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# 香港中文大學社會工作學系

## Department of Social Work

The Chinese University of Hong Kong

Non-local Placement  
港外實習  
2016

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## Message From Department Chairperson

倪錫欽教授  
Prof. NGAI Sek Yum, Steven  
Chairperson, Department of Social Work,  
The Chinese University of Hong Kong  
香港中文大學 社會工作學系系主任

As the Department Chairperson and on behalf of our colleagues and students, I am gracious to express our sincere gratitude to Madam Tan Jen-chiu and Mr. Paul Cheng, donor of the Madam Tan Jen Chiu Fund. With the kind consent of Mr. Cheng, we have broadened the use of the funding in setting up the Non-Local Field Placement Award for our students at the undergraduate and postgraduate levels. Mr. Cheng's endless support to our Department is beyond words.

The Department of Social Work is committed to high quality social work research, practice and teaching. As a devoted social work training institution, one of our missions is to provide professional training and education for our students in order to prepare them to be academic and professional leaders in social welfare field locally, nationally and internationally. To realize this objective, in recent decades, we provide non-local placements to students of our undergraduate programme and the Master of Social Science in Social Work (part-time and full-time) in order to develop our students' international perspective and vision in social work practice, which can in turn stimulate their reflection on local welfare policy and service delivery.

Undeniably, non-local placements offer many types of learning—*anecdotal, experiential, academic, observational and cultural*—which can facilitate students' growth, maturity and competence in diverse social work settings, and their understanding of cross-border, cross-cultural and international dimensions of social work practice. With our growing international connections, and the unfailing effort of the Field Instruction Team of the Department, we are able to procure non-local placements in different countries including Canada, Singapore and Taiwan.

In order to encourage more students to participate in non-local field placements, we have set up the "Non-local Field Placement Award" in summer 2011 with the support of our donor, Mr. Paul Cheng. In 2015, the Department has also set up the "Departmental Non-local Placement Award" to support our students to join non-local field placements. During evaluation meetings with our students in the past years, students have given positive and encouraging feedback on non-local field placements, reporting that their learning experiences were fruitful academically, professionally and culturally.

Students taking these placements had to deal with challenges arising from the cultural differences between Hong Kong and the place where they practiced, the different social welfare systems and different clientele whom they served. Nevertheless, with these challenges, our students are able to develop greater independence as well as problem-solving abilities in cross-cultural social work practice, which would be assets to the students in future practice. All of our students find the non-local placement memories unforgettable. They treasure this invaluable opportunity of learning, and are eager to share with our donor on their personal, academic and professional growth throughout the placement.

No work is ever completed without the assistance of a great of many people along the way, such as the great support, encouragement and assistance given by the Director of Field Instruction, Ms. Cecilia Cheung Man-sze and her team. I would also like to take this opportunity to thank those social welfare agencies and field supervisors for their endless and strong support for our students.

## 系主任的話

作為系主任，謹代表我系同仁衷心感謝已故譚絢就女士及其兒子鄭明訓先生——譚絢就研究基金的捐贈者。我們十分感激鄭先生允許我們運用研究基金為我系本科及研究課程成立《港外實習獎》。鄭先生對我系的支持，盡在不言中，我們必定銘記於心。

社會工作學系一直致力於卓越的社會工作研究、實務及教學。作為社會工作專業的培訓機構，我們其中一個任務乃為本地、中國大陸及國際的社會福利界培養學術及專業的領袖。為了實現這目標，我們一直致力為本科及社會工作社會科學碩士學生提供港外實習的機會，以助他們在社會工作實務上建立國際視野及觀點，及他們對本地社會福利制度及服務發展的反思。

無疑，港外實習為學生提供真實的生活體驗，對他們在學術及文化方面的發展均有裨益。這樣的實習機會，不但能促進學生成長、建成熟人格，以及培養在不同的專業環境中實踐的能力；還讓同學藉此從跨地域、跨文化及國際的角度，深入了解社會工作的實務工作。隨著我們與國際的聯繫日益緊密，加上我系負責實習課程團隊的努力，我們已與不同國家及城市合作，為學生提供包括加拿大、新加坡及台灣等地的港外實習機會。

在鄭明訓先生的支持下，我們 2011 年成立了《港外實習獎》來支持更多學生走出香港，前往世界各地參與實習，而社會工作學系亦於 2015 年設立《學系港外實習獎》鼓勵學生參與海外的實習。過往多年，港外實習學生在評估會議中，對設立港外實習均抱正面意見。他們認為港外實習的學習經驗不僅有助提昇學術知識及能力，亦為他們在專業精神及文化方面帶來正面學習成果。

港外實習期間，同學均要面對文化差異、有別於本地的社會福利及服務對象系統帶來的挑戰。然而，他們因應這些挑戰，也發展了獨立工作和跨文化社會工作實踐的能力；這對學生在社會工作專業發展路途上，無疑有很大幫助。同學很珍惜是次難忘的學習機會，更非常希望與鄭先生及所有同學分享從是次實習經驗學習中所得到的個人、學術及專業的成長；因此他們花了很多時間及努力去準備這些文章。

是次港外實習能順利進行，實有賴實習課程主任張敏思老師及其團隊的幫助，以及她對學生的鼓勵。此外，我也希望藉此機會，對提供實習機會的服務機構及實習導師致以萬分的謝意，他們對我系的全力支持，為學生的學習及成長提供了難得的機會及培訓。





## Message from Director of Field Instruction

張敏思女士  
Ms. CHEUNG Man Sze, Cecilia  
Director of Field Instruction, Department of Social Work,  
The Chinese University of Hong Kong  
香港中文大學 社會工作學系實習課程主任

Each summer, we will send students to cities outside Hong Kong for placement, expecting them to have unique and challenging learning experience. In June 2016, we sent out a total of 16 students from our undergraduate and postgraduate social work programmes to have placement in various cities in Canada, Singapore, and Taiwan.

Students who finished non-local placement will be invited to share their learning with teachers and fellow students when they come back in September. These 16 students have also shared their learning experience with others in September 2016. I was touched to see how excited and contented they were when they presented their learning to us. They did not just share their joy and happiness but also the challenges and barriers they encountered, how they worked hard to overcome difficulties and thus enhance their personal growth and professional development. At that point, the huge effort made to materialize the learning unique to each of them was so worth paying. I am sure that their learning does not stop at the end of placement but serves as a solid ground for them to go further.

So, I would like to invite you to share the learning and joy of each of them. I would also like to thank all those who have made these non-local placements possible including the non-local placement agencies and field supervisors. Last but not least, without the support from our Department, Madam Tan Jen Chiu Fund and Mr. Paul Cheng, many brilliant students would not be able to afford this valuable learning experience

## 實習課程主任的話

本系的同學到香港以外地區實習已超過十年，每年六至八月，我們都會安排同學到不同的城市實習，有說英語的、也有說普通話的。2016年共派了十六名本科及碩士班同學到溫哥華、新加坡、臺北、屏東、桃園、苗栗等地，實習性質涵蓋醫務社工、家暴及家庭服務、社區中心服務、精神健康服務、青少年服務等不同範疇。

究竟同學在港外實習得到些什麼呢？有甚麼是本地實習得不到的呢？2016年九月當他們完成實習，從各地回來後，我們讓他們舉辦了分享會，他們說了些甚麼？還是讓他們親自告訴你。本文集讓他們將所思所想化為文字，讓更多的人可以知道他們寶貴的學習歷程，包括一切幫助他們的人。

在此，衷心感謝各港外實習機構、眾位實習導師，還有學系和譚紉就研究基金多年來的資助，讓我們的學生可以有外地實習的機會，獲取畢生受用的經歷。



## **Chinese Christian Mission**

Chinese Christian Mission (CCM) was founded by Rev. Thomas Wang in Detroit, Michigan in 1961. In order to meet the need of the rapid growth of Chinese population in Canada, CCM of Canada was set up in 1979 with its headquarter in Vancouver. CCM Centres in Calgary (1992), Vancouver (2000), Montreal (2003), Toronto (2007) and Richmond (2009) were opened to serve the local communities. After fifty years of serving, CCM has developed into a multi-faceted mission organization from a humble literature ministry. CCMs strategy is reaching the Chinese to reach the world, by sending missionaries to the Chinese to bring them the gospel in their language, and equip believers to reach the local ethnic groups.

(Extract from the website of CCM)





**Chung Po Lam**  
MSc PT, Year 2

*With Mr. David HO, Fieldwork Supervisor,  
in Simon Fraser University*

## Canadian Mental Health Association

The Canadian Mental Health Association (CMHA), founded in 1918, is one of the oldest voluntary organizations in Canada. Each year, CMHA provides a wide range of innovative services and supports to people who are experiencing mental illness and their families to more than 100,000 Canadians through the combined efforts of more than 10,000 volunteers and staff across Canada in over 120 communities. The services are tailored to the needs and resources of the communities where they are based.

As a nation-wide, voluntary organization, the Canadian Mental Health Association promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. The CMHA accomplishes this mission through advocacy, education, research and service.

(Extracted from the website of CMHA)

It is my honour and pleasure to share my placement experience in CMHA and CCM (Chinese Christian Mission). Due to the special arrangement this year, I have had the opportunity to work in both agencies and explore the blend of Chinese and Western culture of these non-profit organizations.

### Social Work Practice in Canada

*A variety of prevention programs*

In CMHA, I am mainly in charge of providing support to the Chinese Happy Senior program. The program includes a variety of weekly leisure-based activities, such as painting, singing, drama, Qi-gong and laughter yoga classes. Additionally, there are monthly mutual support groups and a series of educational mental health talks. The Chinese program is in great demand to accommodate the increasing number of Chinese immigrants in Canada. In the past, mental health education was uncommon in the Chinese society due to stigmatization. CMHA provides a safe and friendly environment for the Chinese to stay connected with the community and prevent social isolation.



