



2021-22 年報
ANNUAL REPORT

關於長者安居協會

About Senior Citizen Home Safety Association ('SCHSA')

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

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



使命及價值觀

Mission and Values



願景 Vision

讓長者可隨心選擇在社區過著有質素的晚年生活。
Empower senior citizens to age in place maintaining their quality of life.

使命 Mission

致力透過科技應用，以人為本的服務和創新的手法，提升長者社區生活中的質素。
Leverage technology and innovation to provide people-centric services that improve quality of life for senior citizens ageing in place.

價值觀 Values

企業養福利 — 以社會企業之自負盈虧運作模式，使社會福利獲得更多資源，創造更大的社會影響力。
Enterprise in Support of Social Services — We operate as a self-financed social enterprise and commit resources generated from our operations to community services that can further our social impact.

伙伴協作 — 與各界攜手，多方面照顧長者的需要。
Collaboration and Partnerships — We collaborate with different sectors to help meet the multifaceted needs of our senior citizens.

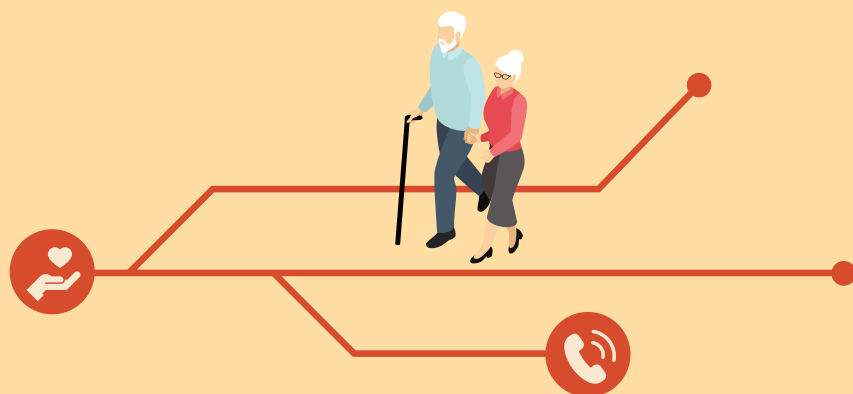
重視長者 — 重視長者的價值，需要和生活素質，讓他們活得精彩。
Senior Citizens Well-being First — We treasure our elderly's role in family and society and we care deeply about helping them live the best lives possible.

以人為本 — 尊重人的價值和需要，以愛作聯繫。
People at the Core of What We Do — We respect that everyone has value and needs. We value and connect people with love.

重視創新 — 把創新思維和手法融合協會發展和長者服務中。
Embracing Innovation — We strive to integrate innovative ideas and practices into our organisational and service development.



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服務概覽

SERVICES OVERVIEW

關於「一線通平安鐘™」服務

About Care-on-Call Service

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

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

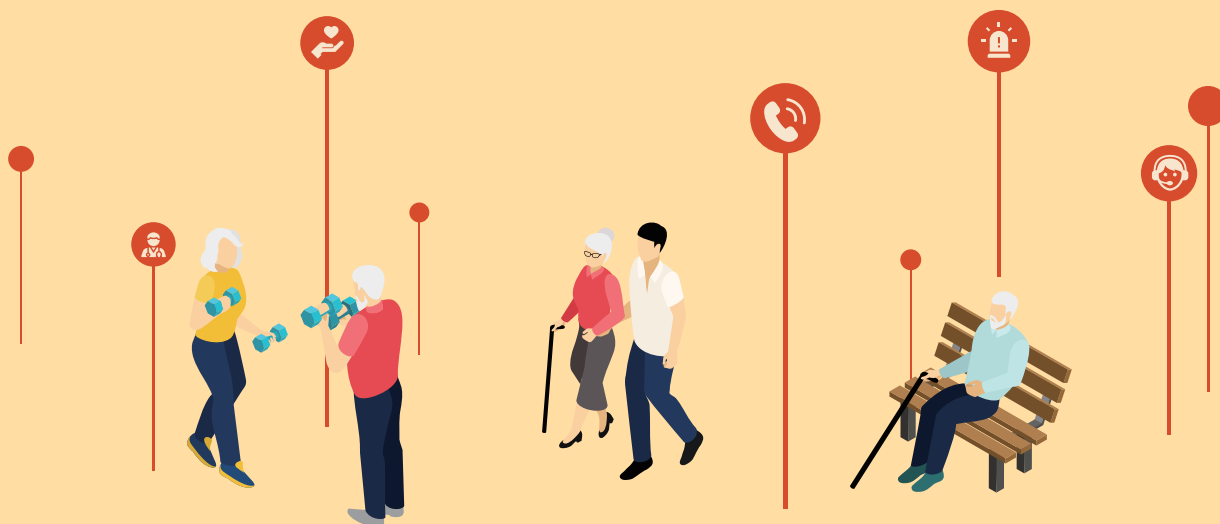
Care-on-Call Service, operated by Senior Citizen Home Safety Association ('SCHSA'), is a comprehensive 24/7 support service in Hong Kong, covering emergency aid, integrated care, around-the-clock vigilance service, health management, and day-to-day living assistance.

SCHSA was founded in 1996 as a non-profit charitable organisation with a self-financing model. Today it is one of the most established social enterprises in Hong Kong. We strive to enable elderly to age in place and lead quality lives independently. SCHSA innovates and leverages technology to deliver people-centric services.

「一線通平安鐘™」服務範圍

Care-On-Call Service Scope

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



產品特色 Product Features

「一線通平安鐘™」產品均備有求助掣，用戶一按掣便能直接與「一線通平安鐘™」服務熱線中心聯繫，享用24/7全方位支援。

Care-on-Call products work in conjunction with our Care-on-Call Service that offers comprehensive 24/7 support service. Users can reach our professional team by one press on the devices.

	一線通®無線平安鐘 Care-on-Call Wireless Personal Emergency Link	一線通®第四代平安手機® Care-on-Call 4th Safety Phone
產品 Product		
特色 Features	<ul style="list-style-type: none"> 無線設計，無需固網電話線，適合任何家居使用 Go wireless, without the need for a fixed landline, suitable for all households 支援藍牙遙控技術，能覆蓋多房多樓層住宅 With Bluetooth connectivity, effectively cover even corners of apartments or houses even with multi-storeys. 安裝簡易，即買即用 Plug-and-Use 配備隨身防水遙控掣，適合於浴室使用。 Remote SOS button is waterproof. Users can wear the buttons while taking a bath/shower. 緊急免提通話功能，接駁到服務熱線中心 Users can communicate with Care-on-Call Service Call Centre through hands-free emergency call 	<ul style="list-style-type: none"> 專為非智能電話使用者而設 Specially designed for non-mobile phone users 升級使用4G網絡，三重定位，準確追蹤長者位置 Upgraded to use 4G mobile network and 3 layers of positioning technologies, which enhances its accuracy in location tracking 新增過濾陌生電話的功能 Newly added call screen function to screen out calls from strangers 簡單操作，設計簡潔 Easy to use with simple touch in design 守護服務，主動監察和及時介入 Vigilance Service, proactive monitoring and timely intervention

一線通®智能手錶
Care-on-Call Smartwatch



- 專為活躍長者及認知障礙症患者而設
Specially designed for active elderly and person with dementia
- 配合「一線通®智能手錶App」，家人及用戶的照顧者可知悉用戶位置
Family members and caregivers can also keep track of the users' whereabouts through designated Caregiver app
- 配備四重定位技術，讓網絡覆蓋範圍更安全更保險
4 layers of positioning technology for more comprehensive signal coverage
- 「離家／回家提示功能」服務：當用戶離開或回到家居範圍時，家人及用戶的照顧者的手機會收到通知
Leave home/Back home alert' signals: Caregiver App users can receive notifications when a user leaves or returns home area
- 快速電話撥號
Phone with speed dial

一線通智守護®APP
eCare Link® APP



- 專為善於使用智能手機的長者而設
Specially designed for tech-savvy seniors
- 按時以圖片提示長者服藥、記錄進度
Uses medicinal images to remind users to take medicine according to a preset schedule. The APP also keeps track of users medications.
- 由專人安排用戶的門診預約，有應診提示功能
Users can make the request on the APP, Care-on-Call Service team can book appointments at Government out-patient clinics upon the request
- 家人及用戶的照顧者可透過智守護®APP，即時了解用戶的位置、服藥情況、覆診日期／更改覆診日期
Family members and caregivers can use eCare Link® APP to check on the users' location, medication status and manage medical appointment schedule in real time

產品功能 Product Function

	一線通®無線平安鐘 Care-on-Call Wireless Personal Emergency Link	一線通®第四代 平安手機® Care-on-Call 4th Safety Phone	一線通®智能手錶 Care-on-Call Smartwatch	一線通智守護®APP eCare Link® APP
				
緊急求助 Emergency assistance	✓	✓	✓	✓
位置搜尋 Location search		✓	✓	✓
隨身求助掣 Remote SOS button	✓			
代約門診 Outpatient appointment booking	✓	✓	✓	✓
服藥提示 Reminder to take medicine	✓	✓	✓	✓
偵測心跳 Heartbeat measurement			✓	
慰問電話 Care calls	✓	✓	✓	✓
健康諮詢 Health inquiry	✓	✓	✓	✓
守護服務* Vigilance service		✓	✓	✓

* 守護服務：主動監察和及時介入，包括低電量提示及偵測活動狀態
Proactive monitoring and timely intervention functions, include low battery alerts and (in)activity level detection.

服務主要數字 (2021–22 年度)

Key Figures in Our Service (FY2021–22)

「一線通平安鐘™」服務 Care-on-Call Service

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



608,638

接到的緊急求助次數
Emergency aid requests received



28,294

社會關懷服務 Social Care Services

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



2,439

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



372

電話慰問計劃 Care Call Programme

已撥出
Delivered

455,384 次主動慰問電話
Care Calls



「一線通管家易®」服務 EasyHome® Services

年度為
Offered to a total of

1,028 個家庭，提供了
families



12,450 次家居照顧服務
sessions of high quality
at-home services

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

自「一線通平安鐘™」慈善計劃
Since the launch of Care-on-Call
Charity Programme in

1996 年推出及「一線通管家易®」慈善計劃於
and the launch of EasyHome® Services
Charity Programme in

2020 年推出，受惠者
已累積超過
, have totaled over



32,000 名
beneficiaries

主席感言

Message from Chairperson



錢黃碧君教授
Prof. Teresa B.K. Tsien
長者安居協會董事會主席
Chairperson,
Senior Citizen Home Safety Association



在過去的年度，可說是香港經歷高山低谷的一年。在第五波疫情肆虐下，整個香港、特別是安老服務界皆面對前所未有的考驗。守護長者平安，不單止是協會一如既往的使命，更加成為水深火熱的任務。

面對嚴重公共衛生危機，協會各部門同事秉持著「救得一個得一個」的信念，上下一心緊守崗位，在多項社會服務停頓情況下，我們絕不停步，無間斷地向長者提供各項支援服務。「一線通平安鐘™」於2022年3月動員前線及義工，展開「疫境同舟一線保平安」行動，主動監測2.6萬名高齡獨居長者身體狀況、派送血氧儀，並教導長者用戶自我監察身體狀況，又支援染疫長者，包括協助申報快速檢測結果及安排入住隔離設施、協助補給物資和藥物、提供情緒輔導。由一句關心問候到緊急求助，我們的同事及義工都一絲不苟，盡全力守護長者，我在此向各位表達高度敬意！

Hong Kong has experienced ups and downs in the past year. The fifth wave of COVID-19 profoundly impacted our city and posed unprecedented challenges to the elderly services sector. It became more important than ever for SCHSA to uphold our unwavering commitment to protecting the elderly, no matter how challenging the conditions were.

In response to the public health crisis, our dedicated staff worked tirelessly as a team to help as many as possible, providing support services to the elderly amid disruptions to normal social services. In March 2022, our frontline staff and volunteers in Care-on-Call Services actively reached out to 26,000 elderly people living alone through the "2022 COVID Special Campaign". We delivered pulse oximeters and taught them how to monitor their own health. We also supported the infected elderly by helping them report rapid antigen test (RAT) results, arranging admission to isolation facilities, helping with supplies and medication, and providing emotional counselling. My deepest appreciation goes to all our staff and volunteers for the meticulous care they provided, from a warm welcome to organising an emergency response.

在乘風破浪之際，協會於服務發展方面亦絕不鬆懈，一直推陳出新，向長者及照顧者提供全面且合乎時宜的服務及產品。事實上，同事努力的成果，除令協會上下感到驕傲外，更得到社會廣泛認可。協會的「一線通®無線平安鐘」獲得香港資訊科技商會舉辦的2022香港資訊及通訊科技獎：智慧生活（智能家居）獎一優異證書，此項嘉許標誌著協會的服務與創新得到各界肯定，同時是團隊繼續努力的推動力。

根據統計處資料，香港於2021年時65歲以上的人口已佔總人口的兩成，而十年後更將增至三成，可說是「超級老年城市」。而根據聯合國人口分析預計，在擁有超過100萬人口的地區中，香港預計在2050年將成為全球人口老化程度最高的城市，達40.6%。因此，香港的銀髮市場將帶來不少的挑戰和機遇。

參與協會工作多年，在2021/22年度接棒成為主席，實在是我的榮幸。作為協會新主席，我希望能帶領協會董事會、管理層及所有員工，上下一心、以人為本，為協會建立優質創意的服務品牌，加強科技應用，開拓新服務，回應社會的需要，迎合長者於不同階段的需要。

現時香港以至全球已逐步邁向復常之路，在此我謹代表董事會感謝員工過去的努力、義工的無私奉獻、以及社會各界的支持，同時讓我們在未來日子繼續力求進步，與長者同心同行，讓他們平平安安，盡情享受社會回復正常的喜樂。

Even as we braved the ongoing storm, SCHSA continued to persevere with our new initiatives to provide comprehensive, up-to-date services and products to the elderly and their carers. We are proud of the unwavering commitment of our staff, which has been widely recognised by the community. Our Care-on-Call Services won the Hong Kong ICT Awards 2022: Smart Living (Smart Home) Award — Certificate of Merit, recognising our commitment to service and innovation while providing a driving force for our team to continue their pursuit of excellence.

Statistics from the Census and Statistics Department show that in 2021, 20% of Hong Kong's population were aged 65 and over — a figure that is expected to rise to 30% within the next decade. It is both a challenge and an opportunity that we are turning into a “super-aged city”. The United Nations' demographic analysis projects that by 2050, 40.6% of Hong Kong's population will be aged 65 and above, the highest in the world. As a result, the silver market in Hong Kong faces both challenges and opportunities.

Having served SCHSA for years, it is a true honour to have been elected Chairman for the 2021/22 term. In this new role, I am committed to working with the Board of Directors, as well as SCHSA's management and staff to build a brand that is synonymous with quality services and innovation. By using technology to develop new services, we will respond to the needs of the community and serve the wellbeing of our elderly at every stage of old age.

