



Australian Nursing Home Foundation - Newsletter

Volume 1 - December 2009

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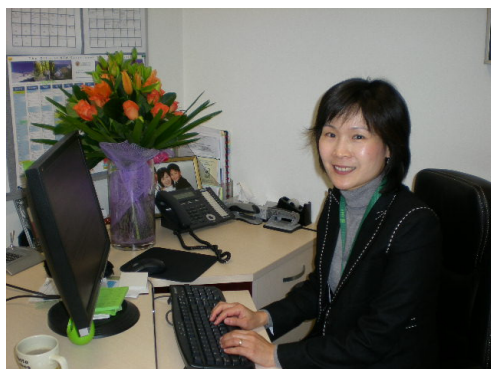
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Ms. Ada Cheng
General Manager

Person-Oriented Services for Our Community

Having joined Australian Nursing Home Foundation in 2005 initially as Executive Officer - Planning and Development, while participated in the organisation web page design, I had the opportunity to have a flash back of ANHF's history and development. Our continuous growth in magnitude and reputation in the Chinese community for over 30 years stem from a very special attribute of our organisation - person-oriented service.

'Person-oriented' is 'client-centered', our utmost concern is to focus on the needs of the elderly. Rather than hard selling our services, we constantly review whether the services we provide are appropriate for our elderly clients.

Our services are delivered on a basic model which allows for ample flexibility. Through continuous identification of client needs, information provided by family members and advice from staff, a care plan pertaining to the needs of the elderly client will be established. As elderly clients are a bit passive in voicing out their needs and/or who have dementia may not be able to express themselves, the more they are so, the more channels we employ in exploring what their minds are on. It is also through understanding their lives in the past that we establish need-based care plans for them. As needs of the elderly often change, care plans are reviewed quarterly for continuous improvement to ensure the best possible service for them.

In staff recruitment, we centre on personality rather than academic qualifications, on whether the applicant has patience, vision and commitment in aged care services. While knowledge and skills can be improved and strengthened by in-service training, shaping a person's inner quality and value system is no easy task. That is why we prefer employing staff

who demonstrates the aforementioned inclinations, then support them with the right kind of training. Staff, being our assets, will assimilate the latest information and skills to become professional workers who are able to provide quality services.

I am proud of co-working with a strong team of staff that shares the same vision. Coming from all sectors they have different professionalisms - social workers, occupational therapists, registered nurses, teachers, reporters etc. With such a myriad of backgrounds, value systems and visions, here within our organisation is already a convergence of multi disciplines. Despite individual imperfections and blind spots, with individual thinking minds that work at different angles as well as pooling of resources and ideas, we are able to provide high quality services through complementary team work that also allows service achievements accomplished by individual strengths.

Many organisations uphold the slogan on 'person-oriented services', yet how many do put this into practice? In the Chinese community, language barrier has barred many elderly who have migrated here from knowing their rights. Some are even exploited or abused. I have a strong urge to support the underprivileged. My former training in social work had cultivated in me the understanding that everyone is equal, we should be treated fairly and equally. The reality is: here in Australia there are many hurdles in the strife for welfare for the Chinese elderly, still we have to face these hindrances squarely, without bending to unreasoned authority. As we press on in this steadfast pursuit we will strife for more welfare and hence more culturally and language appropriate services for the elderly Chinese in Australia.

Embrace Them as Our Own

Mrs. Celia Chik Principal Director of Nursing

As aged care service providers, each and every elderly we serve are important to us, they are our centre of attention. Our services to them are tailored made to meet each individual's needs. For example, personal assistance or appropriate mobility aid will be provided for those with impaired mobility, soft or puree diet will be served to those with dental, chewing or swallowing problems. We respect and assist our elderly to continue practicing their religious and cultural beliefs, we take into consideration their personal preferences as much as possible when care is delivered. With close observation, on going care reviews and constant consultation and communication with our elderly, care plans are updated and revised to ensure we are meeting all their needs and requirements.