*A last group session setting in the theme of Tree of Life*

Apart from the Chinese program, I have also participated in other English speaking programs such as the Bounce Back program and the Education, Community, Health and Options (ECHO) program. Bounce Back is a telephone coaching and skill-building program for people who have mild to moderate symptoms of depression or anxiety. I have the opportunity to do side-by-side observations and learn how coaches facilitate the skill training process.

ECHO is a rehabilitation program that serves those who are living with mental health illness. Guided by the philosophy and framework of recovery-oriented psychosocial rehabilitation, the program supports the changes in members' unique and self-paced recovery journey. I was impressed with how the worker encouraged and valued members' voices and feedback as a form of empowerment to promote the recognition and the development of their self-determination, autonomy and strengths.

### The Caring Ministry

In CCM, I have joined the weekly outreach visit to the cancer patients of the Caring Ministry. Pairing up within the volunteer team, I have had the opportunity to visit the low-income housing, the hospice house, the funeral home and the burial park. Some of the volunteers are cancer survivors and they dedicate themselves to others after their recovery. Sharing Christian values, it was truly a joy to be one of the team members and to serve people as a whole in an integrative holistic approach in their physical, psychological to spiritual needs.

*My casework experience in mental health recovery from avoid,  
accept to embrace*

*'The curious paradox is that when I accept myself as I am, then I change'.*

*- Carl Rogers*

In one case dealing with mental health recovery and rehabilitation, I attained an excellent learning opportunity through live supervision from my field supervisor. He, as an experienced case manager in the mental health field, demonstrated how to apply a Rogerian person-centered approach and facilitate changes through acceptance. I realized that the importance of self-acceptance is critical to the process of healing; it is also vital to understanding the concept of recovery. Instead of full recover from the mental illness as a clinical recovery, there is a subjective meaning that can occur in people's daily lives without recovering from their illness. When we accept and embrace mental illness, we are well on the way to recovery.

*The Journey of Life mutual support group  
'The problem is the problem; the person is not the problem'.  
- Michael White and David Epston*







Happy Seniors Colour Painting Group Sessions, with Ms. Stella LEE, Agency Supervisor & Mr. Simon YAM, Digital Artist

### The Mental Health System in Canada

The mental health system is categorized into different levels and tiers according to its intensity and severity. There is a central hotline Access and Assessment Centre (AAC) that is responsible for central intake and mental health emergency services.

In the lower tier, services and support are focused on prevention, education and recovery. These include, for example, the prevention programs in CMHA. In the upper tier, services are targeted at treatment and clinical diagnoses. The services available in the community include family doctors, outpatient clinics in the hospitals, primary health care for those with chronic diseases, mental health teams and inpatient psychiatric units. The top tier focuses on providing the most intensive and acute crises services. These include, for example, a provision that provides short-term crisis intervention and the Assertive Outreach Team (AOT) who work in partnership with the police.

I learned that integration, coordination and partnership are important to reduce fragmentation and achieve better integration of services. The one-stop service delivery model and integrating mental health services within primary care settings improve the access and continuity for the community. Rather than pooling resources in responsive remediation, promoting mental health and preventing mental illness is a protective factor that increases wellness and reduces the potential risk.

Another memorable experience was the group work with eight members who varied in age from young to old. In the pre-group interview and observation, the Chinese family had undergone difficulties and hardships, such as adjusting to their new lives, being an astronaut family and experiencing empty-nest during the period of migration. I learned how to let go of my controlling issues and trust the power of the group. Through narrative therapy approach and externalization, their problem-saturated life story was reframed and enriched and transformed from a negative into a positive narration.

Neither CMHA nor CCM is a social work setting agency. At the micro level, how different countries perceive social services affects the demand of social workers. In Canada, except for some positions, such as the child protection worker, the duty can also be performed by other professionals such as psychiatrist, counsellor, nurse, occupational therapist or others majoring in human science-related studies. The concept of social services in a broader sense does not need to be solely carried out by social workers. Being a student social worker, I developed my 'third eye' and I found that social work is rooted in the set of values and ethics that distinguish us from other helping professions.

### My Personal Growth and Development

*'He who knows others is wise. He who knows himself is enlightened'.*  
- Lao Tzu

Through my placement, I got in touch with myself about who I am and what I want; this has given me the confidence to make changes. I come to recognize my strengths and weaknesses, and discovered how to build on my areas of strength as well as areas in which I could make improvements.

I learned two rules in travelling through life's journey. The first rule is to value uncertainties, challenges and drudgeries. Experiencing frustration allows me to embrace and amplify my negative capacity. Taking a risk sets me up for greater rewards and achieving new heights. The second rule of travelling is we need to have self-care before caring for others. Setting boundaries and practicing mindfulness and flexibility are ways I have learned to soothe myself during stress. Self-love, self-acceptance and self-forgiveness are necessary and essential conditions for being loved and loving others.

### Acknowledgments

This journey would not have been possible without the support of our department, CCM and CMHA. For this I would like to extend my heartfelt gratitude and attribute the credit to the following people: Ms. Eva Lo, Ms. Cecilia Cheung, Mr. David Ip, Ms. Angela Kan, Mr. Thomas Tam, Ms. Terries Chow and Ms. Stella Lee. Special thanks to my field supervisor Mr. David Ho, my field mate Ms. Maggie Siu, my clients and all of the people whom I met for their very generous assistance and encouragement given to me in the past few months. Finally, I would like to dedicate this to my family and God for their unconditional love to me. All of you have made me a better social worker.

Farewell party with Ms. Angela KAN, Consultant of CCM, Ms. Terries CHOW, Caring Ministry of CCM and my fieldmate Ms. Maggie SIU





**Siu Pui Lam**  
Undergraduate, Year 3

*Our supervisor (in the middle) was really supportive to my fieldmate and I during the placement, loads of thanks!*

### Strathcona Community Centre

Constructed in 1972 through the efforts of the Vancouver Board of Parks and Recreation and the local residents, the Strathcona Community Centre (SCC) is located in one of Vancouver's oldest neighbourhoods, 1.5 blocks east of the central business district of Chinatown, operating 7 days a week year-round.

In addition to fitness facilities, basketball camps, floor hockey and piano recitals as other community centres, SSC offers several specific programmes to not only entertain, but to help the entire community, especially the children, learn invaluable life skills for themselves and their families. Over the past 40 years, SSC has been providing a variety of services, including but not limited to licensed childcare, preschool, children, youth, adult, fitness centre and seniors programmes.

(Extract from the web page of Strathcona Community Centre)

Non-local placement in Vancouver was definitely one of the most fruitful learning experiences that I have had in my university life. Working in the agency for three months may not be very long; in fact, everything was quite jam-packed and intense. However, the work and cultural exposure has already broadened my horizons and perspectives in social work, enabling me to achieve personal as well as professional growth.

#### Learning in Strathcona Community Centre

Located near the oldest community of Chinatown, The Strathcona Community Centre (SCC) offers a comprehensive range of recreational and social services to meet the challenging needs of a multicultural community. The service unit is very inclusive and welcoming, as represented by staff from different backgrounds including China, Vietnam, Japan and locals. The staff enabled me to quickly immerse in the city's culture and get in contact with a diverse target group, understanding the different needs and backgrounds of people in the community.



*Chill out. Let's have some fun on the lake!*



*Glad to learn from my agency's supervisor and the local students who were summer staff in Strathcona.*

One important characteristic of SCC that first inspired me is the organizational structure that shows respect and places value on local people's voice. SCC is jointly operated by the Vancouver Park Board and the Strathcona Community Centre Association (SCCA). Since its inception 40 years ago, the SCCA has been led by a volunteer board of directors presenting and promoting the interests of local residents in the community. Under their direction, the field staff from the Park Board is responsible for delivering services to the neighbourhood. Through this approach, decisions are made with more engagement from the residents. This inspired me to reflect on the implementation of 'service user involvement' that some social service agencies have started to implement in Hong Kong. How will Hong Kong's service providers transform from a traditional system to a more empowering method in order to actualize the values of 'empowerment' and 'person-centered' in social work?

The knowledge and practical skills gained through working on three cases and in one group contributed greatly to my professional growth. The cases varied and including mental health issues, senior housing and cancer, as well as a low income single-parent family. This allowed me to gain a greater understanding of Canada's social policies, such as the mental health system, income assistance for low-income individuals and senior welfare. I was also able to analyze some social issues in this city in greater depth.







CANADA IS... unique in everyone's eyes.

#### Other Learning Exposures

Apart from the placement assignment, I also had some valuable chances to visit different agencies in Vancouver, including S.U.C.C.E.S.S. , Mosaic, Mental Health Team, hospice, and Injection Site. These visits, indeed, showed me a different picture of welfare services than in Hong Kong. Additionally, our host agency, the Chinese Christian Mission, provided many learning opportunities, especially in their Caring Ministry's work, providing care and support to Chinese cancer patients by a group of well-trained volunteers. Understanding the different working culture and services led me think beyond the scope of social service agencies in Hong Kong.

