Disaster Relief and Preparedness
**Overview of Disaster Relief and Preparedness**

As a member of the International Red Cross and Red Crescent Movement, the Hong Kong Red Cross (HKRC) is committed to providing humanitarian services for people affected by natural disasters and conflicts. In 2014/15, the HKRC carried out emergency relief, post disaster recovery and reconstruction, as well as disaster risk reduction and preparedness programmes in 18 countries or regions, benefiting some 1.4 million people.

- **派出 12 名義工到境外參與人道工作**
  Deploying 12 volunteers to participate in overseas humanitarian operations

- **向逾 56 萬人次派發糧食或救災物資**
  Distributing food or non-food relief supplies to more than 560,000 people

- **為逾 23 萬人次重建家園或恢復生計**
  Helping some 230,000 people rebuild their homes or restore livelihoods

- **在 105 個社區和 149 所學校推行備災工作**
  Implementing disaster preparedness programmes in 105 communities and 149 schools

總受惠人次超過 **1,400,000**
International Disaster Relief and Preparedness Programmes

During the year, the HKRC launched three emergency fundraising appeals, arousing public’s attention to the “silent disasters” in Africa and the Middle East. We also carried out disaster preparedness and risk reduction programmes in Bangladesh, Haiti, Indonesia, Maldives and Myanmar, and benefited close to 140,000 people.

West Africa Ebola Outbreak

In March 2014, the Ebola epidemic broke out in West Africa. The HKRC supported the Liberian Red Cross to procure protective gear for staff and volunteers. We also launched two emergency fundraising appeals in April and August respectively and raised some HK$1.5 million. In addition, we sent four medical volunteers and a clinical psychologist to Liberia to help in their community programmes on epidemic prevention, health promotion, psychosocial support and training.

The international Red Cross epidemic prevention team in Liberia to help local people fight against the Ebola crisis.
Syria Humanitarian Crisis

Armed conflicts in Syria have continued for over four years. In this humanitarian crisis, one of the worst in the world since World War II, about 12 million people were forced to leave their homes, with about four million of them taking refuge in the neighbouring countries.

The HKRC launched the second emergency fundraising appeal for this crisis in January 2015 and raised near HK$500,000. At the same time, we allocated HK$500,000 for the provision of 1,110 food parcels to the people who were affected by the conflicts in Syria. We also deployed two medical volunteers to Jordan to provide medical services for the Syrian refugees there.

Philippines Typhoon Haiyan

In November 2013, Super Typhoon Haiyan hit the central Philippines, affecting more than 16 million people. The HKRC has allocated more than HK$30 million to support emergency relief and reconstruction work in the country. During the year, we helped near 50,000 people rebuild their homes or community facilities:

- completing repair works of two hospitals, and 13 medical and health centres in the hardest hit province of Samar;
- rebuilding 235 houses in Capiz Province, as well as providing comprehensive assistance to 10,000 affected people, covering livelihoods, fresh water, sanitation, healthcare, education and disaster preparedness; reconstruction and post disaster recovery programmes are expected to be completed by late-2016.
Armed Conflicts in Northern Myanmar

Armed conflicts in northern Myanmar have been going on for more than half a century. New and intense warfare broke out in 2011, after 17 years of ceasefire. Nearly 100,000 people in the northern state of Kachin were forced to leave their homes and took shelter in some 150 temporary camps. In 2014, the HKRC, through the International Red Cross, supported post disaster recovery work there by providing basic livelihood assistance for 700 displaced families, as well as first aid training to about 2,000 people.

China Floods

In the summer of 2014, several provinces in mainland China were hit by typhoons and heavy rains. Close to 20 million people were affected. The HKRC allocated some HK$4.4 million for the provision of emergency relief to more than 66,000 people in nine affected provinces.
HKRC Relief Operations for the Floods in China

**Sichuan**
- Distributed: 1,247 family kits

**Yunnan**
- Distributed: 43,425 kg of rice

**Guizhou**
- Distributed: 125,640 kg of rice, 4,188 tins of cooking oil

**Guangxi**
- Distributed: 51,765 kg of rice, 1,875 mosquito nets, 1,875 towel blankets, 1,000 family kits

**Hunan**
- Distributed: 84,900 kg of rice

**Chongqing**
- Distributed: 1,500 family kits

**Guangdong**
- Distributed: 517 family kits

**Hainan**
- Distributed: 32,145 kg of rice, 170 pieces of tarpaulin

HKRC relief workers distribute relief supplies to flood-affected people and revisit beneficiary families to assess the usage of supplies and the subsequent needs.
Yunnan Zhaotong Earthquake 2014

On 3 August 2014, a 6.5-magnitude earthquake hit Ludian County in Zhaotong, Yunnan Province, causing close to 4,000 casualties and affecting more than a million people. The HKRC sent 11 staff members and volunteers to the affected areas to support the emergency operation. Emergency relief work was all completed in September 2014 and benefited 24,000 people. Our work included:

- distributing 4,000 family kits and 1,500 hygiene kits;
- supporting the Red Cross Society of China to send four Relief Emergency Response Teams for needs assessment, distributing and keeping records of relief supplies, setting up temporary shelters for the affected people and making sure the donated supplies were properly managed and utilized;
- sending a staff member and two medical volunteers to the affected areas to train 22 members and volunteers of the Yunnan Red Cross Mass Sanitation Emergency Response Team, and to promote community health and hygiene knowledge to more than 2,500 people in an effort to prevent disease outbreak;
- donating rehabilitation equipment to a local hospital, and providing rehabilitation service for 200 times to cover 36 people wounded in the earthquake.