Elderly people need our concern. Once they have the confidence that you do care for them, they will open themselves up to you and they'll trust you with all their hearts. We need to treat them as our own family members. Aged care workers need to have a loving heart for the aged. Sometimes, one may need to go beyond their duties to care for them, but it's all worth it because we always feel good when the one we serve are happy, comfortable and satisfied.

The mission, values and philosophy of our organization are explained to every new employee during the induction program at the commencement of their employment with ANHF. This is important to ensure their understanding of the organization's passion in "Honouring the Old" and to apply that concept in the workplace. We do have a system in place to monitor staff performance. Staff

supervision is conducted regularly to ensure staff quality. I always believe that if we want to promote and to fulfill the passion of our organization, senior staff members must set good examples and to show their caring attitudes at work e.g. if I notice a resident walking unsteadily without supervision in the nursing home, I would first assist her to her destination before I advise and alert our staff to place more attention to this resident. There is no better way to convince our staff to do what we expect them to do unless we demonstrate it ourselves.

In our organization, we respect each staff member and we treat all members the same disregard of the position they hold in the organization. This friendly attitude towards each other and to our service receivers is generated from the Chairman right through the whole organization. Good examples from management always have a ripple effect on the behaviour and culture of our workers.

I have heard people commenting that aged care is a dull and boring profession, but I find the opposite. I always find it rewarding and fulfilling when we know that our care services have been able to make elderly people comfortable and that they are able to enjoy the best life qualities in the last stages of their life. There's even more encouragement when our efforts are appreciated. I must say every little gestures of appreciation from them, even a sweet smile, do mean a lot to me and it does reinforce my determination to move forward for them!



Never Alone in Their Final Journeys

Ms. Rosie Cheung Director of Nursing, Bernard Chan Nursing Home

There have been around 90 elders who had lived at our Nursing Home during the past 12 years. I might not be able to remember all of their names but would not forget their faces. Some are more memorable than others. Mrs. L was a heavy set resident who refused surgery to remove a huge tumor on her left shoulder. She was on palliative care on the day she arrived. Her arm weighed more than 10 kg in the final stage and the tumor became an open wound with slow oozing. It was a very difficult task when it came to the wound care job every morning. It took 6 of us to position her (3 AINs; staff from the housekeeping & laundry section; and even the Cook volunteered to help) so that I could clean the wound properly and renew the wound dressings. Cutting corners to do less never cross our mind as resident comfort and dignity came first. This team work lasted for a few weeks. Mrs. L finally passed away in a quiet night peacefully.

Ms. C arrived the Home in 1997 after a stroke. She migrated to Australia in the 70's as live-in housekeeper for a large wealthy family. She was never married and had no families. Due to her strong personality, she had virtually no visitors except one friend who looked after her finance. Ms. C was demanding and verbally abusive to all levels of staff. However, a few of our AIN staff were able to reach out to her. Frequently heart-to-heart talks were initiated during showers. In her funeral, there were no other attendance

other than a friend and 3 AINs from the Nursing Home.

I am proud of my team of colleagues. They possess caring attitude and seldom hesitate to try harder to accommodate the needs of our clients. I always thought nursing job is not for everyone. I have some favourite questions during job interviews such as: How do you get on with an aged person? Are you able to handle incontinence issues? Have you seen dead bodies before? Will you be afraid of managing the deceased? Client population in the Home is always a mixed group in terms of backgrounds, upbringings, personalities and presence of dementia. To achieve job satisfaction, we have to learn to be patient and be empathetic.

It is assumed that we tend to be detached from our emotions if we encounter death and dying all the time. Somehow I get teary during my offer of emotional support to the weeping families. Many of our clients lived for months and years in the Home. Subconsciously we consider them as our own family members and get to know them really well. I remember one gentleman passed away, her children came to fetch his belongings, I mentioned to them that their father had always enjoyed singing melodies of the 70's. The children were amazed - they had never heard him sing! Reminiscence is essential for the healing process.





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Carer's Appreciation

Mr. David Lee & his family

Dear EVERYONE,

I would like to THANK YOU for taking care of my dad, Mr. Lee Ling Wai (Room 15B)

I understand that there must be a lot of planning, consideration and adjustment involved according to my dad's daily changing conditions. I just can't take away the credit from you on my dad's improving conditions because of the followings:

The routine to carry my dad to toilet (thank you girls for all your hard work).