As Hong Kong and the world move towards normalcy, on behalf of the Board of Directors, I would like to thank our staff for their hard work, as well as our volunteers for their selfless contributions, and the community for their continued support. Let us continue to embrace progress, as we help bring back to our elderly the joys of safe, carefree, and most of all, normal living.



錢黃碧君教授
Prof. Teresa B.K. Tsien
2023年3月 March 2023

行政總裁工作報告

CEO's Report



王虹虹 (王蓉)
Maura Wong

長者安居協會行政總裁
Chief Executive Officer,
Senior Citizen Home Safety Association



2021至22年度是「一線通平安鐘™」科技上有重要突破的一年。經過兩年研發，長者安居協會在2022年5月推出「一線通®無線平安鐘」，從此家傳戶曉的平安鐘躍進至無線移動新時代。利用4G網絡及藍牙技術，用戶在家中任何一個角落皆可按鐘求助，又具備遙控求助掣及專業防水功能，可掛頸隨身，包括可在浴室攜帶。再配合「一線通智守護®」手機應用程式，長者在室內外均獲全面支援，故此這組合甫推出即深受新用戶歡迎。

近年越來越多初老一族(Young-old)及追求獨立和優質生活人士選用「一線通平安鐘™」，就如我們的「一線通®無線平安鐘」大使莫何敏儀女士。事實上，香港約有120多萬名長者，年齡由60到過百歲，狀況及需要均不同，協會希望透過精益求精的科技和人本服務，把服務層面推得更廣更遠。另外，協會在過去的年度亦推出「一線通®第四代平安手機®」，利用GPS、WiFi、LBS技術作位置搜尋，更精準可靠。這些產品能成功面世，全賴團隊和夥伴的努力，在艱難時期仍能克服供應鏈的重重障礙，在此向各位表示衷心讚賞。

2021–22 was a year of technological breakthrough for SCHSA. In May 2022, after two years of development, we were thrilled to launch Wireless Personal Emergency Link (wPEL). Our most important Care-on-Call device is now completely mobile network enabled, using 4G and Bluetooth. With wPEL, our users can easily get help by pressing a button from any room, any corner of their home. wPEL also comes with a remote wearable SOS button that meets multiple professional waterproof standards offering additional protection to users in places like bathrooms. When bundled with our eCare Link® APP, users can get full protection and assistance anywhere anytime, both at home and outside. No wonder our wPEL and eCare Link® combination has met with increasing popularity since launch.

A recent trend indicates that more and more young old and people who like to maintain an independent lifestyle are choosing to use our 24x7 Care-on-Call Service. A very good example is Mrs. Eleanor Morris, our wPEL ambassador. There are over 1.2 million elderly in Hong Kong with age ranging from 60 to over 100. This group has very diverse needs. Our services enabled by technology must continue to advance in order to cater to their different needs. In 2021–22, SCHSA also launched our Fourth Generation Safety Phone (Safety Phone 4) which uses GPS, WiFi as well as LBS in location tracking to offer greater precision than before. It has been a herculean task to launch these new products at a time when supply chain was seriously disrupted due to the COVID-19 pandemic. I would like to express my appreciation to my team and partners for overcoming all the challenges and making our new product launch successful.

過去數年，協會在產品研發上不斷推陳出新，在服務層面上亦一直堅守核心價值。新冠疫情期間，協會一直因應最新發展，提供最有效的支援。第五波疫情對長者構成前所未有的生命威脅，面對每天都有長者不幸過身的報道，協會同事雖同樣面對感染的挑戰，但仍上下一心，為2.6萬名長者派發血氧儀及提供支援。在此多謝社會福利署的協調和支持，讓我們能在極短時間內獲得血氧儀這寶貴資源。

另外，協會在公務員事務局的協調下與衛生署協作，為「零針長者」作主動支援，希望他們及時完成三針新冠疫苗，減低入院及死亡率。上述每個特別行動，均以極短時間及有限資源下進行。值得一提的是，我每次講解這些特殊項目，同事皆大力支持，未有因工作量加重而退縮，原因是大家都希望幫助到更多長者。能夠與這班有擔當的同事一起努力，是我最大的榮幸。

最後，我要多謝董事局對管理團隊和同事的信任和支持，還有無數善長，全賴你們的捐助，有需要的長者才能受惠。過去幾年協會上下一直全力以赴，毫不退縮，但前路仍漫長，希望大家繼續支持我們，為香港創造更優秀的居家安老條件和環境。

祝大家平安！

In the last few years, SCHSA has been working tirelessly in bringing better products to the elderly. At the same time, we strive to provide service of the highest quality and demonstrable impact as part of our mission. Throughout the COVID-19 pandemic, our service has continued to adapt and respond to the changing needs of society. During the fifth wave of pandemic, we saw unprecedented threats to our elderly in Hong Kong with news headlines of elderly suicide or mortality almost every day for a while. Our team was able to respond swiftly and courageously at this critical time when they themselves also faced COVID-19 risks. Thanks to the cooperation of Social Welfare Department, we were able to distribute oximeters to 26,000 high risk elderly and provide timely monitoring support at the height of Omicron wave.

Furthermore, under the facilitation of Civil Service Bureau, SCHSA cooperated with Department of Health and did a special outreach project to encourage and facilitate elderly who have not yet been vaccinated to get COVID19 shots, in a concerted drive to lower hospitalization and mortality rates ahead of the winter months. All these special projects were accomplished with limited resources in a tight timeframe. It is noteworthy that my colleagues have never even once flinched from the challenge, always willing to go the extra mile so that more elderly can be safe. I am deeply honored to work with such a dedicated team.

Lastly I want to thank my Board of Directors for their trust and support for management team as well as staff. I also want to give a big thank you to all our donors without whose support the high risk elderly will not get the service that they so desperately need. Together we have accomplished quite a lot, but there is plenty more to be done. Please continue to support us in this meaningful journey and we shall together make Hong Kong a better and safer place to grow old in.

Stay safe! Stay well!



王虹虹(王蓉)

Maura Wong

2023年3月 March 2023



突破無界限

ACHIEVE BREAKTHROUGH IN SERVICE



「一線通®無線平安鐘」面世 全方位支援不同年齡層居家安全

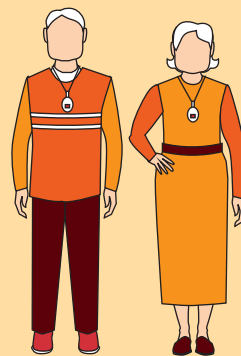
Care-on-Call Wireless Personal Emergency Link debuts to support people at all ages at home

「一線通平安鐘™」一直以來服務不同年齡階層、居住環境的人士，為他們提供全方位的支援和關顧服務。隨著流動通訊日益普及，香港住宅固網電話的滲透率逐漸下降，有見及此，「一線通平安鐘™」於2022年5月將自1996年創會推出以來的有線平安鐘，由過往只有線運作推進至無線運作新時代。「一線通®無線平安鐘」毋須家居固網電話線，透過4G流動網絡，提供24小時「一線通平安鐘™」服務，並支援藍牙遙控技術，即使家中有多個房間，甚至多個樓層，每個角落都能發出求助訊息，適合任何家居。

「一線通®無線平安鐘」於2022香港資訊及通訊科技獎中，在智慧生活(智能家居)類別榮獲優異證書。

Care-on-Call Service has been serving people of all ages in different living conditions, with an array of comprehensive support and caregiving services. As the use of residential landline telephones in Hong Kong has become less due to increasing popularity of mobile connection, Care-on-Call Wireless Personal Emergency Link, which is run wirelessly, was debuted in May 2022 to replace old version that needed wire connection which have been serving since 1996 when SCHSA was found. Care-on-Call Wireless Personal Emergency Link provides Care-on-Call Service around the clock via 4G mobile network and does not require a landline in the home. It also supports remote control with Bluetooth that allows users to ask for help from every corner of the home, even if their home has multiple rooms or floors, making it suitable for users in any living condition.

Care-on-Call Wireless Personal Emergency Link has been awarded the Certificate of Merit in the Hong Kong ICT Awards 2022 under the Smart Living (Smart Home) category.



產品特色 Product Features	
毋須家居固網電話線 Operate without landline	透過4G流動網絡提供24小時全面支援服務。 Full support available around the clock via 4G mobile network.
支援藍牙遙控技術 Support remote control with Bluetooth	能覆蓋多房多樓層住宅，讓守護的範圍延伸更廣。 Available even in multi-storey and multi-room homes, attaining wider signal coverage.
提升防水功效 Enhanced water-proof features	主機配有的防水遙控求助掣，防水效能更達到IP65、IP66及IP68，用戶佩戴著浸浴、淋浴都沒有問題。 Waterproof remote SOS button came with the main device equipped with IP65, IP66 and IP68 waterproof protection, allowing users to wear it even in the tub or in shower.
緊急免提通話功能 Hands-free emergency call	具備緊急免提通話功能。用戶無需先按求助掣，「一線通®無線平安鐘」能自動接駁用戶至服務熱線中心，直接通話。 Hands-free emergency call is available. User can directly communicate without the hustle to press the help button as the device of Care-on-Call Wireless Personal Emergency Link can automatically connect the user to the Care-on-Call Service Call Centre.
簡易啟動 Easy activation	用戶只需自行接駁電線再開啟開關便可使用，毋須安排專員上門安裝。 User only needs to connect the device to power supply and turn on the switch, and the device is ready for use. Support from technician is unnecessary.

「一線通平安鐘™」邀得前資深傳媒人莫何敏儀女士（「莫Auntie」）擔任「一線通®無線平安鐘」宣傳大使，及成為「一線通平安鐘™」用戶。「一線通®無線平安鐘」突破界限，如她的人生一樣，精彩無限。

Care-on-Call Wireless Personal Emergency Link has invited Mrs. Eleanor Morris ("Auntie Mok"), a veteran in the media industry, to be the ambassador of Care-on-Call Wireless Personal Emergency Link and a user of Care-on-Call Service. Inspired by Auntie Mok's fruitful life, Care-on-Call Wireless Personal Emergency Link aims to diversify its service and offer more.



宣傳影片
Promotional video



抗疫行動回顧

Retrospect of anti-epidemic initiatives

長者安居協會「一線通平安鐘™」在疫情期間努力肩負社會責任，推出及時、實用、到位的支援服務予有需要的長者。集合協會的力量，結合社會各界資源，為長者提供多項貼心的緊急支援。



成功接觸有需要的長者人次
Calls to elderly in need

212,582



註冊護士團隊提供健康建議次數
Health advice offered by registered nurses

110,000



註冊社工團隊為有需要人士提供情緒輔導時數 (小時)
Health advice offered by registered nurses (Hours)

2,400



緊急物資及心意禮品等防疫用品的派發份數
Items of emergency supplies and caring goods distributed

485,087

第一波
第二波
During first and second wave in

2020



為長者於疫情下送上關懷——
Concerning what the elderlies needed in the midst of an epidemic

「攜手抗疫傳送平安」行動短片
“Unite to Fight Virus, Send Love to the Community” Video

新冠疫情爆發初期，防疫物資短缺加上社區服務暫停，「一線通平安鐘™」展開抗疫行動，迅速派送防疫物資，並慰問因留家抗疫而足不出戶的長者。

In the early days of outbreak of the COVID-19, when anti-epidemic supplies were in shortage and community services were suspended, Care-on-Call Service launched an anti-epidemic campaign in order to quickly deliver supplies and offer care calls to the elderlies who had to stay at home to fight against the epidemic.

第三波
第四波
During the third and fourth wave in

2021



為長者於疫情下送上關懷——
Concerning what the elderlies needed in the midst of an epidemic

「疫境同舟 一線保平安」行動短片
“2022 COVID Special Campaign” Video

不少「打工仔」受疫情影響須在家工作，甚至因經濟轉差而失業。長期留在狹窄的家居環境，長者易與家人產生磨擦。「一線通平安鐘™」主動以電話慰問長者，舒緩檢疫期間的心理壓力。

Many wage earners had to work from home due to the pandemic, or even lost their jobs as the economy worsened. Staying in a cramped home for a long period of time may trigger conflicts between the elderlies and their families. Care-on-Call Service has taken the initiative to contact the elderlies by phone in order to relieve their stress during the quarantine.



管家易

長者安居協會

「一線通管家易®」提供的免費服務 (小時)
Free services provided by EasyHome Services (Hours)

9,800



During the epidemic, the Senior Citizen Home Safety Association (SCHSA) has been committed to fulfilling its social responsibility by providing timely, practical and effective support to the elderlies in need. By combining the strengths of the Association and the resources available in the community, we are able to provide a wide range of caring emergency support to the elderly.



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

31,238



提供社區支援次數
Community support
service provided

6,113



快速病徵檢查電話
諮詢人次
Calls made to identify
COVID-19 symptom

48,210

第五波
高峰期

During
the peak
of fifth wave in

2022



為長者於疫情下送上關懷 —
Concerning what the elderlies
needed in the midst of an epidemic

「幫一個得一個」行動短片
"More help should be offered" Video

據統計當時有九成死亡個案為長者，「一線通平安鐘™」針對慰問獨居及雙老家庭的高風險長者，向26,000名用戶派送由政府提供的血氧儀，協助確診長者預約發燒診所、物資補給等。此外，協會受公務員事務局委託，全力推動零針長者盡快打針，包括協助預約接種，並安排陪診員接送長者到場打針。

According to statistics, 90% of the fatalities at that time were elderlies. Care-on-Call Service provided 26,000 users who lived alone or with another elderly partner with government-supplied oximeters and helped infected elderlies in booking appointments in fever clinics and offered them with supplies. In addition, SCHSA was engaged by the Civil Service Bureau to encourage elderlies who have not been jabbed to get vaccinated as soon as possible. To do so, SCHSA could make appointments for vaccinations on elderlies' behalf and arranged teammates to escort them to the clinic for vaccination.





病毒肆虐長者首當其衝 一線通®上下一心全面支援

Care-on-Call Service stood up to offer all-round support to senior citizens who were the most vulnerable to the virus



2020至22年，香港正值面對嚴峻的疫情，「一線通平安鐘™」仍一直堅守「守護長者身心平安」信念，按疫情變化推出多個抗疫行動，並有賴政府、企業及善長的支持和參與，讓協會能在疫情下無間斷地支援有需要長者。

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

新冠病毒第五波疫情，長者確診數字及死亡人數飆升，死亡個案中超過9成是65歲以上長者，長者未必察覺自己已染疫或沒有足夠醫學知識可以自行判斷病情的嚴重程度，導致延誤治療時間而危在旦夕甚或失救。

From 2020 to 2022, when Hong Kong was under the severe outbreak of the pandemic, Care-on-Call Service has been upholding its belief in “protecting the physical and psychological health of the elderly” and has launched various anti-epidemic campaigns subject to the severity of the pandemic. Thanks to the support and participation of the government, various corporates and the donors, SCHSA has been able to provide constant support to the elderly in need during the epidemic.

