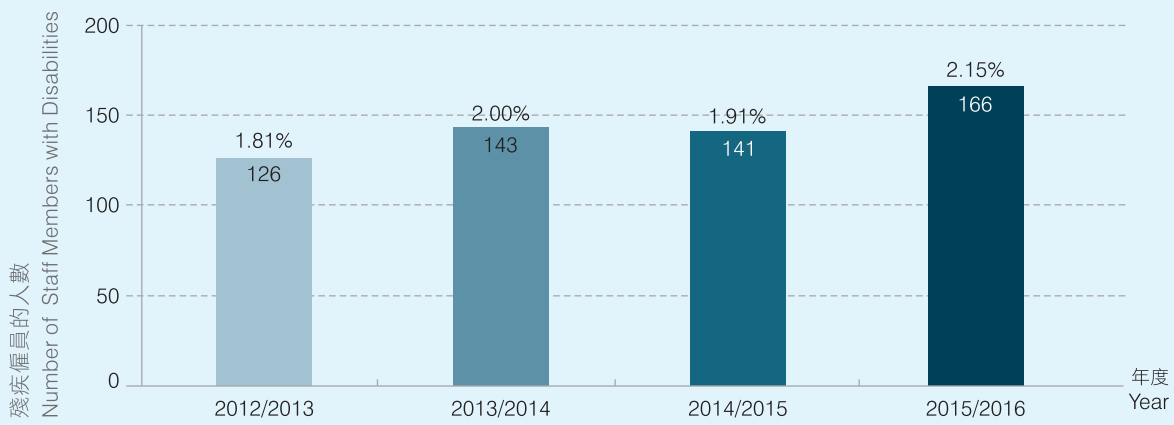
東華三院聘用殘疾人士的數目
Total Number of People with Disabilities Employed by TWGHs

附錄ER1 / Appendix ER1



非醫院員工培訓及發展項目概要
Highlights of Non-hospital Staff Training and Development Programmes

附錄ER2 / Appendix ER2

- 與國家民政部舉辦兩次相互交流活動，共有十二名東華三院行政人員到四川省進行交流，並安排國家民政部官員回訪香港。
  Two exchange programmes with the Ministry of Civil Affairs (MCA) were organized with 12 executives of TWGHs visiting Sichuan Province and officials from the MCA paying a reciprocal visit to Hong Kong.

- 為八名國家民政部官員安排為期兩星期的專業人員培訓課程。
  A 2-week attachment training programme was arranged for 8 officials from the Ministry of Civil Affairs.

- 於四川省舉辦短期社工交流和培訓活動。
  Short-term sharing and training sessions on social work were organized in Sichuan Province.

- 為二十名總部行政人員、校長及服務單位主管舉辦「提升溝通技巧」工作坊，幫助行政人員辨別個人在溝通上的強弱項，認識各類溝通風格，務求與不同的對象達至有效的溝通。
  A workshop titled "Enhancing Interpersonal Skills" was organized for 20 headquarters executives, school heads and centre supervisors to help them identify the strengths and weaknesses of their communication styles and how to communicate effectively with people with different personalities.

- 為三十一名總部行政人員、校長及服務單位主管舉辦「知識管理」分享會，透過香港紅十字會的分享加強員工對知識管理的了解。
  The "Knowledge Management" sharing session by Hong Kong Red Cross was organized for 31 headquarters executives, school heads, and centre supervisors to enhance their understanding of knowledge management.

- 為二十名總部行政人員、校長、服務單位主管舉辦以「踏出正能量」為主題的團隊訓練活動，從而建立積極互信及擁有高解難能力的團隊。
  A team-building workshop – Building Effective Team by "Pedal for Power" was organized for 20 headquarters executives, school heads and centre supervisors to build up mutual trust and an effective team with strong problem solving skills.

- 為三十名文職人員及秘書舉辦以「如何做個快樂的團隊成員」為主題的團隊訓練工作坊，讓參加者認識快樂工作的正面訊息，鼓勵員工將快樂正能量帶進團隊。
  A team-building workshop on "How to be a Happy Team Member" was organized for 30 clerical and secretarial staff to develop a positive mindset and to encourage them to inject positive energy into the team.

- 為總部行政人員舉辦兩次中午聚餐暨主題講座，促進員工相互了解。
  Two executive lunch-and-learn gatherings were organized for headquarters executives to enhance mutual understanding among colleagues.

- 為三十名文職人員及秘書舉辦「時間管理及工作規劃」工作坊，向員工講解如何掌握有效管理時間及工作規劃的竅門，以便提升工作表現。
  A workshop on "Time Management and Priority Setting" was organized for 30 clerical and secretarial staff to equip them with techniques for time management and prioritizing different tasks and activities to enhance work efficiency.