#### Cultural learning

Exposure to a different culture surely was an amazing way to learn. You can easily be inspired when you experience the culture by yourself! From what I observed in Vancouver, it was a humanistic city where diversity and human dignity are highly valued. During the summer, there were numerous one-day festivals held in town almost every week, such as Greek Day, the Indian Festival and the Chinatown Festival, each of which celebrated the nation's foods, culture and music. On Canada Day, thousands of people dressed in red and white and celebrated the birth of their country on the streets. The parade featured more than 50 dynamic entries, showing their recognition of diversity, multiculturalism and the special bond that connects all Canadians. Even though I am not from Canada, I could feel their pride and passion towards their country, which was quite moving. Moreover, it is not difficult to find tracks of 'people's voices' in these Community events. These are the lovely sides of the city that made it so attractive to me. Last, but not least, I was really grateful to have this wonderful opportunity to learn and grow. I am very glad to have met the supportive field and agency supervisors, colleagues and friends during the journey. I am sure what I learned in Vancouver will not only be kept in my heart, but will also be valuable and applicable to my future career. Canada, see you soon!



Gorgeous lady showing the First Nations' culture in her own way on Canada Day.



Picture with CCM, our host agency's Director as a memento.



## **Singapore General Hospital**

Singapore General Hospital (SGH) is the first and largest hospital in Singapore. It provides affordable specialist care for patients, training for doctors and other healthcare professionals, and conducts research to bring better care to its patients.

A not-for-profit institution, SGH is wholly owned by the government of Singapore and the flagship hospital of the public healthcare system. SGH is a member of the SingHealth cluster of healthcare institutions.

(Extracted from the website of Singapore General Hospital)







**Chiu Wing Chi Virginia**  
Undergraduate, Year 3

*My supervisor, Joanne, and I in front of the department counter.*

### A Fruitful Learning Experience in Singapore

This summer, I went to Singapore General Hospital (SGH) as a medical social work student. The experience provided great cultural exposure and enhanced my understanding of the roles of a social worker. I was in the department of internal medicine where patients had diverse medical conditions. My supervisor explained that what made the difference between medical social workers (MSWs) and social workers (SWs) was that MSWs had basic medical knowledge, which facilitated us to understand patients in a holistic way. As an MSW student, my work was to generate discharge care planning with patients and their families. This included holding family conferences, providing counseling services and assisting patients with the financial assistance applications. Working in a team with different professions such as doctors, nurses, occupational therapists and physiotherapists, it was important for me to study some basic medical terms and treatments so that I could discuss patient interventions with them using social work values and ethics.



*Wearing Malay traditional costume with colleagues for the Hari Raya Aidilfitri celebration.*



*Sightseeing in Batam Island*

I enjoyed working in SGH because the department encouraged staff to pursue lifelong learning by providing various workshops, trainings and lectures. I especially enjoyed attending the discharge care conferences where I could listen to the senior MSWs' points of view in different cases. I was appreciative and grateful that colleagues welcomed the opportunity to teach me and discuss patients with me. These are some of the inspirations I gained in those three months.

Firstly, it is important for SWs to foresee future problems when having an intervention. Sometimes patients may not fully understand or be aware of the consequences of decisions they made. This could cause crises to occur. Conducting interventions does not just assist patients in solving their immediate problems, but also facilitates them to prevent future crises.

Secondly, engagement is a significant element in making a more beneficial intervention. MSWs may be task-oriented when handling discharge cases. They may always stand in the view of the hospital that patient should be discharged as soon as possible when they feel better or have fewer needs from acute hospital care. However, MSWs may ignore the feelings of patients and their family, their past experience and expectations for the help of acute hospitals and MSWs, and their psycho-emotional status. MSWs should be alert to the fact that it is important to always stand by the patient's side and let them know that we are 'with' them, not 'against' them.

Finally, cooperation with doctors is essential for case management. MSWs should remind themselves that they have the power between patients and doctors. Patients may always think that doctors and other medical professions are the most authorized and only listen to their advice; they may view MSWs' suggestions as secondary or unimportant by comparison. The communication relationship between MSWs, doctors, patients and their families may thus be imbalanced. MSWs should then encourage doctors to communicate with both patients and their family so that both can receive the same comments and advice from the doctors. Also, MSWs should strengthen doctors' understanding of their and may ask doctors to mediate in the early engagement-building between patients and MSWs if it is necessary.

In addition, to working, I visited an NGO called AWWA. It was an unforgettable experience, because I could explore the development of rehabilitation services in Singapore, and that is my special interest! It was a good learning opportunity to discover the services and challenges so that I could share these with my peers.

I also had a great deal of cultural exposure. I celebrated Singapore National Day and Hari Raya Aidilfitri with my Singaporean friends. People wore the flag colours of Singapore (red and white) and gathered with friends to watch the parade to show their patriotism. The Hari Raya Aidilfitri is a festival for Muslims in Singapore to end their time of fasting with a joyous celebration of forgiveness, fellowship and food. I was lucky enough to be invited to a Hari Raya meal, which included a wide variety of dishes. They served beef rendang (spicy beef stew), sayur lodeh (vegetables cooked in coconut milk gravy) and sambal (chili paste) along with fluffy white rice and ketupat (rice cakes). I wore their traditional costume and danced with them during the celebration.

Moreover, I got to travel around and enjoy beautiful Singapore. I never feel alone because Singaporeans were nice and fun! There was also a group of Hong Kong colleagues to take care of me and bring me delicious foods. They supported me a lot and helped me to have a better adjustment to living and working there.



*Celebrating my birthday with colleagues.*

Finally, after this overseas placement, working in a life and death environment, I learned that life is short but do not regret making this decision. I am grateful that the department provides such a great learning opportunity for me to widen my horizons and enrich my knowledge of social work. It is true that I faced a lot of challenges. I grew up a lot and learned how to confront my weaknesses and keep improving myself. I recommend that my peers treasure the opportunity of overseas placement and create their own special and meaningful journey.



*Agency visit AWWA*





**Chow Lok Yi**  
Undergraduate, Year 3

*My supervisor, Joanne, and I in front of the department counter.*

### My Journey of Discovery

*This is not merely a placement but also a journey of discovery.*

*This is a discovery journey for the social work professional.*

We always mention the term ‘profession’ in regard to social work. This journey really provided me with the opportunities to reflect what the profession is truly about, especially when our professional values crash with the members of the medical team. Profession is not purely a skill or knowledge, but also our values and attitudes.

During the non-local placement, I had the opportunity to utilize and apply the knowledge I had learned in the classroom. Apart from that, I needed to understand the medical welfare system in Singapore, and to utilize these resources to facilitate our patients who were re-adjusting back to their pre-morbid status. I had different opportunities to liaise with the government body and different parties in the community. I contacted and drafted emails to the Social Service office and went through the application of the Work Injury Compensation Act (WICA) under the Ministry of Manpower (MOM). I learned more about different social policies and different community resources, regarding home-based services, center-based services and residential services during the casework implementation in Singapore. All of these provided me a new angle to compare the welfare system in Hong Kong and Singapore to a global version.

The placement also provided me different learning opportunities, namely participating in conferences, meetings, seminars, and site visitations. I was exposed to different support groups and in touch with patients from different backgrounds. Some of them were suffering from domestic violence, burns and trauma, which were new exposures for me. By engaging in these activities, I achieved a greater understanding of the daily practice of medical social workers. I acquired valuable knowledge and skills, which I consider to be the essential elements for my future career development. I improved my counseling as to the communication skills. In addition to my new-found skills, my horizons were broadened. I could understand more about the needs of different patient during my interactions with them.

More importantly, these learning opportunities also facilitated and stimulated me to reflect more about social work values, namely the meaning of empathy, empowerment, and service. Moreover, some dilemmas arose and were discussed with my supervisors and other colleagues. This provided me new insights in facing my social work profession. Social workers always promote themselves as the champions of human rights. We hope that we can help our clients to maintain good quality of life. Yet, it is quite difficult to define what a ‘good quality of life’ actually is.



*Picture with CCM, our host agency's Director as a memento.*

Some ‘professional clients’, who have received assistance for a long time, clearly understand the procedures and the requirements of their application. They not only know how to find suitable resources, but they also demand a lot. Some of the social workers think that they are greedy and demanding, and people in society may even regard their ‘greedy’ attitude as the result of the welfare system. Yet, is that the real story? Some of the clients may be demanding and repeatedly ask for assistance, but on the other hand, this can be positive, as it indicates they are willing to voice their needs and strive for their rights. Of course, we may also need to look into their situation. If they have the need, of course, we can link them to appropriate resources. However, if they abuse the resources, it sends a signal to us that it is time for us to educate them. This raises another issue regarding the relationship development between worker and clients.

Three months is a short period of time compared to my three years of university life; yet, it has provided me the great opportunity to learn something that will be important for the rest of my life.

### This is a discovery journey of my own strength and weakness.

I encountered many challenges in the process. First, I found I have lack of knowledge of Singapore medical policy and schemes, which hindered me from helping my patients to apply for the services and assistance they needed. Second, language barriers became apparent, especially with those clients who had a strong accent. Sometimes, I would think that I was not well equipped and may not able to provide quality service to my clients even though I have already tried my very best to understand their situation. Unfortunately, my lack of knowledge was a heavy blow. I started to challenge myself and found the process difficult and confusing. Yet, I did not want to give up and really had the aspiration to do something to change the situation.



*Gorgeous lady showing the First Nations' culture in her own way on Canada Day.*

It was a blessing that SGH provided us with an open-minded working environment where I was able to discuss the challenges I was facing. I sought help from my supervisors and colleagues, discussing my feelings with them. These discussions led to different perspectives on my work. This is a learning journey. Learning from the incapable is much important than just looking at the incapable itself. The experience of learning from one patient nurtured me to help another patient in the future. If I give the best of myself and treat my clients genuinely, I think I will have no problem. ‘Profession’ itself not only includes the knowledge and the skills I had or I have also my genuine attitude towards my client.



