遊局大樓）舉行。活動由澳門扶康會主辦，旨在提高公眾對精神健康的認識，並提供一個學習解壓的機會。活動內容包括：精神健康常識、精神病的成因及症狀、如何處理精神壓力、以及自殺的預防等。歡迎有興趣人士參加。

專家促關注精神復康



【本報訊】澳門扶康會日前邀請了多位專家，就精神復康工作進行了專題研討。專家們認為，精神復康是一個長期的過程，需要社會各界的共同努力。他們建議，政府應加強對精神復康工作的支持，並鼓勵民間機構參與。此外，專家們還強調了家庭在精神復康中的重要性，建議家屬應給予患者更多的理解和支持。

Mental handicaps trained to be accepted 4

【本報訊】澳門扶康會日前舉辦了一項名為「接受精神障礙者」的培訓活動。該活動旨在提高公眾對精神障礙者的認識，並教導他們如何與精神障礙者相處。培訓內容包括：精神障礙的定義、精神障礙者的權利、以及如何提供適當的支持和幫助。培訓活動受到了社會各界的廣泛歡迎。

此外，扶康會還計劃在未來舉辦更多類似的培訓活動，以進一步提高公眾對精神健康的關注。扶康會表示，他們將繼續致力於為精神障礙者提供優質的服務和支持。

義賣手工藝 扶康會明賣旗籌款

【本報訊】扶康會本月十三、十四日籌辦第二次義賣手工藝品及義賣活動。活動一為籌募會務經費，另一為宣示智障人士藝術創作成果。其中，義賣的旗幟是會務中心學員用報紙加上膠料製作而成，亦是六月份舉辦的義賣展覽部分作品。今年還設有二千五百份紀念套裝義賣，套裝包括一張完整、共十五個旗幟及彩虹花之暖萬事夾，包裝精美。



扶康會旗幟旗仔全為智障人士製作

社團簡訊

扶康會推健康教育

澳門扶康會怡樂軒在社工局贊助下，推行系列「精神健康教育系列活動」。首次活動明日上午九時假理工學院綜合樓一樓一號演講廳舉行，由香港理工大學應用社會科學系葉錦成主講，與前線人員分享「從心開始，了解抑鬱」（第一節講題）及「精神健康，從人開始」（第二節講題），學習以人為本，幫助抑鬱者。

特首：明年增社服團體社工資助



【本報訊】特首辦公室日前舉行了一場新聞發布會，介紹了政府對社會服務團體的支持計劃。特首表示，政府將在下年度增加對社會服務團體的資助，以支持他們為有需要的人士提供服務。特首還強調了政府對社會服務工作的重視，並表示將繼續與社會各界合作，共同為澳門的社會和諧做出貢獻。

政府關注智障人士安老服務

【本報訊】政府日前表示，將加強對智障人士安老服務的支持。政府計劃在未來幾年內，增加對智障人士安老服務的資助，並鼓勵民間機構參與。政府還表示，將加強對智障人士安老服務的監管，以確保服務質量。政府還計劃在未來幾年內，增加對智障人士安老服務的資助，並鼓勵民間機構參與。

特首重視智障人士就業難

【本報訊】特首日前表示，將重視智障人士的就業問題。特首表示，政府將採取措施，幫助智障人士提高就業能力，並為他們提供更多的就業機會。特首還表示，政府將加強對智障人士就業的監管，以確保他們能夠獲得公平的待遇。特首還計劃在未來幾年內，增加對智障人士就業的資助，並鼓勵民間機構參與。

價值觀變助抗抑鬱

【本報訊】一項最新的調查顯示，價值觀的改變可以幫助人們抵抗抑鬱。調查發現，那些具有積極價值觀的人，如樂觀、自信和堅韌，更容易抵抗抑鬱。調查還發現，價值觀的改變可以通過多種途徑實現，如參加志願者活動、接受心理諮詢等。調查結果表明，價值觀的改變對於抵抗抑鬱具有重要意義。

外展支援情緒精神病患

扶康會怡樂軒下月成立

【本報訊】澳門扶康會怡樂軒將於下月正式成立。怡樂軒將為精神病患者提供外展支援服務，包括心理諮詢、藥物管理、以及生活技能培訓等。怡樂軒還將為精神病患者的家屬提供支持和幫助。怡樂軒的成立將進一步提高扶康會對精神病人的服務水平。

精神健康服務中心

【本報訊】澳門扶康會日前宣佈，將成立一個精神健康服務中心。該中心將為精神病患者提供全面的服務，包括診斷、治療、以及康復等。中心還將為精神病患者的家屬提供支持和幫助。中心的成立將進一步提高扶康會對精神病人的服務水平。

扶康會冀當局資助辦社企



【本報訊】澳門扶康會日前向政府提出建議，希望政府能夠資助扶康會創辦社會企業。扶康會表示，社會企業可以為智障人士提供更多的就業機會，並幫助他們提高生活能力。扶康會還表示，政府資助可以減輕扶康會的負擔，使其能夠更好地為智障人士提供服務。政府表示，將認真考慮扶康會的建議。

- 1 二零零七年十月廿七日 澳門日報 27/10/2007 Macau Daily
- 2 二零零七年十月十二日 澳門日報 12/10/2007 Macau Daily
- 3 二零零八年五月十八日 澳門日報 18/05/2008 Macau Daily
- 4 二零零五年八月十八日 澳門郵報 18/08/2005 The Macau Post Daily
- 5 二零零七年十一月一日 澳門日報 1/11/2007 Macau Daily
- 6 二零零七年十月廿八日 澳門日報 28/10/2007 Macau Daily
- 7 二零零八年六月廿三日 澳門日報 23/06/2008 Macau Daily

澳門扶康會寶翠中心

Pou Choi Centre of Fuhong Society of Macau



寶翠中心簡介

澳門扶康會寶翠中心，成立於2003年9月，在社會工作局資助下，現有100個名額，為輕至中度智障成人提供綜合職業復康服務。中心透過不同的工作模式，以一站式的服務，包括工場、輔助就業、在職培訓等，以循序漸進式的訓練，逐漸提昇服務使用者工作技能及適應能力，最終達至公開就業。每名由社會工作局綜合評估中心轉介來的新服務使用者需由職業治療師進行評估，以便掌握服務使用者的工作能力及訓練項目。隨即將新服務使用者安排到工場參與包裝、裝配、郵件處理、手工藝製作、車縫等工作。工場服務是為殘疾人士特別設計的訓練環境，訓練他們的工作技能，讓他們獲取訓練津貼，並學習如何適應一般的工作要求、發展社交技巧和人際關係，以便為日後投身輔助就業或公開就業作好準備。經過三個月後再作工作表現評估，部份服務使用者可轉往輔助就業服務，接受影印、速印、過膠、釘裝、派單張、洗衣、洗車、家居及辦公室清潔等訓練。通過在導師帶領下參與戶外工作，讓服務使用者得到更多配合市場需要的訓練，以增強服務使用者公開就業的信心。

中心是以半商業形式運作，在過去五年間，得到社會各界、政府、企業、社團等支持，讓服務使用者賺取津貼之餘，獲得認同、尊嚴與滿足感。中心在往後的日子計劃發展更多元化的工作，配合市場需要，協助服務使用者積極融入社會。

除了工作，中心亦關心服務使用者的餘暇活動，聘用藝術導師培養他們在繪畫、唱歌、跳舞、話劇等之興趣，充實其生命，活出美麗人生。



Introduction of Pou Choi Centre

Established in September 2003, Pou Choi Centre of Fuhong Society of Macau provides comprehensive vocational rehabilitation services for adults with mild or moderate mental handicap. With the financial aid from the Social Welfare Bureau, now it can cater for up to 100 service users. Using diversified working modes, one-stop services including workshops, supported employment, on-the-job training, and programmed trainings, the centre gradually enhances the work skills and adaptive capacities of the service users and finally helps them get engaged in open employment. Every new service user referred by the Multi-disciplinary Assessment Center of the Social Welfare Bureau will be assessed by the occupational therapist so that the centre can learn about their capability and training projects performed. Then, the new service user will be arranged into the workshop for jobs of packaging, assembling, mail processing, handcrafting and sewing, etc. The workshop is a training environment specially designed for the handicapped to provide trainings on their work skills, making them earn training allowance and helping them learn how to adapt to common work requirements,



1 2003年12月11日寶翠中心開幕儀式

Opening Ceremony of Pou Choi Center (11st Dec, 2003)

2 2003年寶翠中心第一批服務使用者合照

The first group service users of Pou Choi took Photo in 2003





1 2007年香港迪士尼親子遊合照
Service Users Took Photo in Hong Kong Disney Park in 2007

2 服務使用者努力製作環保熊仔
The Services Users Were Making the Bear with Newspaper

develop social contact skills and develop interpersonal relationships, making preparations for their future supported employment or open employment. After a 3 months period their work performance will be assessed and, according to their capabilities, some service users will be transferred to the supported employment and receive trainings on photocopying, speed printing, cover sealing, binding, leaflet distributing, clothes washing, car washing and office cleaning, etc. Under the guidance of instructors, the service users will participate in outdoor work so that they can receive more trainings fitting the market and their confidence in open employment can be increased.

The centre is operated in a semi-commercial manner and, in the past five years has been receiving support from the whole society, including governments, enterprises and social organizations. The service users may earn a decent allowance as well as enjoy recognition, dignity and satisfaction from their job. In the future the centre plans, to develop a diverse range of jobs to meet the demands of the market and help service users to actively fit into the society.

Besides work, the centre also pays attention to the recreational activities of the service users. Art instructors are hired to develop their interests in painting, singing, dancing and drama, etc., so as to make their life richer and more beautiful.



3 2005年推廣日服務使用者表演腰鼓舞
The Services Users Performed Chinese Drum Dance for The Fuhong's Promotion Day in 2005

服務回顧

還記得2003年9月15日，一班共48名剛完成教育暨青年局第三階段特殊教育的服務使用者精神奕奕來到寶翠中心，迎接他們人生新的一頁，學習如何由學生生涯轉為職業受訓者。各服務使用者家長齊集於工場內，心情戰戰兢兢等待有關職員的講解，家長對子女入中心後工作訓練之情況表現得非常雀躍，他們緊張的程度可形容為十級，也可感受到家長對智障子女的關愛。

寶翠中心是一所綜合職業訓練中心，那麼工作就是訓練的工具。但當時根據在鄰埠的經驗，工場服務使用者多從事有關工廠的後期包裝工作，但基於大部份工廠北移，以及經濟的不景氣，工場無法得到足夠工作量。為著確保穩定貨源，因此需要轉型，務求不單只靠外在工作。這時在各同事提供意見後設計了「彩虹花」，奠定了現時甚受歡迎，代表著智障人士手工藝品的品牌。同時，中心亦重新以市場學的4P來釐定在職業復康服務上的市場策劃，以協助掌握發展方向。

就是這樣寶翠中心工場奠定了獨特的營運模式。隨後服務使用者從工作中得到訓練，中心於2004年中也慢慢開始發展洗衣、洗車、清潔流動隊等輔助就業服務，服務使用者一步一步走出社區，用自身努力融入社會。

學員為客戶製作風車
Service Users Made Windmills for Customers



Review of Services

On September 15, 2003, 40 service users who had just finished the third phase of special education as provided by the Education and Youth Affairs Bureau came to Pou Choi Centre in high spirits and turned a new page of their life. They learnt how to transfer from students into vocational trainees. Their parents gathered in the workshop, waiting anxiously for the staff to make further explanation to them. The parents were quite concerned about the information on their children's work and training after they enter the centre. They were extremely nervous, but we could also feel their love for their mentally-handicapped children.

Pou Choi Centre is a comprehensive vocational training centre, so working there is just a training tool. At that time and according to the experiences of neighboring similar organizations, service users working in a workshop were usually engaged in packing jobs for related plants. However, since most factories were moving northwards and due to the economic depression, the workshop was not able to receive sufficient workload. In order to ensure that we can find stable customers and orders, we had to change our pattern of operation and tried to rely not only on external jobs. The "Rainbow Flower" was designed after collecting suggestions and opinion from all our colleagues, laying the foundation of a brand which is quite popular now and representing handicraft products made by the mentally handicapped. At the same time, the centre also started to determine its market planning concerning vocational rehabilitation services again by utilizing the 4P marketing theory, so as to help stick to the right direction of development.

Under such direction, Pou Choi Centre develop its operation model. And also the service users get more training from the job. In 2004, the centre decide to develop more different jobs, laundry, car washing, cleaning mobile crew, etc. In hope, the service users use their own effort to step more and more in the community.



業務回顧

助理經理陳秀娥

寶翠中心於二零零三年九月投入服務，中心採用綜合職業康復模式運作，為成年智障人士提供全面的職業康復和就業支援服務，中心包括職業及獨立生活技能訓練、包裝工場、洗衣工場、手工藝品商店、輔助就業和在職培訓等服務。中心成立初期，中心服務在澳門是一個很新興的服務，而中心是運用真實性的貨物來培訓智障人士，開拓市場是艱鉅但必須的，故此工作人員嘗試接洽一些商業公司，介紹及推廣中心之服務，望能得到一些工作給予智障學員作訓練，如入郵件、包裝、製作手工藝品等等。經過多個月的努力，雖然都能接到一些訂單，但此方式過於被動，故此，訂單很不穩定，於是中心便嘗試不同的市場策略，加以配合市場需要，藉此打開獨有性產品路線。

是次業務回顧以寶翠中心2004年至2007年之服務數據，並以節日產品及派對禮品、婚宴回禮禮物、洗衣服務、中心營業額，以統計圖的形式向大家介紹及分析。



2004年節日產品
2004 Festival Products

A Review on the Business of Pou Choi Centre

By Chan Sao Ngo, Assistant Manager

Pou Choi Centre started its operation in September 2003 and provides comprehensive vocational rehabilitation and employment support services to adults with mental retardation. The services include trainings on vocational skills and independent living skills, package workshop, laundry workshop, handcraft shop, supported employment and on-the-job training, etc. At early stage of the operation of the centre, the services provided by the centre were brand-new in Macau. Since the centre used real goods for the training of its service users, it was extremely difficult but necessary to explore and develop the market. Therefore, our staff tried to contact some commercial companies to introduce and promote the services of the centre in hope that they can provide some job opportunities such as mail sealing, packaging and handcrafting, etc., so that our service users could receive training on such jobs. After months of efforts, though some orders came in, they were quite unsteady since we used a passive marketing strategy. Therefore, the centre tried different marketing strategies to meet the demands of the market so as to crack the ice for our unique offer.

In this business review, introduction and analysis are made through statistic graphs on Festival Products, Wedding Party Gifts, Laundry Service and Turnover of the Centre, which are prepared based on the service data of Pou Choi Centre from 2004 to 2007.

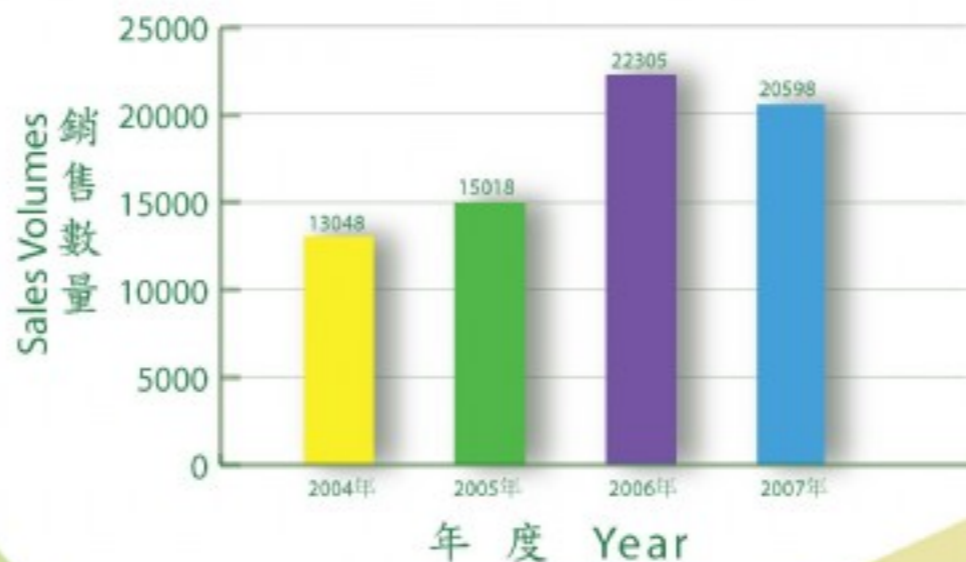
Festival Products and Party Gifts:

In February 2004, for the first time the centre launched a festival product called "Rainbow Flower Gift Box" and over 2,000 pieces were sold. Following that, the "House of Life" was launched for Easter holidays to advocate the meaning of life; again over 1,000 pieces were sold. Such a sales performance was quite satisfactory and the products were very popular among the citizens, laying the foundation for the market strategy of festival products. Thereafter, the centre continued to develop more delicate and multi-functional products, incorporate the innovation and handcraft elements of the service users into the products, help to develop the cognitive ability of the service users and operate in a "small

節日產品及派對禮品：

於2004年2月中心首次推出節日產品「彩虹花小禮盒」共售出二千多份，接著，復活節推出「生命屋」宣揚生命之意義，共售出一千多份。此銷售額非常理想，獲得市民大眾歡迎，亦奠定了節日產品的市場路線，中心因而繼續找尋精美、多用途的產品，以及加入學員創意手工藝元素，更有助推動學員之認受性，並以薄利多銷的形式營運。而出產節日性產品及派對禮品可以與社會保持聯繫，推廣中心，讓更多市民認識智障學員的能力，並感到智障人士再不是弱者，透過他們的努力也可自力更生。另外，中心也可從而接觸到一些商業機構，增加讓人認識的機會，從而得到周邊的工作，如包裝、郵件等等。

自2007年中心已出產約三十多款節日產品，而每年的農曆新年、情人節、復活節、母親節、兒童節、中秋節、聖誕節及派對禮品，是中心出產的產品，所以中心職員也花盡心思設計產品投放於市場。以禮品包為例，中心起初以透明膠袋包裝，經過不斷改進，時至今天，禮品包的包裝款式已超過十多款，包括手挽咭紙包裝、束袋包裝、拍扭膠套包裝、手挽鐵罐包裝等等，產品需要與別不同、多元化才有市場價值。從<圖一>節日產品每年之銷售數量統計圖中，也可看出中心在2004年銷售了13048份產品，2005年銷售了15018份產品，2006年銷售了22305份產品，2007年銷售了20598份產品，幾年間由萬多份增至兩萬多份，可看出市民購買中心產品，不是單單以憐憫之心，而是產品具質量、吸引力，配合市場需要，方能維持這樣的銷售額。



圖一：節日產品每年之銷售數量統計圖

Figure 1: Statistic Graph on Yearly Sales Volumes of Festival Products.

profits and quick turnover” strategy. Also, by launching festival products and party gifts, we could keep in contact with the society, promote the centre and let more citizens understand that our service users with mental retardation also have their own abilities, they are not the weak and fainthearted and they can also stand on their own feet with their own efforts. Besides, in this way, the center also gained a chance for more business opportunities and increased its exposure to others, so it could receive more job orders, such as mail sealing and packaging, from other businesses.