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

Against the backdrops of the fifth wave of the COVID-19 outbreak, there was sudden surge of infections and deaths among the elderly. In particular, more than 90% of the deaths were from the age group of over 65. Elderly may not aware of whether they are infected or may not have sufficient medical knowledge to understand how severe their illnesses are, leading to delays in medical treatment and even failure to save their lives.



2022年3月疫情高峰期間，「一線通平安鐘™」單月錄得用戶的死亡人數，較前半年的每月平均死亡人數高達六成，屬平安鐘前所未見。面對疫情的挑戰，「一線通平安鐘™」在3月動員前線及熱心義工，展開「疫境同舟一線保平安」行動，主動監測2.6萬名高齡獨居長者身體狀況、派送由香港政府提供的血氧儀，並教導長者用戶自我監察身體狀況。藉此及早識別出現血氧過低或其他與新冠病毒的病徵的長者得適當的醫療照顧。

至於不幸染疫的長者用戶，「一線通平安鐘™」也提供支援，包括協助申報其快速檢測陽性的結果和入住隔離設施的安排、協助補給物資和藥物、提供情緒輔導，竭盡全力守護長者平安。

During the severe outbreak of the pandemic in March 2022, the number of deaths recorded in a single month by Care-on-Call Service was 60% higher than the average number of deaths per month in the previous six months, which was unprecedented. Confronted with challenges of the pandemic, Care-on-Call Service mobilized all frontline staff and benevolent volunteers to launch a campaign named “2022 COVID Special Campaign” in March 2022, which served to take proactive protection for over 26,000 singleton elderlies by monitoring their health conditions, distributing them oximeters provided by the Hong Kong government, and educating them the usage. By doing so, elderlies with hypoxia or other symptoms associated with the COVID-19 could be found as soon as possible and appropriate medical care could be provided accordingly.

For those who were unfortunately infected with the COVID-19, Care-on-Call Service also offered support to fully safeguard the well-being of the elderlies, ranging from reporting their positive rapid test results and arranging for admission to quarantine facilities on their behalf to providing them with supplies, as well as emotional counselling.



上門派發血氧儀及防疫物資

「一線通平安鐘™」派員上門親自為有需要的獨居長者及雙老家庭免費派發血氧儀，助他們在家中可自我檢測身體狀況，以及派發防疫物資。

病癥快速篩查

用戶收到血氧儀後，「一線通平安鐘™」按擬定的快速篩查問卷作出提問，識別新冠病毒的病徵，如用戶有病徵或不適，會通知用戶的緊急聯絡人安排用戶求醫，或協助用戶召喚救護車。

增加致電慰問

每週一次致電用戶，並根據用戶健康，提供相關資源予有需要長者。

Delivering oximeters and anti-epidermic supplies to doors

Care-on-Call Service team visited and distributed free oximeters to elderlies living alone and elderly households in need. With oximeters, they could check and monitor their own health conditions anytime at home. Our teams also distributed anti-epidermic supplies to them.

Quick screening of symptoms

Upon receipt of and inspection with oximeter, users will be asked based on the prepared rapid screening questionnaires in order to identify if they had any symptoms of the COVID-19 or felt unwell. If any, the user's emergency contact person would be reached, suggesting them to arrange medical treatment for the users or otherwise our staff would call for an ambulance on users' behalf.

More care calls to check on users

Weekly phone calls have been made to users and relevant resources were provided to the elderly in need subject to their health condition.



前線分享

Sharing from frontline workers

抗疫行動期間，「一線通平安鐘™」動員多位前線員工致電慰問及跟進高風險用戶，透過主動聯繫，及早發現懷疑確診病例，就他們個別情況，提供及時支援。負責統籌行動的「一線通平安鐘™」項目經理表示要迅速將超過2.6萬名高齡用戶分成三組，由各部門同事組成的慰問團隊，於短時間內分批致電慰問。計劃開始時，各同事首先集中致電最高危組別，即無親友支援的獨居及兩老共住的用戶，經同事的用心和努力，數天內已迅速完成聯絡該批用戶，並安排上門或郵寄血氧儀給他們。

可是，經過多次致電後，團隊仍沒法聯繫到部份長者，由於協會關心長者的安全，故迅速地把該批失聯的高危用戶名單交由警方跟進，望能爭分奪秒，尋找失聯長者，提供協助。

有個案經警方跟進後成功尋獲，但亦有個別用戶，經調查後需由警方聯同消防及救護人員，上門破門尋人，最終不幸發現倒臥在家去世。統籌行動負責人慨嘆，上門跟進的經歷令他更深刻體會第五波疫情的殺傷力，孤立無援的獨居長者，極需要外界伸出援手：「如果我哋唔主動上門尋人，恐怕長者只會繼續杳無音訊。」

Confronted with the outbreak of COVID-19, Care-on-Call Service called on a number of frontline staff to check on and follow up with users who were vulnerable to the virus. By approaching them proactively, suspected confirmed cases could be identified earlier and timely support tailored for their own conditions could be given. As the project manager of special project recalled, by dividing over 26,000 elderlies who were vulnerable to the virus into three groups, our team of colleagues from various departments made phone calls within a short period of time. At first, colleagues focused on calling the group who were the most threatened, i.e. those who lived alone, shared a home with another elderly and received little support from their family members. Thanks to the dedication and effort of our colleagues, we were able to quickly reach them and arranged for the delivery of oximeters to them to doors or by mail within just a few days.

Unfortunately, there were still some elderlies cannot be reached by our teams despite repeated phone calls. Out of the concern about the safety of the elderlies, Care-on-Call Service promptly handed over the list of unreachable vulnerable users to the police for follow-up action, in the hope of finding them and providing them with assistance as soon as possible.

The police were able to successfully reach some of the elderlies in the inspection. Unfortunately, in some cases, the police, joining hands together in rescue, with firefighters and ambulance personnel broken into flat to look for the missing ones, who was eventually found lying dead at home. The Project Manager lamented that the experience of these follow-up actions had given him a profound understanding of how devastating the fifth wave of the pandemic was, reflecting that singleton elderlies desperately needed help from the outside world, "If we don't take the initiative to knock on the door, I'm afraid those elderlies will be left with no help".

個案分享 Case Sharing



個案一 Case Study 1

「以老護老」的困窘於疫情期間更見嚴重。年邁的王太太一直負責家中大小事務及照顧行動不便的丈夫，患有長期病的她需要定期覆診取藥。但她於2022年3月中發覺自己發燒不適，經醫生診斷，她確診新冠肺炎，夫婦二人隨即接受隔離。家中藥物所剩無幾，卻因正接受隔離，未能親自到醫院取藥，害怕耽誤病情。

當務之急是讓王太太得到足夠藥物，丈夫於是致電「一線通平安鐘™」尋求協助。「一線通管家易®」服務的同事協助下，幫王太太將覆診資料提供予醫院，並協助取藥，及時獲得適當治療。

The difficulties of “the elderly taking care of the elderly” (以老護老) became more severe during the pandemic. Mrs. Wong, an elderly woman, has been taking care of her household and mobility impaired husband. Suffering from chronic illness, Mrs. Wong herself also needed regular medication consultation. In mid-March 2022, she found herself with a fever. After consultation, she was diagnosed with COVID-19 and the couple had to be immediately quarantined in this regard. What was more depressing was that they were struggling with shortage of medicines at home and could not collect medicine in person at hospital because they were in quarantine. She was therefore worried if her own health condition would be worsened due to delaying in treatment.

In order to obtain medication for his beloved as soon as possible, her husband seek help through Care-on-Call Service. With the assistance from our colleagues of EasyHome® Services, the medical details of Mrs. Wong was successfully passed on to the hospital. As a result, she received her medication timely and could receive proper treatment in time.





個案二 Case Study 2

患有眼疾的鄭婆婆因視力不佳，甚少看電視，亦很少留意新聞報導。有一天，鄭婆婆所居住的大廈圍封強檢，婆婆當被通知要做檢測時感到不知所措，完全不知道自己應如何配合檢疫安排。婆婆又不知大廈何時解封，眼見家中食物寥寥無幾，擔心很快便要捱餓。徬徨無助之際，婆婆想起可以向「一線通平安鐘™」求助。

「一線通平安鐘™」社工安撫及疏理婆婆的情緒、致電不同單位讓婆婆儘快及安全地進行檢測，在多方面的協調及緊密聯繫下，婆婆順利完成檢測，大廈亦解封了。

婆婆感謝「一線通平安鐘™」能快速解決其問題，亦知悉協會提供24小時支援服務，感到放心。

Due to her visual impairment, Madame Cheng seldom watched television and paid little attention to news reports. One day, the building where she lived was locked down for compulsory COVID-19 testing and she was overwhelmed that was ordered to get tested. She was clueless when the building would be unsealed. As there was only very little food left at home, she was worried that she would soon run out of food. When she was at a loss for what to do next, she thought of seeking help from the Care-on-Call Service.

Social workers of Care-on-Call Service first comforted Madame Cheng and communicated with different units to let her take the test promptly and safely. The close cooperation and communication between various parties facilitated the arrangement. Madame Cheng successfully completed the test and the building was unsealed afterwards.

Madame Cheng was grateful to Care-on-Call Service for resolving her problem quickly and felt relieved to know that she can find support anytime.



社會關懷服務 Social Care Services

協會的社會關懷服務團隊由專業註冊社工及輔導員組成，為有需要的用戶提供及時的危機評估及介入、情緒支援及輔導服務、精神健康資訊和社區資源。協會社工經常與各社區團體合作，並且根據用戶的需要，連繫到適當的地區支援網絡。此外，社工亦關心用戶照顧者的需要，提供適切的輔導服務、社區資源資訊及轉介，協助舒緩他們的照顧壓力。

社會關懷服務團隊與「一線通平安鐘™」服務熱線中心保持緊密聯繫，以及和不同的機構合作，因應用戶及其照顧者的需要及狀況提供支援，如：

- 及時介入自殺個案，助對生活感到困惑迷失的用戶，舒緩他們的苦痛，並將正面的訊息傳達給他們
- 透過跟進家庭衝突個案，預防或減低用戶再遭受家庭暴力的機會
- 協助患末期病患的用戶圓夢，與家人重遊主題樂園

尤其於2022年2月下旬第五波疫情爆發開始，社工為用戶提供確診後的情緒支援，亦按其需要評估並轉介至相關部門，包括提供防疫物資、健康諮詢、上門照顧及陪診服務等。

團隊認為能夠協助用戶及其家人改善與親人及朋友之間的關係，並獲得用戶的信任，是繼續向前的原動力。

The mission of our Social Care Service team, which comprises of professional registered social workers and counsellors, is to provide timely crisis assessment and intervention, emotional support and counselling services, information on mental health and any resources available in the community to users in need. Our social workers work in collaboration with various organizations in the community and connect users to the appropriate networks of community resources subject to their needs. In addition, our social workers also concern the needs of the users' caregivers and provide appropriate counselling services, information on resources available in the community and referrals to other resources for them to help relieve their stress in caregiving.

Our Social Care Service team liaises closely with the Care-on-Call Service Call Centre and works with various agencies to provide support to users and their caregivers according to their needs and circumstances. For example, our team

- Intervenes on any suicide case in a timely manner to help users who are struggling and lose their ways in their lives, for the purpose of relieving their pain and cheering them up
- Prevents or mitigates the risks of repetitive domestic violence through following up
- Procures users with terminal illness to fulfil their dreams, such as visiting theme parks with their families again

In particular, during the fifth wave of outbreak of the pandemic in late February 2022, our social workers provided emotional support to the users who were diagnosed with COVID-19, and also assessed and referred them to relevant departments according to their needs, including the provision of anti-epidemic supplies, health consultation, at-home care and medical escort services.

The team believes that their ability to help users and their families to mend their relationships with their relatives and friends, and to gain the trust of the users, propels the team to progress and offer more.



個案分享 Case Sharing



個案一 Case Study 1

及時援手

64歲獨居的楊女士(化名)所住的屋邨需進行圍封檢測，其後被驗出已染疫。她本想在家再次確認是否真的染疫，但因為不懂使用快測包而無法自行檢測，十分懊惱及感無助。

染病期間，她感到頭暈和身體發熱，身體快支撐不住。面對突如其來的健康威脅，憂慮自己可能因為染疫而離世；就算「大步檻過」，她擔心病癒後健康會差了許多。另外，她亦擔心自己需要離家入住社區隔離設施。面對很多未知的情況，她獨自在家不斷想起負面的事件可能發生，滿腦子充斥負面想法。她承受著沉重的不安感，希望協會社工可以幫她。

雖然最後楊女士可在家隔離，但確診期間，她情緒十分不穩，協會社工定期致電了解她的健康情況及提供情緒支援，社工亦同時轉介協會護士跟進，讓她安心在家休息。她表示：『每次社工致電，只要有人「在旁」，我就感到安心。』

傾談中，協會社工得知她擔心因染疫未能辦理丈夫安放靈位的手續，便馬上聯絡政府相關單位。負責單位通知協會社工由於受疫情影響，安放靈位安排已暫緩，協會社工把消息立即轉告給楊女士，聽後她如釋重負，可以安心養病。經過約兩星期，她康復過來，身體亦無大礙。她十分感謝協會於確診期間的陪伴及跟進丈夫安放靈位的事宜。

Timely help

Ms. Yeung (pseudonym), a 64-year-old woman living alone, was found to be infected after the housing estate where she has lived needed to be sealed off for COVID-19 testing. She was frustrated and felt helpless when she wanted to check again at home to ensure if she was really infected and found that she was unable to do so by herself since she did not know how to use a test kit.

She felt dizzy and feverish while infected, and the symptom was hard to endure. Challenged by the sudden illness, she was worried that she might die from the disease. Even if she “recovered from the illness by a stroke of luck”, she was worried that her health condition would be much worse after recovery. She was also worried that she would need to leave her home and move into a quarantine facility. Alone without any advice from others when facing a lot of uncertainties, she constantly imagined if any adversity could come, and her mind was filled with negative thoughts. She was suffering from a heavy feeling of anxiety and hoped that our social worker could help her.

Although Ms. Yeung was able to be quarantined at home, but her emotion was very unstable during her infection. In this regard, our social worker called her regularly to check on her health condition and provide emotional support. She was also arranged one of our nurses by our social worker to follow up with her so that she could take a good rest. She exclaimed, “Every time the social worker calls, I feel someone is accompanying with me and I feel much easier.”