'Where there's a will, there's a way'. Facing challenges, I tried my best to overcome them. I had the motivation to grow and improve, trying the best to equip myself to become a professional social worker. I stepped out my comfort zone and grasped every opportunity to talk to and discuss topics with different people, not only during working hours but in my leisure time. I started to explore the culture and different places in Singapore alone. I tried to break through the language boundary, communicating with different people from various countries. We discussed religious issues, culture rituals, personal issues and the welfare system—all topics—from personal values to government policy making. I learned from them and equipped myself well. From these interactions with people from different cultures and backgrounds, my horizon widened, and I was able to see situations from a more rounded perspective. The more life stories I heard, the more I was able to understand different people's lives and the worldwide situation. I have completed a lot of things that I thought I could not finish alone in the past. It was a chance for me to learn more about myself.

**This is a discovery journey of different people's life stories and the meaningfulness of life.**

During my interactions with different people from varied cultures and backgrounds, I broadened my way of thinking. Every time I talk to different people, new insights emerge. Different and new things can always be learned. I still remembered what one of my patients said to me: 'We all die if we are no longer able to learn'.



*Gorgeous lady showing the First Nations' culture in her own way on Canada Day.*



*Gorgeous lady showing the First Nations' culture in her own way on Canada Day.*

They inspired me to a new style of thinking. It is true that there are many challenges in life. Life is not easy. I experience a lot of grief and death issues with my clients during the process in the placement. This inspired me to think more about the meaning of life and suffering.

This journey also taught me and led me to thoughts about how we can remain strong when we suffer so many miseries. Apart from the objective facts, subjective feelings are also important. Sometime we think that our life is hard, and we cannot get past the difficult times. Yet, situations can be different if we can view them from another perspective. One of my patients taught me that money is not the key to a happy life. I was glad to see they people can remain optimistic even in tough circumstances. This is the beauty of humans, as they believe in the power of love. They treasure relationships with other people. Although they may have an unprivileged life from a material perspective, they are rich in their mental capacities. They have the key to happiness. On the contrary, many people including me, only focus on our work and forget to take a rest. At times I may also push myself too far and fail to give myself the opportunity to feel the things surrounding me and to enjoy the moments of my life. My experience in placement has also inspired me to think about what is the true meaning of life.

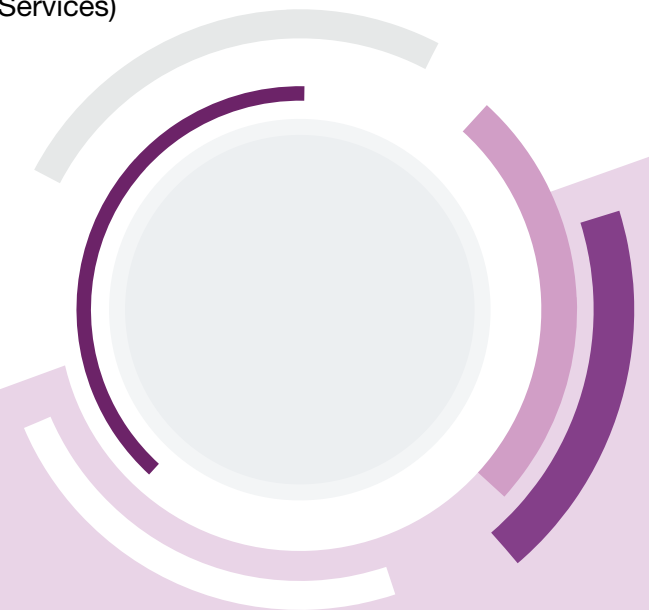
This is not merely a non-local placement, so do a journey of discovery.

## Jurong Health Services

Jurong Health Services is Singapore's public healthcare cluster formed to facilitate the integration of healthcare services and care processes for the community in the west. While managing Alexandra Hospital and Jurong Medical Centre, Jurong Health has newly established the integrated healthcare hub in Jurong Lakeside District comprising the 700-bed Ng Teng Fong General Hospital and the 400-bed Jurong Community Hospital.

Breaking new ground, Jurong Health Services has had the opportunity to start planning on a clean slate and design our new hospitals with patients as the main focus. The hospitals are the first in Singapore to be designed and built together from the ground up as an integrated development to complement each other for better patient care, greater efficiency and convenience. The hospital planning process took into account how patient care, treatment and rehabilitation may continue seamlessly between the hospitals.

(Extracted from the website of Jurong Health Services)







**Leung Ming Shin**  
MSSc FT, Year 1

*Say Hi to Singapore!*

Time flies! I can't believe time goes this fast! This is the first time for me to leave my hometown and expose myself to another country. First of all, I want to express my gratitude to the department who gave me this invaluable chance to have my first fieldwork placement in Singapore. I had a wonderful time and acquired social work knowledge and skills in a different context. The experience was splendid!

It has always been my dream to be a medical social worker and through this summer placement, I had a glimpse of being a social worker in medical setting. For my placement, I was placed in JurongHealth. There are two hospitals under JurongHealth, namely Ng Teng Fong General Hospital (NTFGH) and Jurong Community Hospital (JCH). The former is an acute hospital, whereas the latter is a rehabilitation hospital. NTFGH and JCH are the first two hospitals in Singapore to be designed and built together from the ground up as an integrated development to complement each other for improved patient care, greater efficiency and convenience. The hospital planning process took into account how patient care, treatment and rehabilitation may continue seamlessly between the two hospitals.



*Lunch gathering with colleagues*

I feel so thankful that the agency give me the opportunity to learn from both hospitals; hence, I can have a better understanding of patients' and their family members' needs. I had different exposure to both inpatient and outpatient procedures. Inpatient practices required me to collaborate closely with the multi-disciplinary team to develop care discharge plans for patients and their families. Apart from that, I also participated in different group sessions such as art therapy and stroke self-management programs. With support from my supervisor, I also did literature and life reviews with people who had dementia and implemented life review projects in the hospital.

Apart from learning inside the hospital, I also had other learning experiences. For example, I attended the 5th Annual Meeting for Child Case review by the Ministry of Family and Social Department, the 8th International Conference on Social Work in Health and Mental Health, and the 32nd Integrated Eldercare Network sponsored by the National Council of Social Services. These experience helped to widen my horizon in academic and practice terms.

*My attached hospital – Jurong Community Hospital*



My supervisor and colleagues were enormously supportive throughout my learning. I never imagined that I, as a student, would receive the same training as a full-time worker. During this 12 weeks, I was orientated, taught, and became a more competent worker to serve my clientele. I want to express my thanks to the agency for being so genuine in teaching me throughout my entire experience. I especially want to thank my supervisor who kept encouraging me even when I was feeling low. I was especially touched when she shared with me that she did not merely treat me as a supervisee, but indeed more like a friend. The trustful relationship between us enabled quality conversations; hence, our discussions facilitated my own professional and personal growth.

Apart from work, I also spent time enjoying myself in this wonderful multi-cultural country. Stepping out of my comfort zone brought a lot of struggles and challenges, but they were all worthwhile. The journey was unforgettable! I hope you can be encouraged to step out of your comfort zone! Go and experience; you will definitely enjoy it!



*Participated in the 8th International Conference on Social Work in Health and Mental Health*



*My wonderful supervisor and me on my last day*





**Li Xuedan**  
MSc FT, Year 1

This was a fruitful and challenging experience. When I look back, I am proud of myself and I am so grateful to have had this opportunity to have my placement in Singapore. I had my placement in Ng Teng Fong General Hospital as a student medical social worker this summer. Ng Teng Fong General Hospital is a newly built acute hospital and the environment is extremely nice. Each patient has a window to look out from, which I thought was particularly nice.

In our hospital, we focused primarily on case work. Student social workers do a lot of discharge planning and financial assistance. Despite the fact that I had to make many adjustments, I managed to do nearly twenty cases including outpatient and inpatient. Interestingly, due to the demographic combination of Singapore, I had clients of different races like Malay and Chinese. I learned to respect their cultures, their religious beliefs and their languages. I used to worry about my language. However, I realized that communication and connection with clients not only depends on fluency of language but comes from the heart. As long as we show our genuine attitude and concern, clients can really feel it and understand. I gained confidence from my positive experiences with clients. Additionally, clarification with clients also facilitated our communication. I have made progress both in interviewing skills and in language.

Shadowing various cases broadened my horizons and brought me insight into different disciplines. Exposure to advanced care planning cases, palliative cases and ICU cases prompted me to reflect on meanings of my life and my personal values. Life is unpredictable. People are in crisis when they are in the hospital, especially in ICU. During this three-month exposure, I began to understand more about how people react when they are in crisis. I learned how to facilitate coping in a crisis as a medical social worker. Furthermore, by observing family conferences and cooperation between medical social workers and other professions, I realized the unique role of the medical social worker. It is to facilitate communication between patients and other health care professionals. By shadowing suicidal cases and family violent cases, I become more ready and open to unexpected client situations.



*Ng Teng Fong General Hospital*

*With my fieldmate*



As a medical social worker, even though we cannot change a client's medical condition, we can journey with them and support them. My most significant accomplishment in this placement is that I successfully built relationships with my clients. I saw their smiles and their improving conditions. I will never forget how my client held my hands tightly shaking hands with me before he was discharged. I think I have grown together with my clients and learned from them in these three months. This may be the beauty of social work.

I also had an opportunity to be a volunteer at the International Conference on Social Work in Health and Mental Health, which was held in Singapore this year. I got to know social workers from all over the world and learned from their research. Work life balance is of great importance as well. Even though Singapore is a small country, it is a great place to explore. I visited many places on weekends with my classmates and tried many local foods like laksa and satay. I also joined a local badminton group and made friends with local Singaporeans. I really had fun with them. They were my great social support in these three months.