More than 60,000 houses collapsed or were badly damaged in the earthquake. The HKRC personnel, after conducting several rounds of needs assessment in the field, confirmed plans to rebuild two schools, as well as to support about 1,100 households with financial difficulties in rebuilding their homes. We also provided technical training for villagers to help them rebuild their houses and rolled out disaster preparedness education programmes. The reconstruction work was expected to be completed within 2016.
Sichuan Ya’an Earthquake 2013

On 20 April 2013, Lushan County in Ya’an City, Sichuan Province, was seriously stricken by a 7-magnitude earthquake. More than 250,000 houses collapsed or were badly damaged. The HKRC supported reconstruction programmes in the earthquake affected counties of Shimian, Yingying and Tianquan. As of March 2015, a total of 1,900 houses were completed with satisfactory quality. Reconstruction work of another some 1,100 houses will be completed in 2015.

Qinghai Earthquake 2010

In April 2010, a 7.1-magnitude earthquake hit Yushu in Qinghai Province, damaging 15,000 houses. By 2015, the reconstruction of four primary schools and student dormitories supported by the HKRC was completed, providing a safe learning environment for approximately 4,000 students. We continued to support disaster preparedness and risk reduction programmes in Qinghai Province:

- implementing hygiene promotion programmes in seven schools, compiling teaching materials, and providing training for local health care workers and teachers; these measures covered more than 7,000 teachers and students, and the students could in turn help promote hygiene and health knowledge in the communities;
- building two disaster preparedness warehouses to enable timely delivery of relief materials to the highland people, and the project is expected to be completed in 2016;
- prepositioning relief supplies for more than 16,000 people;
- supporting the establishment of a professional Relief Emergency Response Team in Qinghai Province.
Sichuan Wenchuan Earthquake 2008

On 12 May 2008, Wenchuan County in Sichuan Province was hit by an 8-magnitude earthquake. More than 85,000 people died or were missing, with the number of people being affected reaching 10 million. Relief and post disaster reconstruction work carried out by the HKRC was completed in 2012 with financial audits by international auditors, benefiting more than 1.3 million people. In addition, impact evaluation was conducted by external consultants.

During the year, the HKRC continued to support community recovery, disaster preparedness, risk reduction and rehabilitation projects in Sichuan, Shaanxi, Gansu, Ningxia, Yunnan and Chongqing:

- providing trainings on disaster preparedness, community health and first aid to over 120,000 people;
- constructing 38 garbage stations, 60 emergency evacuation passages, 970 small scale irrigation or drinking water systems, 21 bridges, 6 disaster evacuation shelters, 5 embankments, 4 culverts, 200 sheepfolds and 4 retaining walls;

The HKRC supports the local villagers learning basic first aid and disaster preparedness knowledge

- providing assistance to 690 herdsman households in acquiring their livestock equipment in an effort to improve their livelihoods;
- constructing a warehouse; improving and acquiring equipment and facilities for six warehouses, and procuring disaster preparedness supplies;
- providing assistance in setting up a professional Relief Emergency Response Team in Ningxia.

The HKRC continued to work with professional bodies in Hong Kong and mainland China to support post disaster rehabilitation work. Apart from sponsoring prosthetics and orthotics, and rehabilitation services for over 1,100 people, we also assisted the Chengdu Second People’s Hospital to set up the first Emergency Response Team for rehabilitation service in China, to enhance the standards of local post disaster rehabilitation service.
Other Disaster Preparedness and Risk Reduction Programmes in Mainland China

- We supported the “Bo’ai Jia’yuan — Community-based Disaster Risk Reduction Programmes” in 80 communities in Anhui, Chongqing, Guizhou, Henan, Hubei, Jiangxi, Ningxia, Shaanxi, Sichuan and Yunnan, to enhance their capacities in disaster preparedness through small scale mitigation projects, community trainings and educational activities. More than 130,000 people were benefited from the programmes.

- We prepositioned relief supplies in three disaster-prone provinces, municipalities and autonomous regions to ensure prompt distribution of relief materials in times of disasters. We also provided assistance in improving equipment and facilities for 11 disaster preparedness warehouses and enhancing the management of the facilities.

- We provided trainings for 1,200 local Red Cross workers, helping them set up project management systems and guidelines, in an effort to improve local disaster management practices and accountability.

The community-based disaster risk reduction programme encourages local villagers to work together in developing appropriate disaster reduction and management measures locally.
本年度，本會先後派出12名義工前赴約旦、利比亞、南蘇丹、巴勒斯坦和中國內地參與緊急救災、災後恢復及重建，和備災及減災工作。During the year, we sent 12 volunteers to Jordan, Liberia, South Sudan, Palestine and mainland China to participate in emergency relief, post disaster recovery and reconstruction, and disaster preparedness and risk reduction programmes.

- 已登記成為境外人道工作義工的專業人士數目（累計）：210
- 已完成基礎培訓義工人數（累計）：135
- 本年度培訓義工人次：22
- Number of professionals registered for overseas volunteer humanitarian mission (cumulative) : 210
- Number of volunteers who have completed basic training (cumulative) : 135
- Number of volunteers trained in the year : 22

為應對持續惡化的巴以人道危機，本會於2014年8月派出一名義務外科醫生前往巴勒斯坦，在當地提供一月的緊急醫療服務。As the Israeli-Palestinian conflict continues to deteriorate, the HKRC, in August 2014, sent a volunteer surgeon to Palestine to provide a month-long emergency medical service there.