Our social worker immediately approached respective government departments after learning her concern that she would not be able to handle the procedures of arranging her husband's memorial due to her illness during conversation. Our social worker then received reply from the departments which said the procedures had been put on hold due to the pandemic. Ms. Yeung was relieved after learning this message from our social worker. After about two weeks, she recovered and was physically fine. She was very grateful to SCHSA for accompanying her during her infection and for following up on the arrangement of her husband's niche.



個案二 Case Study 2

有「您」同航

90歲的黃伯伯(化名)與80餘歲的黃太太(化名)同住，黃伯伯不良於行，需要依賴家人的照顧；礙於子女居於內地未能分擔照顧工作，老邁的黃太太要獨力照顧老伴。

黃伯伯因身體不適而愁眉不展，受情緒困擾了一段時間，逐漸對生活感絕望，曾想過輕生。瀕臨「爆煲」，黃伯伯意識到需要專業的情緒支援，故向「一線通平安鐘™」求助。經過「一線通平安鐘™」社工的介入及輔導，並轉介適切服務，兩夫婦得到支援及關懷，心情緩和了不少。

黃伯伯身體日漸衰弱經常出入醫院，每當黃伯伯不適需要送院，黃太太定必在老伴身邊照顧他，惟每次黃太太需要長時間陪伴老伴等候入院而倍感吃力。其中一次黃伯伯不適送院，黃太太擔心自身的體力，未能應付長時間在醫院陪伴，但同時擔心自己離開醫院休息，老伴獨自在等候期間得不到照顧。苦惱之際，黃太太致電「一線通平安鐘™」求助。

黃伯伯即時獲「一線通平安鐘™」社工轉介至「一線通管家易®」慈善計劃的陪診服務，陪診員即時到醫院協助照顧黃伯伯，讓黃太太可以放心交託照顧責任予陪診員，並可稍作休息。

黃伯伯出院數日後需要覆診，而黃伯伯原有的社區服務因工作繁忙，難以於短時間內安排陪診服務，黃太太束手無策，故再度向「一線通平安鐘™」社工尋求協助。「一線通管家易®」即時調配人手，迅速安排陪診服務，讓黃太太放下心頭大石。

事後，黃太太致電協會，感謝「一線通平安鐘™」各團隊的關懷及靈活安排，讓兩老可以消除憂慮。

Go along With “You”

Uncle Wong (pseudonym), aged 90, has been living with his wife, Mrs. Wong (pseudonym), aged over 80. Due to his poor ability to move around, Uncle Wong relied on caregiving from his family and Mrs. Wong was the one to do so as their children lived in the mainland.

Uncle Wong had been emotionally disturbed for some time due to his illness, felt hopeless and even thought of taking his own life. On the verge of being overwhelmed, Uncle Wong realised that he needed emotional support from professionals and sought help from the Care-on-Call Service. After the intervention and counselling by the Social Care Service Team and the arrangement of appropriate services, the couple received support and care, and their mood was much relieved.

Uncle Wong's health was deteriorating and he had to go to the hospital quite often. Whenever Uncle Wong needed to be hospitalized, Mrs. Wong was always there to take care of him, and she felt strenuous because of long time of admission. On one of the occasions when he was admitted to hospital and she was waiting there, Mrs. Wong called the Care-on-Call Service for help. On the phone, Mrs. Wong revealed that she was worried that she would not be able to spend long hours in the hospital and yet she was also afraid that her partner would not receive enough care if she left and took some rest.

Uncle Wong was immediately arranged medical escort service under EasyHome® Services Charity Programme by a social worker of the Care-on-Call Service. Our teammate responsible for medical escort service immediately came over to the hospital to help take care of him. Mrs. Wong relieved and could take a rest as she could leave her husband with our teammate.

Uncle Wong needed a follow-up appointment in a few days after his discharge from the hospital. Mrs. Wong was at her wits' end and sought help from our social worker of Care-on-Call Service again when she found that she was unable to receive medical escort service within short period of time from the community center that used to provide services for Uncle Wong due to busy schedule. Mrs. Wong ended up feeling satisfied as medical escort service was immediately arranged by our staff under EasyHome® Services.

Afterwards, Mrs. Wong called us to express her gratitude to teams of Care-on-Call Service for their care and immediate arrangement, which indeed alleviated the couple's concerns.



「一線通管家易®」服務 EasyHome® Services

自 2009 年起成立的一線通管家易®服務，為長者安居協會旗下的一項服務，提供到戶式看顧、清潔、陪診及復康服務，配合用戶的需要，以及減輕照顧者的壓力。

Established in 2009, EasyHome® Services is one of the services offered by Senior Citizen Home Safety Association ('SCHSA') providing at-home care, cleaning, medical escort, as well as rehabilitation service to meet the needs of our users and ease the burden of their caregivers.

服務範疇

Scope of service

長者照顧

Elderly Home Care

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

With certified teammates responsible for healthcare, caregiving and medical escort providing comprehensive home-based care services for the elderly, families can rest assured that the elderly will receive proper care at home.

用戶可按長者自理能力高低，選擇「在家看顧」、「起居照顧」及「保健員」服務。



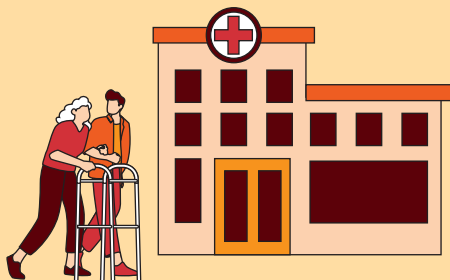
Services categorize as standard home care, intermediate home care and advanced home care, which more comprehensive home care can be offered, according to elderly's self-care ability and need of nurse care.

陪診

Medical Escort

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

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



清潔

一年四季任何時刻提供專業到戶清潔服務，專人安排合適服務員工。

Cleaning

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



復康治療

協助長者於透過復康訓練改善其身體機能和恢復活動能力，並助他們適應生活及提供照顧。

治療師可按長者需要到戶作出適當的評估，針對痛症或因為手術、疾病所帶來的不便作出治療計劃，配合治療助理為長者提供適當機能訓練。

職業治療服務為認知障礙、腦退化、帕金森症等疾病提供針對性訓練。治療師會為長者作出評估，並制定相應的治療方案，配合治療助理為長者提供訓練。

Rehabilitation Services

We help the elderlies to improve their physical functioning and regain mobility through rehabilitation training, and help them in handling daily living and provide care service for them.

Therapists will visit the elderlies in person to assess the needs of the elderly and come up with a treatment scheme to cure any pain or inconvenience caused by surgery or illness. The therapists will work with therapeutic assistants to jointly provide appropriate physical functional training for the elderlies.

Occupational Therapy Service provides targeted training for people with cognitive impairment, brain degeneration and Parkinson's disease. The therapists will assess the elderlies and develop a treatment scheme accordingly. The therapists will also work with therapeutic assistants to jointly provide training for the elderlies.



企業協作：與華懋集團合作探訪及慰問計劃

In Collaboration with Corporate: Programme for elderly home visit and care call with Chinachem Group

協會一向致力推動關愛長者文化，希望提升社區人士關注長者的需要。協會繼續與華懋集團緊密合作，完成第二年度之荃葵青區「關愛長者大使」計劃。本年度更邀請到中小學生與華懋集團義工共同參與培訓，成為「關愛大使」，到長者家作探訪及於協會熱線中心致電長者，透過話筒，向長者送上親切的關心和慰問。

電話慰問，共同推動長幼共融文化，並為居住於葵青區的「一線通平安鐘™」服務用戶送上溫暖，於疫情中互相打氣。

Care-on-Call Service is committed to promoting a culture that cares for the elderlies and hopes to raise community's awareness towards the needs of the elderlies. We continued to work closely with Chinachem Group and jointly completed caring programme of Tsuen Wan District and Kwai Tsing District in second year in a row. This year, primary and secondary school students were invited and trained as ambassadors together with volunteers from Chinachem Group. They jointly paid home visit to the elderlies and called them at our call centre such that they could deliver their care and sympathy to the elderlies on the phone.

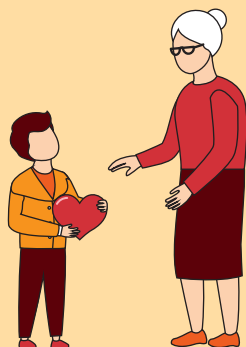
Through care calls, a sense of harmony and inclusiveness can be fostered among the elderlies and children, and users of Care-on-Call Service living in Kwai Tsing District can receive heart touching warmth and be cheered up even in the midst of the pandemic.



葵涌蘇浙公學一眾師生順利完成探訪活動。
A group of teachers and students from Kiangsu-Chekiang College (Kwai Chung) completed the home visit.



華懋集團員工參與電話慰問服務。
Employees from Chinachem Group delivered their care on the phone.



「一線通平安鐘™」慈善計劃

Care-on-Call Charity Programme

「一線通平安鐘™」慈善計劃自1996年推出，受惠者已累積超過3萬2千名。計劃受惠者為有經濟困難的長者、長期病患者或殘疾人士，以及未能符合社會福利署、房屋署、香港房屋協會等資助使用「一線通平安鐘™」服務資格的人士。公眾人士亦可登入協會網頁了解更多捐款詳情。

Since its launch in 1996, Care-on-Call Charity Programme has provided assistance to more than 32,000 beneficiaries. Beneficiaries of the programme are the elderly, the chronically ill and the disabled with financial difficulties, and those who are not eligible for subsidies from the Social Welfare Department, Housing Department and Hong Kong Housing Society for the cost of the service. Members of the public can also visit the SCHSA's website for more details of the donation.



個案分享： Case Sharing:

告別老伴，更需身心支援

年近八旬的鍾婆婆自老伴離世後，便一直過著獨居生活。鍾婆婆每天需要獨自處理家務、起居三餐等等；沒有親人的相伴，平日長時間對著家中四幅牆，更令她經常想念已離世的丈夫。

幸好協會熱線中心服務員會不時致電鍾婆婆，簡單的電話慰問已經能讓鍾婆婆心靈上的得到慰藉。

曾有一次，鍾婆婆在家中洗手間跌倒，腳部撞傷而坐在地上動彈不得。幸好鍾婆婆習慣24小時把室內平安鐘防水的遙控制掛在身上，機智的鍾婆婆立刻按動平安鐘，向熱線服務專員幫忙召喚救護車，送院作進一步檢查。另外，鍾婆婆平日也經常透過「室內平安鐘」的非緊急服務幫忙預約門診。



As partner passed away, elderly needs more physical and emotional support

Since the death of her partner when she soon turned 80, Granny Chung has been living alone. Without the accompany of her beloved, she has to spend long hours alone at home taking care of her chores without anyone to talk to, which made her miss her husband who passed away even more.

In this regard, our staff under Care-on-Call Service of SCHSA gave her a care call from time to time and Granny Chung was amused and was emotionally comforted just by these simple phone calls.

On one occasion, Granny Chung fell down in the washroom at home and bruised her foot, leaving her immobile on the floor. Fortunately, she was smart enough and immediately called our staff to arrange for an ambulance for hospitalization through Care-on-Call Service as she always carried a waterproof remote control for Personal Emergency Link. In addition, she often arranges for her outpatient treatment through appointment service with Personal Emergency Link, a kind of our non-emergency service.



賽馬會「e健樂」電子健康管理計劃 The Jockey Club Community eHealth Care Project

賽馬會「e健樂」電子健康管理計劃第二階段於2022年7月順利完成。80間參與計劃的長者中心已招募接近15,000名長者參加此計劃。

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

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

本年度，協會護士團隊已為4,791名關愛組進行健康評估、制訂及跟進個人護理計劃，並且提供了約54,000個關顧電話。計劃推行至今，均獲參加者及參與計劃的長者中心給予肯定及正面評價。

The second phase of the Jockey Club Community eHealth Care Project was successfully completed in July 2022. To date, nearly 15,000 elderlies coming from 80 participating elderly centres, have joined the project.

Although the service of eHealth station in the elderly centres and our on-site visit services, including blood glucose measurement and nurse consultation services, were forced into suspension due to the ongoing outbreak of COVID-19. Nevertheless, teams of nurses, social workers and health workers under the Association have been providing continuous follow-up and support to the participants. Participants could still upload their data of blood pressure measured at home through the mobile app, and our nurses and health workers would follow up on their health condition accordingly through telephone and video conferencing. Appropriate health education and guidance would also be provided.

During the pandemic, our team of nurses and health workers concerned the emotion and needs of the participants. If necessary, participants would be immediately arranged social workers for follow up action. Our social workers also took the initiative to communicate with the elderly centres so as to jointly follow up on the status of the participants, provide emotional support and arrange referrals to network available in the community as needed. SCHSA maintains close ties with the Jockey Club and other participating organisations in order to ensure that the programme can proceed smoothly and that the impact of the pandemic is reduced to minimum.

During this year, our team of nurses conducted health assessments, developed and followed up on personal care plans for 4,791 participants under Care Group, and delivered about 54,000 care calls. The programme has so far been well-received by participants and participating elderly centres.





參與賽馬會「e健樂」計劃的社福機構夥伴
Partner Social Service Organisations under the Jockey Club Community eHealth Care Project

香港仔街坊福利會	Aberdeen Kai-fong Welfare Association Social Service Centre
香港明愛安老服務	Caritas Hong Kong — Services for the Elderly
基督教靈實協會	Haven of Hope Christian Service
香港家庭福利會	Hong Kong Family Welfare Society
香港路德會社會服務處	Hong Kong Lutheran Social Service
香港聖公會麥理浩夫人中心	Hong Kong Sheng Kung Hui Lady MacLehose Centre
香港聖公會福利協會有限公司	Hong Kong Sheng Kung Hui Welfare Council Limited
香港基督教女青年會	Hong Kong Young Women's Christian Association
賽馬會流金涯	Jockey Club Cadenza Hub
博愛醫院	Pok Oi Hospital
薈色園	Sik Sik Yuen
南葵涌社會服務處	South Kwai Chung Social Service
聖雅各福群會	St. James' Settlement
中華基督教禮賢會香港區會	The Chinese Rhenish Church Hong Kong Synod
香港耆康老人福利會	The Hong Kong Society for the Aged
鄰舍輔導會	The Neighbourhood Advice-Action Council
仁濟醫院社會服務部	Yan Chai Hospital Social Services Department

強拍條例修訂 加強支援小業主面對強拍及收購

Working for amendments to the Compulsory Sale Ordinance to enhance support for minority owners in compulsory sale and acquisition

協會自2011年1月起受發展局委聘，為全港受《土地(為重新發展而強制售賣)條例》或私人收購影響的舊樓小業主及其直系親屬提供協助。協會社工在跨專業顧問的支援下，主動協助小業主面對強拍及收購。本年度共向3,600幢樓宇進行宣傳，舉行了31場地區性教育講座及為182宗個案提供跟進。為了加強宣傳調解在強拍個案的作用，本年度協會與香港和解中心合辦調解應用工作坊，向56位認可調解員提供培訓。

《行政長官2022年施政報告》中建議放寬申請強拍門檻以加快業權統一，促進老舊市區重建，並將諮詢立法會和持份者。為此，協會將繼續與局方保持緊密聯繫，向局方提供更多適切支援受影響小業主的服務建議，並加強有可能受放寬門檻所影響舊樓的外展探訪及支援，讓更多年老的小業主認識及使用本服務。由於長者業主在訴訟期間較容易出現情緒困擾，因此本計劃已全面加强支援服務，除了提供情緒輔導外，更陪同他們與專業人士和專家證人會面及出席法庭聆訊等，全面照顧小業主需要。

面對疫情，協會繼續在可行情況下，派社工定期到受影響的舊樓探訪小業主，並加強不同模式的網上支援，包括增設WhatsApp查詢服務以及於教育講座中提供網上視像模式參與，以便利小業主使用本服務。

From January 2011 onward, the Association has been engaged by the Development Bureau to provide assistance to minority owners of old buildings and their immediate family members affected by the *Land (Compulsory Sale for Redevelopment) Ordinance* or property acquisition by private developers in Hong Kong. With the support of interprofessional consultants, social workers actively helped minority owners who were facing compulsory sale and acquisition. This year, a total of 3,600 buildings were visited for publicity purpose, while 31 education seminars at region level were held and 182 cases were followed up. To further promote the importance of mediation in compulsory sale, the Association collaborated with the Hong Kong Mediation Centre to organize a workshop on mediation application to provide training for 56 registered mediators.

