



ANHF  
澳華療養院基金

Culturally Appropriate Aged Care Since 1980

# ANHF Newsletter

ISSUE 25 — OCT 2018

## Volunteers -Our Indispensable Asset

*...a heart-to-heart chat with Susana Siu (Volunteer Coordinator)*

*Volunteers make up an important pool of human resources. Our recent two-day Seniors Expo owed much of its success from our volunteer support. As a Volunteer Coordinator, how did you allocate manpower?*

With over 6,000 visitors, the Seniors Expo was a huge success. Indeed our volunteers deserved a big round of applause. When I first knew about this event, I immediately sent out registration forms to our volunteers. Upon receiving the returned forms, I then allocated duties according to their skills, interests and availability -- some



distributed flyers on the streets, some gave out programs at the reception area, some stationed at different stalls. Volunteers with better English assisted as on-the-spot interpreters to help the elderly to communicate with English-speaking stall holders. On the day of the event, all volunteers assembled in smart uniforms. We first had a briefing on their different roles, then I took them to 'tour around' the venue --- where toilets and emergency exits were, what stalls might need more help... We had about 30 volunteers over the two expo days. Their commitment and passion contributed much to the event's success. When the Seniors Expo was over, I sent out messages to thank them for their great work. They all responded that the event was a great learning opportunity that gave them a great sense of achievement in helping others. The encouraging feedback was: they would surely participate again in future similar events!

*As volunteers are essential to ANHF, how do we thank them and keep our relationship with them?*

Volunteers are valuable and an essential asset to ANHF. We have annual training for them -Manual Handling, Infection Control, etc. to keep up their professional knowledge. Mutual support and encouragement are also strengthened through platforms such as emails and wechat. A Volunteers Appreciation Night is held annually during the Volunteers Week in May. In short, our volunteer team is very much like a big family that upholds the traditional virtue of respect for the elderly, a team that supports the elderly to age in grace and dignity.

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### EDITORIAL COMMITTEE

Ada Cheng  
Rebekah Kwan  
Adelaide Fung  
Cindy Wong  
Ita Wong

### ADVISORS

ANHF Board

***Please briefly explain the volunteer work in ANHF.  
What are the application procedures in becoming a  
volunteer?***

ANHF needs volunteers with different skills to assist in various kinds of work e.g. providing support to elderly clients in nursing home activities and seniors wellness centres. Some volunteers provide transport for elderly clients to participate in different activities like shopping, yum cha, medical appointments etc. ANHF also has a Community Visitor Scheme (CVS) to visit elderly clients who live alone or have special needs. Anyone interested in becoming a volunteer needs to complete a volunteer application form, attend an interview with the Volunteer Coordinator and undergo orientation training before joining our family of volunteers.

***As a Volunteer Coordinator who has been working together with volunteers to help needy elderly clients, do you have any unforgettable experiences or stories to share with us?***

As a Volunteer Coordinator I feel very much honoured to provide support for volunteers and the elderly to add more colours to their life. I was so impressed by a home visit under the Community Visitor Scheme – that was our first visit to the client. The elderly lady was being fed on a wheelchair during dinner. Her eyes were sluggish, with a blank and absent expression on her face. Having chatted for a while, we found out that she loves old golden hit songs. Seeing that her finger movements were quite okay, I suggested the volunteer to teach her step by step how to use her fingers to tap on the iPad to choose and play the songs or the films she liked.

Guess what? Her eyes immediately brightened up, a smile began to appear on her face. As she could no longer express herself verbally, she kept on nodding her head to tell us how much she loved this idea. Her family members told us that she had not been in such a happy mood for a long time. As my volunteer and I sang Happy Birthday to her, I held her hands and tapped to the rhythm. As she listened and tapped to the rhythm, her eyes began to well up in tears and so were mine. At that very moment, I truly felt that my work was very meaningful and substantial and could not, but feel grateful to have taken up the role of a Volunteer Coordinator, a role that helps the elderly who are in need.

## **Stories shared by our Volunteers**

My first volunteer visit at ANHF was to visit an elderly lady who was lying in her bed and was silently sorrowful and bitter. I was a bit shocked to find that the other elderly man with her also had a nonchalant, sluggish look in his eyes. He appeared to be always in self-abasement. In every visit I hoped to light up their life and warm up their hearts with bright smiles. My sincere hope is to brave the storms in their life together and understand their bitterness with empathy.

