

基督教家庭服務中心 的人與情

基督教家庭服務中心 (CFSC) 同工都有一個共同的使命，以其最大的能力，為有需要的人士提供支援及幫助，合力建立一個具社會影響力的機構。正因如此，CFSC 同工之間建立了深厚的關係。

CFSC colleagues exerted all the effort to help those in-needs and aggregate our impact to the community through delivery of positive job results. As such, they have established a very deep relationship with each other.

People and Love in
Christian Family Service Centre
(CFSC)



感恩 — 由心而發 Gratitude from the Bottom of Heart

姚澄
Yao Cheng

前 CFSC 出納員
Former Cashier

在利益掛帥的社會，人情味似乎漸被淡忘。不過，曾在 CFSC 工作的姚澄，即使年屆九旬，在憶起昔日獲文教士多番的幫忙與關懷時，仍然顯露出一份永不能忘的感恩之情。

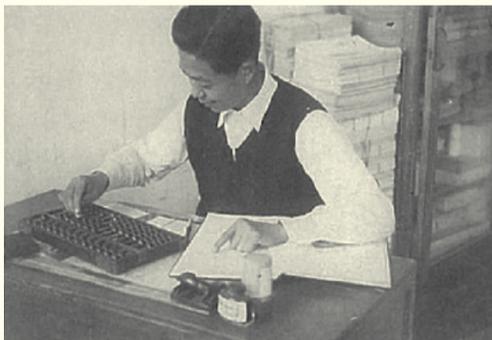
現年 92 歲的姚澄，於 1950 年由內地到港，「當時從內地到香港的難民多數沒有錢，生活非常苦，小朋友都只是穿着破爛的褲和鞋，有一年農曆除夕，大批難民擁到長老會的門口，申請金錢和糧食，有時候，因為人太多，更需要召喚警察來協助解圍。」當談及當年的艱苦情境，姚伯伯不禁流露出傷感表情。

後來，姚伯伯在 1952 年於真報報社工作，負責會計，可是當時月入僅有八十元，根本不足以應付生活，加上每天不停地工作，非常辛勞，令身體健康轉差，更不幸於 1956 年得了肺病，需要即時暫停所有工作。「幸好，當時得到 CFSC 文教士的幫助，肺病才得以痊癒。」

「雖然肺病得以痊癒，但是之後要再找工作便很不容易，我又不懂英文和廣東話，但卻給予我在 CFSC 工作的機會。」就是這樣，姚伯伯於 1960 年加入了 CFSC 擔任出納員，直至 1988 年。



姚澄的工作照片
Yao worked very hard to support his living



即使相隔多年，姚伯伯都表示，CFSC 的首任總幹事文美莉教士除了是他的老闆，更是他的救命恩人：「文教士發現我有肺病，立即暫停我的工作，堅決把我送往靈實醫院救活，並且負責我所有的醫療費用。」他續道，「文教士的慈祥、和悅，尤其是她寬恕的語言，最能打動我的心，令我心服口服，這些我一生都不會忘記。」

姚伯伯是一個很重感情的老人家，除了文教士的照顧，其他人對他的幫助，他都一一記在心中，「記得有一次我腳踝受傷，但因為跌打收費昂貴，不捨得去看醫生，碰巧 CFSC 的員工陳姑娘發現我的傷患，她立即安排我到診所看跌打，並慷慨給我支付跌打費用，最後腳踝才得以痊癒，可見 CFSC 有同工之情，也有上帝的愛。」

憶述起在 CFSC 的工作往事時，姚伯伯顯得份外雀躍，表示當時在 CFSC 的工作非常有意義。除了經常到處探訪及派發救濟品給難民外，當有空餘時間，姚伯伯更會與工作人員一起打乒乓球。他更笑言：「當年，曾經協助還在 CFSC 工作的李華明議員於參選區議員時寫大字報，因此跟他比較要好，與他打乒乓球更打至受傷，很誇張呢！」

一直對 CFSC 心存感激的姚澄，悉心保存著很多 CFSC 的珍貴照片、小冊子及退休獎牌：「上帝賜予我力量，我希望能夠善用它，並奉獻給大家。」

In a materialist world, human connection seems to be neglected. However, Yao Cheng, who is now over ninety and has worked in CFSC many years ago, still felt thankful of Miss Muriel Boone's help and care in the old days.

Yao Cheng, now 92 years old, moved to Hong Kong from mainland in 1950. 'Most of the refugees who came to Hong Kong from mainland had no money and life was tough. Children were all wearing tattered trousers and shoes. A large number of refugees gathered at the door of Presbyterian Centre on Lunar New Year's Eve, hoping to get some money and food. As there were too many people crowded there, police were called upon in resolving the situation.'

Later in 1952 when Yao worked as a bookkeeper in a newspaper office, his monthly salary was only 80 dollars and was not able to support his living. Even worse, his health started to deteriorate, and he suffered from lung disease. In 1956, Yao needed to stop working immediately. 'Luckily, Miss Boone offered me with help at that time and supported me all along.'