本會於2014年12月在香港舉辦「醫療健康緊急應變組」培訓，為15名本地和8名來自不同國家的參加者提供專業培訓。Fifteen local participants and eight overseas participants received the Health Emergency Response Unit Training organized by the HKRC in December 2014.

HKRC Volunteers for Overseas Humanitarian Mission (cumulative)
本地災難及備災服務
Local Disaster Relief and Preparedness Service

緊急賑災

本會為受本港天災或緊急事故影響的人士提供衣物、日用品和心理支援服務等緊急援助，亦接受政府部門和社會服務機構轉介的個案，為有需要人士提供緊急用品。

- 本年度，本會共提供十次緊急賑災服務，包括2014年6月14日西環西灣里火警、2015年2月5日荃灣二陂坊火警，及2015年2月26日元朗洪水橋田心新村火警等，合共為254名受災人士提供緊急用品和心理支援服務。

- 年內政府部門和社會服務機構共轉介3,725宗求助個案，本會為當中有緊急需要的人士提供合共2,588個衣物包、2,015件毛衣和棉襖，以及毛巾、牙膏、洗髮水等日用品。

Emergency Relief

The HKRC assists people affected by natural disasters or other emergency incidents in Hong Kong, by providing them with clothing, daily necessities and psychological support. We also provide relief materials for people referred by government departments and other social service organizations.

- In the year, we provided relief services in ten emergency incidents, which included the fire breaking out in Sai Yuen Lane in Western District on 14 June 2014, Yi Pei Square in Tsuen Wan on 5 February 2015 and Hung Shui Kiu Tin Sam New Village in Yuen Long on 26 February 2015 respectively. Emergency relief items and psychological support services were offered to 254 affected people.

- We also provided 2,588 clothing bundles, 2,015 sweaters and jackets, as well as daily necessities such as towels, toothpaste and shampoo to people in urgent need in the 3,725 cases referred by government departments and social service organizations.

備災服務

本會與土木工程拓展署合作，共動員義工和職員57人次，向206名居於山泥傾瀉熱點附近的居民，及易受熱浪或極端天氣影響的獨居長者和長期病患者，講解災害和家居安全知識。

Disaster Preparedness Service

In the year, the HKRC cooperated with Civil Engineering and Development Department, mobilizing 57 volunteers and staff members to visit 206 residents living near landslide-prone areas, as well as singleton elderly and chronically-ill patients who are more susceptible to the heat or the cold. We passed on disaster prevention and home safety message to them.
When disasters or emergency incidents occur, the HKRC provides appropriate psychological support to those affected to reduce the impact of the incidents. As of March 2015, an accumulated total of 299 volunteers were appointed as members of the HKRC Psychological Support Team upon completion of our Psychological First Aid Course.

Volunteers of the psychological support team offer psychological first aid to people wounded in the Occupy Central incident and calm them down.

- During the year, psychological support services were provided by 1,052 volunteers and staff members to 977 people affected in various incidents. These incidents included the shooting in Kai Ching Estate, the family tragedy in Wang Tau Hom Estate, the deadly fire in Tsui Ping Estate in Kwun Tong, the Occupy Central incident, the fire in Yi Ping Square in Tsuen Wan, as well as other emergency services.
- We organized nine training sessions and workshops in the year, with a total of 337 participants. We also mobilized 319 volunteers and staff members to take part in the two aviation disaster drills organized by the Hong Kong Airport Authority in September and December 2014 respectively.

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<table>
<thead>
<tr>
<th>Service Description</th>
<th>Number</th>
</tr>
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<tr>
<td>Emergency Relief Distribution</td>
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<tr>
<td>Emergency Psychological Support Service</td>
<td>977</td>
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<tr>
<td>Disaster Preparedness Projects</td>
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<tr>
<td>Psycho-educational Activities</td>
<td>480</td>
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<tr>
<td><strong>Total Number of Beneficiaries</strong></td>
<td><strong>6,802</strong></td>
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First Aid and Healthcare
香港紅十字會致力推廣「普及急救」，本著「急救為人人，人人學急救」的服務宗旨，開辦不同類型的訓練課程，讓市民掌握急救知識和技術，於緊急情況時救人自救。

The Hong Kong Red Cross (HKRC) actively popularizes first aid to promote “First Aid for All”. We organize various types of training programmes for the public to learn first aid skills, with the aim that they can help others and themselves during emergencies.

- 弱勢社群急救訓練 本會繼續開辦「聽障及語言障礙人士急救證書課程」，讓弱勢社群學習急救知識，增強自信，助己助人。
- 「紅十字急救通」手機應用程式 於2014年8月推出首個中文繁體字版的國際紅十字急救流動應用程式「紅十字急救通」，利用通訊科技，讓市民加強預防意外的意識和學習急救處理方法。該免費程式的內容涵蓋21項常見的急救情況，及17類常見災害和突發事故的應對。
- 世界急救日 2014年9月13日「世界急救日」，舉辦以「急救聯盟，出手救人」為主題的推廣活動，在本港多個地區宣傳「紅十字急救通」手機應用程式，鼓勵市民下載使用，推動急救普及化。