Genuineness works wonders in breaking icy cold hearts. As I leave their home now, their smile and repeated ‘thank you’s warm up my heart in turn. If you ask me if everything that I have done for them is worth doing, here is my definitive answer: All efforts are worth investing.

**Eva Li**

I am a volunteer for Social Support. My main role is to accompany elderly clients who live alone for shopping. Our elderly clients love shopping together – a great time for chatting, laughter and sharing of shopping tips like what type of food is best cooked to preserve its healthy nutrients and flavour. Yum cha follows shopping. This is another much welcomed opportunity for catching up with one another. A good example was the recent telephone scam that stirred up an enthusiastic discussion on ‘how not to become scam victims’.

Every time when I drop them off at their homes, there comes the same question with much anticipation: when will you come again? Having been a volunteer for Social Support, I truly feel that I have gained more family members. It feels so heart-warming that so many elderly clients care for me!

**Margaret**



## Seniors Expo – Better Living for Seniors

The first Seniors Expo, jointly organised by Australian Nursing Home Foundation and TVB Australia, sponsored by Sydney City Council, was successfully held from August 11 to 12 with over 6,000 visitors.

In the official opening ceremony held at noon on the first day, Ms Ellen Louie, ANHF Chairman, thanked Sydney City Council for sponsoring a conveniently located venue – Lower Town Hall – where main public transport means converged. As highlighted in her speech, the aim of the Seniors Expo was to assist retirees in making informed choices of the services they need, so as to enjoy a better and more substantial life. Ms Ellen Louie quoted from a letter of support from the Aged Care Minister Ken Wyatt AM that the event brought together ‘a record number of exhibitors and dozens of speakers’ for the Chinese community. Honourable guests in the ribbon-cutting ceremony included Mr Zamir Yusuf, Acting Director, Aged Care National Compliance Centre East; Councillor Robert Kok, Sydney City Council and Mr Jacky Cheung, Assistant General Manager, TVB Australia.

Over 30 information stalls from government and non-profit organisations as well as the commercial sector displayed a broad range of health products and information. The free hearing test and blood pressure measurement corner was swarmed with eager stall visitors.

This two-day event also delivered more than 30 information sessions that covered a variety of aged care services. On-the-spot gentle exercise sessions led by professional instructors stirred up the exercise cells and moods of everyone.





## Seniors Luncheon - Moon Festival Celebration with Our Elderly Clients



The ANHF Seniors Luncheon was held on Wednesday, September 19 at Marigold Citymark Restaurant. This 49-table event was a great gathering point for over 600 participants comprising of elderly clients and guests from our community groups. In her address, Ms Ellen Louie, our Chairman, pointed out that our zealous and dedicated team will continue to uphold dignity, care and respect for the elderly in providing high-quality professional aged care. Following her speech was the presentation of red packets to the three most senior participants: Ms Yoke Ying SYN (aged 98) from So Wai Seniors Wellness Centre's Chinese group, Ms Shiu Wah LOWE (aged 97) from Hurstville Seniors Wellness Centre and Ms Nu LUONG (aged 97) from South West Seniors Wellness Centre.

In her address, Ms Ada Cheng, our CEO, thanked luncheon sponsors for their continuous support over the past years. In attendance were ANHF Life Governor's Mr Stanley Hunt OAM, Mr Bernard Hor and Mr Brad Chan representing the Chan Family. On behalf of ANHF, she also thanked the following sponsoring organisations: Australian Hearing, Abbott Nutrition, Active Mobility Systems and Health Sharing Group. Great prizes were generously donated by Ettason Pty Ltd, Ho's Dim Sim Kitchen, Tixana Pty Ltd, Doubleland International, SMA and Live Craft Centre. Cash lucky packets were kindly donated by ANHF's ex-trustee Mrs Nancy Ma, Lee Yuen Cantonese Opera Singing Group and Mrs Elizabeth Tse brought another climax in this event.

As our elderly participants were enjoying the sumptuous luncheon, the stage was a showcase of wonderful melodies from So Wai Seniors Wellness Centre's Vietnamese group and talented performances by local singers – Mrs Elizabeth Tse (popularly known as the Queen of Popular Tunes), Ms Regina Ma (known as the Australian Paula Tsui), Mr Ken Ng and Mr Danny Tang. These mesmerising melodies lingered in the air and glued everyone to their seats.