In The Chief Executive's 2022 Policy Address, it is proposed that the threshold for applications for compulsory sale be relaxed to expedite the concentration of property titles and facilitate the redevelopment of old urban areas, and the Legislative Council and stakeholders will be consulted. To this end, the Association will continue to liaise closely with the Bureau to provide more proposals on services that are appropriate to support affected minority owners, and enhance outreach visits and provide support to old buildings that may be affected by the relaxation of the threshold, so that more elderly minority owners will be aware of and use the service. As elderly owners are more prone to emotional distress during litigation, this scheme has been enhanced such that all-round support can be offered. In particular, apart from providing emotional counselling, personnels will be arranged to accompany them in meetings with professionals and expert witnesses as well as during court hearings in order to cater for the needs of minority owners.

In the face of the pandemic, SCHSA has continued to send social workers to visit minority owners in affected old buildings on a regular basis where possible, and has enhanced various online support services, including the introduction of enquiry service through WhatsApp and encouraging the owners to participate educational seminars through video conferencing in the hope that minority owners can use this service more conveniently.



協會與香港和解中心合辦工作坊，向該會的註冊調解員講解強拍的法律程序和相關調解應用技巧。
A workshop was organised in collaboration with the Hong Kong Mediation Centre to provide details to registered mediators of this centre on the legal process of compulsory sale and application of related mediation skills.



協會社工向受私人發展商收購或強拍的小業主提供教育講座，介紹本服務計劃。
Our social workers provided educational talks and introduced this service to minority owners who were subject to acquisition or compulsory sale by private developers.

照顧者支援課程

Caregivers Support Programme

「一線通®腦健康支援及訓練計劃」協助患者延緩認知功能衰退

獲「雷伯偉慈善信託基金」資助，「一線通平安鐘™」於2022年7月推行為期一年的「一線通®腦健康支援及訓練計劃」，支援100名，60歲或以上患有輕度或中度認知障礙症人士，或懷疑出現輕度認知功能障礙，並且符合社署長者生活津貼資格人士，服務費用全免。

參加者可參與：

- 線上認知訓練、現實導向治療、懷緬治療及健體運動

參加者可享受：

- 一年免費一線通®第四代平安手機®服務，手機的定位追蹤功能可了解其位置，並連接至熱線中心，由已受認知障礙症培訓的服務專員提供24小時服務。家人亦可透過應用程式追蹤患者位置
- 由「一線通管家易®」免費提供合共48小時的到戶式清潔、照顧、陪診等上門服務

線上訓練提供多項活動，持續鍛鍊腦力、體能、記憶力及社交。特別於疫情期間，患者可安坐家中，進行線上訓練。「一線通管家易®」服務更貼心地為有需要的參加者上門提供平板電腦及安排照顧員陪伴他們進行線上訓練。

“SCHSA Comprehensive Support Program for Dementia Elderly” helps patients to defer their cognitive decline

Funded by The Lui Pak Wei Charitable Trust, a one-year programme named “SCHSA Comprehensive Support Program for Dementia Elderly” was launched in July 2022 by Care-on-Call Service for the purpose of providing free support to 100 persons aged 60 or above with mild or moderate cognitive impairment or suspected mild cognitive impairment who were entitled to Old Age Living Allowance (OALA) of the Social Welfare Department.

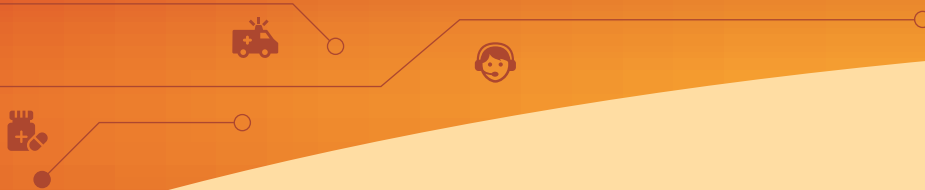
Participants can participate in:

- Online cognitive training, reality therapy, reminiscence therapy and exercise training.

Participants are entitled to:

- Free Care-on-Call 4th Safety Phone service for one year, which has a location tracking function to locate where users are and connect them to the call centre where our specialists trained for taking care of users with dementia can offer around-the-clock service. Family members of users can also easily locate where users are through such app.
- A total of 48 hours of free at-home cleaning, caregiving and medical escort services are provided through EasyHome® Services.

The training was conducted online and provided continuous mental, physical, cognitive and social skills training through a variety of activities. In this respect, even in the time of the pandemic, patients could simply stay at home and do their training online. They could also be provided a tablet for online training and accompany during the training through EasyHome® Services.



訓練內容 Training content	目標 Objectives
現實導向治療 Reality therapy	<ul style="list-style-type: none"> 加強患者辨認周遭熟悉的真實資訊及事件的能力 To enhance the patient's ability to recognise familiar surroundings and reality 減少出現混亂、情緒及行為問題 To reduce confusion as well as emotional and behavioral disturbances 改善對周圍環境及事物的認知和處理方法 To improve awareness to and processing of the environment and things around them 學習如何維持自理能力，增加自信心及獨立性 To learn how to take care of oneself to boost ones' confidence and independence
認知訓練 Cognitive training	<ul style="list-style-type: none"> 減低記憶及認知能力問題對患者生活上的影響，維持日常生活功能 To reduce the impact of problems in memory and cognition on patient's life so as to keep his or her daily life unaffected
懷緬治療 Reminiscence therapy	<ul style="list-style-type: none"> 回顧舊時的生活點滴，讓患者對過往的能力及知識感到自豪 To help patient take a look back at his or her old days to give patient a sense of self-assurance of what they could do and learnt in the past 增強自尊心、自信心，加強面對困難的能力 To enhance self-esteem, self-confidence and problem-solving skills 引導分享及互動，促進溝通及語言能力 To encourage patient to share and interact in order to improve their communication skills and enhance language ability 增加正面情緒，延緩遠期記憶的退化 To keep them positive and defer the deterioration of long-term memory
運動訓練 Exercise training	<ul style="list-style-type: none"> 增進肌肉力量，促進手腳協調，改善平衡力及維持活動能力 To improve muscle strength, coordination, balance and maintain physical mobility





個案分享 Case Sharing

已退休的譚女士擔起照顧患有認知障礙症爸爸的主要角色。受病患影響，爸爸出現行為問題、情緒亦不穩定，這些狀況成為譚女士照顧壓力的來源。

經過持續練習，譚女士覺得父親的認知反應進步，心境變得開朗：「爸爸主動答問題，答啱問題社工讚佢，令佢自信心增加，而且十分期待可以與其他老友記上堂。」計劃同時安排「一線通管家易®」服務專員上門協助其父親上網課及簡單照顧，減輕譚女士的照顧負擔。

Ms. Tam, who was retired, has taken on a major role in caring for her father who suffered from dementia. As a result of his illness, her father has behavioural problem and emotionally unstable. All these have made Ms. Tam more stressful as a caregiver.

Ms. Tam found that her father's cognitive responses improved after continues exercises and became more optimistic. "He is eager to answer questions and the social worker praises him when getting the questions right, which has made him more confident and he is looking forward to going to classes again with other old fellows", said Ms. Tam. The program also arranged at-home care for her father and accompany with him during his online classes through EasyHome® Services, which has made Ms. Tam's life easier.





「有我同航」照顧者支援計劃

隨著本港長者人口增加，照顧長者服務的需求亦有所提升，照顧者的角色因而變得多樣化，他們除了需要照顧長者日常起居生活外，還需要安撫長者因身體機能退化及痛症又或是孤獨感、焦慮抑鬱所帶來的負面情緒。當照顧者未能及時找到適切支援服務，會感到徬徨無助，一旦長期受壓，必定會影響他們的身心健康，降低其生活質素及滿意度。

「一線通平安鐘™」為此於2022年7月推行為期一年的「有我同航」照顧者支援計劃。計劃由精神健康諮詢委員會資助，支援100名受情緒困擾的照顧者及需照顧長期病患如認知障礙症、癌症、中風的人士，助他們舒緩壓力，建立身心健康的生活。

「一線通平安鐘™」為照顧者提供家訪及電話輔導、壓力評估、靜心工作坊及按需要透過「一線通管家易®」慈善計劃，免費提供上門清潔、陪診、看顧等服務。

“Flight with You” Caregiver Programme

As the elderly population in Hong Kong grows, the demand for elderly care services has also increased. The role of a caregiver has become more diverse. Apart from taking care of the daily lives of the elderly, they may also have to soothe the negative emotions of the elderly arising from their physical deterioration and pain, or their feelings of loneliness, anxiety and depression. When caregivers are unable to find the right support services in time, they may feel helpless. Caregivers' physical and mental health will also be worsened, not to mention lower quality of life and less satisfaction in their life, if they always feel stressful.

Care-on-Call Service launched a one-year programme named “Flight with You” Caregiver Programme in July 2022 which, funded by the Advisory Committee on Mental Health, serves to support 100 emotionally disturbed caregivers and people who had to take care of patients with chronic illnesses such as dementia, cancer or stroke. The programme aimed to relieve their stress and help them to start off towards healthy living.

Care-on-Call Service provides caregivers with home visits and telephone counselling, stress assessment and meditation workshops. Free at-home cleaning, medical escort and elderly care services would also be provided through the charity programme of EasyHome® Services upon request.



透過體驗頌鉢的聲音，照顧者可以享受安靜的時間及喘息的空間，減低心神不定的情況，並釋放體內負面壓力。

By immersing themselves in the echos of singing bowls, caregivers can meditate and calm down themselves in quiet space which can make them less disturbed and release negativity in their mind.



個案分享1 Case Sharing 1

90歲高齡的梁伯伯獨力照顧著90歲並患有乳癌的梁太太，身為照顧者壓力，再加上擔心日後無法照顧太太，讓他心力交瘁。

但為了老伴，他一直堅忍：「覺得生存好痛苦，唔係話好『恨』生存，不過因為有佢（太太），我先想生存落去。」然而眼見太太身體日漸變差，需使用氧氣機，又經常因氣喘及頭暈常進出急症室，他最難忘是太太因呼吸病，曾數次凌晨陪伴太太入急症室輪候求醫，每次都花足一整天，期間在急症室「叫天不應，叫地不聞」，要自行扶妻子如廁。兩老雖有其他機構支援，但服務有限制，未能提供緊急陪診。

不幸地梁伯也驗出患病，照顧太太的重擔，加上擔心以後無法照顧太太，令他禁不向「一線通平安鐘™」的熱線專員透露死念：「我有時會諗，真係死咗好過，咁辛苦，咁麻煩。」

梁伯多次說慶幸當初自己有向「一線通平安鐘™」求助及參加「有我同航」照顧者支援計劃，社工發現了他心理健康問題，轉介社工上門關懷，了解他的需要。數月前妻子入急症室，獲「一線通管家易®」服務安排緊急陪診服務。他形容計劃的援助是「及時雨」，幫助他解決緊急需要。



The pressure of being the only caregiver, coupled with the fear of not being able to care for Mrs. Leung, who was his wife, aged 90 with breast cancer, in the future, has left 90-year-old Uncle Leung struggling.

For the sake of his wife, he has endured all these pains. He exclaimed, "I feel my life so miserable. I won't say I want longevity, but I want to live because I have her accompany." However, as his wife's health deteriorated, she needed oxygen concentrators and was often admitted to the accident and emergency (A&E) department due to gasping and dizziness. The moment of misery as he recalled, was that he had to escort his wife to the A&E department of a hospital in midnight and waited for medical treatment for his wife's respiratory illness. Each time, he had to spend a whole day in the A&E department and received so little help that he had to take his wife to go to the toilet all by himself during the long wait. As much as the elderly couple received support by other organizations, their services were limited and no emergency medical escort could be offered.

Unfortunately, Uncle Leung himself was also diagnosed with an illness. The suffering from illness and the burden of taking care of his wife, coupled with the anxiety that he is not able to take care of his wife any more, overwhelmed him. He revealed his thoughts of death while calling Care-on-Call Service. He recalled, "I sometimes think it's better to die. It's so hard, so troublesome."

Uncle Leung said he was lucky enough that he approached Care-on-Call Service for help and joined the Flight with You Caregiver Programme, in which our social workers discovered his mental health issue and immediately arranged a social worker to pay him a home visit. Feeling for him and understanding what he needed, the social worker provided assistance in taking care of his wife. A few months ago, his wife was admitted to the A&E department and EasyHome® Services arranged for emergency medical escort service for her. He described the assistance from the programme as "timely help", which lent him a hand when needed.



