Caring for Children in Residential Service during COVID
疫情下家舍兒童的照顧

10 Questions and Answers with Ms Karen Yeung, Social Worker (Small Group Home), and Ms Gladys Lam, Shelter Coordinator (Children's Shelter for Non-Chinese Migrants)
「十問十答」- 兒童之家社工楊姑娘及非華裔移居人士兒童庇護中心統籌林姑娘

Q1. Please tell us about the operation of a child residential home.
請問你所服務的兒童家舍是如何運作？
Karen: Usually 6-8 children reside in one residential home, looked after by residential staff 24 hours a day. There are also workmen who assist with the daily cleaning and cooking at the Home.
楊: 一般來說，每個家舍均有一名家舍職員24小時照顧6-8位家童的日常生活，家舍亦聘有工友協助家舍的日常清潔及煮食等工作。

Q2. What is the daily routine?
家舍每天日常時間表大概是如何？
Karen & Gladys: It very much depends on the children's needs. Generally, everyone will get up at 6 in the morning. Residential staff and workmen will then assist in picking up the children to and from school or the school buses. Dinner is usually at 6 pm, while bed-time is usually 9:30 pm.
楊及林: 根據家童的作息及學習需要，一般家童會於早上6時多起床梳洗，家舍職員及工友會協助接送家童上學放學，下午六時晚飯過後，一般晚上九時半便關燈休息。

Q3. During the fifth wave of the pandemic, how many children in your Home / Shelter were sadly infected with COVID?
第五波疫情期間，你所服務的家舍有多少兒
童確診新冠肺炎？
Karen: I have been managing the Home in Wong Tai Sin. In the period from 17 to 20 February, among the seven children aged between 5-14 living in that Home, six caught COVID. That was a time when hospitals were full. Even private clinics were often fully booked. Our staff had to wait in lines almost every day before the clinic opened in order to secure a spot for the sick children. We also had to feed the children with medication and measure their body temperature from time to time to ensure that their health conditions are stable.
Gladys: The Children’s Shelter that I manage is on Hong Kong Island. At that time, there were six ethnic minority children between the ages of less than one and six years. They were all infected with COVID in mid-February, along with two staff members of the shelter. At that time, the two confirmed staff members had to take all six children to hospital for treatment.

Since all hospitals in Hong Kong were fully occupied, they had to sleep in armchairs offered by the hospital for days before being sent to the Infection Control Centre in North Lantau Island and the Penny’s Bay Quarantine Centre for 14 days of quarantine.
楊：我管理的家舍位於黃大仙，當時共有七名5-14歲家童同住。在2月17至20日即第五波疫情期間，該家舍共有六名家童確診。當時醫院床位非常緊張，私家診所經常額滿，故家舍職員差不多每天需要在診所前到
達輪候籌號，並照顧家童依時吃藥及量體溫，以確保家童的健康狀況穩定。

林：我管理的位於港島的兒童庇護中心，當時有六名少於1歲至6歲的少數族裔兒童居住，他們在二月中旬兩名職員都確診染疫。當時，兩位已確診的職員都需要分別帶同數名小童到醫院求診，而醫院床位已完全爆滿，他们在醫院的扶手椅上睡了數天後，被安排至分別於北大嶼山的香港感染控制中心及竹篙灣檢疫中心接受十四天隔離。

Q4. How was the situation of having to quarantine with sick children?
多名兒童確診新冠，隔離時的情況如何？

Karen: The staff who were already serving in the Home at that time were exhausted every day. Unfortunately, the staff on other shifts could not come to the Home for shift work at that time due to family infections or the compulsory testing of their buildings, so I knew I had to be there. At first I planned to wear PPE while on duty, but there were just too many emergencies that needed to be dealt with from the moment I entered the Home. Children were vomiting, so we had to carry out disinfection and cleaning immediately.

The time and amount of medicine for each child were different. Even at midnight we had to give medicine and ensure that the sick children were conscious. We also tried our best to set up an isolation area. Those who were diagnosed needed to stay in the room for 14 days, and those who were negative had to stay in the living room. Mealtimes were also separated and there was no sharing of bathrooms.