**From the Bottom of My Heart -  
to Stanley Hunt Seniors Wellness Centre**



Today was the very first time that my husband and I attended your centre. We were very satisfied and happy. The care and amiability from the staff warmed our hearts and made us feel very much at home. Our heartfelt thanks to all the staff at the centre!

When we were home that afternoon, our daughter immediately called My Aged Care to help us apply for services and especially requested referral to Stanley Hunt Seniors Wellness Centre. We completed the application procedure and now waiting for the assessment.

**Sun Wong (client)**

Mum enjoys going to the centre. Thank you Stanley Hunt Seniors Wellness Centre for being part of our family.

**Mei Chew (carer)**



Ever since mum entered the nursing home, her physique has been deteriorating. I really miss her days at Stanley Hunt Seniors Wellness Centre. When I turned over the pages of her photo album, I could see that she had very happy and meaningful days at the centre. I just can't help sending heaps of thanks to you and your team!

**Portia Woo (former carer)**

A very efficient service, we are happy with the attitude and care provided by your staff during my father's centre visits. He also enjoys excursions and contacts with his peers. The driver is punctual and careful while transporting passengers.

**Dorothy Lee (carer)**

**Come and Join our Home Care Services Team**

Our ANHF Home Care Services Team is expanding. If you are interested in providing support / care for the elderly, please join our great home care family. Benefits include:

- \* use the language you are familiar with (Mandarin / Cantonese / Vietnamese) in the provision of services
- \* flexible work hours
- \* free training for Aged Care Cert III or Aged Care Cert IV (conditions apply)
- \* salary packaging that entitles you with an extra tax-free amount of about \$15,900

**Enquiry: ANHF Human Resources Department ( 8741 0223 / 8741 0213)**



## 活動相簿 Activity Photos



和家居服務長者一起參觀動物園。  
Home care clients - a visit to the Wild Life Zoo.  
(家居服務 Home Care Services)



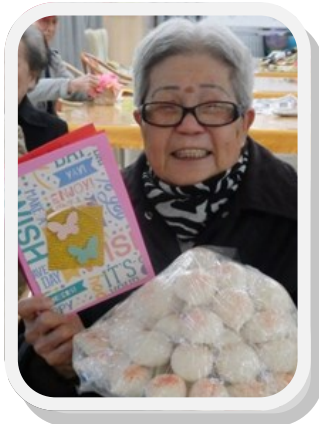
長者到健身中心一起玩手眼協調遊戲。  
Elderly clients in a hands-and-eyes coordination game at a gym.  
(西南悉尼活動中心 SWSSWC)



長者出外購物，最愛買些小零食！  
Umm...yummy snacks...my favourite  
(錢梁秀容療養院 LCACC)



各位有型父親，父親節快樂！  
Happy Father's Day to all fathers!  
(沛德活動中心 SHSWC)



壽包賀生日，笑得多燦爛！  
Birthday buns for a birthday queen.  
(蘇懷活動中心 SWSWC)



有緣共聚一起歡慶生日。  
Happy birthday to ALL of us!  
(錢梁秀容頤康苑 LCG)



英女皇壽辰，當然要盛裝打扮！  
Dressed up for the Queen's birthday  
(陳秉達療養院 BCNH)



戶外活動，長者個個心情靚靚！  
Beaming with smiles in a wonderful excursion.  
(沛德活動中心 SHSWC)



長者齊齊撐防跌安全週！  
Falls Prevention Week – safety first  
(周藻泮療養院 CCPNH)



## 活動相簿 Activity Photos



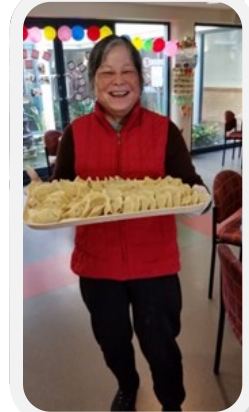
長者愛吃自助餐，因可任君選擇!  
One good thing about buffet is –  
choose whatever you like.

(好思維活動中心 HSWC)



陳秉達療養院21週年生日快樂!  
Happy 21st birthday to Bernard  
Chan Nursing Home !