Up to 2007 the centre had launched about thirty types of festival products, including those designed for Chinese New Year, Valentine’s Day, Easter, Mother’s Day, Children’s Day, Mid-autumn Festival, Christmas Day and all kinds of other holidays. The staff of the centre started paying attention to the design of the products so that they are fitted for sale on the market. Let’s take the gift packages as an example, at first the centre packed the gifts just in transparent plastic bags, while today, after continuous development there are over ten types of gift packages, including hand-hold card-paper package, lace bag package, push button

and plastic cover package, hand-hold tin can package, etc. Only when our products are diversified and different from those of others, can they gain market value. As shown in the Statistic Graph of yearly sales volume of Festival Products (Figure 1), the centre sold 13,048 pieces of products in 2004, 15,018 in 2005, 22,305 in 2006 and 20,598 in 2007. Within several years, the annual sale volume has increased from merely a little over 10,000 to over 20,000. We can also see that when people buy our products, they do it not only to show their compassion for the mentally handicapped, but also for their quality and attractiveness. Only when the products meet the demands of the market, can we achieve such a sales performance.



有了穩定的銷售量，中心有條件允許探試其他市場，以不斷創新，緊貼市場潮流，增取更多訂單。開拓新產品也面對一定困難，於2007年中心銷售額有少許滑落，我們相信經驗是需要積累，故這些挫敗就成了我們日後的寶貴經驗。

值得高興的是，中心於2007年成功將「彩虹花」在本澳註冊，成為中心的產品品牌，彩虹花有今天這樣受歡迎是社會各界造就的，沒有企業、市民、公司的支持，彩虹花便不能茁壯成長。

2005年節日產品
2005 Festival Products



With a stable sales volume, the centre can move forward to explore other markets and try to get more orders by making innovations and sticking to the trend of the market. We also encountered some difficulties in the development of new products and the sales volume of the centre fell back a little in 2007. However, we believe that we need to accumulate more experience; therefore, such frustrations would only increase our ambitions.

It's such a delight that the centre successfully registered in Macau the brand "Rainbow Flower" to be used for our products. The popularity of Rainbow Flower has been brought up by all society levels. Without the supports from enterprises, citizens and companies, Rainbow Flower could not have grown up strongly.



2006年節日產品
2006 Festival Products

婚宴回禮禮物：

中心除了發展節日產品外，於2004年8月開始開拓另一條生產線--婚宴回禮禮物。當時看到香港對婚宴小禮物漸漸普及，其後即對市場作出分析及對服務使用者參與該項工作之能力考量，在重新整理工作流程之下，讓服務使用者投入這項生產至今。

婚宴回禮禮品最主要是尋找多方面的禮品，一方面與商業公司競爭，另一方面因應每對新人也有不同的需求，故中心由2004年8月只有十多款產品，至2007年12月已發展至七十多款款式(未計算其他包款款式)，以供客人選擇，包括食品系列、水晶系列、中式系列、電話繩及匙扣系列、蠟燭系列、自製產品系列、精品系列等等。而這些系列以加工包裝為主，讓智障學員可參與，學員們非常勝任，更有一部份是由學員親手製作，只有中心出產，非常獨特，故相當有水準，也是非常之受歡迎的系列。從<圖二>婚宴回禮禮物每年之訂單數量統計圖中，2004年(10-12月)有6張訂單、2005年有27張訂單、2006年有75張訂單、2007年有95張訂單，可以看到每年也有增長，以及增幅也很大。而金額方面，由2004年6張訂單合共澳門幣\$11,670.00，升至2007年95張訂單合共澳門幣\$219,102.50。



圖二：婚宴回禮禮物每年之訂單數量統計圖

Figure 2: Statistics Graph on Yearly Orders for Wedding Party Gifts

Wedding Party Gifts:

In August 2004, besides festival products, the centre also began developing another product line - wedding party gifts. At that time, we noticed that wedding party gifts were getting more and more popular in Hong Kong, so we studied the market and considered the capabilities of our service users for such a job. After readjusting the work processes, we finally helped our service users start producing them. This is continuing till now.

For the production of wedding party gifts, the most important point is to find diversified products to compete with those commercial companies on one hand and to meet different demand of each pair of bride and groom on the other. Therefore, the center keeps developing new products and the types of such products had increased from only over ten in August 2004 to more than seventy (not including the package patterns) in December 2007 so that our customers could have a wide choice ranging from food series, crystal series, Chinese-style series, cell phone sling and key ring series, candle series, self-made product series

etc.. The production of these goods is mainly focused on processing and packaging, so that our service users with mental retardation can easily do it. They are quite skilled for the job and even some products are hand-made by them, becoming the unique products of the centre. Having a fairly good quality, they have become quite popular. As shown in the Statistics Graph on Yearly Orders for Wedding Party Gifts (Figure 2), there were 6 orders in 2004 (October to December), 27 in 2005, 75 in 2006 and 95 in 2007. As we can see, the number of orders is increasing year over year, the rate of increase being quite substantial. As for the order price, the total value of the 6 orders in 2004 was MOP\$11,670.00, while that of the 95 orders in 2007 increased to MOP\$219,102.50.

As a special feature of our "heart-to-heart" service, we mark the names and wedding date of the bride and groom on each gift, making



中心更以貼心服務為大前題，每份回禮禮品也有新人的名字及婚期，使每份禮品在婚宴上更有意義。另外，中心也可以為新人設計及製作非常有意思的回禮禮品，曾為「李余聯婚」的新人，設計以鯉魚的筷子架作為小禮物，以及為「胡麥聯婚」的新人，設計以小茶壺及麥芽作為小禮物，中心為新人準備非常貼題的回禮禮品，使新人有一個更難忘的婚禮。

中心現時婚宴回禮禮物的路線，已經發展至彌月回禮、壽宴回禮、公司/社團週年紀念禮品等等。

it more meaningful on the wedding party. The centre can also design and make wedding gifts with special meanings for the bride and groom. For instance, the centre designed the gift of chopsticks rest in the shape of a carp for "Lee and Yu's Wedding Party" and designed the gift of small teapot and malt for "Woo and Mak's Wedding Party". By designing pertinent gifts for the bride and groom, the centre helps them enjoy truly memorable wedding party.

Now, with its development, the center can offer wedding party gift products covering those for one-month celebration, birthday banquet and company/association anniversary celebration, etc.



婚宴回禮禮品
Wedding Party Gifts



2007年節日產品
2007 Festival Products

服務使用者包裝婚宴
回禮禮物
Service Users Were Packing
Wedding Party Gifts



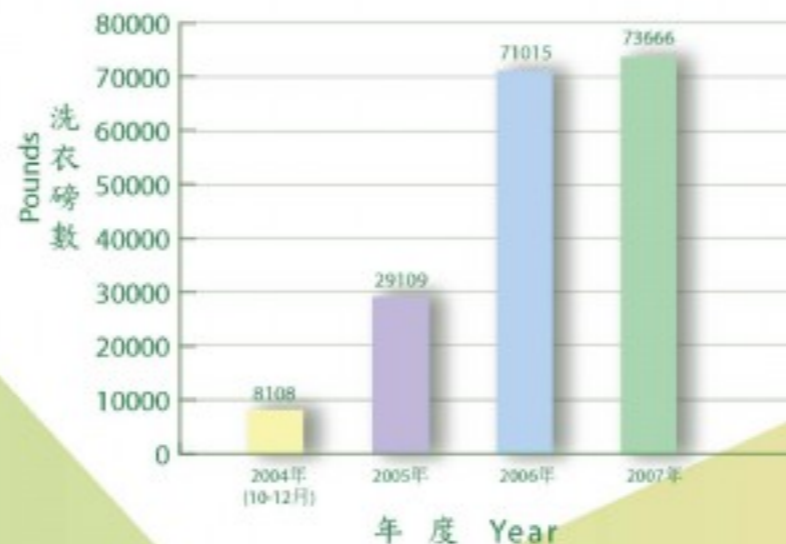
洗衣服務：

中心除了工場訓練外，能力得到提昇之服務使用者將轉往輔助就業繼續接受訓練，而在輔助就業服務中，包括洗衣、洗車、家居清潔、影印服務及派傳單服務等等，以配合服務使用者之不同工作興趣。洗衣工作訓練也是中心獨有之處，中心洗衣房備有洗衣及乾衣機各三部，脫水機一部，以磅洗形式運作，客源主要以美容院、髮型屋、會所，以及街客為主，固定客戶由學員上門收發。學員們負責與客戶開單據、操作機器、以及摺疊衣物、取貨給客人等，期望在一名職員帶領下讓服務使用者全面負責。

洗衣服務由2004年3月平均每月之洗衣量300多磅，比2007年12月平均每月之洗衣量達6000多磅，有很大的升幅，而固定客戶由2004年一間升至2007年八間。從<圖三>洗衣房每年之洗衣量中，可看到2004只有8108磅至2005年增至29109磅，2006年更大升幅至71015磅及2007年的73666磅，此統計圖可看洗衣房之發展是相當大。在經驗告訴我們，若要洗衣房有理想業績，必須讓服務使用者發揮出生產力，因此工作流程及程序的配置是重要。經過多年的流程重整，發覺中度智障服務使用者也可以參與部分工作，讓他們發揮工作潛能。而圖中可看到2006-2007年之洗衣量沒有較大升幅，是基於洗衣機器已接近飽和狀態，再沒有空間提升，故需要投資機器才可以再擴展市場。



服務使用者在洗衣工場之工作情況
Working Condition of Service Users in Laundry Room



圖三：洗衣房每年之洗衣量

Figure 3: Yearly Volume of Laundry Service

Laundry Service:

Besides workshop training, service users with improved capabilities can also be transferred to the supported employment and receive further training. The supported employment includes clothes washing, car washing, and furniture cleaning, photocopying and leaflet distribution services to meet different work interests of the service users. Training on the clothes washing is one of the unique services of the centre. There are three laundry machines, three dryers and one spin-drier in the laundry of the centre. The charge for laundry service is based on the weight of clothes and our main customers include beauty salons, barbershops, clubs and individual customers. Our service users will collect and deliver the clothes to our regular customers. The service users will do by themselves all the jobs, such as issuing receipts, operating machines, folding and delivering clothes and we expect that the service users can be responsible for all parts of the work process being supervised by only one instructor.

The volume of laundry service increased from over 300 pounds per month in March 2004 to over 6,000 pounds per month in December 2007, and the number of our regular customers also increased from only one in 2004 to eight in 2007. As shown in the Yearly Volume of Laundry Service (Figure 3), the volume was only 8,108 pounds in 2004, and then increased to 29,109 pounds in 2005, 71,015 pounds in 2006 and 73,666 pounds in 2007. As we can see, great progresses have been made in laundry service. Our experience tells us that, if we want to make

good performance in laundry service, we have to let the service users exert their productivity. Therefore, the work processes and arrangements are quite important. After years of process readjustment, we find that service users with moderate mental retardation can also take part in some of the jobs so that they can exert their work potential. In Figure 3, we can see that the volume increase of the laundry service from 2006 to 2007 was not so big. The reason is that all laundry machines had been almost in the saturation stage and there was no space for further increase. Therefore, it's necessary to invest more on the equipment before we can further develop the market.

Business Turnover

Above we have briefly introduced all services of our centre. Only with the support and recognition



中心之營業額：

介紹了中心的各項服務後，工場及輔助就業之服務是需要廣大市民的支持及認同，中心才可以有今天的成果，根據<圖四>中心各年之營業額統計圖顯示，2007年營業額合共約澳門幣壹佰伍拾萬。

此業務回顧可看到中心的發展方向是正確的，最重要是能抱緊市場策略，而攜手協助智障人士工作，使他們自力更生，是我們的信念。中心未來繼續開拓新市場，以良好服務品質、口碑效應為營銷策略，再配合智障學員的能力設計工序，讓不同能力的學員也能參與工作，這樣，智障人士一步步被社會接納，得到社會尊重，用他們自身努力融入社會。



圖四：中心各年之營業額統計圖

Figure 4: The Yearly Turnover statistics of the Center

from all the citizens, can the centre make such achievements in its workshop and supported employment services. As shown in The Yearly Turnover statistics of the Centre (Figure 4), the total amount in 2007 was about MOP\$1,500,000.

From this business review, we find that the centre is developing along a correct direction and, the most important; the centre can closely stick to its market strategy. It's our credo to help those with mental retardation stand on their own feet. In the future, the centre will continue to develop new markets, implement a marketing strategy based on good service quality and reputation, design work processes according to the capabilities of service users with mental retardation and **make all service users with different capabilities take part in the work process**, so that they can be gradually accepted by the society, be respected in the society and get integrated into the society with their own efforts.



服務使用者包裝第二屆亞洲室內運動會紀念品

Service Users Were Packing The 2nd Asian Indoor Games' Souvenirs

寶翠學員參與婚紗展

【本報消息】澳門扶康會寶翠中心本月廿八至廿九日中午十二時至晚上八時，參加在澳門旅遊塔會展娛樂中心四樓展覽廳的第十六屆婚紗展美美容珠寶展攤位展銷，展位主題為“中西回禮系列”。

學員為每對新人準備包括蠟燭、情侶電話繩、情侶匙扣、甜蜜影集、香皂、水晶、鐵錫罐盒、特色紙盒/束袋等包裝別具特色的禮物，全由學員製作或加以包裝，務求令婚宴洋溢人間溫暖。

中心需要居民的支持，方能持續發展，所得收入撥作智障學員津貼。詳情可瀏覽網頁，<http://www.fuhong.org.mo>或致電二四四〇三九八與陳小姐洽。



寶翠學員中西回禮系列別具特色



翼獲支持

情人節即將到來，由一批弱能人士自行生產的情人節禮品即將脫離市場，希望社會各界支持。

黎湛康

弱能人士手製禮品獻有情人

【本報特約】情人節即將到來，澳門扶康會寶翠中心的一批弱能人士，正忙著製作各式各樣的情人節禮品，希望社會各界支持。中心的一批弱能人士，在中心導師的指導下，利用各種材料，製作出一系列別具特色的禮品，包括蠟燭、情侶電話繩、情侶匙扣、甜蜜影集、香皂、水晶、鐵錫罐盒、特色紙盒/束袋等。這些禮品全由學員製作或加以包裝，務求令婚宴洋溢人間溫暖。中心需要居民的支持，方能持續發展，所得收入撥作智障學員津貼。詳情可瀏覽網頁，<http://www.fuhong.org.mo>或致電二四四〇三九八與陳小姐洽。

黎湛康

澳門日報 二〇〇七年七月十日 星期二 丁亥年五月廿六日

彩虹花綻放愛光芒

「彩虹花」——由澳門扶康會寶翠中心的一批弱能人士親手製作的「彩虹花」，綻放愛的光芒。

傳說，在彩虹上居住着七位仙子，她們將愛幻化成七色彩虹，降臨大地。花朵被愛感染後，花瓣變成七彩，成為了彩虹花。當彩虹花出現之時，向它許下愛的願望，再送給你愛的人，真愛便會像彩虹花一樣綻放愛的光芒。

現在，被喻為愛之花籃的彩虹花，由澳門扶康會寶翠中心的一批弱能人士親手製作，將它幻化成各種各樣愛心精品。可愛的花朵在人們手裡綻放，擁有彩虹花精品除了得到無限祝福之餘，也是對寶翠中心及其員工的肯定與支持，非常有意義。

寶翠中心有着一批熱心、耐力和一絲不苟的心，只要給他們發揮機會，寶翠人士都可以綻放光芒。其中，是寶翠中心「彩虹花之耀」名片。

與此，是寶翠中心的一批弱能人士，他們在導師的指導下，利用各種材料，製作出一系列別具特色的禮品，包括蠟燭、情侶電話繩、情侶匙扣、甜蜜影集、香皂、水晶、鐵錫罐盒、特色紙盒/束袋等。這些禮品全由學員製作或加以包裝，務求令婚宴洋溢人間溫暖。中心需要居民的支持，方能持續發展，所得收入撥作智障學員津貼。詳情可瀏覽網頁，<http://www.fuhong.org.mo>或致電二四四〇三九八與陳小姐洽。

「彩虹花」——由澳門扶康會寶翠中心的一批弱能人士親手製作的「彩虹花」，綻放愛的光芒。

Fu Hong Society of Macau Pou Choi Center - A world of rainbow flowers

【本報特約】情人節即將到來，澳門扶康會寶翠中心的一批弱能人士，正忙著製作各式各樣的情人節禮品，希望社會各界支持。中心的一批弱能人士，在中心導師的指導下，利用各種材料，製作出一系列別具特色的禮品，包括蠟燭、情侶電話繩、情侶匙扣、甜蜜影集、香皂、水晶、鐵錫罐盒、特色紙盒/束袋等。這些禮品全由學員製作或加以包裝，務求令婚宴洋溢人間溫暖。中心需要居民的支持，方能持續發展，所得收入撥作智障學員津貼。詳情可瀏覽網頁，<http://www.fuhong.org.mo>或致電二四四〇三九八與陳小姐洽。



- 1 二零零八年六月廿七日 澳門日報
27/06/2008 Macau Daily
- 2 二零零四年二月十一日 澳門日報
11/02/2004 Macau Daily
- 3 二零零七年七月十日 澳門日報
10/07/2007 Macau Daily
- 4 二零零五年四月廿八日 澳門郵報
28/04/2005 The Macau Post Daily





婚宴回禮產品琳琅滿目

回禮市場 嶄露頭角

隨着居民人均收入增加、消費意慾大升，連帶以往備受忽略的婚宴回禮，因逐漸受居民重視而大行其道。

近年但凡參加結婚飲宴、慶祝滿月、社團活動，送禮已是“指定動作”，價錢相宜及種類繁多的產品深得年輕人喜愛，有專門售賣回禮產品的業者對前景感樂觀。以往一對新人籌備婚禮，離不開拍攝婚紗照、訂婚宴酒席、旅行度蜜月等，但隨着近年居民收入增加，一對準新人為了讓親友留下美好回憶，均愛送贈特色的小小“回禮”，年輕的新人尤對這玩意受落。

為迎合不同消費者的需要，業者推出琳琅滿目的產品。負責人表示，近年本澳居民收入增加，為了令婚禮更顯心思，大都不介意花多少錢，製作精美的回禮產品，為參與婚宴的親友留下美好回憶。由於大批訂造，價錢較一般商舖便宜，故不少居民結婚均會訂製回禮禮物，其中最受歡迎的是“花好月圓”，在方形盒子內有紙製的小花和糖果，認為比較

“有內涵”。

她表示部分客人會對回禮有特別要求，或要求出外“搵貨”，然而一般客人均會選擇糖果，因有甜甜蜜蜜之意；亦有部分要求較高的客戶，希望禮物更具代表性，如曾有對姓李及姓余的新人，要求以一雙“鯉魚（李余）”作禮物。

除婚宴外，滿月和社團活動的回禮反應祇屬一般，但相信回禮熱潮將大為流行。

售賣喜帖的店舖大多有訂製回禮禮品服務。負責人表示，現時不少居民購買喜帖時也順道訂購回禮，店舖間中亦會替客人設計和佈置會場。回禮產品中以糖果和鮮花為主，也會因應客人需要設計禮品，“最特別的是曾在氣球上印上一對新人的英文名字，放置在宴會上的每個座位，場面壯觀。散席時客人可把氣球帶回家，一舉兩得！”他指出現時營商必須因應社會變化而作出多元化發展，才能開拓更大的商機。

暨大實習生 陳麗珠

扶康會回禮小禮物有意義



澳門扶康會寶翠中心於二〇〇三年九月投入服務，是一所非牟利機構，中心採用綜合職業康復模式運作，為成年智障人士提供全面職業康復和就業支援服務，中心現有九十多名學員，參與工作包括郵件處理、食物/文具包裝、婚宴回禮禮物、派對回禮禮物、手工藝製作、洗衣、洗車、送印、派傳單、家居/辦公室清潔、各項包裝服務。

中心為使學員賺取津貼，自力更生，為社會作出貢獻，會在節日推出應節手工藝品供居民選購，過去一段日子，反應理想，將至的婚紗婚宴美容珠寶展，扶康會也設置了攤位，製作了一些專為婚宴回禮用的小禮物供有情人選購。各位有心人，是否希望閣下的婚禮更有意義？不妨到扶康會的攤位選購合心意的回禮小禮物吧！