- 為合共四十八名員工舉辦兩場「有效文件寫作」工作坊，以加強員工撰寫不同商業文件的技巧。
  Two workshops on "Effective Business Writing" were organized for 48 staff members to enhance their ability to write different kinds of business documents.

- 為二十五名行政總部員工舉辦「辦公室僱員的職業安全與健康」工作坊，以提高員工的職業安全與健康意識。
  A workshop on "Occupational Safety and Health for Office Workers" was organized for 25 staff members from headquarters to enhance their awareness of occupational safety and health in the office.

- 為三十名員工舉辦「普通話會話班」，以提升員工的普通話會話能力。
  A tutorial on "Conversational Putonghua" was organized for 30 staff members to enhance their Putonghua competence.

- 為三十二名員工舉辦「探索東華歷史景點」活動，以加深員工對本院歷史的認識，推廣企業文化及強化他們對機構的歸屬感。
  A cultural visit to TWGHs' historical sites was organized for 32 staff members to enhance their understanding of the Group's history, promote corporate culture and strengthen their sense of belonging.

- 製作全新短片《凝聚・東華・新力量》的第一部曲，向公眾介紹東華三院的慈善精神，以及吸引人才加入東華三院。
  To promote TWGHs charity spirit among the general public and to attract young talent to join the Group, the first episode of a new video series "YouTh PoWer" was filmed.

- 為三十七名員工舉辦一個關於資訊科技安全的研討會，以提高員工的資訊保安意識。
  A seminar on IT security was organized for 37 staff members to raise their awareness of the importance of IT security in office operations.

- 全年共舉辦十八個電腦軟件應用課程，參加員工約有三百人。
  A total of 18 training courses on the application of computer software were organized with about 300 staff members attending.

- 為十九名員工舉辦「急救訓練重溫」課程，以加強員工的急救知識及技巧。
  A refresher course on first-aid training was organized for 19 staff members to refresh their first-aid knowledge for re-certification.

- 舉辦「行政人員發展」課程，以加強新入職行政人員對現行政策及工作程序的認識。
  An "Executive Development Programme" was organized for newly recruited executives to familiarize them with the prevailing policies and work practices.

- 舉辦八次迎新活動，超過六百名新入職員工出席。
  A total of 8 induction programmes were launched with over 600 newly recruited staff members attending.

- 舉辦「鬆一鬆肩頸保健按摩」工作坊、「茶・樂・道」工作坊、「我要瞓得好」優質睡眠講座及「創意藝術與自我認識」講座，幫助員工達至生活與工作平衡，員工反應踴躍。
  Workshops on "Shoulder Massage", "Sound Therapy", "Sleep Quality Enhancement" and "Anti-stress" were conducted to help staff members obtain work-life balance and were well received by staff members.

- 為二十五名員工舉辦「大埔滘生態綠悠遊」活動，加強員工對環境保護及綠色生活的認識。
  A Green Tour to "Tai Po Kau Nature Trail" was organized for 25 staff members to deepen their understanding of environmental protection and green living.

- 為人力資源處訓練及福利部的員工舉辦「活動管理—活動製作及現場管理」工作坊，提升員工對活動策劃、製作及現場管理技巧，從而有效地舉辦員工訓練及福利活動。
  A workshop titled "Event Management – Programme Design and On-site Management" was organized for staff members of the Staff Training and Welfare Section of the Human Resources Branch to acquire the necessary programme design and production, and on-site management skills for successful delivery of staff training and welfare activities.

醫院員工發展及研究（由東華三院董事局資助）°
Hospital Staff Development and Research Programmes (Sponsored by the Board of TWGHs)

附錄ER3 / Appendix ER3

項目 Item	詳情 Details	撥款 Allocation
二〇一五／二〇一六年度醫務科員工訓練基金 2015/2016 Medical Division Staff Training Fund	該基金資助屬下醫院約五百七十位員工修讀本港及海外的訓練及深造課程。 Around 570 staff from TWGHs' 5 hospitals were sponsored to attend local and overseas training programmes.	$1,850,000
海外教授交流計劃 Visiting Professorship Programmes	該計劃邀請六位海外教授來港進行臨床教學，以及分享最新的醫療技術及經驗。 Six overseas professors were invited to conduct lectures in Hong Kong giving advice on modern medical technology and sharing their clinical experience.	
東華三院研究基金（西醫） TWGHs Research Fund (Western Medicine)	該基金資助屬下五間醫院的西醫醫生進行十五個研究項目。 Western medicine doctors of TWGHs' 5 hospitals were sponsored to conduct 15 research projects.	$400,000
		$2,250,000