- First Aid Training for Vulnerable Groups We continued to organize the “Standard First Aid Course for the Hearing and Speech Impaired”, enabling participants to acquire first aid skills, help others in need, and strengthen self-confidence and self-help ability.
- Hong Kong Red Cross First Aid App The app is the first traditional Chinese version of the mobile first aid application of the International Federation of Red Cross. We launched the free app in August 2014, providing access to information on how to prevent accidents and handle emergencies, with contents covering 21 common emergency situations, as well as 17 common disasters and incidents.
- World First Aid Day Our publicity events on the World First Aid Day on 13 September 2014 centred around the theme “Be a Hero. Save Lives”. We went to various places in Hong Kong to promote the Hong Kong Red Cross First Aid App and encourage the public to download and experience.
• Mass Training of Cardiopulmonary Resuscitation (CPR) The training was organized in collaboration with the Chinese University of Hong Kong (CUHK) to promote first aid knowledge and techniques in the university community. Two hundred “Save Heart Demonstrators” formed by CUHK teachers and students performed CPR in the university campus in March 2015. They also practised life-saving skills in a simulation exercise.

• Community First Aid Education We joined the “Water Safety Carnival” organized by the Hong Kong Life Saving Society and the Hong Kong Swimming Teachers’ Association in May 2014 to promote water safety and first aid.
First Aid Service

First aid service is one of the core voluntary services provided by the HKRC. Our volunteer first aiders provide service to people in need in the community and at various events.

- Apart from providing regular service at the Kowloon Walled City Park cycling track and the Farmers’ Market in Central, our first aiders were assigned to the Occupy Central incident, the New Year’s Day March, the July 1 Procession and the Hong Kong Triathlon Challenge Race. A total of 3,870 volunteers were mobilized, providing 15,470 hours of service.
- We upgraded all digital cordless communication devices for our first aiders to enhance communication during assignments and the mobility of our service.

Volunteer first aiders serve people in need at various events
自1996年起，本會開辦多項健康護理訓練課程，培訓更多有志人士成為具專業護理資格的醫護支援人員和保健員，應付社會對醫療、安老和家居護理服務的需求。

Since 1996, the HKRC has been offering various types of healthcare courses to train up more healthcare support workers and health workers with professional qualification in meeting the public demand for medical, elderly and home care services.

- Health Training Graduation Ceremony  
  The graduation ceremony took place in November 2014, in which the 316 students who have completed training courses between November 2013 and October 2014 were commended. The courses were co-organized with the Employees Retraining Board to train up health workers, care-related support workers, and health workers in residential care homes for persons with disabilities.

Graduates of our health training courses are commended.

Participants learn how to care for patients in a simulated hospital environment.
- **HKRC Health Training Alumni Net**  As of March 2015, there were close to 2,500 members of the alumni net.
  - The alumni net provides members with healthcare knowledge and the latest information on the industry’s development. Careers talks were held during the year to help graduates understand more about the industry, as well as to connect them and strengthen their ties with the HKRC.
  - Members actively participated in the community activities of the HKRC to serve people in need and the deprived groups, and to promote health messages among the public.

- **Employees Retraining Board Annual On-Site Audit**  Training courses co-organized with the Employees Retraining Board have met the Course Effectiveness and Quality Assurance indicators in the Board’s annual on-site audit. The HKRC was rated the First Branch Training Body.

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**健康護理訓練 Health Training (2014/15)**

- **10** 课程种类  
  Categories of Courses
- **34** 课程总量  
  Number of Courses
- **3,284** 訓練時數  
  Number of Training Hours
- **609** 91% 報讀人數  
  Number of People Enrolled (Passing Rate)
- **166** 培訓註冊健員人數  
  Number of Registered Health Workers Trained
- **144** 培訓合資格的醫護支援人員人數  
  Number of Qualified Care-Related Support Workers Trained
「五星健康五星家」社區健康教育計劃
Community Health Education Project
“5-Star Health 5-Star Home”

本會自2003年起在大埔、屯門和葵青區推行社區健康教育計劃，讓居民認識個人衛生、社區健康和疾病傳染病的措施。本年度計劃更加入非傳染病主題教育，例如心臟病和中風等。

Since 2003, the HKRC has been running community health education projects in Tai Po, Tuen Mun and Kwai Tsing to promote personal hygiene, community health and prevention of infectious diseases. During the year, we expanded the theme of our health education to cover non-communicable diseases such as heart disease and stroke.

- “5-Star Health 5-Star Home” Community Health Promotion Day We organized a large-scale community health promotion day in Tuen Mun under the theme of “Household Safety and Health”. Health and safety messages were promoted through game booths, exhibitions and health checks.

- Elderly Household First Aid Workshop The workshop helped elderly residents learn more about household safety and basic first aid skills. It was expanded to cover Wong Tai Sin during the year.

- Health News During the year, the HKRC published and printed four issues of Healthy Friends News to cover health and safety features for the benefit of families and the community. We also explored health issues of concern in our e-newsletter Health Express in an effort to deliver health and safety messages to our community partners. A total of 12 issues of the e-newsletter were produced in the year.

