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支持者

CO-PATRON'S MESSAGE

CO-PATRON'S MESSAGE

聯合贊助人的話



There are few families who are not touched, at some time, by the tragic loss of a friend or family member to suicide. All too often there was no hint of how desperate or depressed the victim had become; those bereaved by suicide can experience feelings of grief and guilt for years afterwards.

The causes of suicide are manifold: loneliness, old age, ill health, money troubles or a combination of these. Here in Hong Kong we are experiencing a particularly troubling increase in youth suicides. A survey of some 1700 secondary school students, carried out earlier this year by the Paediatric Society and Paediatric Foundation, found that 27% of those questioned had thoughts about taking their own lives - or self-harming - in the previous six months.

The Samaritans are there, day in and day out, to provide a listening ear to those who need it most. In addition to the core 24-hour telephone and email hotline services, Hong Kong Samaritans are now providing a Young Samaritans Peer Support Programme that targets young people under emotional stress, or at risk of harming themselves.

As Patron of The Samaritans I am immensely proud of the vital work done by our volunteers. Please lend them your support, by donating financially to this worthy cause, or joining with them to save lives.

luson Clean

Anson Chan Patron

喪失親人或朋友,都難忍悲痛和傷感。自尋短 見者,許多時都未必會向外界顯露自己是如何 絕望和沮喪。而喪失親人者所感到的悲痛和自 咎,一般都持續經年。

自殺的原因有很多:孤獨、年邁、疾病、財困,甚至以上幾種因素同時發生,而香港現時就面對著自殺年輕化的問題。香港兒科基金今年年初的一項調查顯示,在訪問的1,700名中學生當中,有27%在受訪前6個月內,曾經有想過結束自己的生命或傷害自己。

香港撒瑪利亞會每天從早到晚,都在聆聽有需要人士的聲音,做他/她的聆聽者。除了核心服務包括24小時電話熱線及「益友電郵」服務外,撒瑪利亞會亦同步推行「友伴同行」生命互勉計劃,特別針對有情緒困擾或自毀傾向的年青人。

作為撒瑪利亞會的贊助人,我對所有義工和志願者一直以來無私的付出和貢獻,感到無比的驕傲。懇請你們也透過捐款或參與志願工作,給予撒瑪利亞會支持,攜手拯救生命。

俸子全生

陳方安生 贊助人

OUR CHAIRPERSONS

董事會主席的話

First of all, the Board of Directors wishes to thank Mrs. Liz Chamberlain for her tremendous work over the years as Chair of The Samaritans as she stepped down in November. New members and a new Chair were elected following the AGM which will ensure a smooth and seamless transition under new leadership.

The Samaritans name and logo were submitted to the Hong Kong Intellectual Property Department Trade Marks Registry. They were registered in June 2015 by our pro bono legal expert, Mr. Henry Wheare of Hogan Lovells. Our sister organization also enjoys the Samaritans name - The Samaritan Befrienders Hong Kong. By registering our logo and our name The Samaritans, we are assured of our legal standing in Hong Kong. We are rightly proud of our heritage and governing principles. The Hong Kong community can be assured of our total confidentiality when talking to us.

KPMG very generously gave us the benefit of their expertise in undertaking a complete and thorough review of The Samaritans. One of their strong recommendations was to engage the services of a full time paid Chief Executive. It would be a radical departure from our current position of an unpaid volunteer. All the Members were approached for their views. We believe the current Board is hopeful of a decision at the next AGM.