學校 School	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
所有學校 All Schools	中、小及特殊學校聯校德育課程「東華文化」開平、新會及江門考察團 Joint Secondary, Primary and Special Schools Moral Education Curriculum Study Tour on Tung Wah Culture to Kaiping, Xinhui and Jiangmen	13-14/11/2015 & 11-12/3/2016	獲史秀英歷史檔案及文化總主任及嘉賓講者高添強先生的協助，本院分別於二〇一五年十一月及二〇一六年三月舉辦東華三院德育課程「東華文化」開平、新會及江門考察團，共超過一百位中、小學及特殊學校老師參與。 With the help of Ms. Stella SEE, Head of the Records and Heritage Office, and Mr. KO Tim Keung, guest speaker, a 2-day Moral Education Curriculum Study Tour on Tung Wah Culture to Kaiping, Xinhui and Jiangmen was organized in November 2015 and March 2016 respectively. Over 100 teachers from TWGHs secondary, primary and special schools participated.
	東華三院聯校專業發展日 TWGHs Joint Schools Professional Development Day	29/1/2016	是次聯校專業發展日假伊利沙伯體育館舉行，以「如何透過數據分析促進學與教發展」為題，並邀得署理教育局副秘書長容寶樹先生主禮。當日，更邀得香港教育學院心理研究學系評估與評鑑講座教授及評估研究中心總監莫慕貞教授以「學校數據分析與解讀」作專題講座。二千位校長及教師出席。 TWGHs Joint Schools Professional Development Day was held at Queen Elizabeth Stadium titled “Learning and Teaching Enhancement through Data Analysis” with nearly 2,000 principals/headteachers and teachers attended. Mr. YUNG Po Shu, Benjamin, Acting Deputy Secretary for Education, officiated at the Event. Prof. MOK Mo Ching, Magdalena, Chair Professor of Assessment and Evaluation from the Department of Psychological Studies / Director of Assessment Research Centre of The Hong Kong Institute of Education, delivered the keynote speech on “Serving Our Children with Data Science”.
	「Super Skills 兒童社交技巧」訓練工作坊 “Super Skills: A Social Skills Group Programme for Children with Asperger Syndrome, High-functioning Autism” Training Workshop	28-31/3/2016	工作坊假香港理工大學舉行，邀得台灣Super Skills中文版譯者黃穎峰醫師及廖敏玲老師主講，共有二十位心理學家及社工出席。 The Workshop was held at The Hong Kong Polytechnic University with Dr. HWANG Yiing Feng and Ms. LIAO Min Ling, trainers from Taiwan, as speakers. A total of 20 psychologists and social workers attended.
中學 Secondary School	東華三院中學聯校「自主學習」中文科課堂教學交流會 TWGHs Joint Secondary Schools Sharing Session on “Active Learning” in Chinese Language	4/7/2015	交流會於東華三院郭一葦中學舉行，邀得寧波公學李鏡品老師擔任嘉賓講者，共有一百二十四位校長及老師出席。 The Event was held at TWGHs Kwok Yat Wai College with Mr. LEE Kang Pan, teacher from Ning Po College, as the guest speaker. A total of 124 principals and teachers attended.
	東華三院福建高等教育考察團 TWGHs Study Tour on Fujian Higher Education	16-19/12/2015	學務總主任、兩位學務主任、行政主任、三十一位校長、副校長及老師前往廈門及福建作教育考察及交流。 The Visit to Xiamen and Fujian was organized with the participation of Education Services Secretary, 2 Assistant Education Services Secretaries, an Executive Officer, 31 principals, vice-principals and teachers.
小學 Primary School	東華三院小學校長、教師境外教育考察及探訪學習團（山東） TWGHs Joint Primary Schools Headteachers and Teachers Educational Study Tour (Shandong)	8-11/4/2015	七位校長及二十八位教師前往山東作四天課程考察及交流。 A 4-day study tour to Shangdong was organized with 7 headteachers and 28 teachers participating.
	提升學生高階思維能力策略研討會 Seminar on Strategies to Enhance Higher Order Thinking Skills	14/7/2015	研討會於東華三院羅裕積小學舉行，共有二百一十位教師出席。 The Seminar was held at TWGHs Lo Yu Chik Primary School. A total of 210 teachers attended.