'Although my lung disease was cured, it was not easy to find a job again, especially I don't know English and Cantonese. Fortunately, Miss Caldwell, the ex-Director offered me an opportunity to work CFSC. ' And that's how Yao joined CFSC in 1960 as a cashier until 1988.

When thinking of the past moments working in CFSC, Yao seemed very excited. He said that the work at CFSC was very meaningful. In addition to visiting refugees in many places and giving them alms, Yao also played table tennis with CFSC's staff at leisure. 'When Mr. Li Wah-ming was still working at CFSC, I once helped him to write poster for his District Council election campaign, we became good friends later and I remembered that I once got hurt playing table tennis with him.'

Yao kept a lot of precious photos, leaflets about CFSC, and also the retirement medal presented by CFSC. 'God gave me strength and I wish I could make good use of it and dedicate it to everyone.'



姚澄與 CFSC 同工的大合照
A group photo of Yao and CFSC's staff

看不見的真情 Invisible ‘Heart-to-Heart’

Cecilia

前CFSC接線員
Former Headquarters Telephone Operator

前總部大樓接線員Cecilia，她於CFSC工作40年，可說是CFSC其中一個工作最長久的員工。Cecilia雖是失明人士，但她從沒有因視力的障礙而有所恐懼，反之憑著她開朗的性格，成功與不同部門的同事建立真誠友誼。現在，即使她已榮休，但仍會定期跟CFSC的老朋友、舊戰友等聚舊，一同回味當日在CFSC這個大家庭的快樂點滴。

1969年，Cecilia快將畢業於心光盲人院暨學校，一天，她跟隨訓練導師參加職業展能展覽會，想不到，就這樣把她與CFSC連在一起。Cecilia記得當時在CFSC的攤位，有一位外籍女士問她：「你懂得基本的文書處理及英文溝通嗎？」說得一口流利英語的Cecilia只是回答了一句：「Yes。」她便成為了CFSC的員工。原來，那位外籍女士是當時CFSC的總幹事高曉光女士，她受到Cecilia的自信所感動，因而正式聘用了她為總部大樓的接線員。

Cecilia笑說：「沒想到，這份工便成為了我的第一份及唯一的一份工作。」Cecilia從畢業後一直在CFSC工作至2008年才退休，她形容CFSC是一個充滿人情味的地方，她從來沒有想過要離開。Cecilia直言，除了CFSC，她根本不想到其他地方工作。

Cecilia表示，在CFSC工作多年，其中令她印象最深刻的一定要數那部早已淪為古董的舊式電話接線機。「剛入職時，我面對著那座大型電話接線機，真的有點束手無策，由於看不到電話接線機的燈泡是否已經亮起來，所以很多時都會駁錯了線。」Cecilia更笑言，有時因為駁錯了線而聽到一些不該知道的秘密，而由於自己對聲音特別敏感，即使看不見，仍能輕易知道對方是誰呢！

除了擅於辨別聲音，Cecilia同時擁有非常精細的手藝。陪伴Cecilia接受訪問的人力資源部資深人力資源助理Carol表示，Cecilia的手工藝很好，因此，行政部經常會邀請Cecilia協助製作特色首飾盒、相架等，讓他們可以用作義賣，為CFSC籌募經費。說到Cecilia的手藝，Carol還與我們分享了一件趣事：「一次，Cecilia協助行政部貼郵票，可能因為大家一邊工作、一邊閒聊，實在是太愉快，一時忘形下，Cecilia把兩個郵票重疊貼在一起，但由於她的手藝太好，兩個郵票貼得像只有一個郵票，令我們花了很多時間才能找到那封貼錯了的信呢！」

Cecilia非常感激一眾同事對她的信任，她表示能在CFSC工作，遇到一班志同道合的好同事，她真的感到十分幸運！「因為我看不到，所以我更能用心去感受CFSC這個大家庭的濃厚人情味！」Cecilia表示，那份情包括了同事間的融洽互信，為社區的無私付出，以及鄰里間的實貴友情，因此，即使她已退休6年，每一次經過觀塘這個地方，她仍能由心裡感受到那份「情」！

Former headquarters telephone operator, Cecilia, has worked in CFSC for 40 years and is one of the longest serving staff. Although Cecilia is blind, she never let her disability get the way in her. On the contrary, her optimistic personality helped her to establish friendship with her colleagues at different departments. Now she is retired, she still meets her old friends and companions often, and talks about the memorable moments in the CFSC family.

In 1969, Cecilia was soon to graduate from Ebenezer School & Home for the Visually Impaired. One day, she followed her trainer to visit the Vocational Employment Exhibition, where she came across CFSC unexpectedly. Cecilia remembered that there was a foreign lady at the CFSC's booth asking her, 'Do you know basic word processing and English communication?' Cecilia replied straight away with her fluent English, and she got the job offer. The foreign lady was Miss Doris Caldwell, CFSC's Director at that time. She was moved by Cecilia's confidence and decided to hire her as the telephone operator.