(陳秉達療養院 BCNH)



美味餃子，你愛不愛吃？  
Want to try our yummy dumplings?  
(錢梁秀容頤康苑 LCG)



我們的長者都是運動健將!  
Three cheers to our senior athletes!

(錢梁秀容療養院 LCACC)

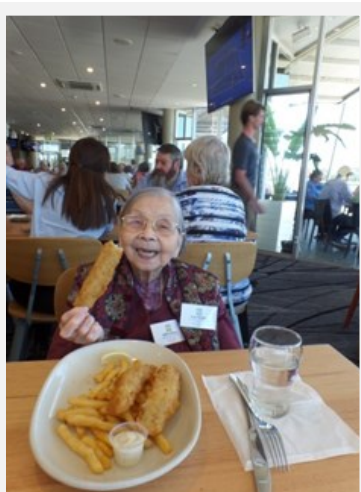


草地滾球也可以在桌上玩，多有創意!  
Table lawn moving – rain or shine!  
(好思維活動中心 HSWC)



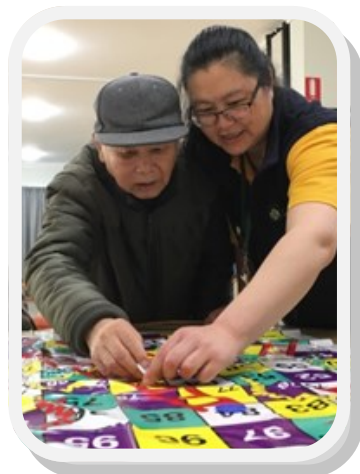
超大的生日蛋糕和長者一起慶祝生日。  
What a MEGA-birthday cake to celebrate our birthday!

(西南悉尼活動中心 SWSSWC)



炸魚薯條人人愛，長者也不例外!  
Who can resist such mouth-watering fish and chips?

(周藻泮療養院 CCPNH)



看長者玩蛇梯棋遊戲，多投入!  
So involved in the Snakes and Ladder game...

(蘇懷活動中心 SWSWC)



有相為證，療養院一樣可以吃大餐!  
Who says yummy meals are not found in nursing home?

(錢梁秀容療養院 LCACC)

**Section 1: Personal Details**

Please support ANHF to deliver quality and culturally competent aged care to our community.  
請支持澳華療養院基金為社區提供高質素及符合文化的高齡護理服務。

Title 稱謂                      Mr 先生                      Mrs 太太                      Ms 女士                      Miss 小姐

Family Name 姓氏

First Name 名

Second Name

Home Address 住址

State/ Territory 州

Postcode 郵政區號

Phone Number 電話號碼

**Section 2: Donation Details**

Donation of \$2 and over is tax deductible.

凡捐款2元或以上可扣稅

I would like to make a donation of \$ \_\_\_\_\_.

**Payment Type**

- ☐ Electronic Funds Transfer  
☐ Please debit this card

**TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)**

<input type="checkbox"/> Master Card	<input type="checkbox"/> Visa	<input type="checkbox"/> Other:
Name on Card		
Card No.		
Expiry Date	/	
Signature		

**BEQUEST – Leave a Gift in your Will**

By leaving a **Gift** to the ANHF in your **Will**, you are creating a **lasting legacy** that will help us continue to create a **thriving** and **vibrant** environment that will enable our elders to age with **dignity** and **grace**.

If you wish to leave a **Gift** in your **Will**, you should seek appropriate legal advice. For more information, you may wish to request further information by ticking the box below or refer to our **Bequest Fact Sheet** on our website.

- ☐ Please send me details on making a gift to the Foundation in my will. 我希望在遺囑中對基金作出饋贈，請將詳情寄給我。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134.