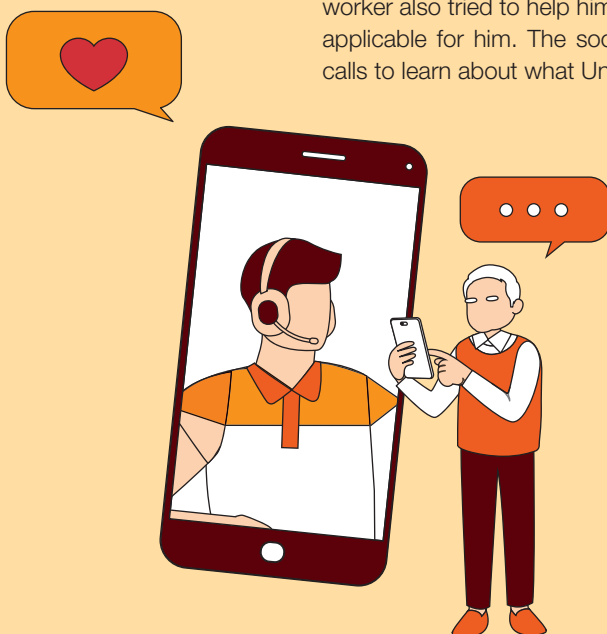
個案分享2 Case Sharing 2

黃老太於5年前確診認知障礙症，現時病症已進入中期退化階段，曾試過迷路或失蹤。受病患困擾的老伴黃伯伯對認知障礙症的認識不足，太太病情時好時壞，令他更難預計太太的需要。兒子因工作關係對兩老的支援有限，伯伯大部分時間都獨力承擔照顧責任，連看醫生的時間也沒有。

黃伯伯參加了「有我同航」計劃，由「一線通平安鐘™」社工陪同黃伯伯向醫生了解太太病情，調較了藥物，以減輕受病徵的影響；另一方面，社工亦嘗試協助申請合適的政府援助津貼。社工定期致電慰問，了解伯伯的需要。

Mrs. Wong was diagnosed with dementia five years ago. She was in the stage of forgetting things and had experience of losing her way or being missing. Her partner, Uncle Wong, who has been troubled by her illness, had little knowledge of dementia and it was difficult for him to find out what his wife needs given her severity of illness varies a lot. As his son had to work and could only offer limited support, Uncle Wong had to spend most of his time being the only caregiver and did not even have the time to receive doctors' consultation.

After participating the "Flight with You" Caregiver Programme, he was arranged a social worker by the Care-on-Call Service. The social worker escorted him to the doctor and assisting him in receiving details of his wife's condition and adjusting her medication to reduce the impact of her symptoms. The social worker also tried to help him by applying for government subsidies applicable for him. The social worker now makes regular phone calls to learn about what Uncle Wong needs.



一線通®工作坊

Care-on-Call Workshop Services

「一線通平安鐘™」全面關心長者及其照顧者在不同階段的生活轉變和需要，為他們提供適切的工作坊及相關支援，致力豐富其知識、照顧技能與科技應用等範疇上之持續增值，提升長者社區生活中的質素。

有鑑於認知障礙症患者人數的增長和龐大照顧需要，對一站式照顧支援的需求與日俱增。協會於本年度開辦家人及家傭照顧者工作坊，為認知障礙照顧者提供適切支援。

Care-on-Call Service fully concerns various needs of the elderlies and their caregivers at different stages of their daily life, providing them with appropriate workshops and related support in order to enrich their knowledge, caregiving skills and enhance their use of technology such that elderlies in the community can enjoy higher quality of life.

In view of the growing number of persons with dementia and the substantial caregiving needs therefrom, there is an increasing demand for one-stop caregiving support. Care-on-Call Service provided appropriate support for caregivers of people with dementia by holding various workshops for family members and domestic helpers.

數碼創科工作坊

隨著科技與日常生活密不可分，長者需要裝備科技知識以應付日常生活所需，及保持一定的社交。為讓長者更易與時代接軌，本服務提供有關科技應用的工作坊。

新冠疫情期間，手機成為必不可少的工具。有見及此，本服務舉辦一系列課程以支援初接觸手機之長者，涵蓋手機基礎應用、保安及網上購物等範疇。

因應政府防疫措施要求進出大部分公眾場所均需要使用「安心出行」流動應用程式，特別推出免費數碼創科手機操作班，教授安心出行應用及其他的掃碼應用教學。

Mobile Phone Workshop

With technology tools becoming inseparable from daily life, the elderlies needs to familiarize themselves with technologies to meet their daily needs and socialize. To make it easier for the elderlies to keep up with the times, this service offers workshops on the use of technology.

During the outbreak of COVID-19, mobile phones have become an essential tool. In order to help elderly to adapt to mobile phone technology, a series of courses are organized to offer support to the elderlies who are new to mobile phones, covering topics such as basic mobile phone applications, mobile phone security and online shopping.

In response to the Government's enforced the mandatory use of the LeaveHomeSafe mobile app for entry into public places, free classes were held to teach elderlies how to use LeaveHomeSafe mobile app and other QR code scanning functions.



協會職員向新接觸手機的長者教授手機的基本操作。

Our staff taught the elderlies who were new to mobile phones the basics of mobile phone operation.



運動遊戲體適能訓練班

抗疫期間，長者為了避免社交活動，難免會減少戶外運動。本服務舉辦「運動遊戲體適能訓練班」，透過簡單易學的體感遊戲，鼓勵長者即使在室內都可以多運動，進以改善身體平衡力及協調能力。

參加者只需手握遊戲機的感應器揮動，對年長人士來說屬於較易操作。長者一邊看著生動有趣的運動遊戲畫面，一邊隨著音樂節奏，更投入於運動當中，有效提升他們運動的動力。

健腦及認知訓練工作坊

為患有初期或中期的認知障礙症人士而設。透過小組認知練習、身體運動、現實導向及懷緬治療。工作坊以線上形式進行讓患者足不出戶，也能進行適當活動，保持腦部健康，以預防及延緩認知退化。

Sports game and Fitness Training Course

To avoid socializing during the pandemic, elderlies inevitably reduce their outdoor exercise. To this end, "Sports game and Fitness Training Course" was launched with the aim to encourage the elderlies to exercise even indoors through easy-to-learn physical games and improve their body balance and limb coordination.

In the training, participants only need to hold the game controller and wave it around, making it easier for the elderlies to operate. While watching the fun and lively sports game scene, the elderlies can be engaged in exercise by immersing in the music, which can encourage them to exercise even more.

Brain Health and Cognitive Training Workshop

This online workshop was designed for patients with primary or secondary dementia. Through group cognitive exercises, physical movement, reality therapy and reminiscence therapy, patients were able to perform appropriate exercise, keep the brain healthy and in turn prevent and defer cognitive deterioration without having to leave home.



長者們透過參與拳擊體感遊戲訓練體能。
Elderlies were able to train their physical skills through playing boxing exercise with motion sensing game.



線上參加者跟隨協會職員練習「十巧手」。
Online participants practiced "Ten Nimble Gestures" (十巧手) with our social workers.



家人照顧者工作坊

為患有初期或中期認知障礙症人士之家人照顧者而設。了解到認知障礙症患者家人作為照顧者，有機會出現不同程度的生活壓力，設立工作坊旨在提升參加者對照護需要的知識與技能，以減輕照顧壓力，並能及早規劃適合家人生活的理想照護計劃。

Family Caregiver Workshop

This workshop was designed for family caregivers of people with primary or secondary dementia. In light of the fact that family members of people with dementia may experience different levels of stress as caregivers, the workshop served to enhance participants' knowledge and skills required on caregiving, so that they can reduce the stress in caregiving and develop an ideal caregiving plan for family members at an earlier stage.

家傭照顧者工作坊

讓家傭照顧者全面提升照顧長者的知識與實務技巧，以減輕照顧壓力及讓長者得到更適切的照顧，亦適合照顧患有認知障礙症長者的家傭參與。

Domestic Helper Caregiver Workshop

The workshop served to enrich the knowledge of domestic helpers who worked as caregivers and offer them practical skills required in caregiving for the elderlies, so as to reduce the stress in caregiving for the elderlies and ensure the elderlies can receive more appropriate caregiving. The workshop was also suitable for domestic helpers who worked as caregivers of the elderlies with dementia.

與天文台合作：寒冬炎夏下照顧長者

In Collaboration with the Hong Kong Observatory: Providing the elderly with weather alert during severe winter and summer

「一線通平安鐘™」與天文台為長期合作夥伴，向長者推廣天氣知識及注意氣候變化帶來的健康影響。「一線通平安鐘™」均會與天文台合辦記者會，向公眾提醒長者於寒冷天氣下保暖的重要性。

寒冷天氣足以影響長者氣管健康，特別是長期胸、肺有疾病的人士，往往有機會因氣促，增加送院治療的機會。甚至在冷鋒襲港期間，有獨居長者在家居猝死，並呼籲公眾人士於嚴寒下多密切關心長者的健康情況。

冬天是流感「旺季」，加上新冠疫肆虐，「一線通平安鐘™」於記者會中呼籲長者盡快接種新冠和流感疫苗，亦提醒患有長期病患的長者，有機會因氣溫驟降誘發各種併發症，需特別小心，長者應將平安鐘的遙控求助掣時刻掛在頸上，當身體不適時可立即按鐘求助。

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

「一線通平安鐘™」因應氣候變化，向長者用戶發放有關寒冷及酷熱天氣的語音提示。

As a long-term partner with the Hong Kong Observatory (HKO) who serves to offer elderlies tips on weather preparedness and arouse their awareness towards how weather can affect their health condition, Care-on-Call Service organizes press conferences with the HKO to remind the public to keep the elderlies warm in cold weather.

Trachea of the elderlies, especially those with chronic chest and lung diseases, can be impaired due to cold winter, which may give rise to more wheezing and more needs of hospitalization as a result. Whenever a cold wave hit Hong Kong, there are news report about some elderly people living alone dying from sudden cardiac arrest at home. As a result, SCHSA is committed to urge the public to pay closer attention to the health of the elderlies, especially during the severely cold winter.

As people are more prone to influenza during winter and there has been severe outbreak of COVID-19, in press conferences, Care-on-Call Service has been urging the elderlies to get vaccinated against COVID-19 and influenza as soon as possible, and reminding the elderlies with chronic illnesses to pay special attention to their own health condition as they are more likely to suffer from various illnesses arising from the sudden drop in temperature. Care-on-Call Service also reminds the elderlies to carry remote control of Care-on-Call products all the time so that they can immediately call for help when they feel unwell.

Apart from the heads-up on the impact of cold weather on the elderlies, SCHSA has also collaborated with the HKO in notifying the elderlies what to do when Hot Weather Warning is in force, which also comes with more health advice for the elderlies.

When weather changes, Care-on-Call Service provides elderly users with voice prompt about cold and hot weather alerts.



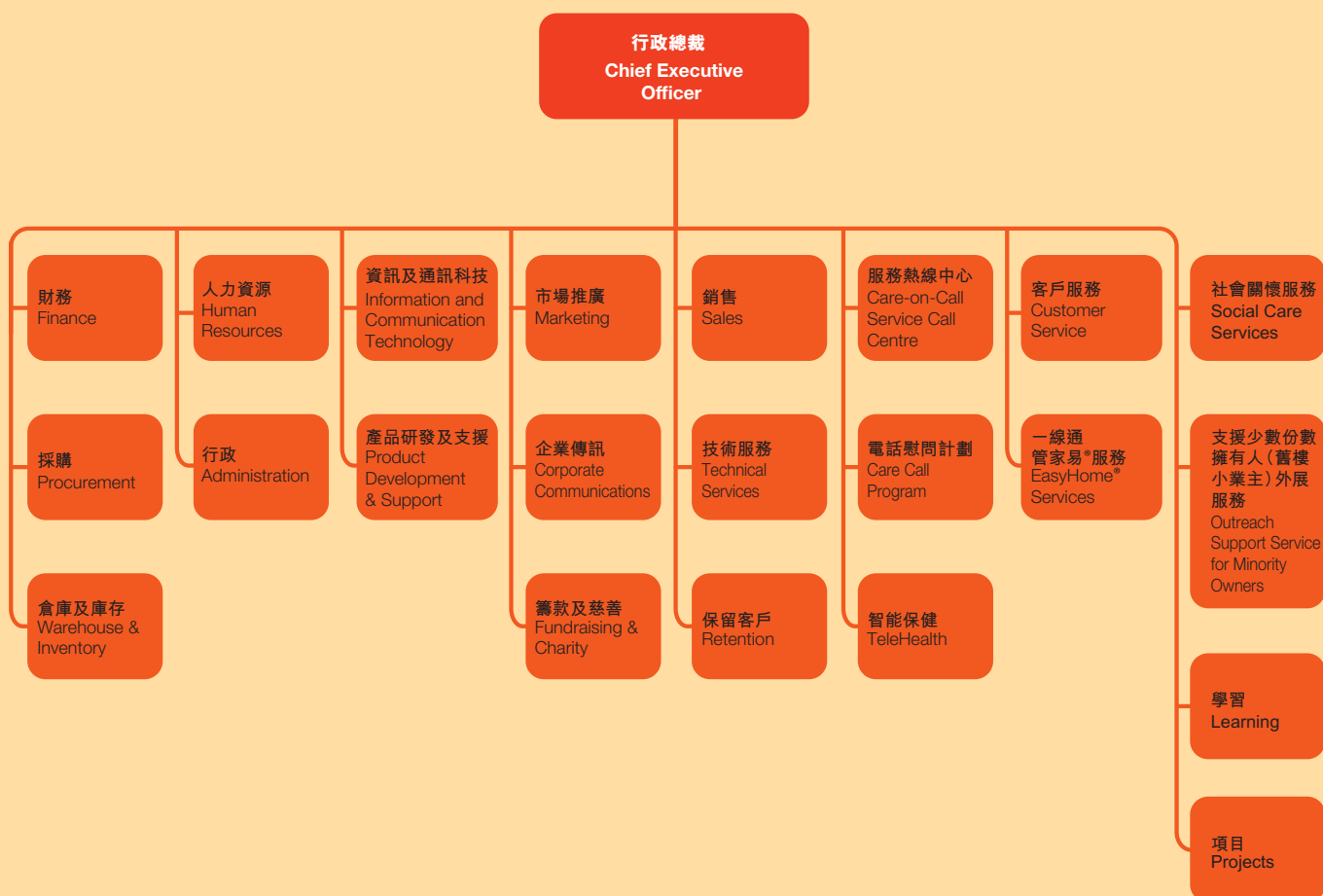


機構管治

CORPORATE GOVERNANCE

協會架構

Organisational Chart



董事會及委員會

Board of Directors and Committees

董事會

Board of Directors

主席 Chairperson	錢黃碧君教授 Prof. Teresa B. K. Tsien
副主席 Vice-chairperson	王春波醫生 葉松茂博士 Dr. CP Wong, JP Dr. Saimond Ip
義務秘書 Honorary Secretary	周綺華女士 Ms. Eva Y.W. Chau
義務司庫 Honorary Treasurer	麥貴榮先生 Mr. Alexander K.W. Mak
董事 Directors	方敏生教授, BBS, JP 林旭華先生 范健文先生 張惠君女士 楊和生先生 樓瑋群教授 黎定基先生 謝偉鴻博士 聶揚聲先生 羅仲炳先生 Prof. Christine M.S. Fang, BBS, JP Mr. Peter Y.W. Lam Mr. Eric K.M. Fan Ms. W.K. Cheung Mr. W.S. Young Prof. Vivian W.Q. Lou Mr. Stanislaus D.K. Lai Dr. Henry W.H. Shie Mr. Peter Y.S. Nip Mr. Kevin C.P. Lo