學校 School	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
小學 Primary School	東華三院小學聯校教師專業發展日 TWGHs Joint Primary Schools Professional Development Day	26/8/2015	發展日於東華三院黃笏南中學舉行，以「價值・承傳・延續」為主題，為六百位校長及教師提供教師專業培訓，以加強教師對東華三院的歷史及德育課程的認識。 The Development Day titled "Value, Heritage and Continuity" was held at TWGHs Wong Fut Nam College to provide professional training to 600 headteachers and teachers of primary schools, so as to enhance their knowledge of the history of TWGHs and of the Moral Education Curriculum.
	有關評核質素保證平台 (AQP) 工作坊 Assessment Quality–assurance Platform (AQP) Workshops	29/8/2015-26/1/2016	工作坊分別於東華三院羅裕積小學、東華三院鄧肇堅小學、東華三院港九電器商聯會小學、東華三院姚達之紀念小學（元朗）、東華三院李東海小學及東華三院周演森小學舉行。 The Workshops were held at TWGHs Lo Yu Chik Primary School, TWGHs Tang Shiu Kin Primary School, TWGHs Hong Kong & Kowloon Electrical Appliances Association Ltd. School, TWGHs Yiu Dak Chi Memorial Primary School (Yuen Long), TWGHs Leo Tung-hai LEE Primary School and TWGHs Chow Yin Sum Primary School.
	英語學習評估講座 Seminar on Assessment for English Learning	4/9/2015	研討會於東華三院李賜豪小學舉行，共有兩位校長及七十七位教師出席。 The Seminar was held at TWGHs Li Chi Ho Primary School with 2 headteachers and 77 teachers attending.
幼稚園 Kindergarten	幼稚園聯校教師專業發展日－「繪本認識知多少/如何推行幼兒創意綜合藝術」工作坊 Joint Kindergartens Staff Induction Programme – "Understanding Picture Book Curriculum and Integrated Creative" Arts Workshop	5/9/2015	工作坊於東華三院冼次雲小學舉行，共有九位校長及六十二位新入職教師參與。 The Workshop was held at TWGHs Sin Chu Wan Primary School with a total of 9 headteachers and 62 new teachers participating.
	幼稚園聯校教師專業發展日－「校園危機與預防：家校雙贏方案」工作坊及「大笑瑜伽」減壓工作坊 Joint Kindergartens Staff Development Day – "School Crisis Prevention" Workshops, and "Laughter Yoga" Stress Management Workshops	2/10/2015	工作坊於東華三院黃鳳翎中學舉行，主講嘉賓為香港小童群益會成長發展中心鄭惠君主任及笑出健康協會會長余狄夫先生；共有十四位校長、一百九十五位教職員及非教職員參與。 The Workshops were held at TWGHs Wong Fung Ling College. The guest speakers were Ms. CHENG Wai Kwan, Centre Supervisor, Growth and Development Centre, The Boys' & Girls' Clubs Association of Hong Kong, and Mr. Dick YU, President, Healthy Laughters Association. A total of 14 headteachers and 195 teaching and non-teaching staff attended.
	幼稚園聯校教師專業發展－哈爾濱教育考察團 Joint Kindergartens Staff Development – Educational Visit to Harbin	24-28/11/2015	一位學務主任與十三位校長前往哈爾濱參訪幼稚園進行為期五天的教育考察及交流。 A 5-day educational visit to kindergartens was organized in Harbin with an Assistant Education Services Secretary and 13 headteachers participating.
	幼稚園聯校教師專業發展日－「掌握有效的溝通技巧，以提高工作的效能」中層培訓工作坊 Joint Kindergartens Staff Development Day – Workshops for Middle Managers on "Effective Communication to Enhance Work Efficacy"	29/1/2016	工作坊於東華三院李賜豪小學舉行，由盈力顧員服務顧問孫立民博士主講。共有十四位校長及四十一位主任及教師出席。 The Workshop was held at TWGHs Li Chi Ho Primary School. The guest speaker was Dr. SUEN Lap Man, Principal Consultant, Vital Employee Service Consultancy. A total of 14 headteachers and 41 senior teachers and teachers attended.

學校 School	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
幼稚園 Kindergarten	幼稚園聯校教師專業發展日－「優化提問技巧・提升課堂效能及教得健康」工作坊 Joint Kindergartens Staff Development Day – Workshops on" Effective Questioning to Enhance Teaching Efficacy"	24/3/2016	工作坊於東華三院張明添中學及賽馬會創意藝術中心舉行，由香港大學教育學院中文教育研究中心教學顧問許守仁先生主講；共有二百一十位校長、主任及教師出席。 The Workshop was held at TWGHs Chang Ming Thien College and the Jockey Club Creative Arts Centre. The guest speaker was Mr. HUI Sau Yan, Teaching Consultant, Centre for Advancement of Chinese Language Education and Research, Faculty of Education, The University of Hong Kong. A total of 210 headteachers, senior teachers and teachers attended.
特殊學校 Special School	特殊學校聯校專業發展日－日本教育考察團 Joint Special Schools Professional Development Day – Study Tour to Japan	15-19/3/2016	學務主任、兩位校長及十九位教師及專責人員前往日本作五天教育考察，到訪當地一所專為自閉症兒童而設的特殊學校及兩所職業訓練機構，了解自閉症教學法及智障學生的出路安排。 A 5-day study tour to Japan was organized for an Assistant Education Services Secretary, 2 principals, and 19 teachers and specialist staff to visit a special school especially catered for autistic children and 2 vocational training centres to learn pedagogy of teaching autistic children and to understand the placement arrangement of intellectually disabled students.

