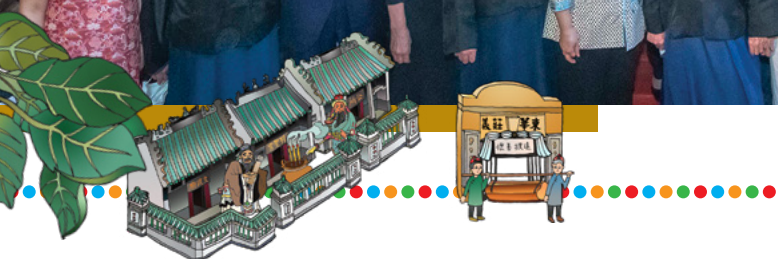


# 公 共 服 務



## Traditional Services

東華三院致力提供高質素的公共服務，滿足市民對傳統祭祀、殯儀服務及善終設施的需要。本院公共服務部屬下共有21個服務單位，提供殯儀及殮葬、廟宇及祭祀，以及傳統文化3類服務，所得收入均用作本院慈善用途。單位資料詳列於附錄TS1。

TWGHs is committed to providing quality traditional services to meet community needs for traditional sacrificial services, funeral services and end-of-life facilities. The 3 main streams of services include funeral and burial services, temples and ritualistic services, and traditional cultural services through a total of 21 service units under the management of the Traditional Services Section of the Group. All revenues generated are used for charitable purposes of TWGHs. Information on respective service units is listed in Appendix TS1.

## 年度重點活動及服務 Signature Events and Services of the Year

### 油麻地書院自助書店正式營運

油麻地書院約於1865年由水上居民建成，於1876年遷到現址。書院內原設有12個解簽檔，其後已暫停營運。及至2016年，書院獲環保及自然保育基金撥款，於同年7月完成改裝，成為「祭祀習俗演進館」，免費開放予公眾人士參觀。

為配合油麻地天后廟群於2020年5月22日被列為法定古蹟，本院在不改動任何建築物結構及外觀的保育前提下，於2020年7月開始為書院進行內部翻新，並活化為自助書店，出售香港及中國歷史、香港專題、宗教哲學等專題書籍及文創產品。

### Operation of The School, Yaumatei Self-service Bookstore

The School, Yaumatei was built by local boat people around 1865, and relocated to the current location in 1876. Originally, there were 12 fortune-telling stalls, all of which had ceased operation eventually. Funded by the Environment and Conservation Fund, The School was converted to the "Worship Culture Evolution Exhibition Centre" in July 2016, and was opened to the public for free.

Given that Tin Hau Temple, Yaumatei and its adjoining buildings were declared a monument on 22 May 2020, The School was renovated without any alternation to the existing building structure and its appearance, and revitalised into a self-service bookstore in July 2020, selling books related to Hong Kong and Chinese history, Hong Kong topics and religious philosophy, and culturally creative products.

油麻地書院自助書店於2020年10月16日起試業。

The School, Yaumatei Self-service Bookstore had its soft opening on 16 October 2020.



## 出版《百善義為先》—東華義莊一百二十周年紀念簡史

為慶祝東華義莊於1899年遷往大口環120周年及推動公眾教育，本院邀得香港史學會總監鄧家宙博士為東華義莊撰寫《百善義為先》—東華義莊一百二十周年紀念簡史，並於2020年12月正式出版。

鄧博士以簡潔直白的文筆，從中國傳統價值觀及本地社會背景出發，講述東華義莊120年以來的歷史及發展，凸顯東華義莊於19至20世紀期間的特殊地位、以及其於香港本土的慈善事業及為海外華人提供原籍安葬上所作之貢獻。

《百善義為先》—東華義莊一百二十周年紀念簡史  
*Humanities: For Commemoration of 120th Anniversary of Tung Wah Coffin Home*



Dr. Tang narrated the history and development of Tung Wah Coffin Home in the past 120 years, with reference to traditional Chinese values and local social background in a clear and concise narrative. The unique status of Tung Wah Coffin Home during the 19th and 20th century, its contributions to local charity and bone repatriation services for overseas Chinese communities were underscored.