Gladys: There were no toys in the quarantine centres. Children with autism were very much distressed and screamed to vent their emotion. Our staff had to use their creativity to make a fun time for the children out of nothing. One used empty water bottles as bowling pins, and towels were wrapped up into balls for the sick children to play with.

楊：當時已於家舍內服務的職員每天疲於奔命，可惜其他輪更的職員又因家人感染或居
住大廈強檢等原因，未能在當時到家舍輪更工作，故我便親自進入家舍協助照顧。起初
我打算在家舍內穿著保護衣，但實際工作時
有太多突發情況需要處理，如多名家童都有
嘔吐的情況，我們都來不及更換保護衣便得
立即進行消毒清潔。

每位家童服藥的時間及份量不一，即使在凌
晨時份我們亦要餵藥及確保他們神智清醒。
我們亦盡量在家舍設立隔離區域，確診的需
要留在房間十四天，陰性的則留在客廳，分
開進食時間及不共用洗手間等。

林：隔離檢疫中心並沒有任何玩具，對於患
有自閉症的兒童來說會感到苦悶，他們更會
尖叫來發洩情緒，我們的同工當時立刻發揮
創意，將飲用完的水樽當作保齡球瓶，毛巾
用作球，供病童玩樂。
Q5. When the situation was extremely difficult, what was the most memorable moment?

Karen: What I remember most is not how hard it was, but how blessed I am to have my team backing me up. My colleagues at other Homes gave me a lot of support, helping us buy food, cleaning supplies, cooling pads, and so on. The agency also provided a large number of RAT sticks for use in mid-February, which helped prevent the virus from spreading to other Homes.

Gladys: I am very grateful for the devotion of my frontline colleagues, especially for taking care of the sick children even after falling sick themselves. One of the colleagues finished isolation a few days earlier than the children. But she chose to stay in quarantine camps to continue taking care of the kids. This indeed is very heart-warming.

Q6. How did you feel at that time?

Karen: Facing all the challenges of manpower and supplies, as a responsible social worker, I know that I must keep calm and stay vigilant. In fact, I had no time to worry at all. All I could do was to stay focused and tackle any issues that came my way.

Gladys: 面對家舍多人染疫，人手物資均非常緊絃，我了解自己必須保持冷靜，處變不驚，沉著應戰，實際上我根本沒有時間憂慮，每分每刻都得解決眼前的問題。

Q7. What were the parents’ reactions when they learned that their children were infected with COVID?

Karen: Through the children's social workers in charge at the Social Welfare Department, we provided regular reports of the children's situation to their parents, who gradually felt relieved after their initial worries. The younger children did not experience many emotional ups and downs when they found out they were infected, but a more grown-up teenage resident was so worried that he cried, thinking he was going to die! We provided him with the correct information about the disease and comforted him.

Gladys: We also took the opportunity to advise service users and their parents to get vaccinated so as to reduce the risk of infection.

I had no time to worry at all.
All I could do was to stay focused and tackle any issues that came my way.

實際上我根本沒有時間憂慮，每分每刻都得解決眼前的問題。
Q9. How do you care for the emotional needs of these children during the pandemic?

You: How do you handle the emotional needs of the children during the pandemic?

Karen: Many of the children in Homes have special learning needs, such as attention deficit, autism and hyperactivity disorder. During the pandemic, children’s amusement facilities were closed, and having to stay indoors for such a long period caused great challenges for both the children and our staff. We are lucky to have very caring staff who engaged the children in artwork and cake-making, as well as taking them out for exercise / walks in batches.

Q10. What are the moments that you think make all the challenges worthwhile?

You: What are the moments that you think make all the challenges worthwhile?

