



香港中華基督教青年會
Chinese YMCA of Hong Kong



環境、社會及管治 ENVIRONMENTAL, SOCIAL AND GOVERNANCE

IMPACT REPORT
2021-22
影響力報告



目錄 Content

3-8 總幹事的話 Message from General Secretary	15-22 影響力速覽 Impacts at a glance 總結對可持續發展目標的貢獻及社會影響 A summary of SDG contributions and social impacts	43-48 疫情下的應對措施 Addressing COVID-19 measures	67-88 技能與生產力 Skills and productivity 教育服務 Education services 職業培訓 Vocational training 社會企業 Social enterprises 復康服務 Rehabilitation services										
9-14 報告摘要 About this report 匯報界限、範圍及研究方法 Reporting boundary, scope and methodology	23-42 可持續發展及管治 Sustainability and governance at the Y	49-66 健康與福祉 Health and well-being 生理和心理 Physical and emotional well-being 兒童及青少年 Children and youth 青少年外展 Youth outreaching 長者身心健康、福祉及充權 Elderly physical and mental health, well-being and empowerment	89-98 社會共融 Social inclusion 世界公民 Global citizenship 長者共融和參與 Elderly inclusion and participation 數碼科技 Digital technology										
01	02	03	04	05	06	07	08	09	10	11	12	13	附錄 Appendix
								99-108 愛護環境 Protecting the environment 環保教育 Environmental education 環境管理 Environmental management	109-122 支援同工及義工 Supporting Y staff and volunteers 訓練及發展 Training and development 健康與安全 Health and safety 義工培訓 Volunteer training	131-136 財務狀況及籌款項目 Financial performance and fundraising 籌款 Fundraising 財務 Our finance	123-130 推動企業社會責任 Driving corporate social responsibility 企業伙伴計劃 Y-care CSR Scheme 運動友善計劃 Sport-Friendly Action	137-140 前瞻未來 Looking forward	141-148 統計數據 Facts and figures





香港中華 基督教青年會簡介 About Chinese YMCA of Hong Kong



香港中華基督教青年會乃 1901 年於香港成立的基督教服務機構，以培養青年人基督品格和服務精神為使命。作為全球基督教青年會運動的一分子，我們承諾建設一個文明、有愛心的城市，促進青年人的領導能力，推廣全人發展。時光荏苒，我們的服務使命已擴展至長者和弱勢社群。香港中華基督教青年會亦是世界基督教青年會協會之成員，協會總部設於瑞士日內瓦。

Founded in 1901, Chinese YMCA of Hong Kong ("YMCA" or the "Association") is a Christian service organisation in Hong Kong with a mission to cultivate Christ-like character and spirit of service among young men and women. As part of the global YMCA movement, the Association is committed to building a civil and compassionate city, fostering youth leadership, and promoting holistic personal growth. Over time, YMCA's mission has expanded to include the elderly and underprivileged groups. YMCA is a member of the World Alliance of YMCAs, headquartered in Geneva, Switzerland.

01

總幹事的話
Message from
General Secretary



香港中華基督教青年會在港屹立逾百載，我們致力與社會各界合作，為社會帶來正面影響。時至今天，我們仍秉持 1855 年訂立之《巴黎本旨》的原則，竭力服務全球社區和市民的需要。本會創立逾 120 年，我們的員工和義工一直持守「非以役人，乃役於人」的宗旨服務大眾，促進服務受眾身心健康、扶助弱老、社會共融等範疇，為社會帶來正面影響。

青年會在業界中擔負起先驅者的角色，自 2019 年開始探索以 ESG 為原則的事工策略，以回應當前氣候轉變、人口老化及可持續發展等議題。數年後，世界基督教青年會協會於 2022 年第 20 屆青年會世界大會上公佈的「YMCA2030 願景」四大核心工作範疇，包括促進社區的全人健康 (Community Wellbeing)、賦予青年有意義的工作 (Meaningful Work)、推動環保及可持續發展 (Sustainable Planet) 以及倡議公義的世界 (Just World)，與我們現時緊密進行的 ESG 工作不謀而合。未來，我們會與各地的 YMCA 繼續連結及協作，為推動世界的可持續發展產生更大影響力。



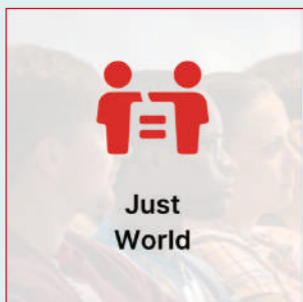
Community Wellbeing



Meaningful Work



Sustainable Planet



Just World



疫下迎難而上 創新成就未來

本港第五波疫情來勢洶洶，導致 2022 年初的疫情急速惡化，也為我們的服務、員工和社區帶來艱巨考驗。相信大家還記得農曆新年後，全港院舍相繼爆疫導致不少前線護理人員亦受到感染，院舍需要同時面對處理染疫院友和人手短缺的嚴峻問題。為減低人手不足造成的影響，本會即時撥出三所營地宿位，為全港院舍有需要的員工提供住宿支援，以減輕前線護理人員感染的風險，讓他們得以謹守崗位，繼續為弱勢社群提供服務；另外，我們亦於友好企業捐助下，發動本會餐飲社企及賓館為長者及弱能人士院舍供應免費飯盒，以確保疫情嚴峻下仍能正常供應飯餐。以上這些在疫情期間的緊急支援均是刻不容緩的，很感恩青年會能夠適時就社會需要作出回應及援助，解決社會大眾的燃眉之急。

儘管疫情帶來各種挑戰，但青年會員工仍然謹守崗位，因時制宜，持續為市民大眾提供適切的服務。本會獲香港賽馬會慈善信託基金捐助的「喜動傳承」社區運動計劃，協助參加者運用樂齡科技鼓勵金齡人士做運動，並打破代際之間的溝通隔膜。此外，亦於屯門設立彩暉多元文化中心，服務本港的少數族裔人士，推動區內的文化共融。

適逢 2021 年是青年會第一百二十周年誌慶，主題為「服務社群百廿載 竭力承傳信望愛 身心靈需齊建立 善用科技創未來」，我們未來必定將不同創新科技應用在各範疇的服務當中，亦會以數碼共融為目標，收窄不同階層之間的科技鴻溝，讓會友掌握新科技的動向，以改變生活。

Serving Hong Kong for over a hundred years, Chinese YMCA of Hong Kong (the "Association") is committed to working with different sectors across society to bring about positive social impacts. Until today, YMCA continues to adhere to the principles of Paris Basis adopted in 1855 with dedication in serving the need of global communities and people. Over the past 120 years of establishment, the Association's staff and volunteers have been serving the people in the unwavering spirit of "to serve, not to be served", with promoting in physical and mental well-being of service users, support for the elderly and the vulnerable, social inclusion and other aspects to create positive impacts on society.



Since 2019, Chinese YMCA of Hong Kong has taken on a pioneering role in the industry by exploring Environmental, Social, and Governance (ESG)-based ministry strategies in response to current issues of climate change, ageing populations and sustainable development. Few years later, the World YMCA announced its "YMCA Vision 2030" at the 20th YMCA World Council in 2022 under four key Pillars of Impact, including "Community Well-being", "Meaningful Work", "Sustainable Planet", and "Just World", which aligns closely with the ESG work that we are currently undertaking. In the future, we will continually connect and collaborate with YMCAs around the world to make greater impacts on the world's sustainable development.

Innovations for the future in meeting the challenges under COVID-19

The abrupt of the fifth wave of COVID-19 in Hong Kong intensified rapidly in early 2022 and posed a daunting challenge to our services, staff and community. Following

the Lunar New Year, residential care homes in Hong Kong were plagued with COVID-19 outbreaks, which consequently posed COVID threats to many frontline caregivers. These homes were faced with the critical situation of handling both infected residents and staff shortage concurrently. In order to mitigate the impact of manpower shortage, the Association immediately allocated three campsites to provide accommodation support for staff in need working at residential care homes in Hong Kong, to reduce the risk of infection among frontline caregivers for them to stay on duty and continue serving the underprivileged. In addition, we also mobilised our catering social enterprises and hostels to provide free meal boxes for the elderly and the disabled with donations from our corporate partners, to ensure regular supply of meals during the severe outbreak. All these emergency support during the pandemic is a matter of great urgency, and we feel fortunate that YMCA was able to provide timely support in addressing the immediate needs of the community.

Despite the challenges arising from the pandemic, our staff remained professional, surfed through the challenges of the ever-changing circumstance and continue to provide appropriate services to the public. The Mapperthor Sports Project sponsored by the Hong Kong Jockey Club Charities Trust has encouraged the golden age participants to exercise with the help of gerontechnology, which also helps to break the generational divide. In addition, we have set up the Brilliant Multicultural Centre in Tuen Mun to serve the ethnic minorities in Hong Kong in a bid to promote cultural integration in the district.

Coinciding with the 2021 Chinese YMCA of Hong Kong 120th anniversary's celebration theme of "To Share the Love of Jesus by Serving our Community for 120 Years; to establish Healthy Living with the Application of Technology for a Better Future", we are committed to incorporate various innovative technologies into our scope of services, and focus on digital inclusion to bridge the technological gap between different social strata, so that our members can leverage new technology developments for a better living.

攜手同步 追求卓越

為使每年度報告的內容更具針對性，我們已經完成最新的「重要性評估」，以識別機構內部及外部持份者最為關切的經濟、環境和社會議題。在編寫此報告前，共有 156 位不同持份者參與，包括管理層、同工、捐贈者、服務使用者、顧客和家長等，協助我們建立更全面和具代表性的評估框架。

青年會的服務發展亦與時並進，為不斷改善服務效能，加入更客觀的評估機制。本年度的報告已引入更為科學化和具代表性的評估方法，邀請了 1704 位來自不同單位的服務使用者為我們 11 項服務指標進行成效評估，務求更全面和客觀地反映本會於社會服務範疇的影響力。

綠色營運 保護環境

在環境保護方面，本會支持政府實現 2050 碳中和的願景，現時青年會屬下的環保工作小組負責推行會內各項環境政策，制訂環境指引及各部門單位的環境質素標準，定期進行環保審計，實行社區計劃，以及提供與環保知識相關的培訓。

為大眾提供社會服務的同時，本會在環保項目上的表現亦一直備受肯定，本年度內更得到多項綠色認證。其中城景國際已連續十年通過國際旅遊業環保評審團體 EarthCheck 之評審，並於今年首次獲頒授白金認證，嘉許我們在環境管理方面的表現。此外，灣景國際亦獲環境運動委員會頒發「2020 香港環境卓越大獎 - 優異獎 - 酒店及康樂會所」。



另外，繼去年獲得香港 ESG 報告大獎 (HERA) 的「卓越社會成效大獎」後，本會再次有幸榮獲其頒發「最佳非上市公司可持續發展報告嘉許獎」與「卓越社會成效嘉許獎」，並同時獲環境社會企業管治及基準學會頒發「年度傑出環境、社會、企業管治非牟利機構白金」，進一步肯定本會於可持續發展工作的成就。未來我們將再接再厲，拓展更多惠及不同社群的工作，共同引領香港及全球邁向可持續發展的未來。藉著我們手所作的工，將一切榮耀歸給天父上帝！



Joining hands in the pursuit of excellence

For a more focused annual impact report, we have completed an updated Materiality Assessment to identify economic, environmental and social issues of greatest concern to internal and external stakeholders of the organisation. A total of 156 stakeholders, including management, staff, donors, service users, customers and parents, were engaged to contribute their views in the preparation of this report which facilitate us in formulating a more comprehensive and representative assessment framework.

The Association's service development has also kept in pace with time by improving the effectiveness of our services and incorporating a more objective assessment mechanism. This year we adopted a more scientific and representative assessment methodology in this year's report. In order to present a more comprehensive and objective view on YMCA's impact in the social service sector, we invited 1704 service users from different units to evaluate our effectiveness against 11 service indicators.

Green operations for environmental protection

In terms of environmental protection, YMCA fully supports the government's vision to achieve carbon neutrality by 2050. The Association's Environmental Working Group is presently tasked to implement various environmental policies; formulate environmental guidelines and quality standards for all departments and units; conduct regular environmental audits; launch community projects; and provide trainings on environmental education.

While providing social services to our community, we have also received high recognition for our environmental performance with multiple green certifications over the years and this year is no exception. For the tenth consecutive year, The Cityview has been accredited by EarthCheck, an international environmental certification body for tourism, and this year is the first time we are Platinum-certified in recognition of our environmental management performance. In addition, the Harbourview was honoured to receive the Certificate of Merit at the Hong Kong Awards for Environmental Excellence (HKAEE) 2020 under the "Hotels and Recreation Clubs" sector by the Environmental Campaign Committee.

Moreover, we were honoured to once again receive the Commendations for "Best Sustainability Report for Non-listed Company" and "Excellence in Social Positive Impact" in Hong Kong ESG Reporting Awards (HERA), following the Grand Award for "Excellence in Social Positive Impact" last year. At the same time, we were also awarded Platinum under the Outstanding ESG Performer of the Year (NGO/NPO) by the Institute of ESG & Benchmark, further acknowledging our achievements in sustainability. In the future, we will continue our unremitting efforts to expand our work for the benefits of different communities, and together we will lead Hong Kong and the world towards a sustainable future. Glory to God the Father through the work of our hands!



02

報告摘要 About this report



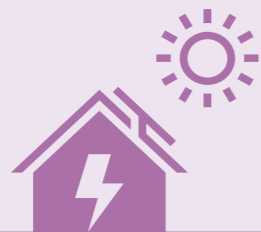
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自 2020 年起，香港中華基督教青年會已連續三年發表影響力報告，此報告匯報本會於 2021 年 4 月 1 日至 2022 年 3 月 31 日期間在可持續發展方面的成就及表現。

本年度之報告將繼續聚焦我們在可持續發展及管治、疫情下的應對措施、健康與福祉、技能與生產力、社會共融、愛護環境、支援同工及義工及推動企業社會責任等範疇的進展及成果，務求更完整地呈現本會於環境、社會及管治範疇帶來的影響。本年度之匯報範圍從既有的服務單位，逐步拓展至轄下所有社會企業的營運狀況及數據。影響力報告不但讓我們了解並且檢視過去一年為社區帶來的正面影響，亦為本會長遠實現可持續發展的管理方針奠下基礎。

氣候變化、貧富差距、城市化、人口結構轉變及科技革新¹等大趨勢正為全球帶來前所未有的挑戰，我們處身洪流之中，必須為此制訂一套長久且有效的可持續發展策略，為外來挑戰作出準備。而香港一直面對人口老化及貧富懸殊等社會問題，加上新冠肺炎疫情反覆不定，令本港市民近年承受沉重壓力。面對接踵而來的挑戰，本會審慎地識別潛在風險，確保有足夠抗逆力可以積極和務實地應對未來難題，引領機構全人邁步向前。



是次報告我們委託了可持續發展顧問公司 ESG Matters，為本會進行重要性評估，作為識別青年會的目標依據之一，並根據聯合國訂立的可持續發展目標，制訂機構未來發展的方針。我們亦根據「影響力管理項目」評效框架的多個影響力維度，匯報本會的服務成效、服務輸出量達成程度、社會效益、持續營運能力等社會影響。研究結果為本報告提供了指引，有助不斷改善本機構的可持續發展策略。

本報告以類聚抽樣方式收集廣泛的資料及數據，務求涵蓋機構的不同部門及持份者，能夠更全面地量度本機構的社會影響。此外，我們亦隨機抽取個別活動作為每個指標的樣本，以量度其社會影響。我們往後會定期檢視現行的評估方法，密切追蹤每個關鍵的社會及環境指標，向大眾匯報更科學化的結果。

如欲了解更多香港中華基督教青年會的資訊或財政狀況，請參閱我們的年報或網站：ymca.org.hk。

¹ 聯合國 . (2020). Shaping the Trends of Our Time

This is the third impact report of Chinese YMCA of Hong Kong since 2020, which covers our achievements and performance in sustainability between 1st April 2021 and 31st March 2022.