- Selection of suitable 'dining menu' (thank you for all the staff working in the kitchen).
- The hygienic requirement is remarkable (thank you guys)
- Appropriate entertainment definitely improves his quality of life (many thanks).
- All the assistance on medication and treatment can not missed for sure (many+many thanks).

I would also like to express my appreciation on the approach regarding my dad's injection recently. Rosie's prompt respond, positive attitude and professional advice on this issue have made our lives so much brighter, and not only to my dad! To allow my dad to receive the injection in the nursing home does offer him an option in case he needs it. It also releases us from watching him suffer. That makes a difference! The monitoring chart is also a system that deserves a credit. It provides sufficient information for us to take corrective actions and these information are utilized when my dad is not conscious enough to make decision for himself.

The management of Bernard Chan Nursing Home or most importantly the attitude developed in staffs really makes itself special. It does not merely maintain residences' quality of life but try to improve. That makes a whole new definition to me.

Moreover, please let me know of whatever assistance I can offer to make your work easier in taking care of my dad. I also think that all of you desire a pay rise with my support (without increasing the fees for nursing home)!!

Thank you very much for your effort and hard work.

Mr. David Lee & his family

He was tense, without any personal belongings, shabby and torn in appearance --- not accompanied by any family member but a Centrelink staff.

In the nursing home application form completed by the Centrelink staff on his behalf, all sections under residential address, family and relatives were left blank, except for this very single word 'wanderer' in the space for 'occupation'

His behaviours were weird. When the AIN was helping him in the shower, he would always clutch his own pants while yelling out a high-pitched scolding. With every meal that was served, he would ask, 'Do I have to pay for that?' He would try by all means to avoid all excursions or entertainment programs arranged by the nursing home. He rejected the regular medications and injection prescribed by the doctor nor he would allow the doctor to conduct a physical examination on him. One thing that was even more peculiar with him is: when the nursing home physiotherapist massaged him, he would scream out frantically for 'Help!'

What had edged him to this?

After a period of counselling and meticulous care by the staff, his heart gradually opened up, his personality became more acceptable. Except for the habit of spitting everywhere and farting loudly in public, his appearance and his behaviours were very much like any other gentle and cultivated residents in the nursing home. People also discovered that he was blatantly straight forward, so straight forward that those who conversed with him might feel a bit embarrassed. Below are conversation fragments picked up as he chatted with other residents. Somehow they piece together his past life.

'In 1958 I left my hometown in Guangzhou and sneaked into Australia illegally via Hong Kong. Our family was so poverty-stricken that a full stomach was practically impossible. The idea of going to Australia came up when I often saw other villagers who had relatives in Australia received money from them. To be honest, it's hard to leave He-hua (literally meaning "lotus flower" --- his wife) and our three-year-old son. I secretly decided to give them a decent living.'

'At that time Australia was upholding the "White Australia Policy", the cops could stop any Chinese anytime right on the street for a body search, then detained them. Luckily I had a village friend who owned a restaurant in Sydney, so I worked and lived there, without the need to be on the street. As a kitchen hand my wage was three pounds per week, then five pounds per week as I later became the chef. Though the wage was low, I could save up quite a sum as bed and board was provided. As illegal immigrants, there's no way for me to open any bank account, I had to ask someone to take the money back to He-hua every now and then. Though He-hua's illiterate, she'd asked someone to write me a letter every time she received the money. She'd also drew a lotus flower by herself on the letters and reminded me in each and every letter of hers that "There's enough money to spend here at home, don't send anymore. Come back when you've earned enough."

'It's around the end of 1965 that the so-called "revolution" broke out in China when He-hua began to mention in her letters "don't come back, very chaotic here" instead of the usual "come back when you've earned enough". She even said, "Find someone to marry there, I won't blame you." I thought some fellow village guys might have told her some rumours like "The widow Lei's so nice to your

husband!" I wrote to He-hua to tell her not to listen to these gibberish talk, "I have scolded that woman and she cried. She is no longer working in our restaurant. I was born to be your husband and will die as your husband. I'll surely come back once peace resumes in the village".

