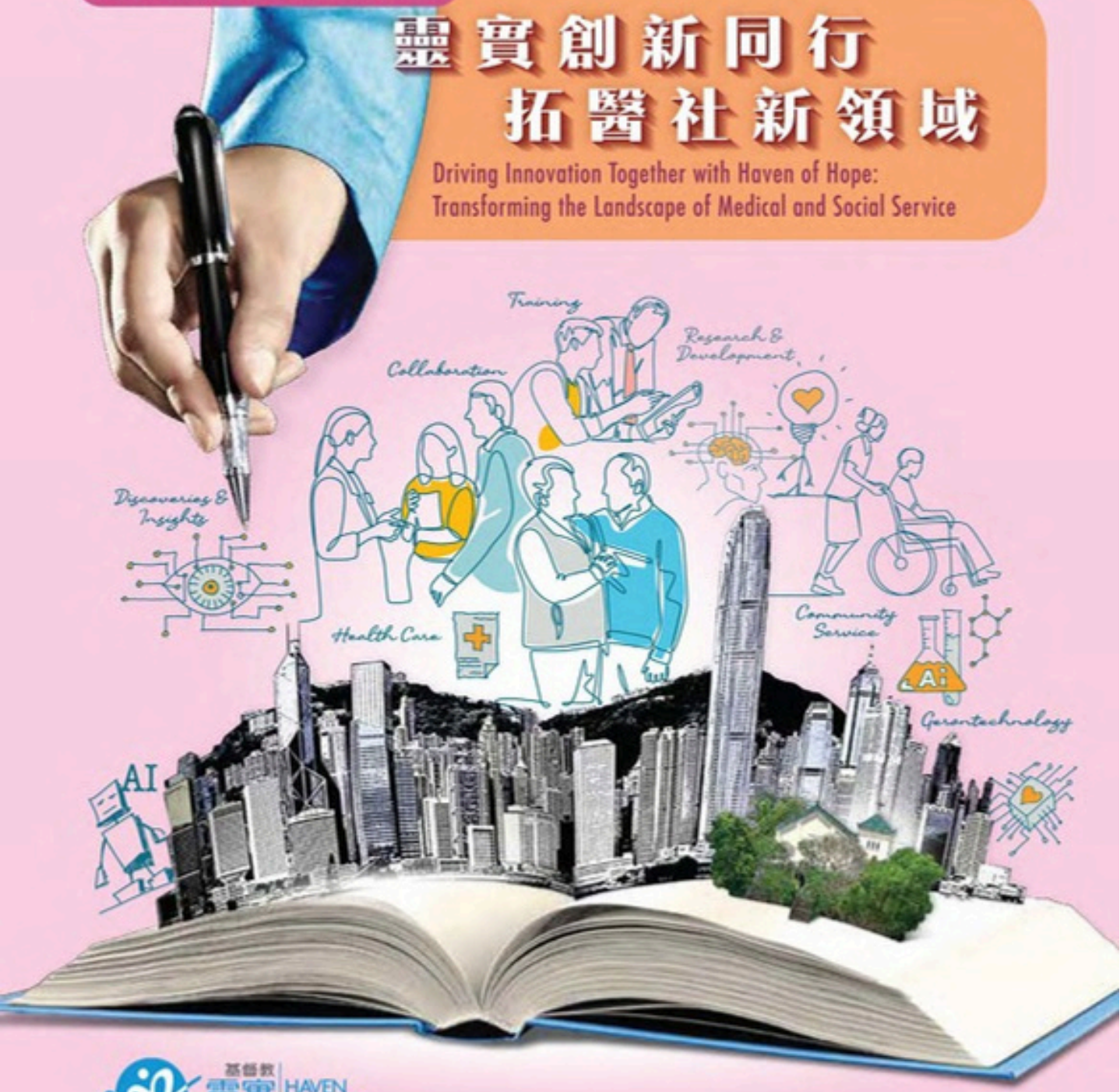
靈感 HAVEN OF HOPE NEWS
118
JUN 2026

特別版 SPECIAL EDITION

靈實創新同行 拓醫社新領域

Driving Innovation Together with Haven of Hope: Transforming the Landscape of Medical and Social Service



基督教靈實協會 HAVEN OF HOPE CHRISTIAN SERVICE
尊重生命・改變生命

特別版 SPECIAL EDITION
JUN 2026 ISSUE 118
HAVEN OF HOPE NEWS

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基督教靈實協會 Haven of Hope Christian Service

異象願景 VISION

神啊，我們並肩服事及成長，見證福音，並體會祢的愛。願祢心滿意足。阿們。
God, together we serve and grow, witness the Gospel and experience Your love. May You be satisfied. Amen.

使命 MISSION

透過關懷全人的事工，我們致力與人分享福音及建立基督化社群。在基督的愛中，我們以關懷、專業及進取的精神提供服務，使服事者及被服事者彼此建立更豐盛的生命。
Through a ministry of holistic care, we strive to share the Gospel and develop a Christian community. In the love of Christ, we deliver our service in a caring, professional and progressive spirit so that the lives of those serving and being served are mutually enriched.

靈實精神 CORE VALUES

以愛心關懷及積極進取的態度、專業的精神，服務人群，傳揚福音。
With loving care and professionalism, we serve; with progressive and evangelistic attitudes, we commit.

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靈實創新同行
拓醫社新領域

Driving Innovation Together with Haven of Hope: Transforming the Landscape of Medical and Social Service



在靈實眼中，「倡議」有著豐富的意涵，既可指推動或改善現行政策及做法，也可以是推廣一種新的生活形式；不得不提的，當然是透過創新科技、新的服務方式及手法，更加靈巧地完成原來的工作，帶來更有效的成果。

今期《靈感》特別版以「倡議」為主題，由靈實行政總裁林正財醫生、靈實董事會主席關繼祖教授以及不同服務單位及部門，分享大家對各種倡議的看法以及工作層面的實際操作，希望啟迪大家共建一個更美好的社區。

From the perspective of Haven of Hope Christian Service (HOHCS), the word "advocacy" carries a profound meaning. It can refer to driving or improving current policies and practices, or promoting a new form of living. Crucially, it also means using innovative technology, along with new methods and approaches, to accomplish work more tactfully and achieve more effective outcomes.

This special edition of "Haven of Hope News" focuses on the theme — "Advocacy". Dr Lam Ching-choi, the Chief Executive Officer of HOHCS, Professor Kwan Kai-cho, Chairman of HOHCS Board of Directors, and various service units and departments share their views on advocacy and its practical implementation. We hope to inspire everyone to build a better community together.

靈實倡議 從「異象二零三零」出發
Haven of Hope's Initiative: Starting from "Vision 2030"



Joseph K. Kwan

關繼組教授
主席

Prof. Kwan Kai-cho, Joseph
Chairman

「**異象二零三零**」是靈實在2020年制定的一項十年計劃，整個計劃的大方向是致力在不斷變化的社會中，以創新思維、方法、概念回應社區及服務使用者的需要，令機構的各種服務得以延續下去，同時引領香港及業界不斷發展及進步。

最初大家一起制定這項長達十年的規劃時，當時的數據已清楚顯示，香港人口的年齡中位數不斷上升，整個社會離超高齡化只有數步之遙；當時的科技、人工智能的發展速度儘管沒有現在那樣快，數個月已出現新一代服務及產品，也足以讓大家覺得靈實必須摒棄舊有方式，用新的眼光看待未來的世界。

靈實過去數年一直與不同持份者加強合作，包括政府、醫管局、科技機構、企業、大學等，在居家安老支援服務、善終服務、院舍住宿服務等多個層面，應用更多樂齡科技，同時落實更多新的服務理念。

去年完成擴建及優化工程的靈實胡平顯養院正是好例子。透過樂齡科技及產品加強復康服務支援，在傳統運動以外，向長者提供透過虛擬遊戲進行訓練的選擇，同時與不同大學合作在院舍內設立體驗中心及示範院舍，率先展示大學團隊研發的科研成果，協助探索未來安老服務的不同可能。

在院舍服務方面，同工也在不同的工作環節，包括扶抱及轉移、感染控制、空氣及通風系統等，應用了更多新科技、新工具。這些努力及嘗試不但協助到同工完成工作，更重要是讓服務使用者，得到更專業、優質及全面的照顧。

應用科技以外，靈實也努力進行不同的倡議工作。我一直認為倡議工作要真的起到改變社會的效果，只靠社福機構單打獨鬥是很難成事的，不同持份者必須攜手合作，將自己專長、優勢貢獻出來，這樣才能在社會造成一種文化轉變。

在過程中，靈實扮演的角色或者展現出來的價值，在於率先提出一些嶄新、先導性的服務理念，比方說「居家安老」、「在家/院舍離世」等等，研究這些概念是否合乎法例、規管，是不是可以落地，然後讓相關的先導計劃能夠在機構內試行，累積經驗並進行必要的改善工作，之後再推展開去，這樣我們才能推動社會朝著我們希望的方向前行。

靈實過去在不少倡導工作上已取得成果，在未來我們仍需努力，來讓我們放下過去的種種，在主的引領下聚焦將來的無限可能。「**他必與你同在，必不撇下你，也不丟棄你。不要懼怕，也不要驚惶。**」（申命記 31：8）



"Vision 2030" is a ten-year plan formulated by Haven of Hope in 2020. The strategic direction of the plan is to respond to the needs of the community and service users in an ever-changing society through the adoption of innovative thinking, methods and concepts. The plan is to ensure that all the various services within the organisation can continue to grow, while simultaneously, leading Hong Kong and the industry towards continuous development and progress.

When this ten-year plan was initially developed, the data at the time clearly showed that the median age of Hong Kong's population was rising steadily, and we were only a few steps away from becoming a super-aged society. Although the development of technology and artificial intelligence was not as fast as it is now, the emergence of new generations of services and products within short period was enough to make everyone feel that Haven of Hope had to abandon our old ways and look at the future world with new perspectives.

Over the past few years, Haven of Hope had strengthened our collaborations with various stakeholders, including the government, the Hospital Authority, technology institutions, businesses, and universities. We have applied more gerontechnology and implemented additional new service concepts in various aspects such as our home-based elderly support service, hospice service and residential care service.

One great example is Haven of Hope's Woo Ping Care and Attention Home (hereby called WPH), which has completed its expansion and enhancement works last year. To strengthen our rehabilitation service, we have adopted the usage of gerontechnology and smart products. In addition to traditional exercises, we can now offer seniors training options through virtual games. WPH also collaborates with various universities to set-up experience centres and demonstration nursing homes within the facility, taking the lead in showcasing the research findings developed by the universities and exploring different possibilities for future elderly care services.

In terms of our residential care service, our team have applied new technologies and tools in various aspects of their work, including lifting and transferring of patients, infection control, air and ventilation systems. These efforts and attempts not only helped our colleagues complete their work, but more importantly, they enabled our service users to receive more professional, high-quality and comprehensive care.

Apart from the application of new technologies, Haven of Hope also strives to engage in various advocacy initiatives. I have always believed that for advocacy work to truly have a transformative effect on society, it is difficult for social welfare organisations to succeed alone. Different stakeholders must collaborate and contribute their expertise and strengths so that a cultural shift can be created.

In this process, the role that Haven of Hope plays or demonstrates lies in the pioneering of new and innovative service concepts, such as "Ageing in Place" and "Dying at Home/Residential Care Homes". It involves researching whether these concepts are in accordance with Hong Kong laws and regulations, and whether they can be implemented. Only then, shall we allow relevant pilot programs to be tested out within the organisation so that we can accumulate experiences and make necessary improvements before expanding them. In this way, we can steer our society toward the direction we have envisioned.

Over the years, Haven of Hope has achieved considerable success in our advocacy efforts. Moving forward, we must forge ahead and under the Lord's guidance, focus on the infinite possibilities of the future and let go of the past.

"The Lord himself goes before you and will be with you; he will never leave you nor forsake you. Do not be afraid; do not be discouraged." (Deuteronomy 31:8)



在生命故事中成形的靈實倡議
An Advocacy Shaped by Life Stories



林正財醫生，金紫荊星章，太平紳士
行政總裁

Dr Lam Ching-choi, GBS, JP
Chief Executive Officer

今期《靈感》以特別版形式出版，當中記載了一個個由靈實提出或推動的倡導，如何在一個個生命故事中逐漸成形的過程。在帶領大家走進不同服務單位或中心，拋開既定想法，重新認識服務使用者的需要之前，各位有否想過這次真摯的分享，背後的原因是甚麼？一切可由靈實「**異象二零三零**」說起。

在2020年，我與董事會成員及同工一起制定靈實「**異象二零三零**」，當時我們內心所關心，大家反覆思考及討論的問題之一，就是「在未來，靈實應該怎樣繼續服事有需要的人士？」

相較「靈實築動生命全方位關顧計劃」著重發展及優化機構的硬件配套，「**異象二零三零**」注重的則是我們的「軟件」—— 那就是作為一個社福及醫療機構，我們應該如何在不斷變遷的時代及環境中，既能秉持靈實「尊重生命 • 改變生命」的服務精神以及核心價值(VMV)，又能回應整個時代的發展趨勢，以創新的思維、技術、研究及服務，以愛心及專業服事社會每個有需要的生命，同時透過各種倡議引領香港邁步向前。

靈實「**異象二零三零**」訂下四大目標，包括：「一. 融合靈性關懷於服務，活出基督樣式的社群」；「二. 隨著社會演變，強化優質服務範疇」；「三. 因應社會需要，推動創新服務模式」；以及「四. 提升對建立及培育社群的承擔」。這些目標所承載的價值與理念，與靈實的初心一脈相承，由一代又一代的靈實人承傳下來。

回想司務道教士50年代在調景嶺這片荒原上建立一間醫務所(即今天的靈實)的時候，其時社區肺病肆虐，她眼見有需要的市民深受貧病煎熬，所以最初把有限的資源集中在肺病療養服務之上。及後，隨著社區變遷及市民需要的轉變，在司教士帶領之下，靈實陸續開展各種新的服務。經歷一步步的發展，最終形成今日以「長者、復康、健康、教育」為核心的四大服務範疇。

我經常在不同場合提及，這種多行、多想及多做一步的思維，絕對不是司教士所獨有，而是由司教士開始，經歷一代又一代靈實同工傳承下去。它存活於每位靈實人的基因之內，體現在「積極進取」這個靈實核心價值之中。

對靈實而言，服事從來不會停留在回應當下需要，也不會止於目前的服務範圍，我們總是放眼未來，懷着信仰迎接變動的時代，聆聽上帝對生命與社會的心意，在服事與被服事之中轉化每個生命。

儘管社會的福利系統在過去數十年不斷完善，不同類別的有需要人士或多或少也能找到適合自己的社會服務、資源及支援，但靈實深信每項服務以及當中涉及的每個環節，總有繼續進步的空間，所以靈實會繼續做好倡議的工作。而且，靈實始終深信每一個生命都值得被尊重，每一段人生及當中的不同階段，都應被理解及珍惜。

所以，靈實一直嘗試在寧養服務、家居照顧、基層醫療服務、照顧者支援、樂齡科技、復康服務等已經頗為完善的領域，重新思考服務的各種可能，並在實踐中嘗試新的做法與突破，繼續承擔起倡議者的角色。在預視社區未來需要的同時，因應服務使用者的實際需要，建構並試行一些新的服務形式，從而推動深層次改變並建立起新的服務範式。同時在社區創造出新文化、新信念及新的生活方式，讓更多更多生命能夠得到尊重及轉化。

每一種嘗試，也需要面對挑戰，甚至是失敗的可能。可是靈實沒有感到困頓，在完成「**異象二零三零**」的過程中，我們反而更清楚自己的責任與使命，並在多元實踐與反思中，見證服務如何逐步延伸成為倡議。

「**我的恩典夠你用的，因為我的能力是在人的軟弱上顯得完全。**」(哥林多後書12：9)在主的大能及恩慈中，讓靈實引領社區及有需要人士，彼此攜手並肩，一起同行，一起前行。

This issue of "Haven of Hope News" is a special edition as it documents how advocacy proposed or promoted by Haven of Hope gradually took shape through various individual life stories. But, before I lead you into our different service units or centres to rediscover the needs of our service users, and changing any of your preconceived notions, have you ever wondered the reasons behind our candid sharing? It all begins with Haven of Hope's "**Vision 2030**".