'I never thought that this would be my first and only job.' Cecilia worked at CFSC right after her graduation until her retirement in 2008. She described CFSC as a place full of human touch, and has never thought of leaving.

Over the many years working at CFSC, the most unforgettable thing to Cecilia has to be the old telephone wiring machine which should be an antique for long. 'When I first joined, I really didn't know what to do with that large telephone wiring machine in front of me. Since I cannot tell if the lights on the machine were lit up, I sometimes forwarded the calls wrongly.' Cecilia recalled that she put through the lines wrongly, she overheard some secrets that she was not supposed to know. As she was so sensitive to sounds, she was able to tell who the person was.

Cecilia was good at identifying voices and also brilliant at making things. Carol, Senior Human Resources Assistant, accompanied Cecilia at this interview revealed that Cecilia was brilliant at making things. Therefore, the then Administrative Department always invited Cecilia to help making jewellery boxes and photo frames for fundraising purpose. When talking about Cecilia's great hands, Coral mentioned that, 'Cecilia was helping the Administrative Department putting on stamps, she stumbled across one stamp on top of another. The two stamps were overlapped perfectly like one, and it took us a very long time to find that envelope with two stamps on it.'

Cecilia is very grateful for the colleagues trust her so much. She thought she was very lucky to work at CFSC and she met with a group of like-minded colleagues. I am not able to see, I can better use my heart to feel the deep sense of human touch within the CFSC family! Cecilia said that the love that she feels come from the harmony and mutual trust among colleagues, the selfless contribution to the community, and the precious friendship with the neighbourhood. Therefore, even though she has already retired for six years, every time when she passes by Kwun Tong, she can still feel that 'love' from bottom of her heart!

前總部大樓接線員Cecilia於CFSC工作40年
Former headquarters telephone operator, Cecilia, has worked in CFSC for 40 years

多姿多采的十一年 11 Wonderful Years

李華明
Li Wah-ming
前 CFSC 社工
Former CFSC Social Worker

常言道：「十年樹木，百年樹人」，CFSC 由 60 年前一棵樹苗，到現在茁壯成長，得以服務社會各界，實有賴多位「農夫」默默耕耘為她灌溉，李華明便是其中的一位出色「農夫」。

1978 年，李華明剛從外國畢業回港便加入了 CFSC，當時，他主要於翠屏區（當時俗稱雞寮）進行社區發展工作。他憶述當年雞寮有 24 座 7 層的徙置大廈，自己重點負責 7 至 10 座的單位，由於雞寮環境惡劣，除廁所是公用外，亦缺乏水喉、廚房等設備，而李華明的工作便是幫助居民改善居住環境。為了更有效地向政府作出爭取，李華明曾組織過 3 個團體，包括翠屏義工團、觀塘職工及翠屏重建居民工作組。他直言這 3 個團體如同他的小孩，自己「一手一腳地把他們湊大，基本上，我是與這 3 個團體的團員共同成長。」李華明表示，回想當年與一眾義工無分你我，全情投入地為居民服務，他真的感到非常懷念，同時更為自己能遇到一班這麼好的街坊及職工而感到很幸運。「我們在為居民服務的同時，建立起非常深厚的友誼，即使義工團已解散多年，有些人更在重建後搬離此區，但我們仍經常見面，最近更於翠屏村擺酒慶祝成立 35 周年，這份細水長流的情誼，實屬非常難得。」

CFSC 除了為李華明帶來一班好友，更同時為他的職業引領出一個方向。1982 年，香港首次舉行區議會選舉，他認為要更有效地為居民發聲，必須有居民代表參選，因此他積極參與助選，並擔任總統籌角色，發動區內居民的支持，最後成功令居民代表當選。後來，李華明於 1985 年參選了選舉，並成功獲選為議員。李華明直言，「如果沒有 CFSC，我怎會做議員呢？」

已離開 CFSC 多年的李華明，在機構的六十周年再次重遊舊地，他笑謂一踏進這幢大樓，過去在 CFSC 經歷的一切便全都湧進了腦海，「以前常爬上去的那棵大榕樹、紅色的鐵閘、黃色的牆，兩層高像別墅的建築物等，過往的種種真的令人非常懷念呢。」對於 CFSC 的迅速發展，令作為前員工的李華明感到非常驕傲，他冀望現時 CFSC 的團隊能一如以往般團結及投入，從而令 CFSC 能幫助到更多有需要的人。

CFSC 為李華明帶來一班好朋友
Li got lots of good friends at
CFSC



People always say, 'It takes 10 years to grow a tree, but a hundred to nurture a person.' CFSC was only a sapling 60 years ago, and now it has grown so strong and able to serve the community. The success of CFSC depends on the hard work of many 'farmers', and Li Wah-ming is one of them.