**YOU CAN ALSO DONATE SECURELY VIA OUR WEBSITE: [HTTP://ANH.F.ORG.AU/CONTACT-US/DONATIONS](http://anhf.org.au/contact-us/donations)**

**Thank you for your support. Below are the donations received from July till September 2018**

**謝謝各位的支持。下為2018年7月至9月期間之捐助人士芳名。**

100以下 Below <100	\$100—\$499	\$ 500—\$ 999	\$1000-\$4999	\$5000以上 \$5000 and above
	Mr Sam LOW		Mr John CHAN	Mr Stanley HUNT
	Mr Frank O'YOUNG		Mr Ho Keung AU-YEUNG	Mr Bernard HOR
	Dorrigio Investment Pty Ltd		Mr Lawrence NG	
	Mrs Tik Cho TONG		Mr Bernard TSE	
	Ms Lusy FRANSISKA		Mr Alexander YUEN	
			Mrs Nancy MA	
			Dr Anselm KUOK	





洪淑芬

家居護理顧問

洪淑芬女士多年來於各針對民族需要之高齡服務機構任職個案經理及護理主任，對高齡護理改革認識甚深。洪女士以其寶貴經驗、親和性格及卓越溝通技巧，將為基金家居護理服務帶來更大助益。



Claire HUNG

Home Care Advisor

Claire has extended years of experience working as case manager and care coordinator with a number of cultural specific aged care providers. Claire is knowledgeable of the aged care reforms and her invaluable experience, personality and excellent communication skills will enhance our customer service experience in the Home Care team.

張雪兒

傳意及服務推廣主任及持續  
改善服務培訓員工

張雪兒女士再次加入基金，參與傳意及服務推廣部工作，發揮其媒體及傳意專長。張女士友善親和，樂於助人，與基金及電視廣播（澳洲）有限公司已有長久工作關係。張女士以其於數碼媒體及傳意範疇、新聞業及過去於基金家居護理服務之管理階層工作經驗，必將成為基金得力員工。



Suet Yee CHEUNG

Communications &  
Marketing Officer /

Continuous Quality Improvement Officer

Suet Yee is making her return to ANHF - offering her expertise in media and communications with the Communications and Marketing Unit (CMU). Suet Yee is a friendly and supportive individual that has a long association with ANHF Community Services team and TVBA. Her knowledge and expertise in digital media & communication, journalism, her past involvement in ANHF Home Care service management and policies development will be a major asset to our organisation.

鄒曉清

培訓及發展主任

鄒曉清女士從事護理工作二十多年，主要為院舍高齡護理。在過去三年，鄒女士於華人服務社先後任職高級行政主任 - 臨床服務（培訓與發展）、院舍護理經理及註冊護士。



Sally ZOU

Learning & Development  
Officer

Sally Zou has over 20 years' experience in nursing, most of it being in residential aged care. For the past three years, she has worked for CASS in various roles, including Senior Executive Officer Clinical Services (training and development), Care Manager and Registered Nurse.

## Staff Movement

## 員工變動

潘楊

錢梁秀容療養院副院長

潘楊女士升任錢梁秀容療養院副院長



Eleanor PAN

DDON - LCACC

Eleanor was promoted to the role of DDON at LCACC.

## 來自沛德活動中心的點點心聲

今天我和丈夫第一次來貴中心試用各種服務,感到非常滿意和開心。中心各位姑娘的親切態度和悉心照顧令我們感到很溫暖,有家的感覺。在此向中心所有工作人員表示感謝!

下午回家後,我女兒立刻為我們致電【我的高齡服務】申請服務, 要求轉介至澳華療養院基金沛德活動中心。申請手續已辦妥,現等待上門評估。

**黃晨霞 (服務對象)**

媽媽很喜歡參加沛德中心的活動。中心就像我們的家人,謝謝你們。

**Mei Chew (照顧者)**



自母親入住療養院,身體大不如前。我實在懷念她在沛德活動中心的日子。翻開她的相片簿,看到她曾經有過的快樂、充實的日子,我怎能不連聲地向你和你的團隊表達謝意!

**Portia Woo (前照顧者)**

服務效率非常高。很高興知道父親參與中心活動時得到職員們的悉心關懷。他也享受不同的外遊活動以及和年紀相若的人交往。司機在接送服務對象時很準時和細心。

**Dorothy Lee (照顧者)**

### 誠聘家居服務護理員

澳華療養院基金轄下的家居護理服務團隊正不斷擴展,如果你有興趣為長者提供照顧/護理服務,我們誠邀閣下加入我們的大家庭。如獲受聘,你可以:

- \*用自己熟悉的語言提供服務(普通話/廣東話/越南語)
- \*工作時間靈活
- \*獲安排免費接受「高齡護理三級證書」或「高齡護理四級證書」課程(附條件限制)
- \*享有「薪酬組合」(salary packaging),每年額外有大概\$15,900免稅額。