別具意義的聖誕禮物

各款聖誕節禮物包吸引小朋友



學員親手製作的筆筒及座檯擺設

聖誕百寶袋有食物、有玩具具心思

澳門扶康會寶翠中心在每個特別節日都會設計一些心思禮物，與大家分享節日歡樂。今個聖誕也不例外，各款聖誕禮品和派對禮物既又實用又好玩，必能滿足大小朋友要求。其中，最大意義在於無論禮物包裝或手工藝精品製作，都是由智障學員完成，收到聖誕禮物、得到歡樂外，一群努力的學員也因為你的支持而得到無限的快樂。聖誕節是普天同慶的節日，就讓這溫馨的愛與關懷，在歡樂的聖誕鐘聲中傳遞開去。

售賣點：
扶康會寶翠中心

CUTE聖誕百寶袋又靚又實用



手工藝禮物包裝精美

1 二零零六年八月廿四日 澳門日報
24/08/2006 Macau Daily

2 二零零六年八月五日 澳門日報
05/08/2006 Macau Daily

3 二零零七年十二月十八日 澳門日報
18/12/2007 Macau Daily

品牌策略概述

寶翠中心作為一所非營利組織經營下，面對著社會上多元化的需求及有限度的資源情況下，想在芸芸競爭者中突圍而出，取得市民大眾的認同，以及得到足夠資源來實現其使命，這有賴組織的形象力及品牌力的建立，而一般企業在品牌與形象建立所運用的有效策略基本上對非營利組織同樣適用，因此許多觀念與方法並不需作太多的調整。

非營利組織的形象明確與良好與否，更是在爭取社會認同與募集資源時的重要關鍵；當捐助人無法實際接觸與瞭解組織時，往往只能憑著印象或外界評價決定捐助與支持的對象，因此，寶翠中心也在其產品上採用了品牌的定立，以配合中心本身之形象，使其在市場上建立良好形象，增加曝光率從而獲得市民大眾的認同及接納。

寶翠中心品牌策略（Brand Strategy）概述：

被《品牌周刊》譽為「品牌資產的鼻祖」— David A. Aaker 認為：品牌資產是這樣一種資產，它能夠為企業和顧客提供超越產品或服務本身利益之外的價值；同時品牌資產又是與某一特定的品牌緊密聯繫的；如果說品牌文字、圖形作改變，附屬於品牌之上的財產將會部分或全部喪失。

品牌策略是一系列能夠產生品牌積累的企業管理與市場營銷方法，包括4P（參考圖一）：產品（Product）；價格（Price）；渠道（Place）；促銷（Promotion）。與品牌識別在內的所有要素，主要有：品牌化決策、品牌使用者決策、品牌名稱決策、品牌戰略決策、品牌再定位決策、品牌延伸策略、品牌的更新。

An Outline on “Brand Strategy”

As a nonprofit organization, when facing the diversified demands and limited resources in the society and expecting to win in the competitions, gaining the recognition of the public and receiving sufficient resources to realize its mission, Pou Choi Centre has to rely on the establishment of its image and brand's effectiveness. We do not have to make adjustment to many concepts and methods since the effective strategies for brand and image establishment for usual companies are also applicable for nonprofit organizations.

Whether the image of a nonprofit organization is definite and good or not, is the key to gain social recognition and raise all kinds of resources. When the contributors have no actual access to an organization and thus cannot understand it in person, often they can only rely on their impressions or external evaluations to decide which organization to donate and support. Therefore, Pou Choi Centre also adopts a brand strategy for its products so as to support the image, increasing its exposure in the society and thus gain a recognition and acceptance from the general public.

Summary of the Brand Strategy of Pou Choi Centre:

David A. Aaker, the Earliest Ancestor of Brand Assets as praised by Brand Weekly, believes that brand asset is such a kind of asset that can provide values to the enterprises and their customers beyond the benefits of the products or services it represents. Also, each asset is closely connected to a certain brand and when the texts or graphics of the brand change, the asset attached to the brand will lose some or all of their value.

The brand strategy consists of a series of enterprise management and marketing methods, including the 4P (Figure I): Product, Price, Place and Promotion. The main factors of brand identification include decision on brands, brand users, brand names, brand strategy, brand repositioning, brand extension strategy and brand updating.





〈圖一〉營銷組合 Marketing Mix Diagram

產品(Product)

中心主要的產品是所提供的服務，無論是為服務使用者或是中心為客戶所提供的服務均是產品之一。在服務使用者方面，中心盡所能讓服務使用者參與不同訓練，務使能讓服務使用者發揮各項潛能，在這方面中心套用職務再設計，五年的經驗告訴工作流程設計是重要，將工作拆分多個工序，以流水式作業，讓不同能力的服務使用者參與，讓其所能發揮，從而達至生產的目的。在客戶方面，中心以多元化及多變去配合他們的需要，從而發掘有潛質市場的產品。

價格(Price)

中心在所提供的服務/產品定價準則會因應不同時期，不同目的而有所不同，例如：發展初期，為著打開市場，讓客戶認識智障人士的能力，爭取他們的信心，價格與市場提供同類服務，略為便宜。現時工場共有70多名服務使用者及輔助就業20多名服務使用者，需要一定數量的工作才能維持服務使用者的工作習慣，但單靠價錢低為爭取客戶的手段不能持久使用，這與效益不相符。基本上，完善的物料報價程序協助控制成本，以及了解自身的強弱機危（SWOT）（參考圖二）發展相應服務/產品，從而定出合理價格，以便在市場上競爭。

Product

The main activity of the centre refer to the services it provides, including those for the service users and for the customers of the centre. As for the service users, the centre tries its best to help them in receiving different trainings so that they can exert all their potential. In this respect, job accommodation is adopted and our five years' experience tells us how important the workflow design is. We divide one task into several working procedures and encourage the service users to finish the task in a flow line. In this way, service users with different capabilities can all join in and fully exert their capabilities to accomplish the goal of the production. As for its customers, the centre tries to cater for their needs with diversified products and to develop with market potential in mind.

Price

The pricing principle for the services/products provided by the centre will vary according to different periods and purposes. For instance, in the initial stage of the development, the price of our services will be cheaper than those of similar services in order to open the market, let more customers understand the **capabilities of persons with mental disabilities and help them to gain confidence**. Now, there are over 70 service users in our workshop and over 20 in our supported employment, so we need a certain quantity of job opportunities to maintain the working habits of our service users. It's not a long-term strategy to gain customers **by reducing the price, since it's not in accordance with the profits**. Basically, we are controlling the cost with the help of a perfect quotation process and developing services/products corresponding to the strength, weakness, opportunity and threat (SWOT) of our service users, so that we can have reasonable prices and gain a competitive edge.

Place

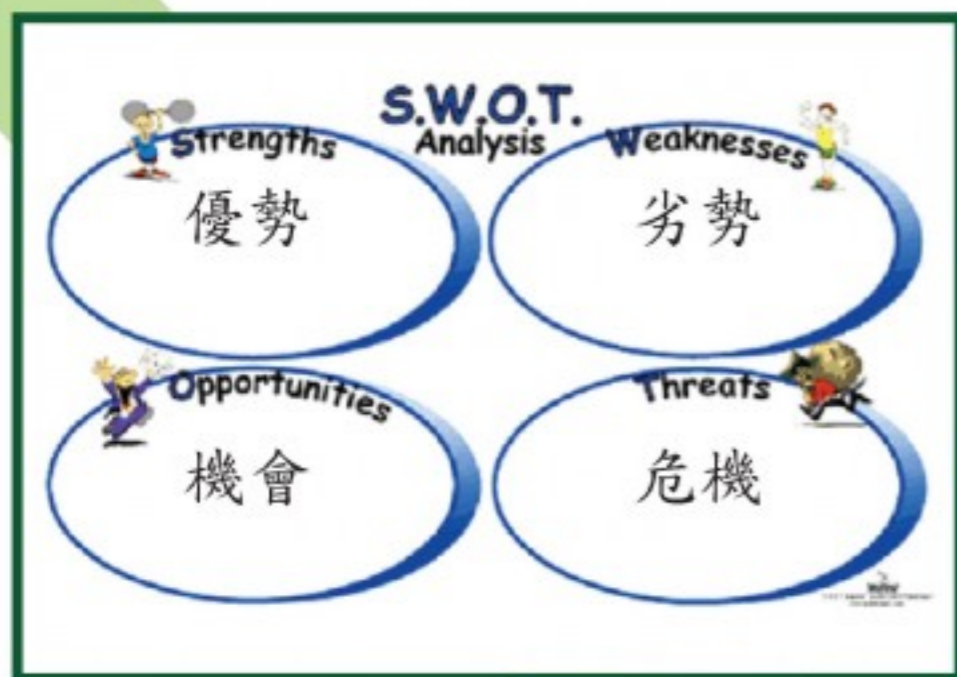
Since Pou Choi Centre is not located in the centre of the city or a place with convenient public transportation, it's not so easy for customers to visit us. In order to solve this problem, the centre designed a web page in 2005, where our **customers may find information on the latest products provided by the workshop**

地點/渠道(Place)

雖然寶翠中心座落的地理位置不是市中心或是交通便利的地點，因而不便於客戶到訪，為解決這個問題，中心在2005年設計一個網頁，好讓客戶可隨時瀏覽工場服務使用者推出的最新產品或是有關其他的洗車、洗衣、家居清潔等服務。此渠道不單解決地理位置先天的不足，更可為推廣本地市場延伸至海外市場預留發展空間。

宣傳(Promotion)

宣傳是重要的，必需要讓客戶知道我們的存在，因此需要不同的途徑將服務使用者的能力讓市民認識，在這五年通過有質素的服務/產品，增強客戶對服務使用者的信心，運用彩虹花品牌建立形象，利用成本較低的網絡途徑達至所需的宣傳效力等。總括而言，市場是變化萬千的，中心積極留意客戶之所需，最短時間作出回應，協助服務使用者融入社會。



<圖二> 強弱機危分析 S.W.O.T. Analysis

service users of the centre as well as other services including car washing, laundry and household cleaning, etc. This not only solves the problem of unsatisfactory geographical position of the centre, but also leaves space for the development in both local and overseas markets.

Promotion

Promotion is very important because we have to let customers aware of our existence. Therefore, we need to try different ways to make people understand the capabilities of our service users. In the past five years, we have gradually increased the confidence of our customers in our service users with high-quality services/products, establishing and maintaining the brand image of Rainbow Flower and utilizing the Internet for promotional reasons. In our word, markets are ever-changing and the centre always pays a keen attention to the customers' demands, responding as soon as possible and assisting our service users to integrate into the society.



以中心車輛作流動宣傳，讓市民認識中心服務
Make Use of The Van to Promote Centre's Service in The Street.



寶翠中心品牌要素之簡說

品牌化決策是指組織決定是否給產品起名字、設計標誌的活動。

彩虹花的傳說

在彩虹上居住著七位仙子，牠們將愛幻化成七色彩虹，照遍滿地花朵，花朵感染愛之後，花瓣變成七彩，成為了彩虹花。傳說，當彩虹花出現之時，向著彩虹花許下愛的宣言，再將花送給你所愛的人，真愛便會像彩虹花一樣綻放出愛的光芒。

彩虹花的寓意

彩虹花的標語是「**關心智障人士 活出美麗人生**」
這句標語寓意：



一切從關心智障人士開始，
令您感受到人生的滿足，
您付出的關懷與熱誠，
讓您活出美麗人生。

澳門扶康會彩虹花的產生

在二零零三年十二月十一日是澳門扶康會寶翠中心開幕之大日子，為紀念這個喜慶活動，當日由各主禮嘉賓，社會文化司崔世安司長、社會工作局葉炳權局長、澳門扶康會飛迪華會長、香港扶康會王淦基會長及澳門扶康會李百瀨理事長合力為這朵彩虹花添上五片不同顏色的花瓣，連同花心及花莖，共七個顏色就創造了彩虹花。直至今日，彩虹花已成為中心服務使用者製作手工藝產品的標誌，希望購買者見到彩虹花標誌就知道是寶翠中心服務使用者之製作品，從而認識智障人士。



A Summary on the Brand Factors of Pou Choi Centre

Brand Strategy refers to activities of an organization to decide whether a name or a logo should be designed for a certain product.

The Legend of Rainbow Flower

On the rainbow, there live seven fairies that turn the love into a rainbow to bath the flowers all around in its glow. After receiving the love, flowers gain the colors of the rainbow on their petals and become Rainbow Flowers. It is said that, when there are rainbow flowers you should make a wish of love and give them to the person you love and the true love will bloom like the rainbow flowers.

The Moral of Rainbow Flower

The slogan of rainbow flower is "Cares for the mentally handicapped and helps them to lead a beautiful life"

The moral of the slogan:

Everything starts from caring for the mentally handicapped,
You will feel the satisfaction in your life,

The care and enthusiasm you have paid,
Help you to lead a beautiful life.

Birth of the Rainbow Flower of Fuhong Society in Macau

On December 11, 2003, when Pou Choi Centre of Fuhong Society in Macau formally started its operation, as a celebration, the officiating guests of honor, including Dr. Fernando Chui Sai On, the Secretary for Social Affairs and Culture, Mr. IP Peng Kin, the Director of Social Welfare Bureau, Ms. Ferreira, Maria de Fatima Salvador Dos Santos, the President of Fuhong Society of Macau, Mr. WONG Kam Kee, the President of Fu Hong Society in Hong Kong and Mr. Simon LEE, the Secretary of Fuhong Society of Macau, added five petals with different colors to the flower. Together with the two colors on the flower bud and stem, the seven colors made a Rainbow Flower. From that date the Rainbow Flower has

在品牌使用者及名稱決策上，寶翠中心在採用了一個品牌的方式，決定了由中心設計而服務使用者親手製作出來的一條以彩虹花為主題之自家品牌系列的產品。用於節日產品及婚宴回禮禮物內，再將彩虹花品牌用於不同形式的加工附產品內。

寶翠中心的品牌戰略決定是偏於品牌延伸策略(Brand extension)，品牌延伸是實現品牌無形資產轉移、發展的有效途徑。品牌也受生命週期的約束（參考圖三、四），存在引入期、成長期、成熟期和衰退期。品牌作為無形資產是組織的戰略性資源，如何充分發揮組織的品牌資源潛能，並延續其生命週期便成為組織的一項重大的戰略決策。品牌延伸一方面在新產品上實現了品牌資產的轉移，另一方面又以新產品形象延續了品牌壽命，因而成為組織的現實選擇。

生命週期 階段 營銷 組合因素	引入期	成長期	成熟期	衰退期
產 品	取得用戶對產品的了解	保證質量 加強服務	改進質量、擴大用途、創造品牌	改造產品或淘汰產品
價 格	按新產品訂價	適當調價	充分考慮競爭價格	削價或再訂價
渠 道	尋找合適產品的推銷渠道	逐步擴大銷售渠道或網絡	充分利用各種渠道	延伸海外市場
宣 傳	介紹產品	宣傳品牌	宣傳用戶好評	保持用戶對產品的信譽

〈圖三〉營銷組合的4P與生命週期的關係

become the symbol of all hand-made products manufactured by the service users of the centre. We hope that when buyers see the Rainbow Flower symbol, they will realize such products are made by the service users of Pou Choi Centre and thus gain a deeper understanding of the mentally handicapped.

Regarding the decision on brand use and brand name, Pou Choi Centre adopted the approach of a Single Brand, covering a series of products which are designed by the centre and hand made by the service users with the Rainbow Flower as the theme.. Such a brand is applied to festival products and wedding party gifts, and then expanded to different patterns of processing and accessory products.

Life cycle stages Marketing factors	Introduction Stage	Growth Stage	Maturation Stage	Decline Stage
Product	Help users to understand products	Ensure quality and Strengthen service	Improve quality,expand use purpose and create brand	Modify or eliminate products
Price	Pricing on new products	Peoper price adjustment	Fully consider competitive prices	Reduce price or re-pricing
Place	Find promotion channels suitable for products	Gradually expand marketing channels or networks	Fully Utilixe all kinds of channels	Develop overseas markets
Promotion	Introduce products	Promote brand	Promote users appraisals	Maintain product reputation

(FigureIII) Relationship Between4P's Marketing Factors And Product Life Cycle



若市場份額被削減、顧客偏好受到轉移，對組織品牌的需求減少；又或者組織決定進入新的細分市場。我們也會考慮再定位決策，而使我們的彩虹花品牌系列得以延長它的生命週期。

當然，產品總會進入它的衰退期，消費意識、消費觀念的變化頻率也逐漸加快，這都會影響到產品的市場壽命。在這之前，我們必須作出品牌的相關更新，以鞏固品牌的內涵，提昇其市場占有率及延長產品的生命週期。故此，我們也會研發更多以圍繞彩虹花主體的周邊副產品一如即將推出的『康』之系列產品。

The Brand Strategy Decision of Pou Choi Centre emphasizes more on Brand Extension, which is an effective way to realize the transference and development of intangible assets of the brand. The brand is also subject to a life cycle (as shown in Figure III and IV) consisting of Introduction Stage, Growth Stage, Maturation Stage and Decline Stage. As an intangible asset, the brand is a strategic resource of the organization and how to fully exert the brand resource potential of the organization and sustain the life cycle of the brand becomes a critical strategic decision of the organization. On one hand, Brand Extension realizes the transference of brand assets on new products, and on the other, it sustains the life cycle of the brand through images of new products, becoming a practical choice for the organization.



When the market share is declining, customers preference are transferred, the demand for its brand decreases or the organization decides to enter a new segment on the market, we will also consider repositioning our strategy so that our brand of Rainbow Flower may extend its life cycle.

But, it's also true that any product will finally enter in its decline stage and the consumption awareness and philosophy are changing much faster nowadays, all of these affecting the life of a product. Before that, we have made updates to the brand so as to strengthen the connotation of the brand, enhance the market share and prolong the life cycle of the product. Therefore, we will also develop more accessory products centering on the Rainbow Flower theme, for example, the "Hong" series products to be launched shortly.

<圖四> 生命週期的不同階段曲線圖

(Figure IV) The Graphical Chart of Different Stages of the Product Life Cycle



未來發展與展望

經濟轉好、發掘機遇、重整內部、配合發展

經濟轉好對運作庇護工場或輔助就業服務都有一定幫助，尤其在尋找客源方面會較為容易。而市場上人力資源出現緊張情況，很多低技術的工作難找工人，包裝、郵件處理、辦公室清潔等工作量都明顯獲得增加。同時，大企業慢慢注重社會責任，願意扶助弱勢社群，工場也在這方面受惠，近年的復活節及聖誕節都獲得外資公司大量訂購節日產品。在發掘機遇經驗方面，將繼續每年對市場進行分析，從而了解中心/服務使用者的優勢、劣勢、機會和威脅，每一刻掌握市場動向，發展多元化工種，配合不同能力學員之需要。

對內部人力資源重整來說，將從服務使用者及職員數量及架構檢視，作出配合發展之調整。中心隨著五年時間的發展，服務使用者增至100多名，在照顧及訓練方面都需要增聘人手，重新按學員不同程度分組，讓每位學員由一位專責導師負責他的所有。同時，工場或是輔助就業的貨種也趨向多元化，接單的種類很多，學員需要學習不斷的變化，認識不同貨種的做法，掌握需要時間，但相對地培養了學員的應變力。在中心架構方面，工場增設了高級導師職位，而輔助就業及公開就業方面，將以往的導師職位轉為社工。上述兩項重整基於配合中心持續發展，高級導師有助統籌工場各導師及加強與客戶的聯繫，亦因為公開就業學員增多，社工的協助是重要的。

總括而言，中心在五年多的發展，各方面已進入軌道，但直得反思的是中度智障學員的出路，期盼日後政府對社會企業有更多的政策支持，讓他們獲得工作，活出豐盛人生。

Future Development and Prospects

As the economy improves, explore the opportunities, make internal adjustments and catch up with the development

The economic improvement is helpful for the operation of sheltered work and supported employment services, especially that it will be easier to find customers. As the market is in lack of human resources, it's getting more difficult to find workers for low-tech jobs. So the centre is gaining a remarkable increase in the quantity of work such as packing, mail processing and office cleaning. Also, big companies seem pay more attention to the social responsibilities and are willing to help the disadvantaged groups in the society, which also benefits the workshop. In recent years, we have started to receive many orders from these foreign companies for Easter and Christmas products.