In 1978, Li Wah-ming just returned to Hong Kong after graduated from overseas and joined CFSC. He was mainly responsible for the community development of Tsui Ping Estate (called 'Kai Liu'). He remembered that there were 24 seven-storey resettlement buildings in Kai Liu, and he worked among the units. The environment was poor in Kai Liu, residents needed to share toilets, and there was lack of facilities like plumbing and kitchen. Li organised three groups, including Tsui Ping Volunteer Group, Kwun Tong Workers Group, and Tsui Ping Redevelopment Residents Working Group to help residents improve their living condition. These three groups were like his children. 'Basically, I grew up together with the members. Li said that he really missed the time when working together with the volunteers, worrying nothing but only to serve the residents passionately. Li thought that he was very lucky to come across such a good neighbourhood and group of workers. 'We served the residents together and established a very deep friendship. Although the volunteer group was dismissed many years ago, and some of them have even moved out, we still keep in touch and meet each other very often. Recently, we have just celebrated the group's 35th Anniversary together at Tsui Ping Estate. This long and unchanging friendship is really precious.'

CFSC also led Li to a new direction in his career. In 1982, Hong Kong had its first District Council Election. He believed that to allow more people to listen to the voices of the residents, there must be a resident representative to participate in the election. Therefore, he actively involved in the electioneering, and also acted as the overall co-ordinator to mobilise every support from the local residents. At last, the resident representative was successfully elected. Meanwhile, many parties lobbied Li to participate in the election, and he finally declared his candidacy in the 1985 election, and was being elected as a council member successfully. Li said honestly, 'If there was no CFSC, how would I be a council member?'

After leaving CFSC for so many years, Li visited this place again at the agency's 60th Anniversary, all memories have come back to his mind. 'I used to climb up that big banyan tree all the time and I also remembered the red gate, yellow wall, and the two-storey building here a long time ago. I really missed all these past moments.' As an ex-employee, Li was very proud of the rapid growth of CFSC. He hoped that CFSC team can continue to be united and passionate like he did, so that CFSC can help more people in need.

義工旅程轉化生命 Volunteer Journey Transforms My Life

Henry

前 CFSC 義工
Former CFSC Volunteer

「年輕時的一個經歷，可能成就了一個人的未來。」這個說法對於現職導演的 Henry 來說，必定會十分認同。「如果當年沒有在 CFSC 當過義工，或許我這一生也沒有想過做導演！」這是 Henry 在訪問開始時的第一句說話。

Henry 的爸爸從小到大對他們管教甚嚴，放學後便要立即回家。中四那年，參加了學校的課外活動而來到 CFSC 擔任義工，想不到這短短兩年，卻改變了他的性格及思想，深深影響其一生。「當初參與義工行列，只是為擺脫爸爸的束縛，根本沒有想過如何去幫人。那時候，我們專門為越南來的難民提供協助，一方面教他們做功課，另一方面透過遊戲讓他們能投入社區。在提供服務的過程中，因為接觸多了不同的人，溝通技巧進步了很多，而且幫助別人所得到的滿足，亦令我變得大膽、有自信。」慢慢地，Henry 從義工服務中找到了自己，並開始了解自己的需要及感受。

「現在回想起來，那兩年的義工生活，可說是我人生的里程碑，啟發了我的整个人生。」Henry 笑言因為參與了義工，給予他很多接觸新事物的機會，更嘗試了許多以前從未做過的事，這些對於一個年青人來說是極具影響。



Henry 參加了 CFSC 舉辦的義工活動
Henry participated in volunteer activities of CFSC

因著性格上的改變，Henry 開始勇於面對自己的內心想法，慢慢地向自己的夢想進發。「我自小已經很希望能朝演藝事業方面發展，可是由於小時候既怕事又沒有自信，因此，從來只敢想，不敢做。但是，因為參與了 CFSC 的義工服務，我學會與不同人相處及如何表達自己，這不單令我勇於把夢想實踐，同時亦培植出作為導演必須有的說故事技巧。」

除了商業作品，Henry 亦很喜歡拍攝富教育意義的電影，希望藉此回饋社會。「人生常會遇到很多不同的火花，一旦遇上自己喜歡的事，內心的熱情便會被誘發。年青人要走的路很長，面前有著很多未知的精彩事情在等著他們，假若你不走出第一步，那便永遠不會知道以後會發生甚麼事。」因此，Henry 鼓勵年青人多參加不同類型的活動，放膽嘗試新事物，為自己製造生命中的驚喜。

‘Past experience at young age can determine one person’s future.’ Henry, who is now a director, must be very certain of this statement. ‘If I wasn’t a volunteer at CFSC, I might never be a director!’

Henry’s father was very strict when he was small. He had to go home right after school. During his secondary four year, he participated in the school’s extracurricular activities to volunteer at CFSC. This two-year period had changed his character and mind, which impacted his life. ‘When I first started volunteering, it was just a way to escape from my father. I never thought about how to help people. At that time, I helped the Vietnamese refugees and taught them homework. Through services, my communication skills improved a lot because I had chance to meet with many different people. And the satisfaction from helping other people had turned me to be courageous and confident.’ Bit by bit, Henry found his true self through volunteer work, and started to understand his own needs and feelings.