'Thirty years had passed. I could only return to my home in my dreams. People say 'how time flies' but to me that'd been a very long tough time. For thirty years I hadn't bought a house, nor a car, nor desired for any other woman...being alone by myself. The only thing that accompanied me was my own shadow. My one and only hope was to return home, the only thing that brought me happiness was to send money home.'

'With the money I sent home, my family had built the most beautiful brick house in the whole village, my son married the most beautiful girl in the whole village. Hearsay that the girl only agreed to marry my son was because I regularly sent money home...Still I didn't quite understand why letters which bore "the lotus flower drawn by He-hua" and written by my son kept on telling me "don't come back" and that they still had not enough pennies to spend. Didn't people say Mainland China had improved a lot economically? Could it be that He-hua had also changed?

'It's good that Australia abolished its 'White Australia Policy', I finally got legal residency. The wage from being a chef was quite good, at least I could cater for their needs. I nearly sent home every cent I'd earned, not saving a cent for myself.'

'I couldn't bear it anymore and bought an air ticket back to China despite their opposition. My son drove his own car to pick me up. Our house was really big, the grandchildren were so lovely, but I saw no sign of He-hua. As I kept on pestering my son for an answer, he finally told me the truth. He-hua had missed me so much that she passed away twenty years ago. Despite my son's words "we dared not tell you so far just because we're afraid you might be heart-broken", I could see clearly that my son, who was in his 40's, hadn't worked for even a day in the past. He'd been loitering away his time. Servants were employed to help with the house work. It finally dawned to me why they hadn't told me the truth this far and why they kept on asking me for money. Oh my God! What I'd been toiling so far in the past several decades came to nothing! Anyway, I endured everything - as that's still my home. Yet gradually I can see that they could not bear with me anymore. My daughter-in-law complained of having married wrongly to someone who had such a father. My son disliked me as he thought I ate too much. Even my grandchildren disliked me because my farts were too smelly and loud. Then one day my son eventually told me that "he couldn't bear me any longer".'

'Back in Sydney I felt so wretched and hopeless. I didn't have a goal to earn money for. On top of that, I was old, no one was willing to employ me and hence I began my life as a wanderer...'

Perhaps what he'd gone through was just what other elderly Chinese migrants had also experienced. They toiled and saved every cent just for one mere simple goal: to go back to where they belong in their senile years. Yet it was all but a dream. Once they had lost their working ability, they were not even accepted by their own family. The times have changed - fallen leaves may not be able to root where they want to.