社會服務科員工培訓及發展項目概要
Highlights of Staff Training and Development Programmes in Community Services Division

Appendix ER5 / 附錄ER5

服務/區域 Service/ District	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
安老服務 Elderly Services	藝術及認知障礙症專題培訓系列 Experimental Workshops and Training Series on Art and Dementia Care	15/5-28/10/2015	合共一百八十九人次出席一系列以陶藝、音樂及視覺藝術為題的體驗工作坊及認知障礙症培訓，員工表示有信心在服務單位內應用相關技巧。 A series of art experimental workshops involving clay, music and visual art, and training on dementia were attended by 189 staff members who reflected that they had developed confidence in applying the skills in their service units.
	提升長者正面形象工作坊 Image Workshop on Promoting Positive Ageing	14/8/2015	工作坊邀得著名形象顧問藍婷女士擔任導師，教授員工如何推廣長者的正面形象，共有三十六位員工出席。 Ms. LAN Ting, a famous professional image consultant, was invited to provide training to 36 staff members to promote a positive images of the elderly.
	正向領導工作坊 Workshop on Positive Leadership	29/10/2015	透過多媒體及小組討論認識「正向領導」的概念，啟發參加者成為思想正面及高效的領袖，共有六十位員工參加。 A total of 60 staff members attended the Workshop, which used multi-media and group discussions to nurture positive and effective leadership.
	前線員工台北交流團 Overseas Training for Frontline Staff in Taipei	8-11/12/2015	十八位前線員工參與台北交流團探訪當地安老服務機構，以加強他們對安老服務的認識及實務技巧。 A total of 18 frontline staff members participated in overseas training in Taipei to enhance their knowledge and practical skills in caring for the elderly by visiting local elderly services centres.
青少年及家庭服務 Youth and Family Services	利用音樂回應嬰幼兒的發展需要工作坊 Use Music to Facilitate Development of Young Children	11/6-10/12/2015	二十位員工參加二十二節工作坊，認識音樂治療如何幫助兒童的認知、語言、肌能協調及社交情緒發展，掌握相關活動設計及帶領技巧。 A total of 20 staff members joined 22-session workshop to learn how to use music therapy to facilitate the development of children's cognitive, language, motor, and socio-emotional skills. They also familiarized themselves with the design of the related activities and the techniques for leading these activities.

服務/區域 Service/ District	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
青少年及家庭服務 Youth and Family Services	自閉症兒童的照顧與教育：多元化的實證為本之介入 Integration of Different Evidence-based Approaches to Educate Children with Autism	16/7/2015-27/2/2016	二十六節工作坊的內容環繞「優化幼兒園課程」、「回應特殊教育需要」、「家長教育及家長支援工作」，共有一百一十五位新入職員工及幼兒工作者出席。 Twenty-six workshops were organized for 115 new staff members and child care practitioners. Topics included "Providing Quality Education", "Meeting Special Educational Needs" and "Parent Education and Support Strategies".
	處理嚴重婚姻、情緒、精神健康個案的進階訓練工作坊 Advanced Workshop on Treating Cases with Chronic Family, Emotional and/or Mental Health Problems	28/8-27/11/2015	介紹情緒取向治療的理念和介入手法，教授同理心及情緒模式的運用步驟；並就處理相關個案提供指導。 The Workshop focused on empathy and emotion processing, introducing basic theory and practice of Emotion-focused Therapy. Consultation for cases with related problems was also provided.
	投射繪畫解讀基礎培訓 Basic Training of Projective Drawing for Case Assessment Use	9 & 12/10/2015	讓參加者了解心理投射繪畫法的基礎理念，如潛意識、情緒、符號、線條、顏色及不同人物的背後意義，並以此作初步評估工具。 The aim of the course was to help participants understand the subconscious, mood, the meaning of symbols, line, colour, and different characters in the drawing of service recipients, and to use these tools for assessment in counselling.
	沙維雅模式中的專業成長 Growth in Professional Self by Using Satir Model	28/10 & 5-9/11/2015	透過沙維雅模式作體驗性的學習，幫助員工分享、反思其工作上的挑戰和內在資源，以推動員工專業上的成長。 Using the Satir Model for experiential learning, this training helped staff members reflect on and discuss their work challenges and internal resources, facilitating their professional growth.
	特殊學習需要系列：家長講座、個案分享會及教師工作坊 Training Series for Children with Special Needs：Parent Talk, Case Sharing Session and Teachers' Workshop	6 & 14/11/2015	由知名的理盧幼慈教授主講，共有二百五十位家長及專業員工參加三節工作坊，內容包括有特殊學習需要學生的特性、家庭環境和學校課程如何促進他們的發展。 Renowned speaker Prof. Norma LEBEN was invited to provide 3 workshops for 250 parents and professional staff members, giving them a better understanding of children with special needs, using home environment and school curriculum in fostering the development of these children.
	「性格透視」應用 – 進階訓練 Enhancement Training on Application of Personality Dimension	9/12/2015 & 22/1/2016	安排資深導師為有性格透視訓練資格的員工提供三節實地指導或個案/情境分享環節。 An experienced trainer was invited to provide 3 on-site supervision or case/scenario sharing sessions for staff members with qualifications to conduct personality dimension workshops.
復康服務 Rehabilitation Services	為殘疾人士提供晚晴照顧服務培訓 Training on Palliative Care Service for Person with Disabilities	5/2015-3/2016	一百五十位員工參與有關培訓，包括三個課程及兩個工作坊，以透過經驗分享學習有關知識。另有四位員工到台灣作體驗活動及考察學習，擴闊眼界。 A total of 150 staff members attended the Training Programme, which included 3 courses and 2 workshops to learn about palliative care through experience sharing. Four staff members joined an attachment programme in Taiwan to widen their horizons through experience and observation.
	為自閉症人士提供服務培訓 Case Consultation and Workshops on Autism	9-12/2015	一百四十名員工參與工作坊，認識自閉症人士的需要和為他們提供服務的技巧。 A total of 140 staff members participated in the Workshops to better understand the needs of people with autism spectrum disorder and the skills needed in serving them.
	體驗視障人士需要工作坊 Experiential Workshop on the Needs of People with Visual Impairment	9/2015 & 2/2016	二十四位員工參加體驗視障人士需要工作坊，更深入了解視障人士的需要。 A total of 24 staff members joined the Workshop to better understand the needs of people with visual impairment.
	行政及管理知識學習及經驗分享計劃 Mentorship Programme in Administration and Management	10/2015-3/2016	三十三位員工參與行政及管理知識學習及經驗分享計劃，提升有關的知識和技巧。 A total of 33 staff members joined the Programme to enrich their knowledge and skills in administration and management.