## 東華三院寰宇殯儀館推出網上租用靈堂系統

為提升殯儀服務的流暢度及透明度，東華三院寰宇殯儀館於2021年2月推出全新的網上租用靈堂系統，以供長生店職員租用禮堂及靈寢室。該系統更可同時查詢本院屬下3間殯儀館的葬禮日程，為市民提供更快捷方便的服務。



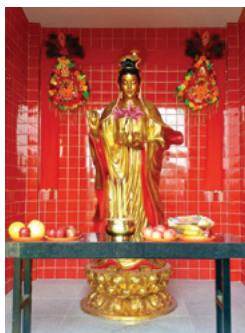
## Online Booking System for Funeral Hall Rental Service Launched by TWGHs Global Funeral Parlour

To enhance the efficiency and transparency of funeral services, TWGHs Global Funeral Parlour launched a new online booking system in February 2021 for hiring the funeral halls and reposing rooms by the staff of funeral undertakers. The schedule of funeral procession of the Group's 3 funeral parlours can also be checked via the System, providing faster and more convenient service for the public.

長生店職員可透過全新的網上系統租用東華三院寰宇殯儀館內的禮堂及靈寢室。  
Staff of funeral undertakers are able to reserve funeral halls and reposing rooms of TWGHs Global Funeral Parlour via the newly developed online booking system.

## 慈雲山觀音佛堂「大士殿」重修工程

慈雲山觀音佛堂始建於清朝咸豐三年(1853)，其中「大士殿」供奉了一尊丈高金身觀音大士，一直廣受各界善信遊人仰祀。惟年代久遠，加上殿內曾受火災及颱風侵擾；承蒙陳恩彬伉儷慷慨捐款逾190萬元，本院於2020年進行了歷時半年的「大士殿」重修工程，改建磚殿以敬奉觀音大士像，旨在提供更佳環境予善信祭祀。工程於同年9月竣工，「大士殿」亦已重新開放供各界善信參拜。



## Reinstatement of "Tai See Altar" at Kwun Yum Temple, Tsz Wan Shan

Kwun Yum Temple, Tsz Wan Shan was built in the 3rd year of the Qing Emperor Xianfeng (1853) and is well-known to worshippers and visitors for a golden statue of Kwun Yum at the "Tai See Altar". As the Altar was damaged by fire and typhoon over time, and with the generous donation of more than \$1.9 million from Mr. and Mrs. CHAN Yan Pan, TWGHs launched a half-year reinstatement of "Tai See Altar" in 2020, and built a brick hall as part of the renovation to worship the statue of Kwun Yum, with an aim of providing a better environment for worshippers. The construction works were completed in September 2020, and the Altar was re-opened to the public.

重修後的慈雲山觀音佛堂「大士殿」  
"Tai See Altar" at Kwun Yum Temple,  
Tsz Wan Shan after reinstatement



## 東華義莊獲發私營骨灰安置所牌照及慈雲山觀音佛堂獲發私營骨灰安置所豁免書

東華義莊於2020年2月6日獲政府私營骨灰安置所發牌委員會(委員會)公布批准發出私營骨灰安置所牌照，東華義莊隨即恢復骨灰龕位租賃服務。

現時，東華義莊將部分空置莊房以保留結構及外觀原貌的方式改裝為骨灰龕位，合共提供1,560個骨灰龕位以供租賃，讓市民在輪候公營骨灰龕位期間亦可於東華義莊臨時寄存先人骨灰，從而紓緩社會對先人骨灰龕位的殷切需求。

此外，慈雲山觀音佛堂的靈灰閣亦於2020年12月18日獲委員會舉行公開會議通過發出豁免書。



東華義莊合共提供1,560個骨灰龕位以供租賃。  
Tung Wah Coffin Home offers a total of 1,560 rental niches.