Activity Photos 活動花絮 - Bernard Chan Nursing Home 陳秉達療養院



百歲耆英
盧光耀
賀陳秉達療養院
十二週年院慶

十二週年燦爛期
嘉賓來賀慶歡怡
療院新築花開艷
長者揮手限無期
港澳遊人來到鬧
四邊膠椅不遷移
環繞青松多秀茂
風景繁華最樂兮



12th Anniversary 十二週年院慶大合照



anniversary poem written by resident Mr. Lo
盧光耀伯伯寫詩一首賀院慶



gardening 齊齊種盤栽



tea time 花園茶聚，優悠自在



Activity Photos 活動花絮 - Chow Cho Poon Nursing Home 周藻泮療養院



17th Anniversary 十七週年院慶，請來主席切蛋糕

Santa Claus - our greatest Christmas companion
聖誕老人相伴過聖誕



interview of resident by the Aged Care Channel
住客接受電視台訪問



a leisure walk along a leaf - strewn path
漫步黃葉間，倍添詩情畫意



Activity Photos 活動花絮 - Stanley Hunt Centre 沛德日間中心



calligraphy session 書法家揮筆，字字鐵畫銀鉤



Everyone helped to decorate the centre in Christmas.
同心合力，佈置聖誕



Carer Pampering Program –
information talk by CPP worker
社區夥伴計劃員工為照顧者提供資訊講座



creative drawing with straw blowing
用汽水管創作藝術畫



Activity Photos 活動花絮 - So Wai Lifestyle Activity Centre 蘇懷活動中心



pom pom sheep making 看誰做的綿羊最漂亮

water colour painting 似模似樣大畫家



yum cha lunch - Canterbury League Club
飲茶前，先來一幅大合照

yum cha lunch 一盅兩件，最合心意





澳華療養院基金 - 會訊

第一期 —— 二零零九年十二月

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鄭賜霞女士

行政總經理

以人爲本，服務社群

我於二零零五年加入澳華療養院基金，最初擔任策劃及拓展總監，曾協助機構編寫網頁，因此有機會重溫這間機構的歷史和發展過程，發覺澳華療養院基金近三十年來在華人社區屹立不倒，發展愈來愈有規模，是因為這機構有一個特色，就是「以人爲本」。

所謂「以人爲本」，就是以服務對象爲中心，我們最關心的，是長者的需要。我們不會像推銷員硬銷我們的服務，反過來會反復思考我們的服務是否真的適合那位長者。我們提供的服務有一個基本的模式，但這模式很富彈性，透過不斷探討長者的需要和家人提供的資料，以及員工的意見，然後設計一個切合這位長者需要的護理計劃。有些長者性格比較沉默，有些患有癡呆症，根本不懂表達自己，但愈是這樣，我們愈要透過不同的途徑去探索他們心裡想些甚麼，了解他們的過往史和人生經歷，然後才能爲他編寫真正適合他需要的護理計劃。當然長者的需要時常會變，所以每三個月，我們會重新審視這個護理計劃是否合適，透過持續不斷改善，務求讓長者能得到最妥善的服務。

當聘請員工時，我們會看他的性格多於看他的學歷，看他是否有耐性，對高齡工作是否有感受和負擔。因為知識和技能可以透過培訓去改善和進深，但

一個人的特質和價值觀是很難改變。所以我們寧願聘請有這種性格特質的員工，然後爲他們提供合適的培訓課程。員工是我們的資產，透過培訓，讓他們吸收最新的知識和技能，成爲專業的員工，以確保他們提供的服務都能合乎標準。

令我感到引以爲傲的是我有一班志同道合的同事，他們來自江湖四海，有不同的專業，有些曾是社會工作者、職業治療師、註冊護士、教師及記者等，他們來自不同的背景，有不同的價值觀和信念，所以在我們這個機構裡，已是多元化的大匯聚。我們每個人都不完美，各有盲點，但透過不同人從不同角度去思考，集思廣益，互補不足，各展所長，才能帶出最優質的服務。

許多機構都會喊著以人爲本這個口號，但實際上有幾多人可以貫徹始終這個信念？尤其是在華人社會，許多移民到澳洲的長者，因爲語言障礙，根本不知道自己的權利，甚至被人剝削虐待，我覺得必須幫助這些弱勢社群。過去我曾受社工訓練，我覺得人人都是平等，應該得到合理和公平的對待。事實上，在澳洲社會要爲華人長者爭取福利，時常會遇到很多困難，我們必須不怕麻煩，不畏強權，才能爲澳洲華人長者爭取更多福利，令他們得到更多合乎文化和語言的服務。



把每一位長者當做家中一分子

植李倩霞女士 護理服務總監

從事護理工作，每一個服務對象對我們都很重要，一個也不能輕忽。每位長者來到這裡，我們都會為他度身訂做一套護理計劃，好像行動不便的，員工要格外注意和輔助；若牙齒有問題，我們會為他安排特別軟的食物；長者來自不同地方，有各自的生活習慣和宗教信仰，我們必須尊重，像某些傳統的長者，我們必須緊記大年初一不可以替他們洗頭。當然最初的護理計劃一定未夠全面，但透過每天照顧他們的助護細心觀察，耐心和他們溝通，知道他們實際的需要，我們會再修訂整套護理計劃。老人家是這樣，要感受到你真正關心他，才會向你吐露心事，我們要將每一位長者當做家中一分子去看待。所以在這裡工作的員工必須有愛心，有時或許需要額外付出，但只要滿足到每一位長者的需要，他們開心，我們也會開心！