查詢: 澳華療養院基金人力資源部 (8741 0223 / 8741 0213)



## 敬老聯歡午宴與長者共慶中秋



由澳華療養院基金舉辦的中秋敬老聯歡午宴於 9 月 19 日（星期三）假悉尼華埠富麗宮酒樓舉行。今年聯歡午宴筵開四十九席，共有近六百多名長者及社團友好參加，藉此良辰佳節，與眾長者歡聚一堂，共慶中秋。主席雷文潔致辭時表示，澳華療養院基金擁有敬業樂業的團隊，會繼續持守尊重、愛心和維護長者尊嚴的態度，竭誠提供卓越和專業的高齡服務。隨後更頒發紀念品予三位最高齡長者，分別是好思維活動中心的劉李瑞華女士（97 歲）、蘇懷活動中心的冼玉英女士（98 歲）和西南悉尼活動中心的梁女女士（97 歲）。

行政總裁鄭賜霞女士在致謝辭時特別鳴謝午宴贊助人多年來的鼎力支持，包括基金會的永久名譽總理陳沛德先生、何灼榮先生及代表陳秉達家族的陳紀廉先生。她又感謝今次午宴多個贊助商，包括澳洲聽力中心、Abbott Nutrition、Active Mobility Systems 和 Health Sharing Group。許多熱心人士和公司更慷慨捐贈豐富獎品，令午宴得以圓滿舉行，包括林和成貿易有限公司、中華點心包店、Tixana Pty Ltd、大地行、SMA、活藝茶莊。基金前信託人馬張美松女士、梨園雅集和謝鄭幗晶女士分別捐出現金利是送給當天的幸運長者，將午宴帶進另一高潮。

當日節目精彩，長者享用豐富佳餚的同時，並欣賞到多位本地星級歌手傾力演出多首經典名曲，包括有「澳洲小調歌后」謝鄭幗晶女士、「澳洲徐小鳳」馬鄭美玲女士、吳紹添先生和鄧浩源先生，並有蘇懷活動中心越裔組的悠揚歌聲，令長者樂而忘返。



# 長者健康生活博覽會助長者活得更精彩

由澳華療養院基金和澳洲 TVB Australia 合作舉辦，悉尼市議會贊助的首屆「長者健康生活博覽會」，於 8 月 11 至 12 日圓滿舉行，超過六千人參與。

揭幕儀式在首日中午舉行，澳華療養院基金主席雷文潔首先多謝悉尼市議會贊助場地，讓活動能夠在交通便利的市政廳低層禮堂舉行。她又表示，舉辦博覽會的目的，是希望協助退休人士，懂得選擇適合自己的服務，令生活更有活力更充實。她並讀出高齡服務部長懷亞特的賀詞，讚揚是次展覽為華人社區提供了一個集中最多參展機構和最多講者的一次長者資訊活動。剪綵嘉賓還包括高齡護理服務監控中心署理總監 Zamir Yusuf；悉尼市議員郭耀文和澳洲 TVB 助理總經理張智傑。

博覽會的參展單位超過 30 個，有政府機構，非牟利社會服務機構和商戶，涵蓋範圍廣闊，提供各種健康生活資訊和產品。現場的免費聽力測試和量血壓服務，也十分受長者歡迎。





## 可否簡單介紹澳華療養院基金的義工工作? 需要甚麼程序或手續才可以成為義工?

澳華療養院基金需要不同的義工各展所能，協助我們不同的工作。例如在療養院及活動中心，義工會協助長者進行各式各樣的活動；也有義工會接載長者外出進行不同的活動，例如購物，飲茶，看醫生等。澳華療養院基金亦有「社區探訪計劃」專門探訪一些獨居或有需要的長者，也需要義工參與。

