

# 香港中文大學 社會工作學系

Department of Social Work

The Chinese University of Hong Kong

2018

Non-local Placement

港外實習



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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

On behalf of the Department of Social Work at The Chinese University of Hong Kong, I would like to express our heartiest gratitude to Madam Tan Jen Chiu and Mr. Cheng Ming Fun, Paul, donors of the Madam Tan Jen Chiu Fund; Prof. Ma Lai Chong, Joyce and Mr. Lai Chi Man, donors of the Ma Lai Chong, Joyce Scholarship; and our cherished alumni who have generously made donations to establish the Linkage Award. With their kind consent, we have broadened the use of the funding in setting up the Non-Local Field Placement Award for our students from undergraduate programme and the Master of Social Science in Social Work (part-time and full-time). All of their endless support to our Department is beyond words.

The Department of Social Work is committed to promote 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 and related fields locally, nationally and internationally. To realize this objective, non-local placements offer many types of educational experience encompassing anecdotal, experiential, academic, observational and cultural learning, all of which can facilitate students' growth, maturity and competence in diverse social work settings, and enhance their understanding of cross-border, cross-cultural and international dimensions of social work practice.

With our growing international connections, we are able to procure non-local placements from different organizations in different countries including Canada, Singapore and Taiwan. In the future, we aim to strive for more destinations of placements for our students in different countries like Australia.

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 donors on their personal, academic and professional growth throughout the placement.

No great work can be done without the assistance of many people along the way, such as the great support, encouragement and assistance given by Ms. Cheung Man Sze, Cecilia, our Director of Field Instruction, and her fieldwork team. I would also like to take this opportunity to thank those social welfare agencies and field supervisors for their unfailing and strong support to our students.

## 系主任的話

香港中文大學社會工作學系的《港外實習獎》得以成功設立，實在有賴各捐贈者的慷慨付出。在此，我謹代表我系同仁衷心感謝已故譚紉就女士及其兒子鄭明訓先生——譚紉就研究基金的捐贈者；馬麗莊教授及其丈夫賴治民先生——馬麗莊獎學金的捐贈者；以及成立靈機獎學金的一眾海外熱心校友。我們十分感激各位允許我們運用捐款為我系本科及社會工作社會科學碩士課程設立《港外實習獎》。你們對我系的支持，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，港外實習為學生提供真實的生活體驗，不但能促進學生成長、建立成熟人格，以及培養在不同的專業環境中實踐的能力；還能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；對他們在學術及文化方面的發展均有裨益。

隨著我們與國際的聯繫日益緊密，我們已與來自不同國家的機構合作，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。未來，我們展望可以與走到更遠的區域，如澳洲等國家，與更多不同的海外機構合作。

在港外實習期間，同學均要面對文化差異、有別於本地的社會福利系統及服務對象所帶來的挑戰。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，因此他們花了很多時間及努力去準備這些文章，希望與各位捐贈者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。

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與其團隊的幫助，以及她對學生的鼓勵。最後，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作出了莫大的貢獻。



# 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 2018, we sent out a total of 21 students from our undergraduate and postgraduate social work programmes to have placement in various cities in Canada, Singapore, and Taiwan. The service nature includes services for immigrants and refugees, medical social work services, children welfare and family services, services for victims of family violence, community centre service, and, mental health and youth services.

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 21 students have also shared their learning experience with others in September 2018. I was touched to see how excited and contented they were when they presented their learning to us. They not only shared their joy and happiness but also the challenges and barriers they encountered, how they worked hard to overcome difficulties and thus enhanced 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 foundation 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, Professor Joyce Ma, Mr. Lai Chi Man and supportive alumni and donors of Linkage Award, many brilliant students would not be able to afford this valuable learning experience.

## 實習課程主任的話

每年六至八月，我們都會安排同學到不同的港外城市實習，有說英語的、也有說普通話的。2018 年我們共派了廿一名本科及碩士班同學到溫哥華、多倫多、新加坡、臺北、新竹、苗栗、臺中、高雄等地實習。服務性質涵蓋新移民服務、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。

每年同學在完成港外實習後都會和老師及同學分享他們在港外實習的經驗。這廿一位同學亦於 2018 年九月，從各地回來後，跟我系師生分享了他們在各地實習的體驗和得著。我身在其中，實在為他們的學習熱情、拼勁、適應能力和當中的成長感到非常欣慰。每一次聽到他們的分享，都一再肯定海外實習的特殊價值，鼓舞我繼續爭取不同地區的實習機會。究竟同學在海外實習得到些什麼呢？有甚麼是本地實習得不到的呢？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，包括一切成就他們的人。

在此，衷心感謝各港外實習機構、眾位實習導師，以及學系、譚紉就研究基金、馬麗莊獎學金和由海外熱心校友所成立的靈機獎學金提供的資助，讓我們的同學可以有外地實習的機會，獲取畢生受用的經歷。





MOSAIC

Empowering newcomers  
to fully participate  
in Canadian society

## MOSAIC

MOSAIC, or "Multi-lingual Orientation Service Association for Immigrant Communities", is one of the largest settlement organizations in Canada with a history of more than 40 years. Provincially, MOSAIC provides more employment supports and programs than any other immigrant serving organization in B.C. The expertise of MOSAIC in employment services resulted in MOSAIC being the only immigrant-serving organization to be awarded a contract to deliver services through the B.C. Government's Employment Program of B.C.

MOSAIC's Services are delivered from 26 client-accessible sites and include settlement assistance, English language training, employment programs, interpretation and translation, counselling services, and community outreach for families and individuals, including children, youth and seniors. MOSAIC also offers services for the LGBTQ and temporary foreign worker communities.

(Extracted from the website of MOSAIC)



gardening session with placement student from Denmark



one to one sessions with client with delays in speech and social development

## Newcomer's Centre for Children and Family

Located on the southern end of Kingsway, the busy road that runs diagonally through metro Vancouver, the Newcomer's Centre for Children and Family (NCCF) is MOSAIC's only family-centered refugee service. The city of Burnaby homes a population of 232,755, among which roughly half are immigrants<sup>1</sup>. Every year Canada admits about 20,000 to 25,000 refugees, and about 200 choose to settle in the City of Burnaby<sup>2</sup>, a city just a bit larger than Hong Kong Island where 20.6% of households qualify as low-income according to the Canadian welfare system<sup>3</sup>.

With programmes and groups running back to back, the small drop-in centre provides a variety of services from individual parenting support to early childhood developmental groups and programmes. The centre is staffed by family support workers, settlement workers, home-visitors, peer support workers (former clients), and early childhood development workers; and it is visited regularly by other professionals such as nurses, dentists, and early childhood behavioural specialists. Apart from professional diversity, NCCF is also a culturally diverse workplace, with staff members coming from the west-most of Europe to far-east Asia. I am constantly inspired by the different perspectives and approaches employed by my colleagues. The centre has taught me that diversity doesn't divide; rather, it cultivates appreciation and creativity.

<sup>1</sup> Burnaby City Directory. (2016). 2016 City Census. Retrieved 6 September 2018 from <https://www.burnaby.ca/about-burnaby/about/population---quick-stats.html>.  
<sup>2</sup> Burnaby Intercultural Planning Table. (2016). Burnaby Settlement and Integration Plan 2016-2019. Retrieved 6 September 2018 from <http://bipt.ca/wp-content/uploads/BIPT-StrategicPlan-Final-Web.pdf>.  
<sup>3</sup> Burnaby City Directory. (2016). 2016 City Census. Retrieved 6 September 2018 from <https://www.burnaby.ca/about-burnaby/about/population---quick-stats.html>.

## Chan Oi Ning Stephanie MSSc FT, Year 1

I was asked many times whether a good command of English is important: I would say that it is the last thing one should worry about. Clients come mainly from the Middle East and Northern Africa, and many speak very limited or no English. Since interpretation and language support staff are not always present, especially during casual contact in the centre or in crowded programmes, learning to communicate empathy and care with tone, facial expression, and gestures was more important. Sometimes, all it took was being present with the client as she invited you into her sorrowful space; other times we shared joyful news through smiles<sup>45</sup>. I gradually got used to speaking slowly, making better use of my tone, diversifying my language, communicating with body language and facial expression, and picking up important words in my clients' native languages.

Colleagues at the NCCF



clients' artwork during preschool orientation group arts and crafts time



## Trauma-informed practice

Some of the clients experienced a tough escape and were still haunted by the grief of family that were lost to death or imprisonment on the way; some of them planned comprehensively, came with all their wealth, and were ready to start a new page of life. Everyone's story is different, and there is just no correct answer in the long personal journey of resettlement. Rather than using the one-size-fits-all model, at the family centre we put great emphasis on hearing the clients' stories. A client's resistance to applying for welfare can be explained by anything from their culture seeing receiving welfare as shameful, to distrust towards an unhelpful staff they once encountered. Having curiosity about the clients' stories and, as our group supervisor John loves saying, 'making people feel heard', are of great importance to me.

Adults, with appropriate language support and trusting relationships, might be able to tell you their stories in detail. Children, on the other hand, speak better through behaviour. A child who has experienced trauma might speak through anxiety, aggression, and social withdrawal<sup>67</sup>. I learnt to be patient and curious about the child's mind, and instead of being a demanding authority who immediately jumps to discipline, I learnt to be a trustworthy, understanding negotiator to whom children can go when they need help in expressing their emotions. Working with these children was truly a gift: despite all the distress they have endured, these beautiful, resilient young souls remind me that every individual can grow when placed in nutritious soil.

<sup>4</sup> Kraft-Todd, G., Reiner, D. A., Kelley, J. M., Heberlein, A. S., Baer, L., & Riess, H. (2017). Empathic nonverbal behavior increases ratings of both warmth and competence in a medical context. *PLoS One*, 12(5).  
<sup>5</sup> Abernethy, A. D., Tadie, J. T., & Tilahun, B. S. (2014). Empathy in group therapy: Facilitating resonant chords. *International Journal of Group Psychotherapy*, 64(4), 516-35.  
<sup>6</sup> Green, J. G., McLaughlin, K. A., Berglund, P. A., Gruber, M. J., Sampson, N. A., & Zaslavsky, A. M. (2010). Childhood adversities and adult psychiatric disorders in the national comorbidity survey replication I: Associations with first onset of DSM-IV disorders. *Archives of General Psychiatry*, 67(2), 113-123.  
<sup>7</sup> De Young, A. C., Kenardy, J. A., & Cobham, V. E. (2011). Trauma in early childhood: A neglected population. *Clinical Child and Family Psychology Review*, 14(3), 231-50.

art work on friendship by clients, with the word friendship written in their native languages