As for the exploration of opportunities, the centre will continue study the market in order to develop more product lines to fit different service users with different ability.

Concerning internal human resource adjustments, the centre will make them according to the number and structure of our service users and staff. With the development of the centre in the past five years, the number of service users of the centre has increased to over 100 and we need to recruit more staff for the caring and training of such service users. As for the organizational structure of the centre, the position of senior workshop instructor is added, instructors in supported employment and open employment are transferred into social workers. These modifications are made to support the sustainable development of the centre. The senior instructors will help to supervise all instructors in the workshop and coordinate connections with our customers. The position of social worker is also added to cater for the increase of service users in open employment.

Conclusively, after five years of development, all aspects of the centre are on the track of sound progress. What we should consider now is the future of our moderate grade service users. We hope the government will have more policies in future to help NGO set up Social Enterprise in order to let them have a job and live more meaningful.



智障人士與職務再設計

職業治療師葉闊傑

當我們在為中心之服務使用者配對工作時，往往只會考慮到服務使用者之能力是否能應付這項工作，反而忽略了這項工作是否適合我們的服務使用者，而職務再設計正起到了特定之功能，就是讓工作適應我們之服務使用者。

職務再設計之涵義

職務再設計基本上是在幫助我們中心之服務使用者排除他們在工作中所遭遇到的困難，執行職務再設計之過程不外乎下列四種：

觀察：職務再設計一定是「人」與「工作」發生關係而產生，所以可在工作時，觀察其不便之處，或可改進之地方，並瞭解一般員工和智障人士在從事此項工作時之差異。

解決：職務再設計一定是有再設計的概念存在，可能經過某一種解決方式，讓智障人士更適應其工作，而在解決方式依序可分為調整、購買、改裝和開發三種階段，其中以方便、快速、簡單為原則，說明如下：

- 一、工作調整：即是調整其工作之內容以發揮其工作能力。
- 二、輔具的購買及改裝：個案在工作場所所需使用之輔具是否可購買現有之產品解決或可從現有之產品改裝。
- 三、開發設計：即是需度身製作其工作時所需使用之輔具或工作流程。

The Mentally-handicapped and The Job Accommodation

By Ip Kok Kit, Occupational Therapist

When we are matching the jobs with the service users of this centre, we often only consider whether the service users are able to do the jobs, but overlook the idea whether the jobs are suitable for our service users. Exact job accommodation serves the important function to make the jobs suitable for our service users.

Meaning of Job Accommodation

Basically, job accommodation helps the service users to overcome difficulties they encounter in their work. The process of job accommodation shall include the following four phases:

Observation: Job accommodation only occurs when there is a relationship between "human" and "job". Therefore, we can observe whether there is anything inconvenient or subject to further improvement when a person is doing a job and find out the differences between a common employee and a person with mental retardation when they are doing the same job.

Solution: In job accommodation, there is the conception of redesigning, which is, making the persons with mental retardation adapt better to their jobs through a certain kind of solution, which shall include three phases in the following order: adjustment, purchasing and adaptation and development. In these three phases there is a convenient, rapid and simple principle to be adopted. The solution is explained below:

- I. Job adjustment: that is, to adjust the job content so that the person doing it may exert his capabilities.
- II. Purchasing and adaptation of auxiliary tools: whether the auxiliary tools to be used in the workplace can be purchased from existing products or adapted from existing products.
- III. Development and designing: it's necessary to tailor make auxiliary tools or work processes to be used during the job activity.



操作：應陪同操作，並觀察其是否合用，需要那一些指導或資源配合，可讓他們在設計過後，能順利達到當初設計的預想點。周圍環境或員工配合是很重要的。

追蹤：對於使用一段時間後，應加以聯絡或再觀察，因為有可能智障人士在經過一段時間後，已不再需要原來的職務再設計，可能因工作之職務已熟悉，或因生理情況改變，二者皆有可能讓原來的設計不合用。再進一步可能需用更簡單或更困難的設計，才能夠提高或維持其現有的生產力。



職務再設計後每位學員都是生產者
After Job Accommodation Everyone is Producer.

Operation: We should accompany the persons doing the jobs in their operation and observe whether the job accommodation meets the needs and if instructions or resource supports are required so that the job accommodation may fulfill the expectations of the design. For this purpose, the environment and the staff cooperation are quite important.

Follow-up: After the job accommodation is put into implementation for a period of time, we should make further contacts or observations, because after a certain period of time mentally retarded persons may not need the original job accommodation any more. The original design may become useless for the reason that the persons have got familiar with the jobs or there are some changes in their physiology. The further possibility is that it may be necessary to adopt an easier or more difficult design so that the current productivity can be improved or maintained.

Relationship between Job Accommodation and Persons with Mental Retardation

During the work process, mentally retarded persons have the problems of poorer study ability and slower experience accumulation. It's difficult for them to undertake higher complexity jobs and they are more suitable for simple jobs with high repetitiveness. If appropriate adjustment can be made on jobs with simple steps, such as, on the order of work or classification of work so that they can fully exert their work capabilities.

For instance, persons with mental retardation often don't understand what can be deemed as the accomplishment of a job. If there is a definite object that can be taken as a reference, they can compare the accomplishment of a job with such a reference and thus judge whether the job has been completed. Also, they usually cannot accomplish a job which requires many steps to accomplish independently. However, if they are arranged in a production line, several service users can share the job and each of them completing one of the steps. In this way, it's quite possible for them to complete such a job. In addition, when in the production line, they can compare with each other or get more interested and thus enhance their work efficiency. Therefore, basically, job accommodation is helping persons with mental



職務再設計與智障人士之關係

智障人士在就業過程中面臨到學習能力與經驗累積較常人慢，較難從事複雜度較高的工作，他們較適合簡單、重複性高的工作。若能對於簡單步驟的工作做一調整，如工作順序，或工作分類，他們便能發揮其工作能力。

例如：智障人士他們常常不知怎樣才是完成工作，若能有一實物作比對參考，讓其能將工作結果與之比對，方便判斷其是否完成。又如他們往往無法獨自完成對於需要較多步驟才能完成之工作，如安排他們在一流水式作業流程中工作，他們便可由數名服務使用者共同分擔，每人各自完成其中一種步驟，這樣他們就有可能完成該項工作，而且在流水式作業流程中工作，他們能因彼此比較或有趣從而提升工作效率。所以職務再設計基本上是在幫助智障人士排除他們就業中所遇到之困難，讓他們能與常人一樣享有工作之權利。

結語

智障人士也是社會的一份子，應和一般人一樣享有工作之權利。工作不但可證明智障人士有自力更生的能力，還可以讓他們融入社會，不再被列為受照顧的一群。只要大眾能給予他們機會，他們也能和一般人一樣，成為一個值得僱用的好伙計。

參考資料：台灣身心障礙者服務資訊網



流水式作業流程訓練
(職業評估工具：Valpar 17)
The Training of Diversification
(Valpar 17)

retardation to overcome difficulties they encounter in their employment so that they can enjoy the right of work just like common people.

Conclusion

Mentally retarded persons are also a part of the society and they want to enjoy the right of work just like normal people. Besides proving that the mentally retarded persons have the capability of self-dependence, employment can also help them to get integrated into the society and not to be deemed as a group to be looked after. Only if the public would give them a chance, they can also become good staff worth hiring like normal people.



職員以流水式作業協助服務使用者提高生產力
Our Staffs Use Diversification Design to Let Our Service Users to Work More Productivity

以獎作鼓勵，快樂地成長

社工黎飛

2007年我踏入人生的另一個旅途，剛從社工系畢業的社會新鮮人，第一份工就參與了扶康會的啟智服務。

當上社工的第一天，我發現當你願意用心認識智障人士，你會明白智障人士雖然有些行為讓人難以估計，但只要你與他們相處一段時間，你會發現他們只是用自己的方式來表達情緒。他們其實內心很單純。

如何改善服務使用者之偏差行為是社工重要工作之一。經過多次與中心主管商討下，希望找出一個適合智障人士的行為學習方案。並有覺應該是以鼓勵作教育，鼓勵的方式若能遵循增強原理，便可達致事半功倍之效。

無論是「獎賞」、「處罰」、「消弱」、或「積極增強」的採用，主要是依據「增強原理」。增強原理主要有以下五個運用原則：¹

原則1：增強作用必須針對「目標行為」；「非目標行為」不應受到增強。

原則2：目標行為在出現之後，必須「立即」受到增強，不可採取「延宕性增強」。

原則3：在行為改變過程的初期，每次目標行為出現之後，都必須受到增強，亦即應採「連續性增強」。

原則4：當目標行為達到一個令人滿意的出現頻率之後，應只接受「間歇性增強」。

原則5：「社會性增強物」應同時伴隨「實質性增強物」呈現，以鼓勵減少對「實質性增強物」的依賴，進而鼓勵能夠維持「自我控制」和「自我紀律」。

結合上述的理據，最終於2008年推出一項為服務使用者度身訂造的「代幣酬賞制之改良版」。計劃的推動形式以每個服

Encourage by Rewarding and Growing Happily

By Lai Fei, Social Worker

In 2007, when I just graduated from social work faculty, I started a new journey in my life—joining the Fuhong Society to provide services to the mentally handicapped.

On the very first day when I became a social worker, I found that as long as you were willing to understand the mentally handicapped with your heart and after getting along with them for a certain period of time, you would understand that though they might have some unforeseeable behaviors, they were just expressing their emotions in their own way. In fact, they were quite simple and unsophisticated in their hearts.

It's one of the social workers' tasks to correct the deviant behaviors of the service users. I have discussed with the supervisor of the centre many times, in hope that I can find a behavior study solution suitable for our Service users. I also believe that we should educate them by encouraging them, because if we can encourage them following the Principles of Reinforcement, we can achieve maximum results with little effort.

No matter how we are adopting the measure of Rewarding, Punishing, Weakening or Positive Reinforcement, the adoption is made based on the Principles of Reinforcement, which shall include the following five principles to be applied:¹

Principle 1: the reinforcement effect should be applied to "Target Behavior" and "Non-target Behavior" should not be enforced.

Principle 2: after the target behavior emerges, reinforcement should be made "immediately" and no "Delayed Reinforcement" should be adopted.

Principle 3: in the initial stage of the change of behaviors, every time when the Target Behavior emerges, it should be reinforced, that is, the Continuous Reinforcement should be adopted.

Principle 4: when the Target Behaviors are emerging with a satisfactory frequency, only "Intermittent Reinforcement" should be accepted.



務使用者在中心的不同組別為單位，評審員為各組的負責導師及助理導師，每一個星期評審一次。並發出彩虹花印章予有改善之服務使用者，從而作出「立即」的增強。服務使用者可以在獎勵計劃公告板得知自己彩虹花印的數量，並可按特定1至25個印章數量換取相應的獎品，達至「連續性增強」。



服務使用者獎勵計劃獎品清單表
The Presents' List of Reinforcement Plan.



服務使用者表現紀錄表
The Record Board of Service Users' Performance

這項計劃較容易執行及較容易明白，無論對中心或是智障的服務使用者來說都是適合的。而計劃中除了安排特定的獎品及活動作獎勵外，更會不時推出一些驚喜活動，如舉辦一些戶外郊遊或參觀活動，而這些驚喜活動是不會扣除服務使用者彩虹花印章的，是額外的獎賞。但由於服務使用者在認知理解方面比較不足，故中心特別以圖片及文字形式說明獎勵計劃的進行方法及獎品換取方式。在禮物的選取上也配合了不同智障程度的服務使用者。祈望以一個計劃啟動全部服務使用者改變之心，向美好人生邁進。

計劃推出至今，所反映的結果都是正向的，服務使用者在活動過程中不但表現出較以往積極的工作表現，有些服務使用者更改善了自己的偏差行為，如遲到、偷懶、不衛生、打人、過度活躍等行為。中心計劃於2009年將獎賞內容檢討及調節，以「間歇性增強」為目標，從而減少對實質性增強物的依賴，如禮物。同時增加「非實質性增強物」，如口頭讚賞等，希望在這配合下達至「自我控制」和「自我紀律」。

Principle 5: "Social Reinforcers" should be presented together with the "Substantial Reinforcers" so as to encourage the service users to reduce the dependence on the "Substantial Reinforcers" and thus maintain their "Self-control" and "Self-discipline".

Based on above theories, in 2008 we finally launched the Improved Version of the Token Rewarding System, a kind of service specially designed for our service users. The service users are divided into different groups, the responsible instructor and assistant instructor of each group will act as the assessors of the same group. The assessment will be made once a week and the service users with improvements will receive Rainbow Flower Stamps as an "immediate" reinforcement. From the bulletin board of the Rewarding Program, all service users can learn about how many Rainbow Flower Stamps they have earned and give 1 to 25 stamps in exchange for corresponding prizes. In this way "Continuous Reinforcement" can be achieved.

Such a program is easy to implement and understand, suitable for both the centre and the service users. In the program, beside special prizes and rewarding activities, some surprise activities will also be arranged from time to time, such as outings or visits. However, these surprise activities will not consume the Rainbow Flower Stamps of the service users, they are just extra rewards. Considering that the cognitive capacity of the service users is relatively limited, the centre explains the implementation of the program and how to redeem the prizes with both pictures and texts. As for the gift selection, we also take into consideration service users with different degrees of mental retardation. We expect that the launch of the program will initiate the change of all service users to a more beautiful life.

Since the launch of the program, we have been receiving positive results. In the course of those activities, the service users are working more actively and some even correct their behaviors, such as being late, being lazy, poor hygiene, fighting and excessive activeness, etc. As planned, the centre will review and adjust the rewarding program in 2009 with the "Intermittent Reinforcement" as the goal so as to reduce the dependence on substantial reinforcers such as gifts and increase that on non-substantial reinforcers such as oral praises. We hope that we can finally achieve the "Self-control" and "Self-discipline" of the service users.

¹ Educational Library (composed by). Growth and Study Series, "Use of Principles of Reinforcement".



導師感想

高級導師楊美娜

在一次很偶然的機會下，我進了澳門扶康會工作。轉眼間，已經差不多兩年了。在這段日子裡，我每天都過得滿充實的。看著服務使用者一天、一天地成長，看著服務使用者慢慢地改變壞習慣，心裡就充滿滿足感和成就感。相反，看著服務使用者退步或者學到一些不良的習慣，會感到心疼、沮喪，但這些情緒只能維持一瞬間而已。因為作為一位導師，一定要盡快把不愉快的事情忘掉，重新振作，才能想辦法幫助服務使用者解決問題，使他們得以改善。正因為喜歡這份工作，所以時間總是在不知不覺間流逝。

能找到一份自己感興趣的工作真的不容易，對於中心裡的服務使用者就更加難了，他們只是想找一份適合他們的工作，這麼簡單的事，對他們來說卻是一件很困難的事情。對於任何一個人，工作佔了生命的一大部份時間，所以要好好地考慮。對於中心裡的服務使用者也是，他們要得到一份工作，要比正常人付出更多的努力，受到更多的壓力。他們也有自己的理想，想要去實現，但首先他們要有一份自己的工作。假如社會上有更多的人支持他們，容忍他們一些小錯誤，他們是可以融入社會及工作。很多服務使用者都渴望得到一份自己的工作。

業仔，可以說是我們眾多服務使用者中學歷最高的一



Instructor's Thoughts

By Ieong Mei Na, Senior Instructor

I started to work with Fuhong Society of Macau accidentally, two years passed since then. In such a period of time, I've been leading a full life every day. When I see the service users growing up day after day and gradually changing their bad habits, I have a sense of satisfaction and accomplishment. On the contrary, when I see the service users regressing or getting some bad habits, I will feel broken-hearted and depressed. However, such emotions will last for only one second, because, as an instructor, I have to forget all unpleasantness and compose myself as soon as possible, so that I can help the service users solve their problems and make constant improvements. Because I love this job, my time always goes by before I know it.

It's quite difficult to find a job in which we are interested, and it's even more difficult for the service users of the centre to do so. What they want is just a job that they can do, just a job. However, for them, such a simple task becomes very difficult. Work will take a big part of everybody's life; therefore, he/she has to think it over. So do the service users of the centre. If they want to get a job, they have to make more efforts and bear more pressure than common people. They also have their dreams to realize, but, before that, they have to find a job of their own. If the society is more supporting and tolerating towards their small mistakes, they can fit in and work in it. Many of our service users long for a job of their own.

Ah Yip, who has the highest school record among all service users of this centre, is a smart boy and has a special sensitivity for figures. Writing outline letters

1 真想吃了這個大南瓜
I Really Want to Eat That Pumpkin.

2 我們趣怪嗎？
Are We Strange?

3 我們很開心因有自己的工作
We Are Very Happy to Have Our Own Jobs.



位，他很聰明，對數字特別敏感，有一門手藝——寫通心字，可以在短時間裡快速寫下有構思的通心字。另外，他打字速度很快，是一位多才多藝的服務使用者。他渴望可以到社會上工作，憑著自己的實力，賺錢到其他地方旅遊。可惜他的缺點是偶爾無法控制自己，有時會情緒高漲，大叫大跳，但很快就會恢復。像這樣的情況，在中心導師很快可以處理好，但社會上的人就未必能接受他。這是他難找到工作的原因。

阿嫻，一個可愛、開朗的女孩，03年進入寶翠中心工作。她是一個很懂事的女孩，但可惜她是一個癲癇的女孩。她家裡有母親需要她照顧，所以她要比其他服務使用者更加努力工作。寶翠中心洗衣房開始運作後，她就在洗衣房工作，由於她工作認真，又勤奮，適應能力強，很快就踏上社會工作的道路。開始時，她是在一間清潔公司工作，後來，她憑著自己的實力，現在她在美高梅金殿工作。

中心裡還有很多服務使用者渴望早日可以到社會上工作，融入社會，但他們的困難是工作要配合她們，而不是他們配合工作。中心方面要視乎他們的工作能力找工作來配合他們，所以也存在著一定的難度。希望社會上有更多的人士能多給他們機會，讓他們實現自己的理想——有一份自己的工作。

is one of his crafts and he can write down conceived outline letters in minutes. Besides, he can also type very fast, which makes him a versatile service users. He wants to work in the society so that he can earn money through his own efforts and then travel to other places with the help of the money earned. However, it's a pity that sometimes he will lose control of himself and even fly in high spirits, jumping and crying. Though he usually returns to his normal status very fast and, when in the centre, the instructor will cope with such a condition however people in the society may not accept this. That's why it is difficult for him to find a job.

Ah Han, a lovely and cheerful girl, started working in Pou Choi Centre in 2003. She is a very sensible girl, but it's a pity that she suffers from seizure. At home, she has to take care of her mother, so she works harder than other service users. She used to work in the laundry of Pou Choi Centre. For her careful and diligent work and strong adaptive ability, she started working in the society pretty. At the beginning, she worked for a cleaning company, and then, with her own capabilities, she entered MGM and works there till now.