Back in 2020, together with our board members and colleagues, I developed Haven of Hope's "**Vision 2030**". One of the issues we were deeply concerned about at the time, and which we repeatedly pondered over and discussed, was "How should Haven of Hope continue to serve those in need in the future?"

Compared to "The Haven Project", which focuses on developing and optimising the organisation's capital development and our "hardware" facilities, "**Vision 2030**" emphasises on our "software". That means, as a social welfare and medical organisation, we must, at all times, uphold our service spirit of "Respecting Life • Impacting Life" and our core values (VMV) in a constantly changing era and environment, while responding to the developmental trends of the times. We must serve every life in need with love and professionalism through innovative thinking, technology, research, and high-quality services, and lead Hong Kong forward through various groundbreaking advocacies.

There are 4 main goals in Haven of Hope's "**Vision 2030**": 1) Deepen integration of spiritual care in our service delivery, and our commitment to becoming increasingly Christ-like as a community, 2) To strengthen our quality services in a changing society, 3) To become a catalyst to provide innovative service solutions in answering society's needs, and, 4) To revitalise our commitment to the community building and nurturing. The values and principles embodied in these goals are consistent with Haven of Hope's original mission that has been passed down from generation to generation.

Looking back to when Sister Annie Skau Berntsen founded a make-shift clinic (the forerunner of HOHCS) on the barren upland of Rennie's Mill in the 1950s, the community was ravaged by tuberculosis. Having witnessed the suffering of those in need due to poverty and illness, and with limited resources, she focused on tuberculosis care service. Subsequently, as the community changes and needs evolved, Haven of Hope gradually expanded its service under the leadership of Sister Annie Skau. Through this gradual development, it ultimately formed the 4 core service areas we have today – Elderly, Rehabilitation, Health Care and Education.

I've often mentioned on different occasions that this mindset of doing more, thinking more, and going the extra mile is not unique to Sister Annie Skau, but rather it originates with her and is passed down and kept alive by generations of Haven of Hope colleagues. It is part of our genes and is embodied in our core value of "Progressive Spirit".

For Haven of Hope, our service should never be limited to responding to immediate needs, nor will it stop at the current scope of service. We must always look forward to the future and embrace changing times with faith. We must listen to God's will regarding life and society, and transform each life through the act of serving and being served.

Even though Hong Kong's social welfare system has improved over the past few decades and people in different categories of need can find social services, resources, and support that suit them to varying degrees, Haven of Hope firmly believes that there is always room for improvement in every service and every aspect involved, so we will continue to do our best and carry on with our advocacy work. Furthermore, at Haven of Hope, we are committed to respecting all lives and will strive to understand and cherish every stage of life.

Therefore, we are constantly trying to rethink the various possibilities of our services, especially in areas that are already quite well-developed, such as palliative care, home care, primary healthcare, caregiver support, gerontechnology and rehabilitation service. Through experimentation using new approaches and seeking breakthroughs in our practices, we can then continue to take on the role of an advocate.

At the same time, while anticipating the future needs of the community, we will construct and pilot new service models based on the actual needs of our service users, thereby promoting deep-level changes and establishing new service paradigms. We will also create new cultures, new beliefs, and new ways of living within the community, so that more lives can be respected and transformed.

Every attempt we make involves facing challenges, even the possibility of failure. However, we are not discouraged. In the process of fulfilling "**Vision 2030**", we have become even clearer about our responsibilities and mission, and through diverse practices and constant reflections, we are witnessing how our services have gradually evolved into our advocacy.

"My grace is sufficient for you, for my power is made perfect in weakness."
(2 Corinthians 12:9)

In the Lord's great power and mercy, may Haven of Hope continue to guide our community and those in need, hand in hand, walking together and moving forward together!





在多元長者服務中，我們靈巧地守護關懷



德國哲學家叔本華曾經以「刺蝟取暖」的故事比喻人際關係，故事是這樣的：寒天裡，一群刺蝟需要互相靠近取暖。可是，當這些刺蝟靠得太近時，大家又會被彼此身上的尖刺刺痛。那到底，甚麼才是一個合適的相處距離？

其實靈實同工與服務使用者之間，也是一種人際關係，一樣需要考慮這個距離。在服事有需要人士的時候，有時默默守護、靜靜照顧，或許更加合適，特別是服事社區內的獨居及隱蔽長者。而機構的嶄新及多元化的長者服務及科技，在過程中更是扮演了重要的角色。

尋找合適關顧距離

社區有許多「老大難」的問題，看似不能解決，或許只是我們欠缺一個新思維、新角度及新手法。換個角度，許多事情就算不能迎刃而解，也會得到相應紓緩。如何關顧及支援社區的獨居及隱蔽長者，正是其中一例。

靈實的長者地區服務同工對於獨居及隱蔽長者這個社會現象，無不希望處理；尤其是當同工「洗樓」時，曾經目睹不少孤仃仃的身影，還有那些欠佳的居住環境，有些長者更是生活和居住在「垃圾屋」之中，這些都令同工十分揪心。

我們經常以為面對面的交流，必定有助同工與服務使用者建立互信。這在很多時候無疑都是有效，可是對於獨居及隱蔽長者而言卻不一定。因為這些長者當中，不少人已有既定生活模式，慣了一個人起居飲食，於其他人的噓寒問暖，儘管他們心存感激，有時也會感到不知所措甚至有壓力。

這對希望支援及關顧他們的同工造成挑戰，如何在服務開展與長者感受之間找到平衡呢？

創意思考 靈巧關心

靈實同工於是與政府一起策略性的討論，並且留意獨居及隱蔽長者的生活習性，尋找關顧他們的合適距離及方法。

大家心想，如果主動湊近會驚動這些長者，令他們後退，我們何妨先停下腳步，讓這些長者自己靠過來？

經過不斷討論及思索，大家想到就算再足不出戶的長者，每月也總有一些時候是必需外出，比如說是到屋邨繳費處交租。這促使大家運用創新思維，以另一個更靈巧的介入方法，這個方法就是「共築•健康」計劃。

比起同工主動出擊、挨家挨戶地接觸這些獨居及隱蔽長者，「共築•健康」計劃反其道而行，把握這些長者外出的難得機會，在交租日附近的日子安排註冊護士、藥劑師、社工和義工等，在屋邨內舉行不同活動、講座，同時提供身體檢查，例如認知及腦退化檢測、骨質密度檢查等，吸引長者主動靠近。

這樣安排下，獨居及隱蔽長者不再是被動地等候同工接觸，而是在內心先產生一個希望認識同工的想法，再主動前來接觸，這就有助破冰並有效地建立互信。計劃也為長者提供一個社交契機，靈實同工的關懷像冬日陽光，透過多元化的服務及支援溫柔地灑在這些長者身上，讓他們感受到久違的溫暖和希望。

以科技默默守護

創意思維、靈巧心思以外，靈實在愛心關懷獨居及隱蔽長者的同時，也積極增強與社區不同持份者合作，應用不同創新科技，以長者覺得舒適的方法以及合適的距離，一直支援與服事他們。

透過與中電的合作，靈實同工可以透過在長者家中安裝的智能電錶，收集、觀察及分析長者的用電數據，從而了解他們的生活及健康狀況。舉例說，有長者在家中不慎跌倒後，導致用電量比平日減少；當智能電錶偵測到異常用電情況後，就會觸發警報，同工收到通知便能馬上聯繫這名長者瞭解其狀況，並且盡快提供相應支援。

相比傳統家訪，透過智能電錶關心獨居及隱蔽長者，既可減少對他們生活的干擾，又能同時持續掌握其居家安全，讓同工在有需要時對他們進行關懷及支援。這些大數據的收集、分析，也可讓同工預測潛在危機，例如獨居長者的認知能力有沒有惡化，從而提前介入協助。

科技及人工智能在過去數年不斷重塑大家的生活及工作面貌，靈實擁抱科技及時代的轉變，卻不忘機構成立的初心及「尊重生命•改變生命」的服務精神，將兩者結合及體現到機構的專業服務及靈性關懷之中。

透過多元化長者服務，我們尋覓合適的距離及方式，默默耕耘、靜靜守護，靈巧地關懷社區的獨居及隱蔽長者。





TACTFULLY SAFEGUARDING AND CARING IN DIVERSIFIED ELDERLY SERVICES

The German philosopher Arthur Schopenhauer once used "the hedgehog's dilemma" as a metaphor for human relationships. The story goes like this: a group of hedgehogs huddled together to keep warm on a cold winter day, yet when they come too close, they end up hurting one another with their sharp quills. This raises a question: What exactly is the right distance for people to live together in comfort and care?

The same question also lies at the heart of the relationship between the staff of Haven of Hope Christian Service (HOHCS) and our service users in many ways. Supporting those in need often requires careful consideration of this distance. For elderly who live alone and hidden elders in the community, quiet safeguarding and gentle care might sometimes be more appropriate. The innovative and diversified elderly services and advance technologies plays a vital role in HOHCS.

Exploring the Right Distance to Care

There are many deep-seated problems in the community that seems difficult, if not impossible, to solve. These problems appear to be unsolvable, perhaps, it is only because we lack a new mindset, a new perspective, and a new approach. By changing our perspective, even if these issues cannot be solved instantly, they will be significantly alleviated. One of the example is to care for the elderly who live alone and the hidden elders.

For staff of HOHCS District Elderly Community Service, this concern is deeply felt and they have long been committed to addressing it. In particular, during their outreach services, they came face to face with the realities that many elderlies live alone in improvised conditions; some even reside in so-called "garbage apartments", which deeply pains the hearts of our staff.

Perhaps, we often assume that face-to-face communication is the best approach for social workers to gain trust from service users. While this is undoubtedly effective in many cases, the same approach may not be necessarily appropriate to singleton and hidden elders. The fact that many of these elderlies are used to living without companions make them feel overwhelmed or even pressured, even though they are genuinely grateful in their heart, when receiving warm greetings from others.

This, in turn, presents a real challenge for our staff on how to strike a balance between providing necessary services to elderlies while respecting their feelings at the same time?

Creative Thinking. Tactful Care

With this in mind, HOHCS staff engaged in strategic discussions with the government and closely observed the daily habits of hidden elders and singleton elders. By paying attention to details, they are more able to find the appropriate distance and the wiser approach to care for them. If being too aggressive will scare them, and causing them to withdraw, perhaps a better approach is to stop and pause awhile, let them come to us instead.

Through continuous discussion and deliberation, the team realized that no matter how reclusive these elders were, they have to go out on certain occasions in a month, such as going to the estate management office to pay the rent. This insight inspired our staff to create a thoughtful approach that leads to the "Co-Build our Health" project (「共築 • 健康」計劃).

Instead of relying solely on the usual door-to-door outreach services to engage singleton elders and hidden elders, the "Co-Build our Health" project adopts an unconventional approach by capitalising on the rare opportunities when these

elderlies venture out. Various activities, seminars, and health screenings (including cognitive and dementia screening, bone density assessments, etc.), are organised by HOHCS registered nurses, pharmacists, social workers, and volunteers inside the housing estates around rent-payment days in order to encourage elderlies to proactively approach our staff.

Under this arrangement, singleton elders and hidden elders are no longer left passively waiting for people to contact them. On the contrary, it drives the elderlies to take the initiative by sparking their innate need to reach out to HOHCS. This approach effectively establishes mutual trust. The project also provides a social opportunity for the elders. Like sun in the cold winter time, HOHCS's care gently reaches out through our diversified services, allowing these elderlies to feel a long-lost warmth and hope.

Discreet Safeguarding Through Technology

Beyond creative thinking and thoughtful care, while HOHCS extends the loving care to singleton elders and hidden elders, it also actively strengthens cooperation with different community stakeholders. Through these collaborations, we continue to explore how innovative technology can support and serve singleton elders and hidden elders in a way that fits them.

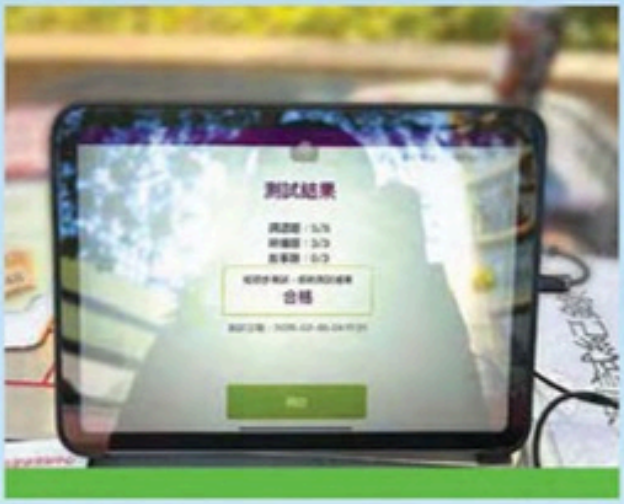
One example is our partnership with CLP Power Hong Kong (hereby called CLP). Through smart meters installed in elderlies' homes, HOHCS staff can collect, observe, and analyse the electricity consumption data of the elderlies, hereby understanding their daily routines and health conditions. For example, if an elder accidentally falls at home, their electricity usage will decrease compared to usual. Once the smart meter detects abnormal electricity consumption, it triggers an alarm. Upon receiving the notification, staff can immediately contact the elder to understand their situation and provide corresponding support as quickly as possible.