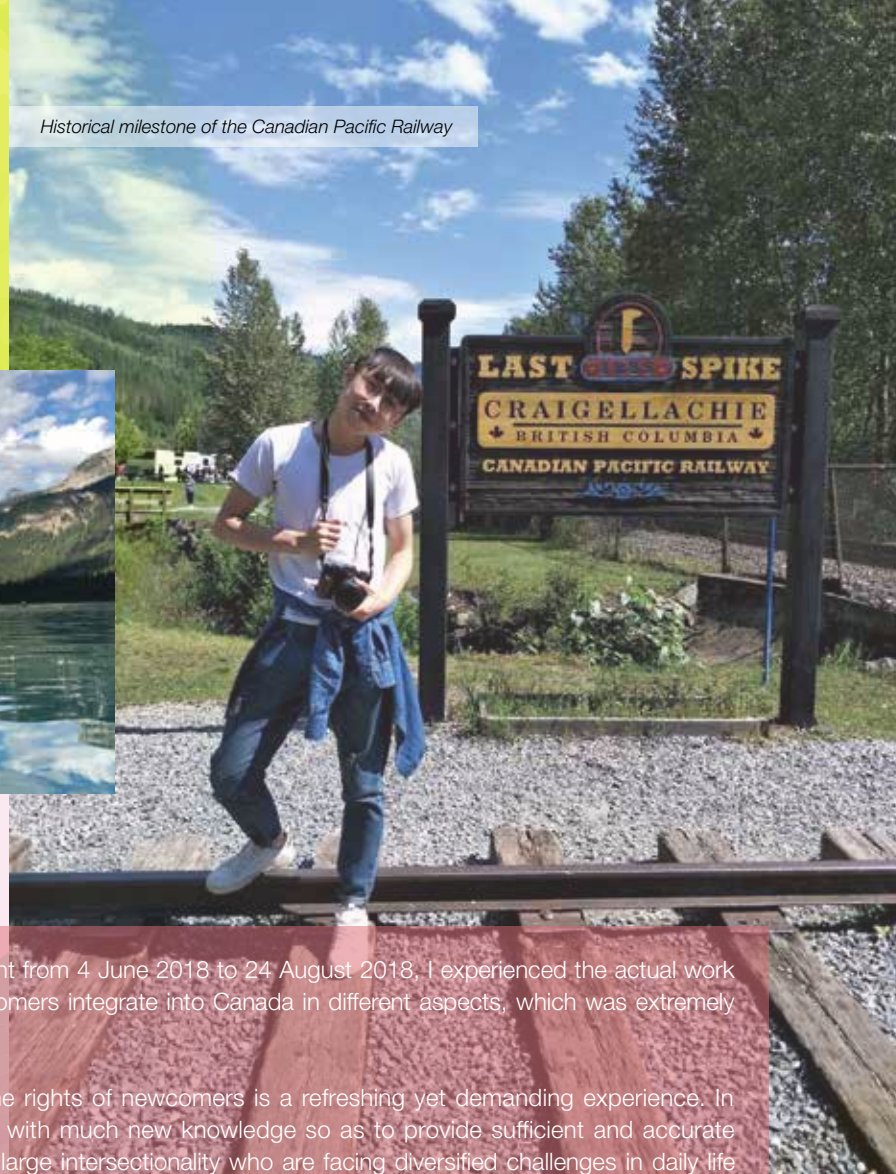




Historical milestone of the Canadian Pacific Railway



Canoeing in beautiful Emerald Lake



Throughout the period of my second field placement from 4 June 2018 to 24 August 2018, I experienced the actual work of a settlement worker in Vancouver helping newcomers integrate into Canada in different aspects, which was extremely enlightening and facilitated my individual growth.

Having placement in an agency advocating for the rights of newcomers is a refreshing yet demanding experience. In a tangible casework setting, I need to be familiar with much new knowledge so as to provide sufficient and accurate information for clients, especially newcomers with large intersectionality who are facing diversified challenges in daily life and in getting institutional support. Undeniably, I once struggled on the tangible support aspect because I considered it as not part of the job of 'social worker'. But I would now say I am lucky to have practical experience in tangible work because it allowed me to see the dynamics between social resources, clients, and all related stakeholders and realize that emotional needs for feeling supported and tangible needs for settlement could be mutually inclusive in social work practice.

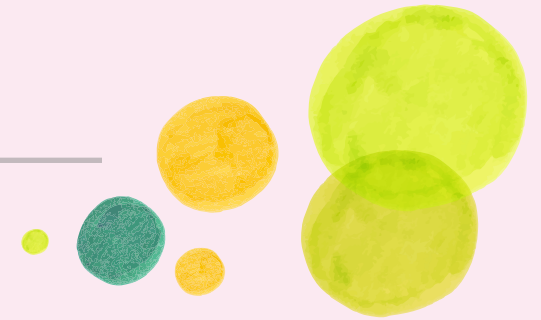
Empowerment is easier said than done. Believing that social work should be advocating for the best interest of clients, I was enthusiastic in bridging and linking resources to cater to clients' needs. Meanwhile, I came to further understand my role in facilitating clients' exposure to alternatives for self-determination. The last thing social workers want to create is clients' dependency on us. Instead, practitioners should act as emotional supporters for clients, creating a sense of hope and safety for them in order to ease their stress. From the placement experience, I recognized that social work is really a human service profession because sometimes we cannot settle clients' needs right away, yet, the most important thing is to let them be seen, heard, recognized, validated, and acknowledged. In this case, clients can truly feel that they are always supported in their journey of social integration.

## Ko Lin Ki Undergraduate, Year 3



First-ever Burnaby Pride!

Other than that, I am honored to have had the opportunity to participate in all the LGBTQ+ Pride events in August with my colleagues and clients, especially the first ever Burnaby Pride Street Party. It was a special memory for me because knowing the contributions of the indigenous historical background and multi-culturalism to the progressiveness of LGBTQ+ rights in Canada widened my horizons. It is crucial for me to note that the community sense in the LGBTQ+ community is strong because more and more individuals in the community are willing to come out. Thus, the LGBTQ+ community is becoming more visible. People started to realize that there are many LGBTQ+ individuals in society, even among their neighbors, friends, or even family members. The more visible the community is, the less misunderstanding there is about people having different sexual identities/representations/orientations. I think the knowledge gained from the LGBTQ+ community here would not be limited to only this group, but is also applicable to other minority groups since being visible can be a way towards social advocacy and discursive empowerment. It is also one of the reasons why the perspectives and challenges of new LGBTQ+ immigrants were brought into Burnaby Pride.



Meeting new friends in awesome trip



Apart from my fruitful gaining of knowledge and experience from the workplace and LGBTQ+ events, I took a short trip to Banff National Park and the Canadian Rockies. I think enjoying a foreign country's scenery should be in my MUST-DO bucket list whenever I am overseas. Not only is the breathtaking natural beauty healing and relaxing, the friends from different countries you will meet on the trip are other treasures that you could hardly obtain from a local placement period. The ideas exchanges and laughter during the trip will undoubtedly make your non-local placement an unforgettable experience you will never regret!



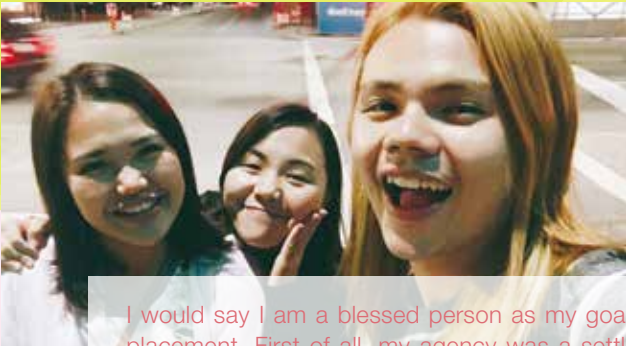
Getting into the freezing Bow Lake although I didn't swim



**Exploring the World in an Office**

Exploring the world has always been my dream. In 2016, I went to Yunnan for an internship in an NGO for labour rights advocacy. In 2017, I went to UCLA for a summer programme to learn something different involving my major. Then, in 2018, I was thinking of whether I should explore Europe through an exchange program or experience working in a foreign country. I struggled for a while, but eventually I decided that a working experience in a foreign country would be a good chance for me to grow, professionally and personally. I set a few goals for myself: 1) to be more independent, 2) to be brave enough, 3) to learn new policies, 4) to be culturally competent, and 5) to learn work/life balance.

*Good vibes after program*



I would say I am a blessed person as my goals were accomplished during the placement. First of all, my agency was a settlement service provider targeting refugees and protected persons. We provided a one-year, intensive case management service while holding groups, informative programs, and various outing activities. In the workplace, my co-workers were from different countries such as Iraq, Afghanistan, Sudan, and Cuba. It was fascinating as I could explore other cultures in ways such as learning how to make baklava, learning Arabic, and listening to African music.

In terms of work, I had five cases, multibarrier clients who were vulnerable young people. They came from Turkey, Eritrea, Sudan, and Palestine. Most of them were Muslim, and it was my first time having contact with a person from a Muslim culture. It was interesting, and they made me understand how beautiful Islamic culture is. For example, their Ramadan is to 'promote the state of emptiness and reduce the sins as all the bad behaviours are strictly prohibited'. Also, from the placement I found that people from different cultural systems have different struggles in trying to settle in Canada. For instance, my Arabic client was more hard working as he had a pregnant wife and thought it was his duty to provide a good living standard for her. My Turkish client was ambitious as she wanted to become a pilot and start up a small business. Her needs were totally different from the traditional service targets. Due to confidentiality, I cannot talk much about their stories. Yet, I am sure that if you have the opportunity to work in the MOSAIC Moving Ahead Program, you will have a great cultural shock in seeing how tough a person can be. Our clients are always inspiring.



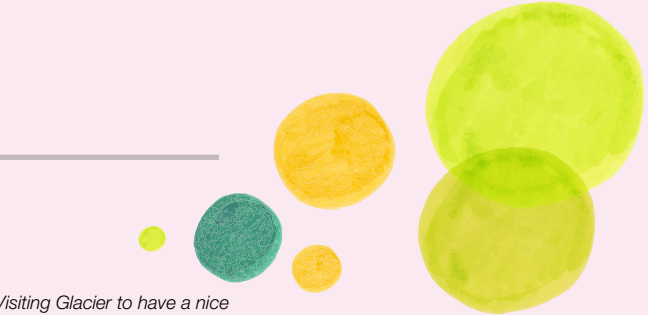
*Visiting Victoria for weekend*

**Tin Ka Chung**  
Undergraduate, Year 3



*"Bridal shower for coworker"*

As our clients are inspiring, I wanted them to inspire the community too. Hence, I had the idea of creating a Human Library apart from my routine case work, group work, and programmes. I invited clients from different cultural backgrounds to share their hometown stories and their situations in Canada. They were even more enthusiastic than I was. That might be because society seldom listens to them. Eventually, we had a small-scale Human Library in the Burnaby Public Library. One of our clients was pregnant, and she still talked about how Palestine was and how she managed to be in Canada. One of our clients talked about her forced marriage and being shot and how these events inspired her to speak for women. Two clients from Turkey shared about the political changes in Turkey where their families were imprisoned. These stories are difficult to imagine, and this is how misunderstandings and discrimination towards refugees are formed. Therefore, I hoped the activity would inspire some changes. Fortunately, it did. One of the walk-in Chinese participants said it was inspiring, touching, and changed his perception of refugees who come for welfare. He even wanted to bring his children to educate them if there was another Human Library. Also impressive was when the City of Richmond approached me to invite our clients to make another Human Library at the Inclusive Policy Symposium for scholars, NGOs, and the government to help them understanding the needs of refugees.