*Our office*



*Playing Badminton with our friends at work during spare time*




## 勵馨社會福利事業基金會

二十一世紀，勵馨基金會以基督信仰與專業倫理為核心價值，效法耶穌基督委身於弱勢族群的精神，不斷以實際行動來關懷台灣的兒少與婦女，從預防性、發展性、服務性三層面的工作持續努力，並致力於社會改造，創造對婦女及兒少的友善環境。

1985 年，勵馨基金創辦人，帶領著一群基督徒朋友開始從事不幸少女的救援與輔導工作時，她的心中不斷地描繪著「中途之家」的藍圖，靠著上帝的引領和社會大眾的協助，於 1988 年 5 月成立「勵馨園」。

（撮寫自勵馨基金會網站）





陳寶霖  
社會工作社會科學碩士課程  
(兼讀制) 二年級



## 台北市關心家園

關心家園是勵馨基金會在台北市設立的家暴受害婦女及兒童的安置機構，以庇護所為基本性質和核心服務。台北市的受暴婦女及其孩子可以到家園申請暫時的安置。居住在家園期間，家園會給予婦女及其孩子提供相應的個案服務、團體活動、家園活動或外出活動等。

( 擷取自台北市關心家園網站 )



參加由離園婦女策劃的宜蘭冬山河親水公園親子一日遊活動



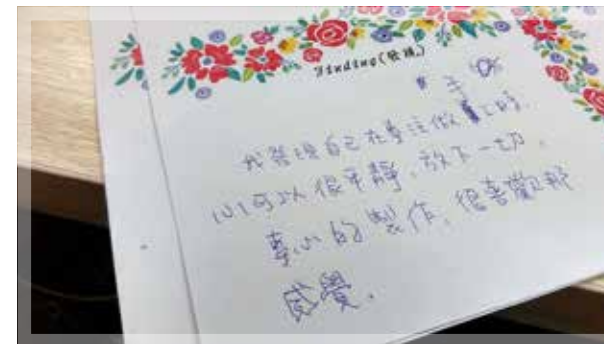
兒童輔導課程

三個月的實習日子，收穫了很多。

我在台北的關心家園實習，她是一個為家暴及性侵害婦女短期提供庇護安置服務的機構，非常感謝同工的悉數照顧和開放的態度，給了我很多寶貴的學習機會。同工很用心地給實習生安排不同的課程，如台灣的家暴法發展、目睹暴力兒童的狀況，能幫助我們很快速地掌握服務對象的特性和需要，以及對台灣的資源和文化有初步的認識。

在實習的過程當中有很多難忘的經驗，我曾陪同案主去申請法律扶助，體驗到台灣社會服務的友善和人性化；我也與案主到法庭偵訊，除了學習如何支持及陪伴案主，亦因有機會與施暴者案主相遇，我能了解安全計劃的實行；而陪同案主到警署作筆錄及參與高危機會議，更讓我看到社工如何與不同單位的人員合作；帶領在園婦女參與手工製作，揉合正念與藝術，讓婦女紓緩壓力；我亦曾協助帶領目睹兒童輔導課程及親子活動，從而學習觀察他們的互動方式，了解他們的需要及與他們相處的態度和技巧；很开心可以與離園婦女有聚會的時間，參與她們一手策劃的親子戶外旅行。豐富的體驗讓我有許多學習及反思的機會，而當中最大的得著就是學習「增權」(empowerment)。

「活在當下」蝶古巴特工作坊參加者心得



「增權」是一種過程，是在相處中不同的細節可以展現出來，亦是真正可以讓受暴婦女解決問題的關鍵之一，社工的角色並不是進一步增強婦女的無助感和無力感，而是讓案主知道自己有什麼權力和力量，進而使她能夠有信心重新掌握自己的生活。在我實習的數個月，我能夠從不同方面看到家園不只是一個庇護的場所，提供生活必需品和安全住所，更是一個會讓婦女「增權」(empower) 以提高她們獨立生活能力的地方。我們作為社工員，在與案主相處的過程中，會擔任協助者的角色，不是幫助她們解決所有問題，而是提供機會讓案主學習自己去面對和解決，如增加她們的知識、協助她們學懂為自己辦理不同的手續，或是法律上的程序。每次的成功處理都有助提升女士的自我肯定和認同感。



帶領暑期兒童輔導課程

除了在專業方面有所成長外，更寶貴的是對自己多了認識。我想這是我第一次一個人生活，有很多獨處的時間，讓我可以有空間去接觸最真實的自己。同樣，督導就像一面鏡子，讓我可以更認識自己。她無私地回應她對我的觀察及認識，也坦誠分享她的經歷和一些掙扎，給我信心去接納和愛自己，努力成為一個更好更成熟的人。

感謝台灣所給我的一切。



親子共玩活動一同制作獨一無二的 pizza





丁雯雅  
社會工作社會科學碩士課程  
(全日制) 一年級

和實習夥伴參加北市宣導活動，  
負責攤位：少年愛跳躍

飛機降落在桃園機場的那一刻，我很激動，因為來到了期待已久的臺灣。當我踏進臺北，覺得好像回到泉州，因為相似的居住環境和熟悉的語言環境（國語和臺語）。在臺北落腳的第一天，摸熟了當地的超市和便利店，辦好交通卡和電話卡。安頓好一切，帶著緊張和興奮的心情，開始三個月的社工實習。



和實習夥伴穿家服（家庭日小孩設計的圖案）  
游碧潭

## 台北市向晴家園

向晴家園是勵馨基金會承接北市公辦民營的少女中長期安置機構，服務對象為 12-18 歲需接受保護安置之少女。家園提供全面的生活照顧、身心靈的關懷，協助少女發展各項能力，使其未來能返家或朝向自立生活。

（擷取自台北市向晴家園網頁）

和小孩端午節農場一日遊



### 對於機構

第一次近距離瞭解安置機構。實習的第一天，瞭解了家園的佈局，覺得很契合小孩的特性，也很有家的感覺。家園作為中長期的安置機構，是一個相對流動的場所，有時小孩的流動很穩定，有時走了一個小孩又來了一個小孩。這對工作人員會是一個挑戰，放下舊的關係，投入建立新的關係，需要及時調整自己的心態。處於機構的情境中，讓我更能從系統觀的角度看待家園的運作，以及家園和其他機制的互動（學校、家防、社會局、諮商師、社區等）；學習從不同的情境認識孩子的不同面向——人在情境中。

### 對於服務對象

未到家園之前，想像中的她們，可能會因創傷經歷（被遺棄、性侵、家暴）而沉默寡言，柔弱無助。現實的她們，有非常外向的，有容易害羞的，有善於與人合作的，有愛搞怪的。一方面，她們身上有青少年的特性，喜歡明星、動漫、遊戲，關注同儕關係、自我認同等，我們可以主動去瞭解她們關心的話題或者以詢問者的角色當關係建立的橋樑；另一方面，因她們成長脈絡中的遭遇，她們內心敏感，戒備心強，我們需要多一些耐心，通過遊戲、運動等輕鬆的方式和她們互動，逐步建立關係。她們的團體動力無時無刻有所變化，因著她們關係的不穩定性而變化著，一方面這是她們在團體生活中的生存法則，一方面這是她們這個年齡段的特性。

家園給小孩提供一個繼續社會化的團體環境，從生活中的細節充權她們，讓她們體驗可以對自己負責、掌握自己主權的經驗。被安置的她們，依舊會和外界保持聯繫，比如上學、打工、定期和家人會面，滿 18 歲的她們最終還是要走出家園，回歸社會。和她們相處的三個月，看到她們的生命力之頑強與堅韌，以及她們自身的能力。



和小孩一起做手工藝

### 對於自我

害怕是想像出來的。當我知道一些小孩的情緒張力大，會突然情緒爆炸，想像了很多畫面，我的內心是害怕的。但在現實中遇到的那一刻，我反而是平靜、冷靜的。主動嘗試接觸她們，會總結出和她們相處的技巧，也能看到她們另一面的閃光點。不要讓想像的害怕阻礙了你的步伐。

接納自己。家園的特殊之處在於，每天都要和小孩頻繁接觸和互動，比社區社工缺少整理自己的喘息空間。每一天都會發生大大小小的事情。要欣賞自己，認識到自己的局限性，整理自己的真實想法和情緒，必要時主動向督導和同事求助。

三個月實習過後，我帶著滿滿的祝福和感恩回到香港。感恩學院給的機會、感恩在臺灣遇到的督導和同事、感恩每天的經歷。

為即將到來的四天三夜登山活動鼓舞士氣（背景是登山裝備的一部分）





吳佳蔚  
社會工作社會科學碩士課程  
(全日制) 一年級

少年警樂園大型宣導活動現場

## 台北市南區少年服務中心

台北市南區少年服務中心是由台北市政府社會局委託勵馨基金會辦理的公設民營機構，2004年5月正式啟用，是台北市最新一個成立的少年服務中心。服務中心位於大安區，主責辦理南區少年福利服務工作，成為在地化、社區化的少年福利服務窗口。

( 擷取自台北市南區少年服務中心網站 )



團體小活動現場

3個月，500多小時在南少的實習，從協助中心據點日常運營，到參加少年自行車方案，再到協助“少年警樂園”大型社區宣導活動；嘗試了團體工作、社區(宣導)工作，也視情況較深入的關顧個別少年。著實讓我領略了什麼是“綜合”，什麼是“彈性”——三大工作方法並不能截然分開，關鍵在於與少年建立好關係，視情況/需要靈活的轉換，或是雙管/三管齊下。