Compared with usual home visits, caring for singleton elders and hidden elders through smart meters can avoid disturbance of their daily lives, and allow our staff to closely monitor their home safety, offering our care and support to them when needed. In addition, the collection and analysis of big data also enable our staff to predict potential crises, such as whether the cognitive abilities of singleton elders and hidden elders are deteriorating, so that timely support can be provided before a situation worsens.

Technology and artificial intelligence have reshaped our lives and work in recent years. While HOHCS keep pace with these developments, we steadfastly uphold our founding visions, and spirit of "Respecting Life • Impacting Life". Our aim is to thoughtfully integrate both innovation and our core values into our professional services and spiritual care.

Through our diversified elderly services, we search for the right distance and approach — quietly serving, discreetly safeguarding, and tactfully caring for singleton elders and hidden elders in the community.





作為紓緩照顧者壓力的方法 我們從「預設照顧計劃」研究得到啟發

靈實的服務精神，一直圍繞「尊重生命•改變生命」而展開。這份精神服務的對象，由此至終不僅僅是停留在服務使用者身上，而是包括他們身邊的照顧者。我們一直側耳傾聽照顧者的需要，讓忙於照顧親人及摯愛的他們沒有被忽視，並透過機構兼顧「身心社靈」需要的全人關顧服務，為照顧者的不同需要提供支援，陪伴他們走過這條不易行的道路。





照顧者無間斷的壓力

在資源有限的前提下，社會的支援彷彿總是先到了其他地方。在這些匆忙的照顧者身影上，靈實看到了他們所面對的挑戰以及承受的壓力，並盡力提供不同支援。

對於照顧者來說，照顧工作是一場沒有終點的馬拉松。那份愛、濃郁得化不開，卻也沉重得讓人窒息。二十四小時的無間斷守候，透支的不只是體力與時間，更是那顆日漸乾涸的心。看著摯愛的生命一點一滴流逝、病情一日比一日轉差，那種無力感往往轉化為無聲的自責。他們在照顧他人時，卻忘了自己也需要被照顧。

大街小巷裡，我們常看見白髮蒼蒼的老伴，彼此攙扶走過斜坡；看見正值壯年的兒女，在生計與親情間分身乏術，眼底盡是藏不住的倦意。這些並非劇本，而是香港真實上演的哀傷日常。

隨著歲月流轉，這些孤獨的身影只會愈來愈多。除了身體的病痛，那種漸漸與世界脫節的孤獨感，以及醫療開支帶來的現實重擔，正一點一滴侵蝕著他們的靈魂。

源於未知的恐懼

在靈實眼中，照顧者與被照顧者一樣，都是獨立且值得被尊重的生命。我們不只想教你「如何照顧」，更想成為你的依靠。我們在社區的一隅，為你留了一方悠閒的空間，讓你能在這裡喘息、紓壓；我們走進你的家門，用熱飯、護理與清潔服務，替你分擔肩膀上的重負。

我們曾細細探尋照顧者心底最深處的恐懼，發現他們其中一個壓力來源是來自「未知」。正因不知道當親人及摯愛在身體狀況或病情惡化時，在醫療與護理選擇方面，包括晚期治療方案、個人護理偏好、生命末期醫療選擇等，有甚麼特別的偏好或意願，也不知道屆時可以到哪裡尋找相關支援，由此引發的焦慮、不安，讓照顧者肩膀上承擔更多壓力。

其實，這份壓力本可以被溫柔地化解。透過預設照顧計劃(ACP)，照顧者可向親人摯愛好好了解，在他們清醒的時候好好談論終點的模樣。這不僅是一份計劃，更是一份留給彼此最後的體恤與平安。可惜的是，儘管當局近年已經大力推廣，但不論是照顧者抑或被照顧的一方，對預設照顧計劃(ACP)的認識也顯得不足，除了不認識具體內容，更不知道原來可以透過ACP規劃人生最後階段，從而減輕照顧者的壓力。

社區對ACP認識不足這個情況，啟發靈實同工對此進行深入問卷調查。我們不但已找到背後原因，也想到一個較少人留意、但或許更有效的方法提升社區對ACP認知。靈實相信這有助紓緩照顧者的辛勞及壓力，值得每一位關顧照顧者的人之後密切留意。

在這條不易行的路上，靈實願意守護在每位照顧者的身旁，與大家一直走下去。

Finding Inspiration in "Advance Care Planning" (ACP) to Ease Carers' Stress

The service of Haven of Hope Christian Service (HOHCS) has always revolved around our motto "Respecting Life • Impacting Life". From the very beginning, we have supported not only those receiving care but also the carers who stand faithfully by their side. We listen closely to their needs and ensure they are never overlooked amid the demands of caring for their loved ones. Through our holistic support that nurtures their physical, psychological, social and spiritual wellbeing, we provide compressive assistance and walk them every step of the way in this challenging journey.

The Endless Pressure on Carer

In a society with limited resources, support often seems to fall short or arrive too late. At HOHCS, we see the immense challenges and heavy burdens these dedicated carers carry every day, and we strive to offer them meaningful support in various forms.

For many carers, caregiving feels like running an endless marathon. Their love runs deep, yet the burden can be overwhelming. The round-the-clock responsibility depletes not only physical strength and time but also their emotion and spiritual resilience. Watching their loved one's health decline day by day often triggers a profound sense of helplessness that turns into quiet self-blame. In the midst of caring for others, carers often forget that they, too, need to be cared for.

In the streets and alleys of Hong Kong, we often see elderly couples leaning on each other as they slowly climb steep slopes. We see adult children in the prime of their torn between work and family responsibilities, their eyes filled with exhaustion. These are not dramatic movie scenes, but the daily reality for many families.

As time passes, the number of these lonely figures will only continue to grow. Beyond physical ailments, the isolating feeling of gradually disconnecting from the world, coupled with the crushing weight of medical expenses, slowly erodes their well-being.



Fear of the Unknown

At HOHCS, we believe that both carers and care recipients deserve equal dignity and respect. Our goal is not only to teach people how to care, but to be a reliable source of support. In the community, we offer peaceful spaces where carers can breathe, rest and unwind. We also bring warm meals, nursing care and cleaning services directly into their homes to help lighten their load.

Through the in-depth conversations with carers, we discovered that one of the intolerable stress is the fear of the "unknown." Many are anxious because they do not know what kind of choices available as the conditions of their loved ones worsen. These include late-stage treatment plans, personal care preferences and end-of-life medical options and they do not know where to turn for support when the time comes. This uncertainty fuels the anxiety and is adding more weight on their shoulders.

Fortunately, this stress could be gently relieved by Advance Care Planning (ACP). ACP gives carers an opportunity to have honest conversations with their loved ones about their wishes in the final stages of life while they are still lucid. It is far more than just a plan – it is an ultimate act of love and compassion. Unfortunately, despite recent efforts in ACP promotion by the government, awareness of it in the community remains low. Many carers and care recipients are unfamiliar of the specific content of ACP and do not realize it can be used to plan the final stage of life to reduce carers' stress.

The lack of awareness of ACP inspired HOHCS staff to conduct an in-depth survey. Through the study, we did not only identify the reasons behind the low awareness but discovered more effective ways to raise public awareness of ACP. HOHCS believes this initiative will help ease the hardship and pressure on carers – something worth everyone's attention.

In this difficult journey, HOHCS stands beside every carer, walking with you every step of the way.

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從「照護」到「賦權」 樂活人生的範式轉移

許多長者從前線退下來之後，有人鬱鬱不歡，有的卻開展了快樂的人生下半場。過去，我們或許以為只要在有需要時，向長者提供相應及足夠的照護服務，為他們解決或紓緩正在面對的「身、心、社、靈」問題，就已經足夠讓他們在人生下半場活得快樂。

但是，比起被動接收、在給予的選項中作出決定，新世代長者更追求獨立自主、主動探索無限可能，有能力也願意成為自己人生下半場的舵手。在自主選擇的過程中，會感受到自己的能力及價值，而這恰好是構成新世代長者快樂的基石。

甚麼是樂活人生？當中定義或許正在進行一場範式轉移，而「賦權」正是其中關鍵詞。靈實同工已經做好準備，一起完成這場範式轉移，賦權新世代長者，成為他們的領航員。

在2009年成立的靈實全護通（TotalCare）自創立以來，一直提供專業及多元化的日間中心及上門照護服務，包括中醫、物理治療、職業治療、家居護理、言語治療、香薰治療等等。在服務過程中，全護通同工留意到新世代長者往往有著更多元化、更貼近個人需要的服務要求。這是因為新世代長者有能力，教育程度、經濟能力一般比過去更高，而且更明白自身不同需要。對於他們來說，社福機構不單純是一個服務提供者，同時可以兼具教育者的身份，向他們提供相關專業知識及資訊，從而使他們在過程中自行作出判斷。

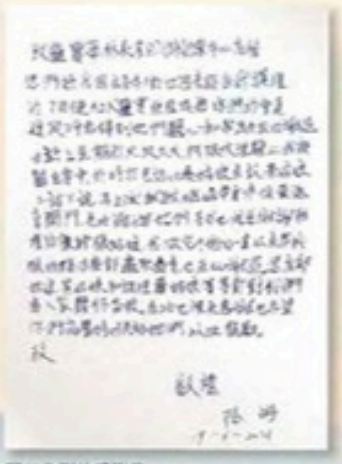
換言之，這些長者需要的不單單是被給予的一堆選項、傳統標準化的服務清單，而是獨立自主的能力。一個能夠啟迪他們，讓他們有能力自行探索及決定需要甚麼服務，引領他們邁向人生下半場的「領航員」，正是他們所期待的。

從「鑰匙工匠」到「領航員」

無論是面對小病小痛，抑或需要不同的專業、專門服務，過去社會協助長者應對這些挑戰時，不經意間，總是將他們置於一個「被動」位置。

社福機構提供服務時，往往就像一個鑰匙工匠：當長者需要支援時，同工就從工具箱中找出一組鑰匙；一組鑰匙，對應一種服務需要，然後再讓長者在這些選擇中作出決定。

這種服務手法十分普遍，卻未必能夠完全把握新世代長者的心思。



同工收到的感謝信
Thank you letter to our staff

新概念出發 讓長者更自主快樂

在支援新世代長者應對困難及挑戰時，應該「授之以魚」還是「授之以漁」？靈實全護通同工選擇的是後者。能力的建立不只代表自主，更是自我形象的提升。許多長者擔心成為家人及社會的負擔甚至負累，而賦權他們正是對這個擔心的一個有力回答，也讓他們由此擁有一個樂活人生。

在未來，靈實全護通將以新形象出發，在服務上作出更大承諾和保證，那就是在賦權長者上擔當更多角色。我們已準備完成，與新世代長者一起完成樂活人生定義的範式轉移，賦予長者更多的自主權、選擇權，讓社區每個人老去時，都能活得從容快樂且充滿力量。



From "Caregiving" to "Empowerment": A Paradigm Shift Towards a "Lifestyle of Health and Sustainability"



Many seniors, after retiring from active work, experience varying degrees of unhappiness, while others embark on a joyful second half of their lives. In the past, we might have thought that as long as we provide appropriate and sufficient care services to the elderly when needed and help them resolve or alleviate the "physical, mental, social and spiritual" problems they were facing, that would be enough for them to live happily in the second half of their lives.

However, instead of passively receiving and making decisions within the given options, the new generation of seniors value their independence and autonomy. They actively explore the infinite possibilities and are capable and willing to be the captains of their own lives. In the process of making autonomous choices, they experience their own abilities and value, which is precisely the cornerstone of happiness for the new generation of seniors.

What is a healthy and fulfilling life? The definition may be undergoing a paradigm shift, and "empowerment" being a key word. Our colleagues at Haven of Hope are ready to work together to complete this paradigm shift, empowering the new generation of seniors and becoming their navigators.



From "Locksmith" to "Navigator"

Whether facing minor illnesses or needing various professional or specialized services, in the past, when society helped the elderly cope with these challenges, it inadvertently placed them in a "passive" position.

When social welfare organisations provide services, they often act like locksmiths: when an elderly needs support, the staff takes a set of keys from the toolbox; each set of keys corresponds to a specific service or need, and then the elderly person makes a decision among the given options.

This type of service approach is very common, but it may not fully capture the mindset of the new generation seniors.



頤實全護透
的香氣治療師為長者紓緩痛症
Aromatherapists of TotalCare relieve pain for the elderly

Founded in 2009, Haven of Hope's TotalCare has been providing professional and diverse day and home care services, such as Traditional Chinese Medicine, physiotherapy, occupational therapy, home care, speech therapy, aromatherapy, and more, since its inception. In the course of providing these services, our TotalCare colleagues noticed that the new generation of seniors often have more diverse and personalised service requirements.

This is because they are capable, generally more educated, financially well-off than their predecessors, and are more aware of their own different needs. For them, social welfare organisations are not simply service providers, but also educators, offering relevant professional knowledge and information, allowing them to make their own judgements in the process.

In other words, what these seniors need is not just a bunch of given options or a list of traditional, standardized services, but the ability to be independent and autonomous. They are looking for a "navigator/enabler" who can inspire them, empower them to explore and decide for themselves what services they need, and guide them into the second half of their lives.

A New Concept: Empowering Seniors to be Happier & More Independent

When supporting the new generation of seniors in coping with difficulties and challenges, should we "give them fish" or "teach them how to fish"? The team at Haven of Hope chose the latter. The development of abilities not only represents autonomy but also enhances self-image. Many seniors worry about becoming a burden or even a liability to their families and society. Therefore, empowering them is a strong answer to this concern, allowing them to enjoy a fulfilling and healthy life.

Moving forward, Haven of Hope's TotalCare will launch a new concept, making greater commitment and promise in our services, and take on a larger role in empowering seniors. We are ready to work with the new generation of seniors to complete a paradigm shift in the definition of a joyful and healthy life, empowering seniors with more autonomy and choices, so that everyone in the community can age gracefully and live a happy and fulfilling life.