*Visiting Glacier to have a nice vacation!*



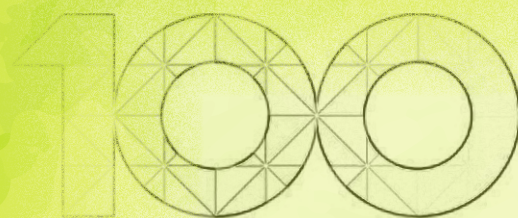
I am glad that I was brave enough to make changes. I am happy to work and live independently. My cooking skills and bargaining skills have improved a lot. I was fascinated by the inclusive attitude of the policies there, and I think Hong Kong should learn inclusiveness and an anti-oppression attitude

(even the hospital let my client split the bill due to his financial difficulties). I am also happy about growth in cultural competency as my co-workers and clients gave me many lessons on new cultures and their recognition. However, I still have to learn how to maintain a work-life balance as I only had two days off in July because we had a series of activities, and the preparation of the Human Library occupied a lot of time, too. However, in the Moving Ahead Program, you can always visit the tourist sites with your clients. Therefore, no worries! Finally, I would recommend that those going to Vancouver in the coming summer visit Victoria to understand the history of Vancouver and enjoy Banff for the beauty of nature. Life is too short to see the whole world. Therefore, seize the chance whenever you have it. In addition, the program is a mini-tour of the Middle East and Africa. Why not?

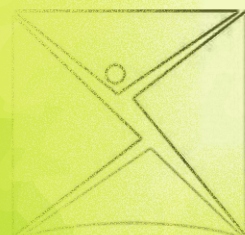


*"Iraqi wedding of coworker"*





years of  
community  
ans dans la  
communauté



Canadian Mental  
Health Association

Association canadienne  
pour la santé mentale

## 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 1.3 million Canadians through the combined efforts of more than 11,000 volunteers and staff across Canada in over 330 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 facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.

(Extracted from the website of CMHA)



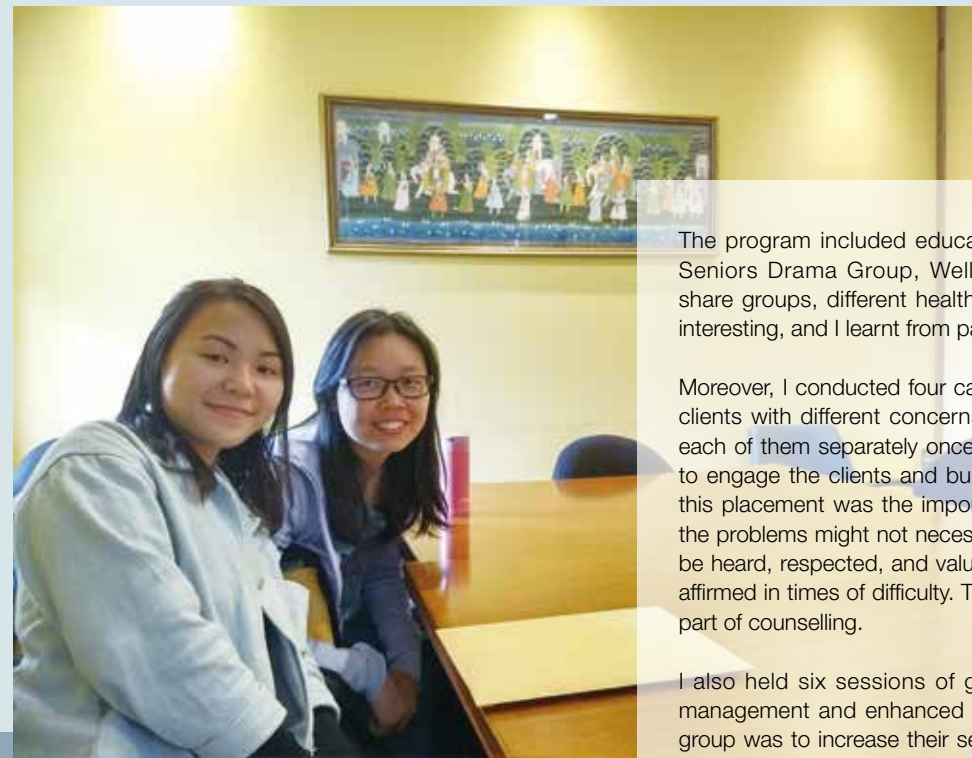


farewell lunch with MOSAIC supervisors

MOSAIC - Headquarters



**Tang Lok Yan**  
Full-time MSSc, Year 1



Agency Visit - Mount Pleasant Neighborhood House

The program included educational and recreational activities such as Happy Seniors Drama Group, Wellness laughter yoga, Cantonese and Mandarin share groups, different health promotion workshops, etc. Some of them were interesting, and I learnt from participating in these programs, too.

Moreover, I conducted four caseworks and held one group in CMHA. I met four clients with different concerns in their lives and held counseling sessions with each of them separately once a week. It was important to be empathetic so as to engage the clients and build up the relationship. Another thing I learnt from this placement was the importance of listening to others' stories. Even though the problems might not necessary be solved in the end, it is crucial to let people be heard, respected, and valued as humans. We all hope to be understood and affirmed in times of difficulty. The process of engaging with our clients is a critical part of counselling.

I also held six sessions of group which provided education about emotion management and enhanced group members' mutual support. The aim of the group was to increase their self-awareness and knowledge of emotions in order to regulate them. I had a pleasant time with the members and shared some of their personal experiences.

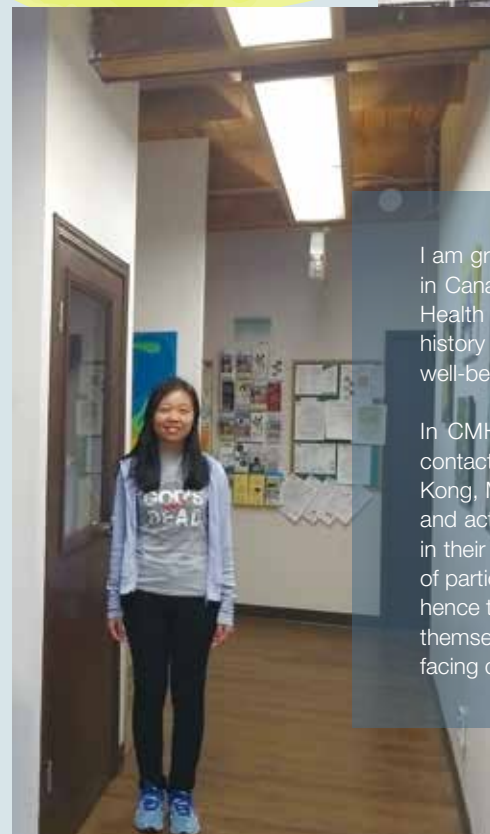
I am grateful to have been given this precious opportunity to have my social work placement in Canada. My host agency was MOSAIC while my placement was at the Canadian Mental Health Association (CMHA). CMHA is a national charitable organization with 100 years of history serving local residents in all of Canada so as to promote and enhance their mental well-being.

In CMHA, I assisted in the Chinese Mental Health Promotion Program and had regular contact with the senior participants there. Participants in the program came mainly from Hong Kong, Mainland China, and Taiwan, and they hoped to enrich their lives by joining the groups and activities organized by the program. Most of them were retired and had rich experiences in their own lives, so I could broaden my horizons by listening to their sharing. Another group of participants in CMHA was composed of those who had concerns about mental health, and hence they were keen to gain knowledges and ways to improve their mental wellness to make themselves 'happier'. I was glad to hear some of their stories and admired their resilience in facing difficulties and problems in life.

Apart from the placement, I went to various places and enjoyed the beautiful views in Vancouver. There were many awesome parks, lakes, mountains, etc., and the natural scenery was amazing. It was definitely a lovely place with valuable and rich natural resources.

I also had opportunities to meet people from different cultures and talk with them. The society was more humanistic with greater cultural diversity as people come to Canada from everywhere in the world. However, I could always encounter Chinese on the street and heard people speaking Cantonese, so there was something which made me feel at home even though I was in a foreign country.

To conclude, although I was sometimes overwhelmed by hardships in the placement, it was really a fruitful experience for me as I learnt and grew by working in CMHA as well as through encounters with different people during my stay in Vancouver. I have become more independent and have a stronger faith in GOD.



in CMHA office

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with CMHA supervisor - Ms. Stella Lee



## Strathcona Community Centre

Constructed in 1972 through the efforts of the Vancouver Board of Parks and Recreation and the Strathcona Community Centre Association, the Strathcona Community Centre (SCC) is located in one of Vancouver's oldest neighbourhoods, one and a half blocks east of the central business district of Chinatown.

In addition to fitness facilities, basketball camps, floor hockey and piano recitals as other community centres, SCC 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. SCC has been providing a variety of services, including but not limited to licensed childcare, preschool, children, youth, adult, fitness centre and seniors programmes for over 40 years.

(Extracted from the web page of Strathcona Community Centre)





Agency visit – Mount Pleasant Neighborhood House



I am glad to have had the opportunity to go to Vancouver for three months on a non-local placement. Strathcona Community Centre is the placement agency that collaborates with MOSAIC. It is located next to Chinatown and downtown, with multi-cultural service users including Chinese, Arabic, Syrians, Vietnamese, First Nations, etc. Strathcona Community Centre aims to sustain, promote, and develop resources that can support the changing social and recreational needs of individuals. Thus, Strathcona Community Centre provided different kind of programs for all age groups, such as social groups, sports and health activities, art and cultural programs, educational and language classes, as well as food security programs. This demonstrates that Strathcona Community Centre is diversified.

During the non-local placement, I encountered various learning opportunities and exposure. I had two cases, implemented a six-session seniors' group, and held a summer celebration program for low-income families. For the case work, I had the chance to practise and strengthen my basic communication and counselling skills. Also, I applied various approaches like the person-centered approach, the psychosocial approach, and ecological systematic theory to analyze and intervene in the cases. I tried to connect and provide different services and organizations for the clients, which enhanced my understanding of local services. The seniors' group was an educational and mutual support group for seniors. It aimed to enhance seniors' physical, psychological, and social skills to achieve successful aging. It was fulfilling for me to attempt the role of a leader, an educator, a facilitator, and a listener. Acting in different roles enhanced my skills in implementing the group and developing my immediate responses. Tuckman's stage of group development was applied in analyzing group development, and it showed that all members experienced positive changes and feedback after joining the group. Next was the summer celebration program. It was a quite successful program as participants had the opportunity to effectively enhance their satisfaction and release parenting stress. Participants' responses and feedback were quite positive and indicated



Photo taken with field mates in front of MOSAIC headquarter

### Siu Tsz Shan Full-time MSSc, Year 1

satisfaction. It was fun working with centre colleagues as I learnt a great deal from their sharing. Therefore, different learning opportunities and practices strengthened my application and analytic skills, theoretic knowledge, as well as professional values and attitudes. Also, Strathcona Community Centre had various programs, like food security backpack and a breakfast program, elderly wellness drop-in program, youth day camp program, and family support program. I was grateful that I had joined and assisted all types of programs so that I could improve my skills and enrich my experiences.