首先,董事會希望向在11月卸任的Liz Chamberlain女士,就她多年來擔任董事會主席作出之貢獻致以衷心感謝。在週年大會上,會員選出新一任董事局成員和主席,他/她們將會確保新領導層的接任無縫交替。

就本會向香港知識產權署商標註冊處提交會名和會徽的申請,已透過義務律師霍金路偉律師行的韋恆理先生協助下,在2015年6月正式登記。本會一直與姊妹機構「撒瑪利亞防止自殺會」共用「撒瑪利亞」的名字,經註冊後本會會名和會徽註冊可確保「撒瑪利亞會」在香港的法律地位。我們為撒瑪利亞會的傳統和理事原則而自豪,並確保香港大眾致電求助時的內容獲得絕對保密。

畢馬威會計師事務所慷慨地提供專業知識,全面和透徹地檢視本會的結構。其中一項重點建議為本會應聘請一名全職和受薪的總監。這無疑對一直由無薪義工擔任總監一職帶來巨大的轉變。我們已收集所有會員的意見,並對董事會在來屆週年大會中能作出決定存有希望。

新電話系統已經投入運作,並開始測試和收集 未接來電的數據。



The new telephone system began to be trialled to assess how well it provides data of unanswered calls.

The Samaritans takes personal data privacy very seriously and legal advice was taken to ensure that no callers could be identified by the statistics we collate. Confidentiality is the rock on which we stand so callers can be confident that when they talk to us it is a safe place to express their feelings.

We would also like to express our gratitude to The Hong Kong Jockey Club Charities Trust for providing us with a grant to employ a counsellor for three years and for funding our recent renovation.

Last but not least, we would like to thank the board members and Chief Executive Ms. Deborah Crouch for their hard work and support. We also wish to extend our appreciation to the Administration Manager, Ms. Hedriun Fung for ensuring that the office ran smoothly even when it was under renovation for a few months.

撒瑪利亞會非常重視個人資料私隱的保障,並索取法律意見確保在整理統計資料時求助人身份不會被辨識。保密原則為本會的核心基石,使求助者在表達感受時知道私隱得到充份保障。

本會非常感謝香港賽馬會慈善信託基金提供長 達三年的資助以聘請一名輔導員和近期的維修 工程。

最後,非常感謝董事會各成員和總監Deborah Crouch女士的努力和支持,並向行政經理 Hedriun Fung女士在為期數月之裝修工程中確 保本會維持運作順暢致謝。

Chambo C

Liz Chamberlain Until 8 November 2015 至2015年11月8日

Prof. George Woo 胡志城教授 Since 8 November 2015 由2015年11月8日

OUR CHIEF EXECUTIVE

總監報告

Having been Chief Executive of The Samaritans for over three years, my admiration for the volunteers who keep the hotline running is unceasing. Many travel great distances from home or work, sit in traffic queues and stand in crowded trains at rush hours and late at night in order to come to the Centre to spend three or four hours on the phone, and then have similar journeys home. That many give extra time to support other programmes and projects says much about their unfaltering dedication. Their sense of commitment in term of hours is enormous and in terms of service to the people of Hong Kong is simply beyond any form of tangible measurement.

The hotline remains our core service, staffed by approximately 110 volunteers, those at the front line of the service and supported by the Leaders and members of the Executive Committee. With the inevitable turnover of volunteers, the training of new members remains vital: during the last year we accepted 48 on our training programmes, with 42 successfully moving to hotline duties. Many volunteers give much more: the email teams continue to operate quietly and efficiently, answering an average of 22 mails per month, ensuring those who prefer to contact us this way have someone to listen, albeit in the written form. In terms of visible community programmes, The Carers of the Elderly launched in September 2015, has conducted 13 sessions; and other Outreach teams have visited 15 organizations. The Youth Project saw 69 students from Hong Kong

成為撒瑪利亞會的總監已邁三年,我對義工們 為熱線運作所付出的欣賞有增無減。很多義工 長途跋涉地從居住或工作的地方,不論在繁忙 時間或深宵達旦,穿插於水洩不通的交通中來 回以提供三至四小時的服務,還有更多為不同 計劃或項目所付出額外的時間,這都反映他/ 她們堅定的奉獻。其對服務香港大眾所付出的 使命感是無法衡量的。