This year's report will further focus on our progress and achievements in the areas of sustainability and governance, countermeasures against COVID-19, health and well-being, skills and productivity, social inclusion, environmental protection, support for Y staff and volunteers, and the promotion of corporate social responsibility, to present a more comprehensive picture of our ESG impact. This year, the scope of the report expands from the existing service units to the operations and data of all our social enterprises. The impact report not only allows us to understand and review the positive impacts we have brought to the community over the past year, but also lays the foundation for our long-term management approach to sustainable development.

In the midst of the global challenges posed by climate change, economic inequality, urbanisation, demographic shift and technological innovation¹, it is imperative for us to formulate a long-term and effective sustainable development strategy to position ourselves for external challenges. Hong Kong has long struggled with social issues such as population ageing and wealth gap, compounded by the recurrent COVID-19 outbreaks, which have put Hong Kong citizens under tremendous pressure in recent years. In view of the impending challenges, we will take prudent steps to

¹ United Nations. (2020). Shaping the Trends of Our Time

identify potential risks and secure sufficient resilience to proactively and pragmatically tackle the challenges ahead and steer the organisation into the future.

For this report, we have engaged ESG Matters, a sustainability consultancy, to conduct a materiality assessment as a basis for identifying our objectives and setting its future direction in line with the United Nations Sustainable Development Goals (SDG). We have reported on the social outcomes in terms of service effectiveness, achievement of service outputs, social benefits and sustainability with reference to several dimensions of impact under the Impact Management Project (IMP) framework. The results provided guidance for this report and will be used to further refine our ongoing organisational sustainability strategy.

This report aims to provide a more comprehensive measurement of our social impacts using cluster sampling with extensive information and data collection, encompassing different departments and stakeholders of the organisation. For each metric, a group of activities contributing to that impact was randomly selected as a sample. We will continue to regularly review the current evaluation methodology and closely track each key social and environmental metric for a more scientific result presentation to the public.

For more information about Chinese YMCA of Hong Kong and our financial performance, please refer to our Annual Report or visit ymca.org.hk.

2021/2022 年度速覽

隨著新冠疫情轉趨平穩，青年會的服務已逐漸復甦，惟疫情已大幅改變大眾的生活方式，各種社會新常態亦讓許多服務對象無所適從。我們舉辦了多項主題活動慶祝青年會一百二十周年誌慶，同時致力推動社區共融及數碼科技的應用，希望能讓各會友認識科技發展的趨勢，例如舉辦了 120 周年會慶專業研討會，主題為「展望創新科技在青年會未來服務的應用」，銳意未來在創新科技及資訊數碼化等重要領域作多方面發展。青年會亦透過不同活動，促進會友間的溝通協進，以建立長幼共融的社區連結。本年度我們進一步擴大報告的涵蓋範圍，新增了兩間社會企業的資料和數據，影響力評估部份除了由同工觀察活動成效外，亦邀請了青少年及長者服務使用者填寫服務成效評估問卷，期望以更科學化和實證為本的方法，分析各關鍵績效指標之成效及達成程度。

2021/2022 highlights

Chinese YMCA of Hong Kong (the Association) services have gradually resumed following the stabilised COVID-19, which has drastically shifted people's lifestyles and confused many of our service users with the new social normal. We have organised several thematic events in celebration of our 120th anniversary, and endeavoured to promote community inclusion and the use of digital technology, bringing the awareness of technological trends to our members. For example, we organised the 120th Anniversary Professional Symposium on the theme of "Lead Youth for social good: Application of Technology", aiming at the future development in key areas of innovation and technology, and information digitisation. Through various activities, the Association also sought to facilitate communication and collaboration among its members for building an inclusive community across generations. This year, we have further expanded the scope of the report to cover the information and data of two new social enterprises. In the impact assessment section, youth and elderly service users were invited to participate in the evaluation questionnaire, in addition to the observation of the programme effectiveness by our staff, in order to conduct a more scientific and evidence-based analysis on the effectiveness and achievements on various key performance indicators.



數碼科技應用

疫情大幅改變我們的生活及工作型態，會議、運動、學習甚至與外地交流活動都已轉變為線上模式。數碼科技、大數據等均是新趨勢，青年會逐步把這些元素應用於服務當中，並以數碼共融為目標，收窄科技鴻溝，讓不同年齡階層的會友都有機會掌握新科技的動向，以科技改變生活。

社會共融

疫情期間，本會迅速調撥資源，一方面為院舍員工提供住宿支援，另一方面向 Y-Care 企業伙伴籌措防疫物資，並及時派發給有需要的市民；而青年會書院亦與惜食堂合作，定期向區內有需要家庭派發食物。此外，我們亦舉辦不少長幼共融活動，讓長者獲得和年青人相處的機會，互相學習新資訊，勉勵同行。

擴大匯報範圍

影響力報告是我們忠實呈現持份者想法的關鍵工具，通過制訂重要性議題，我們能得悉持份者的取態，並按實際情況改善未來管治方針。除了令青年會的管治更加透明，另一方面能讓我們的服务回應社會和服务使用者需要。本年度我們擴大了匯報範圍，涵蓋更多社會企業的表現，另外也讓更多持份者參與釐定重要性議題，令我們的影響力報告更臻完善。

Digital technology applications

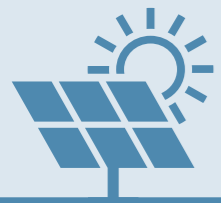
The drastic changes in our life and work patterns caused by the pandemic have shifted meetings, sports, learning and even overseas exchange activities to online mode. YMCA will gradually incorporate the elements of new trends such as digital technology and big data into its services. With the goal of digital inclusion, we also strive to narrow the technological divide to bring members of all ages into contact with new technology and transform their lives with technology.

Social inclusion

Under COVID-19, YMCA has swiftly deployed resources to provide accommodation support to the staff of the residential care homes on the one hand, and to gather epidemic prevention supplies from Y-Care corporate partners for timely distribution to the needy on the other. In collaboration with Food Angel, Chinese Y.M.C.A. College also regularly distributes food to needy families in the district. In addition, we have organised a number of activities that provide opportunities of interaction, mutual learning and encouragement between younger and older generations.

Extended scope of reporting

The impact report is a pivotal tool in presenting the views of our stakeholders faithfully. Through the framing of key issues, we are able to understand stakeholders' perspectives and improve our future governance approach in line with the actual situation, which furthers YMCA's governance transparency and makes our services more responsive to the needs of the community with greater relevance to our service users. This year, we expanded the scope of our reporting to include the performance of our social enterprises, and engaged more stakeholders in the identification of material topics for report refinement.



03

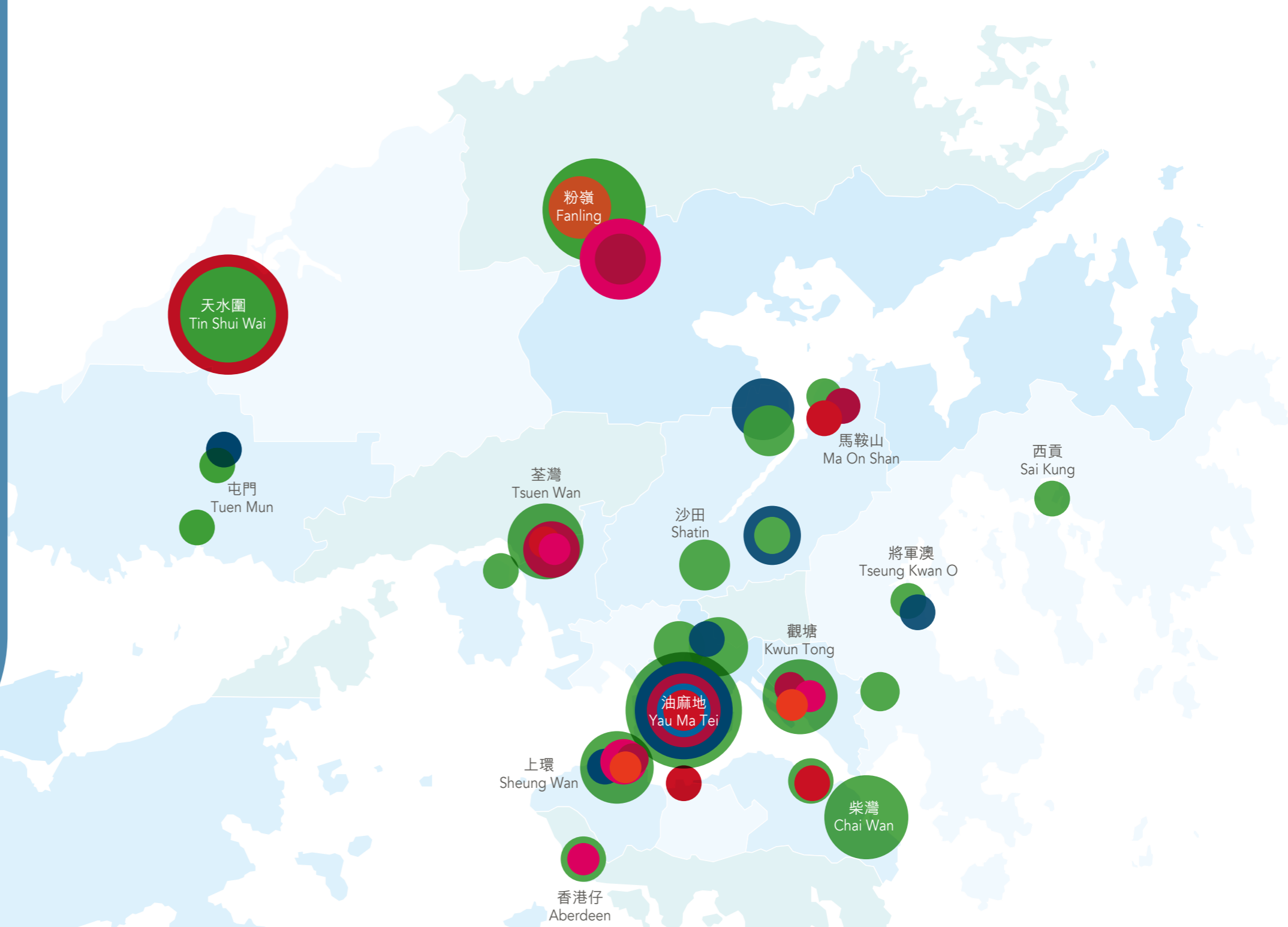
影響力速覽
Impacts at a glance



03

青年會的首要目標是以多元服務為社區帶來正面的影響，包括：社會服務單位、學校、康體會所、專職治療、賓館及營地等。地圖上顯示了我們在香港的影響足跡²，以及相對應之聯合國可持續發展目標。這 17 個可持續發展目標於 2015 年由聯合國成員國所採納，旨在「一個全體的呼籲，用行動遏止貧窮，保護地球，確保 2030 年所有人都享有和平和繁榮」。³

At YMCA, we prioritise the goal of bringing positive social impacts to the community we serve by operating a variety of social service centres, schools, recreation and sports centres, health care professional services, hostels and camp sites. This map illustrates our impact footprints² in Hong Kong in alignment with the United Nations Sustainable Development Goals (SDG). The 17 SDGs were adopted by the United Nations Member States in 2015 as "a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity".³



² 每個圖點的開始單位為一個單位，在毗鄰地區每多一所有著共同目標的服務中心，圖點的面積會增加 0.5 個單位，用以代表該目標在該地區的影響力增加。
Each circle represents one SDG ambition to be achieved by the YMCA service centres. If neighbouring centres are contributing to the same SDG, the impacts will be aggregated. For every additional centre, the sphere of influence enlarges by 0.5 pts, starting at 1 pt for one centre.

³ 聯合國可持續發展目標。https://sdgs.un.org/goals
Sustainable Development Goals of the United Nations. https://sdgs.un.org/goals

- | | |
|---|--|
| 3 良好健康與福祉
Good health and well-being | 10 減少不平等
Reduced inequalities |
| 4 優質教育
Quality education | 16 和平、正義與強大機構
Peace, justice and strong institutions |
| 5 性別平等
Gender equality | 17 促進目標實現的伙伴關係
Partnerships for the goals |
| 8 體面工作與經濟增長
Decent work and economic growth | |

主要貢獻範疇
Main areas of contribution



Good Health and Well-being

我們鼓勵全人發展。我們的福音分享、輔導工作及康體活動適合所有年紀的人，藉此改善他們的生理、精神和靈性健康。

We encourage holistic development. Our gospel sharing, counselling work, and recreational and sports programmes are designed for all ages with the aim to enhance physical, mental and spiritual health.



Quality Education

我們培育和啟發兒童及青少年。我們提供優質的幼稚園、小學、中學及職業培訓教育，保證下一代能獲得相關的知識和技能，裝備自己，為將來就業、尋找有意義的工作或創業做好準備。

We nurture and inspire children and the youth. Our quality kindergarten, primary, secondary and vocational education ensure that the next generation is equipped with relevant knowledge and skills for employment, meaningful careers and entrepreneurship.



Peace, Justice and Strong Institutions

我們栽培市民成為良好和負責任的社會公民。我們忠於團結社區，並以調解支援項目協助建設一個文明、具同理心的社會。

We cultivate citizens to be good and responsible members of the society. Our commitment to reconciliation supports programmes that unite people in building a civil and compassionate society.



Partnerships for the Goals

作為世界基督化青年運動的一份子，我們與世界各地的青年會分部緊密合作，透過共享知識和資源帶來正面改變。

As part of the world Christian youth movement, we work closely with YMCAs around the world to generate positive changes through the collaborative sharing of knowledge and resources.



相關目標

除了四個主要目標外，我們的服務亦幫助本會及持份者實現 SDG 5 (性別平等)、SDG 8 (體面工作與經濟增長) 及 SDG 10 (減少不平等) 的可持續發展目標。

例如，青年會轄下的庇護工場和社會企業均為有需要人士，為外展青年、聽障人士及弱能人士等提供平等就業機會和工作經驗，並給予與市場相符的薪酬福利水平，以消弭有需要人士在求職時所面對的重重障礙 (SDG 8、10)。另外我們的「花樂誰家乾花再造工場」透過招募地區基層婦女，提供花藝培訓及工作機會，協助她們重投勞動市場 (SDG 5、8)。

Related goals

Apart from the four main goals above, our services also contribute to SDG 5 (gender equality), SDG 8 (decent work and economic growth) and SDG 10 (reduced inequalities).

For example, our sheltered workshops and social enterprises provide equal job opportunities and work experience for persons in need, such as outreach youth, the hearing impaired and disabled individuals, with salary and benefits at a comparable level to the market, thus eliminating the hurdles faced by the needy in seeking jobs (SDG 8, 10). In addition, our dried flower upcycling workshop YM Fleur offers floral art training and job opportunities to disadvantaged women for reintegration into the workforce (SDG 5, 8).

我們的影響力數字 Our impacts in numbers

青年會自 2020 年發佈首份《環境、社會及管治影響力報告》開始，一直期望以服務使用者為本以評估我們的服務影響力成效。過往報告相關數字均透過同工觀察服務使用者參與活動的表現來評估影響力成效，為讓相關評估更具科學化，本年度獲不同服務單位代表參與，為我們長者服務和青少年服務的 ESG 指標活動制訂合適的評估問卷。由本匯報年度開始，影響力數字將加入由服務使用者自評的部份，親自評估我們相關的活動成效。於本匯報年度，共 1704 位服務使用者（長者及青少年）參與是次的影響力評估。

Since the publication of the first Environmental, Social and Governance (ESG) Impact Report in 2020, YMCA has aimed to conduct a user-based impact assessment of our services. Prior to this report, the impact figures were assessed by observing service users' participation in activities by staff. In order to provide a more scientific assessment, we have engaged representatives from different service units this year to develop suitable evaluation questionnaires for the ESG indicator activities of our elderly and youth services. Starting from this reporting year, the impact figures will incorporate a self-assessment component by service users to evaluate the effectiveness of our activities. During the reporting year, a total of 1,704 service users (elderly and youth) participated in this impact assessment.