There are still many service users in the center who are expecting that they can work in and fit into the society as soon as possible. However, what hinders their expectations is that they have to wait for a job fitting them but cannot adapt to a job forwardly. The centre also encounters some difficulties since it has to find jobs fitting the service users according to their work capabilities. We hope that more people from the society may offer more opportunities to our service users so that they can realize their dream, that is, to have a job.



1 於香港迪士尼留照
Take Photo in Hong Kong Disney Park

2 導師與服務使用者在工場留照
Instructor Take Photo With Service Users In Workshop



澳門扶康會康盈中心

Hong Ieng Centre of Fuhong Society of Macau



康盈中心簡介

康盈中心由社會工作局委託澳門扶康會承辦，於二零零五年十月正式投入服務，為一所為16歲或以上之中、重度智障人士，提供日間訓練之展能中心，中心面積約為二千六百五十坪方尺，服務使用者名額共為四十名。服務至今已二年多，中心團隊由最初十名工作人員，現已增至為十五名同工，為「拉闊智障人士的生活經驗，及他們進入社群作準備」，並致力提昇服務，持續不斷求新求變。

服務理念

殘疾人士享有一切基本的人權，其中最主要是受到認許及尊重。他們亦有權利接受各種必需的援助，令他們身心各方面得到充分的發展。



多元訓練活動
(個別 / 小組)

實行互動策略
(正面感通 / 溝通)

拉闊生活經驗
(中心 / 社區)

Introduction to Hong Ieng Centre

Hong Ieng Centre is operated by the Fuhong Society of Macao with the authorization from the Social Welfare Bureau and started its formal operation on May 10, 2005. Covering a total area of about 2,650 square feet, it is a day care centre providing training services for the need of 16 years old or older, with moderate and severe mental retardation and can cater for up to 40 service users. Within more two years' service the team of the centre has been increasing from ten employees at the beginning to fifteen colleagues now, "making preparations for people with mental retardation to expand their life experience and enter the community" and dedicated to improve our services by keeping innovation and development.

Service Philosophy:

The disabled people shall enjoy all basic human rights, among which, the most important one is being recognized and respected. They shall also have the right to receive all kinds of necessary assistance so that they can possess of a completely physical and psychological development.



1 參觀海事博物館
Visiting Macau Maritime Museum

2 多元訓練活動
Multi-purposed Training

3 中心內部環境- 活動室
Center Orientation- Functional Room

服務內容及特色

以香港扶康會引進之『生活經驗互動訓練』模式，為服務使用者提供『豐盛的生活體驗』、『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。

提供多元評估、訓練小組、物理治療、個別訓練、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、服務使用者與中心康復及發展團隊，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。

除了星期一至六之日間訓練以外，亦為中心服務使用者及其他符合申請條件之智障人士提供星期日托服務。



1

1 個別物理治療
Individual Physical Therapy



2

2 多元訓練小組
Multi-Purposed Training



3

3 復康巴士接送服務(輪椅)
Rehabilitation Bus Services (for wheel-chair)

Service Content and Features:

With the "Life Experience Interactive Training" model introduced from the Fu Hong Society of Hong Kong, we provide the service users with "Rich Life Experience", "Positive Interaction" and "Diversified Training Activities", enhance the service users' learning motivation and their ability in social communication, develop all kinds of potentials and help them fit into the community.



4

We provide services including diversified assessments, group trainings, physical therapies, individual trainings, lunch and traffic. All services are provided based on the needs of the service users and implemented through the coordination among the parents, service users and the rehabilitation and development staff of the centre. Meetings on individual cases are held every year to figure out an annual goal for each service user. Their participation and self-decision will be respected so as to improve their quality of life.

Besides daytime training from Monday to Saturday, day care service on Sunday is also provided for service users of the centre and all other eligible mentally retarded persons.



5

4 中心內部環境- 多功能室
Centre Orientation- Multi-functional Room

5 復康巴士接送服務
Rehabilitation Bus Service



服務回顧

我們的堅持 — 『以人為本』從服務使用者的需要出發。

中心與服務使用者 --- 康盈中心為一所日間訓練展能中心，其中大部份的服務使用者都曾接受過特殊教育，除了智能方面，有部份服務對象同時有肢體、自閉症及語言等多重障礙。

『生活經驗互動訓練』與我們 --- 中心於創辦開始時，有幸得到香港扶康會引進這套『生活經驗互動訓練』之訓練模式，零六年於中心成立了康復及發展團隊，開展個案會議等工作後，除透過各項評估，中心各專業人員，包括社工、物理治療師及特殊教育專業，與家長、服務使用者之相互溝通後，在取得彼此間之共識後，再為服務使用者提供更適切之服務，並且確切地落實在訓練活動之中，而為提昇學習的動機，訓練活動小組的內容每半年都會有所調整，以求能更充實及多元化，小組的內容主要圍繞著提昇服務使用者之自理、職業取向及社區認識等等元素；零七年中心的小組活動偏向展能藝術方面的發展，雖然我們著重服務使用者之社交發展，但不再強調社交小組單向作為訓練活動，而是把社交元素滲透在每個訓練活動小組裡。



1 中心開展服務前準備情況
Preparation Before Operation of
Hong Ieng

2 聖誕節慶祝活動(2005)
Christmas Celebration(2005)

Review of Services

Our persistence – “Human oriented” and originating from the needs of our service users

The Centre and its service users – Hong Ieng Centre is a day care training centre and most service users have received special education before. Besides intelligence, some service users have other impairments such as physical disabilities, autistic behaviour and speech impairment.

“Life Experience Interactive Training” and us – when the centre was just established, we were so fortunate that we could introduce the “Life Experience Interactive Training” from Fu Hong Society in Hong Kong. The Rehabilitation and Development Team of the centre was established in 2006. The team holds meeting on individual cases, conducts all kinds of evaluations and our professional staff including social workers, physiotherapists and special education experts communicate and finally reach a common understanding with the service users and their parents, so that we can provide appropriate services and introduce such concepts in training activities. In order to enhance the learning motivation, the contents of our training activities will be adjusted every 6 months. Activities are mainly focused on the improvement of self-care, vocational orientation and community understanding of the service users. From 2007, the group activities of the centre began to place more emphasis on the development of Arts with the disabled. Though we still emphasize development of the social interaction of our service users, we do not carry out training activities merely through social interaction groups any more, but integrate social interaction factors into each training group.

Care about the psychological and physical growth of the service users – The centre cares about the psychological and physical health and development of each service user and pays much attention to the promotion of healthcare. In addition to gymnastic





1 中心開展服務前準備的工作
Preparation Before Operation of Hong Ieng

關心服務使用者之身心成長 --- 中心關注每位服務使用者之身心健康發展，也著重宣揚健康的訊息。除安排體育小組及中心運動會，在認知時間，導師每天安排服務使用者早操、量度體溫體重和教導他們刷牙。零七年我們開始每天為他們量血壓，下午茶亦改為水果為主。物理治療從個別的治療，零七年度我們開展團體治療，讓肢體障礙之服務使用者外，在維持其他服務使用者在肌能，以及心肺功能上的發展同樣備受到關注，可惜中心之空間有限，暫時未能購置跑步機及其他相關器材。

展能藝術的發展與社區教育 --- 而自零六年組成Rainbow敲擊樂隊，中心希望透過展能藝的發展，既可發揮服務使用者之藝術方面潛能，亦透過Rainbow敲擊樂隊向各機構展開探訪活動，期望透過藝術作為渠道，把服務使用者正面的形象推向社區，作為社區教育，落實傷健共融，並且讓他們有機會去回饋社會。而展能藝術發展亦向望邁向更多元化，除敲擊樂外，攝影、繪畫、馬賽克及廚藝等活動，望能帶給服務使用者更多新的體驗，以及發展他們各方面的潛能。

groups and annual sport games of the centre, during times of cognitions, the instructors will arrange morning exercise for the service users, take their temperature and weight measurement and teach them how to brush their teeth. From 2007, we began to measure the blood pressure every day and adjusted the afternoon tea into a fruit diet. In 2007 our physical therapy service was expanded from individual treatment to group treatment, paying equal attention to the development of body function and cardio-pulmonary function of the service users with physical disabilities. It is a pity that the space of the centre is quite limited and we have not bought treadmills and other related modalities for the time being.

Development of Art with the disabled and community education – in 2006 the centre organized the Rainbow percussion band, hoping that the service users may exploit their potentials in art through by our Arts project. We have arranged the Rainbow percussion band for all kinds of visit activities to other organizations, so as to promote the positive image of our service users to the community through the work of Arts. We take this as a chance of community education to promote harmony in the community and provide the service users with more opportunities to contribute to the society. Arts training activities are also becoming more and more diverse, including percussion, photography, painting, mosaic and culinary activities. We hope that such activities will bring new experiences to the service users and help developing their potentials in all aspects.

2 量血壓
Blood Pressure Measuring

3 個別物理治療
Individual Physical Therapy

4 廚藝小組
Culinary Group

5 物理治療師安排團體肌能訓練
Group Exercise Organized by Physiotherapist



未來發展與展望

聆聽及關注服務使用者在接受服務，以及參與各項訓練及活動時的情況。安排家訪、聯絡簿、家長會、中心活動、個案會議，每年透過家長對服務評核的意見回饋等，從而增強彼此溝通。深信尊重團隊裡每位伙伴，才能讓服務切合實際提昇素質。

『我們聆聽彼此，共同前瞻服務的需要 ---- 求新求變』

拓展潛能的空間 --- 盼望未來能透過展能藝術的推動與發展，讓服務使用者發揮潛能、增加體驗及社交互動等學習機會。

中心活動空間與多感官/感覺統合訓練發展的需要 --- 我們知道中心大部份服務使用者對於本體感、動作協調、自我情緒控制、專注力較弱，以及學習動機低落等情況，這些將影響他們在接受訓練及學習的進度。而參考相關研究和其他同類服務機構的經驗裡，我們知道『多元之感官刺激』及『感覺統合治療』，將有助改善以上的情況。惜中心現址為一所臨時單位，故空間方面尚未能配合發展。同時家長及服務使用者皆期盼中心未來能安置更大的空間，以便中心安排更多元的訓練，亦讓子女有更多活動空間。而物理治療亦需要更多空間來安置更多的器材，以惠及更多有需要的服務使用者。

同工培訓與邁向優質服務 --- 人力資源對於機構的發展是相當重要的，故此我們著重同工的培訓及終身學習，除提供內部培訓、海外參觀交流活動及會議，亦支持及鼓勵員工參與坊間的培訓課程。我們期望能培育出積極向上的同工，為推展更完善的服務紮穩根基。

Future Development and Prospects

Listen to our service users and care about their conditions when they are receiving our services and participating in all kinds of trainings and activities. Arrange home visits, contact records, parents' meetings, centre activities and meetings on individual cases and obtain opinions and feedbacks of the parents on our services so as to improve the communication between us. Believe that only by respecting every member of our team, can we make our service more relevant and improve the service quality.

"We are listening to each other and looking forward to the needs of our services—innovations and changes"

To exploit potentialities – we are expecting that in the future, through the promotion and development of the Arts with the disabled, our service users may develop their potentials, broaden their experiences and get more opportunities from social interactions.

Needs of the activity space of the Centre and the development of multi-sensation/sensory integration training – we all know that most service users of the Centre have poor ability in proprioception, motor coordination ability, self-emotional control, concentration and learning motivation, which will affect their progress in training and learning. By making a reference to related researches and the experiences of other similar service organizations, we learn that "Multi-sensory stimulation" and "Sensory integration therapy" will help to improve the above situations. However, it's a pity that the Centre is located in a temporary unit now and the space is too limited to catch up with the development. Also, our service users and their parents are expecting that the Centre may arrange more diversified trainings and their children can have more room for activities. In addition, the physical therapy requires larger space to place more modalities to benefit more service users.

Colleague training and advancement to high-quality services – Human resource plays an essential role in our development. Therefore, we emphasize the importance of training and lifelong learning of our colleagues. Besides internal



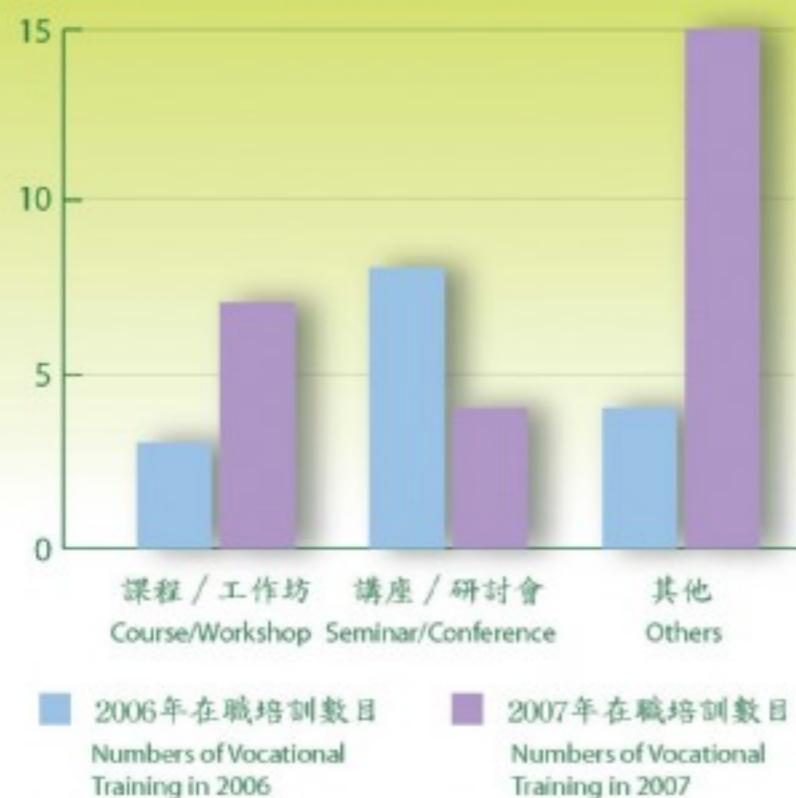


trainings, overseas visit and exchange activities and meetings, we support and encourage our staff to attend all kinds of social training courses. We hope that we can cultivate our staff with a positive attitude, construct a solid foundation for promoting and developing our services to the perfect.

- 1 探訪老人中心
Visiting Home for Elderly
- 2 展能藝術- 低溫泥製作
Arts with the Disabled - Polymer clay
- 3 家長會
Parents' Meeting
- 4 個案會議
Case Meeting
- 5 感官訓練
Sensory Training
- 6 到曉光中心表演
Performance in Centro "A Madrugada"



康盈中心2006年及2007年在職培訓數目比較圖
Comparison on Numbers of Vocational Training between 2006 and 2007

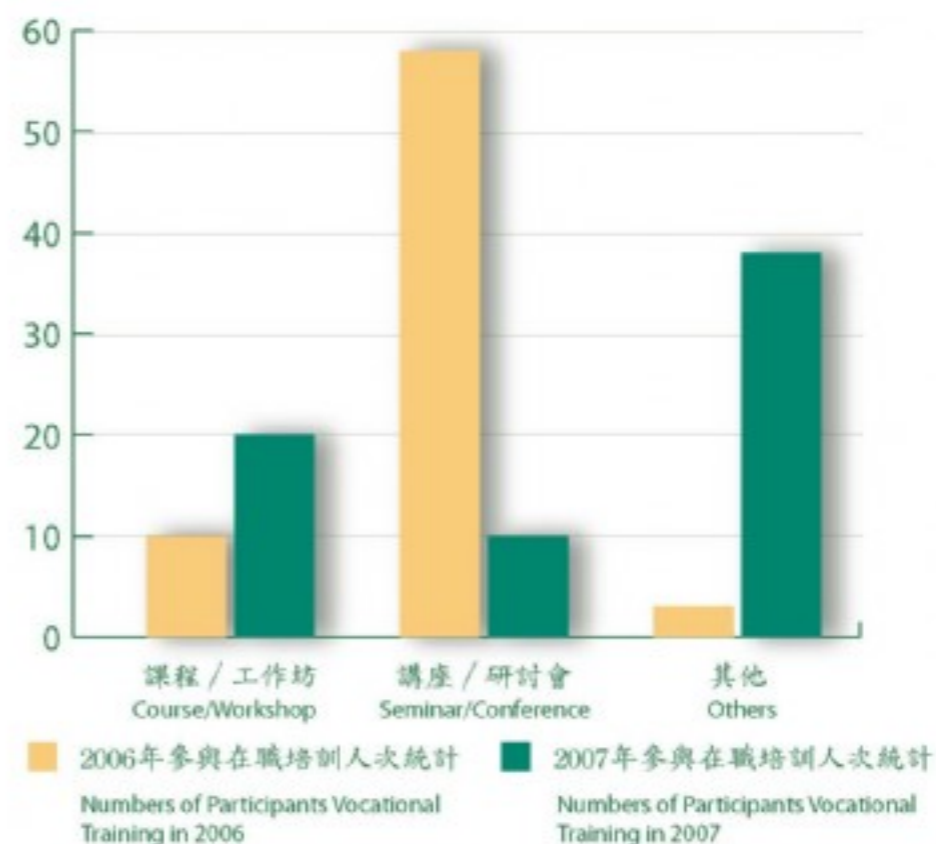


3 在職培訓-員工歷奇
Vocational Training - Staff Adventure



4 "服務態度知多D"內部培訓
Internal Training - Learn More on Service Attitude

康盈中心2006年及2007年參與在職培訓人次比較圖
Comparison on Numbers of Participants in Vocational Training between 2006 and 2007



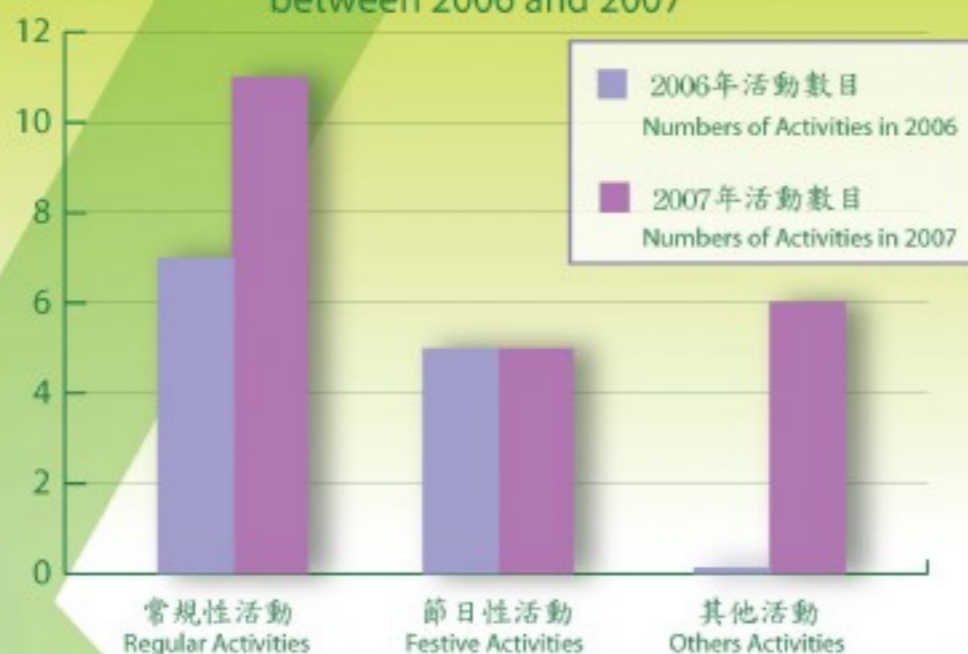
1 "認知行為治療法"講座 - 2006
Seminar on "Cognitive Behaviour Therapy" in 2006



2 "情緒Bye Bye"工作坊 - 2007
Workshop on "Bye Bye to Emotions" in 2007

康盈中心2006年及2007年活動數目比較圖

Comparison on Numbers of Activities
between 2006 and 2007



常規性活動包括：生日會，家長會，運動會...
節日性活動包括：母親節，聖誕節，端午節...
其他活動包括：會務性活動，社工局資助活動...