‘Looking back, those two years of volunteer life was a milestone in my life, and also inspired my entire life.’ Participating in volunteer work had given him the opportunity to learn many new things, as well as to try something he has never done before. All of these had a great impact on a young person.

Henry started to have the courage to turn his dreams into reality. ‘I have always wanted a career in entertainment when I was small. But I was not confident enough about myself, I never dared to take a step further. After participating in CFSC’s volunteer service, I learnt to get along with different people and to express myself. That has given me the courage to live up to my dream, and I also developed the storytelling skills which was essential to every director.’

Apart from commercial projects, Henry also likes to produce educational films, hoping to give back to the community. ‘You encounter many different sparks at your life. Once you found what you love, the passion in your heart will be brought out. For the youngster, there will be wonderful yet unknown territories waiting for them to explore. If you do not take the first step, you will never know what is going to happen next.’ Therefore, Henry encourages young people to participate in more different activities, be adventurous to try on something new so as to bring surprises in life for themselves.

26年來，由1988年至今，盧焯輝（輝哥）一直於CFSC擔任總幹事的司機，回首當初入職時的點滴，彷彿一切都只是昨天才發生的一樣。初入職時，輝哥主要接載第一任的總幹事邱可珍女士，及現任總幹事郭烈東先生，二十六年的工作，輝哥至今仍然歷歷在目。

「咁你而家究竟去唔去啊？」輝哥猶記得當日自己沉不住氣的回應。「那天是我首次接載總幹事邱女士，可是當天啟德機場發生嚴重交通意外，因此發生大塞車，我們被困在隧道中，偏偏邱女士需要趕赴港島開會。當時彼此尚未磨合，加上她為人非常守時，誤會蹣上著急，令她以為我安排不周，責備了我一兩句。」輝哥搔了搔頭。「那時候還年輕，覺得受了委屈，於是便反駁起來，大概當時邱女士也嚇呆了吧。」雖然最後遲了兩個小時才能到達目的地，但事後輝哥向邱女士解釋塞車原因，消除了誤會，並獲得諒解。

輝哥也經常接載兩位總幹事到不同地方工作。他坦言，非常感謝總幹事們為他帶來的這些難得機會。他更表示真的非常敬佩兩位總幹事，因為在這廿多年間，他見證著二人東奔西走，不辭勞苦地為機構籌集資金、拓展服務：「我每天載著邱女士和郭先生，到不同地方辦事。他們每天很早便開始工作，不時工作到很晚呢。」

慶幸沿途有您 Fortunate to Have You All Along

盧焯輝
Lo Cheuk Fai

CFSC總幹事的司機
Chauffeur of CFSC's Chief Executive



輝哥於周年聚餐上獲抽中大獎
Fai got a special prize in annual dinner

除了陪伴兩屆總幹事的工作，輝哥更看著機構的日益壯大與變遷。「初入職時，機構只有兩層高，門外有一棵大榕樹，規模較小，但是很像一個大家庭，同事間融洽和諧，很有歸屬感；現在，我們的大樓有10層高；起初只有約100人，如今已發展成擁有逾千人的機構；剛入職時寥寥可數的幾輛老舊車子，到現在擁有30多部完善的汽車；那時候我稱呼做『妹妹』的員工，今天都已經是幾個小孩的媽媽了……我想我真的是『睇住CSFC大，睇住佢開枝散葉』呢！」輝哥笑言。

當問及已屆退休年齡的輝哥，會否繼續在機構服務的時候，輝哥風趣地說：「我的資歷還淺呢，當然得繼續做下去！」輝哥欣慰地表示：「我很慶幸當初來到基督教家庭服務中心工作，更慶幸自己當日沒有因一時衝動而辭職，因此才發掘到CSFC這個大寶藏；讓我認識到兩位充滿人情味的總幹事，與及其他很好的人，就連董事會的成員也認得我這個小司機，真的令我感到非常溫馨、溫暖。」



輝哥於CFSC工作25年
Fai has worked in CFSC for 25 years

26 years, more than one-fourth of a century, is definitely not a short period of time. While people loves changing job often nowadays. Lo Cheuk Fai who are at his retirement age now, serves as the chauffeur for CFSC's Directors from 1988 until now, witnessing the changes of CFSC in the past 26 years. Looking back, Fai said that everything was like just happened yesterday.

Fai drove the two Chief Executives to different places all the time. Now, he is the only staff, who serves the second CFSC Director, Miss Caldwell. Fai told us that he is very grateful for the opportunities the Chief Executives had given to him. He also truly admired the Chief Executives. During the 20 plus years, he saw them running around timelessly to raise fund and develop business for the organisation. 'Frequently, I drive Miss. Yau and Mr. Kwok to different places for business. They start working at early in the morning, and always not finished working till late at night.'