3 健康與福祉 Good health and well-being (SDG 3)

良好健康與福祉 Good Health and Well-being

96.9%

有助提升領導能力和社交能力
Helped improve leadership and social skills

回應人次⁴
Number of respondents⁴ 466

96%

有助提升青少年及兒童身體健康情況
Helped improve physical health of the youth and children

回應人次⁴
Number of respondents⁴ 513

95.6%

有助增加對社區的歸屬感
Helped enhance sense of belonging in the community

回應人次⁴
Number of respondents⁴ 315

99.9%

有助改善長者精神 / 情緒健康
Helped improve the mental/emotional health of the elderly

回應人次⁴
Number of respondents⁴ 170

99.4%

有助提升長者的存在價值
Helped develop sense of purpose of the elderly

回應人次⁴
Number of respondents⁴ 163

95.9%

增強面對困難及挑戰時的信心、抗逆力、復原能力及情緒穩定性（心理韌性）
Enhanced confidence, stress resistance, resilience and emotional stability (mental strength) when facing difficulties and challenges

回應人次⁴
Number of respondents⁴ 337

99.5%

有助改善長者身體健康情況；及了解有關身體健康的知識
Helped improve the physical health and understanding of physical health of the elderly

回應人次⁴
Number of respondents⁴ 216



優質教育
Quality Education



體面工作和經濟增長
Decent Work And Economic Growth

技能與生產力 Skills and productivity (SDG 4,8)

93.9%

有助年青人找尋職業方向 / 人生目標
Helped support the youth in finding their career direction/life goal

回應人次⁴
Number of respondents⁴ 339

92.7%

有助提升青少年於職場的就業能力及技巧
Helped improve the employability and skills of the youth in the workplace

回應人次⁴
Number of respondents⁴ 142



減少不平等
Reduced Inequalities



促進目標實現的伙伴關係
Partnerships for the Goals

共融 Inclusion (SDG 10,17)

96.1%

有助提升文化智商
Helped improve cultural intelligence

回應人次⁴
Number of respondents⁴ 158

99.5%

有助增進跨代間的相互了解，尊重和欣賞
Helped increase mutual understanding, respect and appreciation between generations

回應人次⁴
Number of respondents⁴ 203

年度總青少年服務人次：
The total number of the youth served for the year:

596,300



年度總長者服務人次：
The total number of the elderly served for the year:

78,000



⁴ 部份未完成之回覆均不會納入影響力成效計算之中，詳細數據請參閱附錄部份。

Some of the outstanding responses are not included in the impact effectiveness measurement. Please refer to the Appendix for detailed data.

可持續發展及管治 Sustainability and governance at the Y



04

你以恩典為年歲的冠冕；你的路徑都滴下脂油。

詩篇 65:11

Thou crownest the year with thy goodness; and thy paths drop fatness.

Psalm 65:11





04

青年會在過去 120 年來一直秉持創立時的宗旨：「按照耶穌基督的教訓，在青年人中，培養基督的品格，和建立基督服務的精神」。我們提倡共建一個健康和繁榮的社會，因此我們致力投放資源以培育年青人，期望創造有利他們發展的環境。同時我們非常關注各年齡層及社會階層的福祉，自 1989 年起，我們的服務範疇不只限於青少年，現時已擴展至長者及殘疾人士，將基督服務的精神推展至更多受眾。

YMCA has been founded on the mission of "the development of Christian character and the cultivation of the Christian spirit of service among young men, in accordance with the teachings of Jesus Christ" for the past 120 years. We promote a healthy and prosperous society, and thus we invest our resources in nurturing the youth with the hope of creating an environment conducive to their development, in parallel with our great concern for the well-being of all age groups and social strata. Since 1989, we have expanded our services beyond the youth to include the elderly and the disabled, stretching the Christian spirit of service to a wider public.

我們的策略 Our strategy

聯合國於 2020 年的報告中識別五項全球的大趨勢⁵，分別為氣候變化、人口轉變及老化、城市化、數碼轉型以及不平等。我們採用了其中三項作為本機構的策略，以建設更好的香港為目標。策略圍繞三大支柱：能源及資源效能、健康及生產力及數碼共融。這些策略幫助我們集中資源，處理一些香港最迫切的問題，為迎接未來的挑戰作準備。我們在表格一詳細回應了聯合國識別的大趨勢：

The United Nations report for 2020 has identified the five global trends⁵, including climate change, demographic shift and population ageing, urbanisation, digital transformation and inequality, three of which are incorporated into our strategies for building a better Hong Kong. The strategies centre around three pillars: energy and resource efficiency, health and productivity, and digital inclusion, which help us focus our resources on tackling some of the most pressing issues in Hong Kong and prepare us for the challenges ahead. Our response to the mega-trends as identified by the United Nations is detailed in Table 1:

	氣候變化 Climate change	人口轉變及老化 Demographic shift and population ageing	數碼轉型 Digital transformation
我們嘗試促成甚麼影響？ What impact are we trying to drive?	能源及資源效益 Energy and resource efficiency	健康及生產力 Health and productivity	數碼共融 Digital inclusion
這些影響在哪裡出現？ Where do the impacts occur?	營運 Operations	核心服務 Core services	教育、青少年及長者服務 Education, youth and elderly services
我們幫助達成哪些可持續發展目標？ Which SDGs do we contribute to drive?	6 7 12 13	3 4 8	9 10 16 17
我們採取甚麼方法？ What is our approach?	避免傷害 ⁶ Act to avoid harm ⁶	提供解決方案 ⁷ Contribute to solutions ⁷	提供解決方案 Contribute to solutions

表格一 青年會對大趨勢的回應
Table 1 YMCA's response to mega-trends



5 聯合國.(2020). Shaping the Trends of Our Time
United Nations.(2020). Shaping the Trends of Our Time
6 機構避免或減少對人類及自然環境造成顯著的負面影響。
The organisation prevents or reduces significant negative impacts for people and the planet.
7 機構對人類及自然環境作出重大的正面影響。
The organisation generates significant positive impacts for people and the planet.



「天文台⁸ 預料本港於 2060 年平均溫度將會上升 1 度，年雨量上升 5%，在可見的將來，我們應該洞悉先機，盡早為較高風險的設施制訂應變措施，以及落實減排措施，遏止機構營運對氣候所產生的影響。」

“Hong Kong Observatory⁸ predicts that the average temperature in Hong Kong will rise by 1 degree Celsius and annual rainfall by 5% in 2060. In the foreseeable future, we should act in anticipation and formulate contingency measures for higher-risk facilities expeditiously, as well as implement emission reduction measures to curb the impact of institutional operations on climate.”



氣候變化

聯合國政府間氣候變化專門委員會（IPCC）於 2021 年發佈《第六次評估報告》（AR6）第一工作組報告《氣候變化 2021：自然科學基礎》的決策者摘要⁹，當中提出了五個不同程度溫室排放下的情景，進一步以數據揭示氣候變化對本港氣候的實質影響。我們預視到氣候變化為環球所帶來的影響與日俱增，而日趨頻繁的極端天氣勢必成為青年會往後推展工作的一大阻礙，因此落實減低溫室氣體排放的措施刻不容緩¹⁰。為了響應本地和全球的氣候行動，以及香港政府所訂下的 2050 年碳中和目標¹¹，我們正積極探討和研究達致 2050 年碳中和的策略及路線圖。

辦公室、會所、營地及賓館等由青年會持有及營運的物業佔機構絕大部份的環境足跡，日常營運、境外交流、採購、服務及活動項目均需耗用能源、水及其他資源。即使我們的日常運作並不需要消耗大量資源，亦難免產生碳排放及污染物，長遠來說仍對環境造成不可逆轉的影響。有見及此，本會兩間賓館現時均備有採購指引，以環保作為其中一個重要的考量因素；而機構其他服務亦開始探討將可持續發展概念加入到採購指引中，現時機構會優先採用具環保物料 / 可持續發展元素 / 較少包裝用料的用品及服務，更換電器設備時會以具一級能源標籤之電器為首選。在可見的將來，氣候變化將為我們帶來更頻繁和極端的天氣狀況，部份位於低窪地區或沿岸的設施預料會承受更大的氣候風險。因此，我們將為預計受影響的設施制訂緩衝計劃，提升氣候抗逆力，將影響減至最低。此外，我們亦會將環境教育延伸到不同的服務單位內，喚起公眾對環境的關注。

8 香港天文台 . 香港年平均溫度推算 .

9 政府間氣候變化專門委員會 . 決策者摘要 . 氣候變化 2021: 自然科學基礎 .

10 政府間氣候變化專門委員會 . 全球升溫 1.5°C 特別報告

11 環境局 . (2021). 香港氣候行動藍圖 2050

Climate change

In the Summary for Policymakers of the *Sixth Assessment Report (AR6) Working Group I report, Climate Change 2021: The Physical Science Basis*, published by the United Nations Intergovernmental Panel on Climate Change (IPCC) in 2021⁹, five scenarios with greenhouse gas emissions at varying levels are presented to further unveil the actual impacts of climate change on the local climate with data. We anticipate a growing global impact of climate change, and the increasing occurrence of extreme weather will be a major impediment to the future work of YMCA. The implementation of greenhouse gas emission reduction measures is therefore imperative.¹⁰ In response to the local and global climate actions, together with the 2050 carbon neutrality target set by the Hong Kong Government¹¹, we are proactively looking into the strategy and roadmap for achieving carbon neutrality by 2050.

Offices, centres, campsites and hostels of YMCA owned and operated properties account for the majority of the organisation's environmental footprint, requiring energy, water and other resources for day-to-day operations, overseas exchanges, procurement, services and programmes. Notwithstanding the modest resources required for our daily operations, carbon emissions and pollutants are still inevitable and pose an irreversible impact on the environment in the long run. In view of this, the two hostels at YMCA have now adopted environmental protection as one of the key factors in their procurement guidelines, along with the initial discussion on incorporating sustainability concepts into the procurement guidelines for other organisation services. At present, preference is given to suppliers and services using environmentally friendly materials/sustainable elements/less packaging, and appliances with Grade 1 energy label are preferred for electrical equipment replacement. Climate change will bring more frequent and extreme weather conditions in the foreseeable future, which is expected to increase the climate risk for some facilities located in low-lying or coastal areas. Therefore, we will develop buffer plans for facilities, which are anticipated to be affected, to enhance climate resilience and minimise impacts. In addition, environmental education will be extended to various service units for raising public awareness about the environment.

8 Hong Kong Observatory. Annual mean temperature projection data for Hong Kong.

9 Intergovernmental Panel on Climate Change. Summary for Policymakers. Climate Change 2021: The Physical Science Basis.

10 Intergovernmental Panel on Climate Change. Global warming of 1.5°C

11 Environmental Bureau. (2021). Hong Kong's Climate Action Plan 2050

人口轉變及老化

面對本港人口轉變及老化，我們必須以實質行動作出回應。據政府新聞處資料，在亞洲經濟體中，本港一直屬生育率最低地方之一，過去五年出生人數持續下降，而隨着人口高齡化趨勢，死亡人數過去五年逐漸上升¹²。而人口老化反映的隱患，如住院率上升、安老服務需求增加，長遠對本地社福及醫療系統構成重大壓力，政策主導和調撥資源固然能夠改善問題，社會各界的倡議和行動亦有助香港走出窘境。為了應對人口老化的挑戰，我們繼續專注把資源投放在消除年齡障礙和提倡跨代共融的新措施上，宣揚身心健康，推廣終身學習，以協助大眾應付不同人生階段的挑戰。

社會影響力是我們核心服務的成果，包括社會、教育、康樂及體育、專職治療、賓館和營地服務，以及基督教事奉。本會希望透過上述範疇，促進所有年齡層的人士在身體、精神、社會及靈性上的福祉。

¹² 香港政府新聞網 . (2022). 本港年中人口逾 729 萬



Demographic shift and population ageing

We must respond with concrete actions to demographic shift and population ageing in Hong Kong. According to the Information Services Department, Hong Kong has historically been one of the Asian economies with the lowest fertility rate. Over the past five years, the number of births has been declining, in contrast to the gradual increase in deaths¹² following the trend of an ageing population. The underlying issues of an ageing population, such as higher hospitalisation rates and increased demand for elderly services, will place significant pressure on the local social welfare and healthcare systems over time. While policy leadership and resource allocation can make a difference, advocacy and action from all sectors of society can also lift Hong Kong out of its predicament. To address the challenges of population ageing, we continue to direct our resources to new initiatives that address age barriers and promote intergenerational integration, physical and mental health, and lifelong learning to help people cope with challenges at different stages of life.

Social impact is the result of our core services, including social services, educational services, recreation and sports services, health care professions services, hospitality services, camp services, and Christian ministry. In the above aspects, we hope to promote physical, mental, social and spiritual well-being of people of all ages.

¹² news.gov.hk. (2022). Mid-year population at 7.29m



「由 2021 年人口普查所得，本港年齡中位數升至 46.3 歲，較 2016 年的 43.4 歲為高，本港出生率亦持續下降，反映人口老化問題正響起警號，青年會未來需投放更多資源協助長者，減輕社會及照顧者的壓力。」

“According to the 2021 Population Census, the median age in Hong Kong rose to age 46.3 from 43.4 in 2016, and the birth rate in Hong Kong continued to decline, revealing an alarming population ageing, and the need for further resource investment by YMCA to assist the elderly and reduce the pressure on society and caregivers in the future.”

「科技發展日新月異，我們應該確保每個人都能利用科技改善生活，不讓任何人因知識所限，與世界脫節。」

“As technology advances rapidly, we should ensure that everyone can enjoy the benefits of technology to improve their lives and that no one is left alienated from the world by the limits of knowledge.”



數碼轉型

青年會在 2021 年 10 月舉辦了 120 周年會慶專業研討會，主題為「展望創新科技在青年會未來服務的應用」，邀請了時任香港特別行政區政府創新及科技局局長薛永恒太平紳士、Knowledge Capital 野村卓也先生以及前香港大學李嘉誠醫學院院長梁卓偉教授，GBS，太平紳士為主題演講嘉賓，銳意未來在創新科技及資訊數碼化等重要領域作多方面發展。研討會通過主題演講、專題分享及互動展覽，在知識層面推動人本服務的同工、青年人、國內及海外的參加者了解最新的政策、技術和服務，藉此啟發他們運用創新科技回應社會需要，實現社會效益。未來我們希望能為有需要的人士消除數碼障礙，協助他們獲取科技資源及相關知識，另一方面亦會善用數碼科技，逐步提升我們的服務及管治效能。於新冠肺炎疫情下，數碼科技在日常生活中更顯重要，我們特別在學生及長者方面著手，希望通過數碼轉型及無障礙科技，促進數碼共融，讓所有人可以平等地獲得資訊和知識。