我們擁有約110名義工提供前線服務,並由組長和執行委員會的成員支持,此為撒瑪利亞會核心服務,但義工的新換交替是難以避免的,所以訓練新義工十分重要。去年,我們的訓練課程取錄了48名新人,當中42人現已負起提供熱線服務的責任。不少義工付出更多:電郵小組為選擇透過文字傾訴的人士每月提供平均22個支援電郵;使希望透過文字來尋求支援的人費得聆聽;2015年9月,我們展開了「星伴流金計劃」,並已經進行了13場的活動;外展小組亦拜訪了15個機構;「青少年計劃」亦已培計劃,亦已培訓了69名香港學生,不少人同時獲間接受惠。義不們除了擔當起一般的電話服務的外,亦額外參與不同計劃,付出時間和專業知識,表明他/她們的愛心和貢獻。

graduate, and many others benefit indirectly. All of the volunteers involved in these programmes give their time and expertise, in addition to their regular duties and often take on additional tasks because they care and want to contribute.

The Samaritans would not run without the small team of administrative staff to whom I am indebted: Hedriun's management of the Centre; Suela's efficiency, particularly in supervising the rota; and Auntie Choi's housekeeping, all of them with warm and cheerful smiles, are simply invaluable. Billy Leung, as Fundraising and Communications Officer, continues to work hard to promote our name. The Samaritans is also indebted to the organizations and individuals of Hong Kong who make available grants and donations, goods and services, expertise and time, and in particular to The Hong Kong Jockey Club Charities Trust for their sponsorship of Kate Yu as a counsellor, and for the grant to renovate the operations' rooms.

Undoubtedly, the saddest moment of the year was the death of Dr. Elsie Tu, one of the founders of The Samaritans in Hong Kong, in December, and we extend our condolences to her family and friends. It is a tribute to her that we are such an integral part of Hong Kong.

I would also like to thank the Board for their work, support and encouragement.

本會的運作實有賴行政隊伍的支持,我對他/ 她們總是帶著笑臉完成工作十分感激:Hedriun 對中心的出色管理、Suela的辦事效率,特別 是在安排義工時間表方面、彩姐把中心打掃得 井井有條;還有籌款及傳訊主任Billy持續為宣 傳而付出的努力。本會同時非常感激本地多個 團體和以個人名義對我們作出捐款、產品和服 務、專業知識和時間等種種支持,特別是香港 賽馬會慈善信託基金的贊助讓我們能夠聘請 Kate成為中心的輔導員並支持熱線中心進行翻 新工程。

撒瑪利亞會其中一名創辦人杜葉錫恩博士在12 月的離世無疑是本會年中最傷感的一事,我們 僅此向其親友送上慰問,撒瑪利亞會在香港的 工作正是對杜博士致敬。

最後,我希望向董事會的工作、支持和鼓勵作 出致謝。

Soborah Cranch

Deborah Crouch

OUR SERVICES

我們提供的服務



BEFRIENDING HOTLINE SERVICE 熱線支援服務

The Samaritans provided support to 30,899 callers in the fiscal year between 1 April, 2015 and 31 March, 2016. The number of calls received has increased slightly compared to the previous year. On average, this translates to about 2,575 calls each month and 85 calls everyday. The email service saw decrease in number tallying 264 emails, which averages to be 22 emails per day.

We were able to welcome 42 new recruits who went on to provide service at the hotlines following three training courses that were carried out contributing a total of 11,464 service hours.

撒瑪利亞會在過去的財政年度(2015年4月1日至2016年3月30日)為30,899個求助電話提供 支援。來電數目與去年對比有輕微的增長。這表示本會平均收到的求助電話為每月2,575個 和每日85個。電郵服務的使用數字下降至264個,平均每個月約有22個求助電郵。

本會歡迎在三期訓練課程後投身熱線服務的42名新義工。他/她們為熱線提供服務,合共提供了11.464小時的支援服務。

Email service 電郵服務

English 英文電郵

187

Chinese 中文電郵

Total 總數

264



Hotline service 熱線服務

Number of calls 求助電話

30,899

Monthly average 每月平均

2,575

Daily average 每日平均

85

Male 男

12,369

English 英文 2,209

Chinese 中文 10,136

Other 其他 24

Silent callers 沉默來電

Female 女

7,360

English 英文 6,265

Chinese 中文 1,090

Other 其他 5



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In the fiscal year of 2015 to 2016, we have had the privilege of organizing two groups of the Young Samaritans Peer Support Programme (YSPSP) with sponsorships from SOCAM Development Limited and Fu Tak lam Foundation Limited. They have sponsored the groups entitled "Stand By Me" and "7th YSPSP" respectively.