從最初的不安與彷徨，進而疑惑與摸索，再是勇敢與超越，最後充實與感動——真是“痛快”的實習——有過痛苦更有快樂，因為痛過而練成更強心臟，馬不停蹄充滿快感的實習。我再次感到：社工，是一個專業，是一種職業，更是一種狀態——不是一種刻意的、因為是專業的工作而擺出來的架勢，而是自然的、因為對人有關心並且(相信自己)有能力去直接面對和處理人的事情，油然而生的狀態。

最後想給未來的實習生一點建議：

- 1、不要因為害怕而不敢嘗試，不要因為挫折而放棄努力。許多害怕是自己想像出來的，我們比自己想像的更勇敢和堅強。
- 2、想要放棄、自我懷疑的時候，請記得你一直都不是一個人。失落痛苦的時候，總是容易放大自己的孤獨。你可以自我療傷，但也不要忘記，你身邊也有同工，曾經或正在走著你在走的路，他們中總會有人願意傾聽你，即使只是吐吐苦水也會讓你輕鬆一點點。
- 3、比起完成任務，更要樂在其中。完成任務是最基本的，只是比起只看重結果，過程中能找到樂趣，保持激情的去做，工作動力會更持久，而且不會因為結果不盡人意而灰心消沉。社工的工作尤其如此，改變需要時間也需要機會，要夠耐心、夠敏感，創造和抓住每次機會，促使服務對象改變，等待他們的改變變成比較穩定的狀態。這個漫長的動態過程，社工也會因為看不到理想的成效而漸漸失去熱情和信心，所以能讓我們堅持下來的，一定不僅僅只有那個預設的結果而已。過程中，尋找自己的認同，尋找樂趣，才能真正享受與人工作。
- 4、積極主動再積極主動，不要等誰告訴你什麼、怎麼做。作為新人，如果機構有安排、有框架，就積極主動的就安排瞭解和準備多一點；如果機構給的空間較多，那就邊觀察邊嘗試邊充電學習吧。即使一開始可能像無頭蒼蠅一樣，找不到方向，只要你積極主動的想學想幫忙，總會找到你幫得上忙的地方，有所學到。雖然進入狀態，有人快有人慢，但你的積極主動一定會為自己爭取更多的學習機會。



長風百里的追風少年



南少據點服務日常



陽光藍田下的少年騎士





黎仲婷  
社會工作社會科學碩士課程  
(兼讀制) 二年級

與同事到平溪不是放天燈而是家訪，但大雨加迷路加找不到個案... 哭...

## 台北分事務所

台北市是勵馨基金會於西元 1988 年創會以來，首要開展之服務區域，2011 年組織調整，將台北市服務據點「北區辦事處」改為「台北市分事務所」，期許實踐在地關懷，用心落實在地服務，創造永續服務的目標。台北分事務所主要服務包括青少年懷孕暨青少年父母支持性服務、收出養服務、兒少性侵害被害人保護服務、婦女緊急庇護家園、少女中長期安置家園、台北市蒲公英諮商輔導中心及台北市南區少年服務中心。

( 擷取自台北分事務所網站 )

在台北勵馨基金會實習的這 12 個星期，像是一場「夢」，是一場令我對自己了解更多、成長的夢。實習過程也許沒有驚天動地的事情發生，但從實習中不同細節及小事情，拼湊出一個令我從中不斷思考再反思自我與社會工作價值的過程。

在出發前往台灣前，既興奮又緊張，畢竟是要一個人到一個陌生的地方生活 3 個月 ( 雖然和香港很近! ); 畢竟是去實習不是旅遊; 畢竟是去一個我不了解的服務單位，帶著這些不安和期待，正式開始我的實習之旅。

初到勵馨，因為很多的不熟悉，包括文化、服務性質及語言而很混亂，但勵馨對實習學生很好，處處被保護。機構亦給予我很多學習機會，包括有關服務的訓練、有關介入手法的團督、有關個案的會談及家訪的觀摩等加上在收出養團隊的協助下，漸漸的很快便融入團隊當中，感覺上我像同事多於實習同學，有很多參與不同工作的機會，不論是個案、小組或是大型的活動亦以作為同事一份子可以參與其中，與同事們一起討論、計劃及執行，這令我可以投入在實習當中。



很有活力的收出養團隊，謝謝妳們喔！

在台灣勵馨的實習，說實在是離開自己的舒適區，除了文化差異外，更重要是可以接觸到我從沒有想像過的服務。從零開始學習收出養服務是什麼，包括台灣及勵馨在這方面的發展及服務目標，不但對服務有更多的了解，更是可以了解台灣文化的機會；與不同的收養及出養個案接觸，亦可了解到台灣中上階層與基層兩種很不同的生活背景及文化，對我來說體會很深。而在勵馨很重視團隊及溝通的工作文化下，感受到工作空間及團隊合作的重要性。在實習期間，督導亦給予我很大的反思空間，重視我在實習過程中對自己的想法、價值觀及期望的反思及理解，雖然仍未有很具體的答案，但藉著這次實習是一個開始的契機。這 12 個星期的實習之旅雖然很忙，但收穫比想像中豐富很多。海外實習，說真的是一個挑戰自己的機會，雖然在過程中對於文化偶然新奇及混亂、一個人生活亦偶然寂寞、而對實習功課亦偶然煩惱，但都是很珍貴學習機會；加上在台灣遇上很好的同事、室友及不同的朋友，是很珍貴的經驗。



參與機構的大型社宣導活動，下大雨又很熱，但氣氛很好！

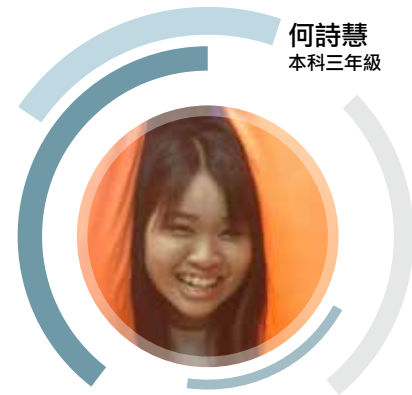


難得在實習中的假期，到花蓮欣賞美景 -



平安回港，感激在台灣有妳這位實習伙伴！





何詩慧  
本科三年級

## 桃園分事務所

桃園分事務所以關懷最弱勢女性為宗旨，提供各項相關服務。陪伴其走出暴力陰影，脫離生命困境，開展內在能力，創一個疼惜自己的人生。桃園服務三大主軸為性侵害防治服務、受暴婦女服務及青少年懷孕服務。

( 擷取自桃園分事務所網站 )



這是日常工作的辦公室，主要處理電話訪談及文件記錄工作，亦設有數間會談室

我的實習方案是「家暴被害人多元處遇服務方案」，目的是協助因遭受親密暴力而身心受創的被害人取得資源，提升連結社會資源網路的能力，並重整自身形象，以重建生活。

我與前線社工們處理個案工作，主要透過家訪為被害人提供適切服務，包括擬訂安全計劃、法律支援等。由於台灣的家暴服務是建基於「家庭暴力防治法」，因此需要與大量法令條文工作，包括撰寫保護令狀紙、陪同出庭、申請離婚訴訟等，都建構著新鮮且深刻的實習經驗。

於實習初期，面對不熟悉的家庭個案工作和環境，我花了大量時間去理解當地家暴服務的流程及法律條文，並不斷從個案跟訪中觀察社工的處遇技巧，從而提升自己對個案工作的掌握。可是，從直接服務中，我發現自己「情感落後」，對情感的敏感度不足，同時也阻礙自己培養對服務對象的深度同理能力，讓我感到挫敗，但也讓我對自我更了解。

由於桃園勵馨是一個以人為本的單位，十分重視員工的自我發展，因此我能與督導開放地討論自身的疑惑、內在矛盾、對服務的意見等，並積極反思自身的成長經驗、原生家庭、社會文化等是如何影響個人，讓我更了解「情感落後」的自己是如何被建構的，從而培養對人更深切的理解，促進個人的同理能力及自我成長。

同時，機構擁有高度團隊連結與支持，社工們討論個案、互相給予情感支持等處處可見，團隊的動力與凝聚力良好。這給予我彈性、包容、安全感、勇氣去面對各項挑戰，是我在實習中最寶貴的學習資源，亦是香港社工發展需要借鏡的地方。



攝於實習總成果分享當天。機構不同方案的實習生會進行每月兩次的團體督導，互相學習及支持



我參加了由台灣政府舉辦的三日兩夜家暴實習生訓練營，與台灣各地學生交流，並進行個案研究及演練

整體來說，實習讓我開創了不一樣的視角，包括性別平等、微觀個案工作、自我了解等，而與案主的直接服務就像是一面鏡子，讓我看見不少個人與專業發展上的不足，使我深刻體會到社工如何以「自我」作助人工具。但更重要的是，是次實習讓我的未來充滿更多可能性，畏懼與焦慮變少了，反而期待感大增，並培養出離開安全區的勇氣，鼓勵著我結合對助人的熱切及對公義的承擔。這自我成長就是實習中最寶貴的收穫吧！



攝於舞台劇「陰道的獨白」。機構致力結合倡議與直接服務，此舞台劇旨在倡議性別平等，而圖中陰道模型則是向公眾宣導性教育的重要



區潔兒  
社會工作科學碩士課程  
(全日制) 一年級

與服務使用者共同參與活動是建立關係的好開始。

## 屏東分事務所

屏東分事務所是勵馨基金會於 2002 年設立的服務點，透過與屏東縣政府社會處及教育處密切合作，結合社會資源及網絡單位，共同服務協助在地弱勢家庭的需求。屏東分事務所主要服務包括弱勢少年就業力培訓計畫、性侵害個案追蹤輔導、家庭暴力家庭關懷服務、法院家事服務中心、耕馨家園及青少年懷孕及非婚生子女服務。