Digital transformation

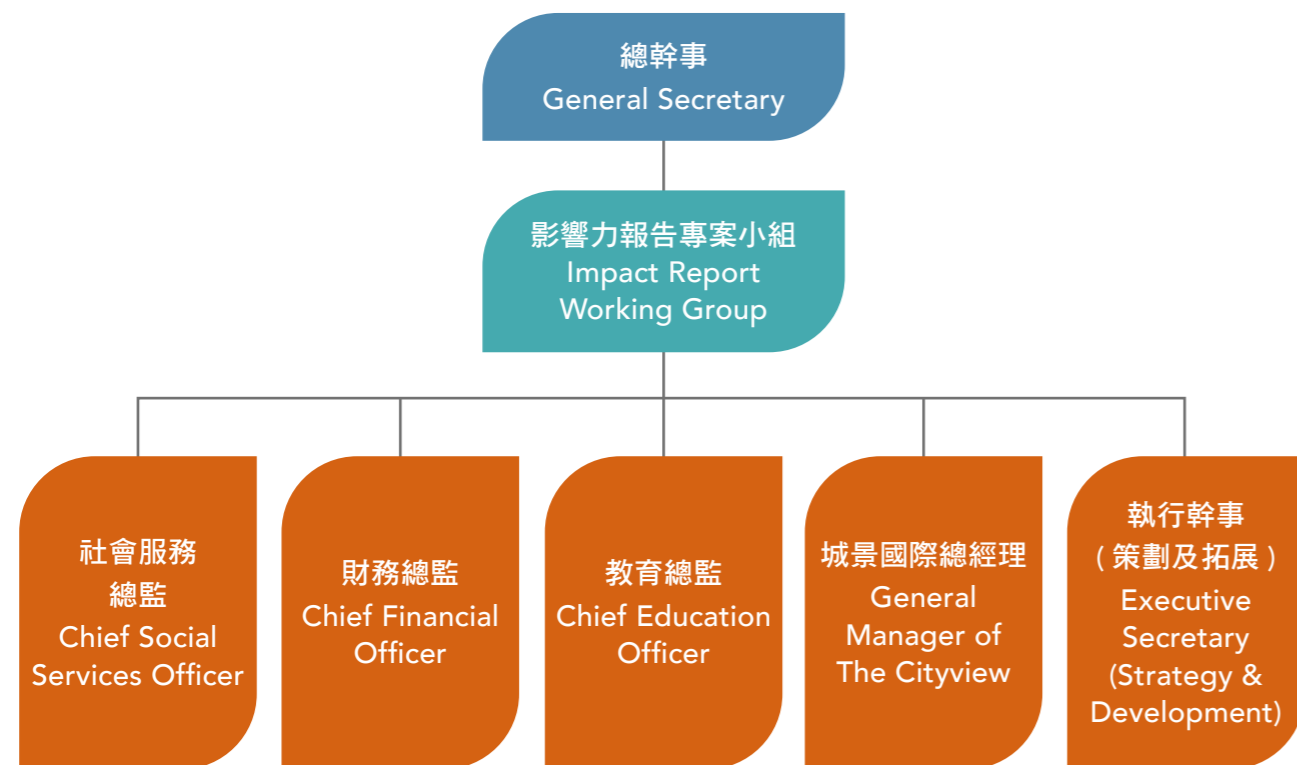
In October 2021, YMCA celebrated its 120th anniversary with a professional symposium on the theme of "applying innovative technology to future YMCA services", which featured Mr. Alfred Sit, GBS, JP, then Secretary for Innovation and Technology of the Hong Kong SAR Government; Mr. Takuya Nomura of Knowledge Capital; and Professor Gabriel Leung, GBS, JP, former Dean of Li Ka Shing Faculty of Medicine, the University of Hong Kong, as keynote speakers, aiming at the future development in key areas of innovation and technology, and information digitisation. With the help of keynote speeches, topic sharing and interactive exhibition, the symposium serves as an intellectual forum to introduce the latest policies, technologies and services to human services workers, the youth, and participants from China and overseas, hence inspiring their use of innovative technology in response to social needs and achieving social benefits. In the future, we hope to eradicate digital barriers for the needy by facilitating their access to technology resources and relevant knowledge, whilst leveraging on digital technology to gradually enhance our services and governance effectiveness. Under COVID-19, digital technology has taken on greater importance in our daily life. We particularly focus on students and the elderly, with a view to promoting digital inclusion through digital transformation and barrier-free technology for universal access to information and knowledge.



領導及管治

高水準及具透明度的管治方針保障不同持份者的利益，讓青年會得以穩健發展。本會一直為董事會成員的熱心貢獻和服務感到自豪，他們均為充滿熱誠和克盡己任的社會賢達。董事會成員為青年會奉獻自己的餘暇和專業知識，以確保青年會的工作能按照創立時憲章所訂明的宗旨和目的所進行，體現基督的價值，並督導機構能以切合道德、法律和負責任的方式運作。董事會亦提供信託監管，對於青年會的運作進行檢討及改進，建立願景、目標、策略及籌集所需資源，讓本會可對焦迫切的社會議題，為社會帶來恆久的影響。董事會成員的名單已刊載在 2021/22 的年報內。

「影響力報告專案小組」於 2020 年 9 月組成，建立影響力報告框架，象徵青年會向「環境、社會及管治」踏上了重要的第一步。在可持續發展和氣候相關的議題上，管理層因應氣候及社會政策的變化，致力在各項程序活動及服務中融入「環境、社會及管治」元素，於營運上實踐可持續發展，並以宏觀的策略角度去管理相關事宜。小組包括青年會領導團隊的成員（服務總監及執行幹事），並直接匯報予總幹事，結構如下圖一：

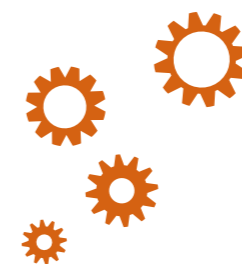


圖一．影響力報告專案小組
Figure 1. Impact Report Working Group

Leadership and governance

Quality and transparent governance policies safeguard the interests of different stakeholders and sustain the growth of YMCA. We pride ourselves on the dedication and service of our Board members of great passion and diligence to the community, whose spare time and expertise are devoted to ensuring that Christian values are embodied in the work of YMCA that follows the principles and purposes and that the organisation is operating in an ethical, lawful and responsible manner. The Board provides fiduciary oversight; establishes visions, goals, and strategies; and solicits resources that are necessary for YMCA to tackle pressing social issues and deliver lasting social impacts. The members of our Board of Directors are listed in the 2021/22 Annual Report.

"Impact Report Working Group" was formed in September 2020 to establish an impact reporting framework, standing for YMCA's significant first step towards Environment, Society and Governance (ESG). On sustainability and climate related issues, the management is committed to incorporating ESG elements into its programmes and services in the light of changes in climate and social policies, with an operational approach to sustainability and a macro-strategic perspective in managing related issues. Reporting to the General Secretary, the group comprises members from YMCA's leadership team (supervisors and executive secretaries), as seen in Figure 1 below:





服務指引及指標

我們的社會服務及管理乃根據社會福利署訂立的「服務質素標準」(SQS) 實行，現時共有 16 項，每項均有一套相關的「執行手冊」及「評估指標」。不同的服務單位會按照其服務性質確保均符合標準內所訂明的項目，以達至社會福利署的要求，同時滿足服務使用者的特定需要。

在項目完結時亦需填寫「程序評檢表」，內容涵蓋：參加人數差異之原因、目標達成度、籌備工作情況、程序推行過程、程序評檢（果效、財政、所遇困難）、參加者態度及參與程度、參加者回應及意見、義工的參與程度及批評，以及跟進及建議。

部份特別計劃會有以下機制 / 系統去監察服務表現及質素：

- 撥款單位突擊訪問
- 撥款單位臨場監察個別活動項目的推行情況
- 撥款單位派員檢查計劃文件，包括出席紀錄、採購程序、財務文件等
- 撥款單位訪問服務使用者
- 委託大學或評估機構進行實證為本的研究

部份恆常項目會進行實證為本的年度成效評估，如大學及學院青年會每年均會採用已完成信度及效度評定之間卷，向參加者進行前測以及後測來評估活動成效，後續建議方案將會由負責單位跟進。

Service guidelines and indicators

Our social services and management are implemented in accordance with the Service Quality Standards (SQS) set out by Social Welfare Department. Currently, there are 16 SQSs, each of which is accompanied by a set of Self-assessment Checklist and Assessment Indicators. Different service units will ensure the compliance with the items specified in the standards according to its service nature, in order to meet the requirements by Social Welfare Department and cater for the specific needs of service users.

A Programme Evaluation Form should also be filled out upon completion of a programme, which covers: reasons for variation in the number of participants, achievement of objectives, preparatory work, programme implementation process, programme evaluation (results, finances, difficulties encountered), participants' attitudes and participation, participants' feedback and opinions, volunteers' participation and complaints, and follow-ups and suggestions.

For some special programmes, the following mechanisms/systems will be in place to monitor the performance and quality of services:

- Unannounced visits by funding units
- On-site supervision of individual programme implementation by funding units
- Staff assigned by funding units to check programme documents, including attendance records, procurement procedures and financial documents
- Interviews with service users by funding units
- Evidence-based research commissioned to universities or evaluation agencies

Some regular programmes are subject to annual evidence-based effectiveness assessment. For example, participants are given pre-tests and post-tests using completed reliability and validity questionnaires by University and College YMCA each year to assess the effectiveness of the programmes. The subsequent recommendations will be followed up by the responsible units.



舉報機制及投訴反饋

為了令我們的服務更精益求精，並確保服務符合各持份者的期望，我們透過不同的渠道收集公眾、會友及機構內部的意見及投訴。例如本會的人力資源部亦訂立了相關的申訴機制及舉報政策，若接獲具同工姓名的書面申訴，本會將依照政策內的程序處理，追溯期為兩年。若接獲具會友姓名之投訴，本會將按情況，由相關單位先行處理個案；若投訴人未為滿意，該投訴個案會轉遞至上級單位作進一步跟進。針對公眾投訴或傳媒查詢，本會亦制定了「傳媒查詢突發 / 敏感事件的標準處理流程」文件，適用於本會轄下社會服務單位、教育單位及賓館。若有上述情況出現，有關單位主管收到資料後，需即時通知本會機構傳訊及市場拓展科。一經調查後，將按已獲審批之回應作回覆。而在是次匯報年度內，共有 3 宗會友投訴、1 宗公眾投訴及 2 宗傳媒查詢，內容包括服務質素、上課安排等，所有投訴及查詢均已處理及回覆。

Reporting mechanism and complaint feedback

We collect feedback and complaints from the public, members and the organisation itself through various channels to further improve our services and make certain that they are in line with the expectations of each stakeholder. For example, the Human Resources Department has established a grievance mechanism and a reporting policy. If a written grievance is received from a named staff, it will be handled in accordance with the procedures set out in the policy, with a two-year retrospective period; if a complaint is received from a named member, the case will first be handled by the relevant unit as appropriate. If the complainant is not satisfied, the case will be directed to supervisory units for further follow-up. With regard to public complaint or media enquiry, we have developed a document entitled "Standard Procedures or Handling Media Enquiries on Emerging/Sensitive Issues", as applicable to our social services units, education units and hostels. In any such case the head of the unit concerned is required to inform the Corporate Communications and Marketing Section immediately upon receipt of the information. A reply will be given in accordance with the approved response after investigation. During the reporting year, three complaints from members, one complaint from the public and two media enquiries regarding service quality and course arrangement were received. All complaints and enquiries have been understood, handled and replied.

我們的持份者

為了更貼近服務社群的近況，顧問公司早前為青年會的領導團隊舉辦內部簡介工作坊，藉此辨識關鍵的內部和外部持份者，以及了解他們的期望和關注事項。經過多個工作坊及討論，團隊辨識了關鍵的六個內部¹³和外部¹⁴持份者所關心的事項。表格二內列出各持份者組別及其最為關心的事項。

外部持份者 External stakeholders	對象 Who	主要關注事項 Major concerns
	兒童及青少年 Children and youth	<ul style="list-style-type: none"> 生理及精神健康 Physical and mental health 個人成長及發展 Personal growth and development 平等與公義 Equality and justice
	長者 Elderly	<ul style="list-style-type: none"> 健康及積極頹年 Healthy and active ageing
	顧客 (賓館、營地、會所) Customers (Hostels, camps, centres)	<ul style="list-style-type: none"> 衛生及健康 Hygiene and health 數據及資料保護 Data protection

¹³ 內部持份者，包括董事會成員、員工、義工及捐款人或團體等，均對促進機構發展具有重大影響。

¹⁴ 外部持份者，如服務使用者及顧客等，對協助機構推展工作有直接或間接影響。

Our stakeholders

In order to better understand the current situation of the community we serve, an internal engagement workshop for YMCA's leadership team was conducted by our consultancy firm to define key internal and external stakeholders, and to understand their respective expectations and concerns. The six key internal¹³ and external¹⁴ of stakeholders' concern were identified through multiple workshops and discussions. The stakeholder groups and their top concerns are listed in Table 2.

內部持份者 Internal stakeholders	基金贊助人及捐款者 Funders and donors	同工 Employees	董事會成員 Board members
	<ul style="list-style-type: none"> 財務報告透明度 Transparency in financial reporting 投資所得的社會回報 Social return on investment 可持續發展目標一致性 SDG alignment 	<ul style="list-style-type: none"> 新冠肺炎疫情期間的工作安排 Work arrangements during COVID-19 薪酬及補貼 Remuneration and allowance 職業發展 Career development 健康與安全 Health and safety 	<ul style="list-style-type: none"> 財務狀況可持續性 Financial sustainability 誠信及可靠性 Integrity and reliability

表格二 主要持份者、背景及關注事項。

Table 2 Primary stakeholders, profile and concerns.

¹³ Internal stakeholders include Board members, employees, volunteers and donors/funding bodies, who have significant influence on or importance to the success of the organisation.

¹⁴ External stakeholders include service users and customers, who have direct or indirect impact on the facilitation of the organisation's work.

重要性議題

為識別機構內部及外部持份者最為關切的經濟、環境和社會議題，並使每年度報告的內容更具針對性，我們邀請了 156 位來自六個不同組別的持分者參與是次重要性議題評估。按照持份者組別對青年會的影響力，按比例計算結果及排列次序 (圖表二)。

由於所有機構活動有顯著影響的地方均被視為「重要性議題」，因此這是極為關鍵的一步協助辨別對本會重要或影響深遠的可持續發展議題，同時有助青年會更準確地報告相關績效指標，作為來年訂立行動綱要的重要參考材料。

Material topics

In order to identify economic, environmental and social issues of greatest concern to both internal and external stakeholders, and to provide more tailored content for each annual impact report, 156 stakeholders from six different groups were invited to participate in this assessment of material topics. The results were weighted and ranked in proportion to the influence of the stakeholder groups on YMCA (Figure 2).

All organisational activities with significant impact are considered as "material topics", a critical step to help identify sustainability issues of importance or profound impact to YMCA, which in turn provides YMCA with more accurate reporting on relevant performance indicators as important reference materials for the formulation of our action plan in the coming year.



圖表二 重要性指標
Figure 2 Materiality matrix



05

疫情下的應對措施 Addressing COVID-19 measures

我們的心向來等候耶和華；他是我們的幫助，我們的盾牌。

詩篇 33:20

Our soul waiteth for the Lord: he is our help and our shield.

Psalm 33:20



05

新冠肺炎疫情在過去三年輾轉起伏，本會服務受到不同程度的影響，但我們沒有因此停步，在逆境中和會眾休戚與共。本會透過運用資訊科技，提供多元化的線上支援以服務社區，盡力保障同工及會友的健康。此外，本會幸獲不同企業慷慨捐輸，為弱勢社群籌措物資，幫助他們渡過難關。

Over the past three years, our services have been affected to varying degrees by the fluctuated pandemic, but we have remained in solidarity with our congregation in the face of adversity to provide online support of diversity through the use of information technology to serve the community, and to safeguard the health of our staff and members. In addition, we thankfully received generous donations from various corporations to raise funds for the disadvantaged groups to tide over the difficult times.



院舍支援

本港 2022 年初面臨疫情以來最嚴峻的情況，而院舍工作的職工亦深受沉重壓力，他們需要長時間於院舍內服務，但又擔心不幸染疫而影響家人及院友。為幫助職工渡過難關，我們特意於 2022 年 2 月安排轄下的三間營地（烏溪沙青年新村、獅子會—青年會將軍澳青年營、聯青社 - 青年會黃宜洲青年營），向任職長者及弱能人士院舍的職工提供超過 250 個宿位及送餐服務，減低職工工作壓力，亦能為院舍安全提供多一重保障。

另外，部份院舍因為有職員接連確診，令人手甚為緊張，本會期望能發揮守望相助精神，安排屬下社企青新駁及賓館城景國際向有需要的長者及弱能人士院舍提供廉價飯盒訂購服務，確保院舍在人手短缺的情況下仍能維持穩定的食物供應。

Home support

Hong Kong suffered from the worst outbreak in early 2022, which put tremendous pressure on the staff working in the residential care homes, who had to serve for long hours with fear of infecting their families and home residents. In order to support the staff during the crisis, we arranged three camps (Wu Kwai Sha Youth Village, Lions - YMCA Junk Bay Youth Camp and Y's Men - YMCA Wong Yi Chau Youth Camp) in February 2022 to provide over 250 residential places and meal delivery service to the staff in the homes for the elderly and disabled individuals, in order to reduce their work pressure and further protect the safety of the homes.

In addition, some of the homes were stretched to the limit due to the successive confirmed cases among the staff. In the spirit of mutual help, YMCA arranged its social enterprise New Creation Depot and its hostel The Cityview to provide affordable meal box ordering service to the elderly and disabled homes in need for ensuring a stable food supply despite the labour shortage in the homes.