Karen: Many years ago, there was a single-parent child who entered the Home when he was 4 years old. At that time, his mother was very much estranged from him. Over the years, I tried to persuade the mother that every child has only one childhood. A child’s growth very much requires the participation and support of parents, and there is no turning back if we miss the chance to be there for our child. Gradually I saw the change in the mother. She even decided to live with the child again after a few years, when the child reached 7 years old. That, in fact, is the ultimate goal of our service: to provide temporary support to children in need, and to help them eventually reunite with their family.
Remembering Mrs Anne Marden

It is with deep sadness that ISS-HK announces the passing of its beloved Vice Patron Mrs Anne Marden, who over 40 years worked tirelessly to guide and support ISS-HK in its mission. The family advised ISS-HK of her death at her home in Shek O on 31 May 2022. She was 96 years old.

Mrs Marden joined ISS-HK as an Advisory Committee member in 1973 and became Vice Chairman in 2007. She became the Vice Patron in 2015, having retired from the Advisory Committee the previous year. From refugee camps to centres serving new arrivals from Mainland China, Mrs Marden visited often to see conditions for herself and assess how service users and ISS-HK staff were coping, bringing comfort and hope to many. She also used her personal prominence to intervene directly with authorities for families and individuals facing extreme difficulties.

“For all at ISS-HK, including the younger generation, Mrs Marden was simply a legend. Her heart to help refugees, asylum seekers, ethnic minorities, new arrivals struggling with life in Hong Kong, plus many others, was always open, without limit. She cared especially for vulnerable children.

Being a true humanitarian, the breadth and diversity of Anne’s lifetime of voluntary social service to Hong Kong was astonishing. ISS-HK pays highest possible tribute to Anne, we mourn her loss and offer our deepest condolences to her large family,” said Mr Stephen Yau, Chief Executive of ISS-HK.

本社沉痛宣佈副贊助人安妮·馬登夫人於本年5月31日與世長辭，享年96歲。馬登夫人過去超過四十年無私服務本社，引領及支持本社實踐使命。馬登夫人的家人告知她於石澳家中安詳離世。

馬登夫人於1973年成為國際社顧問委員會委員，於2007年成為副主席。她於2014年卸任顧問委員會委員，並於翌年起擔任國際社的副贊助人。

馬登夫人多年來經常親身造訪各種服務單位，由難民營到內地新來港人士服務中心都有她的足跡。她親自親民洞察情況，關顧使用者及同工，為無數人帶來安慰與希望。馬登夫人亦利用她自身的影響力，為陷於困境的家庭和個案直接向有關當局爭取援助。

本社行政總裁邱浩波先生說：「對國際社及年輕一代而言，馬登夫人可謂一代傳奇。她多年來一直以最誠懇的心幫助難民、尋求庇護者、少數族裔、新來港人士，以及香港掙扎求存的社群，大愛無疆，她尤其心繫貧弱的兒童。

馬登夫人一生參與的義務工作極其廣泛及深入，在許多範圍都倡導了新的服務方向，是真正的人道主義者。我謹代表國際社對馬登夫人致以最崇高的敬意。我們將永遠懷念她，並對她家人致以最深切的慰問。」
Care for Subdivided Unit Residents

送暖到㓥房戶

The COVID-19 pandemic has lasted for more than two years. Grassroots families were deeply affected especially after the fifth wave of the pandemic broke out early this year. On 25 March, ISS-HK Chief Executive Stephen Yau joined with LegCo Member The Reverend Peter Douglas Koon Ho-ming and other representatives of the social welfare sector to distribute anti-pandemic gift packs to subdivided unit service users in Sham Shui Po. They also hoped that the public will be more aware of the situation faced by these individuals and provide support whenever possible.

On 8 April, ISS-HK Honorary Treasurer Ms Winnie Fan also paid a visit to subdivided units and modular social housing in Sham Shui Po. Besides giving out anti-pandemic gift packs, she sat down to talk to families living there to understand their challenges and needs. The families were overjoyed when they received the gift packs.
“Comprehensive Student Guidance Service” during the pandemic
疫情中的小學「全方位學生輔導服務」

Due to the impact of the fifth wave of COVID-19, all schools in Hong Kong had a special holiday in March. ISS-HK school social workers made use of online platforms to organize volunteering activities such as elderly visit, as well as social skills training sessions in order to encourage students to make good use of their leisure time and to sustain their motivation to learn. When face-to-face classes resumed in late April, social workers continued to provide "Comprehensive Student Guidance Service" to primary school students to engage them with various life education activities and team building games.