復康新程式：2344

衝破身體枷鎖 重塑自主人生



西貢乘船活動
Sai Kung boat trip

「舒筋樂活新里程」
The ReLive Project

身體的限制往往像是一道突如其來的陰霾，讓人誤以為生活從此失去色彩與選擇。然而，在靈實的信念中，困境並非終點，而是轉機。這正是「舒筋樂活新里程」計劃（The ReLive Project，下稱 ReLive）的核心使命。

我們深信「Impossible is I'm possible」，即使面對生理上的重重限制，會員依然能擁有對生活的自主與掌控權。會員從被動受助的「病人」重新定義為生命中的「主導者」，計劃不僅支持會員策劃及制定個人化的生活方案，甚至鼓勵他們挑戰自我，例如從零開始籌備到外國旅行；而同工則化身為「啦啦隊」，以朋輩互助為支柱，成為他們重拾精彩人生的最強後盾。

ReLive計劃由靈實將軍澳及西貢地區支援中心職業治療師團隊於2020年10月推出，專為因中風、受傷而導致身體持續痙攣或攣縮的人士而設。計劃獨特之處在於其個人化生活重整方案，包括一對一生活重整個人支援、家居練習及家訪、復康及自理訓練、復康工具訂製及可租可買計劃、境外交流團和職業培訓等，鼓勵他們融入社會和提升自我價值。



到商場午膳對活動成員而言是一次挑戰
Having lunch at the mall is a challenge for the participants

輪椅上的「不可能」變為「我可能」

因腦膜炎導致四肢殘障的小陳，透過計劃的專業指導和陪伴，他不僅在身體復康上取得進展，更重新找到社會位置。如今他成為一名輪椅旅遊 YouTube 創作者，透過分享自身經歷，鼓勵同路人追求豐富多姿的獨立自主生活。小陳的故事展示計劃如何打破傳統思維，幫助會員從單純的受助者，轉變為掌握個人生活的主導者。

除了個人的努力，集體的力量同樣創造奇蹟。ReLive的會員曾遠赴澳洲墨爾本展開為期六日五夜的「樂活之旅」。面對運送輪椅、大量物資及長途飛行等重重挑戰，21人的團隊體驗在森林乘坐蒸汽火車，感受大自然的氣息。該款火車其中一個賣點，是將雙腳伸出窗外，會員在安全情況下，嘗試將雙腳伸出窗外，對於久久未能離開輪椅的會員，終能抬高腳貼近窗邊，有會員笑說：「很久沒見過自己腳趾了，我好像真的在飛翔中！」

這次旅程讓會員更親密團結，在共同面對難關中明白自己原來已「擁有更多」。其中一位曾因中風而渴望回到過去的年輕會員，在旅程中透過烹飪重拾自信，獲得同路人的讚美和肯定。

ReLive的會員或許曾在谷底迷失，憑藉堅韌的互助精神，如今能走出社區，結伴勇闖外地旅行，證明了「Impossible is I'm possible」，最終將「不可能」的任務完成，凝聚人生精采的一刻。

秉持靈實精神 尊重生命改變生命

「舒筋樂活新里程」不僅是一項復康服務，更是靈實「尊重生命•改變生命」理念的延伸，讓服務使用者的尊嚴與喜悅再次綻放。身體的限制從來不會定義人生的高低。相反，逆境自強的精神，才是不斷推動靈實持續創新的動力。展望未來，我們將繼續發揮專業優勢，與每一位服務使用者攜手同行，在多元的復康旅程中探索無限可能，讓生命在社區中散發光芒。

A New Rehabilitation Programme:

Breaking Free from Physical Shackles and Reshaping an Autonomous Life





Physical limitations often feel like a sudden gloom, misleading people to believe that life has lost its colours and choices. However, at Haven of Hope, we believe that hardships are not the end but opportunities for change. This is the core mission of "The ReLive Project" (hereinafter referred to as ReLive).

We firmly believe that even in the face of numerous physiological limitations, what's "Impossible is I'm possible" and our members can still have the autonomy and control over their lives. Through the project, members are redefined from "patients" who are passively receiving assistance to "leaders" in their own lives. The project not only support members in planning and developing personalised life plans, but also encourages them to challenge themselves, such as planning an overseas trip from scratch. Meanwhile, our colleagues are transformed as their "cheerleaders", providing peer support and serve as their biggest supporters to reclaim their vibrant lives.

ReLive, was launched in October 2020 by the Occupational Therapy team at Haven of Hope Tseung Kwan O and Sai Kung District Support Centre. It is designed specifically for individuals experiencing persistent muscle spasms or contractures due to stroke or injury. The project's unique feature lies with its personalised life rehabilitation program, which includes, one-on-one personal support for life reintegration, home training sessions and visits, rehabilitation and self-care training, rental or sale of customised rehabilitation tools, overseas exchange programs, and vocational training, all aimed at encouraging members to integrate into society and enhance their self-worth.



From the "Impossible" in a wheelchair to "I Can"

Xiao Chen, suffers from limb disability due to meningitis. Through professional guidance and support from the project, he has made good progress in his physical rehabilitation and regained his place in society. Today, he is a wheelchair travel content creator on YouTube, sharing his experiences to encourage others in similar situations to pursue a rich and independent life. Xiao Chen's story demonstrates how the project breaks with traditional thinking and helps transform members from being a recipient of aid to masters of their own lives.

Apart from individual effort, collective strength can also create miracles. Once, our ReLive members travelled all the way to Melbourne, Australia for a six-day, five-night "LOHAS (Lifestyle of Health and Sustainability) Tour". Besides facing numerous challenges such as transportation of wheelchairs, large quantities of supplies, and long-haul flights, the 21-person team also experienced riding a steam train through the forest, fully immersing themselves in nature. One of the highlights of the steam train was the opportunity to stretch your legs out of the window. So, under safe conditions, our members attempted to do just that. For members who were unable to get out of their wheelchairs for a long time, they were finally able to raise their legs. One member joked, "I haven't seen my toes in a long time; I feel like I was really flying!"

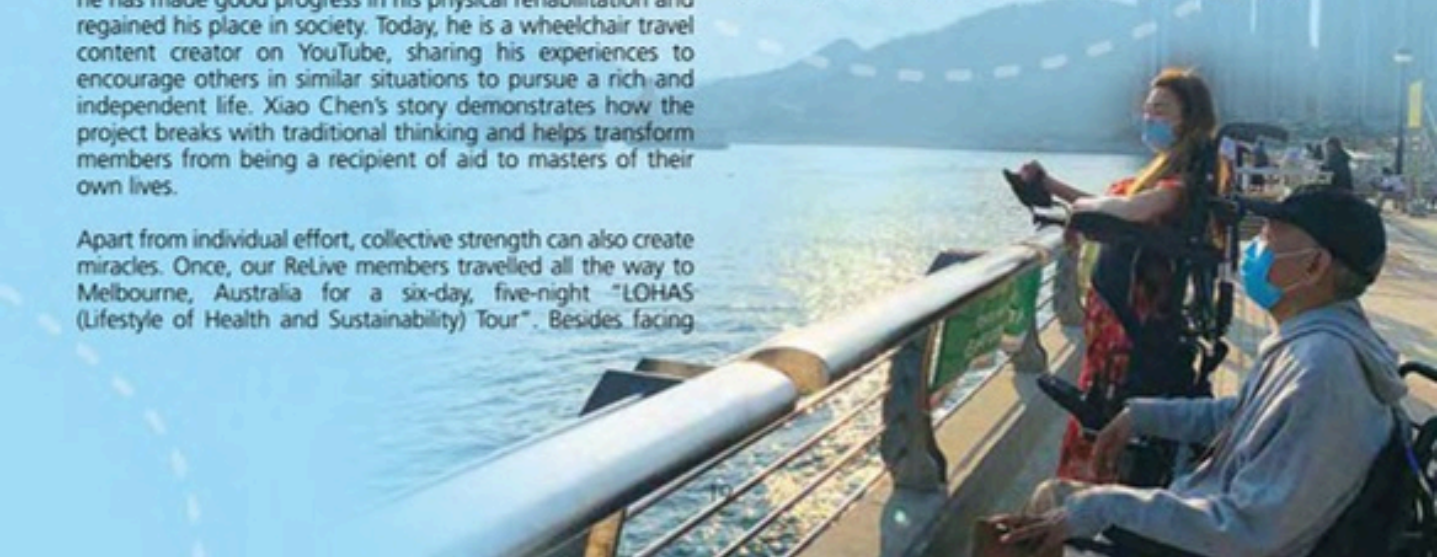
This tour has brought the members closer, helping them realise that they already "have so much more", especially after facing all the challenges together. One of the younger members, who had longed to return to her old self after suffering from a stroke, regained her self-confidence through cooking on the tour, earning praise and recognition from her peers.

Our ReLive members may have once been lost and hit rock bottom, but with their resilient spirit and mutual support, they are now able to step out of the community, travel, and embark on new adventures together. By accomplishing "impossible" tasks and capturing wonderful moments in their lives, they have proven that "Impossible is I'm possible!"

Upholding Haven of Hope's Spirit of "Respecting Life • Impacting Life"

ReLive is not only a rehabilitation service, it is also an extension of Haven of Hope's philosophy of "Respecting Life • Impacting Life" that enables the dignity and joy of our users to blossom once again. Physical limitations should never define the quality of life. On the contrary, it is the spirit of resilience in the face of adversity that is the driving force behind Haven of Hope's continuous innovation.

Looking ahead, we will continue to leverage our professional strengths and walk hand-in-hand with our service users to explore the infinite possibilities in the diverse rehabilitation journey, enabling more lives to shine in the community.



中西醫全方位復康治療
跨專業團隊
重燃患者生命盼望

隨著人口老化與慢性疾病患者增加，不少中風及長期痛症患者出院後，往往因缺乏即時社區支援而面臨生活斷層。然而公營服務排期時間長、私人治療費用不菲，加上個人財政能力有限，許多患者在復康黃金期後，無奈地只能在等待、停頓與退化之間徘徊，難以重回原來的生命軌道。

有見及此，靈實自2017年推出「中西醫全方位復康治療」計劃，旨在填補社會服務的縫隙。復康不再只強調「一次便治完」的治療，而是持續陪伴、完整介入的全方位復康治療，守護並重塑患者的生活角色。



物理治療師葉紫敏表示，復康從不只是一段短暫的療程，更是一條守護尊嚴、重建生活角色的漫長旅程。患者在生活中重拾的點滴進步，都是復康路上珍貴的里程碑

Physiotherapist Yip Tsz-mun believes that rehabilitation is never merely a short course of treatment, but a lifelong journey of preserving dignity and rebuilding one's role in life. Every small step that patients achieved is a precious milestone on the road to recovery



跨專業互補 成效「一加一大於二」

計劃結合中醫、物理治療及職業治療等專業領域，因應患者的身體狀況、功能需要與生活目標，度身制定個人化的治療方案。在治療室內，中西醫緊密溝通下透過針灸、推拿、電刺激、肌力訓練與活動訓練等陪伴患者進行復康之路。



此外，靈性關懷同樣是復康路上不可或缺的良方。團隊在診症及治療之餘，總會透過耐心的傾聽與交流，撫平患者心底的焦慮與不安；貼心的關懷讓他們在與病痛搏鬥時，內心依然能擁有一份寧靜又能前行的盼望。

從困在家中到重回社區

現年62歲的姚先生曾從事地盤工作，因長期勞損導致腰骨軟組織壞死。儘管接受手術，長期痛症令他無法重返崗位，家庭經濟重擔無奈落入太太肩上。痛症更逐漸將他推離社群，他開始不願外出、停止社交，生活圈子愈縮愈小。



註冊中醫師李萬登為姚先生（左）進行針灸治療，除了紓緩長期痛症的煩熬，醫師在過程中的關切與鼓勵，更成為患者重新站起來的心靈支柱

CMP, Dr Li Man-fat applied acupuncture treatment to Mr Yiu (left). The practitioner's care, encouragement, and attentive listening throughout the rehabilitation process became a key support to help patients regain confidence to move on

直至姚先生經社工轉介參加嘉賚的「中西醫全方位復康治療」計劃。治療過程雖然並非一夜之間出現奇蹟，但隨著痛楚逐步舒緩，他的活動能力也慢慢改善。他從起初的終日足不出戶，到後來漸漸能夠獨自到家樓下的公園散步。

對姚先生而言，最深刻是中西醫團隊診治時的細心與關懷。當患者在漫長病痛中看不見前路時，專業團隊的一句鼓勵，往往就是重新站起來的起點。

重拾尊嚴與自主

中風患者容女士的經歷，同樣展現了全方位復康的價值。她因突然中風導致半邊身無力、曾一度出現嘴歪的情況。因為患側抽筋及劇痛，現年75歲的容女士夜間飽受失眠煎熬，情緒陷入低谷。

身處逆境之中，信仰成了容女士最強大的後盾。身為虔誠基督徒的她，每天藉著禱告將身心痛楚交託給上主，祈求恩典與醫治。隨後，在社工的協助轉介下，她於2024年底加入了「中西醫全方位復康治療」計劃。

起初，她仍需要年近八旬的丈夫陪同才能勉強進入治療室；經過持續的復康治療，如今她已能獨自出入，甚至能嘗試用患側與健側雙手配合剪指甲。對一般人而言，剪指甲只是微不足道的生活小事；但對復康者來說，這卻是一項重拾自主、尊嚴與信心的重要里程碑。

為患者繪製復康地圖

真正的復康並不一定是「奇蹟式痊癒」，而是讓患者從一點一滴的功能進步中，重拾生活、照顧自己，以及參與家庭與社區的能力。當一個人能再次上落樓梯、乘搭扶手電梯、回到熟悉的茶樓或社區中心，復康不僅是一段短暫療程，還是可以成為守護健康、重建生活角色的一條長路。

「沒有一個不能復康的人」從不是一句口號，而是一種對生命的堅定信念。當中醫與西醫、治療與關懷與心靈支持共同交織，就如同為患者繪製出一幅清晰的復康地圖，指引他們重回生活軌道。展望未來，我們實踐的全方位復康模式，為本港面對人口老化、慢性病增加與照顧壓力上升的現況提供了重要啟示。

註冊中醫師李萬登（左）指出，計劃融合中西醫學精粹，透過靈性關懷照顧患者心靈，於復康路上並肩同行。此外，團隊也深切關顧患者情緒，治療室內的氣氛融洽，全面實踐「醫人又醫心」的理念

CMP, Dr Li Man-fat (left) noted that the programme integrates the strengths of both Chinese and Western medicine while providing spiritual care to support patients. The cross-disciplinary team also pays close attention to patients' emotional well-being, fostering a warm and encouraging atmosphere in the treatment room and fully embracing the spirit of caring for both body and mind



Chinese-Western Medicine Based Rehabilitation: A Cross-disciplinary Team Rekindling Hope and Restoring Lives

As Hong Kong's population continues to age and the number of people living with chronic illnesses rises, many stroke survivors and individuals suffering from chronic pain face significant challenges after discharge from hospital. Limited access to timely community support often leaves them struggling to bridge the gap between medical treatment and daily living. Coupled with long waiting times for public services, the high cost of private treatment, and personal financial constraints, many patients find themselves caught in a cycle of waiting, stagnation, and deterioration after the critical window for rehabilitation has passed, making it difficult to return to their previous quality of life.