線上支援

本會在 Facebook、LinkedIn、Instagram 等社交平台上廣發文宣，藉定期更新會務資訊，與會友、義工、企業伙伴等保持緊密的聯繫。青年會網站更特別新設「免疫專頁加強版」，市民大眾可在專頁獲取最新防疫資訊、禱文分享、情緒支援資訊、家中康體運動短片等等，讓大眾能在疫情下身心靈都得到關懷。

物資援助

疫情肆虐多時，基層及弱勢社群在基本生活開支上早已捉襟見肘，個人防護裝備甚為匱乏。本會於本報告年度獲多間企業慷慨解囊，捐款及捐贈總值超過港幣 140 萬元。當中不乏防疫物資如快速測試劑、N95 口罩、全身保護衣、消毒用品，以及食品和維他命丸等，本會已將以上物資全數轉贈予有需要之服務對象。

更多有關疫情爆發初時的措施，已收錄在上年度之影響力報告。

Online support

YMCA maintains close contact with its members, volunteers and corporate partners through regular updates on social media platforms such as Facebook, LinkedIn and Instagram. A new "Anti-epidemic Information" page was also added to the YMCA website, where the public can access to the latest anti-epidemic information, prayer sharing, emotional support information and videos on recreational and sports activities at home that cater for their physical, mental and spiritual needs during the pandemic.



In-kind support

Over the years under COVID-19, the grassroots and the underprivileged have been strained to meet their basic living expenses with little personal protective supplies. During the reporting year, we received generous donations and supplies of over HKD1.4 million from various corporations. These included rapid test kits, N95 masks, full body suits, disinfection supplies, and food and vitamin pills, all of which were donated to service users in need.

More information on the measures taken at the start of the pandemic is included in the impact report from the previous year.



06



健康與福祉 Health and well-being

你必將生命的道路指示我。在你面前有滿足的喜樂；在你右手中有永遠的福樂。

詩篇 16:11

Thou wilt shew me the path of life: in thy presence is fullness of joy; in thy right hand there are pleasures for evermore.

Psalm 16:11



06

生理和心理健康

於 2020 年，青年會正式成立「專職醫療護理部」，由物理治療師、言語治療師、職業治療師及運動治療師組成跨專業治療團隊，向大眾提供物理治療及言語治療評估等服務。至 2022 年初，專職醫療護理部於旺角全人發展中心擴展服務，除了物理治療服務及輔導服務外，更加入言語治療、兒童復康、兒科服務及伸展治療服務。新引入的兒童及兒科服務透過完善的評估及跟進療程，促進幼童身心發展。另外，醫療團隊為針對受痛症困擾的上班族提供伸展治療服務，協助鬆弛肌肉，紓緩因工作造成的痛楚。

Physical and emotional well-being

In 2020, YMCA established Health Care Professions Department comprising a multi-disciplinary team of physiotherapists, speech therapists, occupational therapists and sports therapists to provide physiotherapy, speech therapy assessment and other therapy services to the public. Until early 2022, the Health Care Professions Department in our newly operated Mong Kok Holistic Development Centre has extended its physiotherapy and counselling services to include speech therapy, child rehabilitation, paediatric services and stretch therapy services. The new paediatric services are intended to promote the physical and psychological development of young children through comprehensive assessment and follow-up treatment. In addition, stretch therapy services are now available for office workers suffering from aches, which can help relax muscles and relieve pains caused by work.

兒童及青少年

青年會鼓勵兒童及青少年多做運動，把握身體機能發展的黃金時期強身健體。美國疾病管制與預防中心為幫助兒童及青少年發育，建議三至五歲的兒童最好能積極活動，六歲以上的兒童至十七歲的青少年需每日做 60 分鐘以上的中至高強度運動，例如帶氧運動或肌肉鍛練等¹⁵，體育活動不但能鍛練四肢肌肉、訓練手眼協調能力、提高靈活度、增強抵抗力等，還對兒童的心理健康、專注力等有莫大益處。在改善生理健康的同時，亦對心理健康有正面影響。

青年會致力推廣不同類型的康體活動，讓一眾會友有機會接觸適合自己的運動。為慶祝青年會成立 120 周年，本會在 2021 年 11 月舉辦的 YM Sports Kids Challenge 120 障礙賽活動，800 位青少年及家長參與挑戰十多個障礙關卡，同場亦有新興運動體驗，例如攻防箭、芬蘭木柱等，讓小朋友一展所能，挑戰自我。

本會不同單位亦有不同的運動選擇，動靜皆宜，除固有的各項體育訓練課程及日營康體活動外，本年度新增了地壺球及實用射擊體驗等新興運動予會友參加，更有其他戶外康體活動，如獨木舟、遠足及郊遊等，為一眾會友提供更多康體活動選擇。

青年會屬下的三個營地設有各式各樣的室外設施、宿營及露營服務，提供不同的戶外活動體驗。黃宜洲青年營於去年開辦水上活動證書課程，讓青少年透過課堂增進獨木舟及直立板的技術。本年度將軍澳青年營及黃宜洲青年營首次舉辦營地開放日，和鄰近社區及機構推廣營地康體服務，惠及更多市民。另外，烏溪沙青年新村亦舉辦了 YMCA 120 周年虛擬跑 - Run For Better Life，共有 1,234 名選手完成了 12 公里或 120 公里的挑戰，希望藉此推動全民運動的風氣。

青年會一向致力締造能讓青年人一展所長的機會，大學及學院青年會經常舉辦不同類型的服務活動計劃，培訓具備適應力、解難力及創新思維的青年領袖。每年更提供不同的領袖訓練、交流和實習機會，裝備學生成為正面、有貢獻的社會棟樑。

96%

認為活動有助提升青少年及兒童身體健康情況

participants felt that the activities helped improve the physical health of the youth and children

回應人次
Number of respondents **513**



Children and youth

YMCA encourages children and adolescents to be more physically active during their prime years of physical development for good health. The Centers for Disease Control and Prevention (CDC) of the United States recommends that children aged three to five should ideally be physically active, and children aged six and above to 17 should have at least one hour of moderate-to-high intensity physical activity every day, such as aerobic exercise or muscle building¹⁵. Physical activities not only train the limbs, hand-eye coordination, flexibility and immunity, but also has significant benefits on children's mental health and concentration, improving both physical and mental health.

YMCA strives to promote different types of recreational and sports activities, and provide access to the most suitable sports for its members. In celebration of its 120th anniversary, YMCA organised YM Sports Kids Challenge 120 obstacle race in November 2021, with 800 teenagers and parents taking part in more than 10 obstacle courses, featuring new sporting experiences such as archery and Mólky. This was a great opportunity for children to showcase their skills and challenge themselves.

We also offer a wide range of sports and activities in different units to cater for all levels of activity. In addition to our regular sports training courses and day camps, new sports such as floor curling and practical shooting have been introduced this year, together with other outdoor recreational activities such as canoeing, hiking and picnics, to offer a wider choice of recreational and sports activities to our members.

The three camps at YMCA feature all kinds of outdoor facilities, overnight camping and camping services to provide different outdoor experiences. Last year, Wong Yi Chau Youth Camp organised a certificate course in water sports for young people to improve their canoeing and stand-up paddle skills, and held the first camp open day with Junk Bay Youth Camp this year to promote camp recreation and sports services with neighbouring communities and organisations for the benefit of a broader public. In addition, the YMCA 120th Anniversary Virtual Run - Run for Better Life was held at Wu Kwai Sha Youth Village, with 1,234 runners completing the 12 kilometres or 120 kilometres route in a bid to promote sports for all.

YMCA is committed to creating opportunities for the youth to excel. University and College YMCAs regularly organise a variety of service programmes to cultivate adaptable, problem-solving and innovative youth leaders. Each year, different leadership training, exchanges and internship opportunities are also offered to equip students for becoming positive and contributing pillars of society.

¹⁵ CDC. How much physical activity do children need?

¹⁵ CDC. How much physical activity do children need?

本年度大學及學院青年會協會連同 9 個單位的會友舉辦「集合吧！毛孩心友會！」聯校流浪貓狗服務計劃，參加者一方面身體力行在本地流浪貓狗機構協助清潔和維修等工作，另外亦深切關注棄養貓狗的情況，並於策劃活動的過程中提升自身的活動管理能力、組織能力及處理危機能力。

本會不只著眼於發展青年人的潛能，更希望為青年人提供適切的心理輔導及情緒支援。大學青年會（港大）舉辦了「當藝術遇上精神病」精神健康關注計劃，透過嘉賓分享，與精神病患者共同進行藝術創作，並在校園內舉辦藝術展覽推廣精神健康，讓更多同學了解精神健康議題。各會所亦就不同服務社群，推出貼近他們需要的活動，其中佐敦會所開展了「精神健康大使義工計劃」，關注青少年之精神健康，以義工 / 朋輩介入的手法及社區教育等工作，讓青少年及家長了解精神健康和情緒指數，盡早識別問題，並轉介予合適服務單位。

面對日常生活的種種挑戰，自信、情緒平衡和身處逆境的抗逆力對兒童及青少年十分重要，而在近年新冠肺炎肆虐的影響下尤其關鍵。本匯報年度，我們舉辦了不同活動，例如成長的天空、學校情緒管理講座、學障支援小組等，介紹正向心理及抗逆方法。同時我們希望照顧不同年紀、背景的兒童及青少年之情感需要，給予空間去表達自己的情緒，並學習如何處理自身及外界所引致的壓力等。我們亦留意到不同家長的需要，青年會設有個別及家庭專業輔導服務，為求助人提供適切的幫助，例如去年藍田會所向觀塘區內患有長期敏感症的家庭提供電話關懷服務，持續為 119 個家庭提供心理支援、健康和抗疫資訊分享及相關服務轉介，期望回應有需要家庭身心健康的需要；小西灣會所增設了少數族裔家長支援小組「EM Power」，為少數族裔排解生活上的疑難。

95.9%

認為活動能增強面對困難及挑戰時的信心、抗逆力、復原能力及情緒穩定性（心理韌性）

participants felt that the activities helped enhance confidence, stress resistance, resilience and emotional stability (mental strength) against difficulties and challenges

回應人次
Number of respondents **337**

96.9%

認為活動 / 課程有助提升領導能力和社交能力

participants felt that the activities/courses helped improve their leadership and social skills

回應人次
Number of respondents **466**

95.6%

認為有助增加對社區的歸屬感

participants felt a greater sense of belonging in the community

回應人次
Number of respondents **315**

This year, Alliance of University and College YMCAs joined by members from nine units to launch "Joint-U Stray Dogs & Cats Service Programme: Petopia", where participants volunteered to assist in the cleaning and maintenance of local stray animal shelters, with a deep concern for the abandoned cats and dogs. In planning events, participants also developed their abilities in event management, organisation and crisis management.

In addition to nurturing the potential of the youth, YMCA also aims to provide them with appropriate psychological counselling and emotional support. University YMCA (the University of Hong Kong) organised the "Mental Health Art Co-Creation Series", which featured guest speaker sharing, art creation with mental patients, and an art exhibition on campus to promote mental health and raise awareness of mental health issues among students. In addition, programmes tailored for different service groups were launched by various centres. In particular, Jordan Centre launched the "Mental Health Ambassador Volunteer Programme" focusing on the youth's mental health. With the support of volunteer/peer engagement and community education, the programme educated teenagers and their parents on mental health and emotional indicators for early diagnosis with subsequent referral to appropriate service units.

Confidence, emotional balance and resilience against adversity are essential for children and adolescents to cope with daily challenges, especially under the impact of the recent COVID-19 outbreak. During the reporting year, we organised various activities, including the Understanding Adolescent Project, emotion management workshops in schools, and support groups for students with learning disabilities, to introduce positive psychological and resilience approaches. We also strive to cater for the emotional needs of children and youth of different ages and backgrounds by providing them with the space to express their emotions and knowledge on how to manage stress arising from themselves and the external environment. Recognising the needs of individual parents, we have set up individual and family counselling services at YMCA to provide appropriate assistance to those in need.

For example, Lam Tin Centre provided telecare services to families with chronic allergy in Kwun Tong last year, with ongoing psychological support, health and epidemic information sharing and related service referrals to 119 families, in the hope of supporting the physical and mental health needs of families in need; Siu Sai Wan Centre "EM Power", a support group for ethnic minority parents, was set up to address the daily concerns of ethnic minorities.



青少年外展

青年會的外展社會工作隊一直主動接觸甚少參與傳統社交或青少年活動且容易受到不良影響的青少年或「夜青」，提供教育、職業、家庭、社群或個人問題上的輔導、指引及轉介服務，協助他們發揮潛能，給予身心全面發展的機會。工作隊服務範圍涵蓋葵青、荃灣、沙田、東區及灣仔區，工作包括個案輔導、小組工作、社區工作和熱線服務。

去年葵青及荃灣青少年外展社會工作隊帶領青少年進行義工活動，探訪區內長者及進行狗場義工訓練。另外，外展隊亦舉辦了「Teen 能」計劃，活動內容包括外在形象提升及內在自我探索，協助青少年整理過去的經歷，提升自信心及改變動機。活動既多樣化亦新穎，如於郊外進行自我安靜的森林浴，透過表達性藝術及一人一故事劇場協助青少年學習表達自己的內心世界。同時透過各項職業導向小組，認識不同職業工作範疇，包括飲品沖調、寵物美容、髮型及攝影，讓青少年發掘自己的興趣規劃未來。

沙田青少年外展社會工作隊一向關注青少年的吸毒問題，有見近年青少年吸毒和涉及毒品罪行的數字持續上升，外展隊向禁毒基金申請「Project C.H.O.I.C.E. 擇·善」計劃推行抗毒教育工作。計劃讓青少年透過個人成長活動探索自我，並參與興趣班建立正面興趣，學習處理壓力，選擇正向人生。此外，青少年進行短片創作拍攝，向社區人士宣揚禁毒的訊息。

另外，不少青少年對自我發展都感到迷惘，良好的生涯規劃有助他們探索興趣、職向及發展生涯。本會去年有幸獲得香港賽馬會慈善信託基金的資助，成為「賽馬會鼓掌·創你程計劃」網絡夥伴機構之一，讓本會的青少年服務採納及運用 CLAP@JC 社區生涯發展介入模式、標準和資源參與研究工作，並將生涯發展的元素融入現有的青年服務，達致生涯發展主流化。本計劃結合跨界別資源的生涯探索計劃，致力連繫學校、商界及社福機構，構建一個與青年共創、可持續發展的生涯發展體系，令青少年由學校過渡至工作的過程更順暢，並鼓勵青年人活出無限可能，在自己獨一無二的人生歷程中踏出新一歩。

Youth outreaching

YMCA Youth Outreaching Social Work Team has been proactively reaching out to young people with little involvement in traditional social or youth activities and being susceptible to undesirable influences or "young night drifters", providing counselling, guidance and referral services on educational, vocational, family, community and personal issues for their fulfilment of potential and holistic development of body and mind. The team covers districts such as Kwai Tsing, Tsuen Wan, Sha Tin, Eastern District and Wan Chai, offering individual counselling, group work, community work and hotline services.

Last year, the Kwai Tsing and Tsuen Wan Youth Outreaching Social Work Teams organised volunteer activities for young people, elderly visits and dog shelter volunteer training in the districts. In addition, the teams also organised the Teen Power programme that focuses on self-image enhancement and self-discovery, helping young people to sort out their past experiences, enhance self-confidence and change their motivation. The programme featured diverse and innovative activities such as self-healing forest bathing in the countryside, expressive arts and playback theatre to support the youth with their inner expression. Through various career-oriented groups, young people were introduced to different career areas, including beverage preparation, pet grooming, hair styling and photography, to explore their interests and plan for their future.

Young drug abusers have been a major concern of the Sha Tin Youth Outreaching Social Work Team. In view of the increasing number of young drug abusers and drug-related offences in recent years, the Sha Tin Youth Outreaching Social Work Team has applied to the "Beat Drugs Fund for the Project C.H.O.I.C.E." to carry out anti-drug education work, where young people are encouraged to explore themselves through personal growth activities, develop positive interests through participation in interest classes, and learn to handle stress for better life choices. Video clips are also produced by the youth to disseminate anti-drug messages to the community.