委員會 Committees

管理委員會 Management Committee		
主席 Chairperson	錢黃碧君教授	Prof. Teresa B. K. Tsien
委員 Members	王春波醫生, JP 方敏生教授, BBS, JP 周綺華女士 范健文先生 麥貴榮先生 葉松茂博士	Dr. CP Wong, JP Prof. Christine M.S. Fang, BBS, JP Ms. Eva Y.W. Chau Mr. Eric K.M. Fan Mr. Alexander K.W. Mak Dr. Saimond Ip
管治發展及會籍委員會 Governance Development & Membership Committee		
召集人 Convener	周綺華女士	Ms. Eva Y.W. Chau
委員 Members	王春波醫生, JP 方敏生教授, BBS, JP 林旭華先生 張惠君女士 黎定基先生 錢黃碧君教授 謝偉鴻博士	Dr. CP Wong, JP Prof. Christine M.S. Fang, BBS, JP Mr. Peter Y.W. Lam Ms. W.K. Cheung Mr. Stanislaus D.K. Lai Prof. Teresa B. K. Tsien Dr. Henry W.H. Shie
審計委員會 Audit Committee		
召集人 Convener	麥貴榮先生	Mr. Alexander K.W. Mak
委員 Members	王春波醫生, JP 范健文先生 葉松茂博士 黎定基先生	Dr. CP Wong, JP Mr. Eric K.M. Fan Dr. Saimond Ip Mr. Stanislaus D.K. Lai



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

召集人 Convener	范健文先生 Mr. Eric K.M. Fan
副召集人 Vice Convener	王虹虹(王蓉)女士 Ms. Maura H. H. Wong
委員 Members	張遠光先生 (協會資訊及通訊科技主管) Mr. Fenton Y.K. Cheung (Head of Information and Communication Technology, SCHSA) 葉松茂博士 楊和生先生 Dr. Saimond Ip Mr. W. S. Young

選舉管理委員會 Election Committee

召集人 Convener	方敏生教授, BBS, JP Prof. Christine M.S. Fang, BBS, JP
委員 Members	范健文先生 謝偉鴻博士 Mr. Eric K.M. Fan Dr. Henry W.H. Shie



財務報告

FINANCIAL REPORTING

財務摘要

Financial Highlights

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

協會2021-2022會計年度錄得盈餘為港幣 \$6,029,621。總收入為港幣 \$153,195,768，來源為服務使用者支付的服務費及公眾人士的捐款。總支出為港幣 \$147,166,147，為員工支出、銷售成本、推廣及廣告費用、折舊及其他運作支出等。

收入 Income	2021-2022 年度 Financial Year			
	恒常收入 Recurring Income 港幣 (HK)\$	項目收入 Special Projects 港幣 (HK)\$	總額 Total 港幣 (HK)\$	%
營運收入 Operating Income	93,654,401		93,654,401	61.1%
— 「一線通平安鐘™」服務收入 Call and Care Services Fee	88,528,873		88,528,873	
— 管家易家居服務收入 Easy Home Service Income	5,125,528		5,125,528	
公眾捐款 Public Donation	22,402,377		22,402,377	14.6%
實物捐贈 Donation-in-kind	0		0	0.0%
香港賽馬會慈善信託基金捐款 The Hong Kong Jockey Club Charitable Trusts Donation		24,653,703	24,653,703	16.1%
— 翻新及裝置新愛民中心 Renovation and equipping the new Oi Man Centre		0	0	
— 賽馬會「e健康」電子健康管理計劃 Jockey Club Community eHealth Care Project		24,135,043	24,135,043	
— 賽馬會好手易配同盟計劃 Jockey Club Good Hand Easy Match Alliance		518,660	518,660	
滙豐銀行慈善基金捐款 The HongKong Bank Foundation Donation		1,198,358	1,198,358	0.8%
— 「長者智能家居」試驗計劃 Smart Home: A Smart Solution to Active Ageing		1,198,358	1,198,358	
利息及投資 Interest and Investments	1,105,962		1,105,962	0.7%
其他收入 Other Income	10,180,967		10,180,967	6.7%
總收入 Total Income	127,343,707	25,852,061	153,195,768	100%

支出 Expenditure	2021-2022 年度 Financial Year			
	恒常支出 Recurring Expenditure 港幣 (HK)\$	項目支出 Special Projects 港幣 (HK)\$	總額 Total 港幣 (HK)\$	%
銷售成本 Cost of goods sold	15,715,270		15,715,270	10.7%
折舊 Depreciation	6,835,061	5,542,639	12,377,700	8.4%
營運支出 Operating Expenses	95,720,498	20,309,422	116,029,920	78.8%
— 員工支出 Staff costs	71,011,900	15,339,350	86,351,250	
— 其他營運支出 Other Expenses	24,708,598	4,970,072	29,678,670	
籌款 Fundraising expenses	3,043,257	0	3,043,257	2.1%
實物捐贈 Donation-in-kind	0	0	0	0.0%
總支出 Total Expenditure	121,314,086	25,852,061	147,166,147	100%
本年度盈餘 Surplus for the year	6,029,621	0	6,029,621	

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

SCHSA recorded a surplus of HK\$6,029,621 in financial year 2021–2022. Total income was HK\$153,195,768, including service fees from relevant service users, donation and sponsorship donated from general public, projects income and investment etc. Total expenditure was HK\$147,166,147, including staff costs, costs of goods sold, promotion and advertising expenses, depreciation and other operating expenses.

2020–2021 年度 Financial Year				
恒常收入 Recurring Income 港幣 (HK)\$	項目收入 Special Projects 港幣 (HK)\$	總額 Total 港幣 (HK)\$		
91,542,338	0	91,542,338	54.3%	
86,922,064		86,922,064		
4,620,274		4,620,274		
25,070,237		25,070,237	14.9%	
2,223,489		2,223,489	1.3%	
	31,722,988	31,722,988	18.7%	
	3,624,321	3,624,321		
	26,949,971	26,949,971		
	1,148,696	1,148,696		
	3,711,376	3,711,376	2.2%	
	3,711,376	3,711,376		
1,282,090		1,282,090	0.8%	
13,218,809		13,218,809	7.8%	
133,336,963	35,434,364	168,771,327	100%	
2020–2021 年度 Financial Year				
恒常支出 Recurring Expenditure 港幣 (HK)\$	項目支出 Special Projects 港幣 (HK)\$	總額 Total 港幣 (HK)\$		
15,330,888	0	15,330,888	9.6%	
6,907,167	8,599,137	15,506,304	9.7%	
94,622,611	26,835,227	121,457,838	76.1%	
72,481,351	20,046,109	92,527,460		
22,141,260	6,789,118	28,930,378		
4,918,574	0	4,918,574	3.2%	
2,223,489	0	2,223,489	1.4%	
124,002,729	35,434,364	159,437,093	100%	
9,334,234	0	9,334,234		



財務狀況

Statement of Financial Position

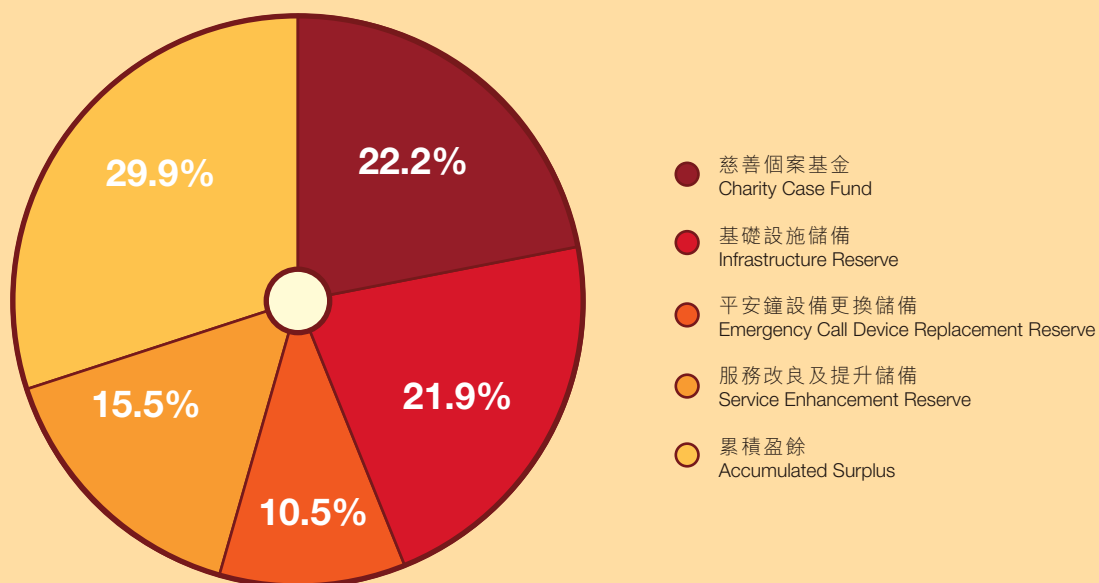
(於2022年8月31日 As at 31 August 2022)

	2022	2021
	港幣(HK) \$	港幣(HK) \$
非流動資產 Non-current assets	59,652,175	65,725,971
• 物業、廠房及設備 Property, plant and equipment	17,908,514	23,078,318
• 無形資產 Intangible assets	—	—
• 使用權資產 Right-of-Use assets	23,852,397	27,388,540
• 指定按公允值計入其他全面收益的全融資產 Financial assets at Designated FVOCI	17,891,264	15,259,113
流動資產 Current assets	143,457,448	139,608,328
• 存貨 Inventories	4,779,866	3,118,939
• 應收賬款及其他應收款項 Accounts and other receivables	36,411,326	42,416,777
• 銀行結存及現金 Bank balance and cash	102,266,256	94,072,612
流動負債 Current liabilities		
• 應付賬款及其他應付款項 Accounts and other payables	21,473,024	25,207,248
租賃負債 Lease Liability	24,259,287	26,797,733
遞延捐款收入 Deferred donation income	14,566,320	19,180,098
資產淨值 Net assets	142,810,992	134,149,220
儲備 Reserves		
• 基金 Total fund employed	142,810,992	134,149,220



儲備 Reserves

儲備分類
Reserves Classification

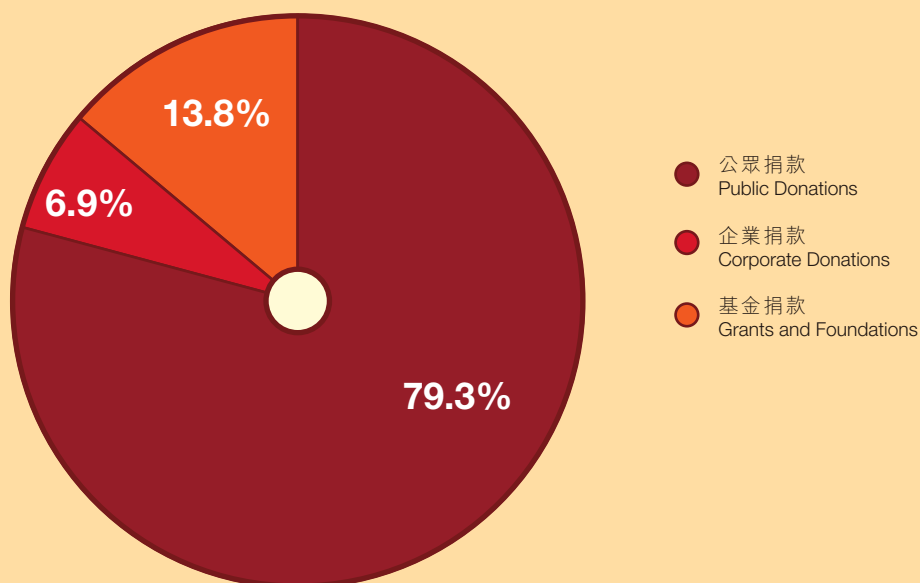




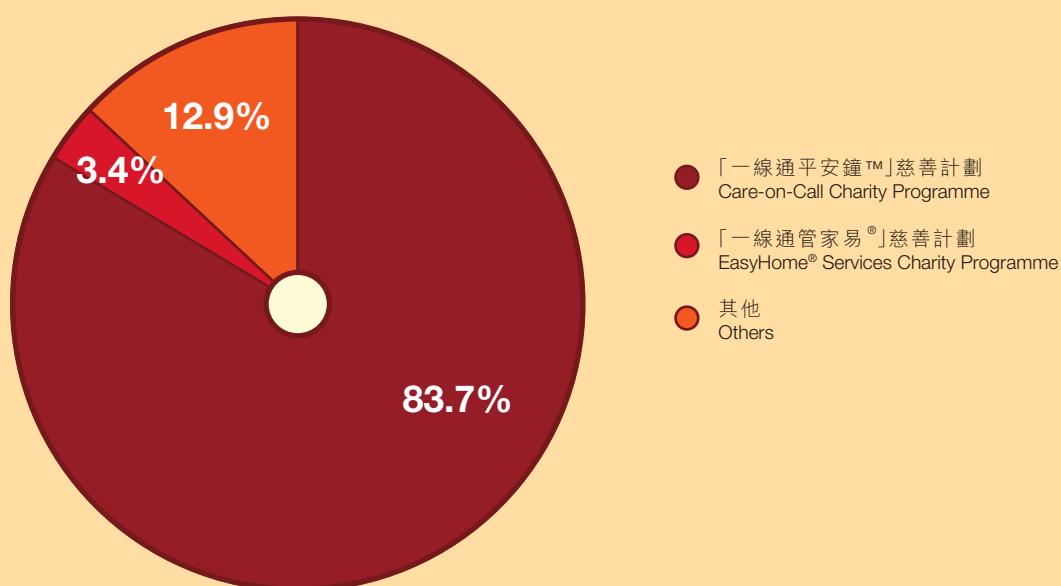
2021-2022年度善款來源與用途

FY2021-22 Sources and Uses of Donations

善款來源
Sources of Donation



善款用途
Uses of Donation



核數師報告

Auditor's Report

mazars

Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

Senior Citizen Home Safety Association

長者安居服務協會

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

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

Tel 電話: +852 2909 5555
Fax 傳真: +852 2810 0032
www.mazars.hk

Opinion

We have audited the financial statements of Senior Citizen Home Safety Association (the "Association") set out on pages 11 to 81, which comprise the statement of financial position as at 31 August 2022, and the statement of comprehensive income and expenditure, the statement of changes in funds employed and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Association as at 31 August 2022, and of its financial performance and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants (the "HKICPA") and have been properly prepared in compliance with the Companies Ordinance.