每位員工入職時，我們都會向他們介紹我們機構的宗旨和信念，讓他們明白何謂「以人為本」，要善待每一位長者。我們有機制去監察每位員工，若發現某位員工對待

長者的態度有不妥當，會私下提醒他們。當然，要澳華療養院基金上下全人貫徹始終「以人為本」的精神，我覺得最重要是以身作則。好像走過院舍大廳，看見有位長者走路時步履不定，我會扶他到目的地，然後會提醒員工多加留意。我們用心關懷每一位長者，不但長者感受到，員工也會耳濡目染，所謂上行下效，我覺得說甚麼都不及身體力行更具感染力，我們這裡沒有階級觀念，不會分甚麼高層低層，即使會長也很平易近人，對待每位長者每位員工也很親切，很自然地將「以人為本」變成這裡的文化。

許多人會以為高齡服務是很沉重，很不開心的工作，我卻不認同，相反，能在那些長者最後的日子裡，給他們提供最適切的護理服務，讓他們有一個安穩和快樂的晚年，我覺得這份工作很有意義。而每次長者向我表達謝意時，就算一個感激的微笑，一句鼓舞的說話，都會成為我們繼續努力向前的動力。



陪他們一起走過最後的日子

張安妮女士 陳秉達療養院院長

我在療養院工作了十二年，服侍過超過百多位長者，和他們渡過很多歲月。對我來說，每位長者都很重要，即使我不能唸出每個名字，但他們的臉孔卻時刻深印在我腦海裡。好像有位李婆婆（假名），她身型很高大，肩膊長了一個腫瘤，醫生建議她開刀切除，但她怎樣也不肯，後來那個腫瘤一直長大，大到重十公斤，而且傷口常滲水。每次替她的傷口換藥真的非常困難，因為她的身體很重，除了我之外，還需要三個助護、一個廚師、一個清潔同事和一個洗衣房的同事，差不多七個人，才可以替她換一次藥幾。其實她的家人從來沒過問，而神智混亂的婆婆更不會開口要求，但我們仍然堅持每天這樣做，因為覺得不這樣做，她會感到不舒服。那班同事真的很有愛心，沒有一個說過一句放棄的話，每天到換藥時間就自然地走出來幫忙，堅持了差不多兩個星期，終於在一個寧靜的晚上，那位婆婆安詳地離世，能服侍她讓她舒舒服服走完最後的一程，讓她很有尊嚴地離世，我們心裡也感到很舒服。

我也記得有位勤婆婆（假名），性格非常強悍，可能跟她的背景有關，年輕時她是位自梳女，七十年代跟隨主人來到澳洲打工，退休後入住政府公屋，因為中風入住療養院，但她的人緣非常差，院內幾乎每個人都給她罵過，她說話尖酸刻薄，餐膳少一點菜就把別人罵得狗血

淋頭，體無完膚，所以人人都怕了她。我們的助護很有愛心，替她洗澡時勸她做人不要太執著，跟她講些心底話，慢慢地跟她建立感情。在她的葬禮上，除了替她辦理後事的朋友一家外，就只有我們院內三位助護同事送她最後一程。

最令我感到自豪是有一班很有愛心的同事，有些工作以外的事，我從沒要求她們做，但她們都樂意去滿足長者的要求，她們說不這樣做，良心會過意不去。其實這份工作不是每個人都可以勝任，所以每次和求職人士見面時，我會開門見山問她們是否喜歡和老人家相處？要接觸老人家大小便有沒有問題？怕不怕看見死人？還有，我們的長者來自江湖四海，性格各有不同，工作人員必須非常包容和忍耐，不然不能做好這份工。

許多人以為我看過很多長者離世，應該會變得很麻木，但很奇怪，每次長者離世，看見他們的家人哭，我也會陪著他們一起哭，可能照顧他們太久，不知不覺已經把他們看成是自己家人。我們每天照顧那些長者，有時比他們的家人還要熟悉和親近，記得有位伯伯離世後，家人回來收拾他的遺物，我們說起他們的爸爸很喜歡唱歌，特別是七十年代的電視劇主題曲，他們竟然不知道，從我們憶述他們父親事迹裡，他們的心也得到安慰。