( 擷取自屏東分事務所網站 )



督導正在為我示範如何帶領破冰遊戲，現場氣氛十分熱鬧

在台灣實習的三個月，我被安排到勵馨社會福利事業基金會（屏東分事務所）的家暴組工作，得到不少機會隨機構的社工員外出進行個案訪談，案主多是目睹家暴的兒童和青少年。透過訪談工作，我學習到跟兒童及青少年建立關係、相處及會談的技巧，每次成功打開他們的心窗，看見他們的笑臉都會令我得到成功感。除了訪談工作外，我還有幸學以致用，以實習社工員的名義，於耕馨家園為少女園生舉辦一個為期六節的小組活動，主題主要跟個人成長及人際關係有關。當同行者是一件幸福而有意義的事情，在六節的小組活動過程，我不但看見了組員的成長，還看見了自己的成長。



休假時出遊散心，阿里山的日出果然很美，真的不往此行！



圖中是機構為個案準備的會談室，感覺十分溫馨。

除了學習到實際的社工工作外，在實習中我還突破了不少人生中的第一次。不懂騎自行車的我被委派去幫助帶領一個自行車訓練營，為了這個完成這個任務，每天下班後我便自行苦練，經過很多次的跌跌碰碰，我終於學會騎自行車了！還成功來回枋寮和墾丁，騎了 100 多公里的路程，完成兩日一夜的訓練營。對於運動零天分的我而言，此次的旅程絕對是一個創舉，原來我比想像中勇敢和能幹！最後，我還輔助舉辦一個親子冒險日營，在學習帶領歷奇活動的過程中，我克服了高度，還建立了自信，更對高低空活動訓練產生興趣。

雖然，在實習期間受了一點皮肉之苦，但我卻很快樂，因為我學習到的遠比想像中豐富。我很感激香港中文大學及勵馨社會福利事業基金會為我提供了一個海外實習的機會，讓我從台灣帶著滿滿的快樂及回憶回家。



進行高空活動是親子冒險日營的高潮所在。





朱家蔚  
社會工作社會科學碩士課程  
(全日制) 一年級

## 苗栗分事務所

苗栗分事務所是第一個在苗栗縣駐點服務的社會福利婦女團體，不僅每年提供家暴當事人、性侵／騷擾被害人約五千人次以上的服務，也為苗栗地區帶來更多的社會福利資源。其服務包括家庭暴力事宜諮詢及協助、性侵害及性騷擾防治、性別平等宣導等。

( 擷取自苗栗分事務所網站 )



教導庇護中心內的小朋友製作補夢網

在二零一六年的六、七、八月，我到了台灣的苗栗縣進行了為期十二週的社工實習，在這三個月，我實習了這機構的三個方案，分別是：目睹暴力兒少，性侵害少女庇護中心及駐法院家事服務中心。由最初從未聽過苗栗這個地方，再到自己一個人在這裡實習，在這裡生活，到實習的中途出現想家的情況，但到最後，我還是懷著依依不捨的心情離開。



與庇護中心內的小朋友共晉晚餐

實習的第一個月的確未能習慣，苗栗是個較鄉下的地方，一方面需要適應日常生活上的不同，房間較簡陋，蟲蟻較多，另一方面需要適應工作，文化會有差異，語言的問題等等。實習活動都是排到密密麻麻，參與的東西包括各式各樣的課程、活動、團體（即香港的小組）及不同接觸個案的機會。雖然感覺很忙，但學習到的東西亦相對非常豐富，三個過得非常充實。

我在這裡的實習共接了兩起個案及舉辦了一個團體。其中一案的家庭涉及多重議題，例如經濟困難，家庭暴力，語言發展遲緩等等，對我來說，是一個非常大的挑戰，幸好我與當地的社工合作無間，也從她們的身上學到很多不同訪談技巧。在團體方面，為了讓她們負責把她們在團體學習到的知識運用出來，給了她們一個短劇創作的挑戰，成員由創作到演出一手包辦，最後亦獲觀眾一致好評。就算這個短暫的團體不能改變她們很多溝通模式，我相信，最少也能給她們一個美好回憶，或為她們埋下自信心的種子。

最後，我發現我需要一步一步的改進，更需要時常提醒自己不能操之過急，少一點用頭腦作批判，要用心感受遇到的人和事。在這條路上，我要堅持信念，維持當初想當社工的熱誠。希望我未來能重新檢視這三個月，記緊現在的想法，真的做到一步一步走我的社工路，一路走到尾。



一位抑鬱的小朋友在從前目睹母親割手後的畫作

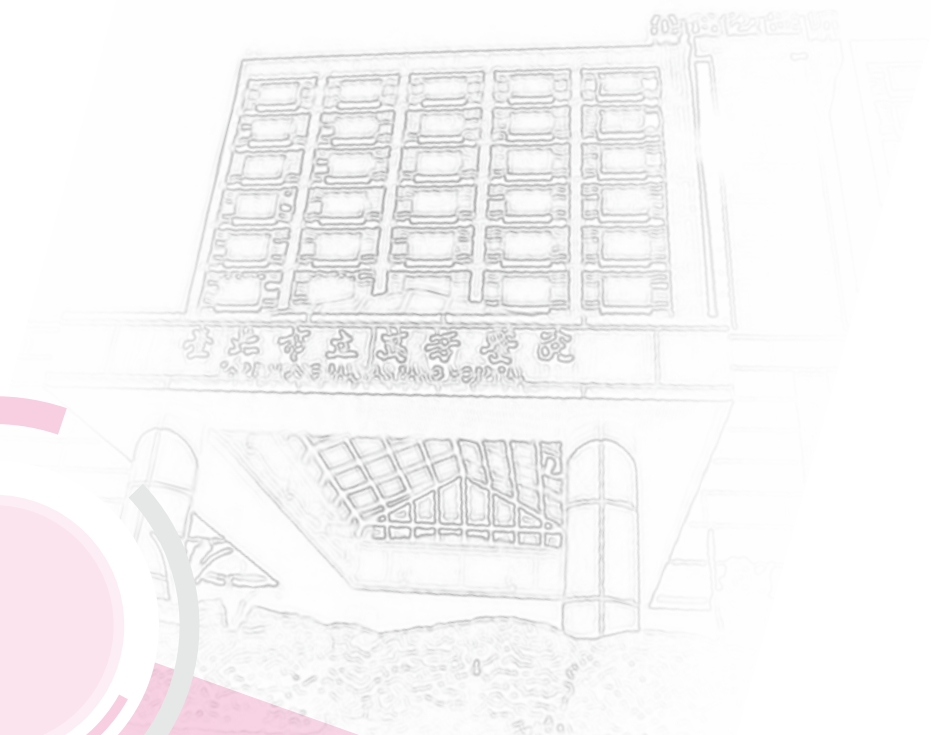


苗栗的街景



與機構同事合照





## 臺北市立萬芳醫院

臺北市立萬芳醫院於 1997 年開幕，是台北市第一家公辦民營的市立醫院，由臺北醫學大學經營。萬芳醫院坐立文山區，文山區為一典型的住宅文教區，且因應人口老化之趨勢發展，特將社區醫療設定為發展重點之一，並堅守對社區的承諾，致力成為一所服務、品質、效率俱優的公辦民營醫學中心，擔負公共衛生責任，服務範圍由台北市南區、新北市周邊、醫療偏遠地區、更擴及服務至國際醫療。

（ 撮寫自臺北市立萬芳醫院網站 ）



相信有不少的同學和我一樣，每年最期待的畫面便是在學期完結後，到世界各地遊覽觀光。我想旅行帶給我們的意義，除了吃喝玩樂外，就是享受身處異地所帶來的未知感和驚喜。無論是體驗不同的風土人情，抑或是突破語言障礙，與當地人產生連結，都讓我們看到不一樣的世界。然後，當回到自己熟悉的地方，重新檢視一些習以為常的事物，從中反思和學習。這次暑假海外實習能夠到臺北萬芳醫院當一回醫務社工實習生，我會形容，能夠與其它地區的社工、醫療專業人員和當地的服務使用者產生互動、交流和連結，這種機會是珍貴的，相信日後回想這段經歷，必定滋味萬分。



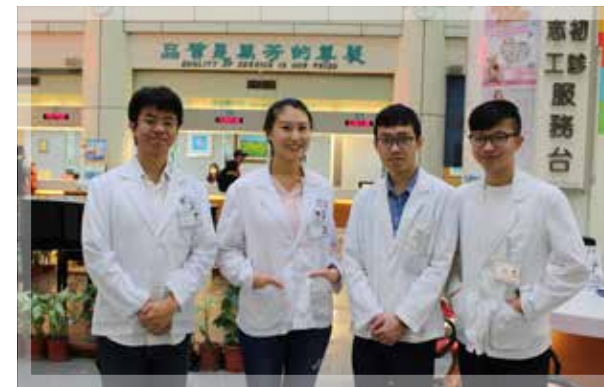
向同工分享於實習期間其中一個主要負責的個案，進行經驗交流

確實，這次實習所獲相當豐盛，除了學懂如何在醫院的環境下做社會工作，與服務對象會談、搜集資料、進行評估、危機介入、連接社會福利資源、情緒輔導、管理個案、撰寫紀錄，更有機會協助機構舉辦醫院的大型活動、出席跨專業工作會議、向民眾提供講座宣導、與同工進行分享報告、參與大大小小的員工培訓課程等等。種種機會都豐富了這次學習的經驗。回想實習第一週，督導安排我走訪醫院不同的部門，觀察和了解醫院體系如何運作。當中印象最深刻的是，無論從醫院的裝潢、擺設、環境，以至專業人員和義工與病人的互動情況，都令我想起了三隻字：「人情味」。令我徹底擺脫以往覺得醫院是一個冷冰冰地方的刻板印象。我想這很大程度是在整個臺灣的醫療體系中，非常強調要為病人提供「全人照顧」，即是除了醫治病患者生理上的疾病外，更需要關注他們的心理和靈性上的需要，以至處理病患對整個家庭帶來的影響，協助他們渡過困境。