As many youth may struggle with self-development, proper career planning can provide guidance on exploring their interests, career paths and career development. Last year, we were honoured to receive funding from the Hong Kong Jockey Club Charities Trust to become one of the network partners of CLAP@JC. Through this programme, our youth services have adopted and leveraged the CLAP@JC community and career development intervention model, standards and resources to participate in research work, and integrate career development elements into existing youth services to bring career development into the mainstream. The programme combines a career exploration programme using multi-sectoral resources to connect schools, business and social welfare organisations, with the aim of creating a sustainable career and life development system with our youth, facilitating a smooth transition from school to work, and envisioning young people to live out their potential and embark on their own unique journeys.



服務使用者的分享

荃城愛回家·劏房戶關顧計劃

本會獲中國銀行（香港）及攜手扶弱基金全力贊助推出「荃城愛回家·劏房戶關顧計劃」，將「蝸居」升級改造，營造一家人共享的安心之居。計劃總共有超過 150 名義工參與計劃，除了學生、職青及家庭主婦，亦有建造業導師、室內設計師及裝修技工等專業義工，至今累計服務超過 100 戶劏房家庭。專業團隊及義工到劏房家庭進行家訪，透過精心規劃、設計和改裝，度身添置新家具，加上由專業導師教授家居收納技巧，巧妙地善用有限家居空間，免費改善住戶的居住環境，令蝸居更宜居。

鄭小姐一家 7 口住在面積約 150 呎的荃灣區劏房，受惠於本計劃外，亦主動成為之義工，「感謝計劃協助更換了一張穩固的雙層子母床，晚上可將床架拉出成為另一個床位，解決了家中床位不足的問題。另外，原本床與牆壁之間的大縫隙，經義工建議及協助後，添置了一個牢固的座地層架，消除子女掉下床的家居危險，亦增加了家中儲物空間。很感激計劃的義工多次到訪及協助。受到別人的幫助，亦希望能以自己微小的力量，幫助其他有需要的人。」

計劃義工 Cherry：「我們暫時無力改變他們狹小的居住面積，但透過這個計劃，可連繫各路的有心人，運用想像力和團體精神，為劏房住戶打造更舒適的家園。同時讓未曾連繫劏房的人，體會到不同的生活實況，摒棄對劏房的負面標籤，與住戶正面交流和互相學習。較感嘆的是，住屋的環境令他們需要盡用生活空間，小至水管後面、距離牆壁剩餘五厘米的空隙都被用上；為增加家居的空間，置物通通往高處發展，如不太牢固的層板卻放滿大小不一的膠箱。我期望透過收納法及家居改裝，可暫緩他們的擠迫感，讓他們於苦中仍有一點甜。」

Sharing from service users

Care and Love to Tsuen Wan Subdivided Unit Families

Sponsored by Bank of China (Hong Kong) and Partnership Fund for the Disadvantaged, the Association introduced the "Care and Love to Tsuen Wan Subdivided Unit Families" scheme to assist families in revamping small flats into a pleasant living space. With the support from over 150 volunteers of different sectors, comprising not only students, young people and housewives, but also professional volunteers including construction industry tutors, interior designers and decoration workers, over 100 households in subdivided units have been served. A team of professionals and volunteers visit families in subdivided units and make the best use of the limited space available in their homes through meticulous planning, design and renovation, customised furnishings, and professional tutorials on home storage tips to upgrade the living environment of these families into a more pleasant living space for free.

Having benefited from the scheme, Ms. Cheng, whose family of seven lives in a 150-square-foot subdivided flat in Tsuen Wan, also volunteered for the scheme. "We are grateful to the efforts under the scheme in replacing a stable bunk bed that can be pulled out to make another bed at night, which has solved the problem of insufficient bed space in the home. With the help of the volunteers, a solid floor shelf has been added to the large crack between the bed and the wall, preventing the children from falling out of the bed and increasing home storage space. I am grateful for the many visits and assistance from the volunteers. After receiving help from others, I also hope to offer my humble support to others in need."

Cherry, a volunteer of the scheme, explained, "we are unable to improve the cramped size of their homes for the time being, but the scheme serves as a way to connect people from all walks of life, using their imagination in community spirit to create a more comfortable home for households living in subdivided units. At the same time, people who have not been exposed to subdivided units will be able to experience the different realities of living in a subdivided unit, so that they can discard the stigma attached to subdivided units and engage in positive exchanges and mutual learning with the residents. What is more impressive is that the living environment necessitates the full use of living space, from the smallest space behind the water pipes to the remaining five centimetres from the wall. To maximise the use of space at home, the shelves tend to be stacked higher up. For example, the less sturdy shelves are filled with plastic boxes of varying sizes. I hope that through storage tips and home renovation, we can ease their over-crowdedness and give them comfort in spite of their hardship."



親子 KOL 拍片教長者做手指操

從事特殊教育工作的劉太在求學時已做義工，到成家立室後，亦希望鼓勵子女參與義工服務。她為 11 歲和 8 歲的子女報名參與荃灣會所「齊做 KOL 義工交流服務計劃」，該計劃利用網上平台與長者分享防疫及生活資訊，並協助參加者開設頻道，製作短片、進行直播，學習成為 KOL。

在 YouTube 搜尋「劉博士 Kasper Lau」和「doris 多多 fUN」，就可以看到哥哥劉竣安和妹妹劉鎧儀的頻道，表情鬼馬的「劉博士」一時教日文、一時捉精靈，點子豐富；至於多多則通常一臉認真，帶點女孩的含蓄。在十多條短片中，「劉博士」和多多合作的手指操教學短片獲得最高點擊率，劉太解釋那是 KOL 義工培訓的功課，作品不但獲長者們支持，更啟發了長者自己拍攝短片，一齊加入 KOL 行列。

在疫情打擊下，劉太起初只計劃開拓做義工的新路向，透過做拍短片做 KOL 服務社區，然而結果喜出望外，子女變得主動和有自信。劉太指，家庭要主動灌輸樂於助人的價值觀。要令小朋友從小有這自覺性，就需要帶他們作出實際行動，因為寶貴的助人經驗，是沒有可能從書本學習到的。

Video on finger exercises for the elderly by parent-child KOL

Mrs. Lau, a special education worker, has been volunteering since her studies and hopes to encourage her children to participate in volunteer services after starting a family. She has enrolled her children aged 11 and 8 respectively in the Tsuen Wan Centre's "KOL Volunteer Exchange Programme", which shares information on epidemic prevention and daily life online with the elderly, and support participants to become KOLs by assisting them in channel setup, video production and live streaming.

Looking up "Dr. Kasper Lau" (劉博士 Kasper Lau) and "Doris fUN" (doris 多多 fUN) on YouTube, viewers will find the channels of brother Lau Chun On and little sister Lau Hoi Yi, where "Dr. Lau", with his funny expression, offers creative video content such as teaching Japanese and catching Pokemons, while "Doris" often appears to be more serious and tender. Among the ten or so videos, the sibling's video tutorial on finger exercise received the highest views. Mrs. Liu explained that the video was produced as part of KOL volunteer training, which not only received support from the elderly, but also inspired them to become KOLs by making their own videos.

In the aftermath of the pandemic, Mrs. Lau initially planned to start a new path as a volunteer, serving the community by making short videos as a KOL, but was surprised when her children became motivated and confident. Mrs. Lau said that families should take the initiative to instil the value of helpfulness in their children. Children have to take practical action in order to be self-motivated from a young age, as the invaluable experience of helping others is beyond their learning from books.



長者身心健康、福祉及充權

青年會設有不同性質的長者服務設施，包括長者鄰舍中心、安老院和長者社區照顧服務，分別由醫生、護士、物理治療師、職業治療師和社工組成的專業團體帶領，為長者提供日間護理、院舍護理、復康、健康教育、社交及康樂服務等。

柴灣長者鄰舍中心於報告年度期間推行「第一期躍動康健獎勵計劃」，目標是鼓勵會友養成持續運動的習慣，每星期進行不少於 150 分鐘的中等強度運動。內容分成三部份，第一部份由物理治療師於計劃前後提供兩次體適能評估，評估項目包括四肢肌耐力、平衡力和心肺耐力；第二部份由一級健身教練帶領體適能訓練班，為期 12 星期；於第三部份，會友可以隨意自行預約健體閣服務，使用中心不同功能的器械完成計劃目標。除此之外，中心亦向樂齡及康復創科應用基金成功申請建立智能復康系統，收集服務使用者的運動數據（時間、距離 / 次數、心率、卡路里），從而幫助服務使用者了解運動成效，增強持續運動的動力，亦能讓單位評估對服務使用者健康的正面影響，改善服務質素。

此外，我們亦積極推廣不同運動，例如器械健體運動和椅子舞等，「豐盛人生·新『喜』點」亦推出了輕排球、手綿球¹⁶、健步足球等不同運動。針對其中一項運動，本會就曾委託香港中文大學教育學院體育運動科學系，進行有關《健步足球對 50-70 歲成人身心健康影響》的研究，發現本會所推出的健步足球能有助提升參加者的心肺耐力及血液帶氧能力。

本會一直心繫長者的各種需要，不僅是關心他們的身體安康，還有情緒健康。在疫情影響下，長者外出的時間大減，居住於本會院舍的長者亦因防疫措施，多年未能與至親面對面交流，嚴重影響長者的情緒。在本匯報年度，我們盡力提供不同類型的活動讓他們放鬆心情、抒發情緒，以促進他們的身心靈健康，當中活動包括香薰按摩、創意藝術工作坊和分享小組等。同時，除了舉辦知識型及技能性的活動，也有各類面向社區的項目，希望能讓長者會友使用我們的服務之外，亦能持續地回饋社會，讓他們的身心靈更見充實。



16 一項與網球相似的運動，惟以綿球及手掌來比賽。

99.5%

認為活動有助改善長者身體健康；
及了解有關身體健康的知識

participants felt that the activities
helped improve the physical health
of the elderly and understanding of
physical health

回應人次
Number of respondents **216**

99.9%

認為活動有助改善長者精神 / 情緒
健康

participants felt that the activities
helped improve the mental/
emotional health of the elderly

回應人次
Number of respondents **170**

99.4%

認為活動有助提升長者的存在價值
participants felt that the activities
helped enhance the sense of
purpose for the elderly

回應人次
Number of respondents **163**

Elderly physical and mental health, well-being and empowerment

Several elderly service points are set up at YMCA for multiple purposes, including Neighbourhood Elderly Centres, Residential Care Homes for the Elderly and Community Care Services for the Elderly, each of which is led by a professional team of doctors, nurses, physiotherapists, occupational therapists and social workers to provide day care, residential care, rehabilitation, health education, social, and recreation and sports services.

During the reporting year, Chai Wan Neighbourhood Elderly Centre launched the first phase of the "Work-Life Balance" incentive scheme, which aims to encourage its members to develop regular exercise habits by doing at least 150 minutes of moderate intensity exercise every week. The programme is divided into three parts, of which the first part involves two physical fitness assessments by physiotherapists before and after the programme, including limb muscular endurance, balance and cardiorespiratory endurance; the second part provides a 12-week fitness training session led by Level 1 fitness coaches; and the third part allows members to schedule fitness corner services themselves and access to various functional equipment at the centre to achieve the programme targets. In addition, the centre has successfully applied for the establishment of an intelligent rehabilitation system from the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care to collect exercise data (duration, distance/frequency, heart rate and calories) of service users, so as to provide them with a better understanding of the effectiveness of exercise and the motivation to continue exercising, whilst allowing the unit to evaluate the positive impact on the health of service users and improve the quality of service.

In addition, we are actively promoting various sports, including fitness equipment training and chair dancing. Under the "Project Joy" programme, we have also launched various sports such as light volleyball, taspony¹⁶ and walking football. Among these sports, we commissioned the Department of Sports Science and Physical Education, Faculty of Education, the Chinese University of Hong Kong, to conduct a study on the "Effects of Walking Football on Physical and Mental Health of Adults Aged 50-70 Years-old". The study showed that walking football offered at YMCA could help improve cardiopulmonary endurance and blood oxygenation capacity of the participants.

Both the physical and emotional well-being of the elderly have always figured prominently in our care. Impacted by the pandemic, the elderly had fewer opportunities to go out, while those under the care of our homes were restricted to have face-to-face interaction with their relatives for years due to the epidemic prevention measures, which greatly affected their emotional well-being. During the reporting year, we made every effort to provide various activities, including aromatherapy massage, creative arts workshops and sharing groups, for the elderly to relax and express their emotions for the improvement of their physical, mental and spiritual health. In addition to knowledge and skill-based activities, we also organised various community-oriented programmes, in the hope of empowering our elderly members to utilise our services and continuously contribute to the community in return for their physical, mental and spiritual enrichment.



16 A sport similar to tennis but uses a sponge ball and bare hands.

服務使用者的分享

樂齡科技推普及運動

六十二歲的惠霞跟很多營營役役的香港人一樣，為了工作與家庭，一直缺乏運動，然而 2007 年患上乳癌的經歷令她遽然覺悟身體健康比起一切都重要。近年退休的她嘗試接觸公路單車及街跑這兩項運動，重拾健康人生，更參與跨代義工團教授其他老友記做運動，助人自助。

從事會計文職工作長達三十年，惠霞直至疫情爆發才提早退休。回想起退休前的生活，她坦言雖尚算安穩，卻累積不少壓力，「為人母親的我既要為三餐工作，亦要照顧兒子成長和學業，同時要兼顧家庭，做家務和煮飯，日日如是，難免會有壓力。」一場大病令惠霞頓覺身體健康的重要性，開始建立運動的習慣，經網上參加「賽馬會『喜動傳承』社區運動計劃」的單車街跑運動義工訓練課程，有別於其他運動訓練班，計劃還加入了「跨代義工」的元素。惠霞指，這種跨代的義工服務讓她有機會接觸年輕一代，感受年輕人的活力，並在溝通的過程中學習互相欣賞和鼓勵，「學到的運動知識可助己助人，令我更有動力去做運動。」

賽馬會「喜動傳承」社區運動計劃踏入第二期，除了加入「跨代義工」的概念，亦加入不少樂齡科技元素，讓運動增添趣味。負責推行計劃的項目總監鄧永昌指：「例如用電視熒幕顯示配合實體單車模擬公路情況，或運用手提遊戲機結合運動等，希望能藉此提升參加者對做運動的興趣。」



Sharing from service user

Gerontechnology promotes sports for all

Like many hard-working citizens in Hong Kong, the 62-year-old Wai Ha has always refrained from exercising for the sake of work and family, but her experience with breast cancer in 2007 made her realise the importance of health above all else. In recent years, she has retired and tried her hand at road cycling and road running to regain a healthy life. She has also joined a volunteer team of all ages to train other senior fellows to exercise in the spirit of mutual support.

After 30 years in the accounting profession, Wai Ha did not retire until the outbreak of the pandemic. Looking back on her life before retirement, she admitted that despite having a fairly stable life, she was under a great deal of pressure. "As a mother, I have to work for a living, attend to my son's growth and schooling, and take care of my family by doing chores and cooking every single day, so I am inevitably under pressure." After falling seriously ill, Wai Ha realised the importance of good health and started to develop an exercise habit by joining a cycling and road running volunteer training course under the Jockey Club Mapperthor Sports Project online. Unlike other sports training courses, the project also features an intergenerational volunteer element. She said that such an intergenerational volunteer service gave her the opportunity to meet the younger generations and feel the vitality of young people, while learning to show mutual appreciation and encouragement in communication. "The sports knowledge I have learnt can be helpful to myself and others, which gives me a stronger motivation to do sports."

In the second phase of the Jockey Club Mapperthor Sports Project, the concept of "volunteers across the generations" has been introduced, coupled with the integration of gerontechnology features to make sports more enjoyable. Mr. Tang Wing Cheong, Kenny, Project Director of the project, said, "for example, we use television screen display and physical bicycle to simulate road conditions, or integrate sports with handheld game consoles, hoping to enhance the participants' interest in doing sports."





07



技能與生產力 Skills and productivity

這恩典是神用諸般智慧聰明，充充足足賞給我們的。

以弗所書 1:8

Wherein he hath abounded toward us in all wisdom and prudence.

