



## 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，每個家舍均有家舍職員24小時照顧6-8位家童的日常起居，家舍亦聘有工友協助家舍的日常清潔及煮食等工作。



▲ Ms Gladys Lam  
林姑娘



▲ Ms Karen Yeung  
楊姑娘

### 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，一般家童會於早上六時多起床梳洗，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病毒？

**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歲的家童同住。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營業前到



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，他們於二月中連同兩名職員都紛紛染疫。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，他們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，隔離時的狀況如何？

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?**

在最困難的時候，有沒有難忘事可分享？

**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.

**楊:** 我最難忘的不是過程中有多辛勞，而是我親身感受到團隊合作的重要性。當時兒童之家的其他同工給予我很大支持，幫助我們在外搶購食物、清潔用品、散熱貼等物資，機構亦於2月中已張羅到大量快速抗原測試棒供家舍使用，有助我們控制情況，令病毒不致擴散到其他家舍。

**林:** 我很感激前線同事盡忠職守，在確診後一直緊守崗位照顧染病的幼童。有同事原本可早數天完成隔離，她仍決定留下繼續照顧尚未完成隔離的幼童，令人動容。

*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。

**Q6. How did you feel at that time?**

當時你的感覺是甚麼？

**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.

**楊:** 面對家舍多人染疫，人手物資均非常緊絀，身為負責社工，我了解到自己必須保持冷靜，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?**

家舍兒童的家長知道自己子女患病後，有何反應？

**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.





楊：我們透過家童的社署負責社工，定時向他們匯報家童的情況，家長起初由擔心逐漸便放心起來。年紀較少的家童在知道自己染疫後亦沒有很大的情緒起伏，倒是有位已是中學生的家童曾擔心得哭起來，以為自己必死無疑！我們便向他提供正確的疫情資訊並安慰他。

林：我們亦藉此機會呼籲服務使用者及其家長接種疫苗，減低感染風險。

#### Q8. Since the pandemic, what are the additional challenges of taking care of children in residential services?

疫情兩年多來，照顧家舍的兒童有甚麼額外的挑戰？

**Karen:** The pandemic makes school-learning unstable, and online learning becomes part of normal life. At the beginning of COVID, we were unable to provide enough laptops for all eight children in a Home. But after a time, we could obtain enough hardware and the stability of the network in the Homes greatly improved. Residential staff also became familiar with the basic operation of such software as Zoom, e-class, Teams, etc. Secondary school students in the Home also helped younger children deal with problems they faced in online classes.

**Gladys:** In order to facilitate caring for children of different nationalities, most of the staff in the Children's Shelter are non-Chinese. They cannot read or speak Chinese, so they find it difficult to help children with their Chinese homework. So I offer to help them from time to time.

楊：疫情期間學校不時停課，我們起初在硬件上曾應付不了八個小朋友一起上網課，幸好現在家舍的電腦設備已足夠，網絡的穩定性已大大提高，家舍職員更已非常熟悉Zoom, e-class, Teams 等軟件的基本操作，家舍內的中學生亦能協助年紀小的家童處理上網課時面對的問題。

林：為方便照顧不同國籍的兒童，在兒童庇護中心內工作的大都是非華裔同工，他們不諳中文，在幫助兒童處理中文科目的作業時會感到吃力，我有時也需要協助他們。



#### Q9. How do you care for the emotional needs of these children during the pandemic?

你如何料理疫情期間家舍兒童的情緒？

**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.

楊：家舍內的家童大部份都有特殊學習需要，如專注力不足、自閉症及過度活躍症等等。疫情期間，公園的兒童遊樂設施關閉，長期留在家舍內對他們及職員均造成極大挑戰。幸好家舍同工都很有耐性，會與他們做勞作及製作蛋糕等活動，並會分批帶他們外出跑跑走走。

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

有沒有哪些時刻讓你覺得一切辛苦都值得？

**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.

楊：多年前曾經有位單親家童，進入兒童之家服務時4歲，當時他的母親與他非常疏離，甚少理會家童的事，多年來我不時找機會向該母親灌輸以下概念：小朋友只有一次童年，他們的成長很需要家長的參與及支持，時間錯過了便不能追回。我漸漸看到那位母親的轉變，她更在家童7歲時決定接回家童一起生活，達到了兒童之家的最大目標：在兒童有需要時提供短暫支援，並協助他們最終與自生家庭團聚。



## Remembering Mrs Anne Marden 永遠懷念馬登夫人

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服務單位，由難民營以至內地新來港人士服務中心都有她的足跡。她總會親自觀察前線情況，關顧服務使用者及同工，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人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、新來港人士等於香港掙扎求存的社群，大愛無疆，她尤其心繫脆弱的兒童。」

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 送暖到劏房戶

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.