康盈中心2006年及2007年參與活動人次比較圖

Comparison on Numbers of Participants of Activities
between 2006 and 2007



Regular Activities include Birthday Party, Parents' Meeting, Sports Games ...
Festive Activities include Mother's Day, Christmas, Dragon Boat Festival ...
Others Activities include Organisational Activity, IAS sponsored Activity ...

1 康盈中心2006年生日會
Hong Ieng Birthday Party 2006



2 社工局資助活動-親子馬賽克製作
IAS Sponsored Activity - Mosaic Art Project 2007



3 中心運動會2006
Sports Games 2006



4 會務性活動-扶康會會慶2007
Organisational Activity - Anniversary Celebration of Fuhong Society 2007



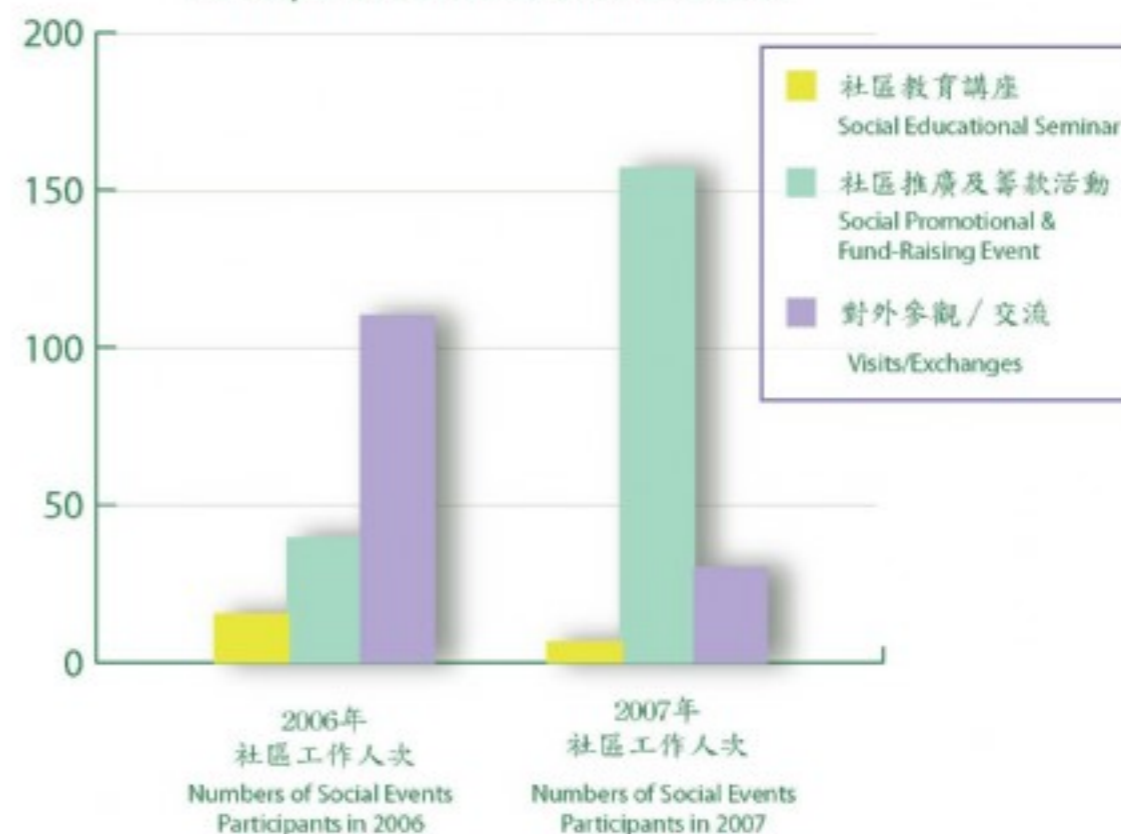
康盈中心2006年及2007年社區工作數目比較圖
Comparison on Numbers of Social Events
between 2006 and 2007



- 1 野外廚房郊遊
Outdoor Kitchen: Picnic
- 2 參觀海事博物館
Visiting Macau Maritime Museum
- 3 參觀交行廳-2007
Visiting Transport Bureau 2007
- 4 小義工大搞作2007
"Big Acts" by our Little Volunteers 2007



康盈中心2006年及2007年社區工作人次比較圖
Comparison on Numbers of Social Events
Participants between 2006 and 2007



康盈中心2006年及2007年小組節數比較圖
Comparison on Numbers of Group Activities between 2006 and 2007



康盈中心2006年及2007年小組人次比較圖

Comparison on Numbers of Group Activities Participants between 2006 and 2007



- 1 感知技能 - 扮演天地
Perceptive Ability - Role Play
- 2 社區生活技能 - 拍出真我
Social Life - Photography
- 3 身體肌能 - 團體運動
Body Functions - Group Exercise
- 4 家居生活技能 - 清潔組
Household Life - Cleansing



你的一小步就是我眼中的一大步

社工程子康
高級導師鄺嘉雯
物理治療師趙可儀

思前 --

康盈中心運作至今已有兩年多，期間不少服務使用者與中心一起進步成長，日前各位職員投票選出其中一位有明顯進步之服務使用者---志財，我們於是邀請到志財媽媽接受中心訪問，一同分享志財在這段時間的進步，以及媽媽心中的想法。

志財媽媽：

「志財來到中心將近兩年，還記得以前在特殊學校或家中都很喜歡「訓地」來宣洩不滿，我很擔心這個「習慣」會持續下去，但想不到現在再沒有出現這個「習慣」。其次，我看到他情緒方面穩定了，知道中心導師為志財安排多元化訓練活動，透過各類型小組可以學習到一些切合他的生活技能，而且還應用於實際生活中，好像有時我在家中曬衣服時，志財就會幫我準備衣架；每天出門回中心前都會先幫我按電梯或者有時會幫我關門，雖然這些對其他人來說只是很簡單工作，但對於我來說已經可以減輕部分工作負擔。另外，也發現近半年他增加了對四周事物的關注，會開始主動與鄰居及中心職員打招呼，覺得他除了口語表達能力外，說話內容也變得豐富了。」



Each of Your Small Steps is a Great Stride In My Eyes

By Cheng Chi Hong, Social Worker
Kong Ka Man, Senior Instructor
Chio Ho I, Physiotherapist

Thoughts --

It has been over two years since the start of operation of Hong Ieng Centre and over the period, many service users have been growing together with the centre. Recently, all staff voted for one of the service users, Chi Choi, who had made the most remarkable improvements in Hong Ieng. Therefore, we invited Chi Choi's mother for an interview to share with us the improvements of Chi Choi in that period and her thoughts.

Chi Choi's mother:

"Chi Choi has been in the centre for nearly two years. I still remember that when he was in the special school or at home before, he always gave vent to his temper by lying down on the ground and I really worried that such a 'habit' would go on. However, unexpectedly, now he does not have such a 'habit' any more. Secondly, I find that his emotion is more stable than before. I know the instructors of the centre arrange diverse training activities for Chi Choi and thus he can learn some life skills suitable for him. For example, sometimes when I'm hanging the clothes at home, Chi Choi will help me to prepare the clothes-hangers; every day when we are leaving home for the centre, he will always push the lift button for me or even help me to close the door. Though these are no more than simple works for others, they can help to reduce some of my work pressure. Besides, I also find that in the recent half a year, he has paid more attention to the surroundings and begun to greet the neighbors and centre staff forwardly. His ability in oral expression is improving and his content of conversation is getting richer.

I have been always caring about the health of Chi Choi, worrying that as I'm getting older; I will have not as much physical strength as before to take good care of him. Should there be any problem with the health of Chi Choi, I might not cope with it. However, I learn that the physiotherapist of the centre will take blood pressure for them (service users) every day and the instructors take temperature for them, paying much attention to their health. Furthermore, he is disabled on the right side of his body, his arm and leg are getting stiffer. I tried to help him to

另外，在身體方面，我一向都很關心志財的健康，擔心自己年紀開始大，體力大不如前，不能好好照顧他。假若志財身體出現什麼毛病，我真的會照顧不來。不過得知中心的物理治療師每天都會替他們(服務使用者)量血壓，又有導師替他們量體溫，很注意他們日常的健康情況。他右邊身體的不便，手腳愈來愈僵硬，我曾嘗試在家中幫他拉筋，但不願配合，還好他在中心能配合物理治療師做訓練，維持身體機能。另外也知道他上體育堂的時候很活潑，除了一起做訓練運動外，也愛玩球類遊戲和跟別人追逐，很開心他能這樣，我相信多活動身體能讓他保持健康。

對於中心活動，我認為中心活動不錯。我記得於6月1日中心活動中，我可以和志財一起到戶外活動，既可舒展身心，促進親子間關係，又可以與其他家長傾談，增加家長之間交流。對於中心服務，老實說，因為康盈中心是一間較新的機構，初時對中心服務並沒有太大信心，對中心職員態度也不太滿意，曾有退出服務的念頭。後來我看到中心作出不少改善，現在我也滿意中心職員的態度，亦願意與中心多作溝通。我還想多謝中心助教，我們交談中提及志財午餐情況，她們建議我多添加其他菜式，我擔心在食物處理上會為中心帶來不便，但她們多次表示樂意協助。因此志財的午餐菜式亦變得更豐富，雖然午餐菜式只是一件小事，但我因此增加了對中心的信心，我相信康盈中心將會愈來愈進步。』

想後 -

經過這次訪問後，我們能見證到為服務使用者提供訓練等服務後的成效，更能體會到服務不只局限於服務使用者自身，亦需要顧及其家庭，而服務使用者成長關鍵，常常是中心與家長之互動協調，以及團隊之間合作精神，以共同的理念來提供服務，才能邁向更優質服務。



參加中心活動“社區遊跡”留影
Participating "Community Tour"

stretch out but he was reluctant to cooperate. Fortunately, he can cooperate with the physiotherapist conducting trainings to maintain his body functions. I also know that he is quite active in gym classes. Besides the training exercises, he also likes to play balls and chase with others. I'm so happy that he can live like this and I believe more exercises will keep him healthier."

Regarding the activities of the centre, I think they are pretty good. I still remember that in the activity on June 1st, I had the chance to enjoy the outdoor activity with Chi Choi so that we could relax our body and mind and promote the relationship between us. In addition, I could talk with other parents for more feedback. To be frank, since Hong Ieng Centre is a relatively new organization, at the beginning, I had no sufficient confidence in the services of the centre and I was not very satisfied with the attitude of some of the staff. I even once had the intention to quit. However, gradually I found the centre was making great improvements and now I'm quite satisfied with the attitude of the staff and willing to communicate more with the centre. Furthermore, I want to thank the instructor assistants of the centre who suggested trying more dishes for Chi Choi's diet. I was worried that it might bring inconvenience to the centre, but the staff here encouraged many times that they were happy and willing to provide assistance. For this reason, Chi Choi's lunch diet has been of different categories. Though it was just a tiny thing, my confidence in the centre was increased and I believe Hong Ieng Centre will further develop in the future".

Conclusion -

After the interview, we witness the fruit of our services provided to the users, realize that the services should not be limited to the service users only, but cover their family members as well. Very often the interactive coordination between the centre and parents is the key to the continuing growth of the service users. Only with the spirit of teamwork and the principle of providing services with a common philosophy, can we provide more quality services.

我們都為08奧運ready好了。

We are Ready for Beijing Olympics 2008.



敲出新天地

擊出智障人士的音樂潛能

導師郭智凝

前言

敲擊樂可以說是最古老，最原始的音樂，只要能以手敲擊發聲的物體合起來，都可以合奏成敲擊樂。

敲擊組的演變

早期：初期的敲擊組成員共12位，多數以坐下的方式演奏，沒有任何的舞蹈，亦需要在導師的提示下，才能演奏一首歌曲。

中期：由於部分敲擊組成員能到底護工場工作，故原有的12位成員遞減至8位，後期亦增添了2位新成員，在演奏方面，已能由坐下式轉為站立式，同時已不需要在導師的提示下，就能演奏一首歌曲。

現在：敲擊組重新調整成員後，把最具拍子感的組員留下，故現在的敲擊組成員共9位，在演奏方面，成員已能從站立式轉為帶有舞蹈式的演奏方法，同時亦能運用自己的聲音及舞動，帶領現場的氣氛推至高漲。



Create a New World for Mentally Retarded Persons Exploit their Musical Potentials

By Kuok Chi Ieng, Instructor

Preface

Percussion is one of the most ancient and original music forms. As long as there are things you can tap and make sounds, you can play as a percussionist.

Development of the Percussion Band

Early stage: In the early stage, the percussion band had 12 members in total; **most of them played music by sitting there without dancing.** Besides, only led by an instructor, could they play a complete song.

Middle stage: For the reason that some members of the percussion band were able to work in the sheltered workshop, the number of the members was reduced from 12 to 8. Later, another 2 members joined in. When they were playing, they were able **to stand other than sitting there. Furthermore, they were able to play a complete song without any help from the instructor.**

Now: **The members of the percussion band were readjusted and only those with good sense of rhythm remained. Therefore, there are 9 members in the band now. As for their performance, they can perform with dancing as well. Additionally, now they are able to use their own voice and dance to push the scene atmosphere.**



- 1 早期
Early Stage
- 2 中期
Middle Stage
- 3 現在
Now

“RAINBOW” 名字的由來

敲擊組首次公開演出時，當時我們考量到敲擊組只有7位成員，而7位成員各人代表一種顏色，故便以“RAINBOW”為名，同時希望透過樂隊的演出，把熱情、快樂和活力滲入每個人的內心。

衝出社區

在本會零六年的會慶上，成員作第一次的演出，並受到好評，故導師帶領成員在復康日及聖誕節等節日；參與不同機構所舉辦之活動作公開演出，藉此把歡樂傳給別人，同時亦能達至社區共融的目的。

總結

於康盈中心服務是我畢業後的第一份工作，亦是我第一次接觸智障人士，他們的熱情改變了我以前的愚昧思想，看見他們每日的進步，除了增加自己的成功感外，他們純真及率直的個性使我重新認識智障人士，但願今後的日子，我能夠在他們身上繪出更多的色彩。



Origin of the Name “RAINBOW”

When the percussion band went for its first public performance, we considered that since there were only 7 members in the band and each of the 7 members stood for one color, we could name the band as “RAINBOW”. Simultaneously, we hope that through the performances of the band we could bring passion, happiness and vitality into the heart of everyone.

Going Out of the Community

The band made its first show on the anniversary celebration of this Society in 2006 and was highly appraised for its performance. Thereafter, the instructor led the band members to perform on all kinds of festivals, such as rehabilitation day and Christmas day, etc., and even participate in public performances and visit activities upon invitation of other organizations, delivering happiness to others and achieving a sense of harmony in the community.

Conclusion

Instructor in Hong Ieng Centre is my first job after graduation and it is also my first time to be in contact with mentally retarded people. Their passion has changed my former silly thoughts and, when I witness their progress day after day, I have a strong sense of accomplishment. Their pure and frank personalities have given me a new understanding on disabled people and I hope that in the future, I can help them pursue a more colorful life.

1 06年國際復康日

International Rehabilitation Day in 2006

2 扶輪愛心捐血日2007

Blood Donation Day of Rotary Club in 2007

3 2007聖誕到啟能中心表演

Performance in Kai Lung Centre in Christmas 2007



Colourful Life Starts from Our Smile

發出笑微個一每們我由 命生彩色

澳門扶康會怡樂軒

Yee Lok Centre of Fuhong Society of Macau



怡樂軒簡介

澳門扶康會怡樂軒是一項嶄新的社區精神復康支援服務，於二零零七年下旬成立，我們的跨專業外展隊（包括社工、輔導員、職業治療師、臨床心理學家、專業護士）會直接走入社區，協助精神康復者在社區中獨立生活。

此外，我們亦著重精神健康教育工作，定期舉辦工作坊及推廣活動等；同時，提倡以正面態度接納精神康復者，締造一個和諧包融的社會。

我們的工作理念

一直以來，我們深信讓精神康復人士活在社區，是一種基本的權利，亦是復康工作的「金科玉律」。為了協助他們「融入社區」，服務的設計就要以「社區為本」，因此，我們會走入社區，按服務使用者的需要給予支援及訓練，協助他們真真正正成為社會一員。

我們的外展服務尤其針對一些因受病情的影響，而顯得被動、退縮、缺乏動機的康復人士，陪伴他們逐步踏上康復之路。

我們的目標

- 致力協助精神康復者過獨立生活，以達至融入社區；
- 推廣精神健康教育，加強預防工作，提倡公眾人士以正面態度接納精神康復者。



跨專業外展隊
Multi-disciplinary Outreach Team

Introduction of Yee Lok Centre

Established in the second half of 2007, Yee Lok Centre of Fuhong Society of Macau is a brand-new community support service for persons with mental illness. Our Multidisciplinary Outreach Team (consisting of social worker, counsellor, occupational therapist, clinical psychologist and professional nurse, etc.) will enter the community directly to help those with mental illness to live independently in the community.

Besides, we also aim to promote mental health education through rendering workshops and activities regularly; at the same time, we advocate the public to adopt a positive attitude towards persons with mental illness and create a harmonious and tolerant society.

Our Mission

All through the time, we believe that it is a basic right of the persons with mental illness to live in the community and it is also a golden rule for our rehabilitation work. In order to help them to fit in the community, the design of the service shall be "community-based". Therefore, we will enter the community and provide supports and training according to the needs of the service users so as to help them to become real members of the society.

Our outreaching service is specially designed for persons with mental illness who become passive and withdrawal due to the impact of their illness. We will accompany them to begin their path of rehabilitation.

Our Objectives

- We are dedicated to help persons with mental illness to live independently and get integrated into the community;
- We aim to promote mental health education, intensify relevant preventive Works and educate the public to adopt a positive attitude towards persons with mental illness.



我們的特色

● 社區為本服務

以走入社區為基礎，透過外展探訪來支援在社區中生活的康復者，同時，亦會指導其照顧者正確的知識，支援他們協助精神康復者踏上康復之路。

● 一站式管理

由特定的「個案經理」跟進，按需要安排不同專業人士提供評估及訓練，並會定期檢討，毋須他們到不同的服務機構尋求不同協助，對較為退縮的康復者來說，這更能推動他們走出困局。

服務內容

我們會為16歲或以上、精神狀況穩定的精神康復者提供為期兩年的外展服務，費用全免。

按個別服務使用者的需要，訂定不同的復康計劃，當中包括：

- 定期探訪
- 外展服務
- 輔導及情緒支援
- 獨立生活能力訓練：例如自理、家居生活、社交、理財、社區生活技巧
- 服務轉介
- 發展個人復康計劃
- 服藥訓練
- 職業復康評估
- 向家屬提供意見及訓練
- 康樂及社區教育活動
- 精神健康資訊



洗車訓練
Vocational Training on Car Washing

Our Characteristics

● Community-based Service

Under the principle of community intergration, the Centre organizes outbound visits to provide supports to persons with mental illness living in the community. At the same time, we will also provide instructions on correct knowledge for the care-takers so that they can also help the persons with mental illness to pursue their course of rehabilitation.

● One-stop Case Management

A "case manager" will be assigned for each case in particular, who will arrange professionals from different special fields to provide assessment and training services and will conduct regular case review so that the persons with mental illness do not have to seek for different assistances from different service organizations. For those who are withdrawal, such an arrangement will better motivate them to get out of the difficulties.