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蘇懷活動中心

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社區夥伴計劃

新州金匙區維美街四百一十三至四百二十五號

電話: 02 9784 0838

傳真: 02 9784 0800

電郵: cpp@anhf.org.au

高齡家居照顧計劃

悉尼東南區: 新州歐田磨區鍾士街五百二十八至五百三十八號

電話: 02 9211 9838

傳真: 02 9280 0239

電郵: cacpses@anhf.org.au

悉尼西南區: 新州綠田公園區綠田園路十七號

電話: 02 9753 3400

傳真: 02 9753 3500

電郵: cacpsws@anhf.org.au

高齡家居護理計劃

悉尼西區: 新州金匙區維美街四百一十三至四百二十五號

電話: 02 9784 0868 / 02 9784 0869

傳真: 02 9784 0800

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謝函

大家好！

衷心感謝大家一直以來對我父親 – 李令維（房號 15B）– 的照顧。

我知道父親的情況每天都在轉變，相應而來的安排、考慮以及調節必定很多。觀乎下列種種情況，實在不能抹煞各位在改善父親身體狀況上的功勞：

- 照顧父親上廁所的日常工作（謝謝各位女護理員工的辛勞）
- 安排合適的「餐單」（謝謝所有膳食員工）
- 令人讚嘆的衛生情況（謝謝每一位職員）
- 合宜的文娛活動，絕對有助提高他的生活質素（不盡的謝忱）
- 不可不題的就是所有在藥物及醫療護理上的幫助（不盡+不盡的謝忱）

我也要就父親最近接受的注射安排表達謝意。張院長明快的回應、積極的態度及專業意見，不單止令父親的生活、同時也令我們的生活輕鬆得多了。能夠在療養院裏接受注射，除了讓父親萬一在有需要時可以多一個選擇外，更免我們眼睜睜地看著他受苦。何等差天共地的分別！「柏金遜症廿四小時觀察表」這安排也值得一讚，表內提供充足資料，以便作出適時護理；當父親不能明確地表達護理要求時，觀察表也可協助護理員工作出適當的安排。

陳秉達療養院之所以出類拔萃，始於管理完善、成於員工之卓越工作態度。院方不但維持院友生活質素，兼且積極求進，令我對院舍服務有一嶄新的體會。

在照顧父親方面若有任何地方我可以幫忙，讓員工的護理工作變得較輕省，請儘管告訴我。我也希望能薄盡綿力，支持各位員工得到較高的薪津（院方無需承擔額外費用）！

深深感謝你們的辛勞！

李先生及其家人

（此文由英文版本翻譯而成，若有任何問題，均以英文原版為準）

他不是由親屬陪同前來，而是由社會福利部的工作人員帶來的，蓬頭垢面，神情緊張，沒有攜帶任何行李。在福利部人員爲他代填的入住療養院表格中，家庭住址、親屬，都是空白，曾經從事的職業一欄中，也只有一個簡單的單詞「流浪漢」。

他的行爲怪異，護士小姐爲他洗澡時，他會緊緊拉住自己的褲子大聲斥責。面對院內提供的飯菜，他總是要問：「吃了要不要付錢？」，院內的娛樂活動和出外旅遊他總想辦法逃避，他拒絕醫生給他定期檢查身體和打針吃藥，更奇怪的是，當院內的物理治療師替他按摩時他會嚇得大喊：「救命！」甚麼遭遇使他變成這樣？

經過一段時間的心理輔導和員工們的細心照料。他的心結漸漸解開了，性格也變得開朗。要不是習慣隨地吐痰和不在乎在大庭廣眾放響屁，他的外表和舉止與院內其他溫文爾雅的住客沒有甚麼區別。大家還發現；他特別坦率，坦率得連聽他講話的人都會感到不好意思。以下斷斷續續地記錄了他和其他住客的談話，這些話揭開了他的身世之謎。