新冠肺炎疫情已持續超過兩年。今年年初第五波疫情爆發後，基層家庭深受影響。3月25日，本社行政總裁邱浩波聯同管浩鳴牧師等人到訪本社深水埗（南）綜合家庭服務中心，探訪中心服務的多個劏房戶家庭，為他們送上愛心禮包，並呼籲公眾身體力行，支持大行動在疫情下對基層家庭的各項支援。

4月8日，本社義務司庫范翠華女士亦探訪了居於深水埗劏房及組合社會房屋的弱勢家庭，為他們送上抗疫愛心包，並關心他們在疫情期間的生活和需要，服務使用者收到愛心包都如獲至寶。





## “Comprehensive Student Guidance Service” during the pandemic 疫情中的小學「全方位學生輔導服務」



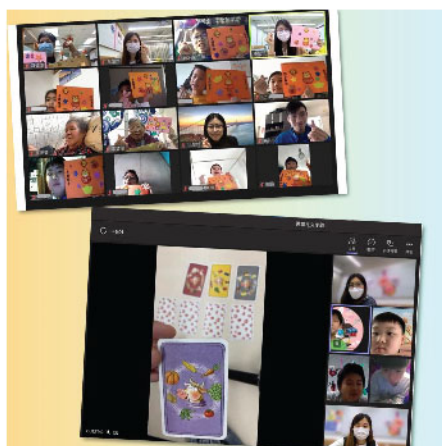
Primary students take part in “Harold’s Van” Life Education Activity Programme and “Understanding Adolescent Project” (Primary) to learn ways to maintain healthy lifestyles and teamwork skills.

小學生正參與「哈樂車」生活教育活動計劃及小學「成長的天空」計劃，學生從遊戲中學習建立健康生活模式及團隊合作技巧。



During the fifth wave of pandemic, students participate in online elderly visits and social skills training to show care to the elderly in need and maintain their learning motivation.

第五波疫情下，小學生參與了線上義工長者探訪及社交技巧訓練，同學從中關心有需要的長者及保持學習的動力。



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.

第五波疫情影響下，全港學校於三月開始了特別假期，本社的學校社工運用線上平台舉辦各類義工長者探訪及社交技巧訓練，以鼓勵學生在疫情下善用餘暇關心有需要的長者，並保持學生們學習的動力。四月底，學校陸續回復面授課堂，本社繼續為學生提供「全方位學生輔導服務」，積極為小學生安排不同類型的生活教育活動及團隊訓練。

## ISS-HK Flag Day Online Campaign 2022 Raising funds for Emotional Health Education for Families 國際社2022年全港賣旗日線上籌款 為普及家庭情緒教育籌募經費

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, counselors 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.

近年社會多了關注「情緒健康」的課題，而在疫情間，在家工作及上網課都催化了很多原本已存在的家庭矛盾。國際社家庭學院自2002年成立以來一直推廣以「家庭系統理論」來強化個人、家庭和社會的功能，課程一直深受心理學家、輔導員和社工歡迎和推崇。

為支持國際社家庭學院的發展及營運開支，本社原訂於本年4月30日舉行街上賣旗活動，惟因應疫情嚴峻須將活動取消，改以線上方式籌款。在各同工及義工的努力下，本社成功籌得逾一百萬善款，超越了最初訂下的籌款目標，為國際社家庭學院籌得重要款項。學院計劃提供更多為社會公眾而設的課程及輔導服務，教授教養子女、及培養情緒成熟的父母和孩子的方法，希望更多不同階層的家庭可以受惠於這些培訓。







## New Arrivals from Mainland China 內地新來港人士服務

### What do we do?

The service assists new arrivals from mainland China to adapt and integrate into the local community and empower them to achieve self-sufficiency, as well as to provide early intervention to families in need.

### Who do we serve?

Mainland residents coming to Hong Kong for settlement on Permits for Proceeding to Hong Kong and Macao (One-way Permits) and their families.

### How do we operate?

General (at Shamshui po centre)

- Orientation and Adjustment Programmes
- Induction Programme for newly arrived children (Sponsored by Education Bureau)
- Information service
- Volunteer service
- Newsletter (bimonthly)

At Lowu (Moved to Shenzhen Bay since pandemic started in 2020)

- Information and referral service in Luohu checkpoint

At the Registration of Persons Office of Immigration Department (Kowloon Office)

- Information Service provided at the Registration of Persons Office of Immigration Department

### How to apply for the service?

Apply in person or call for programme/activity application



### 我們的服務宗旨是

協助剛由內地來香港定居的人士盡快適應並融入本地社區，提高他們的社會功能及自給自足的能力，且及早為有需要的家庭提供所需的服務

### 我們的服務對象是

由中國內地持前往港澳通行證（慣稱單程證）來港定居的人士及他們的家庭

### 我們的運作模式

一般服務 - 深水埗(中心)

- 社區適應活動
- 新來港兒童適應課程（由香港教育局資助）
- 資訊講座
- 義工服務
- 「新民通訊」編印（每兩月一次）

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

### 如何申請服務？

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. 香港國際社會服務社提供內地新來港人士服務已超過50年歷史，亦是本地唯一駐守人民入境事務處及羅湖/深圳灣關口並提供服務的非政府機構。香港回歸後，中港關係更加密切，但近年中港矛盾加劇，對從國內來港團聚的同胞極度困擾，國際社一直秉承過往豐富的服務經驗，提供多元化的專業服務，協助內地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 服務時間：

Mon 星期一

09:00 - 20:00

Tue - Fri 星期二至六

09:00 - 17:00

Sun, Public Holidays 星期日及公眾假期

Close 休息