在萬芳醫院實習過程中，社工室的同事都很照顧我們，經常花時間向我們介紹臺灣的社會福利制度，與我們討論制度中的利弊。他們亦非常關心香港的社會情況，而我也十分榮幸地可以將香港的社會、文化、制度、政治環境等情況反映給臺灣的朋友知道，過程中產生不少火花和交流。雖然短短三個月的暑期實習已經完結，但我相信，在臺灣的學習其實可以延續下去，日後投身社會工作時，也可以參考臺灣的社會工作帶給我的啟示。最後，期待每年都有同學可以將外地的學習經驗傳遞回來，讓我們用多一種角度看待香港的社會工作發展。



與醫院社工室同工大合照



與三位實習生同伴合照







溫皓邦  
本科三年級

實習期間都要穿上白袍以供服務對象辨識，感覺還頗專業呢！



社工室裡大家其實十分親切融洽，彼此常常都會互相幫忙呢！

能夠參與港外實習計劃是我在大學生涯裡感到最值得做的一件事。回想當初報名的時候，對於在台灣當實習社工已是充滿很大的期待，但想不到最後我所學到的比想像中的還要更多。在這次實習過程中，無論是個人成長經歷還是在社工專業知識上的培訓都使我獲益良多，我實在非常感激校方能安排我出席是次實習計劃。

實習對於自我成長而言，確實是一個很大的挑戰。人在異鄉，很多生活上的挑戰都要靠自己克服，既要努力適應台灣的生活環境，亦要慢慢了解實習機構的工作內容，這些都讓我慢慢培養了獨立生活的能力。要克服一個又一個的障礙例如溝通上的問題、不熟悉制度及社會資源的問題、不熟練社工建立助人關係、運用介入技巧的問題是確實不容易。而且還要一邊克服困難，一邊學習新的知識，例如社會心理家庭功能評估、病房訪視、會談技巧到特殊類型的個案處理知識及與不同的案主接觸，了解他們各自不同的需要，使我感到不少壓力。可是當最後完成是次實習後，我亦為自己最終可以完成這些挑戰而高興。

在實習過程中，我感到最大的困難就是語言溝通上的問題。雖然平日我與不同人士接觸時仍然能明白彼此的意思，但是在實習的過程中所需要的有時往往是長時間而且複雜的語言表達，而我因為國語表達能力有限的關係，不論是我說的話還是對方說的話都有互相聆聽不清楚的時候。此時，我只好以比較簡單的語言表達自己，亦不時詢問對方能不能換另一句說話表達出來。對於這種經驗，我反而想到其實語言有時不是幫助人的最重要因素，往往有其他的方式例如實際的資訊，關心和傾聽的態度會比語言來的重要。

我在外地工作亦學習到人與人之間的溝通有時候會產生誤會，例如我的語言會使人聽不明白想表達的意思，但溝通也正正是解決問題的重要方法。在個案工作中，能否讓雙方想清楚他們的擔憂到底是自己的需要還是另一方的需要便顯得尤其重要。而且，唯有透過促進真誠溝通，才可以讓他們了解問題的本身，進而想出解決問題的方法。我想這些寶貴的學習體會亦未必能在本地實習經歷到，所以我非常推薦港外實習計劃。總括而言，是次實習充實而且意義甚大，因為它對我不論在成長還是專業知識的實踐方面都有莫大的幫助。



實習機構雖是一所市立醫院，但感覺親切，大堂中間還在一所鋼琴，不時會有人表演音樂，感覺輕鬆。



雖然是一所醫院，但在高樓層卻設有開放農園，而院方亦有就農園不時舉辦園藝治療課程，可見醫院的工作十分多元化。



## 台北馬偕紀念醫院

馬偕紀念醫院積極參與衛生政策，善盡社會責任：配合政府政策進行癌症防治成果績優，在多項診療品質認證及防治計畫評核中屢獲佳績；針對兒虐、愛滋、燙傷、早產兒、性侵及家暴等特殊個案，提供各種會談與心理諮商、經濟補助與轉介服務；為善盡醫療中心之緊急救護責任，承接新北市衛生局感染症醫療防治體系 H5N1 流感防治演習，設置第一個戶外最大醫療救護站。

對於援助弱勢，馬偕紀念醫院一向不遺餘力，總在第一時間全力投入災區醫療及心靈安撫等工作，如 1999 年 9 月 21 日集集大地震，醫院率先組織醫療團隊抵達埔里災區搶救傷患，員工捐款以協助災後重建；SARS 肆虐期間，發揮高度團隊合作精神，全力照料病人，收容最多 SARS 病人的私立醫院，廣獲各界肯定；2009 年莫拉克颱風侵襲南台灣，醫院也持續派遣醫療團南下協助賑災。醫院長期致力於社會公益、關懷弱勢、提供偏遠地區醫療服務。

（攝寫自馬偕紀念醫院網站）





陳俊希  
本科三年級

海外實習除了工作的時間外，假期也能到不同的景點周遊，此照片在宜蘭羅東運動公園拍攝。

有幸來到馬偕紀念醫院安寧療護教育示範中心擔任實習社工，在安寧療護這個範疇有不同的學習體驗。這次實習的主要工作包括末期病人及家屬的個案工作、遺族電話追蹤關懷工作、藝術與園藝治療團體及社區宣導工作。馬偕安寧療護教育示範中心是在台灣享負盛名的安寧病房，也是推動台灣的安寧療護運動的先驅，能在這裡實習是難能可貴的機會。

傳統醫療的目標也是不斷延長壽命，香港人也是世界上數一數二最長壽的，不少人也以此為榮。然而，當我們的生命不斷得以延長的時候，生活品質有得到提升嗎？在末期階段或臨終的時候，我們又是否過著合乎期望的生活呢？生命的價值和意義究竟是什麼呢？這十週的實習時間讓我對生死有深刻的體驗和反思，也在安寧療護社會工作方面有知識及技能上的得著。

台灣的死亡質素在世界首屈一指，全球排名第六，而香港只名列第二十二，究竟是什麼因素令兩地華人的社會有如此差距呢？當中，台灣安寧療護的發展有舉足輕重的影響，無論是政策、醫療體系或公眾的參與，也容許民眾在生命的最後階段有更完善的照顧和選擇。安寧療護（在香港叫寧養或舒緩治療），是指減輕或免除末期病人之生理、心理及靈性痛苦，施予緩解性、支持性之醫療照護，以增進其生活品質。傳統的醫療觀念認為我們對抗癌症，可能就是不斷嘗試各種抗癌治療方法，甚至要拼到最後一刻。危急時利用心肺復甦術、維生醫療，延長其瀕死過程。然而，對於末期病人而言，這些醫療措施不但沒有治癒的效果，同時會帶來很大的痛苦。



本照片攝於馬偕紀念醫院安寧療護教育示範中心的大門前，該中心是醫院內獨立的大樓，樓高七層。



安寧療護團隊內有不同的專業人員，有醫生、護士、臨床心理學家、社工及牧靈人員等。

實習期間不時也會到加護病房（ICU）訪視，很多病人年事已高，卻因家屬的不捨，在危急的情況下插著氣管、依靠旁邊一部又一部的機器維持呼吸與心跳，無意識地臥在病床上，令我開始思考，究竟這個還是一個活著的生命嗎？反之，在安寧病房，病人或家屬已經簽署了拒絕接受心肺復甦術的意願書或家屬同意書（DNR），受法律的保障，有權利選擇臨終的醫療處置方式。這裡的病人雖然已不會再接受治療性的治療，但仍然會做控制疼痛症狀的緩和治療，同時得到心理與靈性方面的照顧。接受醫療的極限、生命的有限和死亡的必然對於每個人而言也是殊不容易的事情。

這次實習學習了如何與團隊不同的專業人士合作，包括醫生、護士、社工、臨床心理學家、牧靈人員等，為病人提供一個全人和全隊的照顧。同時，也感受到真誠的陪伴對末期病人而言是有重要的意義。或許我們能做的事情都是有限，病人的情況也會有很大的反覆，不確定何時會離世，然而卻用彈性的介入方法，盡力讓病人的臨終生活品質有所提升。曾經有位個案的病人跟我說：「每天我能夠看見你，跟你聊天，我整個人就精神起來了。沒有你們的關心，我可能也沒辦法撐到今天。」或許我們做的事情算不了什麼，但這種陪伴卻對他們而言已經足夠了。

死亡的確很可怕，但我們仍然有盼望。在過程中也會想到，如果今天在病房的是自己、家人或朋友，死亡就是永久的分離嗎？內心有一種隱約的焦慮和恐懼，但同時卻更肯定信仰的力量。因為信仰不只是我們生活的某一部分，而是生命的根本，每個人也會以不同形式追尋個人的信仰。這次實習結束後，開始對個人的未來有更多想像，特別是推廣生死教育的方向，希望更多年青人能從死亡當中反思自己生命的意義和價值。感恩路上遇到很多明燈，遇上三位各有所長的社工督導，無論在價值、知識或臨床經驗上也有很多學習，感恩神一直與我同行。



實習的其中一項任務是參與社區宣導工作，向一般民眾解釋安寧療護的概念，甚至即場簽署拒絕接受心肺復甦術的意願書。

醫院位於淡水淡江河附近，每逢下班也能到河邊散步欣賞夕陽的景色。





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