凡有興趣參與澳華療養院基金的義工工作，只需要填妥一份義工申請表格，與義工主任會面及接受義工培訓，便可以正式加入這個大家庭。

### 作為義工主任，透過義工協助許多有需要的長者。過往有沒有一些特別難忘深刻的體驗可以和我們分享?

作為義工主任我很榮幸能夠為長者及義工出一分力，令雙方都能夠活得更精彩。其中一次社區探訪令我非常難忘及感動。那次是我和義工首次探訪那位長者，當時婆婆是坐在輪椅上被餵食晚餐。她的眼神呆滯，木無表情。當我們對談一段時間後，發現婆婆原來喜歡聽懷舊歌曲。我觀察到婆婆的手仍然活動得不錯，建議義工可一步步的教婆婆用手指在 **ipad** 點選她喜愛的歌曲或電影來欣賞。婆婆的眼睛即時亮了起來，臉上開始有笑容，她不能說話，只是猛點頭示意她很喜歡這樣的安排。婆婆家人也說很久沒有看見婆婆這麼開心了！及後我和義工合唱了一首「生日快樂」送給婆婆，我捉住婆婆的手一起打拍子，她聽著歌，拍著手，我看見了她的眼睛慢慢地擒滿淚水，自己也不覺淚盈於睫。那一刻，我感覺到我的工作真的是非常有意義和充實，我很感恩我是一個義工主任，幫助到有需要的長者。

## 義工心聲

我參加澳華療養院基金的探訪計劃，初次探訪，看見婆婆躺在床上不語，愁怨交加；另一位伯伯眼神呆滯，總是自悲自怨，感覺很震憾！很想幫助他們驅散陰霾，所以每次探訪都以笑容感染他們，感同身受地與他們一起勇敢地迎戰命運中的磨難，希望藉此融化他們冰冷的心。

原來只要以真心對待，他們都會把心掏出來。現在婆婆和伯伯每次和我依依不捨地道別時，都是笑著再三道謝，讓我感到無比幸福和溫暖。若你問我辛苦嗎？我會回答：「都是值得的！」

Eva Li

我是社區支援的義工，主要工作是帶獨居長者去購物。長者非常開心能聚在一起購物，有說有笑，互相交流購物心得，交換情報，例如某種食物要怎樣煮才健康有益又美味。購物後，義工會帶長者去飲茶，大家談天說地，閒話家常，就好像最近常提到的電話騙案，大家拿出來討論，讓長者有所警惕防範。

每次送長者回家，他們都會問我下次何時再見，很期待再次相聚一起。自從我做了社區支援義工後，感覺多了很多家人，長者都很關心我，讓我感到很幸福！

Margaret





ANHF

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

# 澳華療養院基金會訊

第25期 - 二零一八年十月號

## 義工是澳華療養院基金不可或缺的人力資源

…與義工主任蕭馬銀女的深情對話

義工是澳華療養院基金另一重要人力資源。最近的「長者健康生活博覽會」有許多義工參與，令兩天活動進行得十分順利和成功。作為義工主任，你是如何調配和安排人手？

首屆「長者健康生活博覽會」已圓滿結束，超過六千人參與，這個大型活動真的十分成功！我們的義工團隊可說功不可沒。最初我知道有這個大型活動時，已將參與活動意願表格寄給各義工，收回表格後，便按照他們的專長、興趣、時間等分配工作。有人負責在街上派傳單，有負責在接待處派發入場小冊子，亦有義工在不同攤位協助，維持秩序；一些英語較好的義工，可充當臨時翻譯員協助長者和說英語的人士溝通。活動當天早上，每位義工都穿上整齊制服，我向他們介紹各人不同工作崗位，帶他們繞場一周，讓他們知道哪裡是洗手間，哪裡是緊急通道，哪些攤位可能需要更多協助等。博覽會那兩天，差不多每天都有三十位義工參與，他們各盡其職，緊守崗位，令活動進行得十分順利和成功！活動結束後，我寄發短訊向每位義工道謝。他們都表示這個博覽會很有意思，從中學習了很多，能親身幫助有需要人士，覺得很有滿足感！還說下次再有這種大型活動，他們一定參與！



義工既然對 ANHF 那麼重要，我們會怎樣感謝他們？怎樣維繫和他們的關係？

義工是澳華療養院基金的寶貴和重要資源。我們每年都會為義工提供培訓，例如「人力扶持」、「預防感染」等，讓他們愈加專業。除此以外，我們常用電郵、微信等公眾平台互相支持和鼓勵。每年五月份的義工週，亦會舉辦「義工嘉許晚宴」來表達我們對義工的感謝和敬意。我們的義工團隊就像一個大家庭，秉承「尊老敬老」的傳統美德，協助長者安享晚年。

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### 顧問

澳華療養院基金董事會