Service Content

We will provide a two-year outreaching service, free of charge, for persons with mental illness who are aged 16 or older and have a stable mental status.

Different rehabilitation plans will be designed according to the needs of different service users, including:

- Regular visits;
- Out-reaching service;
- Counseling and emotional support;
- Training for independent living, for instance, training on self-care, daily living, socialization, financial management and skills for community living skills;
- Referral service;
- Development of individual rehabilitation programs;
- Medication Training;
- Vocational rehabilitation assessment;
- Provision of advices and trainings to family members;
- Recreational and community education activities;
- Mental health information.



服務回顧

逐步推行精神復康外展服務

澳門扶康會怡樂軒已於二零零七年十一月投入服務，首階段會先接受由衛生局精神科轉介之個案，日後才會逐步拓大接案範圍。運作數月後，社區精神復康支援服務（外展服務）的雛型亦逐步建立起來。截至本年六月下旬為止，成功接受服務的人數共有十八人。



我們的服務主要以外展探訪、電話聯絡、輔導面談、遇到服務（Drop-in Service）等形式推行，現時，平均每月為每位服務使用者提供二次外展探訪及一次電話接觸，有超過百分之四十的服務使用者會主動來中心獲取服務，當中包括輔導面談、情緒支援、職業輔導、社區生活技巧訓練及服藥訓練。經驗所得，透過家居探訪，社區支援服務可以發揮更大的功能，一方面可以瞭解服務使用者的實際生活狀況，以「活在社區」作為起點，為他們訂定復康計劃；另一方面又可以藉此與照顧者分享復康知識，讓服務使用者與照顧者更為融洽相處。

Review of Services

Incremental Implementation of the Community Support Service

Yee Lok Centre of Fuhong Society of Macau started its operation in November 2007. In the initial stage of its operation, case referrals from the Psychiatry Section of Department of Health will be accepted and in the future, the scope of case referral **will be gradually expanded. After several months of operation, the prototype of the community support service (outreaching service) has been established and from the end of June, totally 18 service users have successfully admitted to the service.**

Clients of Outreaching Service in 2007-2008

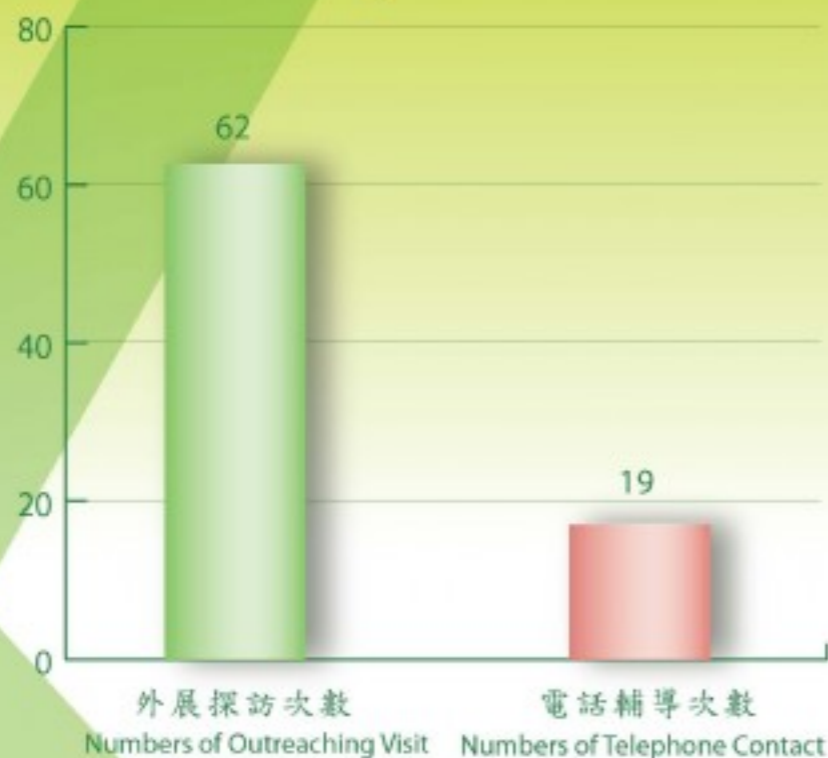
Our service mainly includes outreaching visits, telephone contacts, counselling and drop-in services, etc. Presently, on average two outreaching visits and one telephone contact are made per month for each service user and more than 40% of the service users come to the centre on their own initiative for services including counselling, emotional support, vocational training, community living skills and training on taking medicines. As proven in our experience, through **home visits, the community support service may exert a better function: on one hand, we can learn about the actual living condition of the service users so that we can design rehabilitation programs for them based on the principle of "living in community"; on the other hand, in this way, we can also share the knowledge on rehabilitation with the carers and help the service users get along well with them.**

Provision of One-stop Individual Rehabilitation Training

In order that the service users may fully enhance their abilities and **confidences, and be able to lead an independent life in the community, we set a individual rehabilitation goal for each service user and the service user may fully participate in the course of planning.**



2007-2008年度外展服務內容 Content of Outreach Service in Year 2007-2008



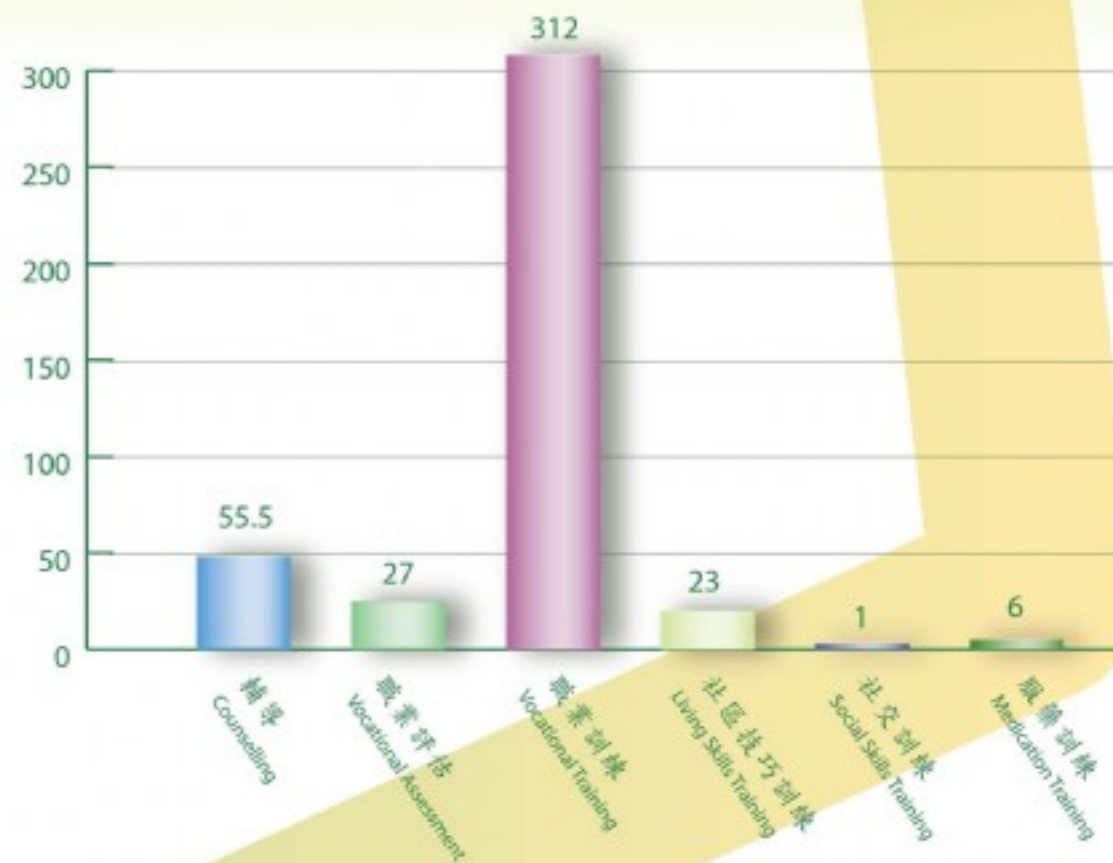
提供一站式個人復康訓練

為了讓服務使用者可以充份提昇自己的能力及自信，在社區中獨立生活，我們現時為每位服務使用者訂下一個個人復康目標，服務使用者可以在計劃過程中充分參與。

現時我們為服務使用者提供了超過四百二十多小時的輔導面談及個別訓練，範疇涉及職業訓練、社區生活技巧及服藥訓練。而職業訓練的需求最大，佔總時數百分之八十，訓練工種包括洗車、理髮、侍應工作等，為配合訓練，我們會要求他們按時到中心或以外的地方進行培訓。現時，有百分之十一的服務使用者已經重新投入工作，融入社會。

Up to now, we have provided over 420 hours counselling and individual training to the service users, covering vocational training, community living skills and medication training. From the above, vocational training is the most demanded one, taking 80% of the total service hours. The types of work in the training include car washing, hair dressing, catering service, etc. In order to achieve a better training effect, we will require them to come to the centre or some other places for structured trainings. So far, about 11% of the service users have resumed their work and got integrated into the society.

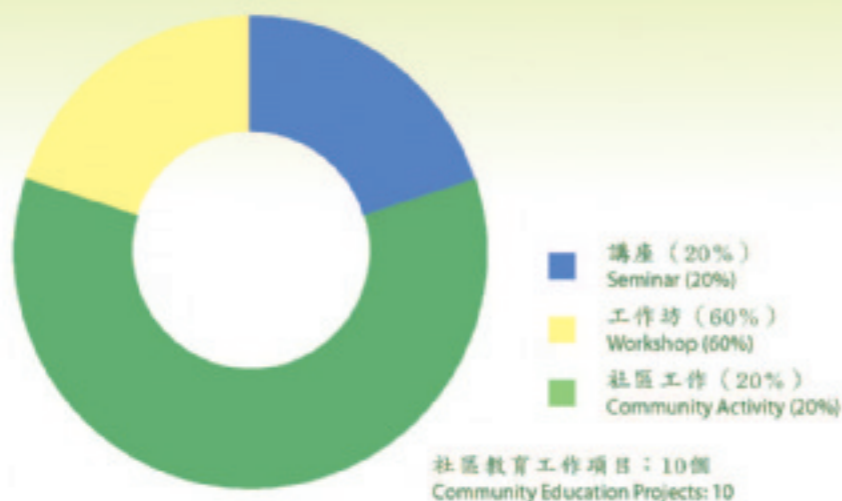
2007-2008年度復康計劃內容（時數） Content of Rehabilitation Program in Year 2007-2008 (hours)



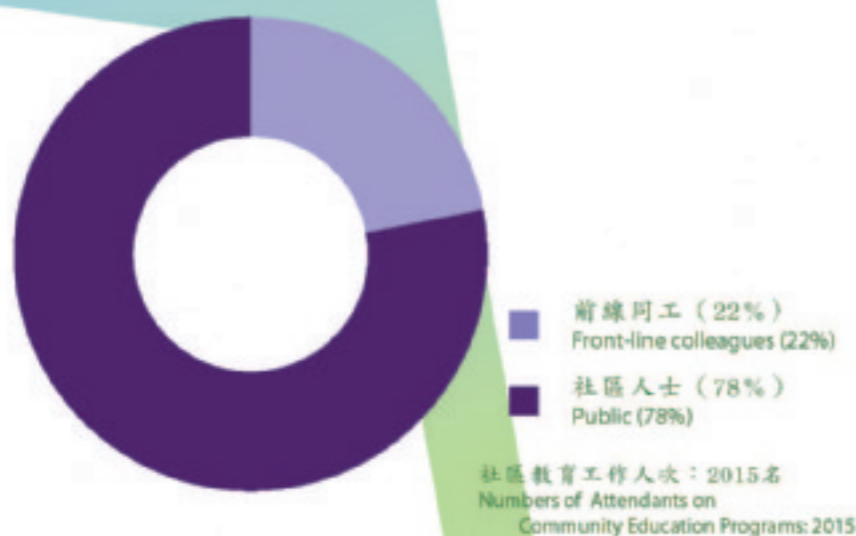
推動初級預防工作

在過去一年，怡樂軒推行了十項精神健康教育項目，當中包括講座、工作坊及社區推廣活動，例如：定期到西仔精神科大樓為精神狀況穩定的康復人士提供健康教育、推行一連三節的「精神健康教育系列活動」、舉辦「宣揚情緒健康，活出美麗人生」社區活動等，向超過二千一百多名前線同工及社區人士提倡關注精神健康。

2007-2008年度社區教育工作
Community Education Programs In Year 2007-2008



2007-2008年度參與社區教育人次
Numbers of Attendants on Community Education Programs in Year 2007-2008



Advocacy of Community Education

In the past year, Yee Lok Centre implemented ten mental health education projects, including seminars, workshops and community promotion activities, such as the regular health education for mentally stable in-patients in Taipa Psychiatry Building, the "Series Activities of Mental Health Education" and the community activity of "Advocating Emotional Health and Leading a Beautiful Life". Activities involving more attention to the mental health have been advocated to over 2,100 colleagues and the public.



- 1 『創傷心理學及危機後精神健康工作』講座 (2008)
Seminar on Psychological Traumatology and Post-disaster Mental Health Work (2008)

- 2 『精神爽利展晴天』 (2008)
Welcoming a Cheeful Day (2008)



未來發展與展望

全面開展社區支援服務

我們來年的工作重點是全面推動社區精神復康外展服務。現時的外展服務仍在首階段發展，預計於今年下旬便會進一步拓大接案範圍。

我們會繼續透過外展探訪、電話接觸、偶到服務等形式來提供個別訓練及支援，協助精神復康人士可以繼續在社區中生活，並發掘他們的個人潛能，讓他們在社區中生活得更有意義，達至「融入社區」的最終目標。

此外，我們會與衛生局精神科保持合作和溝通，讓服務使用者在身、心、靈三方面均可以得到全面的配合。



定期個案會議
Regular Case Conference

Future Development and Prospects

Full Implementation of Community Support Service

In the coming year, we will fully implement the community support service in our continuous effort. For the time being, our outreaching service is still in the primary stage and we are expecting to further expand our scope of case referral in the second half of this year.

We will continue to provide supports and individual trainings through outreaching visits, telephone contacts and drop-in service to help those with mental illness to obtain the ability to live in the community as well as to develop their personal potentials so that they can lead a more meaningful life in the community and finally achieve the goal of "community integration".

Besides, we will maintain the good cooperation with the Psychiatry Section of Department of Health so as to provide full supports for our service users on their bodies, emotions and spirits.

Promotion of Mental Health Education

In this year, we will continue to carry out the primary prevention and education on mental health, advocate the importance of mental health among the community through different channels including workshops, community activities and even media propaganda, so that we can bring a healthy life attitude and life style to the people, helping the citizens to lay a healthy foundation for themselves and the people around them and understand that, when they are in need, they should seek for assistance as soon as possible.

Besides, we also hope that, in the future, we can arrange some experienced scholars and professionals to share their skills and knowledge on psychiatric rehabilitation with colleagues from different aspects in Macau, so that it will benefit more persons with ex-mental illness.



加強精神健康教育工作

我們今年繼續努力加強精神健康初級預防工作，透過工作坊、社區推廣活動、甚至媒體宣傳，從不同渠道向社區人士宣揚精神健康的重要性，從而帶出一種健康生活態度及健康生活方式的元素，讓市民可以及早為自己及身邊的人植下健康幼苗，並且懂得在有需要時及早尋求協助。

此外，我們更希望將來可以安排一些有經驗的學者及專業人員與本澳不同範疇的前線同工分享精神復康工作的技巧及心得，讓精神復康工作可以拓闊到更多的服務範疇，讓更多的精神康復人士受惠。

總結

澳門扶康會怡樂軒的社區支援服務得到社會工作局的資助及同工的協助，服務漸見成效。展望將來我們會本著「社區為本」的心繼續向前，服務精神康復人士，達致「共融社區」的理念。

Conclusion

With aids and assistance from the Social Work Bureau and all colleagues, the community support services provided by Yee Lok Center of Fuhong Society of Macau have been already producing results. In the future, we will go on serving the persons with ex-mentally illness with the "Community-based" principle and achieve the goal of "Community Integration".



『創傷心理學及危機後精神健康工作』講座 (2008)

Seminar on Psychological Traumatology and Post-disaster Mental Health Work (2008)

開心日報
Happy Daily



十載工作富在心

經理陳愛碧

十年過去了，五年過去了，一年過去了，時日不斷，感覺依然……

在香港從事精神復康的工作已經踏入了第十個年頭，時至今天，我覺得工作依然有趣，時而笑中有淚，時而甘中帶甜。有時我以為服務他們，其實是他們在為我效勞，當我工作得勞累時，他們便會走到我面前給我慰問，一句「保重身體呀！」可以很窩心。記得有次一位服務使用者忽然走到我面前跟我說句生日快樂，給我遞上一件蛋糕時，我會明白甚麼叫關心。在無數個復康故事中，我學懂了尊重及欣賞，有時以為是單色的故事，原來可以有聲有色的；有時習慣了失落的人和事，原來是生生不息的，這是一份有生命力的工作，讓我在迷醉中成長。

一年之前，我背著一背包的好奇，一行李箱的膽量，一擔子的誠意，來到一片新天地去給自己開開眼界，澳門的月兒依樣，清風依然，但人情味卻是香濃的。在陌生的地方從事自己熟識的「老本行」，兩種「生」、「熟」的感覺頓時交錯，作為團隊的主管，不得不承認我有一點壓力；作為一個新服務的團隊主管，我會再多一點壓力；作為一個初到貴境的新服務主管，我想我還是有理由再加一點壓力，不過它再大，也敵不過辦公室裡經常盛滿著的笑聲，「輕鬆幹活」就是一顆靈丹妙藥。

我的團隊由不同職能的隊員組成，但只要是不同的個體走在一起，就可以有磨擦，有時在那個小小的辦公室中，會出現「低氣壓」，遇上工作難題時，「氣壓」更低，不過，我們總會在這時候，巧妙地送上一點關懷，可能是幾道窩心的說話，可能是幾道貼心的食物，但對大家來說就是一種溫暖的安慰，「以人為本」的社會工作，心情總不免會受服務使用者影響而大起大落，一個人走路未免有點吃力，但一隊人走，路就好行

Ten Years' Work Enriching My Heart

By Chan Oi Pik, Manager

As time goes by, I still keep the same sentiment as before...

It has been ten years since I started my work of psychiatric rehabilitation in Hong Kong and, till now, I still find my work interesting, with pleasures and pain, good times and bad times mixed. Sometimes I thought I was working for the service users, but in fact, they were also serving me. When I was tired after hard work, they would come to me and give me warm greetings, "Take good care of yourself!" I remember that once when a service user suddenly came to me, saying "Happy Birthday" and giving me a birthday cake, I understood what care was. The countless rehabilitation stories, have taught how to respect and appreciate. Sometimes, a story which I thought to be boring turned out to be quite interesting. It's an exciting job, with new things discovered every day.

One year ago, I came to this new world with all my curiosities, braveness and sincerities to broaden my outlook. The moon and the breeze are the same here in Macau, but the human kindness is stronger. When taking up an "old profession" that I was familiar with in a strange place and the senses of "strangeness" and "familiarity" crossed over with each other, as a team manager, I have to admit that I felt some pressure at that time; as a team manager in charge of a brand-new service, I do got more pressure; and as a team manager newly coming to a strange place, the pressure even became bigger. However, no matter how big the pressure is, the happy laughter which filled up the office soothes my nerve. "Working light-heartedly" is the best medicine.