- 「五星安康樂園」社區健康推廣日 在屯門區舉辦大型社區健康推廣日，以「安康家居」為主題，利用攤位遊戲、展覽和健康檢查等活動，向居民推廣家居安康的信息。

- 「安康家居・急救有法」長者培訓工作坊 工作坊旨在教導長者家居安全知識和基本急救技巧，本年度服務範圍更擴展至黃大仙區。

- 健康通訊 全年共出版四期印刷刊物《健康之友通訊》，以專題形式向家庭和社區傳遞健康安全信息。本會另出版了12期《地區伙伴健康快訊》電子月刊，以社會關注的健康議題為主題，把健康安全信息傳遞至地區合作夥伴。

Member of the public learn health knowledge through games

Elderly are actively learning bandaging technique
社區健康教育計劃檢討  於2014年5月完成了檢討，檢視了計劃的整體成效，同時探討未來發展方向，包括增設非傳染病主題和擴展服務地區。

Community Health Education Project Service Evaluation
The review was completed in May 2014. We evaluated the overall effectiveness of the project and explored future direction. Among our future developments were expanding the theme of education to cover non-communicable diseases and extending the service to other districts.
社區關懷服務
Community Care Services
The Hong Kong Red Cross (HKRC) launched the Patient Concern Service in 1973. During the year, we continued to provide various types of service for patients in 22 public hospitals, enabling them to experience care from the community.

- **Mobility Equipment Loan Service** Sick people and those with mobility difficulties can lease equipment such as wheelchairs, walking aids, walking frames, crutches and commode chairs at a nominal price under the service. There are ten HKRC depots at present. Half of them are hospital depots, including the one at Pamela Youde Nethersole Eastern Hospital which was opened in April 2014. The rest are community depots.

- **Patient Library Service** Our volunteers regularly hand out complimentary magazines to in-patients in 13 hospitals and offer them care and concern. We also run book lending service in the HKRC libraries attached to six hospitals.

- **Patient Caring Programme** We regularly visit long-stay in-patients in 16 hospitals and organize various activities for them to enrich their lives. Our volunteers would acquire new skills from time to time to help them serve the patients better. During the year, they learned balloon twisting and amused children at Alice Ho Miu Ling Nethersole Hospital with their balloon twisting tricks.

- **Patient Companion and Escort Service** Our volunteers are on duty in five hospitals to provide enquiry and guide services on route directory and facility location to patients and visitors. They also offer escort service to patients if they need assistance in attending follow-up consultations in other hospitals.
### Volunteer Training and Development

The Patient Concern Service was supported by more than 430 volunteers. During the year, we provided 907 hours of training to 380 volunteers to improve their service skills. Volunteers’ gatherings totalling 2,800 hours were also organized, with an overall attendance of 743.

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<tr>
<th>服務類型</th>
<th>院友圖書服務</th>
<th>院友關懷活動</th>
<th>院友伴送服務</th>
<th>輔助行動器材租借服務</th>
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<tr>
<td>Types of Service</td>
<td>Patient Library Service</td>
<td>Patient Caring Programme</td>
<td>Patient Companion and Escort Service</td>
<td>Mobility Equipment Loan Service</td>
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<td>病房探訪</td>
<td>興趣班 / 小組</td>
<td>電影播放</td>
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<td>Service Contents</td>
<td>Hospitals</td>
<td>Ward Visits</td>
<td>Interest Classes / Groups</td>
<td>Theatre Shows</td>
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<tr>
<td></td>
<td>5,702</td>
<td>96,861</td>
<td>16</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Book Lent</td>
<td>Complimentary Magazines</td>
<td>Service Hospitals</td>
<td>Community Depots</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>兩次人次</td>
<td>123,841</td>
<td>14,808</td>
<td>107,800</td>
<td>8,623</td>
</tr>
<tr>
<td>Number of People Served</td>
<td>(3,358個案cases)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>義工服務時數</td>
<td>23,944</td>
<td>7,665</td>
<td>3,778</td>
<td>4,626</td>
</tr>
<tr>
<td>Hours of Volunteer Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
社区服务
Community Service

• «健康自家管」长者慢性病管理服务
  計劃為患有糖尿病和高血壓的獨居或隱蔽
  長者而設，於2014年6月推出。本會註冊
  社工及護士會先上門為長者進行生理、心理
  及社交層面的評估，然後由已受訓的義工
  定期作家訪，針對長者的需要及狀況，教
  導他們自我管理慢性病，同時協助他們建
  立社區支援網絡。本年度計劃下有217名
  義工在深水埗、屯門和沙田區為143名長者
  提供服務，合共進行了388次家訪和490次
  電話慰問。

• Home-based Chronic Disease Management Service for
  the Elderly (CDME)  The CDME was launched in June 2014 to
  provide service to the singleton or hidden elderly with diabetes
  and hypertension. A team comprised of social worker and nurse
  provided assessment for the elderly regarding to their physical,
  psychological and social conditions. Our volunteers then paid them
  regular home visits, sharing knowledge on self-management on chronic
  diseases and helping them establish community support networks. During
  the year, 217 volunteers rendered services to 143 elderly in Sham Shui Po,
  Tuen Mun and Shatin. A total of 388 home visits and 490 follow-up
  telephone calls were made.