## 提升免費殯儀服務

東華三院自創院至今，一直提供施棺贈殮服務，發揚慈善精神，幫助基層市民。東華三院鑽石山殯儀館多年來為經濟有困難的市民提供免費殮葬服務，包括基本喪禮需要，如租用靈寢室、棺木、壽衣、靈車等，以減輕家屬的經濟負擔。

為向大眾提供更有系統及適切的服務，本院於2020年提升免費殯儀服務，成立東華三院殯儀基金，並將免費殯儀服務擴展至本院屬下3間殯儀館，以及增加免費殯儀服務的範疇。

## 實施2019冠狀病毒病的防疫措施 Implementing Preventive Measures of COVID-19

### 廟宇及祭祀活動改以閉門形式進行

為避免人群聚集及保持社交距離，本年度大部分的廟宇及祭祀活動，包括「庚子年東華三院聯廟中元吉祥思親法會」、「東華三院文武廟秋祭典禮」，以及「油麻地天后廟群法定古蹟碑銘揭幕暨活化油麻地書院開幕典禮」，均改以閉門形式進行。部分活動更同時提供網上直播，讓善信一同參與。

## Obtaining the Private Columbaria License for Tung Wah Coffin Home and the Private Columbaria Exemption for Kwun Yum Temple, Tsz Wan Shan

Tung Wah Coffin Home obtained the Private Columbaria License from Private Columbaria Licensing Board (the Board) on 6 February 2020, and soon resumed its rental service of niches to the public.

To alleviate the high demand for niches in the society, Tung Wah Coffin Home converted part of the vacant rooms into cinerary urns, without altering its original structure and appearance. The converted rooms offer a total of 1,560 rental niches, providing transitional storage of ashes for the public during their queuing-up for public niches.

Moreover, the columbarium at Kwun Yum Temple, Tsz Wan Shan also obtained an exemption after an open meeting held by the Board on 18 December 2020.

## Optimisation of Free Funeral Services

Since its inception, TWGHs has been upholding its tradition of providing free funeral services as a way to spread philanthropic spirit and help the grassroots. For people with financial difficulties, TWGHs Diamond Hill Funeral Parlour has been providing free funeral services for many years, including the basic needs for a funeral procession, such as rental of reposing rooms, coffins, shrouds and coach services, thus mitigating the financial burden of families in distress.

In order to provide more systematic and appropriate services for the general public, the Group optimised its free funeral services in 2020 by setting up the TWGHs Funeral Fund. These enhanced services were extended to all 3 TWGHs funeral parlours, as well as covered more scopes of free funeral services.



### Temple and Ritualistic Services Held in the Form of Closed-door Events

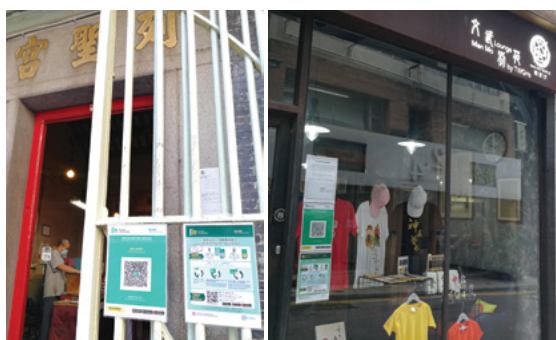
To prevent crowd gathering and maintain social distancing, most of the temple and ritualistic activities were held in the form of closed-door events this year, including "Joint Temples Mid-year Festival Rites 2020", "Autumn Sacrificial Rites at TWGHs Man Mo Temple" and "Monument Plaque Unveiling Ceremony of Tin Hau Temple Compound, Yaumatei cum Opening Ceremony of Revitalised The School, Yaumatei". Online streaming was also arranged for some events to facilitate the participation of worshippers.