Photo taken with supervisors in front of Strathcona Community Centre



Handcraft of group members

local activities such as Farmer Market Tour, Indigenous People's Day, and Community Development Event. Last but not least, I looked around the City and joined some local activities such as U-Pick Blueberries, joined the Banff tour, and visited different famous spots in Vancouver. All of these experiences were interesting and precious and increased my understanding of the City of Vancouver.

Having non-local placement in Vancouver facilitated my personal as well as professional growth. I learnt to be independent, be open to a new culture, and to be active in seeking job opportunities. All these were challenges for me, but I overcame them. At the same time, I was happy that I experienced the culture and lifestyle of Canada and enjoyed simple and natural life.

To conclude, this non-local placement was a great experience that provided chances for me to understand and improve myself, as well as enlightened me on the way to becoming a professional social worker in the future.

Lunch gathering with supervisors



For learning exposures, I visited agencies like Mount Pleasant Neighborhood House, Chinese Christian Mission Canada (CCM), St. Paul Hospital Psychiatric Emergency Unit, and Family Court office so as to broaden my horizons in this field and increase my sensibilities for local services. At the same time, I participated in various



## Chinese Family Service of Ontario

Chinese Family Services of Ontario (CFSO) was incorporated in 1988 and is a non-profit, accredited professional counselling, family services and settlement agency with a focus on Chinese Canadians. CFSO offers both linguistically and culturally sensitive services to individuals and families in need of counselling and settlement services.

CFSO is staffed by a team of professionals in the disciplines of social work and counselling psychology, with a mission to build a safe and harmonious community by providing professional counselling and settlement services to individuals and families in need.

(Extract from the website of CFSO)





When I received the offer of non-local placement in January 2018, I had mixed feelings. On the one hand, I wanted to challenge myself to step out of my comfort zone. On the other hand, the uncertainties and the VISA application procedures scared me. Looking back, I am sure that I made the correct decision by taking the non-local placement. This placement not only fulfilled my expectations, but also provided me with many opportunities for self-growth. The twelve-week overseas placement was a memorable and rewarding experience for me.

My placement agency was the Chinese Family Services of Ontario (CFSO), which provides professional counselling and settlement services targeting Chinese Canadians. When we arrived at the agency, we could see how they welcomed and valued students. We were provided with our own workstations and treated like newly appointed staff members even though we were students and would only be staying there for three months. Colleagues were very supportive, and they were willing to share their knowledge and experience with us. Valuable case shadowing opportunities were also available upon our request.

The placement learning was mainly self-directed. The agency and supervisors were willing to accommodate our own learning needs and goals. I completed two long-term cases and interviewed nine clients in the one-time counselling service. I also co-led two groups and delivered two mental health talks with other students. Among it all, the most meaningful experience for me was leading the Partner Assault Response Group. The unique nature (involuntary, open, and male) of the group trained me to be non-judgmental and helped me to understand the importance of engagement. I was able to reflect on the conflicts between the Canadian policy of zero tolerance for family violence and Chinese traditional culture when listening to the group members' stories.

In addition to the case, group, and programme learning, the agency provided us with other types of learning opportunities. We attended the agency programmes, staff meetings, and clinical meetings. We also had the chance to visit different organizations and agencies such as the Probation and Parole Office, Ontario's Parliament, the Scott Mission for Homeless, the First Care Seniors, etc. Through assisting in agency community outreach, we were able to meet different community partners and potential clients. All of this enhanced our placement learning experiences.

**Chow Wing Sim**  
Full-time MSSc, Year 1

*Participated in the Annual Tree Planting Fundraising Event of the Agency*



A special characteristic of this placement was learning from peers. In addition to having social work placement students from our university, the agency also had students from the University of Hong Kong and the Hong Kong Polytechnic University. We were able to work together in groups and programmes during the placement period. Throughout the process, we learned from each other. Group supervisions provided by the agency's clinical manager and our supervisors also facilitated us in exchanging our knowledge.

The overseas placement also accelerated my personal growth. As this was my first placement, I had self-doubts. When I tried to apply the knowledge I had learnt in the lessons on real life practice, I encountered problems. For example, when I tried to use CBT to intervene in a case, it did not go as smoothly as planned. Also, I doubted whether clients really thought the sessions were helpful even when they gave me positive feedback. With help from my supervisor and colleagues, I was able to discover my own strengths and weaknesses. With more understanding about myself, I am able to accept my own limitations and learn to be more confident.

*Participated in the Agency Community Outreach Event*



Adapting to a new living and working environment at the same time was also a valuable opportunity for personal growth: how to quickly adapt in the living and working environments, how to strike a balance between work and life, how to work with colleagues in another culture—these were important learning opportunities that local placement might not be able to provide.

To conclude, what I learnt in the first placement was more than I had expected. Both the professional and personal growth I gained in that placement benefited me a great deal. Therefore, I strongly encourage other students to seize the opportunity to apply for the non-local placement.

I would also like to take this chance to thank Ms. Cecilia Cheung, Mr. David Ip, my supervisor, Ms. Sharon Zong, and all the colleagues at CFSO for helping me in my pre-placement and placement period.

*My Supportive and Caring Supervisor: Ms. Sharon Zong*

*Visited a Local Agency Serving the Elderly: First Care*

*Visited the Probation and Parole Office*





**My fruitful placement in Canada**

Twelve weeks of overseas placement have strengthened my enthusiasm for becoming a social worker. It is my pleasure to meet nice clients, colleagues, and supervisor. I have not only learned the skills and theories of counseling from them but have also furthered my own personal growth.

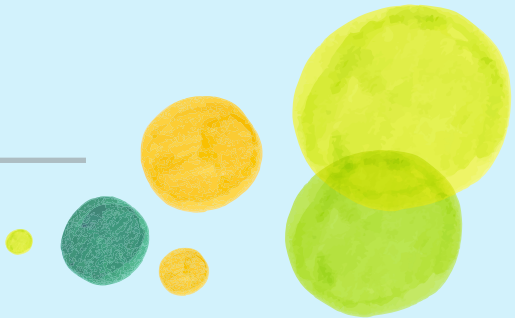
Firstly, I have been equipped with communication skills to collaborate with relevant interdisciplinary professionals including counsellors and psychologists. I delivered various types of services such as prompt counselling and psycho-educational parenting groups. Consequently, I have experienced effectively applying case management therapies such as Solution Focused Therapy and Structural Family Therapy.

Apart from the skills and theories of counseling, I have learnt a great deal from working with my clients and colleagues, such as slowing the pace and attending to the here and now in the counselling process. For example, it was encouraging for me to hear that a client was willing to talk to me and gave me some positive comments. However, sometimes I was a little bit anxious and stressed since I was afraid of disappointing my client if I could not help them. At that point, I was taught to slow down and understand what I was thinking and why I was thinking in that way. I realized that I put a lot of responsibility on myself, but I forgot what the client had seen and done. Being aware of myself helps me to understand myself and to be more congruent.



**Poon Mei Ling**  
Undergraduate, Year 3

During the placement, it is obvious and easy to discover your own weaknesses. I am thankful for the acceptance and teaching of my colleagues, facilitating me to learn to accept my own shortcomings and understand that I need time and space to feel my own emotions. I thank them for the teaching and patience they gave me; because of it, I have learned and grown a lot. This learning experience will inspire me throughout my life.



Also, I really appreciate the respect and acceptance of Canadians. It makes me understand that being in an embraceable environment is very important to people. My agency visit experience inspired me a lot. When visiting The Scott Mission, I learnt that their values and services are completely different compared to Hong Kong. They have developed a men's overnight program on a first-come, first-served basis. If you are a man, you can enjoy their overnight program without time limit and without informing them of your economic status. They really respect who you are and your human rights. I admire the value and regulation in this service centre: since no one has authority to use the service earlier, everyone is equal and has the same rights to the service, which is quite different from Hong Kong. The client would not feel they were being treated unfairly since they share the same resources and waiting time with rich people.

This trip is something I will never forget, and I will often reflect on my non-local placement experience to help me continue to face challenges and adversities in the future.







## National University Health System

The National University Health System (NUHS) is one of three public healthcare clusters in Singapore, and an integrated Academic Health System and Regional Health System that delivers value-driven, innovative and sustainable healthcare in Singapore.

As a Regional Health System, NUHS works in close collaboration with community hospitals, general practitioners, family medicine clinics, nursing homes and other community partners to provide integrated care to the community. With member institutions under one Academic Health System, NUHS creates synergies as a fully integrated cluster to provide seamless care, develop solutions for Singapore's healthcare challenges and nurture the next generation of healthcare professionals.

Institutions in the NUHS group include three hospitals – National University Hospital (NUH), Ng Teng Fong General Hospital (NTFGH) and Jurong Community Hospital (JCH); three National Specialty Centres; a polyclinic group; one medical centre; and three academic health sciences institutions.

(Extracted from the website of National University Health System)





*Unexpected solo adventure (Taken in Taman Merdeka)*

Whenever we speak of working in a fast-paced medical setting, what springs to mind may be fear of great challenges. Indeed, such difficulties are great opportunities for us to learn more and go further.

During the 12-week non-local placement in Singapore, not only have I learnt how to be a good medical social worker, but I have also further explored how to be a better Me. It is my pleasure to have had various enlightening and meaningful learning opportunities, which somehow makes me complete. Honestly, I felt inadequate at first in the multidisciplinary team, but my colleagues, especially my supervisors, are so supportive, which has greatly helped me to overcome such feelings. My supervisor already had tight schedules, but she always reserved time for case discussion and supervision with me in order to ensure that everything was clear and that I did learn something, in addition to trying to arrange different learning activities for me when I was ready and asked for more to maximize learning. I do experience and learn a lot from her regarding both my professional and personal self. I am so grateful to meet people like these, who make this journey as a medical social work placement student so beautiful and fruitful.

Things can be quite uncertain and unexpected in the hospital. Nonetheless, these challenges give rise to great possibilities that are quite interesting and exciting indeed. After much shadowing and working my own cases, I have learnt how to appreciate these opportunities for learning. We need to be prepared to see the unseen and listen to the stories of patients and their families instead of assuming everything. I truly appreciate the hospital's idea of patient-centred care. Despite unfamiliar local healthcare systems and practices, eagerness to learn and even to take risks with no harm created for the patients and their families helps me to devote my professional self to serving them better. Sometimes, we can hardly know what exactly the best is, but we can do our best and be truly concerned about our patients and their families.



*Garden City (Taken in the Southern Ridges)*

## Lo Hiu Kwan Joyce Undergraduate, Year 3

*Supportive fellow colleagues (Taken in Jurong Community Hospital)*

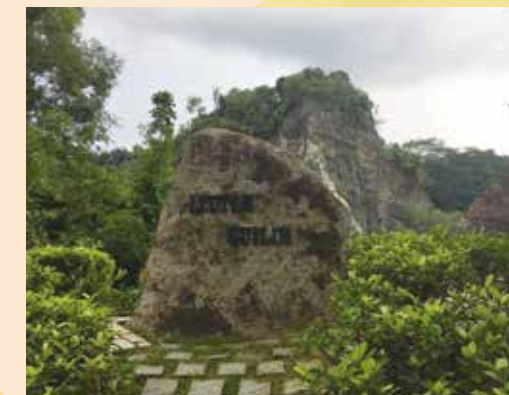


Apart from the lovely work in the hospital, I enjoyed exploring adorable Singapore so much. I did not focus on the tourist spots but on local communities, which is my own travelling style. It allowed me to taste the cultures there more deeply. Her racial harmony and cultural diversity are so beautiful. 'Same same but different'. It reminds me of individual uniqueness. I am glad that I stayed with the host family there and learned

more deeply about Singapore by chatting with them almost every day. Living in a garden city with great integration with nature for almost three months, I have simply fallen in love with Singapore. Indeed, I have already loved her since the very first days.