紅深計劃－深水埗區社康護康英服務
參與計劃的義工分組定期探訪深水埗區舊式
私人住宅的獨居或兩老戶，送上慰問，教導
他們如何應對天氣轉變。義工又籌組活動，
讓長者認識社區，加強他們與社會的連繫。
計劃現時共有250名義工參與，年內探訪了
87名長者，探訪次數共1,044。

• Red Sham Project - Healthcare for Homebound Elderly
  During the year, our volunteers paid regular home visits to singleton
  elderly or aged couples living in old tenement buildings in Sham Shui
  Po. They offered care and support to the elderly and taught them
  how to deal with climate change. Volunteers also organized activities
  for them to learn more about their communities and re-establish links
  with society. The project was supported by 250 volunteers. A total of
  1,044 home visits were rendered in the year, 87 elderly were served.
"Act of Care" Volunteers of the project have been trained with basic psychological support skills to serve people in need of psychological support. During the year, they continued to organize different activities to serve people in need, giving them laughter, care and hope. Eight groups were formed under the project to provide service to the single or visually-impaired elderly, disabled children, South Asian ethnic students, single-parent families, rehabilitated mentally-ill people and rehabilitated inmates. A total of 131 times of service were provided by 181 volunteers in the year, accumulated over 7,500 service hours. About 2,600 people have been served.

"Humanitarian Caring Visit" We organized the “Humanitarian Caring Visit” with the support of the Hong Kong Society for the Aged, the Tung Wah Group of Hospitals and the Young Women’s Christian Association. In January 2015, about 300 volunteers went to visit 300 singleton elderly, aged couples and elderly residents in need in Chai Wan, Shau Kei Wan, North Point and Sai Wan Ho. They handed out Chinese New Year “blessing bags” containing festive food items to the elderly and taught them how to stay warm in winter.

Volunteers and elderly residents practise a simple hand exercise during the “Humanitarian Caring Visit”
尋人服務 · 福利查詢服務
Tracing Service · Welfare Enquiries Service

- **尋人服務** 服務自1951年設立，旨在協助因天災、戰禍或其他特殊原因而離散的家庭重建聯繫。本年度本會共處理了659宗一般及緊急尋人個案和查詢，其中220宗為新個案。在尋人過程中，本會進行了超過6,500次面談、家訪和電話查詢，年度成功率為39%。截至2015年3月，本會的累積尋人個案有30,762宗。

- **福利查詢服務** 本會透過世界各地紅十字會和紅新月會組成的網絡，提供跨國界人事支援服務，包括協調在外地患病的港人回港，接送在本港患病人士返回居住地，為遇難或傷亡香港的外地人士提供資訊和轉介服務，及為有需要人士提供跨域福利資訊和緊急聯繫服務。本年度本會處理的求助個案有56宗。

- **Tracing Service** The HKRC has been running the service since 1951 to help re-establish contact between family members separated due to natural disasters, wars and other special reasons. During the year, the HKRC handled 659 general and emergency tracing requests and enquiries, with 220 of them being new cases. More than 6,500 face-to-face interviews, home visits and telephone interviews were conducted during the tracing process. The success rate was 39%. As of March 2015, the cumulative number of tracing cases was 30,762.

- **Welfare Enquiries Service** The HKRC provides cross-boundary humanitarian services to people in need through the global network of Red Cross and Red Crescent Societies. These include co-ordinating the return of expatriates fallen sick in Hong Kong to their home countries, escorting Hong Kong residents with medical needs back to the territory, providing information and referrals to expatriates stranded in Hong Kong due to emergency, and offering information on overseas welfare and emergency contacts to those in need. We handled 56 requests during the year.

Siblings reunite after 30 years of separation with the help of our tracing service
The Hong Kong Red Cross (HKRC) provides a platform for the public to take part in humanitarian work and serve the vulnerable groups. Our volunteers, with ages ranging from 8 to over 90, offer voluntary services of all forms, from backend support to frontline action, in both Hong Kong and overseas.

- As of 31 December 2014, the number of our volunteers has exceeded 20,400. In 2014, they contributed more than 510,000 hours of voluntary services, enabling the HKRC to earn the “Highest Service Hour Award in 2014 (Public Organizations)” of the Social Welfare Department. In addition, 17 of the HKRC volunteers received the Long Service Awards in recognition of their 20, 30 or 40 years of voluntary service.

- In December 2014, HKRC representatives took part in the Global Volunteer Forum 2014 organized by the International Federation of Red Cross and Red Crescent Societies (IFRC). They shared their experience on volunteer management during emergencies with other participants. Our performance in volunteer management received commendation from the IFRC in 2013.

<table>
<thead>
<tr>
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<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 years old or below</td>
<td>17%</td>
</tr>
<tr>
<td>26-59 years old</td>
<td>48%</td>
</tr>
<tr>
<td>60 years old or above</td>
<td>10%</td>
</tr>
<tr>
<td>Unclassified</td>
<td>8%</td>
</tr>
<tr>
<td>No data available</td>
<td>17%</td>
</tr>
</tbody>
</table>

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</tr>
<tr>
<td>Unclassified</td>
<td>8%</td>
</tr>
<tr>
<td>No data available</td>
<td>17%</td>
</tr>
</tbody>
</table>
**Red Cross Youth**

The Red Cross Youth (RCY) plays an important role in the International Red Cross Movement. The RCY, mainly uniformed groups, is the largest volunteer group of the HKRC.

During the year, we endorsed the direction of developing youth leaders, encouraging them to take up prominent roles in leading and managing voluntary services. In doing so, they could encourage their peers to engage in voluntary and humanitarian work.