To address this pressing need, Haven of Hope launched the Chinese-Western Medicine Based Rehabilitation in 2017, aiming to fill the gaps in community rehabilitation services. Rehabilitation is no longer viewed as a one-off treatment focused solely on curing a condition. Instead, it is a holistic and ongoing journey of care, providing sustained support and comprehensive intervention to help patients rebuild their lives and regain their roles within their families and communities.

高級物理治療師葉建林說，團隊深信「沒有一個不能復康的人」，並致力支援長期痛症及中風患者。若能協助他們逐步恢復自理，不僅能紓緩照顧者壓力，更能讓整個家庭重拾尊嚴與盼望

Senior Physiotherapist Colin Yip Kin-lam shared that the team firmly believes that "no one is beyond rehabilitation" and is committed to supporting individuals living with chronic pain and those recovering from stroke. By helping patients gradually regain their ability to care for themselves, the programme not only alleviates the burden on caregivers, but also enables patients and caretakers to rediscover dignity, confidence, and hope





「中西醫全方位復康治療」計劃由中醫師、物理治療師與職業治療師跨專業溝通和輔相成，陪伴中風及痛症患者，在復康路上協助他們重返生活的軌道。圖為註冊中醫師李萬發（右）及患者姚先生

Chinese-Western Medicine Based Rehabilitation supports stroke survivors and patients with chronic pain on their rehabilitation journey, helping them regain independence and return to everyday life support via integrated team. Photo: CMP, Dr Li Man-fat (right) and user Mr. Yiu

Synergy Across Disciplines: When One Plus One Is Greater Than Two

The programme brings together expertise from Chinese medicine, physiotherapy and occupational therapy. Based on patients' physical condition, functional needs and personal goals, the multidisciplinary team develops an individualised rehabilitation plan tailored to their circumstances. Patients are supported throughout their rehabilitation journey with integrated therapies such as acupuncture, Chinese massage (Tui Na), electrical stimulation, strength training and functional exercises.

Equally important is the provision of spiritual and emotional care. Beyond consultations and treatments, the team takes time to listen patiently and walk alongside patients, helping to ease their fears and anxieties. Such compassionate support enables them to find peace and hope even while facing the challenges of illness and recovery.

From Isolation at Home to Reconnecting with the Community

Mr. Yiu, aged 62, formerly worked in the construction industry. Years of physically demanding labour resulted in severe degeneration of the soft tissues in his ankle. Although he underwent surgery, persistent chronic pain prevented him from returning to work, leaving his wife to shoulder the family's financial responsibilities.

The pain gradually isolated him from the outside world. He became reluctant to leave home, withdrew from social activities, and saw his social circle shrink increasingly over time.

His situation began to change after being referred by a social worker to Haven of Hope's Chinese-Western Medicine Based Rehabilitation. While recovery did not happen overnight, his pain gradually eased and his mobility steadily improved. From rarely stepping outside his home, he eventually regained the confidence and ability to take walks independently in the park near his residence.



What left the deepest impression on Mr. Yiu was not only the treatment itself, but also the attentiveness and compassion of the rehabilitation team. When patients can no longer see a way forward through the fog of prolonged illness, a word of encouragement from a caring professional can often become the first step towards standing up again.

Regaining Dignity and Independence

The experience of stroke survivor Ms. Yung likewise demonstrates the value of holistic rehabilitation. After suffering a stroke, she experienced weakness on one side of her body and suffered from temporary facial drooping. Severe muscle spasms and pain on the affected side left the 75-year-old struggling with sleepless nights and emotional distress.

Amid these challenges, her belief became her greatest source of strength. As a devoted Christian, Ms. Yung entrusted her physical and emotional suffering to God each day through prayer, seeking grace, comfort and healing. Later, with the assistance of a social worker, she joined the Chinese-Western Medicine Based Rehabilitation in late 2024.

At the beginning, she relied on her husband — who was nearly eighty years old — to accompany her into the treatment room. Through consistent rehabilitation, she can now attend treatment sessions independently. More importantly, she has regained enough function to attempt tasks such as trimming her nails using both her affected and unaffected hands together. To most people, such action may seem like a trivial everyday task yet, for the one who recovered from disability, it represents a significant milestone — a symbol of renewed independence, dignity, and self-confidence.

Mapping the Road to Rehabilitation

True rehabilitation is not always about achieving a miraculous cure. Rather, it is about helping individuals regain their ability to live, care for themselves, and participate in family and community life through gradual improvements in function and confidence.

When a person can once again climb stairs, ride an escalator, visit a familiar tea house, or return to a community centre, rehabilitation becomes more than a temporary course of treatment. It becomes a lifelong pathway towards maintaining health, rebuilding purpose, and reclaiming one's place in society.

The belief that "No one is beyond rehabilitation" is not merely a slogan; it is a profound conviction about the value and potential of every human life. When Chinese medicine and Western medicine, professional treatment and compassionate care, physical rehabilitation and spiritual support come together, they create a clear roadmap for rehabilitation — one that guides patients towards renewed hope and a restored life.

Looking ahead, this holistic rehabilitation model offers valuable insights for Hong Kong as it responds to the growing challenges of an ageing population, rising rates of chronic illness, and increasing caregiving pressures.

突破傳統「被動回應」模式





鎮洪的感人故事吸引不少傳媒報道
Chun Hung's moving story drew the attention of many media outlets

靈實明德日間活動中心暨宿舍坐落於坑口明德邨一隅，外表樸素，沒有刻意的裝飾與張揚，卻承載着不少家庭長年累積的依靠與重量。對鎮洪而言，這裡更不只是一個服務單位，而是他人生四分之一世紀的所在。

鎮洪在二十出頭時來到明德，至今已經走過二十五個年頭。由青年步入中年，他一直在這裡生活與成長。由於患有自閉症，他沒有語言表達的能力，許多情緒與感受往往無法說出口，只能透過眼神的流轉、肩膀的鬆緊，靜靜地流露出來。

預視照顧者情緒危機

不只是探望，而是一種被承接的關係

對她而言，來到中心從來不只是單純探望兒子，更是一種被理解與被支持的經驗。她與職員之間的互動並不止於例行匯報，而是一種可以傾談、可以分享憂慮的關係，使她在長期照顧的壓力之中，仍能找到一個可以放下心防的空間。

當危機出現：照顧如何回應

幾年前，鎮洪確診癌症，突如其來的消息令她頓時陷入不安與恐懼之中。面對手術、住院與各種未知的風險，她最擔心的並非過程的辛苦，而是兒子即使承受痛楚，也無法清楚表達。那段日子，明德的院舍經理、社工與前線同工不時到醫院探望，他們並非例行公事式地出現，而是坐在床邊細心詢問鎮洪的狀況，同時亦關心她的承受能力，讓她在最困難的時候不致孤身面對。

在需要發生之前，已經準備好

手術過後，鎮洪需要面對造口護理的長期照顧需要。對不少機構而言，這或許只是新增的一項護理程序，但在明德，這卻被視為一項需要提前準備與整體回應的轉變。團隊主動加強相關護理培訓，重新調整餵食方式以提升舒適度，同時學習使用淋浴床等技巧，務求讓照顧在不同層面都能更貼近他的需要。這一切並非在問題出現後才作出反應，而是在需要尚未完全顯現之前，已經預先部署。

鎮洪的母親回憶這段經歷時曾說，那一刻她感到有人與她一起承擔作為母親的角色。這種感受並非來自單一服務，而是來自一種持續存在的支持關係。

從「回應」走向「預見」的轉變

這種由「回應」走向「預見」的實踐，正好呼應豐實所提出的「異象2030」。這並不是一個口號式的願景，而是一種對服務本質的重新思考：當服務不再停留於被動回應需要，是否可以進一步主動預見可能出現的轉變；當院舍不只是提供居住與照顧的地方，是否能夠成為一個真正讓人安身的「家」。

創新，不只是方法，而是一種態度

在這樣的理解之下，創新不再局限於技術或資源的引入，而是一種工作態度與專業選擇的轉變。它體現在對細節的敏感、對關係的重視，以及在需要尚未被說出之前，已經準備好的能力與心態。同時，這亦意味著不滿足於「已經足夠」，而是在每一個情境中嘗試多走一步，為服務對象預留更多可能。

在細微之中，慢慢改變一種文化

在明德，這些改變並不張揚，而是日復一日地在細微之處發生。鎮洪在這裡由青年走向中年，他的母親亦在這裡逐漸放下長年的憂慮與孤單。在這個看似不起眼的角落，豐實以實際行動說明了一種照顧的可能——真正的支持，往往是在當事人尚未能夠表達之前，已經被理解與承接。



Anticipate Caregiver's Emotional and Break Away "Passive Response"



俊洪媽媽與院舍同工關係十分密切
Chun Hung's mother maintains a very close relationship with our staff

Haven of Hope Ming Tak Day Activity Centre and Hostel (hereby called Ming Tak) is located in a corner of Ming Tak Estate in Hang Hau. Its exterior is simple, without any deliberate decoration or ostentation, yet it carries the weight and trust accumulated by many families over the years. For Chun Hung, this place is not just a service unit, it is where he has spent decade.

Chun Hung came to Ming Tak in his early twenties and lived there for twenty-five years. From youth to middle age, he has lived and grown up there. Due to his autism, he lacks the ability to express himself verbally. Many of his emotions and feelings are often unspoken, and he can only express them quietly through the movement of his eyes or tensions of his shoulders.



A17 本港新聞

大半生照顧智障親人 感激活動中心幫到手

一間院舍兩份守護

支援網紓家屬重擔

Crisis from Traditional Model

Not Just a Visit. It's a Relationship of Acceptance

For her, coming to Ming Tak was never just about visiting her son; it was an experience of being understood and supported. Her interactions with our staff went beyond routine updates; they are relationships where she could talk and share her worries and concerns as a long-term caregiver. It is a safe space where she can let her guard down.

When Crisis Occur – How to Respond with Care

Several years ago, Chun Hung was diagnosed with cancer. The sudden, shocking news immediately plunged her into a state of fear and anxiety. Faced with surgery, hospitalisation, and many unknown challenges, her biggest worry was not the hardship of the process but the pain that her son had to endure as he would not be able to express himself clearly. During that period, Ming Tak's manager, social workers and frontline staff frequently visited her at the hospital. Our colleagues did not show up just as a formality, instead, they sat by Chun Hung's bedside and attentively inquired about his condition. They also expressed care and concern on her health and her ability to cope so as to ensure that she wouldn't face the most difficult time alone.

Be Ready. Be Prepared

After the surgery, Chun Hung needed long-term ostomy care. For many institutions, this might simply be an additional nursing procedure, but at Ming Tak, it is regarded as a change that requires advance preparation and a holistic response. The team proactively enhanced all relevant nursing training, readjusted feeding methods to improve comfort, and learned techniques such as using a shower bed. A lot of efforts were made to ensure that Chun Hung's needs were met at different levels. This is not a response after a problem arises, but rather a proactive measure that was taken well before the need is fully apparent.

When recalling this experience, Chun Hung's mother said at that moment, she felt someone was sharing her role as a mother. This feeling did not come from a single encounter but from a persistent and continuous supportive relationship.

Shifting from "Responding" to "Anticipating"

The shift from "responding" to "anticipating" echoes the initiative "Vision 2030" as proposed by Haven of Hope. This is not merely a slogan but a rethinking of the essence of our services. When our services are no longer limited to passively responding to needs, will we be able to proactively anticipate potential change? When residential care facilities are no longer just places to live and receive care, can they truly become a "home" where people find peace and security?

Innovation Is Not Just a Method but an Attitude

Under this understanding, innovation is no longer limited to the introduction of technology or resources, but rather a shift in work attitude and professional choices. It is reflected in sensitivity to detail, emphasis on relationships, and having the ability and mindset to be ready and be prepared before the needs are even manifested. At the same time, it also means not being satisfied with "enough is enough", but going the extra mile in every situation, reserving more possibilities for those being served.

Changing Cultures, Slowly and Subtly

In Ming Tak, these changes are not ostentatious, but occur day by day, quietly and subtly. Here, Chun Hung transitioned from youth to middle age, and his mother gradually let go of her long-standing worries and loneliness. In this inconspicuous corner, Haven of Hope demonstrated the possibility of care through her actions – true support often comes from being understood and received, before the recipient can even express it.