## 為東華三院黃大仙簽品哲理中心檔戶提供恩恤紓緩措施

自疫情爆發以來，東華三院黃大仙簽品哲理中心先後兩次為檔戶提供一次性定額資助，每檔戶合共獲得5,200元資助及豁免2020年3至4月期間的月費，以紓緩各檔戶的經營壓力。同時，本院推出以按金抵銷月費的措施，以減輕現金流的壓力，與各檔戶共渡時艱。

## 公共服務部屬下所有服務單位均註冊「安心出行」二維碼

本院屬下所有公共服務單位均有註冊「安心出行」二維碼。用戶可在到訪服務單位時掃描張貼於入口處的二維碼，以記錄其出行地點和時間。如曾與確診者於相若時間到訪同一場所，用戶即可透過此流動應用程式收到通知。



張貼於東華三院列聖宮(左)及東華三院文武別苑(右)入口處的「安心出行」流動應用程式二維碼。

The QR codes of "LeaveHomeSafe" mobile application had been displayed at the entrances of TWGHs Litt Shing Kung (left) and TWGHs Man Mo Lounge (right).



## 公共服務部屬下所有服務單位到訪者須進行登記及實施防疫措施

所有到訪者均須於進入服務單位時登記基本個人資料，以便日後有需要時作聯絡之用。同時，到訪者在進入服務單位前必須配戴口罩及量度體溫，而服務單位亦提供酒精搓手液予到訪者使用。

## 本院屬下廟宇、東華義莊及東華三院黃大仙簽品哲理中心採取人流管制措施

為避免人群聚集及保持社交距離，本院屬下廟宇、東華義莊及東華三院黃大仙簽品哲理中心均採取人流管制措施，而東華義莊及本院屬下廟宇更設有到訪人數上限。

## 取消觀音開庫通宵參拜時段

本院屬下6間廟宇，包括東華三院列聖宮、慈雲山觀音佛堂、山東街水月宮、油麻地天后廟、油麻地福德祠及油麻地社壇，每年均舉辦觀音開庫活動，廣受善信歡迎。因應防疫及衛生考慮，本年度活動均不設通宵參拜時段，並實施參拜人數上限，以減低人群聚集的風險。



## Relief Measures for the Stallholders of TWGHs Wong Tai Sin Fortune-telling and Oblation Arcade

To reduce the operating pressure of tenants amid the pandemic, 2 rounds of one-off subsidy amounting to \$5,200 and monthly fee waivers for March and April 2020 were provided for stallholders of TWGHs Wong Tai Sin Fortune-telling and Oblation Arcade. In addition, the measure of offsetting monthly fee with deposit was also introduced to reduce the pressure of cash flow, helping the stallholders ride out the current difficult times.

## Registration of "LeaveHomeSafe" QR Codes for all Service Units of Traditional Services Section

All service units of the Traditional Services under TWGHs registered for the "LeaveHomeSafe" QR Codes. Users can scan the QR codes displayed at the entrance of the service units to keep a personal record of the visiting place and time. Users will be notified via the application if a person diagnosed as a confirmed case has visited the same place at roughly the same time.



## Implementation of Registration and Infection Control Measures for Visitors at All Service Units of Traditional Services Section

All visitors were required to register their basic personal information for subsequent contact when necessary. In addition, visitors were also required to wear surgical masks and measure body temperature before entering the service units. Alcohol-based hand sanitisers were also provided at all service units for visitors.

## Crowd Management Measures for TWGHs Temples, Tung Wah Coffin Home as well as TWGHs Wong Tai Sin Fortune-telling and Oblation Arcade

To prevent crowd gathering and maintain social distancing, crowd management measures were imposed by TWGHs temples, Tung Wah Coffin Home and TWGHs Wong Tai Sin Fortune-telling and Oblation Arcade. Visitor capacity limitation was also in place for Tung Wah Coffin Home and TWGHs temples.

## Cancellation of Over-night Session of Kwun Yum Treasury Opening Festival

The 6 temples under TWGHs including TWGHs Litt Shing Kung, Kwun Yum Temple, Tsz Wan Shan, Shui Yuet Kung, Shan Tung Street, Tin Hau Temple, Yaumatei, Fook Tak Tsz, Yaumatei and Shea Tan, Yaumatei, hold Kwun Yum Treasury Opening Festival every year, which is well received by worshippers. In light of epidemic prevention and hygienic consideration this year, the over-night session of the Festival was cancelled, and visitor capacity limitation was imposed to minimise risk incurred by crowd gathering.