During the reporting period, a total of 69 students from 13 schools in various districts around Hong Kong have participated in the two groups of the YSPSP. The programme educates youths about the causes and signs of depression and prevention strategies for self-harm and suicide. It also aims to raise awareness of mental health issues and to enhance young people's listening and communication skills. To graduate from the programme, the F.3-F.5 participants take part in six workshops, an outdoor training camp and return to their respective schools to organize school-based activities about mental health. About 3,960 students were reached by these activities organized by our "Stand By Me" participants between September to December 2015.



Our analysis report of the pre-workshop and post-workshop surveys shows that after completing the programme with us, students demonstrated improvement in all five measured target areas, which include coping skills, willingness to seek professional help, reducing stigma toward mental illness, suicide awareness and listening skills.

We believe that parental involvement is vital to students' emotional health. In December 2015, we organized a workshop for parents to discuss effective listening skills and constructive ways to give advice to their teenage children. There were 30 parents who attended the workshop.

With the increase of student suicide rates in the past academic year, we will continue reaching out to more students, encouraging empathy and peer support, as well as raising awareness of these issues with prevention efforts and public education programmes.



在2015至2016的財政年度中,我們承蒙瑞安建業有限公司及傅德蔭基金有限公司的贊助,分別舉辦了「友共行」生命互勉計劃及第七屆「友伴同行」生命互勉計劃。

在報告期內,69名來自13所在香港不同地區之學校的學生完成了「友共行」及「友伴同行」互勉計劃。計劃旨在教育青少年認識情緒困擾、抑鬱症、自傷和自殺的徵兆、成因和預防方法,促進青少年彼此間的聆聽與溝通,在朋輩間發揮互助互勉的精神。計劃的對象是中三至中五的學生,學生須參與六節的工作坊及一次的戶外訓練營,並於學校推廣情緒健康,分享學習成果與心得,完成後正式畢業。在2015年的9月至12月間,參與「友共行」的學生在其學校舉辦的推廣活動讓3,960名中學生受惠。



參加計劃的學生均在課程前及課程後填寫評估表格, 分析報告指出學生完成課程後,在五項的評估目標中 都有顯著的進步,包括:處理情緒能力、向專業人士 求助的意欲、減低對情緒病的誤解、預防自殺的意識 和聆聽技巧。

我們相信家長對青少年的情緒健康有深遠的影響。有見及此,我們在2015年12月舉辦了一個家長工作坊,向一眾中學生家長介紹有效的聆聽技巧和向青年人提供意見的方法。是次工作坊共有30位家長出席。

學童自殺率在過去的學年有顯著增加,我們希望能接觸更多的學生,鼓勵他/她們以同理之心支持身邊的 朋輩,並提高學生及社會大眾預防自殺的意識。

COMMUNITY OUTREACH

計區外展計劃

We endeavour to work hand in hand with the community to raise awareness of emotional health, effective communication and suicide prevention. The topics and formats of the Community Outreach Programme are designed to meet the needs of our participating organizations and attendees, in order to deliver our messages as effectively as possible. In this reporting period, we have hosted 12 seminars and workshops and reached a total number of 1,475 people.