護士主導：一場改寫醫療常



在傳統制度下，護士多被定位為執行者
Nurses were mostly positioned as executors under the traditional system

在香港，大部分基層醫療服務，一直以醫生為核心運作。護士多數在診症之後跟進，角色清晰，但亦相對固定。

當大多數基層醫療仍以醫生為中心運作時，靈實選擇了一條不同的路——讓護士走到前台，成為服務的設計者與主導者。

靈實在診所體系中嘗試，讓護士不再只是輔助醫療服務，而是主導一系列服務，包括健康檢查、傷口護理及精神健康評估。透過系統化評估與健康管理介入，護士不只回應疾病，更主動處理健康風險、生活模式與心理需要。這種模式，正在慢慢改變一個長久以來被視為理所當然的前提：醫療服務必然由醫生主導。

這不只是分工上的調整，而是對醫療服務的一種新思維。

規的實驗

從「處理病症」，到「看見整個人」

在這種模式下，護士的角色被重新定位。他們不再只在診症之後跟進，而是由一開始已參與評估與判斷。他們透過傾談與持續觀察，掌握的不只是病歷資料，還包括一個人的生活習慣、情緒狀態，及正在面對的境況。

醫學報告顯示有時慢性病控制不理想，未必只是藥物問題；反覆求診，有時亦與生活習慣或情緒健康有關。當護士能提早介入，醫療不再只是回應「發生了甚麼」，而是可以知道「為甚麼會發生」，並有機會作出預防性跟進。

另外，到診所求診患者中，有些個案其實不需要醫生診斷，例如清洗傷口，家居創傷消毒等。這些護理可以直接由護士處理，讓患者更快得到治療及減輕醫生工作。

專業觀察與反思引發新嘗試

靈實護士的主導角色早在院舍體現。護士會長期參與日常運作與照顧規劃，對長者的狀況有持續而細緻的掌握。靈實護士團隊留意到不少長者在臨終前，需在醫院與院舍之間反覆轉送。每一次轉院，都伴隨身體負擔與情緒不安，亦打斷原本已建立的照顧節奏。這些經驗，沒有停留在感受上。護士開始從專業角度作出判斷與反思，並早於千禧年代推動「居家安老」，讓長者可以在熟悉環境中走完人生最後一程。

這種做法，是一種專業主導的服務介入，我們不是等待政策改變，而是用實踐去回應現實。靈實其後逐步發展出的「預設照顧計劃」，讓長者有選擇、可自主。



護士在基層健康醫療服務中，主導一系列服務，包括健康檢測等
In primary healthcare services, nurses lead a range of services including health screenings

從歷史到新文化

靈實創辦人之一司務道教士是一名護士，早已為這種取向奠定基礎。但更重要的，不是這段歷史本身，而是這種價值如何被一再實踐與更新。

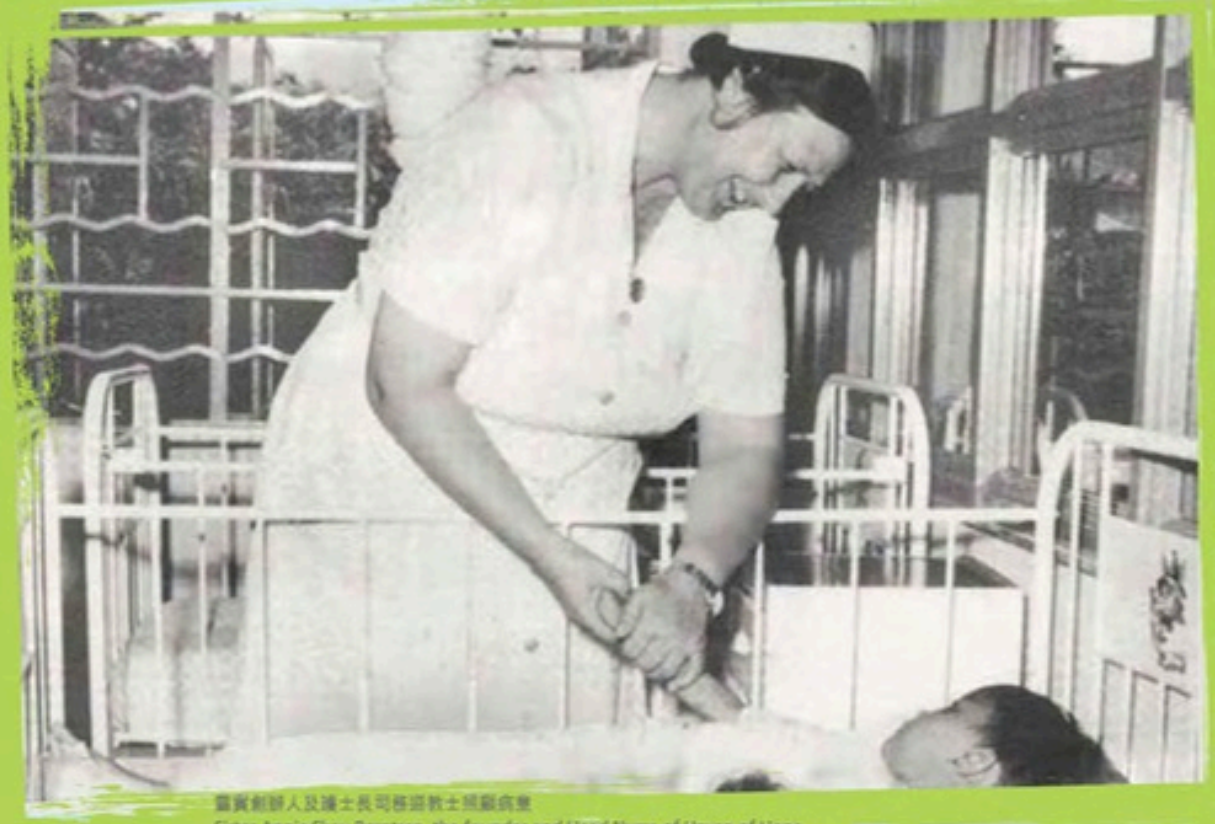
從早年培訓護士，到今日發展護士主導診所與院舍服務，所延續的，其實是一個核心信念 —— 護士角色可以更多樣化。

當護士被信任，能去主導、甚至去破格及創新，一種新的專業文化便開始形成。

在這種文化之下，醫療不再只是治療疾病，而是持續回應人的整體需要；專業不再只是遵從既有規範，而是有能力重新定義規範本身。

靈實的創新 —— 不是單一服務模式，而是一種持續「改寫常規」的能力。

Nurse-led:



靈實創辦人及護士長司務遊教士照顧病童
Sister Annie Skau Berntsen, the founder and Head Nurse of Haven of Hope, dedicated herself to caring for sick children

In Hong Kong, most primary healthcare service providers are centred around doctors. Nurses typically follow-up after the initial consultations, their roles are clear but relatively fixed.

While most primary healthcare services are still doctor-centred, Haven of Hope has chosen a different path – bringing nurses to the forefront, making them the architect and leaders of our service.

Haven of Hope has been experimenting within its clinic system where our nurses are no longer just assistants, they take the lead in a range of services, including health checks, wound care, and mental health assessments. Through systematic health assessments and management interventions, nurses not only respond to illness but also proactively address health risks, lifestyle patterns, and psychological needs. This model is slowly changing a long-held assumption that medical services must be led by doctors.

This is not just an adjustment in the division of labour, but a new way of thinking about medical care service.

An Experiment that Rewrites Medical Norms

From "Treating Symptoms" to "Seeing the Whole Person"

In this model, the role of nurses is redefined. They no longer simply just follow up after the initial consultation, but are involved in the assessment and judgment from the outset. Through conversations and continuous observations, they gain insights beyond just medical records; they also understand a person's lifestyle, emotional state, and the circumstances they are facing.

Medical reports indicate that sometimes, poor control of chronic diseases is not solely due to medication issues; repeated visits to the doctor can also be related to lifestyle habits or emotional well-being. With early intervention by the nurses, healthcare is no longer just about responding to "what happened", but rather about understanding "why it happened", and having the opportunity to take preventative measures.

In addition, some patients who seek medical consultations do not actually require a doctor's diagnosis, such as cleaning of wounds and disinfection of minor cuts at home. Such treatments can be handled directly by nurses, allowing patients to receive immediate care and reduce doctor's workload.

Professional Observations and Reflections Triggers New Attempts

The leading role of Haven of Hope's nurses is already evident in our residential care homes. Our nurses are involved in daily operations and care planning over the long term, maintaining a continuous and detailed understanding of the resident's conditions. It was observed by our nurses that many elderly patients require repeated transfers between hospitals and residential care homes before the end of life. Every hospital transfer brought physical strain and emotional distress, disrupting the established care routine, and these experiences went beyond mere feelings. Our nurses began to make professional judgments and reflections, and as early as the millennium, they promoted the concept of "Ageing in Place", allowing seniors to spend the final stage of their lives in familiar environment.

This approach represents a professionally driven service intervention. We do not wait for policy changes but instead, respond to reality through practices. Subsequently, Haven of Hope developed an Advance Care Planning that allows seniors to have choices and autonomy.

From History to New Culture

The co-founder of Haven of Hope, Sister Annie Skau Berntsen was a nurse and she had long laid the foundation for this orientation. But more importantly, it is not the history itself, but how these values have been repeatedly practiced and renewed.

From training nurses in the early years to developing nurse-led clinics and nursing homes today, what continues is a core belief that the role of nurses can be more diverse.

When nurses are entrusted to take the lead, and even break with conventions and innovate, a new professional culture begins to take shape.

Under this kind of culture, medical care is no longer just about treating diseases, but a continuous response to people's overall needs. And, professionalism is no longer just about adhering to existing standards, but having the ability to redefine the rules ourselves.

Haven of Hope's innovation is not a single service model, but the continuous ability to "rewrite the norm".



突破傳統：邁向智慧守護新模式

科技的發展與應用，到底是好是壞？或許，有人會認定它是冷冰冰的，欠缺溫度。但是，在靈實的服務單位及院舍中，當科技與人工智能結合了同工以人為本的關懷以及專業服務精神後，它們就不再只是提高效率的工具，價值也不在於取代人的存在，而是一個讓人與人的心靈靠得更近的機會，一張特別為服務使用者交織、更溫暖貼心的關愛之網。

是責任也是壓力的承諾

入夜後，在靈實院舍的長廊，總是迴盪著職員們匆匆且略顯沉重的腳步聲。在資源及人手有限的現實下，每一位負責巡察院舍的同工，總是全神貫注、神經略帶緊張，仔細檢查院內每個角落。



同工的內心懸著，其實只是生怕稍有不留神，會無法兌現守護院友安全的莊嚴承諾。這份對院友福祉及職責的牽掛，是責任也是壓力。

隨著靈實引入科技及人工智能系統實時偵察院友動作，守護他們的安全，同工這份牽掛終於得到化解。

與服務使用者建立更親密關係

有了科技及人工智能系統後，每當有院友在房內不慎跌倒，或是學員的行為出現異常情況，偵察系統都會敏銳地捕捉到，並在幾秒鐘內發出警示，讓同工能夠及時提供一切所需支援。

有了這套精準、靈敏的偵測系統作為堅實後盾，同工的日程不再像過往一樣被重複的日常巡察職務與擔憂所佔據。他們可以將自己寶貴的時間和心力，放出更多在關懷服務使用者身上。

邁向更快樂的「智慧院舍」

從前，院舍同工總是忙得不可開交。現在，他們多了更多時間，握著院友的手聊聊天，聽聽他們細碎的日常或往事，讓彼此的關係變得更親密。

當科技承擔了重複的職務，同工們便能投身於更具溫度的互動。同工不再只是忙碌的身影，而是能專注於感受院友的身心起伏，每一次眼神的交會、每一回深度的交流，都讓原本單調的院舍生活，泛起了溫馨的漣漪。

這讓同工深刻體會到，科技並非隔絕人際的屏障，而是守護大家安全的強大後盾，更是推動關係建立的催化劑。同工每個細微的關注，最終都能轉化為服務使用者生命中，一個個深淺不一、卻充滿幸福感的「喜悅足跡」。是科技及人工智能的應用，讓這一切變得更有可能。

隨著靈實轄下愈來愈多服務單位及院舍引入人工智能偵察系統，我們將持續在智慧科技的領域深耕，用更貼心、更高效的方式打造出更多「智慧院舍」，為每一個生命打造一個溫暖如初的家，讓關愛力量在社區中靜謐流淌，綻放出最燦爛的笑容。

在靈實，暖人心脾的愛心關懷，與擁抱轉變的積極進取精神，兩者從來不是矛盾的排斥，而是相宜的配合，而這就是我們一直以來所傳承的精神。

Break with Tradition: Moving Towards a New Model of Intelligent Protection



同工與系統技術人員模仿需關注行為，讓系統收集數據作訓練用途
HOHCS staff and technician of the system replicate target behaviours to collect data for system training

Are the development and application of technology ultimately good or bad? Some might consider it cold and impersonal, lacking warmth. However, in Haven of Hope's service units and residential care homes, when technology and artificial intelligence are combined with the human-centred care and professional service spirit of our colleagues, they are no longer merely tools for improving efficiency, nor do they replace human existence. Instead, they offer an opportunity to draw people closer together, creating a warmer and more caring network specifically designed for service users.



A Promise that is Both a Responsibility and a Pressure

As night falls, the corridors of Haven of Hope residential care homes are constantly filled with the hurried and slightly heavy footsteps of our colleagues. Given the limited resources and manpower, every colleague responsible for inspecting the residential care home is always fully focused, their nerves on edge, and meticulously checking every corner of the facility.

Our colleagues are feeling anxious as they are afraid that any slight lapse in attention might prevent them from fulfilling the solemn promise of protecting the safety of the residents. The concern for maintaining the well-being of the residents has become a pressure and a sense of responsibility.

With the introduction of technology and artificial intelligence systems in our residential care homes to monitor the movements of residents in real time and safeguarding their safety, it has finally resolved our colleagues' worries and concerns.

Building Closer Relationships with Service Users

With the help of technology and artificial intelligence systems, whenever a resident accidentally falls in the room, or when there is any abnormal behaviour, the detection system can detect it and issue an alert within seconds, allowing our colleagues to provide all the necessary support in a timely manner.

With this precise and sensitive detection system as a solid reinforcement, our colleagues' work schedules are no longer consumed by repetitive daily inspection duties and anxieties. They can now dedicate more of their valuable time and energy to caring for our service users.

Moving Towards a Happier "Smart Residential Care Home"

In the past, our colleagues at the residential care homes were always incredibly busy. Now, they have more time to talk to the residents, hold their hands, and listen to their daily stories and/or life anecdotes, making their relationships even closer.

When technology takes on repetitive tasks, our colleagues can devote themselves to more personal and heartfelt interactions. And when our colleagues are no longer just busy figures, they can focus on learning and understanding the emotional and physical well-being of the residents. Every eye contact and every deep conversation can bring a warm ripple to what was originally a monotonous life in the residential care home.

This experience has a profound impact on our colleagues and made them realise that technology is not a barrier that isolates human interaction, but rather, a powerful reinforcement to protect everyone's safety and a catalyst for building relationships. Every subtle act of care from our colleagues ultimately transforms into "joyful footprints", each varying in depth but filled with happiness in the lives of those we serve. It is the application of technology and artificial intelligence that makes all of this possible.

As more and more service units and residential care homes under Haven of Hope introduce AI surveillance systems, we will continue to deepen our work in the field of smart technology to create more "Smart Residential Care Homes". In a more thoughtful and efficient way, we aim to provide a warm and welcoming home for every life, allowing the power of care to flow quietly into the community and blossom into the most radiant smiles.

At Haven of Hope, heartwarming care and love, along with a proactive spirit that embraces change are not contradictory nor mutually exclusive, but rather complementary. This is the spirit we have always upheld.