Ephesians 1:8

07



我們確信為服務對象提供自力更生的途徑比單單施予物質援助更為重要。青年會一直致力為學生提供教育和職業導向的支援，協助他們將所學融會貫通，及早發掘自身職業志向，提升個人競爭力，爭取向上流動的機會。長者及傷健人士或許因為自身限制而未能一展抱負，然而我們相信每個人能在各自的崗位發揮力量，活出豐盛人生。青年會的服務範圍包括教育服務、社會企業、復康服務及庇護工場。

教育服務

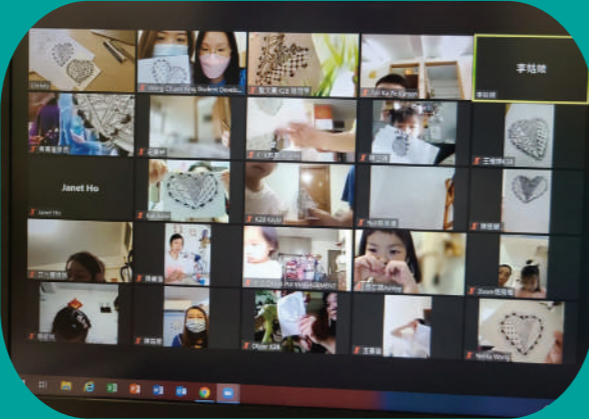
幼兒及小學教育

一直以來，青年會希望透過多元教育向青少年傳授正確的價值觀和知識，迎接未來的挑戰，栽培他們成為未來社會的基石。我們本着基督精神辦學，培育學生在德、智、體、群、美和靈育的全面發展，提倡多元智能的教學，讓每位兒童具備不同的能力，發展其長處和天賦。

即使在疫情影響下，我們仍設法為幼童提供一個安全的學習環境，部份於會所舉辦的課程轉為使用網上通訊軟件進行，藉此減少學童因頻繁往來而受感染的風險。

中華基督教青年會小學計劃設立智能運動中心，現已引入多套智能運動系統，如智能跳繩、智能跑步裝置、VR單車系統等，提升學生對運動的興趣，並寄望能藉數據協助發掘學生潛能。與此同時，學校舉辦了名為「渣馬@青小」的體適能日，透過智能手帶收集同學的運動數據，進一步了解同學的體適能狀況。

另外青年會小學亦獲本會安排於2021年10月期間，調派兩位德國實習生到校，與同學進行不同的英語學習活動，向同學介紹德國的傳統習俗。



We firmly believe that providing a means of self-reliance for our service users is far beyond mere material assistance. YMCA is committed to providing educational and career-oriented support to students, so that they can apply their knowledge to their career aspirations, enhance their personal competitiveness and strive for upward mobility. While the elderly and the disabled may be limited in their ability to achieve their ambitions, we believe that everyone can be empowered to live a fulfilling life in their respective roles. Our services span from educational services to social enterprises, rehabilitation services and sheltered workshops.

Education services

Early childhood and primary education

It has hitherto been the aspiration of the Association to impart the ethics and knowledge to our youth through diversified education, so that they can rise to the future challenges and become the cornerstones of our society. We are committed to nurturing our students in their holistic development of moral, intellectual, physical, social, aesthetic and spiritual aspects, and promoting multiple intelligences (MI) in teaching to equip students with different skills and give full play to their strengths and talents.

In spite of the pandemic, we have managed to provide a safe learning environment for young children by switching to online communication software for some of our classes at the centres, thereby reducing the risk of infection to children due to frequent visits.

Chinese Y.M.C.A. Primary School has set to establish an intelligent sports centre, with a number of intelligent sports systems introduced such as smart jump ropes, smart running devices and VR cycling systems, to enhance students' interest in sports and hopefully tap into their potentials with the help of data. A fitness day called "Marathon@CYMCAPS" was also organised to collect students' exercise data through smart bands to further study their physical fitness status.

In addition, the school arranged an exchange of two German students in October 2021 to conduct different English learning activities with the students and introduce them to German traditions and customs.

中學教育

青年會銳意為中學生提供多元教育，在新常態下協助同學鞏固知識，亦希望幫助他們在求學階段作生涯規劃，策劃未來路向。於 2021/22 財政年度，派駐學校社工聯同青年會營辦的兩所中學，累計服務超過 39,500 名青年。

中華基督教青年會中學貫徹推動「青中 G21 賦權學習」的新時代學習模式，透過適時更新校內資源網站，推動學生自主學習，培養學生的自主學習能力。青中早於 2020/21 學年已採用「混合式」學習模式 (Blended Learning)，科任教師在推行「混合式學習」時，靈活使用不同類型的資源，包括影片、練習及歷屆校內試題等，讓學生自行決定學習時間、地點、內容、進度和方式進行備課和溫習。於 2021 年 6 月中旬亦試行「跨境同步上課安排」體驗，與西安市第三十中學進行實時互動，學生分享彼此的教學安排。為保持對 Google Workspace For Education 運用的專業水準，全體教師於本年度內已考獲谷歌教育家的認證 (Google Certified Educator)。此外，中華基督教青年會書院亦在混合模式教學中增加了網上學習課程的比例，讓師生有更多機會在線上平台進行學與教的交流。



Secondary education

With a firm commitment to providing diversified education for secondary school students, YMCA aims to reinforce students' knowledge under the new normal and support them in their career planning and future orientation during their schooling. In 2021/22 financial year, the school social workers, together with the two secondary schools operated by YMCA, have served more than 39,500 teenagers in total.

Chinese Y.M.C.A. Secondary School (CYMCASS) fully implements the new era learning model of "Ching Chung G21 Empowerment Learning" by timely updating the school's resource website to promote self-learning and foster independent learning skills among students. Early in 2020/21 school year, "blended learning" has been adopted in CYMCASS. In implementing "blended learning", subject teachers flexibly employ different types of resources, including videos, exercises and previous school examination papers, to allow students to decide on when, where, what, how and at what pace to prepare and revise for their lessons. In mid-June 2021, the school also piloted a cross-border synchronous classroom arrangement with Xi'an No. 30 Secondary School, where students enjoyed real-time interaction and a shared teaching schedule with each other. In order to maintain professional standards in the use of Google Workspace For Education, all teachers have obtained the Google Certified Educator certification during the year. In addition, Chinese Y.M.C.A. College has increased the proportion of e-learning courses under the "blended learning" curriculum with more online learning and teaching opportunities for teachers and students.

青年會書院 STEM 教育

青年會書院致力推行 STEM 教育，校方 STEM 教育的成果獲各方肯定，近年學生在校外及國際性比賽中屢獲殊榮。青年會書院科學組生物科主任區紹聰博士、中四級李加怡同學及中五級學生林智健同學跟大家分享 STEM 教育對學生的好處。

李加怡同學透過參加青年會書院的活動，第一次接觸 STEM，從中學到解難能力和團隊合作，例如在創意思維世界賽，她與隊員以一個 8 分鐘的話劇形式，展現解難方案，包括一個用來展示 VR（虛擬實景）世界的裝置。當時她是中三級學生，同組的低年級隊員在她的協助下一同設計方案。李同學回想她第一次參加創意思維比賽時，也不懂得怎樣處理，所以當她成為師姐時很明白師弟妹的需要，令她懂得如何應對。STEM 教育亦訓練了她的解難能力及自主學習，她解決問題的方法主要是自己上網搜索有關的資訊、與同學互相討論，並適時請教老師。

至於林智健同學則認為，STEM 令他更加積極和正面地去解決問題，提升了他的思維。STEM 活動令他建立同理心和更關心社會，使他更明白別人的處境，亦更熱衷於時事和社會的討論。即將應考 DSE 升讀大學的他，更明確了未來發展的方向，決定選修新聞及傳理系，更深入認識社會。

青年會書院科學組生物科主任區紹聰博士表示，STEM 教育並非如傳統學術科目般，有直接的分數評核，即時可見效果。不過培養學生 STEM 能力的效益廣泛而深遠，令學生由軟能力至學術成績都有所進步。他認為學校、老師、學生、家長及社會各界都需要支持 STEM 教育發展。



Chinese Y.M.C.A. College - STEM Education

With the strong commitment to STEM education, Chinese Y.M.C.A. College has attained wide recognition for its achievements in STEM education, including numerous awards received by its students in both external and international competitions in recent years. Dr. Au Siu Chung, Jeff, Subject Panel of Biology in Science Section of Chinese Y.M.C.A. College; Secondary 4 student Lee Ka Yee; and Secondary 5 student Lam Chi Kin shared the benefits of STEM education for students.

Through participation in Chinese Y.M.C.A. College activities, Lee Ka Yee was introduced to STEM for the first time and learnt problem solving skills and teamwork. For example, in the Odyssey of the Mind competition, she and her teammates presented an eight-minute drama solution, including an installation to showcase the world of VR (Virtual Reality). She was a Secondary 3 student back then, and assisted her fellow junior teammates in designing the solution. She recalled not knowing what to do when she first took part in Odyssey of the Mind, so she understood the needs of her younger peers as she became a mentor and knew how to approach them. STEM education has also nurtured her problem-solving skills and independent learning. Her approach to problem solving is mainly to research online for relevant information, discuss with her classmates and consult her teachers when appropriate.

On the other hand, Lam Chi Kin believed that STEM activities have helped him to be more active and positive in solving problems, and have enhanced his thinking. STEM activities have fostered his empathy and concern for society, leading to a better understanding of others' situations and a greater interest in the discussion of current affairs and the society. With the Hong Kong Diploma of Secondary Education (HKDSE) examinations approaching, Lam Chi Kin is now certain of his future direction and has decided to study journalism and communication to gain a deeper understanding of the society.

Subject Panel of Biology in Science Section of Chinese Y.M.C.A. College, Dr. Au Siu Chung, Jeff, explained that STEM education does not have the same immediate effect as traditional academic subjects with direct score assessment. However, the benefits of developing students' STEM skills are extensive and far-reaching, ranging from soft skills to academic achievement. He believed that there is a need for the support of schools, teachers, students, parents and the community in the development of STEM education.



青年會小學 國際化優勢

青年會小學國際化及擁有辦學團體優勢，貫徹 International Here & International There 的概念，把遊學活動帶到學校，全校一同參與不同的國際活動，增加在校交流學習機會。新冠肺炎疫情下，青小於本學年獲派 6 位德國大學生，到學校參與「德國潮甚麼」主題活動，平均每兩日會有德國實習生到校，以英文及德文與學生互動，增加學生的英語及德文語境，而小息及課後則會有不同活動，讓學生認識德國的飲食習慣及節日文化等。

教師余茵茵表示以往學校不時舉辦境外交流，帶同學走出香港，作文化交流，但受疫情影響上學年起難以離境，學校只好調整合作形式，「我們去不到德國，他們入到香港也好，晚點學校的壁畫、中國鼓活動，都希望邀請德國實習生參與，讓雙方交流文化。」

就讀小五的葉宇晴則說，家人不時分享德國旅行經歷，令他亦對德國產生興趣，「如果懂得德文，去到德國可以與當地人聊天，德國很多美食，希望可以在當地自己點餐！」

同為小五生的陳鈺兒表示，對外國文化感興趣，好奇德國人的生活習慣，亦想向難度挑戰，學習德文。而姚卓藍則說本身不認識德國，但喜歡學習新語言，希望將來除了中英文，亦能以簡單德文與人交談。

青年會中學 AEROSTEM 航天課程

青年會中學於 2021-2022 年在 AEROSTEM 課室添置實體電腦模擬飛行設施及小型飛機艙，配合已融入常規 STEM 課堂的航空課程。改善教學硬件和軟件後，學生可以更有效以科學、科技、工程及數學為基礎，學習飛行理論及應用相關的飛行知識，藉此在校園內營造出有利於科研及科普的環境和氛圍。



Chinese Y.M.C.A. Primary School - International Connections

Chinese Y.M.C.A. Primary School is a school with international connections and the strengths of a sponsoring body, putting into practice the concept of "International Here & International There" to introduce study tours to the school and increase on-campus exchange and learning opportunities with school-wide participation in different international activities. During the pandemic, six German university students were invited to the school to participate in the German culture theme event. The interns visited the school twice a week on average to interact with the students in both English and German for enhancing their English and German language proficiency, while different activities were held during recess and after school to introduce the students to German cuisine and festive culture.

Ms. She Yan Yan said that the school used to organise overseas exchanges from time to time, to allow students to travel abroad for cultural exchange, but due to the pandemic, it has become difficult for them to leave Hong Kong since last school year, so the school has to adjust the approach. "We couldn't go to Germany, but they might come to Hong Kong, and we hope to invite the German interns to participate in the coming mural painting and Tanggu activities in the school for mutual cultural exchange."

Primary 5 student, Ip Yu Ching said that his family members often share their travel experiences in Germany, which has sparked his interest in the country. "If I can speak German, I can chat with the locals in Germany, and since there are plenty of gourmet dishes in Germany, I hope I can order my own food there!"

Another Primary 5 student, Chan Yuk Yee, expressed her interest in foreign cultures and her curiosity about the German lifestyle, as well as her desire to take on the challenge of learning German. Yiu Cheuk Lam, on the other hand, said that she did not know German but welcomed the opportunity to learn a new language. She hoped that in the future, she would be able to talk to people in German alongside English and Chinese.

Chinese Y.M.C.A. Secondary School - AEROSTEM Education

In 2021-2022, Chinese Y.M.C.A. Secondary School acquired a physical computing flight simulator and a small aircraft cabin in the AEROSTEM classroom to complement the aviation curriculum in the regular STEM classes. With the enhanced teaching hardware and software, students are able to learn theories and applications of flight based on science, technology, engineering and mathematics more effectively, thus creating an environment and atmosphere conducive to research and science education on campus.





職業培訓

青年會屬下各個單位均為會友提供就業工作坊、實習及職業培訓課程，讓會友能獲取職場資訊，及早裝備自己投入社會。青年會專業書院專門提供多種全日、兼讀及短期課程，為學生提供不同升學就業的階梯，成就人生新一頁。書院開辦的全日制及兼讀制課程為有志投身職場的中五、中六同學鋪路，日後完成學業後，可以選擇就業或繼續進修。另外，書院亦有開辦僱員再培訓局屬下的就業掛鈎課程，協助學員獲取零售、商業及飲食業等產業的相關技能和知識，以投身相關行業，一般學生在畢業兩個月後，就可覓得全職工作。

此外，葵青及荃灣青少年外展社會工作隊針對低動機青少年，特意舉辦「TEEN 能」計劃及「一掃宜 HOME」計劃，協助參加者整理個人經歷，提升自信心，認識不同職業工種，重新出發。黃宜洲營地於本匯報年度亦舉辦了「生涯規劃小組」的 Let Me Fly 職場體驗計劃，讓青少年親身體驗營地的日常工作。青年會轄下之社會企業——青新駁為共 27 名中四至中六學生舉辦「職業達人」先導課程，分別為甜品師班、蛋糕師班及日式料理廚師班，讓參加者能夠體驗及了解現實工作環境的情況。

93.9%

認為活動有助年青人找尋職業方向 / 人生目標

participants felt that the activities helped the youth in finding career directions/life goals

回應人次
Number of respondents **339**

92.7%

認為活動有助提升青少年於職場的就業能力及技巧

participants felt that the activities helped improve the employability and skills of the youth in the workplace

回應人次
Number of respondents **142**

Vocational training

All YMCA units offer employment workshops, internships and vocational training courses to equip members with information on the job market and prepare them for the workplace. YMCA College of Careers specialises in offering a wide range of full-time, part-time and short-term courses for students to pursue further studies and careers for a new chapter in their lives. The full-time and part-time programmes offered by the college are designed to pave the way for Secondary 5 and Secondary 6 students who wish to enter the workforce either for employment or further studies upon completion of their studies. In addition, placement-tied courses under the Employees Retraining Board (ERB) are also offered to help students acquire relevant skills and knowledge to enter the retail, commercial and catering industries. In general, students can secure a full-time job two months after graduation.