<table>
<thead>
<tr>
<th>青年领袖人数</th>
<th>2,931</th>
<th>青年领袖人数</th>
<th>2,931</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Youth Leaders</td>
<td>Number of Adult Voluntary Leaders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>成人義務领袖人數</td>
<td>1,266</td>
<td>紅十字青少年制服團體單位</td>
<td>371</td>
</tr>
<tr>
<td>Number of Adult Voluntary Leaders</td>
<td>Number of RCY Uniformed Units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>紅十字青少年會員人數</td>
<td>12,551</td>
<td>會員參加的訓練課程數目</td>
<td>1,161</td>
</tr>
<tr>
<td>Number of RCY</td>
<td>Number of Courses Attended by Members</td>
<td></td>
<td></td>
</tr>
<tr>
<td>會員服務時數</td>
<td>231,449</td>
<td>獲頒社會福利署義工服務獎項人數</td>
<td>453/356/865</td>
</tr>
<tr>
<td>Number of Service Hours by Members</td>
<td>Number of Volunteer Awards Received from the Social Welfare Department</td>
<td></td>
<td></td>
</tr>
<tr>
<td>金獎 Gold</td>
<td>銀獎 Silver</td>
<td>銅獎 Bronze</td>
<td></td>
</tr>
<tr>
<td>會員自行籌組的社區服務計劃數目</td>
<td>91</td>
<td>青年領袖策劃的創新活動數目</td>
<td>14</td>
</tr>
<tr>
<td>Number of Community Service Projects Planned and Organized by Members</td>
<td>Number of New Activities Planned by Youth Leaders</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Nurturing Humanitarian Values

During the year, we organized various experience and reflective activities to develop humanitarian values of young people.

- **Youth as Agents of Behavioural Change (YABC)** The programme has gradually become popularized in various National Societies. It aims to make use of experiential activities to inspire a change in mindset and behaviour amongst young people. They can in turn motivate their peers to live out culture of non-violence and peace.

  - We held the first local “YABC Peer Educators” training camp in June 2014. It was attended by 26 RCY members. As of March 2015, the accumulated number of qualified YABC Peer Educators stood at 38.

  - We incorporated some YABC features into various RCY leadership training and experience camps, making use of role plays and simulated situations to help members understand more about the discriminated and marginalized groups in society. By doing so, we encouraged them to reflect on themselves, and to promote social equality, tolerance and respect.

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**YABC推動概況 (2014/15)
Programme Status of YABC**

<table>
<thead>
<tr>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>受訓成為YABC朋輩教育員</td>
<td>Number of Trained YABC Peer Educators</td>
</tr>
<tr>
<td>運用YABC模式推動紅十字青少年活動的次數</td>
<td>Number of RCY Activities Applying the YABC Model</td>
</tr>
<tr>
<td>曾參與YABC活動的紅十字青少年會員人數</td>
<td>Number of RCY Members Participating in YABC Activities</td>
</tr>
<tr>
<td>本會YABC朋輩教育員協助海外培訓的次數</td>
<td>Number of Overseas Training Activities Facilitated by the HKRC’s YABC Peer Educators</td>
</tr>
</tbody>
</table>

---

26名會員完成七日六夜的培訓，成為YABC朋輩教育員

26 qualified YABC Peer Educators upon completion of a seven-day training
Youth Development and Leadership Training

The HKRC is committed to developing young people and leadership. We provide opportunities for them to unleash their creativity and potential, enabling them to support the Red Cross Movement continuously.

- **Local/International Exchanges and Conferences** We encourage our members to give views on how to improve our operations. We also encourage them to take part in both local and overseas exchange activities and conferences, learning from Red Cross members in different places.
  - We set up the Youth Think Tank in the year. It was formed by our youth and adult members who are responsible for collecting opinions from fellow members on how to improve the HKRC's operations and put forward practical proposals. Mr Leung Chun-hei, one of our members, was invited to join the HKRC Council and became the youngest Council Member ever.
  - This year, 74 youth and junior members participated in four overseas exchange programmes organized by the HKRC, other Red Cross Societies and youth groups in different places. Their visits covered Hong Kong, Nanjing, Singapore as well as Fukuoka in Japan.
  - Seventeen youth members represented the HKRC to take part in various international conferences, including the East Asia Leadership Meeting, the Model IFRC General Assembly, the IFRC 2nd Asia Pacific Youth Summit and the Asia Pacific Regional Conference. The events took place in Hong Kong, Shanghai, Tianjin, Beijing and the Republic of Korea respectively.

- **International Humanitarian Service Leadership Programme (ISLP)** It provides a platform for tertiary students to initiate, organize and implement various humanitarian and caring programmes, with a view to equip themselves and become humanitarian leaders with global vision, commitment to volunteering and leadership qualities.
  - Six overseas caring trips were organized by our ISLP members in the year, which were participated by about 100 people. They visited disaster victims, refugees and children in Ethiopia in Africa, Heyuan in mainland China and Nepal, offering them care and concern.

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ISLP 成員在尼泊爾教導居民社區衛生知識
ISLP members share community hygiene knowledge with people in Nepal
 Winners of the “LIGHT THE HARMONY” Youth Humanitarian Photo Competition, with their winning entries which highlight the mutual respect and tolerance between each other.

- We continued to organize the “LIGHT THE HARMONY - Youth Humanitarian Photo Competition” and received more than 50 entries. The winning and outstanding pieces were put on display at the Star Ferry Pier in Central and the Chinese University of Hong Kong (CUHK) to promote mutual respect and tolerance. The exhibitions were visited by more than 10,000 people.

- Members were invited by the CUHK and Radio Television Hong Kong to share their ISLP experience with students and the public in a radio programme. They encouraged young people to serve people in need locally and internationally.