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復康服務及南區 Rehabilitation Services and Southern District	復康服務部暨南區單位核心成員退修日 Staff Retreat for Core Staff of Rehabilitation Services and Southern District	17/10/2015	八十九位核心成員出席「澄心定意，動力沛然」身心靈全人健康退修工作坊，透過一連串的體驗活動，體驗保持身心靈健康的重要性及相關的技巧。 A total of 89 core staff members attended the retreat day programme "Holistic care through Mindfulness Exercises". Through various experiential tasks, the participants learned about the importance of self-care and achieving work-life balance and related skills.
	墨爾本見習計劃 Attachment Programme to Melbourne	3/2016	三位社工前往墨爾本，參與為期兩周的「社區精神健康服務進修計劃」，以增進專業知識與技巧。 Three social workers joined a 2-week attachment programme titled "St Vincent Community Mental Health Programme" in Melbourne with the aim of enhancing their professional knowledge and techniques.
公共服務部 Traditional Services	廟祀及殯儀服務英語應用課程 English Course for Funeral and Ritualistic Services	24/7-20/11/2015	本院殯儀及廟祀服務的前線員工參與有關的英語課程，以提升英語能力及溝通技巧。 Frontline staff members from both funeral and ritualistic services attended the English course, enhancing their language proficiency and communication skills.
	中國廣東省廟祀文化考察交流團 Ritualistic Services Study Tour to Guangdong Province	12-14/11/2015	公共服務部員工前往廣東省與廣東省道教協會及各道觀主持交流及分享，從而提升東華三院的廟宇文化及祭祀服務的運作知識與管理。 In order to enhance the service knowledge and strengthen management of TWGHs traditional and ritualistic services, staff members of Traditional Services Section joined a study tour to Guangdong Province, visiting the Guangdong Province Taoist Association and various temples.
	通勝擇日應用課程 Chinese Almanac Application Course	17/11 & 4/12/2015	為加強員工對應用通勝的了解，公共服務部舉辦「通勝擇日應用課程」，教授有關通勝及擇日的基本知識。 To facilitate the use of the Chinese Almanac, the Traditional Services Section organized a course to introduce basic knowledge of the Chinese Almanac and the selection of auspicious dates.
東區及中西區 Eastern, Central and Western District	藝術工作坊 Training Workshop on Art Therapy	18/5, 7/9/2015 & 1/2016	透過實習工作坊及參觀本地藝術展覽，讓三十位員工學習有關西洋畫的知識、策劃藝術活動的技巧及善用展覽場地。 The workshops equipped 30 staff members with knowledge of Western paintings, skills for organizing art activities and the use of space in artwork display through practical workshop and visits to local art galleries.
	電腦軟件工作坊 Workshop on Acrobat 2015 PDF Document Creation	8/9 & 8/10/2015	透過學習電子文件的應用，增加工作效率及減省文件貯存空間，締造綠色工作間。 The aim of the Workshop was to equip staff members with practical knowledge of electronic documentation to promote work efficiency and create a greener workplace by saving storage space.
	投訴處理工作坊 Complaint Handling and Skills Training Workshop	23/9/2015	工作坊讓三十七位員工掌握處理投訴技巧及策略，從而提升服務質素。 The Workshop, with 37 participants, aimed to enhance service quality by equipping staff members with skills and strategies for handling complaints.
	處理刁難人士十型人格証書課程 Workshop on Managing Difficult Personalities/Customers	6/12/2015	工作坊讓三十四位員工了解如何有效及有自信地面對刁難人士，學習其相關的知識及技巧，以及管理個人情緒的要訣。 The Workshop equipped 34 staff members with knowledge and skills for managing people with difficult personalities effectively and confidently, as well as managing personal emotions.
	應用「長板理論」於認知障礙症患者照顧工作 Application of "Strength-based Approach" on Demented Care	20/1/2016	邀請香港大學秀圃老年研究中心總監樓瑋群博士，教授約二十位專業員工發揮認知障礙症患者強項，以為他們提供更佳的支援。 Dr. LOU Wei Qun, Vivian, Director, Sau Po Centre on Ageing of The University of Hong Kong, was invited to provide training to around 20 professional staff on enhancing the strength of demented elders in order to provide a better support to the concerned elders.