撒瑪利亞會致力於與社會各界攜手推廣情緒健康教育,增進人與人之間的溝通,並提高大眾對預防自殺的意識。本計劃按照各團體及參加者的需要,設計合適的活動主題與模式,使我們能更有效地傳遞相關的信息。在本年度裡,我們舉辦了十二個講座及工作坊,出席人數共1,475人。

Organization 團體	Topic 主題
St. Mary's Canossian College	Interview with The Samaritans
嘉諾撒聖瑪利書院	訪問撒瑪利亞會義工
Lingnan Institute of Further Education	Consulting Skills of a Samaritan
嶺南大學持續進修學院	撒瑪利亞會義工的聆聽技巧
The Psychotherapy Society of Hong Kong	Work, Gender, Midlife, Crisis and Depression工作、性別、中年危機與抑鬱症
Tseung Kwan O Government Secondary School	The Power of Listening
將軍澳官立中學	聆聽的力量
Tsung Tsin Christian Academy	Coping with Stress and Negative Emotions
基督教崇真中學	壓力及負面情緒的應對
YMMSS Choi Hung Community Centre	What is Depression?
循道衛理楊震社會服務處彩虹長者服務中心	何謂抑鬱症
HKIS Middle School	Compassion Project
香港國際學校 (初中部)	愛心計劃
Chinese University of Hong Kong	Youth Suicide Prevention
香港中文大學	預防青少年自殺
ECF Saint Too Canaan College	Parental Tips: Communicating with Teenagers
基督教中國佈道會聖道迦南書院	與青少年溝通之道
LPC United World College	Bullying
李寶椿聯合世界書院	欺凌的影響
Hong Kong Housing Authority	Surviving an Emotional Rollercoaster
香港房屋委員會	飛越憂谷
Salvation Army William Booth Secondary School	Living with Your Feelings
救世軍卜維廉中學	情緒與人生

CARERS OF THE ELDERLY PROJECT 星伴流金計劃

The 'Carers of the Elderly' was a pilot project introduced by The Samaritans in August 2015. The targets of the project were the carers of the elderly such as their family members and home-helpers, as well as the elderly who were taking care of their spouse, relatives or themselves. The project aimed to enable the carers of the elderly in particular and the public in general to know about the common emotional illnesses and suicidal thought in the elderly; proper means to communicate and attend to the elderly suffering from emotional illnesses and ways for both the carers and the elderly to take care of themselves and to manage pressure effectively.

Training was given in November 2015 by Dr. Andrew Law Chi-kin from the Department of Psychiatry, Li Ka Shing Faculty of Medicine, HKU, to volunteer team members so that they could be equipped with knowledge about the common emotional illnesses of the elderly. A mini-library was also set up to provide members with reference materials for use in the presentations. They delivered talks and conducted sharing and group discussions in the presentations. In the talks, the Samaritan hotline was introduced to participants and they were encouraged to call the hotline when needed.

The feedback after each presentation was always very positive and encouraging. Both carers and the elderly reflected that they learnt much about emotional illnesses, communication skills and how they might take care of themselves and the people around them. The pilot project was a very successful attempt in The Samaritans' initiative to serve the elderly in Hong Kong.

星伴流金計劃是撒瑪利亞會於2015年8月設立的一個 先導計畫,服務對象主要是護老者,包括照顧長者的 親人和家傭,和需要照顧老伴、親人及自己的長者。 先導計畫的目的是讓護老者及大眾認識長者常見的情 緒病及可能產生的自殺想法;學習如何有效地與患情 緒病的長者溝通並照顧好他們;也讓護老者和長者認 識如何照顧好自己並為自己減壓。

香港大學李嘉誠醫學院精神醫學系的羅子健醫生在2015年11月為計畫的義工提供了培訓,使他們能對長者常見的情緒病有進一步的認識。中心亦設立了一個小型圖書館,為義工提供參考資料。他們跟據安排到社區中心提供講座,與參加者進行分享及討論。義工會特別介紹撒瑪利亞會的熱線,鼓勵出席人士善用熱線的聆聽服務。

每次活動均獲極好的回饋,參加者表示自己在認識長者情緒病方面獲益良多,也學懂如何照顧好自己和身邊的人。此計畫可說是成功地為撒瑪利亞會在香港開展了服務長者的工作。



IN MEMORIAM DR. ELSIE TU GBM, CBE

悼念杜葉錫恩博士 GBM CBE

(1913-2015)

Founding Member and Former Patron of Samaritans Multilingual 24-hour Suicide Prevention Services

Every man's life ends in the same way. It is only the details of how he lived and how he died that distinguish one man from another.