引領院舍「醫養結合」新模式 跨系統協作 拓展安老里程

Pioneering Combined Medical and Elderly Care Services: Cross-Sector Collaboration to Extend the Continuum of Elderly Care



醫療與養老，到底是兩條平行線，還是可以交織成一張守護生命的安全網？在靈實的院舍體系中，當專業醫療支援與以人為本的養老關懷深度結合，院舍不再只有單純的照顧護理模式及程序，而是一個提供全人生命照顧的安居之所。透過「醫養結合」的安全網，服務使用者得以頤養天年並活出尊嚴，照顧者亦能放下心頭大石。

為回應社會發展，靈實胡平頤養院與靈實司務道寧養院透過創新的深度協作，建立「姊妹院舍」的創新模式，讓服務使用者在靈實的護蔭下，無憂無慮地體驗一站式安老、醫療、晚期照顧甚至是離世的安排。

Do healthcare and elderly care have to run on parallel tracks — or can they be woven into a seamless safety net for an ageing population? Guided by the holistic care philosophy of Haven of Hope Christian Service (hereby called HOHCS), the integration of professional medical support with people centred elderly care redefines what a residential facility can be — making it to be far more than a place or process of physical treatments. It is like the second home that brings together rehabilitation, daily support, and holistic, dignified end-of-life care. At the same time, it reduces the heavy burden often carried by family caregivers.

In response to evolving social needs, the Haven of Hope Woo Ping Care & Attention Home (hereby called WPH) and the Haven of Hope Sister Annie Skau Holistic Care Centre (hereby called SASHCC) have jointly pioneered an innovative "sister home" model. With comprehensive support from HOHCS, this close partnership enables service users to access a worry-free, one-stop continuum of care — from daily residential services to medical care, rehabilitation, late-stage support, and end-of-life planning.



愉快的院舍生活讓李婆婆胃口甚佳
Joyful care home living has given Grandma Li an excellent appetite

恩典之路 李婆婆的真實見證

年逾百歲的李婆婆是「醫養結合」最真實的體現。李婆婆性格堅強，曾對入住院舍頗為抗拒。然而，於2021年11月，當時97歲的她因不慎摔倒受傷而送院留醫，礙於新冠疫情，家屬只能作出有限度探訪。在徬徨無助之下，他們接觸到靈實的服務。李婆婆入住靈實胡平頤養院後，不僅獲得專業護理，更在院牧陪伴下獲得心靈的平安，並於2022年1月決志信主，將這裡視為「蒙福的第二個家」。

然而，生命旅程總有挑戰。去年李婆婆因再度感染新冠肺炎而被送院留醫，不安的情緒令她變得煩躁，甚至拒絕進食。基於家人對靈實「姊妹院舍」機制的信任，家人毫不猶豫將她轉往靈實司務道寧養院。在那裡，醫護團隊不僅專注治療，更著重靈性關懷，讓婆婆得到全人生命照顧，也減輕了家屬不少的擔憂。

李婆婆當時因為身體需要而接受靜脈輸液，但經過兩個月的輸液，四肢注射的部位都出現腫脹、發紅和瘀青。經諮詢寧養院主診醫生的專業意見後，家人共識不再替媽媽進行輸液。然而，奇蹟發生了！李婆婆竟然恢復進食，情況更一天比一天好轉，之後，婆婆更回到熟悉的胡平頤養院愉快生活，每週仍能去茶樓三次。這份喜悅，正是靈實「醫養結合」體系送給生命最好的禮物。*

填補服務縫隙 無縫銜接的醫養守護

本地護老院普遍缺乏駐院醫生，長者遇事大多只能送往公立醫院的急症室。家屬在急症室徬徨地等候，難免陷入焦慮無助。靈實「醫養結合」的出現，胡平頤養院及寧養院緊密合作，讓服務使用者能在適切的環境中生活。

誠然，這種協作體系是靈實運作的獨特機制。當胡平頤養院的院友出現更多的醫療需要時，同工會聯絡司務道寧養院，看看安排院友入住寧養院的可行性。情況許可的話，院友被轉往寧養院，得到醫護團隊的悉心照顧，大大減少遣出急症室的折騰。這種「一站式」的無縫銜接，讓服務使用者能更直接地獲得醫療援助。寧養院的醫生團隊亦可為院友制定預設醫療指示，與家人及早溝通院友的照顧計劃，甚至身後事的安排，讓院友晚年生活後顧無憂，家人也安心無憾。

創新精神 突破傳統安老框架

使徒行傳二十章32節：「如今我把你們交託神和他恩惠的道；這道能建立你們，叫你們和一切成聖的人同得基業。」當專業的醫療和養老服務承擔安全守護，同工便能更專注關顧服務使用者身心社靈的需求，讓服務使用者拾回生命最美好、溫馨的時光。

隨著靈實持續深耕「醫養結合」領域，我們將以更貼心、更專業的方式，為生命注入更具溫度的家。這份敢於創新、積極回應社會需要的精神，正是靈實一直以來所傳承與實踐的使命。

*編按：李婆婆已於2026年4月25日，安息主懷，在世旅居一百零一載。



靈實為李婆婆提供全人生命照顧，減輕家屬的擔憂
Haven of Hope provides holistic life care for Grandma Li, easing the anxiety of her family

A Journey of Grace: Grandma Li's True Testimony

More than hundred years old Grandma Li is a vivid example of what truly combined medical and elderly care services can look like. Grandma Li, with an independent and strong-willed character, was initially quite resistant to the idea of moving into any residential home. However, in November 2021, she was hospitalised following an accidental fall at the age of 97. Family members of Grandma Li, due to COVID-19, were restricted from visiting her, and felt so anxious and helpless — until Grandma Li was admitted to WPH. In WPH, Grandma Li received not only professional nursing care but also something far deeper: companionship, spiritual support, and a sense of peace she had not expected. In January 2022, she embraced the Christian faith and began calling the nursing facility her "second home, blessed by God's grace".

Yet, life's journey is often challenging. Last year, Grandma Li faced another difficult chapter when she was hospitalised again due to a recurrent COVID-19 infection. She grew restless and overwhelmed, at times even refused to eat. Trusting in the HOHCS "sister home" model, Grandma Li's family made the immediate decision to transfer her to SASHCC. The medical and nursing team of SASHCC cared for her in a way that went far beyond clinical treatment. They tended to her emotional needs, offered spiritual comfort, and supported her with a gentle, people-centric approach that eased her distress. Meanwhile it brought her family much needed peace of mind, too.



During this difficult period, Grandma Li needed intravenous fluids for two full months. Her frail body began to show the strain: the injection sites on her arms and legs grew swollen, red and bruised. After thoughtful discussions with the attending physician at SASHCC, her family made the compassionate decision to discontinue the infusions. What happened next felt almost like a small miracle. Grandma Li slowly regained her appetite, and her strength returned day by day. Before long, she was even able to return to the familiar warmth of WPH, where she slipped back into a joyful, meaningful routine — so much that she even resumed her cherished outings to a Chinese restaurant three times a week! Moments like these are life blessings — made possible by HOHCS's combined Medical and Elderly Care Services, a truly precious gift not only to Grandma Li, but also to the family who walked this journey with her.*

Bridging Service Gaps: A Seamless Integration of Medical and Elderly Care Services

Since many local nursing homes do not have physicians on site, whenever residents show even the slightest sign of discomfort, they are often sent straight to the Accident & Emergency (A&E) Department of public hospitals — leaving their families waiting anxiously, feeling helpless and distressed. That is why HOHCS's "Combined Medical and Elderly Care Services" means so much. With the close collaboration between SASHCC and WPH, it offers thoughtful and appropriate aid that helps service users feel cared for, supported, and able to thrive in their daily lives.

This collaborative model, indeed, represents the unique operational mechanism of Haven of Hope. When residents at the WPH require more intensive medical support, staff of WPH will coordinate with SASHCC to order to explore the feasibility of admission for those who need it. If residents are transferred to the Holistic Care Centre to receive dedicated care from the clinical team, significantly reducing the distress of frequent emergency hospital visits. If feasible, residents will be transferred to SASHCC to receive dedicated medical and care support, thus significantly easing the physical and emotional strain resulted from frequent hospital visits. This seamless, "one-stop" transition allows service users to access more timely and direct medical assistance. The physician team at SASHCC can also begin Advance Care Planning (ACP), speak with families earlier about care preferences, and even help with funeral arrangements when the time comes. Through this integrated approach, elderlies can spend their later years with greater comfort, dignity, and peace of mind. For their families, it brings not only reassurance, but also the deep comfort of knowing their loved ones are truly in caring hands.

Innovative Spirit: Redefining Traditional Eldercare Standards

"Now I commend you to God and to the word of His grace, which can build you up and give you an inheritance among all those who are sanctified." (Acts 20:32) When professional medical teams and elderly care practitioners walk hand in hand, a deeper kind of support takes shape — one that allows caregivers to attend more fully to the physical, emotional, social, and spiritual needs of each person they serve. Through this integrated approach, elderlies are cared for not only in their health, but also in a way that helps them rediscover the most beautiful and heart-warming moments of their life's journey.

As HOHCS continues its commitment to "Combined Medical and Elderly Care Services", we are devoted to serving our community with even greater attentiveness, professionalism and compassion — bringing warmth, dignity, and hope to our service users. This willingness, to keep innovating and to respond wholeheartedly to the community's changing needs, is deeply implanted in HOHCS's mission, and we will continue to live out with faith and perseverance.

*Editor's note: Grandma Li returned peacefully to the Lord's embrace on April 25, 2026 at the blessed age of 101 on earth.

善終與生命尊嚴，我們的重新定義與發現

A GOOD FAREWELL WITH DIGNITY: OUR REDEFINITION AND DISCOVERY





靈實司務道寧養院 Haven of Hope Sister Annie Skau Holistic Care Centre

衰老、身體機能退減以及死亡，是人生必須經歷的事。隨著香港即將成為一個超高齡化社會，政府、醫管局及社福界過去數年致力推動「預設照顧計劃」(ACP) 常規化，不少人在思考如何好好生活的同時，也多花了時間在反思甚麼是善終、怎樣才能在人生最後階段活得有生命尊嚴。

對於善終與生命尊嚴，靈實的同工一起重新定義紓緩治療服務，同時透過多個調查研究的發現，與社會及業界一起探索當中的許多可能，讓更多有需要人士在面對死亡時，他們的生命也能得到珍視以及最適切的關懷、照顧及尊重。

紓緩治療服務先驅

八十年代，當香港社會對紓緩治療的認識仍十分有限的時候，靈實已開始向肺癌末期病人提供紓緩治療，其後更專門成立「善終服務小組」，正式提供善終服務。

這份前瞻社區需要的視野，沿自靈實「積極進取」這個核心價值。我們相信，每個生命在不同階段，包括在病人面對死亡而感到無助、困頓、惶惑時，生命也應受到尊重，並由此慢慢開展出紓緩治療服務。

可惜，儘管現代紓緩治療已經經歷多年發展，大部分人對治療的認知，仍停留在只是向晚期患者提供個人化的「身、心、社、靈」全人照顧，讓他們在生命最後階段活得有尊嚴與安心，有些人甚至將紓緩治療與「沒有希望」甚至「等死」等負面概念連繫起來。

重新定義紓緩治療服務

面對這些刻板印象及認知誤區，靈實透過重新定義紓緩治療，扭轉這些不全面的想法及印象，從而增強整個社會對相關服務的認識，也希望讓更多有需要人士得到支援。

現代紓緩治療強調以「以人為本」、「全人照顧」以及「及早介入」，目標是預防和緩解因危及生命的疾病所引起的疾苦，由確診不治之症一刻開始，病人就可以接受紓緩治療服務，並且與復康等其他治療同步進行；有別於過去，服務並不是留待病情發展至晚期才進行。

除了擴闊服務的適用階段，現代紓緩治療的服務對象，也不再限於癌症病人等患有不治之症的服務使用者，而是把患有長期病、器官衰竭的病人也包括在服務對象範圍之內。

紓緩治療在靈實的重新定義下，讓更多有需要的人能夠及時接受治療。這不但減少了病人在生命末期需要接受入侵性治療的機會，也令他們的存活期，比以往增加，為服務使用者帶來切切實實的幫助。

長期照顧、善終服務的不同可能

紓緩治療以外，靈實致力探索長期照顧、善終服務的不同可能，讓服務更專業、優質、貼近個人需要。政府、醫管局及社福界近年致力推動ACP常規化，希望市民在面對衰老、身體機能退減甚至死亡時，能夠因應個人具體情況作出更妥善及合適的安排。

事實上，靈實長者服務、紓緩治療服務的同工亦就ACP、「在家離世」服務等議題進行調查，從數據中分析相關現象及趨勢，認識到雖然有愈來愈多市民希望了解更多ACP，甚至社區對紓緩治療的需求較過去增加不少，但他們對於長期照護、善終服務、在家離世的認識卻始終有限。

舉例說，目前不少市民對「在家離世」服務的查詢或認知，仍然只是停留在「身」這一方面的支援層面，集中關注在法例、程序方面，例如合法的「在家離世」須符合甚麼法規要點；如何安排醫生到場證實病者死亡並簽署死因醫學證明書等等。

可是，成功的「在家離世」並非只是「在家中離世」這樣簡單，我們希望做到的是幫助病人「好死」，即是：在熟悉的地方、在摯愛家人的陪伴下，安詳、舒適及有尊嚴地離世；在過程中，不論是病人抑或家屬也好，也十分需要「心、社、靈」的支援。

靈實深信，每個人也擁有善終與生命尊嚴的權利。而長期照護、善終服務、紓緩治療，不但有賴專業的醫療及照顧服務，更需要對服務使用者的心靈、社交和靈性作出支援。我們致力加強市民的相關認知，並將推動相關的服務配合，未來會做得更多。

Ageing, the gradual decline in physical ability, and death are universal human experiences. As Hong Kong is becoming an ultra-aged society in the recent years, the government, the Hospital Authority, and the social welfare sector have collaborated to promote the regularisation of Advance Care Planning (ACP). While much attention is on how to live a life to its fullest, it is equally important to reflect on what constitutes a "good departure" — one that upholds dignity and respect in the final stage of life.

To advance the principles of dignified departure and respect for life, the colleagues of Haven of Hope Christian Service (HOHCS) have undertaken a collective effort to redefine palliative care services. Drawing on findings from multiple research studies, they work collaboratively with communities and professional sectors to explore some possibilities and identify the most appropriate, compassionate, and respectful mode of care for those approaching the end-of-life who will feel valued and respected.