Work hard and explore more! In addition to Singapore, I could explore Malaysia as well and appreciate the beauty there, although this is simply due to some unexpected incidents. Thus, just be open and do not limit yourself. Sky's the limit! Sometimes, unexpectedness allows us to see and experience much more, which promotes growth.

Finally, I would like to express my sincere gratitude to both the Department of Social Work and Ng Teng Fong General Hospital for providing me this incredible non-local placement.



*Explore local communities (Taken in Little Guilin)*



*Sky's the limit! (Taken in Gardens by the Bay)*





*Truly nice colleagues are hard to find and difficult to forget. Farewell lunch with fellow medical social workers in Jurong Community Hospital.*

Medical illness, acute and chronic, can have critical social and psychosocial implications for patients who are undergoing treatment. For some, the social and emotional problems manifested can impact on their medical treatments if left unresolved. Therefore, medical social workers, who attend to patients in need to help them cope and manage their problems with the aim of maximising their road to recovery both physically and emotionally, occupy a unique vantage point in the scheme of patient care. We are intimate observers of life's mysteries. We witness the miracles of cure and the defining moments of death. We are close to people who, under extreme circumstances, search for meaning in the midst of joy and sorrow. We toil daily to ask ourselves, what more, other than providing casework, counselling, and tangible assistance, can we offer our patients? Some say, hope.

What is hope? Many would struggle to provide a precise definition. Hope is often confused with the optimistic view that 'things will turn out right'. Yet, hope does not arise from being told to 'think positive'. True hope has no room for delusion.

On the contrary, hope acknowledges and confronts the significant obstacles and pitfalls along the path. And yet despite these setbacks—pre-existing or unfolding—hope latches us onto the belief that we can exert some control over our situation and that we are not entirely at the mercy of life forces. This belief offers that glimmer of light and that additional atom of energy to endure and achieve despite our circumstances. True hope empowers the patient to confront their conditions and the capacity to surmount them. True hope gives realism; it gives strength. It nourishes the mind, body, and spirit while the individual continues their journey of fighting illness. Sometimes, hope can be a purpose, the purpose to live with one's life. Therefore, one important element in social work is helping patients find meaning in their lives in times of suffering so that their illness experience becomes meaningful. When there is a purpose, there is a reason to endure one's circumstances.

*Salam Bahagia! (Malay: Wish you joy!) To one of my patients who loves cats.*



## Ng Nok Si Undergraduate, Year 3

*World-cup in a local McDonald's*



*Good supervisors can take you to unexpected heights. They help you learn to fly, providing the wind beneath you, and providing a net for you when you fall.*

In an encounter with a terminal-stage cancer patient, I was deeply impressed by his determination and optimism in endeavouring to fight against the disease. In addition to the demonstrated fighting spirit, his mental preparation for the critical moment and his understanding about the meaning of life were also significant. The resilience of the human spirit is most visible when an individual experiences pain, suffering, and adversity. A hospital is a place where human suffering becomes amplified. It is, therefore, a place which bears witness to the resilience of man.

It is true that death is the ultimate destination in life, the one guarantee that everyone is assured of. And if every human being is consigned to death eventually, then every living moment is a gift to us. Every illness, disease, and stressful event is a reminder that being alive is not to be taken for granted and that life has to be lived purposefully, beautifully, and gratefully. Life and death are interdependent and together provide the catalyst that propels men in their search for meaning and purpose in their very existence. In life, there is death; and in death, there is life.



*What's a trip to Singapore with eating cendol? Super good in this blistering heat.*





## 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。

1986 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）



## 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。

（攝寫自勵馨基金會網站）



與向晴同工合照。

我在這個暑假進行實習的向晴家園，是一所位於台北的為十二至十八歲需要受保護少女的安置單位。家園其中一個很獨特之處是工作人員需要二十四小時全天候為少女提供照顧，社工在日常工作時，尤其是暑假期間，幾乎一整天都會與個案相處。這對於社工工作很有利的一點是可以有很長時間與她們工作、改變她們；但另一點使人氣餒的是她們的改變可能十分緩慢，有時候還會倒退。

我在實習主要的工作是陪伴少女，因為家園的工作是長期的，三個月的時間通常只足夠與她們建立關係。在此期間，我與家園的少女經歷了不少事情，包括共同參與冒險體驗、戲劇團體、體能訓練和一同登上合歡山，創造了一些共同回憶。在不同的活動中，我看到這些少女的不同面貌，例如她們的領導才能或者是與人合作的能力，更感受到透過陪伴她們參加活動加深了彼此關係。與她們的接觸中，我發覺她們其實與一般青少年無異，只是有時候她們過去的創傷經驗對她們的思想和行為有所影響。



合歡山三天兩夜之旅：與少女一同登上合歡主。

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## 鄭雅晞

社會工作社會科學碩士課程（全日制）  
一年級



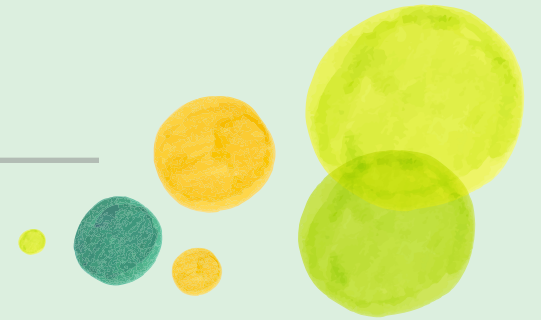
手工藝團體：少女發揮創意，利用不同容器製作仙女瓶。

除了陪伴她們參加活動之外，我也會參與個案工作和帶領團體。在個案工作方面，我有機會參與個案研討、個案的網絡資源會議，以及藉由帶領她們做甜點來與她們作交流，也讓他們從中得到成功經驗。我亦舉辦了桌遊、手工藝及香港甜點的小團體，使少女能有一些悠閒活動以充實暑假。在實習快完結時，我也參與籌辦了一年一度的家庭日活動，增加少女對家園的歸屬感。

在過來台灣實習之前，我以為台灣與香港有很多相似的文化，但在這邊實習和居住後，才發現有很多不同之處，語言上的不適應使我與青少年在交流間造成障礙。幸好我會敢於向同工和青少年詢問一些自己不清楚的事情，而她們也很樂於解釋，使我能儘快融入，適應台灣與香港不同的文化。這三個月的實習，使我在個人成長和專業發展方面都進步不少，得到很多學習。很感恩能有這個機會把我帶到向晴家園，也感謝向晴的每一位工作人員對我的教導，讓我能認識到自己的長處及價值。

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Non-local Placement  
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在團體裡與少女共同製作的香港甜點：蝶豆花砵仔糕。



在家庭日帶領少女合力製作港式蛋塔。



### 台北市蘭心家園

蘭心家園主要服務遭受家庭暴力、性暴力或其他有庇護安置需求之特殊境遇婦女以及十八歲以下子女。家園以愛、尊重、接納與包容為出發點，提供社會工作專業的服務，使每位入住者能在舒適、自在、安心的環境中，並重新得力，邁向不一樣的人生。

（撮寫自勵馨基金會網站）



參與婦女團體



為家園婦女及兒童準備晚餐



孩子製作代表自己的小鴨子

三個月在台灣的實習，的確是在社工課程中最難忘的經驗。過程中雖充滿很多挑戰與衝擊，我卻從跌倒之中不斷學習與成長。

### 眼界大開的經歷

在蘭心的三個月，所經歷的確是遠超我所想。機構給予實習生很多的空間涉獵不同的服務，讓實習生非常全面地體驗社工真實的工作，包括個案會談、陪同個案開庭、律師面談、找房子、參與婦女團體、兒童團體、生活輔導方案、高危機會議、外部單位個案研討等。當中更經歷了很多驚險的突發事情：例如真實與婦女和施暴者有正面交鋒，從中學習如何保護案主及考慮安全計劃。沒想到真的發生了施暴者找上門的危機事件，社工及生輔在過程中需即時聯繫其他網絡支援，如警察、鄰居的服務單位及其他庇護資源的緊急應變。更有個案的子女學校曝光，讓我了解到其他網絡的支援及保密的重要性。這些真實又難忘的經驗讓我大開眼界，開闊了我對庇護所服務的想像，並覺得實習的過程非常珍貴。



為家園婦女離園獨立生活舉行歡送會

### 蔡雅文

社會工作社會科學碩士課程（兼讀制）  
二年級

與家園婦女及孩子製作捕夢網



### 對於家暴的謎思及婦女充權

在實習前，我對於家暴及婦女庇護所的認識很少，幸而機構為實習生提供很多的訓練，教授很多相關的知識，實習生可以與社工一同參與關於家暴、性別、系統理論、家族治療的課程，大大豐富了我的理論基礎及專業知識。在真正接觸婦女後，便發現社會對於家暴婦女的想像存在不同的刻板印象及誤解，我亦了解到親密暴力的循環、長期遭受精神暴力、權控及壓抑的影響，其實遠比我想像中嚴重。精神暴力使婦女一直貶低自我、扭曲自我價值，更默默認同施暴者的思維。經過理論及真實的接觸，我更能明白與感受婦女的無力，學習如何同理、與她們同行。社工在協助案主的過程中，為這些婦女充權（empower）便尤為重要。由於對自己欠缺自信、長期倚賴及被伴侶控制，一開始案主都會希望從社工身上得到直接建議及幫助。社工在會談及陪同服務中，由小事開始建立案主自我決定的習慣，肯定她們的能力，讓案主在過程中看見自己的感受及需要、發掘自己的優勢，建立自我認同，去面對及掌握自己的人生。

### 對自我的衝擊

在這三個月的實習期間，我常常都是戰戰兢兢，無論是帶領活動、個案會談、面對危機事件等，我內心都是非常緊張。在實習過程中，我學會更坦誠面對及接受自己的優勢及局限。台灣的實習督導協助我察覺及衝破很多我自己的既有價值觀及因應方式。督導同時亦與我分享她自己的個人經歷，讓我更能開放自己，同時學會接受我自己。在實習的過程中，我發現很多案主其實都是我自己：害怕面對衝突、逃避面對負面情緒、為討好別人而偽裝。我們常常希望案主能多接納自己，但我發現我對自己也有很多不接納。督導曾對我說，社工助人的過程中，最後還是要回到自己本身，在自己身上發現成長，才能讓案主一同經歷成長。