Fai also witnessed the expansion of CFSC. 'At the time when I joined, CFSC was only a 2-storey high building. There was a big banyan tree at the entrance, although the size of the organisation was small, but it's like a family. The relationship between colleagues was harmonious, and we all had a great sense of belonging towards CFSC. Now, we are in a 10-storey building and the number of staff is growing. The colleagues I used to call them 'little girl' have now become a mother of a few children already ... I think I really 'watched CFSC growing bigger and bigger.'

Fai reached his retirement age already. When asking if he will continue to work in the agency, he quipped, 'I am still a junior, of course I will continue to work here! I am very fortunate that I have come to work at CFSC and even the board members know me well. I was grateful to work at CFSC, allowing me to meet the gentle Chief Executives and all the nice people.'

共同進退 Walk Along with CFSC

David Chan

CFSC 社工及職員會主席
Social Worker and Chairman of Staff Association



職員會就職典禮
Inaugural ceremony of Staff Association

David 於五年前加入了 CFSC 的綜合家庭服務中心，由於對服務區域的特色未有足夠認識，在剛入職時面對不少挑戰。在工作上慢慢適應後，David 開始了解到需要加深對機構內各部門的認識以加強工作上的效率，畢竟在 CFSC 的大家庭裡，不同部門都有其服務範疇和專職。David 的上司明白其想法後，除鼓勵 David 多參與機構定期舉行的跨部門專業人員會議外，亦建議 David 加入職員會，藉以多認識不同崗位的同事，這造就了 David 成為 CFSC 職員會主席的契機。「那時，我的上司知道我希望能從其他途徑進一步認識機構，於是提名我參加職員會，希望我能藉此更加了解 CFSC，亦加強了我對機構的歸屬感，沒想到一轉眼便加入了職員會近兩年，今年更由內閣委員選舉當了主席。」

作為職員會主席，很多時都要出席董事會會議表達職員的意見。「加入了職員會，其中一個最深的感受是發現這裡的董事會非常重視每一位同事，常提醒我要給同事舉辦多些活動，他們不單提供很多活動建議給職員會，更提醒我們要耐性及細心地留意同事們的需要。面對我們的訴求及活動提議，他們都會在金錢上支持和信任我們。」

「CFSC 除了帶給我一個愉快及多元的工作環境外，更讓我能親身走入社區，真切地感受市民的需要，從而為他們提供最實際的支援，實踐社工助人的價值觀。」David 表示，他會繼續與 CFSC 共同進退，並持守機構的服務信念，全情投入他喜愛的社會工作，幫助更多有需要的人。

David 直言，加入了職員會後，讓他有很多機會與不同部門同事接觸及溝通，「作為職員會成員，我們舉辦活動時實際上不分崗位，只希望參加活動的同事都可以開開心心，這不單令我有機會在工作崗位以外獲得跨部門的合作經驗，亦令我感受到委員之間的默契和情義，得到工作以外的滿足感。」David 更表示，每次帶領職員會的活動時，都能從中看到同事間的互助互愛精神，無論是興趣班、戶外活動、球類及運動項目，都能感受 CFSC 的凝聚力，這令他對 CFSC 建立起很強的歸屬感，並更有信心在此工作。

David joined CFSC's Integrated Family Services Centre five years ago. He encountered a lot of challenges when he first started working at CFSC. When he finally got used to his work, David began to understand that he needed to know more about the other departments in the organisation in order to enhance his work efficiency. After all, every department in CFSC has its own scope of work and professions. Besides participating in the regular meeting of inter-department professionals, David's supervisor also suggested him to join the Staff Association, thereby to meet with more colleagues from different positions. Surprisingly, I have been in the Staff Association for two years already, and this year I was elected as the Chairman.

David gained a lot of opportunities to meet and communicate with colleagues in different departments after joining the Staff Association. 'We work together in organising activities regardless of our positions, only to wish that every participating colleagues could fully enjoy the activities. Not only did I have the opportunity to gain cross-departmental cooperation experience, but also to feel the growing understanding and friendship among the committee members, getting the satisfaction beyond my job.' David said when he organises the activities for Staff Association, he can experience the team spirit among colleagues. No matter it is interested groups, outdoor activities, ball games or sports events, he can feel the cohesion in CFSC, which reinforces a strong sense of belonging to CFSC and confidence in working here.



As the Chairman of Staff Association, he needs to attend board meetings very often to express the interests of colleagues. 'I found out that the Board of Directors here valued each colleague very much. They always encourage us to organise more activities for the employees, give us a lot of activity suggestions, and also remind the Association remembers to take heed of the interests and needs of staff. When discussing our demands and activity proposals, they will support us financially and have great confidence in us.'

'Besides providing a pleasant and diverse working environment, CFSC is a place where I could walk along with the residents, give practical assistance and actualise social work values – help people to help themselves.' David said he will continue to walk along with CFSC and uphold the belief of the organisation, devote himself as a passionate social worker.