「我是一九五八年底從廣東鄉下經香港偷渡到澳洲，當時家裡窮，總是吃不飽飯，看到村裡有親屬在澳洲的人經常收到澳洲寄來的錢，就動了這個念頭。說實在，我真捨不得荷花(他的妻子)和年僅三歲的兒子，我暗暗下決心，要讓他們過上好日子。」

「澳洲當時實行白澳政策，警察可以當街檢查華人身分和拉人，幸好有個同鄉在悉尼郊區開餐館，我就到他的餐館打工，吃和睡都在餐館裡，連街都不用上。開始當幫廚的工資是每周三英鎊，後來當廚師每周是五英鎊，雖然人工不高，但是因爲我吃住都是免費，還是積了不少錢。『黑民』是不能開銀行戶口，所以每隔一段時間我就會托人把錢寄回去，荷花雖然不識字，可是每次收到錢她都會請人代她寫信給我，而且在信中她會親筆畫上一朵荷花，每封信中她都叮嚀我：『家裡的錢已經夠用，你不用再寄錢，錢賺夠了就回來。』」

「大概從一九六五年底開始，中國開始進行甚麼革命時。荷花來信不再提：『錢賺夠就回來』這句話。改成：『這裡很亂，千萬不要回來』。還說：『你在外面另找人結婚吧，我不會怪你的』。我想：一定是同鄉亂嚼舌頭，對她說甚麼：『有個洗碗的雷寡婦對我好』。我寫信告訴荷花，叫她別聽他人亂講，那

寡婦給我罵哭，已經不來餐館打工。我生是她荷花的人，死是她的鬼，只要鄉下太平，我一定就回家。」

「三十年過去了，我還只能在夢中回家，有人感嘆；時間真快！可是，我覺得時間很難熬，三十年來我不買房、不買車、不找女人，孤身一人，唯一陪伴我的是自己的影子。唯一的希望就是回家，唯一使我感到幸福的就是往家裡寄錢。」

「用我寄回的錢，我家蓋起了全村最漂亮的磚房，我兒子娶了全村最漂亮的姑娘，聽說：那姑娘是因爲知道我經常寄錢回家才肯下嫁給我的兒子。可是我不理解；爲甚麼由我兒子代寫的「由荷花畫上荷花」的來信還是一再叮囑我：「不要回家」，而且不斷地叫窮。不是說大陸已經變好很多？難道荷花也變了？還好，澳洲已經廢除了白澳政策，我拿到了合法身分，大廚的收入還不錯，總算可以滿足他們的要求，我幾乎把賺到的每一分錢都寄回家，自己一直沒有積蓄。」

「我終於忍不住，不顧他們的反對買了回國的機票。兒子開着私家車來接我，家裡的房子很大，孫子也很可愛，可是我卻沒有見到荷花，在我不斷的逼問下，兒子終於說出了實話。原來荷花早在二十年前因爲過度思念我而離開了人世，雖然兒子說：『爲了怕你傷心，一直不敢告訴你。』但是我看到四十出頭的兒子從沒做過一天工，整天游手好閒，家裡還僱了傭人料理家務，我終於明白了；爲甚麼他不告訴我實情，不讓我回家和不斷地向我要錢的原因。天啦！我幾十年流的血汗換來的竟是這樣的結果！儘管如此，我還是忍住了，畢竟這還是我的家。可是，家裡人卻越來越忍不住了，兒媳整天抱怨嫁錯了郎有個這樣一個父親，兒子嫌我飯量大，就連小孫子也嫌我放屁又臭又響而不願意靠近我，終於有一天兒子告訴我，他已經忍無可忍。」

「回到悉尼以後，我萬念俱灰，失去了賺錢的動力，加上年紀大了，沒有人願意僱用我，從此，我開始了流浪生活。」

也許他的經歷是許多澳洲老一代華人的共同經歷，他們克勤克儉，只爲了一個簡單的目標，就是年老時可以落葉歸根，可是到頭來卻發現只是一場夢。一旦他們失去了經濟能力，就是他們的家也容不下他們，時代變了，落葉未必能歸根！