協助兒童團體



我把這次珍貴的實習經驗視為正式踏上社工之路的真正開始，希望保持這一份熱誠與初心，常常回到自己身上去覺察及反思。



## 台北市南區少年服務中心

台北市南區少年服務中心是社區型少年服務中心，服務範圍包括：大安區、文山區。中心的成立是為社區少年建立一套防護與輔導網絡，以充權的方式鼓勵少年獨立發展，及培養少年的生活適應能力，使少年能在健全的環境中成長。  
(撮寫自勵馨基金會網站)

在荒廢的車站月台上前停車吃午餐



我在南少主要是參與冒險體驗方案。冒險體驗方案就是會與兩位講師、三位社工、十三位少年，一位台灣實習生和一位志工一起騎七天六夜的花蓮台東自行車，大約三百多公里。

從中，我體驗到社工和講師如何不斷地反思整個團體動力，再作調整專業介入，讓整個團體在七日六夜內由形成期發展到結束期。這令我相信，時間長短只是使團體發展的其中一個影響因素，更重要的是社工的觀察、反思、合作、調整和介入。

再者，是充權的運用。由少年們去安排兩個領隊 (LOD) 去負責長隊中的決定，除了路線的規劃，還有膳食，房間、晚課時間等事情。由於 LOD 是新加的部份，所以大部份少年都不了解 LOD 的工作。因此，講師一開始的介入會較多，會提出不同的問題和質疑，鼓勵少年從不同角度思考，並讓少年參考模仿。「模仿」對少年來說是重要的，因為他們很多時候不知道如何發揮自己的能力，或從小家庭沒有一個較理想的模仿對象，所以社工的角色是提供機會給少年發揮。同時，社工可以正向增強的方式，推動少年繼續善用自己的優勢。



看到美麗的風景，大家停下來拍照

## 張若茹

社會工作社會科學碩士課程 (全日制)  
一年級

小活動：跟他們一起做芒果糯米糍



過度強調少年的能力，可能會使他們忽視別人的需要，什至用較高的權力去欺壓弱勢的群眾。在長隊中的舊成員就以自己的角度去作決定，他們不會考慮新成員的體力，只考慮個人要挑戰的目標，而選擇騎較難的路線。因此，如何平衡放權與去權；如何讓少年要善用自己的能力去協助弱勢的，而不是欺壓；如何讓少年知道要強化其能力，而不是原地踏步等，這些都是在運用充權上要考慮的地方。

而且，充權會與個人價值觀有衝突。因為有時候會忍不住去提或幫忙他們。無可否認，主動介入會讓自己心理上感到舒服，但是，這就間接地否定了少年的能力。經過長隊後，讓我知道只要在安全的情況下，可以放手讓少年去嘗試，不論成功與否，都是一個珍貴的經驗學習，社工可引導其做得好或要改善的地方，這樣才可以讓他們從中成長。



長隊時去海灘玩水



在便利店補給

方案還提供機會讓你學習跟少年相處，建立關係，讓你可以更深入了解少年不同的面向、需要和背景資料，以及訓練觀察團體動力和個別少年的狀況。

最後，個人而言，雖然冒險體驗方案需要體力上的消耗，但是一個難得的機會去學習個案跟團體工作。



### 台中女兒館

台中女兒館為台中地區女孩提供一個友善的性別環境，讓女孩在自在的空間中能充分發揮自己的潛能，並參與公民論壇的機會。女兒館為年輕女孩提供自我成長課程、支持成長方案與公民論壇，以增強年輕女孩權能，強化女孩內在生命力及生活獨立能力，並促進年輕女孩參與公共事務。另外，藉由培力與行動夢想方案的推動，女兒館致力鼓勵女孩發揮潛能與影響力，為自己發聲並創造讓女性獲得滋養的交流平台，使年輕女孩得以實踐夢想。

（撮寫自勵馨基金會網站）

在辦公室以外與民眾交流互動



2018 年的夏天。

緣份是一環扣一環的。

兩年前我從副學士畢業，再次回到香港中文大學時，我計劃接下來兩次實習都要留在香港，因為我想要知道自己到底適合在什麼範疇當社工。

Dr. Lau 的一句「你還有一輩子待在香港可以試不同的範疇，但離開香港實習，只有這一次機會。」所以我申請了海外實習——去了台灣。



隨著際遇而行，發掘當中的美好

本來期待是老人 / 善終服務，但結果是台中女兒館。在我不知道是什麼工作類型的情況下，因為之前實習的督導 DaDa 說一句：「隨著際遇而行，發掘當中的美好」，我一個人來到了台中。

實習剛開始時，的確遇到很多不習慣的事情。台灣工作時數比較長、和別人合租衛生欠佳、吃不習慣台灣偏甜口味的正餐、下雨天打雷走回家只能自己一個在怕等等 .....

然而，抱著不同的心態，可以改變自己的實習經驗。工作上，抱著積極的態度調整上班時間，爭取與民眾接觸的機會；生活上，抱著謙虛的態度與每個人相處，觀察和學習不同人的特質和強項。

### 潘欣婷 本科三年級

自己身處外地，機構就好像自己的家，督導、工讀生、替代役、朋友就好像自己的家人。當全心全意和大家相處，在大家的回饋中，我看到不一樣的自己。過去渴望進步，所以總是批判自己的不足，從來沒有好好欣賞自己和付出的努力。但在督導和大家的回饋當中，原來我是這樣活潑，能帶給大家活力；原來我是這樣真誠自然，讓大家和我相處都輕鬆自在；原來我是這樣謙虛，願意跟隨對方的步伐走，讓對方覺得被尊重和理解。

海外實習讓我更有勇氣突破自己，更有自信應對不確定的狀態，把固有的想法拋開，做真正的自己，把這樣美好的自己帶回香港。

我會牢牢記住在台灣每一個在我生命中烙下的痕跡的人。再多的不捨，只為了下次見面好好再擁抱。希望下次我再回台灣，會帶更好的自己，帶更多的故事回來。

2018 年的夏天真的很美。

因為大家，讓我找到一個真誠的自己。

不要讓海外實習只待在辦公室



投入每一段關係中，將獲得更多



這個是最美麗的夏天



高雄分事務所

高雄分事務所成立於 1996 年，開疆闢土從少女希望網絡開始，努力至今，服務對象函括了性侵害受害者、遭受家庭暴力的婦幼、未婚懷孕小媽媽、目睹暴力兒少、特境無業婦女等等，服務方式包含問題諮詢、法律諮詢、心理諮詢、社工處遇、保護安置、心理諮商、關懷訪視、支持性就業服務、物資分享等。

（撮寫自勵馨基金會網站）

我負責的最後一次目睹兒童團體，邀請成員把能給他力量的人和事寫在塑膠袋上，變成屬於自己的勇氣披風。



不少香港同學表示，選擇到海外實習，便少了一次在港認識行內生態和結識人脈的機會。但離開香港，我們才有空間完全投入實習，在文化衝擊中察覺自己的盲點，從不同的制度中思考香港社福政策的何去何從。勵馨的實習尤其著重社工的自我認識和專業成長，正如機構裡一位督導表示：「個案技巧時間久了會被覆蓋，但生命的反思卻能真正地留下來。」

除了性別意識，我在勵馨中最大的得著，無疑是對社工與服務對象之間權力關係的思考。我以前覺得受暴婦女是弱勢、文化知識和能力差，自己的學識、判斷能力比她們好，因此會從上而下的角度希望她們能進步，硬要把她們拉起來。其實受暴婦女是與否弱勢，是由我們這群掌握權力的人和社會去定義。她們的自主性在親密關係中無法彰顯，被社工判為「弱勢」後，離開家庭還是受盡壓迫。後來我發現其實在社會的標準下，很多案主都屬於能力強、學歷高，受暴婦女根本沒有什麼刻板印象。



目睹兒童團體以藝術創作為主。成員把自己的缺點製作成神獸，送給神獸一件扭轉缺點的法寶，再讓已經變強大的神獸保護自己。

涂青華

社會工作社會科學碩士課程（全日制）  
一年級

感謝家暴組的照顧和提供各種機會讓我學習！



香港會驚訝台灣的家暴通報系統之強大，規模如何「密不透風」，可惜一個制度走到另一極端，自然生出其缺點。通報系統的密不透風，主要基於警方、醫護人員、教學人員等有法定責任通報家暴事件，但如此便忽視個體的意願和需要。例如 TIPVDA（台灣親密關係暴力危險評估表）高於 8 分的個案，不問婦女本身的想法和處境，必然要動用不同政府部門的資源，強硬對個案進行嚴格監察和服務。但只有 15 條題目（加上受害人自評險境分數，為 16 條）的 TIPVDA 量表，其客觀和全面性能足以評估、斷定個案的嚴重程度嗎？複雜多變的家暴個案，是否能夠如此公式量化？台灣的社工正為責任通報而來的海量個案疲於奔命，花費大量精力從中篩選真正有安全需要的服務對象。香港雖然沒有責任通報制度，依靠前線人員的專業決定如何處理個案，是否又是另一種比較實際的運作方式？

愛馨物資分享中心不但是受暴婦女離家後的準備性職場，更是體驗社工與服務對象平等工作的實驗室。







## 台灣兒童暨家庭扶助基金會

台灣兒童暨家庭扶助基金會前身為「中國兒童基金會」，成立於 1938 年，是一個關懷弱勢兒童及其家庭的國際性非營利組織，以「及時的幫助、溫暖的關懷、基督的愛心、社工的專業」之服務精神為兒童謀福利，尤其致力於貧困家庭的兒童生活扶助、保護受虐及有特殊需求的兒童，秉持為弱勢兒童、少年及家庭服務的願景及使命。

（ 撮寫自台灣兒童暨家庭扶助基金會網頁 ）



### 南台中分事務所

南台中家扶中心是家扶基金會最早成立的單位，致力推動認養運動以關懷遭遇變故之兒童，早年扶助對象多半以父或母死亡的家庭為多，隨著時代變遷與社會發展、社會價值觀念轉變、家庭結構改變等因素，近年來扶助家庭以離婚造成的單親媽媽居多。南台中家扶中心亦與時並進，於 2010 年結合「社會企業服務方案」開辦家扶基金會第一家「家扶愛心小舖實體店」，匯集全國家扶媽媽們的作品，增加銷售通路，帶給貧困家庭改善生計的新希望。

（撮寫自台灣兒童暨家庭扶助基金會網頁）

團體熱身運動，借助遊戲建立合作觀念



培養小朋友們運用公共交通的能力，知識問答時間開始，小朋友們踴躍舉手

在實習開始之前，以為三個月的時間會很長，而當我在台中機場等候回香港的航班並寫下這些文字時，卻感到這三個月實在過得太快了，心中很多不捨，好像做夢一樣。

在南台中家扶中心的整體感覺是社工老師們都非常熱心幫忙的，只要有問題，無論是專業上的，還是生活上的，即使他們並非我的個人督導，都願意停下手中的事來解答或者幫忙。在平時和個督討論個案時，若其他社工老師聽到，他們也會願意在方便的時間主動給予建議。在做實習總報告時，社工老師們也非常樂於提出反饋，甚至由於時間限制，不止一個老師表示願意私底下繼續和我交流他們的想法，事實上他們真的會在繁忙的工作之中擠出時間和我坐下認真交流。和社工老師們正式或非正式的交流除了讓我在實務上受益匪淺之外，也使我被社工的助人精神感染！