A Pioneer of Palliative Care Services

In the 1980s, when palliative care was still rarely heard in Hong Kong, HOHCS had begun providing such support to patients with endstage lung cancer. This initiative later evolved into the establishment of a dedicated "End-of-Life Care Service Team", marking a significant step toward the formal provision of end-of-life care services.

This forward-looking at reflects HOHCS's core values of being "proactive and progressive". The core value lies on the belief that every individual deserves respect at every stage of life — including those essential stress facing terminal illness, the feeling of helplessness, distress, or uncertainty when facing death. This conviction continues to guide the development of palliative care in HOHCS.

Despite decades of developments in modern palliative care, the perception on palliative care is still confined to providing personalised and holistic care for patients in their terminal stage of illness — addressing "physical, psychological, social and spiritual" needs — and thereby helping them live with dignity and a peace of mind at life's end. In some cases, hospice care is unfortunately associated with negative perceptions, like "hopelessness" or even "awaiting death".

Redefining Palliative Care Services

To mitigate ongoing misconceptions, HOHCS is committed to uproot the misperception on palliative care and project full picture to the public. We hope to raise public awareness of the relevant services and connect those who in need.

Modern palliative care emphasises the principles of being "peoplecentric", providing "holistic care", and ensuring "early intervention". Its primary objective is to prevent and alleviate suffering caused by lifethreatening illnesses. Once an incurable condition is diagnosed, patients may begin receiving palliative care alongside other treatments, such as rehabilitation. Unlike earlier practices, such care is no longer reserved exclusively for the advanced stages of illness.

Today, palliative care is offered to a broader target users rather than just for those with terminal cancer and include individuals who have chronic diseases and organ failure.

Through the new angle adopted by modern Palliative Care concept, HOHCS enables greater access to timely and appropriate treatments. This not only reduces patients' reliance on invasive treatments at the end of life stage but also improves the survival rate as compare to that in the past, bringing substantial benefits to service users.

Exploring Possibilities for Long-Term Care and End-of-Life Services

Apart from palliative care, HOHCS continues to explore diverse possibilities in long-term care and end-of-life services by enhancing professionalism, improving service quality, and tailor-made support to individual needs. In recent years, joint efforts by the government, the Hospital Authority, and the social welfare sector have focused on regularising ACP, with a view to empowering individuals regarding ageing, health or end-of-life phases to make informed decisions and arrangements according to their specific needs.

As a matter of fact, research conducted by HOHCS's elderly and palliative care teams shows that there is a growing public interest in ACP and increased demand for palliative services. However, understanding of long-term care, end-of-life options, and dying at home services in the society is limited.

For instance, public inquiry into "dying at home" services largely focuses on legal obligations and procedural matters, such as the legitimacy of "dying at home", arrangements for a physician to certify death at home, and the issuance of the Medical Certificate of Cause of Death, etc.

Yet, a successful case of "dying-at-home" is not simply "dying physically at one's residence". The goal is to achieve a "good departure" – ensuring patients to die peacefully, comfortably, and with dignity in a familiar environment, surrounded by beloved family members. "Psychological, social, and spiritual" support remains crucial throughout the process to both patients and their families, alike.

HOHCS strongly believes that every individual has the right to a good departure and to dignity. Thus long-term care, end-of-life, and palliative services therefore address not only medical needs, but also one's emotional well-being, community engagement, and spiritual support. Looking ahead, HOHCS remains dedicated to raising public awareness, enhancing service coordination, and expanding its efforts to meet the evolving needs of the community in the future.





敢於創新價值 具生命力的籌募之旅

Innovation with Purpose: A Fundraising Journey That Brings Life to Communities

對靈實而言，籌募工作不限於形式上的捐款，更是陪伴支持者與社區默默建立良好關係。今天社福界、商界以至學術界常談的關係營銷、客户關係管理及大數據分析等理論，強調要了解支持者、維繫關係、分析參與模式，並以更精準和更有溫度的方式推動。原來，靈實早已在多年的籌募及義務工作中逐步體現。

在籌募層面來說，我們突破傳統單向的捐助關係，編織出多方共創的籌款網絡。例如「靈實者樂餅義賣」連結各個社區；「雛聲頌揚：兒童折子戲」融合文化傳承與跨世代合作，這些活動皆體現籌募的核心價值。靈實的獨特之處，在於不只創新活動形式，更把善長、義工、服務使用者和合作夥伴緊密連結，轉化為一場共同參與的籌募旅程。

For Haven of Hope, fundraising is about far more than materialistic contributions. It is a journey of building meaningful relationships with supporters and the wider community.

Today, concepts such as relationship marketing, customer relationship management (CRM), and big data analytics are frequently discussed across the social service, business, and academic sectors. These approaches emphasise understanding supporters, nurturing long-term relationships, analysing participation patterns, and engaging people in more personalised and meaningful ways. Yet, long before these terms became commonplace, Haven of Hope had already been putting many of these principles into practice through decades of fundraising and volunteer engagement.

In fundraising, Haven of Hope has moved beyond the traditional one-way donor-recipient relationship, weaving together a network of collaboration and shared purpose.

Initiatives such as the Qile Cake Open Sale, which connects different communities, and Junior Chinese Opera Performance which combines cultural heritage, intergenerational collaboration, and charitable giving, exemplify the core values of our fundraising efforts.

What makes Haven of Hope unique is not merely our willingness to innovate, but our ability to bring together donors, volunteers, service users, and community partners. Fundraising becomes more than a transaction — it becomes a shared journey in which everyone plays a part.

超級連繫人 — 數據背後 盡是人情

回溯靈實多年的籌募工作，劉千石先生(石哥)無疑是最理想的人選。這不單因為同為基督徒的他與靈實合作逾30年，彼此擁有相同價值觀，更因為他身體力行，在靈實不同慈善活動，總能見到他的身影。

現時靈實每年都舉行多元化的籌募活動，在石哥眼中，這不單是成功的籌募項目，更反映靈實不斷思考如何以創新思維回應社會需要，為慈善工作開拓更多可能。

回顧靈實籌募的發展，石哥指出，儘管靈實過去也會舉辦不同的籌款活動，但與現在相比，以往的籌款工作更加有賴人與人之間的緊密關係。他說：「不同社福機構也有自己的『超級連繫人』，已故的靈實董事會主席陳立儁醫生正是一個好例子。他們會運用自己的社會影響力及人脈資源，為機構介紹不同界別的善長仁翁，在籌集善款及資源的同時，讓更多擁有相同價值觀的人能夠走在一起。」

作為超級連繫人，他們的腦海早已植根「具人情味的大數據」，他們透過自身的籌募網絡，為靈實的支持者安排最合適的籌款活動及義務工作。

深化社會價值

以往不少社福機構都會邀請名伶參與慈善演出，但靈實並沒有停留於既有模式，而是開始思考：籌募工作除了募集善款，能否同時創造更深層的社會價值？既然粵劇本身講求傳承，大家便提出讓兒童演員踏上舞台，將文化教育、藝術傳承與慈善籌募結合，為傳統籌款形式注入全新意義。

石哥表示：「最初是陳立儁醫生找來粵劇名伶陳笑風先生，以粵劇傳統藝術為靈實籌款。當時不少社福機構也會找來名伶籌款，隨著活動每年舉辦，大家開始希望以更別開生面的方式去做好這件事。」

既然粵劇本身需要傳承，「大老倌」籌款又不再新鮮，大家想想何不讓粵劇小演員踏上台板，既能累積難得演出經驗，也可幫助社會有需要人士，同時為粵曲籌款這個形式注入新元素，寓傳承及創意於籌募之中。就這樣，「雛聲頌揚：兒童粵劇折子戲」誕生了，成為靈實每年一度的籌款盛事。

守住溫度與深度

靈實的籌募活動堅持「以人為本」，將「關係營銷」視為與支持者同行的基礎。我們不滿足於傳統的致電或邀請，而是透過真實的聆聽與陪伴，深入了解善長、義工及夥伴的關切。對靈實而言，籌募從不是單獨的邀請，而是一段需要細水長流、用心經營的關係。

然而，面對日益擴大的善長網絡，靈實透過「客戶關係管理」系統，整理並分析支持者的參與歷程與喜好。簡單來說，具人情味的大數據是為了精準記住每一位支持者，好讓我們以更貼心、具連續性的互動，回應大家的期望。簡單來說，關係營銷守住人情的溫度，客戶關係管理則鞏固信任的深度，兩者成為靈實持續服務的強大動力。

創新義工體驗

靈實打破傳統義工「臨時支援」的模式，創新地建立了一套具備層次、承擔與身份認同的義工架構。架構依據參與深度分為三個層級：「靈實之友」、「靈實戰友」與「榮譽委任」。

「靈實之友」是人人皆可參與的義務活動。任何認同靈實使命的市民都能加入，為籌募活動出一分力。大眾能透過服務逐步認識靈實，讓善心在社區廣泛傳播；「靈實戰友」代表更深層的承諾。他們雖無薪酬，但需定期投入服務，在機構不同崗位發揮所長。為肯定其貢獻，機構會為戰友發放員工證，並提供醫療等全職員工福利。這不僅是榮譽，更展現靈實視其為並肩作戰的真正夥伴；最高層次的「榮譽委任」採邀請制，對象為社會賢達或具備專業影響力的人士。他們不局限於個別活動，而是憑藉豐富的經驗、人脈與專業判斷，為靈實的服務發展、籌募工作及社會倡議提供策略性支持。

從實踐關係營銷、建立三層義工階梯，到將兒童粵劇與慈善結合，靈實用行動證明，真正有生命力的籌募，不只籌得善款，更是籌得社會人士的信任。這份敢於創新的精神，正是我們能與一代代善長、義工共築募捐之旅的關鍵。

The Super Connectors: Behind the Data Are Human Relationships

Looking back on Haven of Hope's fundraising history, few people embody this spirit better than Mr. LAU Chin-shek.

As a Christian who has partnered with Haven of Hope for more than three decades, Shek shares the organisation's values and mission. More importantly, he leads by example. At whether charity walks, fundraising events, or volunteer activities, his presence is a familiar and encouraging sight.

Today, Haven of Hope organises a wide range of fundraising activities each year. In Shek's view, these initiatives represent more than successful fundraising campaigns — they demonstrate the organisation's commitment to responding creatively to social needs and exploring new possibilities for charitable work.

Reflecting on the evolution of fundraising, he noted that while fundraising activities have always existed, they once relied far more heavily on personal networks and trusted relationships.

"Every charitable organisation has its own 'super connectors'," he explained. "The late Dr. Lik-kiu Ding, former Chairman of the Haven of Hope Board, was a perfect example. Through their influence, networks and credibility, these individuals introduced like-minded philanthropists from different sectors, helping organisations secure resources while bringing together people who shared common values."

In many ways, these super connectors carried in their minds what we might now call a form of "human-centred big data". Through deep personal knowledge of people and relationships, they were able to connect supporters with the most suitable fundraising opportunities and volunteer roles.





Deepening Social Impact

In years past, it was common for charitable organisations to invite renowned Cantonese opera performers to stage fundraising performances. Haven of Hope, however, began asking a different question: Could fundraising create deeper social value beyond raising donations?

Since Cantonese opera is itself a cultural tradition that depends on transmission across generations, the idea emerged of giving young performers the opportunity to take centre stage. In doing so, cultural education, artistic heritage, and charitable fundraising could be brought together in a meaningful new way.

Shek recalled, "It was Dr. Lik-kiu Ding who first invited renowned Cantonese opera master Chan Siu-fung to support Haven of Hope through traditional opera performances. At the time, many charitable organisations adopted a similar approach. As the event continued year after year, we began asking how we could make it more distinctive and meaningful."

If Cantonese opera required preservation and transmission, and celebrity fundraising performances were no longer novel, why not create a platform for young performers? Such an initiative would allow children to gain valuable stage experience, support people in need, and inject fresh creativity into traditional fundraising.

Thus, Junior Chinese Opera Performance was introduced, becoming one of Haven of Hope's signature annual fundraising events.

Preserving Warmth and Building Trust

At the heart of Haven of Hope's fundraising philosophy is a commitment to putting people first.

We view relationship marketing not as a strategy, but as a way of journeying alongside our supporters. Rather than relying solely on invitations or fundraising appeals, we seek to listen, understand, and accompany donors, volunteers, and partners over time. For Haven of Hope, fundraising is never a one-off invitation. It is a relationship built patiently through trust, sincerity and mutual understanding.

As our supporter network continues to grow, Haven of Hope has also adopted customer relationship management systems to better understand supporters' participation histories and interests. Put simply, data is used not to replace human connection, but to remember each supporter more thoughtfully, allowing us to engage with people in a more personal and meaningful way.

If relationship marketing preserves the warmth of human connection, then customer relationship management strengthens the depth of trust. Together, they form a powerful foundation for Haven of Hope's ongoing service and development.

Reimagining the Volunteer Experience

Haven of Hope has also redefined traditional volunteerism. Rather than viewing volunteers as occasional helpers, we have developed a structured volunteer framework that fosters commitment, belonging, and shared identity. The framework consists of three tiers: "Friends of Haven of Hope", "Comrades of HOH" and "Honorary Appointees of HOH".

The "Friends of Haven of Hope" programme is open to anyone who identifies with the organisation's mission. Through participation in fundraising and service activities, members become acquainted with Haven of Hope while helping kindness spread throughout the community.

The "Comrades of HOH" programme represents a deeper level of commitment. Although unpaid, these volunteers contribute regularly and apply their talents across different service areas. In recognition of their contributions, they are issued staff identification cards and enjoy certain employee benefits, including medical services. More than a symbolic gesture, this reflects Haven of Hope's belief that they are genuine partners in the mission.

At the highest level, "Honorary Appointees of HOH" are extended by invitation to distinguished community leaders and professionals with significant expertise and influence. Their role goes beyond supporting individual events. Through their experience, networks and professional insight, they provide strategic guidance for service development, fundraising initiatives and community advocacy.

From practising relationship-based fundraising and establishing a three-tier volunteer pathway to creatively combining children's Cantonese opera with charitable giving, Haven of Hope demonstrates that truly sustainable fundraising is about more than raising money — it is about earning trust.

This spirit of innovation, grounded in human connection, is what enables us to walk alongside generations of donors and volunteers, building a fundraising journey that continues to bring hope and transform lives.

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Haven of Hope Christian Service (HOHCS) is a non-profit social organisation founded in 1953. Through a ministry of holistic care, HOHCS strives to share the Gospel and develop a Christian community. In the love of Christ, HOHCS delivers services in a caring, professional and progressive spirit so that the lives of those serving and being served are mutually enriched.

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