第五波疫情影响下，全港学校于三月开始了特别假期间，本社的学
校社工运用线上平台举办各类义
工长者探访及社交技巧训练，以
鼓励学生在疫情期间善用余暇关
心有需要的长者，并保持学生学
习的动
力。四月底，学校陆续回
复面授课程，本社继续为学生提
供「全方位学生辅导服务」，积
极为小学生的安排不同类型的生
活教育活动及团队训练。

ISS-HK Flag Day Online Campaign 2022
Raising funds for Emotional Health Education for Families

Emotional health has been the talk of the town for some time, and with family members stranded at home during the pandemic, hidden or long-ignored issues among family members surface and conflicts often arise.

The ISS Family Institute (ISSFI) has been committed to enhancing the functioning of individuals, families and the society through the use of the Family Systems Theory since it was established in 2002. Their courses have been well-received by psychologists, counsellors and social workers alike.

In order to support the ongoing development of the Family Institute, the agency planned to organize a territory-wide Flag Day on 30 April 2022. The activity was cancelled due to the severe pandemic situation, hence all fund-raising activities have been moved online. With the concerted efforts of our staff and volunteers, over one million was raised exceeding the original fund-raising target. With the extra resources, ISSFI is now able to offer courses and counselling services on emotional health education to more families in need.

近年社会多了关注「情绪健康」的课题，而在疫情间，在家工作及上
网课都催化了很多原本已存在的家庭矛盾。国际社家庭学院自2002年成
立以来一直推广以「家庭系统理论」来强化个人、家庭和社
会的功能，课程一直深受心理学家、辅
导员和社工欢迎和推崇。

为支持国际社家庭学院的发展及营运开支，本社原订于本年4月30日举行街
头筹款活动，惟因疫情严峻须将
活动取消，改以线上方式筹款。在各同工及义工的努力下，本社成功筹得
逾一百万善款，超越了最初订下的筹
款目标，为国际社家庭学院筹得重要款项。学院计划提供更多为社会该
届而设的课程及辅导服务，教授教养子
女，及培养情绪成熟父母和孩子的方法，希望更多不同阶层的家庭可以受惠于这些培
训。
New Arrivals from Mainland China

服务宗旨
协助新来港人士尽快适应并融入本地社区，提高他们的社会功能及自给自足的能力，且及早为有需要的家庭提供所需服务。

服务对象
由中国内地持往港澳通行证（俗称单程证）来港定居人士及其家庭。

运作模式
一般服务 - 深水埗(中心)
- 社区适应活动
- 新来港儿童适应课程（由香港教育局资助）
- 资讯讲座
- 義工服务
- 「新民通讯」直邮（每两个月一次）

在羅湖入境處設抵港諮詢及轉介服務（自2020年疫情开始後改於深圳灣口岸提供服务）
入境處人事登記辦事處（九龍辦事處）設諮詢服務

如何申请服务？
可致電或親身報名

Words from Programme Director

服務總監的話

It has been 50 years since ISS-HK started offering services to new arrivals from Mainland China. We are the only non-governmental organisation to station at Immigration Department and to provide services at the Luohu and Shenzhen Bay borders. The handover brought people in China and Hong Kong closer together, but conflicts have worsened in the recent years, bringing distress to many new arrivals to Hong Kong from the Mainland. ISS-HK has been providing an array of professional services based on its ample experience in the field, which helps numerous new arrivals to settle in city and integrate into society.

香港國際社會服務處提供來港人士服務已超過50年歷史，亦是本地唯一駐守入境事務處及深圳灣開關提供服務的非政府機構。香港回歸後，中港關係更加密切，但近年中港矛盾紛紛，對從內地來港人士的局處極度困擾，國際社一直秉承過去豐富的服務經驗，提供多元化的專業服務，協助新來港人士盡快適應香港生活及融入香港社會。

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Service Hours

Mon - Fri: 9:00 AM - 9:00 PM
Sat: 9:00 AM - 12:00 PM
Sun, Public Holidays: Closed