員工踴躍參與職員會的旅行
Staff participating the outing organised by the Staff Association enthusiastically

未想您忘記 Won't Let You Forget

陳汝威
Danny Chan

中心經理 (職業治療師)
Centre Manager (Occupational Therapist)



「未想你忘記—新書發佈會」
'Won't Let You Forget - new book launching'

Danny 於 2010 年加入 CFSC，負責開展智存記憶及認知訓練中心 (智存中心) 之服務。智存中心是在總部 7 樓的其中一間活動室開展服務的，由中銀資助，地方只有 2,000 多呎，人手只有 4 位，包括是職業治療師 Danny、護士、計劃助理及治療師助理等。經過數年發展，地方大了很多，現時於九龍灣彩霞邨的新中心大約 2,000 呎，而人手亦增加至 29 位職員，除了原有人手之外，新增了包括社工、音樂治療師、司機、個人照顧員、訓練員及工友等。中心的成長亦有賴凱瑟克基金及高錕慈善基金主席高太太之大力支持，令中心能夠開展更多服務，協助更多有需要之認知障礙症人士及其家屬。由原本只有認知訓練課程，發展至不同類型的課程，例如園藝治療、音樂治療、心靈藝術治療、認知障礙症魔術課程及甜品工房等課程。

Danny 說總結過去幾年的經驗，深深的感受到全賴機構各單位同事的支援，智存中心才能夠由一棵幼苗慢慢地茁壯成長。

Danny 深信對患者的關愛，是治療認知障礙症的最佳良藥。「當我們還在籌備服務時，已經有一位照顧者帶著五十多歲之丈夫陳先生向我們查詢服務，那時他已經是中期的認知障礙症患者。他是首批使用智存中心之服務，我們陪伴著這位患者及其太太，一起渡過了人生的最後階段。陳先生病情很壞，而活動室內坐滿了其他照顧者，一起支持陳太太，有時他們會感觸流淚，互相細訴照顧的辛酸，但我看到的是縱使有多困難，大家都對患者不離不棄，這種感覺是難以形容的，而患者亦同時感受得到。」這個故事帶出一個信念，只要同心協力去關懷及幫助認知障礙症患者，他們將會生活得更好。Danny 說很幸運智存中心的同事，無論是什麼職位、年齡或性格，也有著此一相同的信念，而這亦是推動中心發展的最大動力。

Since 2010, Danny has been working in the Mind-Lock Memory and Cognitive Training Centre (MLC). With the sponsorship from Bank of China, MLC commenced the service in the 200 square feet premise which is one of the activity rooms in the CFSC headquarters. There were only 4 colleagues included an occupational therapist, a nurse, a project assistant and a therapist assistant. With the effort from all dedicated colleagues in the past few years, MLC has been expanded dramatically in manpower as well as the scope of the services. With the new premise with 2,000 square feet in Choi Ha Estate, there are now 29 colleagues including social workers, music therapist, driver, personal care workers, trainers and workmen, etc. Danny would like to express his deepest gratitude to The Keswick Foundation and Mrs. Kao, the chairlady of Charles K. Kao Foundation for Alzheimer's Disease Limited. Without the support from them, we would not be able to serve the dementia clients and their members with those innovative and comprehensive services such as horticulture therapy, music therapy, art therapy, magic therapy and cooking courses, etc.

Danny believed that the unconditional caring is the best cure to the disease. Mrs. Chan, the wife of a 50- year-old dementia husband, came to our centre to seek help. His husband was diagnosed of middle-stage dementia. We accompanied the couple to face the end stage of life. At that time, the condition of Mr. Chan was the worst among all the clients. Yet, other caregivers supported Mrs. Chan. They shared her tears and feelings. A strong rapport had been built among those carers and the colleagues. From this story, Danny could tell you that no matter what happened, everything is possible. Also, the clients could feel the love and support from others even though the clients could not express his/her gratitude verbally. Danny believed that with all the unconditional care and support from the family members as well as the colleagues, we could improve the standard of living of the dementia client. Danny said that with the same mission, all the colleagues of MLC dedicated themselves in serving the dementia client wholeheartedly.



智存中心為認知障礙症患者提供不同類型的訓練
Cognitive Training Centre provides different kinds of training to the dementia clients

新星心聲 Voices from the Freshers

Cynthia、Jason 及 KiKi

CFSC 新入職社工
Newly Joined CFSC Social Workers

每個人在選擇工作，都會有不同的原因及考慮。有的為了生計，有的則以興趣為先，當中亦有不少人是為了自己的理念、理想而工作。剛加入 CFSC 的 Kiki、Cynthia 及 Jason 之所以選擇了 CFSC 亦各有原因。

「其實是因為 CFSC 洗手間內的盆栽把我帶到了這裡。」KiKi 笑說。原來，在 KiKi 來到 CFSC 面試的那天，她在洗手間內看到了充滿生機的植物，就因為這個小盆栽，KiKi 深信這機構對每一位員工都會照顧周到，就連最微小的部分都會留意，這些都讓她感到很舒服，所以沒有多想便加入了 CFSC 長者服務的大家庭。