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九龍城/油尖旺/觀塘區 Kowloon City / Yau Tsim Mong / Kwun Tong District	長者精神病患DSM-5課程 Certificate in "Understanding Elderly Mental Health, DSM-5"	3/7/2015	三十位社工及護士參加課程，學習長者常見精神病的最新評估標準 (DSM-5) 及有關病患的處理。 A total of 30 social workers and nurses attended the Course to update their knowledge of DSM-5, the new assessment standard for common elderly disorders and managing major mental issues with the elderly.
	「環保生活」工作坊 "Green Life Green Mind" Workshop	1/9/2015	共有四十位員工參與工作坊，旨在提升參加者對綠色生活及環保的認識及意識。 The Workshop, with 40 participants, aimed at enhancing staff's awareness and knowledge of green life habits and environmental protection.
	區域新鮮人工作坊 Work Smart Workshop in Kowloon City / Yau Tsim Mong / Kwun Tong District	7/10/2015 & 23/3/2016	四十名員工參加工作坊以了解不同服務的特性，從以建立跨單位員工共同服務同一社區的協作精神。 The Workshop introduced the features of various services to 40 participants, helping to cultivate a collaborative spirit among staff members from different centres when serving the needy in the same district.
深水埗/黃大仙區 Sham Shui Po / Wong Tai Sin District	職員退修日 Staff Retreat Day	12/1/2016	是次退修活動旨在加深員工了解團隊合作的重要性及提升溝通能力。活動約有五十位員工參加，包括社工、護士、保健員、活動幹事、照顧員、工友、廚師及文員等職級員工。 Around 50 staff members, including social workers, nurses, health care workers, programme officers, care workers, workmen, cooks and clerks, etc, attended the Retreat Day, which aimed at arousing staff awareness of the importance of teamwork and improving their communication skills.
沙田區 Shatin District	「當遊戲變成治療」工作坊 Workshop on "Play Therapy"	27/5/2015	三十七位專業及前線員工學習將遊戲治療應用於患有認知障礙症的長者身上，並建立設有認知玩具的「玩具圖書館」。 The Workshop equipped 37 professional and frontline staff members with the techniques of using play therapy with elders who have cognitive impairments. The participants also learned how to establish a "Toy Library" with cognitive training "toys".
	正向行為之預防暴力事故工作坊 Workshop on Managing Workplace Violence through Behaviour Support	25/6/2015	工作坊加強了三十三位員工對工作間常見暴力行為的觸覺、評估風險及處理知識。 The Workshop equipped 33 frontline staff members with knowledge of identification, assessment and management of common violent behaviour in workplace.
	社會科學研究報告之解讀技巧 Training Workshop on Reading Techniques on Scientific Research Paper	12/11/2015	透過短講、小組分享及個案研習，教導專業職級員工有關解讀社會科學研究報告之技巧，共有三十位員工參加。 The Workshop, attended by 30 professional staff members, equipped staff with reading techniques for research papers through mini-lectures, group sharing and case studies.
大埔/北區 Tai Po / North District	認知障礙症治療服務：藝術治療工作坊 (I、II、III) Dementia Care: Art Therapy (I, II, III)	29/6, 12/8, 11/11 & 12/2015	三天的培訓深化了逾三十位專業職級員工應用藝術治療技巧於照顧認知障礙症院友的工作上，並於二〇一五年十二月由導師督導領組實習。 Over 30 professional staff members completed the 3-day training to facilitate the integration of art therapy into existing dementia care services. In December 2015, an Art Therapist provided on-site supervision on leading creative art classes.
	拓展專業義工網絡講座 Seminar on Networking Skills in Developing Professional Volunteers	24/7/2015	本課程透過遊戲體驗、短講及討論，加強二十四位參與員工有關招募專業義工及鞏固義工網絡的技巧。 Twenty-four staff members attended the Workshop, whose aim was to reinforce the skills of professional volunteer recruitment and volunteer network consolidation through experiential activities, mini-lectures and group discussions.
	退修日－年度計劃構思暨團隊建立 Retreat Day－Annual Plan Brainstorming plus Team Building Day Camp	11/9/2015	團隊建立活動讓二十九位跨職級員工加強團隊士氣，員工亦於退修日檢討年度計劃成效及商討區域未來的服務需要及發展計劃。 A total of 29 multi-disciplinary staff members participated in the team-building activities to nurture team spirit, review the outcomes of Annual Plan and brainstorm future service needs and forthcoming plans.