Basis for Opinion

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

意見

我們已審計長者安居服務協會（「貴協會」）列載於第 11 頁至 81 頁之財務報表，此財務報表包括於 2022 年 8 月 31 日之財務狀況表，及截至該日止年度之全面收入與支出賬表、基金變動表及現金流量表以及財務報表附註，包括主要會計政策概要。

我們認為，該等財務報表已根據香港會計師公會頒佈的香港財務報告準則真實而公平地反映貴協會於 2022 年 8 月 31 日之財務狀況及截至該日止年度之財務表現及現金流量，並已按照《公司條例》妥為編製。

意見的基礎

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



Independent Auditor's Report 獨立核數師報告書

To the members of 致各會員

Senior Citizen Home Safety Association

長者安居服務協會

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

(於香港註冊成立並以擔保及無股份形式作為有限責任的有限公司)

Other Information

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

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

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

Responsibilities of Directors for the Financial Statements

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

其他信息

貴協會董事須對其他信息負責。其他信息包括董事會報告書。

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

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

董事編製財務報表承擔之責任

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



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Responsibilities of Directors for the Financial Statements (Continued)

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

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

董事編製財務報表承擔之責任(續)

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

核數師就審計財務報表承擔之責任

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

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

Independent Auditor's Report 獨立核數師報告書

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

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

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

核數師就審計財務報表承擔之責任(續)

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

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



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

- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

核數師就審計財務報表承擔之責任 (續)

- 對董事採用持續經營會計基礎之恰當性作出結論。根據獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對貴協會的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意該等財務報表中的相關披露。假若有關的披露不足，則我們應當發表非保留意見。我們的結論是基於核數師報告日止所取得之審計憑證。然而，未來事項或情況可能導致貴協會不能持續經營。
- 評價該等財務報表的整體列報方式、結構和內容，包括披露，以及該等財務報表是否中肯反映交易和事項。



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

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

核數師就審計財務報表承擔之責任 (續)

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

Mazars CPA Limited

Certified Public Accountants

Hong Kong, 7 March 2023

中審眾環（香港）會計師事務所有限公司

執業會計師

香港，2023年3月7日

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

Eunice Y M Kwok

Practising Certificate number: P04604

出具本獨立核數師報告的審計項目董事是：

郭婉文

香港執業會計師證書編號:P04604

鳴謝

Acknowledgement

由於篇幅所限，致謝名單不能盡錄，如有遺漏，謹此致歉。

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

公司

Companies

朝日集團有限公司
Asahi Group Company Limited

Asia Satellite Telecommunications Company Limited

Atlinks Asia Limited

盤谷銀行
Bangkok Bank Public Co. Ltd.

國際結算銀行
Bank for International Settlements

擇善坊有限公司
Charitable Choice Limited

致興置業有限公司
Chi Hing Investment Co. Ltd.

華懋集團
Chinachem Group

創興銀行有限公司
Chong Hing Bank Limited

中華電力有限公司
CLP Power Hong Kong Limited

保信財務有限公司
Credit One Finance Limited

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

Ernst & Young Advisory Services Limited

ESD Services Limited

華敦國際集團有限公司
Fairton International Group Ltd.

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

富衛人壽保險(百慕達)有限公司
FWD Life Insurance Company (Bermuda) Limited

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

香港年金有限公司
HKMC Annuity Limited

香港電訊有限公司
Hong Kong Telecommunications

Jeeves (HK) Limited

瓊華有限公司
King Wah Co Ltd.

利太有限公司
Lead Pacific Limited

香港樂心會
Life Commitment Charity Club

林德港氧有限公司
Linde HKO Limited

領展資產管理有限公司
Link Asset Management Limited

喬龍有限公司
Linkage Dragon Limited

立興金屬製品(香港)有限公司
Lip Hing Metal Manufacturing (Hong Kong) Ltd

Markant Trading Organisation (Far East) Limited

中審眾環(香港)會計師事務所有限公司
Mazars CPA Limited

摩根路易斯律師事務所
Morgan, Lewis & Bockius

香港鐵路有限公司
MTR Corporation Limited

朗信空運有限公司
NEL Express Logistics Limited

新創意廣告有限公司
New Creative Advertising Company Ltd

開眼界直播科技有限公司
One Click Go Live Limited

海富通國際貨運代理有限公司
Pacific Link International Freight Forwarding Company Ltd

Red Soldier Limited

RGA Reinsurance Company

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

安信信貸有限公司
PrimeCredit Limited

Season Group and SG Wireless

數碼通電訊集團有限公司
SMARTONE MOBILE COMMUNICATIONS LTD

香港按揭證券有限公司
The Hong Kong Mortgage Corporation Limited

湯臣集團有限公司
Tomson Group Limited

個人

Individuals

歐鳳蘭小姐
Ms Au Fung Lan Christine

Ms Au Miu Yee

陳澤林先生
Mr Chan Chak Lam Alexander

陳子敬先生
Mr Chan Chi King

Ms Chan Ching Bik

陳倩盈女士
Ms Chan Cin Ying

陳鳳鳴女士
Ms Chan Fung Ming

Chan Hing Wan

陳彥仁
Chan Ian Yin Yan

Mr Chan Julius Edmund

陳嘉明小姐
Ms Chan Ka Ming

Mr Chan Ka Leung Stanley

陳嘉瑩小姐
Ms Chan Ka Ying Karen

陳劍鋒先生
Mr Chan Kim Fung

陳麗怡小姐
Ms Chan Lai Yee

陳萬宣先生
Mr Chan Man Suen

Ms Chan Mun Shan

Ms Chan Nga Wai Ann

陳愛萍小姐
Ms Chan Oi Ping

陳紹箕先生
Mr Chan Shao Chi

陳兆文
Chan Shiu Man

Chan Siu Hung

Mr Chan Yiu Fai Stephen

陳耀儀
Chan Yiu Yee

Chau Oi Tin



陳谷喬先生
Mr Chen Guqiao

Ms Cheng Kit Po Creena

鄭偉康先生
Mr Cheng Wai Hong

Cheng Ying Chi

Cheng Yuk Lan

張國偉先生
Mr Cheung Kwok Wai

張文欣
Cheung Man Yan

Ms Cheung Miu Han Betty

張施俊先生
Mr Cheung Sze Chun

張德輝先生
Mr Cheung Tak Fai

Mr Chiang Hok Yuen

周楚源先生
Mr Chow Chor Yuen Morris

周近智先生
Mr Chow Kun Chee Roland

Chung Yip Wah, BBS

霍嘉莉女士
Ms Fok Ka Lei

方玉芬女士
Ms Fong Yuk Fun

傅慧文女士
Ms Fu Wai Man

馮靜雯小姐
Ms Fung Ching Man

Fung Suk Fun

馮偉儀小姐
Ms Fung Wai Yi

馮蘊瑤小姐
Ms Fung Wan Yiu Agnes

Mr Herzog Stefan

Mr Ho King Fung Eric

何李藹慈女士
Mrs Ho Li Oi Chi

何慧玲女士
Ms Ho Wai Ling

何燕萍女士
Ms Ho Yin Ping

孔志偉先生
Mr Hung Chi Wai

顧公勉先生
Mr John Ku

Ms Josephine Mark Lee

Ms Kwok Angela Lai Kei

郭榮泰先生
Mr Kwok Victor

郭雅儀女士
Ms Kwok Nga Yee

郭修圃先生
Mr Kwok Sau Po

郭惠芬女士
Ms Kwok Wai Fan

鄺淑敏女士
Ms. Kwong Shuk Man Anne

羅梓忻小姐
Ms Law Chi Yan Joyce

Ms Lau Ka Ying

羅念君小姐
Ms Law Nim Kwan Michelle

黎敏兒小姐
Ms Lai Man Yee

林卓賢先生
Mr Lam Cheuk Yin Andy

林曉嵐小姐
Ms Lam Hiu Lam

Mr Lam Kei Wai

林靄欣小姐
Ms Lam Oi Yan Betty Joycelyn

Lam Yin Chu

劉自輝先生
Mr Lau Chi Fai

Ms Lau Ka Ying

Ms Lau Ka Yun Joanne

劉美翠女士
Ms Lau Mei Chui

Ms Lau Mi Yi Fiona

劉裕庭女士
Ms Lau Yue Ting

劉群
Law Kwan

Mr Law Tak Chuen Peter

Law Yuet Kwan

李濟堂先生
Mr Lee Chai Tong

李端慧女士
Ms LEE DUEN WAI VIRGINIA

李鳳玉小姐
Ms Lee Fung Yuk

李啟邦先生
Mr Lee Kai Pong

Mr Lee Kee Yiu Keith

李利敏小姐
Ms Lee Lee Man

李女女士
Ms Lee Nui

Lee Shun Yu

Ms Lee Yuk Ching

梁智恒先生
Mr Leung Chi Hang

梁麗輝小姐
Ms Leung Lai Sim

梁吳聰敏女士
Ms Leung Ng Chung Man

梁小惠女士
Ms Leung Siu Wai

梁子傑先生
Mr Leung Tsz Kit

梁偉業先生
Mr Leung Wai Yip Ronald

梁玉英女士
Ms Leung Yuk Ying

Mr Li Chi Huen Roy

李卿容
Li Hing Yung

廖新基先生
Mr Liu San Kei

羅仲炳先生
Mr Lo Chung Ping Kevin

盧月鳳女士
Ms Lo Yuet Fung

盧美玲女士
Ms Lo Mei Ling Jenny

盧紅仙女士
Ms Lo Hung Sin

郎克勤先生
Mr Long Hak Kan

Mr Loong Pui Chi Simon

李月英女士
Ms Li Yuet Ying

林順芯女士
Ms Lim Soon Tiong

廖婷珍女士
Ms Liu Ting Chun

呂少雲小姐
Ms Lui Siu Wan Amy

雷大君女士
Ms Lui Tai Kwan

呂慧玲女士
Ms Lui Wai Ling, Shirley

馬麗明女士
Ms Ma Lai Ming

馬寶珠女士
Ms Ma Po Chu Andreina

馬秀慧小姐
Ms Ma Sau Wai

馬慧嫻小姐
Ms Ma Wai Sim

Mr Maa Mario

麥宗頤女士
Ms Mak Chung Yee

麥慧儀女士
Ms Mak Wai Yee

Ms Melissa Wu

莫雅清
Mok Nga Ching

梅珈瑋
Mui Ka Wai

Mr Ng Chi To Graham

吳鳳鳴女士
Ms Ng Fung Ming

吳家華小姐
Ms Ng Ka Wah

吳碧華女士
Ms Ng Pik Wa

吳惠芳小姐
Ms Ng Wai Fong

Ms Ng Yuen Ting

Mr Ngai King Kwok Anthony

Ms Ngan Lai Shan

Paddy

潘永輝先生
Mr Puen Wing Fai

Mr Shum Chun Kin Anthony

Ms Sit Yat Wah

蕭靜嫻女士
Ms Siu Ching Han

蘇家興
So Ka Hing

蘇圻鋁先生
Mr So Kei Cheong Benjamin

司徒素薇
Ms Szeto Soo Mei Heidi

譚忠榮先生
Mr Tam Chung Wing

譚栩汶
Tam Hui Man

鄧惠文女士
Ms Tang Wai Man Esther

Ms Teresa Ling

唐錦添
Tong Kam Tim Timmy

湯麗兒女士
Ms Tong Lai Yee

Tong Siu Ha

曾智明先生
Mr Tsang Chi Ming

曾雅君女士
Ms Tsang Nga Kwan Rachel

謝詠儀醫生
Dr Tse Wing Yee

蔣翠琼女士
Ms Tseung Chui King

曹敏慧小姐
Ms Tso Mun Wai

崔衛民先生
Mr Tsui Wai Man Peter

王宇先生
Mr Wang Yu

王春波醫生
Dr Wong Chun Por

黃可麗女士
Ms Wong Ho Lai

黃國璋先生
Mr Wong Kwok Cheung

黃國基先生
Mr Wong Kwok Kay

王敬厚
Wong King Hau

Ms Wong Lai Ching Carrie

黃秀琼女士
Ms Wong Sau King

Wong Shuk Fan

黃淑兒女士
Ms Wong Shuk Yee

黃慧儀女士
Ms Wong Wai Yee

黃詠嫻小姐
Ms Wong Wing Han Tracy

王慧莉女士
Ms Wong Winnie

Mr Wong Yan Hin

胡瑋安小姐
Ms Woo Wei An

伍步明女士
Ms Wu Po Ming, Karen

甄瑞貞女士
Ms Yan Sui Ching

邱俊源先生
Mr Yau Chun Yuen

楊國樑先生
Mr Yeung Edward

楊禮嘉女士
Ms Yeung Lai Ka Rolanda

Ms Yim Mei Shan Lydia

嚴少鳳小姐
Ms Yim Siu Fung Onnie

余曦
Yu Hay Ketty

余漢榮
Yu Hon Wing

Ms Yu Shuk Ching

余少玉
Yu Siu Yuk

袁美娟女士
Ms Yuen Mei Kuen

源明心
Yuen Ming Sum

Ms YUEN WAI LEI

Yuen Wai Pang

翁國源先生
Mr Yung Kwok Yuen Dillon

Ms Yung Ling Nui Susanna

翁少珊女士
Ms Yung Siu Shan

Yung Wan Shan

李用女士

施小姐

梁旺先生

許楚家先生

蘇章倫先生

非牟利及義工團體 Community Groups

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

香港房屋協會
Hong Kong Housing Society



學校 Schools

佛教葉紀南紀念中學
Buddhist Yip Kei Nam Memorial College

葵涌蘇浙公學
Kiangsu-Chekiang College (Kwai Chung)

荔景天主教中學
Lai King Catholic Secondary School

樂善堂梁植偉紀念中學
Lok Sin Tong Leung Chik Wai Memorial School

聖公會林護紀念中學
SKH Lam Woo Memorial Secondary School

政府部門 Government Departments

公務員事務局
Civil Service Bureau

通訊事務管理局
Communications Authority

衛生署
Department of Health

發展局
Development Bureau

香港消防處
Fire Services Department

香港天文台
Hong Kong Observatory

香港警務處
Hong Kong Police Force

醫院管理局
Hospital Authority

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

社會福利署
Social Welfare Department

基金 Foundations

精神健康諮詢委員會
Advisory Committee on Mental Health

鵬程慈善基金
Bright Future Charitable Foundation

關愛基金有限公司
Caring Fund Limited

陳國威基金有限公司
Chan Kwok Wai Foundation Limited

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

周漢貞慈善基金會有限公司
Chow Hon Ching Charitable Foundation Ltd

養和山村義工隊
HKSH Village Volunteers Limited

養和醫院
Hong Kong Sanatorium and Hospital

許氏慈城素卿慈善基金有限公司
Hui's Cicheng Suqing Charitable Company Limited

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

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

雷伯偉慈善信託基金
Lui Pak Wei Charitable Trust

周伯英基金有限公司
P.Y. Chow Foundation Ltd.

譚兆慈善基金
The Tam Shiu Charitable Trust

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

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