My team consists of members serving for different functions, but as long as there are different individuals working together, there would inevitably be frictions among them. Sometimes there would be quite difficult in that small office and when there are work problems, it can get worse. However, we will always try to show our care for others by saying some warm words or serving some delicious snacks, small but important for all of us. Since we are engaged in the "human-oriented" social service, our mood will inevitably be affected by our service users. It's really tiring if we try to do the job alone, but when we are doing it in a team,



多了。同事們讓我明白到「我們不是幾個人，我們是一隊人呢！」

我們的工作不是單靠實力，最重要是靠「心」，康復者很多時會因外圍因素而在復康路上反反覆覆，走了幾步又退幾步，因此，我們亦要懂得在挫折中尋找樂趣，無論你出了幾多分力，都預計不到結果，「不能預測」不就是我入行時學會的第一課嗎？但更不能估計的是，當我們偶爾聽到家屬衷心說聲「多謝」時，又或是在家訪時給我們遞上幾件盛滿尊重和感激的家鄉土產表達心意時，原來收獲可以比工作更珍貴呢！日子一天一天過去，我卻變得更固執。

一年過去了，五年過去了，十年……但願熱情依然。

things go a lot faster and better. My challenges help me to understand, "We are not just several individuals, and we are a team!"

We are doing the job not only because we have to, but most importantly, because we love to. Many persons with mental illness will have setbacks in the path of rehabilitation due to external factors. So, we also have to learn to find the joyful part of the job. No matter how many efforts we have made, we can never predict the results. Unpredictability was just the first lesson I have learnt. What's more difficult for us to imagine is how excited and encouraged we are when we hear the relatives of our service users sincerely saying "thanks" or when, in our home visits, they show their respect and gratitude to us. Gains can be more valuable than the work itself! As time goes by, I become more persistent.

One year passed, five years, ten years ... and I hope my passion for the job will continue to evolve.



1



2

1 我們的團隊
Our Team

2 職員培訓
Staff Development

震撼心靈

社工楊永康

當全球正在關心四川地震的重建工作，國際影星莎朗史東被問對地震的感受時，竟然認為今次的地震很有趣，覺得這是中國處理西藏事件應得的報應，當然我們都認為這是一個雪上加霜的說話。換個情況來看，有很多人對精神病的理解，都會歸根於前世的報應，說是什麼「前世因，今世果」。事實上，在社會有很多像莎朗史東的人一樣，誤解了精神病成因之餘，還進一步傷害了精神病患者的心靈。

踏入澳門扶康會成立五週年，不知不覺已發展了第三個服務單位，自我任命以來，工作上一直都有很多難忘的經驗及新嘗試。從智障服務又再轉回精神復康工作，發覺自己的專業及知識都一直得到提升，與此同時，亦受到很多衝擊和挑戰，震撼了我對社會工作的心靈。

「你們要好好活下去！」

總理溫家寶握著了女童的手，慢慢的說出了這句鼓勵的說話。在五月十二日二時二十八分，我國經歷了強烈的地震，地震所帶來的傷害，狠狠地震傷了全國，除了無數的生靈受到塗炭，川脈受到破壞外，還深深地震碎了不少人的心靈。



一句鼓勵說話，讓灰色的心靈帶點希望
Brightening the Heart with Hope by Just One Sentence

A Shocking Mind

By Ieong Weng Hong, Social Worker

When the world is concerned with the reconstruction work in Sichuan province, the international movie star Sharon Stone made a comment in an interview, saying that the devastating earthquake in China was "karma" for the treatment in Tibet. We all know that her remarks only make the matter worse. Similarly, many people hold that mental illness is karma of one's past life. They have a belief that "what they do in the past lives, they receive in the present lives." In fact, there are many people in society, just like Sharon Stone, who not only misunderstand the causes of mental illness, but also hurt the dignity of the people with mental illness.

Fuhong Society of Macau has been in conception for its fifth year, and the third service centre has been developed. Ever since my employment in the Society, I have gone through many unforgettable experiences and new attempts. I have worked in mental handicap and psychiatric rehabilitation services, and I find that my professional knowledge has been enhancing in these years. At the same time, I have gone through numerous challenges which give me new insights on social work.

"You Have to Live Well!"

Premier Wen Jiabao, who held the hands of the little girl, said gently, "You have to live well!" At 14:28 of May 12, 2008, our country experienced a strong earthquake and people of China were deeply shocked by its enormous devastation. Thousands of lives are lost and many people's hearts are deeply shattered.

One's heart is more fragile than the crust of earth. We often ignore the mental health of ourselves as well as those people around us. In the new working environment, I am more concerned about the importance of mental health. Mental health, in fact, is closely related to our daily lives. Just take an example of Sichuan earthquake, we focus our attention on medical relief, reconstruction and the rescue works. However, the victims, rescue workers and even the journalists are actually



人的心靈比起地殼脆弱，而我們往往都忽略了自己及身邊人們的心靈健康。在全新的工作環境下，讓我更加關注到精神健康的重要性，事實上精神健康與我們日常生活息息相關，以四川地震為例，大家的主要焦點都放在醫療救援、重建及其他的拯救工作上，但原來災民、救援人員、甚至記者，他們的心靈及精神上的創傷，卻不輕於災民肢體上所受到的傷害。據內地的心理專家表示，他們在災後一星期的調查發現，災民及救援人員的心理問題越來越嚴重，部份已超出承受極限，出現了很多創傷後遺症的症狀，現正計劃在震災區開展為期二十年的援助。

「JOIN難性」的任務

隨著澳門的經濟的轉變，我們開始要面對生活上的壓力，壓力源主要來自工作、家庭、社會或者無形的想法，當壓力達致所能承受的極限時，就會開始出現問題。有很多相關的書籍指出，患有精神問題或情緒障礙的人，需要接受藥物治療，穩定精神狀況後，方再到社區接受其他的治療及訓練。對於康復者來說，重投社區簡直是一個災難，我們不難找到很多歧視精神康復者的例子，有些會將他們標籤為暴力的化身，每當社會上出現一些過激事件時，都會被評定為「疑有精神問題」的人做，在重重的社區障礙下，試問康復者又如何能夠重投社區呢，這個重投社區的任務，何止是災難，簡直是JOIN 難！

suffering from mental trauma, and their psychological hurt are no less than the physical injury of the victims. According to the psychological experts in China, they find that, after one week's time from the disaster, many victims and the rescue workers are facing with acute psychological problems; some have exceeded their coping limit. Many have exhibited post-trauma symptoms. They are now planning to provide a continuous support and assistance to those victims in the affected area for the upcoming 20 years.

A Task to "Face and Overcome the Difficulty"

Upon the economic changes of Macau, we are facing with pressure from our daily lives, mainly from our work, family, society or some intangible thinking. Problems arise when we are pressed beyond our limits. According to the literatures, people with mental problem or emotional disorders require medical treatment, and receive other treatment and training in the community after their mental state become stable. For ex-mentally ill persons, re-integration into the community is only a nightmare, for there are too many incidents of discrimination against persons with mental illness. Some of them are labeled as the embodiment of violence. Whenever violent acts occur in the community, it will be often said: "it is done by a person who is suspect of having mental problem." How can the ex-mentally ill persons re-integrate into the community with such stigmatization? The task to re-integrate into the community is far more than a disaster; it is a task with enormous difficulty that they have to face and overcome.

Spiritual Relief: Care and Concern

Everyone has experience of hurt, but the psychological hurt is more detrimental. We are "spiritual worker" dealing with different cases with different problems. We go with them in their life journey, feeling their sorrow and pain with deep sympathy. Though we are professionals, at times, we will also feel frustrated and depressed.

Comparatively speaking, the rescue workers in Sichuan earthquake have to face death and despair everyday, and their psychological state are more confused and complex. They have to take care of their own mental health if they want to



心靈救援，指直關懷

每個人都有受傷的時候，心靈上所受到的傷害，影響更為深遠。我們這群救心一族，每一個個案所面對的問題各有不同，我們在經歷別人的心靈旅途，同時也感受到他們的辛酸，尤如身同感受，即使是專業人員，我們都會沮喪、心情沉重以及憂鬱。

相對而言，每日都面對死亡和失望的地震救援人員，他們的心理狀況更加是百感交雜，情緒每每都受到不斷的衝擊，要保持狀態來參與救援，他們也先需要照顧好自己的心靈。

震撼了我的心靈

自投身作為社工，關心別人這個行為只會安放在我對服務使用者身上，自問對家人卻缺乏了這個元素，最近我的心靈被一件事情震動，震撼了我對社會工作的看法。

社會工作動力源自於對人的真誠，繼而作出關懷，這個是我最基本的信念，但除了在應付工作上需要外，在自己身邊的人同樣需要，這個震撼，使我關心自己工作之餘，也開始關心自己的家人及朋友。同樣，精神健康的關注，不單只是精神康復者的事，更是你我應該關心的，要得到全人健康生活，我們是時候開始關心自己、家人及朋友的精神健康。

remain fit to involve in the rescue works.

A Mind Being Shocked

Since I commit to the social work profession, I naturally give my care and concern to my service users. But I have to admit that I forget to do it to my family members. However, my mind is recently shocked with changes on my views on social work.

The driving force of social work comes from one's sincerity and care to others. This is my core belief. The people around me have these needs too. This shock, giving me a chance to concern my work, also makes me to care about my family and friends. Similarly, concern on mental health is not the business of ex-mentally ill persons. You and I should be concerned about mental health. To live a holistic living, it is time for us not only to care ourselves, but also to care the mental health of our families and friends as well.



在經歷別人的心靈，同時也感受到他們的辛酸
You Can Feel Their Sadness When You Go Through Some People's Heart



心的呼喚

兩位康復者家屬

「別說你有病，媽媽也開始……無助的感覺淹沒了我！」

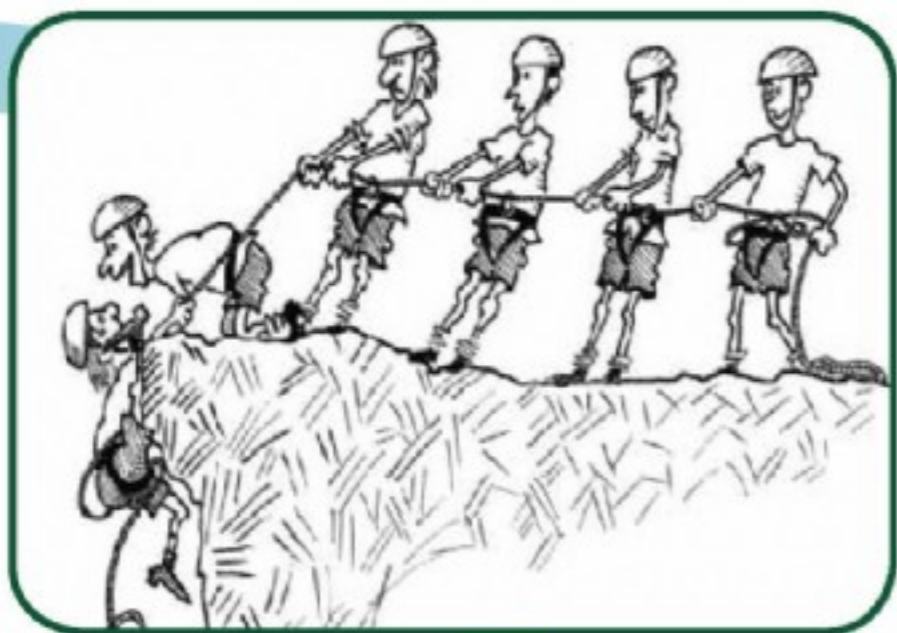
作為康復者家屬，我曾感到無助及徬徨，腦中不停地浮現了很多的迷思，我開始感到患病的不只兒子一人。

兒子患病所帶來的壓力，使我煩惱，加上家人的有限度支持，令我在過程中一直感到孤獨無援，漸漸地懷疑自己也患上情緒病。其實每位家屬在照顧康復者的過程當中，都很想有人願意去跟自己分享痛苦，為自己找到支持。可惜，眼下自己看到的就只有一大堆負面的情緒、沉重的壓力，一人之力實在有限。

曾經聽過一位家屬說：

「其實我們並不孤單，我們所經歷的，很多患者的家屬也同樣經歷過，嘗試改變自己的看法，一齊幫助自己幫助別人吧！」

撫心自問，我未必可以做得好，但看著有些家屬卻每天實踐著這句話，看著她，我就好像看到一點光。



Calling from the Hearts

By The Parents of Two Ex-mentally Ill Persons

"When you were ill, Mum also felt ... the feeling of helplessness flooded me!"

As a family member of an ex-mentally ill person, I once felt helpless and lost. Confusions kept emerging in my mind and I had the feeling that not only my son was ill.

The pressure from the illness of my son made me worried. Additionally having limited support from other family members, I felt quite helpless and even began to suspect that I was also suffering from emotional illness. In fact, when looking after those persons with mental illness, all family members expect that someone would share the pains with them and provide supports to them. However, it was a pity that I could only see a mass of negative emotions and heavy pressures at that time I felt really powerless.

Once I heard a family member of an ex-mentally ill person said:

"As a matter of fact, we are not alone. The family members of many ex-mentally ill persons have also experienced what we are experiencing now. Just try to change your own point of view and let's help ourselves and others as well!"

When I look into my heart, I am not sure that I could really go through all this. But, when I see some family members going through this every day, I am more hopeful.



在同一片天空下，嘗試幫助自己，也幫助別人。
Under the same sky, try to help yourself as well as help others.



另一位媽媽的精神

和蘇媽媽認識多年，她一向都以正面樂觀的態度示人，無論面對其他患者、或家屬，都給予人很堅強的感覺。除了家長聚會時會見到蘇媽媽外，她也活躍於很多關於精神健康的活動中，成為了其他康復者及家屬的最佳聆聽者。身為康復者的家屬，真的很佩服蘇媽媽的精神，不禁問起蘇媽媽的推動力從哪裡來，她答道：「開心又要過活，唔開心也要過活，何不積極面對，開心過活。」

面對精神病是一件痛苦的事，而陪伴康復者治療的過程更是艱苦。家屬除了四出奔波尋找資源幫助康復者外，更不時會受到親友的冷言與誤解，家屬常活在孤立無援的境況之中，更悲慘的是，療程進展往往反覆無常，康復痊癒好像遙遙無期，這種失落和不安惶恐會持久的煎熬著家屬。可能你會認為像蘇媽媽如此堅強的家屬還是不少，但除了會關懷自己的家人外，還樂意去幫助其他康復者的，我就只能從蘇媽媽處感受得到！

結語

推己及人是一種很高尚的情操，不是一朝一直便能心領神會的，但同途之路可以互相扶持，對自己是一種認同，對別人就是一種安慰，希望藉著與其他家屬溝通，彼此分享，交流經驗心得，可得到更多的接納和支持。當社會上未必人人接納我們的家人，但我亦希望大家可以認同精神病只是一個病，病醫好了就沒事，請給我們一點機會、一點空間、一點支持。



The Spirit of Another Mum

I have known Mrs So for many years. She has always been showing a positive and optimistic attitude to others, leaving a strong impression to other patients and their family members. Besides in those parents gatherings, Mrs So is also active in all kinds of activities concerning mental health, becoming the best listener to persons with mental illness and their family members. Considering she is also a family member of an ex-mentally ill person, I really admire the spirit of Mrs So, so I asked her where she got her driving power and she answered, "It doesn't matter if I'm happy or not, I have to move on. So why not have a positive outlook and lead a happy life?"

It's painful to face the fact of a mental illness and it's even more painstaking to accompany the persons with mental illness in their course of treatment. The family members have to travel around and look for resources to help them and would oftentimes receive sarcasm and misunderstanding from their relatives and friends. Many times they are living in a helpless environment. What's more, the progress of the treatment is often unpredictable and the recovery looks like something remote. This kind of loss and panic will torture the family members for a long time. You might think that there are many family members who are as strong as Mrs So, but, I rarely saw such a person who cares for his/her own family members and at the same time is ready to help other persons with mental illness.

Conclusion

It's a noble aspiration to put yourself in someone else place. However, since we are on the same way, we can support each other, recognizing ourselves and comforting others. We hope that by communicating with family members of other ex-mentally ill persons and sharing our experiences with them, we can receive more acceptance and support. It's true that not every person in the society would accept our family members, but I hope they may recognize that mental illness is just no more than a kind of illness and once it's cured, it's nothing. Please give us more chances, more spaces and more support.



申請義工方法

只要填寫隨書的申請表或瀏覽澳門扶康會網頁下載表格
<http://www.fuhong.org.mo>

捐助方式

殘障人士也是社會的一份子，我們的工作是協助他們得到適切的訓練，從而讓他們用自身的努力融入社會，活出美麗人生。您的慷慨捐助，不但是推動我們繼續努力工作之主要動力，更是為這個世界劃上一條美麗的彩虹，就用您愛的力量讓他們生命活得精彩。

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致電本會2840 3988聯絡我們派員到來收取善款。

Recruitment of Volunteers

Please fill out the attached form or download from our web:
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Donations Methods

People with intellectual disabilities is also a member of the community, our work is helping them to receive appropriate vocational training, thus making them to use their own efforts to integrate into the society and living for a beautiful life. Your generous contributions, not only act our main motivation for work, but also creating a beautiful rainbow for the world, with your love and power to make them to live more enriched.

Welcome for your donations to "Fuhong Society of Macau" in the following methods:

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Introduction of Yee Lok Centre

Yee Lok Centre of Fuhong Society of Macau is an innovative Community Support Service for ex-mentally ill persons aged 16 or above. A professional outreach team, including the social worker, clinical psychologist, nurse, and occupational therapist, would provide continuous support to ex-mentally ill persons who are living in the community. The supportive services cover home visits, outreach support, counseling, independent living skills training, medication training, and vocational assessment. Community mental health education programs will also be rendered to all walks of life.

Tel: 28261004
www.fuhong.org.mo
yeeiok@macau.ctm.net



康盈中心簡介

澳門扶康會康盈中心於二零零五年十月正式投入服務，為中、重度智障成人提供日間訓練之展能中心。中心內設置康復及發展團隊，從「以人為本」的思維出發，為服務使用者提供適切訓練小組活動、個別輔導及物理治療等以「生活經驗互動訓練」模式之理念配合以「體驗生活」超越「技能學習為主導」的訓練理念，透過正向的互動技巧和多元化的訓練形式以豐富服務使用者的生活和學習經驗。

Introduction of Hong Ieng Centre

The Hong Ieng Centre of Fuhong Society of Macau has started operation since October 2005, a potential development Day Care Center providing training to adults of mild to severe mental handicap and with 40 service users at present. In the Centre there are rehabilitation and development teams, rooted in "Life Experience Interactive Training" It is a training concept that emphasizes "life experience" rather than "skills learning", aiming to enable service users to experience different life situations in their daily life as well as enriching their life and learning experiences through positive interactive strategies and diverse training activities.

Tel: 2848 3226
www.fuhong.org.mo
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寶翠中心簡介

澳門扶康會寶翠中心成立於二零零三年九月，中心位於葵子基寶翠花園利星閣地下，佔地八千多平方呎，現有100名學員，專為輕度至中度智障成人提供職業技能發展訓練及就業服務，達至公開就業及融入社會。中心設有工場、洗衣房、清潔流動隊、訓練室及社交會所等。

Introduction of Pou Choi Centre

The Pou Choi Centre of the Fuhong Society of Macau has been providing services since September 2003. Located at the ground floor of Lei Seng Kok of the Pou Choi Garden in Fai Chi Koi and occupying over 8,000 sq. ft., At present, we have 100 service users, dedicated to provide occupational skills development and training as well as employment services to the mild or moderate mental handicap. To gain open employment and to integrate into the society through multi-approach employment training and counseling. In the Center, there are workshops, laundry rooms, mobile cleaning teams, training rooms and social club, etc.

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