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大埔/北區 Tai Po / North District	「末期病患輔導技巧」工作坊 "EOL Care: Advanced Counselling Skills for Elders with Terminal Illness" Workshop	20 & 26/10/2015	透過角色扮演、短講及討論，工作坊提升了二十位專業員工對末期病患長者的輔導技巧及自我心理調整能力。 Through role-play, mini-lectures and group discussions, the Workshop equipped 20 professional staff members with the necessary counselling skills and psychological resilience to serve the elders with terminal illnesses.
	自殺個案處理工作坊 Workshop on Handling Suicidal Cases	8/1/2016	工作坊共有二十位社工及護士參與，內容包括有關真實自殺個案的探討，以及有關學習處理技巧、預防措施、個案風險評估及危機應變處理的講座。 A total of 20 social workers and nurses attended the Workshop. The programme content included actual suicidal case studies and lectures on handling skills, preventive measures, case assessment and crisis management.
荃灣/屯門/元朗區 Tsuen Wan / Tuen Mun / Yuen Long District	撰寫中文督導報告技巧工作坊 Workshop on Chinese Appraisal Writing Skills	10/7/2015	透過短講、練習及討論，讓三十一位管理職級員工學習撰寫中文督導報告的技巧及相關知識。 Through mini-lectures, tasks and group discussions, the Workshop enhanced the 31 managerial staff members' Chinese appraisal writing skills and related knowledge.
	香薰治療基礎訓練 Basic Training of Aromatherapy	24/7 & 11/9/2015	工作坊簡介利用香薰油作香薰治療的減壓方法。透過講座及示範，四十位參與員工學習有關的按摩方法。 The Workshop introduced aromatherapy as a healing art with the use of essential oils to relieve stress. Forty attending staff members learned about the application of massage through lectures and demonstrations.
	進階英語報告撰寫工作坊 Advanced Workshop on English Appraisal Writing Skills	21/8/2015	二十三位員工藉着工作坊鍛鍊其撰寫英文督導報告的技巧。 A total of 23 staff members attended the Workshop to hone their English appraisal writing skills.
	有效處理自閉症學童行為工作坊 Workshop on Effective Management of Autistic Trainees	22/8 & 26/9/2015	透過講座及分享，工作坊加強五十多位員工對自閉症學童問題行為的認識。參加者學習撰寫社交故事的技巧，藉以處理自閉症學員的行為問題。 Through lectures and sharing, the Workshop familiarized over 50 staff members with the challenging behaviours of service users. The participants also learned about social stories writing techniques for handling these behaviours.
	傷口護理技巧訓練工作坊 Workshop on Wound Care	19/10/2015	工作坊旨在增進三十位護士處理傷口的知識及技巧。 A total of 30 nurses attended the Workshop, which enhanced their wound-care skills and knowledge.
服務表現監察制度工作小組 Working Group on Service Performance Monitoring System	認識服務質素標準工作坊 Workshop on Service Quality Standards	4/6/2015	一百零四位新入職員工出席是次工作坊，以加強他們對十六項服務質素標準的認識。 The Workshop for 104 new recruits was organized to enhance their knowledge of the 16 service quality standards.
	社會福利署評估探訪分享會暨「優質服務・你得我都得」心得分享嘉許禮 Sharing Session on Review Visit by Social Welfare Department cum "Good Practice Sharing" Presentation	8/1/2016	三間曾接受社會福利處評估探訪的服務單位與超過一百位員工分享其成功經驗。「優質服務・你得我都得」嘉許禮亦於同日進行。 Three service units which had undergone the review visits by the Social Welfare Department were invited to share their successful experience with more than 100 staff members. The "Good Practice Sharing" Presentation Ceremony was also conducted during the Workshop.