- Ernest Hemingway.

Memories light the corners of our mind. Vivid water-coloured memories depict her amicable and encouraging smiles for the destitute and underprivileged, her disapproving expressions on oppression, her anger on corruption and injustices......, all help to mosaic the portrait of the legendary Dr. Elsie Tu.

Elsie (née Hume), as she was fondly known to her friends and the Samaritans in Hong Kong, was born and grew up in Newcastle-upon-Tyne in the northeast of England. From her childhood days, her father wanted her to grow up to be a politician in order to help the underprivileged. Subsequent to being a missionary in China for 3 years, Elsie moved to Hong Kong in 1951. She was shocked at the colonial conditions of Hong Kong in the 1950s and developed strong antipathy towards colonialism and corruption. So, she left her Church (the Plymouth Brethren) and became an avid social activist, crusading for better housing, welfare services, hawker licence, children's' playgrounds, better public transport services and innumerable other issues. Her campaigning is pivotal in the setting up of the ICAC (Independent Commission Against Corruption) in 1974. She and her 撒瑪利亞會24小時多種語言防止自殺服務創辦 人和前贊助者

每個人生命的结局都是一樣的。彼此 的差異只在於是怎樣的活著、又是怎 樣的死去這些细節上面。

-海明威

零碎的記憶腦海中閃過,一篇篇生動的記憶呈現她面對弱勢社群那和藹可親的笑容、面對壓逼的不滿、面對腐敗不公的憤怒,這些零碎的片段拼合起來便成為杜葉錫恩博士傳奇的一生。

杜葉錫恩(娘家姓Hume),出生和成長於英格蘭東北部的紐卡素,朋友和香港撒瑪利亞會的義工一般稱她為Elsie。自小,Elsie爸爸希望她長大後成為政客來幫助弱勢社群。Elsie在中中殖民管治下的情況大為吃驚,因而對殖民已主義和貪污腐敗深痛惡絕,亦因此離開所屬的致動,並積極參與社會運動,並積極參與社會運動,並積極參與社會運動,並積極參與社會運動,並積極參與社會運動,是重遊樂設施、改善公共交通服務和多不勝政。時題。她連串的社會運動為1974年成立廉政公署奠下重要的基石。 她與先夫杜學魁分別在1954和1974年創立了慕光英文書院和撒瑪利亞會香港分部。Elsie在1963至1995年間獲選為市



husband, Andrew Tu Hsueh-kwei established the Mu Kuang English School in 1954, and the Hong Kong Branch of the Samaritans in 1974. She was an elected member of the Urban Council from 1963 to 1995 and member of the Legislative Council from 1988 to 1995. Despite her heavily packed daily schedules of work, she always found time to listen patiently to those in need. She often said, "If I can make other people happy, I am happy."

Elsie received the Ramon Magsaysay Award -- known as the "Nobel Prize of Asia" from the Philippines in 1976, numerous honorary doctorate degrees from universities in Hong Kong and Britain, and was conferred the GBM by the Hong Kong SAR Government in 1997 for her distinguished social services to the local people.

It was a great privilege for us to take part in Elsie's centenary celebration on 31 May 2013. Sadly, Elsie drew her final curtains peacefully on 8 December 2015, at the ripe age of 102.

We know that Elsie will forever stay in the memories of the people of Hong Kong.

政局議員和在1988至1995年間獲選為立法局議員。儘管日里萬機, Elsie亦不忘抽空耐心地聆聽求助者的需要。她常説:「能夠帶給別人快樂,我便快樂。」

Elsie在1976年獲菲律濱政府頒授有亞洲諾貝爾獎之稱的麥格賽賽獎;獲多所香港和英國大學頒授榮譽博士學位;亦在1997年成為香港特區政府頒授大紫荊章,以表揚她傑出的社會服務,造福無數港人。

我們十分榮幸能參與Elsie在2013年5月31日的 百年宴。可惜Elsie最終於2015年12月8日安詳 離世,享年102歲。

我們相信Elsie將會永永遠遠留在香港人的記憶 當中。

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