~ 48 ~

Non-local Placement  
港外實習 2018

### 葉葳蕤

社會工作社會科學碩士課程（全日制）  
一年級

小組討論過後的展示時間，小夥伴們正在商討如何展示小組成果



在實習過程中，除了參與各項實務操作，自己摸索學習並增加經驗外，接受督導的時間也讓我感到非常受益。尤其是總督導負責的團體督導，每一次我都不想錯過，督導的帶領和反饋真的非常能拓展我反思的角度，內容上非常契合我們這些「菜鳥社工」的需要；並且由於是和台灣的實習生、包括 Poly-U 的兩位香港實習生一起進行討論，大家在想法上的碰撞也有相當有意思，能夠看到不同意識形態的成長環境下，社工本身的不同價值觀，以及不同教育下大家處理問題時側重點上的不同，非常寶貴的是，這些不同提供了非常好的彼此學習的機會。



兒童生活自理能力培養工作坊，小夥伴們一起制定團體規則

這次的團體活動是和兩位台灣實習同學一起合作，形式是 2 個全天的暑期生活自理工作坊。這種形式我是第一次嘗試，從一開始確定主題、到後來的活動設計、評估設計，老師都給了不少建議。如何將工作坊的內容更貼近我們針對的案童是我這次特別學到的，老師有特別帶我們去詢問每位案童的主責社工，了解案童和其家庭的情況，而我因為文化背景差異的問題，在設計某些內容時也得到老師特別的指點。

如果只用一句話來概括這次的實習，我會覺得 What I learnt is quite beyond my expectation. 感謝南台中家扶中心的各位社工老師，帶著我這個懵懵懂懂的實習生去看社會工作的不同面向，離別時心中非常不捨，還有太多需要學習的地方了，而讓我特別感動的是看到很多非常有經驗的老師都保持著旺盛的求知慾，不斷學習和充實自己。不想說再見，就讓我們在不同的地方一起努力加油吧！



借助植物培養小朋友們的照顧能力，這是小朋友們裝飾的植物寶寶的家

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職能師給寄養父母和寄養童開展寄養家庭能力建構團體

#### 新竹分事務所

新竹家扶中心隸屬於財團法人台灣兒童暨家庭扶助基金會，為基金會所屬 23 個分事務所之一。中心於 1967 年 7 月在新竹設立，以協助新竹地區遭受變故之家庭，重建父母親職功能，協助不幸家庭之兒童能有健全的童年生活為服務宗旨。在服務工作上，提供經濟弱勢之不幸家庭服務外，隨著社會問題的多元化，本中心也在新竹縣、市政府的委託之下，辦理家庭式寄養安置，以照顧無法在原生家庭中獲得良好照顧的兒童。另為救援及保護受虐待的兒童，也提供保護救援及心理輔導等服務工作。

（撮寫自台灣兒童暨家庭扶助基金會網頁）



家訪寄養家庭，評估寄養童適應情況

三個月的實習轉眼即逝，但是從中的成長卻讓我受益終身。新竹家扶機構是一個歷史悠久、社工專業化極高的一個機構。

三個月的實習，不僅讓我對兒保領域的服務設計有了全面的了解，更在機構的同工身上看到了一種社工人的使命與責任。新竹家扶中心是一個學習資源非常豐富的平台，無論是個案、小組、還是方案與活動，都有足夠多的學習機會和資源讓實習生去了解、嘗試、實踐。不僅如此，機構每一位同工都願意和我有專業上和生活上的交流，這種友好、互相支持的機構氛圍讓我不僅受益匪淺，更是心存感激。

#### 張赫麟

社會工作社會科學碩士課程（全日制）  
一年級

正是由於豐富的學習資源和友善的學習環境，才讓我在社工專業道路上有了一個起步。以個案工作為例，在第一次見案主之前，我也是曾緊張、迷茫，不知所措，督導了解我未有見個案的經驗後，經常帶我去跟訪，讓我在實地有機會觀察和了解專業形象以及工作手法。從緊張到能夠處遇，再到之後反思與調整處遇，視角從微觀到宏觀的變化，這些視角和心態的變化和成長也正是我的專業成長。

這次實習對我來說不僅是一次專業的實習，也是一次跨文化體驗之旅。輾轉於大陸、香港、臺灣，讓我感受到了不同的文化以及文化中的人，讓我在感到非常有趣之余，也會去思考成長的環境對自身的影響。

最後，我很感謝有這樣一個機會來到新竹家扶中心實習，感謝機構每一位同工的交流和關心，感謝實習夥伴們的支持與包容。



兒少保護團體中大家一起利用原始材料做烘焙



兒少保護團體中大家一起製作希望卡



兒少保護團體中所有組員分享自己的感受



我。督導。伙伴 三人行



選擇放手去飛

#### 苗栗分事務所

苗栗縣全縣面積 80% 以上為山地和丘陵，是著名的「山城」，也是一個多族群匯聚的地方，包括客家、閩南、泰雅族、賽夏族、外籍配偶的人數（主要來自印尼、泰國、越南及中國大陸）也在增加中。苗栗家扶中心自 1970 年成立以來，期望透過努力讓兒童能夠享有家庭妥善的照顧、身心安全的保護、健康成長的環境、充分受教育的機會，以及快樂學習的生活。

（攝寫自台灣兒童暨家庭扶助基金會網頁）



我們工作我們是團隊

#### 選擇

社工之實習，是實務學習的重要機會，學習如何擔當社工之角色。我選擇到台灣實習，希望瞭解其社福政策及體系，學習不同的治療手法，離開熟悉之環境去認識真正的自己及發掘己之所長如何應用於工作之上。

#### 實習內容

我與另一位同學被安排到財團法人台灣兒童暨家庭扶助基金會苗栗辦事處進行實習，雖處於一個較為偏鄉的城市，生活步伐沒有大城市的急促，但實習工作 實，有個案工作、小組活動及方案計劃，並安排課程瞭解機構之理念及運作，到其他社福機構探訪及認識各單位之工作，更能參與大小個案研討會，以不同角度分析個案及找尋合適之處遇計劃。

在個案工作，第一週我們被安排與不同社工陪訪三個不同類型的個案，包括兒少保護的家庭處遇、寄養家庭及經濟扶助家庭，其後每週我獨自進行家訪，分別與家庭、兒童及寄養家長工作，我能把所學之家庭治療應用於個案之中，也能以人之溫度及語言之技巧同理及聆聽個案之情況，與其發掘優勢及展望未來的發展。只有短短三個月，我不能立即與個案完成什麼目標，但透過建立關係，與案家埋下種子，對家庭動力之覺察，對其能力之看見，對未來之期盼，他們更有力量面對生活。

#### 禰淑儀

社會工作社會科學碩士課程（兼讀制）  
二年級

放假爬上去



在小組工作，相較香港實習，我們沒有機會獨自籌劃及執行一個完整的小組，只是負責其中一天的活動，但卻有很多機會與向外聘請的心理諮商師學習，包括遊戲治療、藝術治療及園藝治療，學習不同的帶領手法，運用媒材配合活動之目標，更重要是學習如何看懂及回應小組之動力。

在方案計劃，我獨自籌備花草活動予課輔之小朋友及社區民眾，能應用自身之經驗，與不同的人合作及協調，並參與活動之檢討。同時我也參與協作夏令營，擔任小組長，帶領小朋友到台北參觀及體驗不同職業，認識到香港與台灣夏令營之文化差異。

#### 挑戰及自我照顧

離開香港三個多月，到陌生環境工作，最大挑戰是克服語言之限制及適應當地之文化，但只要敢說敢問，同工們都願意聆聽，瞭解我們的情況，並會分享及解釋的。

到異地生活，自我照顧對我來說尤為重要，這樣才能對自己及工作負責。我會照顧好自己的身體，早睡早起，吃好吃健康；我會留意自己之情緒，有壓力會找伙伴及督導分享及討論，也會見見台灣之朋友；我亦與自然作連結，照顧靈性之需要，放假會爬山，閒時欣賞苗栗之稻田及花草。當身心靈各方面得以照顧好，我相信自己更能全心全意與案家工作，不被自身之問題所限。



個案小孩之花草自畫像

參與藝術治療之小組



#### 感受

對於在台灣苗栗實習，我只有滿滿的感恩，感謝學校之安排，實習機構之接待與籌劃，案家之接納，及自己當初之選擇。

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實習生之快樂聚餐



而在團體及方案工作方面，我亦有很多機會參與各種性質不同之團體、課程及營隊活動等，過程中體驗到不同帶領者之風格差異對團體之影響及能以參與者身體直接感受團體動力之變化及演變，在每節結束後亦能參加與社工及諮詢師之檢討會，從而了解其他專業對個案之評估及看法，以至社工如何與其他專業進行互動及合作。

在台灣實習的另一寶貴得著為能與台灣之社工實習生有密切之交流及合作。過程間加深了對台灣社會工作之實務環境、具體操作、社工專業訓練及福利制度之認識，不僅有助擴闊自身之視野，亦從他們身上看見自身之不足及可進步之處。更重要的是在合作及互相支持的過程中，與他們建立了深厚之友誼並經常一同聚餐，即使身處外地亦洋溢著溫暖及歡樂。就算實習結束後亦有繼續保持聯繫，一同分享生活、學習及實習之點滴。這份友誼對我而言為從海外實習額外獲得之珍貴禮物。



協助機構之方案發表

儘管家扶之實習與其他機構相比，工作較繁重及複雜，但所給予之訓練及支持十分充足，故在過程中之收穫及學習亦較豐碩，而在假期亦能前往台灣各地遊玩及體驗在地之風土人情，相信於台灣實習能給同學另一種體驗及成長。



首天報到及參觀所屬機構



教授國小生製作水火箭



實習成果發表結束之大合照

是次於台灣實習之經驗十分難忘、過程中亦得著很多。家扶於實習期間給予實習生很多機會接觸其不同的業務、亦對我們展現充分之信任。

在一般的經濟扶助個案外，一些具風險性之兒虐個案及寄養家庭個案亦能得以接觸，故能對不同性質之個案工作、其關注點及介入向度有較深刻之認識。在每個個案密集的每週一家訪安排之下，讓我累積了寶貴的個案工作經驗，亦充分體驗到個案工作由關係建立至結案的整個過程。比起於機構與案主會談，家訪更能讓我理解案家之生活形態及看見他們更真實、自在的一面，亦較有時間及空間嘗試以不同方法與案主工作及建立關係，在過程中看見個案工作有各種可能性。





## 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，期待成為一所服務、品質、效率俱優的公辦民營醫學中心，擔負公衛責任，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頁 ）



實習期間有機會遊覽台灣，這是在淡水的漁人碼頭，景色怡人

選擇到台灣來是抱著一種想挑戰自己的心態，還記得剛到萬芳醫院的時候，心裡有很多的的不懂和緊張，很多事情都在探索中。因為不熟悉醫院工作，在醫院內要面對的案主種類多，在不同病房內案主的需求也會不同，初時感覺到有點迷茫。然而，慢慢地熟習了醫院的環境後，我明白到要暫時放下在香港的框架，去了解在台灣當醫務社工或是當社工的角色。在醫院工作除了關心病人外，還要熟悉國家的醫療制度、福利制度等等的條例，對我而言無疑是一個十分大的挑戰。但現在回想過來，這三個月的經歷，無論在個人成長或專業成長上，都獲益良多，十分難忘！