現職於兒童及家庭服務的 Jason 也有同感，他也覺得 CFSC 十分體諒員工，很為同事們設想：「這裡的上班時間很有彈性，請假更可以只請 0.25 天，方便一些需要上課的同事。」Jason 表示，CFSC 既有良好的福利待遇，工作又極富挑戰性，很自然地便來到了這裡。

同在兒童及家庭服務工作的 Cynthia 則表示，吸引她來到 CFSC 的是其理念及精神：「我很認同 CFSC 公平、公義及以人為本的服務精神，由於這裡的理念與我自己想法十分相似，因此我跟 CFSC 可說是一拍即合。」

三人雖只加入了 CFSC 不是一段很長的時間，但是他們都很高興自己對 CFSC 的觀感一點都沒有錯。他們覺得 CFSC 是一所非常重視人才及體恤員工的機構，管理層對每一個同事都很關心，「還記得在迎新日那天，總幹事郭生竟然會記得我們的名字，即使現在，在 Home Café 碰到他，他都會親切地與我們打招呼 and 聊天」，三人都覺得管理層的親切令他們對 CFSC 很有歸屬感。

此外，最令他們三人感動的是 CFSC 對每一位同事的支持，KiKi 分享了她的一次經歷：「有一次去探訪一名患有認知障礙症的婆婆，竟讓我發現她的家裏有一袋炭，原來她那患有精神病的兒子竟打算與她一起自殺。當時，我感到很大壓力。幸好，上司對我十分支持，甚至表示可調動同事支援我。而同事們亦十分關心我。」三人均表示，就是這種同事間的互助互愛精神，以及管理層的支持，令他們充滿正能量地工作。

除此以外，幫助別人所帶來的滿足感亦是他們繼續留在 CFSC 工作的動力。Cynthia 表示：「我曾輔導過一位單親媽媽，剛開始接受輔導時，她因生計而十分不安，同時，亦因感情事而變得非常沮喪。可是，她慢慢放鬆了下來，人亦變得積極起來，現在她更不再需要依靠別人，懂得申請合資格的服務。看到她因為我而產生的正面轉變，那種滿足感是沒有其他東西可以取代。」

已視 CFSC 為家的三人，均表示會更努力在 CFSC 工作，及寄望自己能為有需要的人作出更大貢獻。



CFSC 新入職員工
Cynthia、Jason 及 KiKi
Cynthia, Jason and KiKi are newly recruited staff of CFSC

Everyone has different reasons and considerations when choosing their job. Some need a job to make a living, some put their interest in first priority, while there are also a lot of people who work for their own belief and dreams. Kiki, Cynthia, and Jason joined CFSC recently and they each have their own reasons for joining CFSC.

‘There is small plant inside CFSC’s toilet which brought me here.’ Kiki laughed. On the day when Kiki came to CFSC for her job interview, she saw plant pots in the toilet and she was sure that this organisation treats its staff with care as it pays attention to trivial things. She was at ease and that’s the reason she decided to join the CFSC Elderly service without hesitation.

Jason, who now works at Children & Family Services, feels the same. He also thinks that CFSC is very concerned of its staff and plans the best for them. He said, ‘The working hours here are very flexible, you can even take 0.25 day of leave, which allows flexibility to the colleagues who need to study.’

Cynthia, also from Child & Family Services, said it was CFSC’s belief and spirit that attracted her. ‘I totally share with CFSC’s values of fairness, justice, and commitment to people and therefore, I fit in the job fast.’

Although three of them joined CFSC just a short period of time, they are all very happy. They think that CFSC is an organisation that values talents and understands employees, and the management is very concerned each colleague. ‘Mr. Kwok, our Chief Executive, can call out our names. Even now when we see him in Home Café, he will greet us warmly and chat with us.’ They all have the sense of belonging to CFSC because of this management’s cordiality.

In addition, they mostly appreciated CFSC’s management support to every colleague. Kiki shared one of her experiences, ‘There was a time when I went to visit an old lady with dementia. I was shocked to find a bag of charcoal in her flat. Her son with mental illness was going to commit suicide with her together. At that time, I felt a lot of pressure. Fortunately, my supervisor supported me fully, she arranged colleagues to assist me. The colleagues were very concerned about me.’ All of them said that the support from management and peers give them strength in work.

Furthermore, the satisfaction of helping others is also the motivation for them to stay working at CFSC. Cynthia said, ‘I once counselled a single mother. At the beginning, she was very stressed about her living and was upset because of relationships. Through my help, she started getting more relaxed and became more positive. She now no longer needed to rely on other people, and learnt how to get the services she was eligible for. Witnessing the positive change of her, that was the real job satisfaction that cannot be replaced.’

Three of them have already treated CFSC as their home. They hope that they will contribute themselves to can bring stronger impact to the society.