- **Youth Leadership Development and Innovative Activities**

  RCY+ is a group formed by our youth leaders. In the year, RCY+ continued to run their programmes under the theme of “Youth, Humanity, Leadership and Development”. “Youth Leadership Talk Series” was organized in which guests from different sectors were invited to share their views. Their discussions were compiled and published in a book named Youth Leadership Talk Series.

- **Leadership Training for Youth Members**

  We organized 89 sessions of youth leadership training for our youth members to enhance their leadership skills in the year. A total of 1,043 members have completed the training.

- **Youth Committee Development and Thesis Report**

  The Youth Committee conducted a series of workshops to enhance the leader skills of all members. A group of 89 works were compiled and published in a book named “Youth Committee Development and Thesis Report”.

- **Youth Leadership Training for Youth Members**

  The “Youth Leadership Training for Youth Members” programme was aimed at training our youth members to be leaders in the future. It was held from April to December with a total of 89 sessions.

- **Youth Leadership Development and Innovative Activities**

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志願服務精神

本會鼓勵青年會員透過不同形式的社區參與，服務弱勢社群，並推動朋輩關顧社會。

- **籌劃社區服務** 青年會員按能力和經驗服務有需要人士。本年度會員自行籌劃91項服務，對象包括新來港人士、少數族裔、輕度和中度智障人士、視障人士、兒童、青少年和長者等。

![學生量血壓](School Health Ambassadors measure blood pressure for schoolmates)

校園健康大使計劃

計劃由青年會員向學生、老師和家長推廣健康信息，讓他們了解生理、心理及社交三方面平衡發展的重要性，從而建立健康生活，避免不良行為。本年度共有149間中、小學參與計劃。

- **愛滋病朋輩教育計劃** 繼續舉辦不同活動，加深青少年對愛滋病的認識，鼓勵他們接納感染者和消除對他們的誤解。本年度舉辦的活動包括為中、小學開辦愛滋病教育課程，以及推動106間中、小學參與世界愛滋病日的「一人一紅絲帶行動」。

![學生參與「一人一紅絲帶行動」](Members invite the public to join the Red Ribbon Caring Campaign)

Volunteering and Serving

The HKRC encourages our youth members to get involved in different forms of community work to serve the vulnerable groups. Their peers are also being motivated to care for the society.

- **Planning and Organizing Community Service Projects** Youth members, by virtue of their ability and experience, will plan and organize services and activities for people in need. During the year, they organized 91 service projects, covering newly arrived people, ethnic minority groups, people with mild to moderate mental handicaps, visually impaired people, children, and young and elderly people.

- **School Health Ambassador Programme** The programme aims to promote health among students, teachers and parents. It highlights the importance of balancing their physical, psychological and social developments as a way to establish a healthy lifestyle and avoid bad behaviour. This year’s programme was supported by 149 primary and secondary schools.

- **HIV/AIDS Peer Education Programme** We continued to organize various activities for young people to allow them to learn more about AIDS, helping them accept people infected and eliminate misconceptions about the disease. Activities organized during the year included Youth Basic HIV/AIDS Education Course for primary and secondary students. Our “Red Ribbon Caring Campaign” on World AIDS Day was participated by 106 primary and secondary schools.
As of March 2015, there were 44 Adult Volunteer Groups (AVGs) in the HKRC, with membership exceeding 1,800. In the year, the AVGs continued their efforts in organizing activities for the public. They also provided assistance at various service programmes of the HKRC.

- “Humanity Media Team”, a functional volunteer group, was set up in August 2014 to provide photography and multimedia production services for the HKRC. This is a new approach to help disseminate our humanitarian spirit. 22 people joined the team in the year and participated in filming and multimedia production of some HKRC activities.

- The “Red Cross Volunteer Puppet Theatre”, performed in six public libraries in December 2014, entertaining more than 300 children aged 4 to 10 and their parents. Messages on care and humanity were spread through the performances.

- The lady volunteers with different nationalities organized the “The Humanity Walk for Red Cross Volunteers” on 11 January 2015 to present different cultures and promote inclusion, humanitarianism and volunteerism through games and stage performance. More than 100 volunteers help out at the event with 300 service recipients attending.

- The lady volunteers of the HKRC teach elderly people to make origami cranes to demonstrate spirit of volunteerism.
The Elderly Unit (EU) set up a new open unit in the Hong Kong Island district in November 2014. As of March 2015, the number of Elderly Units stood at 29, with membership exceeding 600. A series of activities and events in celebration of the EU’s 20th anniversary were held during the year.

- Thirty EU and District Committee members joined a 12-day visit to Switzerland and Italy in the “Exchange Tour to Geneva and Solferino 2014”. They visited the birthplace of Henry Dunant, founder of the Red Cross Movement, and toured the headquarters of International Committee of the Red Cross (ICRC) and the IFRC. They also took part in Italian Red Cross’ torchlight “Fiaccollata” and walked around the Solferino battlefield.

- A three-day trip to Heyuan in mainland China was joined by 109 EU and District Committee members in September 2014. They visited the Heyuan Red Cross and took time to serve vulnerable groups in hospitals, homes for the elderly and rehabilitation centres for the disabled.

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The Camp on Lantau Island, bordering the Shek Pik Reservoir and the Tung Wan Beach, is nestled in natural greenery. It is an ideal place to host various types of activities and can be leased by various organizations.

使用營地服務人次 Patronage of the Camp

5,099

平均使用率 Average Utilization

43.96%