醫院難免是一個很容易面對生死的地方，曾經一位婦產科的醫務社工說過：「沒有人是自願進醫院的，除了生小孩的媽媽。」實習的確帶給我不少個人的成長，尤其是在自我察覺和自我控制兩方面。在個案和團體（小組）帶領中，我發現自己更懂得怎樣去察覺、肯定以及控制自己的情緒。當中最深刻的必定是在面對死亡的時候，我發現自己會有震驚、難過和不捨的情緒；但我沒有被這些負面的情緒影響我的專業，反而更勇敢去面對自己的情緒。社工也可以是一個感情豐富的人，重要的是我們怎樣去看待和處理這些情緒的出現，還有在這些事件中學習與成長。



在兒童病人關懷活動中與「麥當勞叔叔」合照！

陳穎彤

社會工作社會科學碩士課程（全日制）  
一年級

協助社工室一年一度的志工表揚大會



或許有人會問：「為什麼醫院／（隔離）病房這麼多病菌，社工都不怕並持續訪視？」我想答案會是：「因為案主需要我們。」與案主建立關係並非一朝一夕的，作為社工需要有耐性和認真地去聆聽案主的說話。案主對社工的接納是需要時間的，每個案主的性格不同，所以才要懂得怎樣控制自己談話的節奏，使談話更加順暢。在適當的時候，多充權於案主去為自己所面對的困難想出一個改變的方法。有時候，我們不是要替案主去解決所有的問題，而是怎樣帶領他們探索不同的解決方案，或是跳出框架思考，希望案主在我們的協助下，即便專業關係結束後，他們仍然能夠自己去為自己解決困難。

回顧在過往三個多月的實習中，由一開始的不適應、緊張，到現在能夠更有自信心去面對案主。感激一路上有督導的栽培讓我成長及進步，而這些自我成長令我更加了解自己，去迎接未來的挑戰。總括來說，台灣的社會工作確實是一個以人為本的專業，這是我可以引以為鑑的地方。感謝學院安排我到貴機構實習，希望能夠把在台灣學習的心得帶回香港，在以後的實務工作中有效的運用！



這是院內器官捐贈的宣導攤位，所有物資都是我們用心預備的！



萬芳醫院 8 樓的農園，是一班志工的心血。農園不時會舉辦園藝治療小組，同時也提供一個心曠神怡的地方讓病友放鬆身心。



### 督導和社工同事指導

有幸來到萬芳醫院實習，在這三個月裡，感謝督導、副主任和各位同事的指導和支持，使我在台灣獲益良多。猶記得第一次自己接個案時，我跟社工同事說覺得有點緊張，擔心案主聽不清楚我的國語，也害怕沒有達到會談目的。這時她跟我說：「用不用我們先練習一下？我第一次訪視案主時也是很緊張，我就到後樓梯用錄音筆把要說的錄下來，反覆去聽，直到自己不再害怕。」感謝同事那時候的指導和督導的用心教導，現在會談不會再緊張害怕，算是較為熟練了。

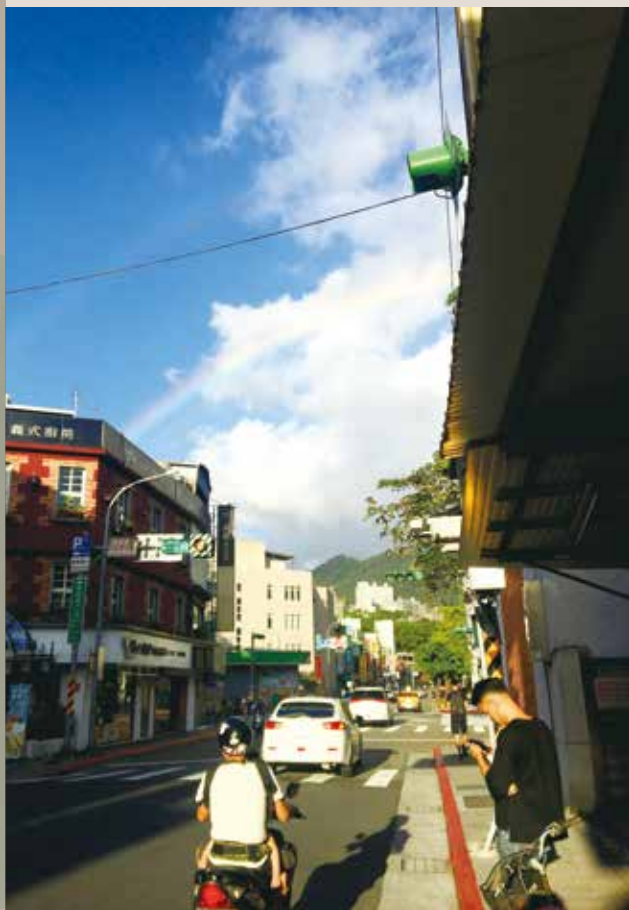
### 年輕的實習學生

在醫院實習，接觸的都是叔叔阿姨，或是伯伯奶奶，聆聽著他們訴說自己的故事，都是在豐富著我的閱歷。督導那時候指出我的同理心不夠，是因為我的生命比較單純。那時候我還不太明白她的意思，心想：我的人生也經歷了不少啊。其後，我終於明白她所說的。遇到一位奶奶，她預計到丈夫快要離去，潸然淚下地說：「以前先生跟我說，沒有真正經歷過痛苦的人不會明白痛苦，現在我終於感受到了。」這句話令我印象深刻。一個人到耄耋之年，面對即將失去廝守多年的伴侶，那種難過和不捨，相對於她我這個年輕的實習學生是不能夠完全體會的，我只能倚靠想像去設身處地，去同理他們。

### 陪伴的力量

不過，縱使我們都很年輕，但不要忽視我們陪伴的力量。處理個案時曾經感到有點洩氣，好像每次會談都沒有跟案主說過有用的話語。但是，後來明白到，會談技巧不是最要緊，最重要的是去陪伴案主去經歷這段困難的時期，工作人員的陪伴就是最大的力量。而且，當案主有進步時，你就知道你的工作不是枉然。當案主家屬說了一句：「謝謝你，謝謝你安慰了她」，你就知道，你的陪伴是有力量的，能安慰到案主。

社工室同事一起聚餐



在家樓下遇見雙彩虹

### 賴子揚

社會工作社會科學碩士課程（兼讀制）  
二年級

### 走近死亡

在醫院裡，接觸了不少病人，當中有患癌症的、肺衰竭的、安寧緩和的。他們都有著不同的故事，擁有不同的經歷。有些得了癌症，癌細胞已經開始擴散，住院期間卻從來沒有家人前來探望，出院後也是孑然一身。有些病人與病情搏鬥多時，年紀老邁的太太每天前來探望，看著先生躺在床上，談起他的病情就老淚縱橫，每次前來醫院就只能為他按按摩。看見這些故事，使我反思到，當人來到生命最後階段時，其實最需要的是什麼呢。對我來說，那時候心裡最記掛的，應該是希望重要的人在我身邊吧。

### 真誠對待

在這次實習中，收獲不少，相信在萬芳醫院這三個月經歷，遇到的人和事，都會使我日後成為一個更成熟的社工。引用一位案主跟我說過的一句話：「做社工最重要是真誠，你是不是真心我們是看得出來的。」說得不錯，實習不但只是訓練技巧和應用知識，更是要真誠對待案主，這樣，才是一個社工。



在預備器官捐贈活動的問答遊戲物資

組員在懷舊小組中製作生命故事冊



麥當勞叔叔探訪醫院，我問他：「你會藍藍路嗎？」





## 台北馬偕紀念醫院

台北馬偕紀念醫院素來積極參與衛生政策，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，台北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。醫院強調身、心、靈之全人醫療，並長期致力於社會公益、關懷弱勢、為偏遠地區提供醫療服務。

（撮寫自馬偕紀念醫院網頁）



六月四日至八月二十四日這三個月我去了淡水馬偕醫院的安寧療護教育示範中心實習。單位的對象是癌症末期病人、八大非癌症病人、漸凍人。而安寧療護指照顧癌症末期或對積極性治療較無明顯反應的病患，藉由專業的身體評估與症狀處理，合宜的同理心溝通技巧，以達到全人、全隊、全程、全家、全心、全社區的六全照顧。工作的團隊包括有醫生、護士、社工、心理諮商師、個案管理師、牧師及關懷師。而服務項目主要包括安寧病房、安寧共同照護、安寧居家療護。

在台灣學習的第一件事就是要了解當地的工作背景，尤其是這麼專門的範疇，所以督導老師也跟我們講解了台灣的安寧緩和醫療條例和下半年推行的病人自主權利法。台灣在安寧方面走得比較前，已經立法保障全民在具有完全行為能力時可以決定自己在患病末期時是否選擇接受安寧治療。

在實習的過程中我主要的工作包括負責兩個小組，跟進病房的個案，以及打電話追蹤遺族。第一個小組是正念藝術小組，是在病房裡開放式的小組，對象包括病人和家屬，透過藝術表達自己的情緒，也透過正念覺察自己的身心狀況，學會放鬆。另外一個小組是家屬支持團體，主要是讓家屬有一個喘息的空間，分享他們照顧家人的壓力。而個案方面對象包括病人和家屬，主要是讓他們有一個傾聽的對象，幫助他們調適面臨死亡的情緒，以及提供一些實務的資源連結。而遺族追蹤的部分，我們會致電面對親人剛離世的家屬，看看他們的身心調適如何，關懷一下他們。



第一節藝術 x 正念團體，主題是自畫像。



每月一次的治療犬活動。



最後一節的藝術 x 正念團體，主題是面具，圖中是其中一位參加的病人。

參與關於善終的講座——人生最後的期末考。



這邊也有其他學習的機會，例如與團隊查房及會議，了解病房每個病人的病情，可以學到一些醫學知識；每兩個星期一次與台灣各個安寧療護團隊進行的視訊會議，可以對一些安寧些的醫療爭議有更多了解；跨科別的個案討論會議可以了解其他科別的運作以及知道其他科別對安寧的認識；隨社工到其他科別的病房進行安寧共照可以了解共照團隊的運作以及開家庭會議的情況；隨社工到病人家裡進行安寧療護可以學習觀察對實務的重要性；還有訓練課程可以學習台灣社工運用的理論和技巧。

面對病人的同時我也會反思自己對死亡的認識。有病人在住院時已經是毫無意識，臨終時的醫療決定往往落入家人手中，有家人因此發生爭執，同時亦增加醫療團隊的壓力。所以我現在會和家庭討論臨終時的醫療決定以及身後事，以尊重自己及家人。另一個得著是明白生命的無常，尤其深刻的是當準備接手個案時，病人的情況急轉直下，甚至離世，很多我想做的事情還沒來得及，也是在這個獨特的實習背景才可以體驗得到。

第二節藝術 x 正念團體，主題是撕貼畫。



第二節藝術 x 正念團體，主題是希望的沙瓶。



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