Targeting low-motivated youths, the Kwai Tsing and Tsuen Wan Youth Outreaching Social Work Teams organised the Teen Power programme and the Cleaning Home Scheme project to help participants sort out their personal experiences, boost their self-confidence, and learn about different job types to start afresh. During the reporting year, Wong Yi Chau Youth Camp also organised the Let Me Fly workplace experience programme with the Career Planning Group to offer teenagers hands-on experience of the daily work at the camp. New Creation Depot, a social enterprise under YMCA, organised the pioneer "Career Masterclass" courses for 27 students from Secondary 4 to Secondary 6, including classes for dessert, cakes and Japanese cuisine, so that participants could gain an insight into the real working environment.

社會企業

我們的社會企業秉承青年會的宗旨，提供專業培訓及就業機會予有需要人士，以商業模式營運，所得收入悉數用於回饋社會。現時本會屬下之社會企業共有 4 間，分別為青新駅、YM Café、YM Balloon 及 YM Fleur。另外，我們於 2021 年成功申請「伙伴倡自強社區協作計劃」撥款資助，全新社企 YM HAIR 亦已於 2022 年 6 月投入服務，為沙田區居民提供價錢相宜的剪髮服務，其營運狀況將於來年納入匯報範圍之中。

青新駅

位於葵涌的青新駅自 2014 年 4 月 1 日起為區內居民提供餐飲服務，更為弱勢社群提供培訓機會，讓他們透過在職訓練建立自信，增加其工作競爭力，以投入社會工作。餐廳亦獲企業贊助，向低收入人士提供免費膳食。青新駅有幸能參與由建造業議會贊助的「建造業魯班飯行動」，於 2021 年 4 月至 12 月期間，餐廳每星期製作 240 個飯盒，逢星期五於新界會所及佐敦會所派發予基層人士，及後於 2022 年 1 月至 3 月因疫情緣故暫停派發。

青新駅亦為年青人提供餐飲業的生涯規劃活動，為他們介紹餐飲業運作及進行職業性向分析，為有志投身該行業年青人作職前準備。另外，青新駅亦與不同商企合作，服務區內有需要人士，包括以青新駅廚房作教室，教導義工製作糕點及湯水送予區內長者，在營運社企餐廳的同時服務社區人士。

餐廳於疫情期間仍盡力維持服務，自 2015 年起每月一次的愛心飯堂為長者提供廉價的兩餸飯連中式老火湯，在疫情轉趨嚴重下，飯堂轉為提供四餸外賣飯盒，讓長者亦能以低廉價錢得到溫飽。在第五波疫情期間，餐廳更為長者院舍及社區照顧隊提供為期 3 個多星期的午晚餐，一共 5,600 多個飯盒，以紓緩長者服務的人手緊張情況。



Social enterprises

In line with the mission of YMCA, our social enterprises provide professional training and employment opportunities to individuals in need. Under a business model, all income generated from our social enterprises is ploughed back into the community. At present, there are four social enterprises under YMCA, namely New Creation Depot, YM Café, YM Balloon and YM Fleur. With the successful application for funding under the Enhancing Self-Reliance Through District Partnership Programme in 2021, our new social enterprise YM HAIR has commenced operation in June 2022 to provide affordable haircutting services to residents in Sha Tin. A report on its operation will be included in the following year.

New Creation Depot

From 1 April 2014, the New Creation Depot restaurant in Kwai Chung has been serving the local community with meals and training opportunities for the underprivileged to build up their confidence through on-the-job training and enhance their work competitiveness for entry into the workforce. With corporate patronage, the restaurant also provides free meals to the low-income group. New Creation Depot is honoured to participate in the Construction Industry Council funded Construction Industry Lo Pan Rice Campaign, where the restaurant prepared 240 meal boxes per week for distribution to the grassroots at New Territories Centre and Jordan Centre on Fridays from April to December 2021, until January to March 2022 when distribution was suspended due to the pandemic.

The restaurant also provides career planning activities for the youth and prepare those aspiring to pursue careers in the catering industry through a briefing on the operation of the industry and career orientation tests. In addition, it collaborates with various businesses to serve people in need in the district, including making use of the restaurant's kitchen as a classroom to teach volunteers how to make pastries and soups for the elderly in the district, and serving the community whilst running a social enterprise restaurant.

The restaurant has made every effort to maintain its services during the pandemic. Since 2015, it has been providing inexpensive two-dish-rice meal boxes with Cantonese soup for the elderly once a month, and switched to providing four-dish takeaway meal boxes to keep the elderly nourished at a low price as the pandemic worsened. During the fifth wave of the pandemic, lunch and dinner were provided to elderly homes and community care teams for more than three weeks, with a total of more than 5,600 meal boxes served, in order to alleviate the manpower shortage in elderly services.



YM Balloon

YM Balloon 由社會福利署「創業展才能」計劃津助成立，為全港首間專門提供氣球藝術服務的社企。主要聘請及培訓聽障人士成為專業氣球師，在項目主任及規劃師的帶領下，為客人提供多元化氣球藝術服務，包括：氣球藝術佈置、氣球培訓及工作坊、到場即時扭氣球服務及氣球產品零售等。YM Balloon 主要收入來源為向企業、非牟利組織和學校提供培訓之費用、佈置及產品銷售。開業至今先後共聘用了 14 位聽障青年，在本年度聘用了 5 位聽障人士為兼職助理氣球規劃師。

社企本年度因疫情打擊，預計為項目財政的可持續性帶來巨大挑戰。上半年度因應疫情限制，無法提供教學、佈置及派送等實體服務。社企在探討在可行的情況下將教學改為線上形式進行，期望能穩定疫情下的收入。社企亦於 2021 年 9 月完成為期五年的「恒生—YMCA 快樂『球』學計劃」，本年度透過計劃共服務超過 720 位有特殊教育需要的學生，提供超過 320 小時的培訓課程，部分兼職同工亦因為正職工作受疫情影響，可騰出更多時間到社企工作。隨著社企過往一年的重點項目「恒生—YMCA 快樂『球』學計劃」完結，未來服務發展將作出調整，推出更多佈置及派送服務的選擇，期望日後可讓更多聽障人士參與社企的產品製作及服務工作。

YM Balloon

Subsidised by the Social Welfare Department's "Enhancing Employment of People with Disabilities through Small Enterprise Project", YM Balloon is the first social enterprise in Hong Kong to provide balloon art services, targeting people with hearing impairment by offering them employment and training as professional balloonists. Under the leadership of project officers and planners, YM Balloon provides various balloon-related services such as balloon-arts decorations, training and workshops, balloon artist on-the-spot twisting and various balloon products retails. Training, decorations and sales to businesses, non-profit organisations and schools constitute are the mainstream income of YM Balloon. A total of 14 youths with hearing impairment have been employed since the operation, five of which have been hired as part-time assistant balloon planners during the year.

The impact of the pandemic on social enterprises this year is expected to pose a significant challenge to the financial sustainability of the projects. In the first half of the year, restrictions imposed during the pandemic prevented the provision of physical services such as teaching, set-up and delivery. The social enterprise has been exploring the possibility of switching to online teaching where feasible, with a view to stabilising its income in the face of the pandemic. The five-year "Hang Seng - YMCA Balloon Twisting Programme for SEN Student" was completed in September 2021. During the year, the programme served over 720 SEN students and provided more than 320 hours of training courses. Some of the part-time workers were also able to spare more time for their work in the social enterprise due to disruptions in their regular jobs caused by the pandemic. With the completion of such a major project in the past year, the future development of the services will be adjusted to introduce more options of deployment and delivery services, so as to involve more hearing impaired individuals in the product production and service work of the social enterprise in the future.

花樂誰家 (YM Fleur)

花樂誰家主要聘請低收入家庭婦女，整體收入來源分為兩大部分，主要為非牟利組織、學校及企業舉辦身心靈工作坊，另一方面為將鮮花回收、升級再造成花藝製品，並通過網上平台作銷售。計劃獲「伙伴倡自強社區協作計劃」撥款資助，開業至今合共聘請了 12 人，本年一共聘請了 6 位兼職花藝助理。

社企一直以工作坊及產品作為服務主軸，過往兩年疫情嚴重影響實體工作坊的服務。面對疫情持續及前景未明，令過往一年的網上服務成為新趨勢。未來會加強網上教學及產品零售推廣以增加收入。此外，為了讓社企有更大競爭力，社企申請外間資源為同工提供培訓，精進花藝技術。同時，亦招募更多區內婦女加入團隊，人手編排更見充裕，服務質素亦較以往穩定。

YM Café

YM Café 是坐落於烏溪沙青年新村內的社企咖啡店，除咖啡飲料外，亦有售賣低糖、低鹽、低脂、高纖的甜品、蛋糕及小食，主要聘請外展青年，希望協助低學歷及低動機青少年實踐穩定

之職業生涯。本店自 2014 年喬遷至烏溪沙營地後一共聘用 91 人，2021 年 4 月至 2022 年 2 月期間共有 13 位年青人獲聘，當中有 8 人離職後獲外間公司聘用，另 4 人繼續學業。本店收入全數來自服務銷售，例如到會服務、網上 / 實體甜品班、甜品訂單及零售等。

過往一年，疫情嚴重影響本店的營運，入營人數大減，導致店舖營運面臨考驗。我們嘗試改變營運模式，以到會服務、與營地及會所合作的甜品班、120 周年甜品班優惠、線上甜品班等維持收入。但由於第五波疫情影響導致生意持續不景，YM Café 於 2022 年 3 月 1 日起休業。



YM Fleur

YM Fleur primarily recruits women from low-income families, deriving its income from two main sources, one of which is contributed by workshops enhancing the physical, mental and spiritual integrity for NGOs, schools and corporations; the other is from the recycling and upcycling of fresh flowers into floral products, which are sold through an online platform. Funded by a grant from the Enhancing Self-Reliance Through District Partnership Programme, YM Fleur has employed 12 staff members since its operation, with a total of six part-time floral assistants employed this year.

As a workshop and product-based service provider, YM Fleur has been severely affected by the pandemic in the past two years. In view of the persistence of the pandemic and the uncertain outlook, online services have become a rising trend in the past year. In the future, it will strengthen online teaching and product retail promotion to increase revenue. In addition, in order to enhance the competitiveness of the social enterprise, external resources have been enlisted to provide training for the staff to improve their floral skills. By recruiting more women from the district to join the team, the staffing level has improved along with better consistency in service quality.

YM Café

YM Café is a social enterprise café located in Wu Kai Sha Youth Village, serving desserts, cakes and snacks with low sugar, low salt, low fat and high fibre, along with coffee and beverages. Aiming to help youth with lower education and motivation to pursue a stable career, the café mainly employs outreach youths. A total of 91 individuals have been employed since the relocation to Wu Kwai Sha Youth Village in 2014, of which 13 youths were employed between April 2021 and February 2022. Eight of them were recruited by external companies after their leave, while four others continued their studies. The café revenue is entirely generated from the sale of services, such as in-person services, online/physical dessert classes, dessert orders and retail sales.

Over the past year, the pandemic gravely hampered and challenged the operation of the café with a significant drop in camp attendance. Despite the attempts to change its business model to maintain revenue through on-site services, dessert classes in collaboration with camp sites and centres, dessert class promotion for the 120th anniversary, and online dessert classes, YM Café has ceased to operate from 1 March 2022 due to the persistent business downturn caused by the fifth wave of the pandemic.



復康服務

社會上對殘疾人士所提供的資源非常匱乏，青年會一直希望為殘疾人士提供一個合適的地方，不但照顧他們的切身需要，亦為他們提供工作機會，自力更生，藉此減輕一眾照顧者的壓力。現時青年會正營運 3 間宿舍、2 所庇護工場及 1 間聾人中心。

三間殘疾人士津助宿舍均為中度弱智人士提供住宿及護理服務，宿舍營運上一直遵行社會福利署之殘疾人士院舍實務守則、院舍藥物管理指南及內部訂立之服務質素標準，務求提供優質服務。必愛之家宿舍位於上環，華愛之家宿舍位於南區，而盛愛之家宿舍則位於粉嶺，當中必愛之家及盛愛之家均設有庇護工場。截至 2022 年 4 月，盛愛之家、華愛之家以及必愛之家的入住率均接近 100%。去年三間宿舍分別舉辦了不少活動予宿友參加，涵蓋多個範疇，包括生死教育、扎染工作坊、健步足球、物理治療及職業治療等，讓宿友接觸多方面的事物，身心都得到調劑。

青年會成立庇護工場的目的是為了讓未能在外覓得工作的宿舍舍友或其他殘疾人士，在安全及受保護的情況下接受在職訓練，得到與其他人合作的學習機會，亦可賺取生活費。圖表三展示了各庇護工場的數據。工場的工作由負責主任接洽，並按照學員能力分派工作，主要為包裝、印刷橫額、紀念品製作及場地佈置等。其中約有 5% 的學員獲委派一些較為複雜的工作，如汽車美容、展銷服務和車縫等。表格三列出本匯報年度於庇護工場的工種、工作數量及工時。

圖表三 2021/22 年度兩間庇護工場學員人數：盛愛之家：130 人及必愛之家：170 人
Figure 3 The number of trainees at the two sheltered workshops for 2021/22: 130 trainees in Yung Shing Hostel; 170 trainees in Home of Love



Rehabilitation services

Given the insufficient support the disabled people in our society, YMCA hopes to provide them with a suitable place catering for their immediate needs and job opportunities to become self-reliant, as well as to relieve the pressure on caregivers. At present, YMCA is running three hostels, two sheltered workshops and one centre for the deaf.

The three subvented Hostels for Moderately Mentally Handicapped Persons strive to provide quality residential and nursing care services, operating in accordance with the Social Welfare Department's Code of Practice for Residential Care Homes (Persons with Disabilities), Guidelines on Drug Management in Residential Care Homes and the internal service quality standards, of which Home of Love is located in Sheung Wan; Home of Love - Wah Fu Hostel in Southern District; and Home of Love - Yung Shing Hostel (Yung Shing Hostel) in Fanling, with sheltered workshops installed at both Home of Love and Yung Shing Hostel. As of April 2022, the occupancy rates of all three hostels have reached nearly 100%. Last year, the three hostels organised a number of activities in different areas for their residents, including life and death education, tie-dyeing workshops, walking football, physiotherapy and occupational therapy, providing them with exposure to diverse aspects for physical and mental refreshment.

The sheltered workshops serve the purpose of providing on-the-job training to hostel residents or other disabled persons who are unable to find work, so that they can learn to work with others in a safe and protected environment, and to earn a living from it. Figure 3 shows the data of each sheltered workshop. The work in the workshops were approached by the officer in charge and the trainees were assigned to work according to their abilities, mainly in packaging, banner printing, souvenir production and venue decoration. About 5% of the trainees had the opportunity to be assigned to more complex tasks such as car detailing, exhibition services and machine sewing. Table 3 shows the types of jobs, the number of jobs and the number of hours worked at the sheltered workshops during the reporting year.

表格三 2021/22 年度庇護工場之工作種類、數量及工作時數
Table 3 The type and number of jobs, and the number of working hours at the sheltered workshops for 2021/22

工作種類 Type of jobs	工作數量 (次) No. of jobs (times)	工作時數 Working hours
禮品包裝 Gift packaging	385	124,335
信件包裝 Letter packaging	133	49,858
車縫服務 Machine sewing services	8	120
橫額製作 Banner production	68	1,020
紀念品製作 Souvenir production	44	1,320
印刷服務 Printing services	23	78
場地佈置 Venue setup	3	120
物流服務 Logistics services	26	132
清潔服務 Cleaning services	9	180
餐飲服務 Catering services	11	180
展銷服務 Exhibition services	1	8
汽車美容服務 Car detailing services	10	1,122
合計 Total	721	178,473

自 1967 年起，青年會通過聯青聾人中心開始服務聽障人士，營運半世紀以來，中心無間斷地為聽障人士提供多元化活動、小組培訓、技能培訓及手語翻譯服務等，幫助聽障人士面對生活上的各種需要。除此之外，為達至「聾健共融」，中心會定期開設手語課程及舉辦公眾教育活動，促進健聽人士與聽障人士間的溝通。現時中心聘有 3 位手語翻譯員，中心會員人數為 642 人。報告年度內，中心共服務超過 17,724 人次，為多達 4,531 人次提供手語翻譯服務。本年度中心曾舉辦多個活動，包括：「『共』里一起 @ 觀塘計劃」（2021-22 年）、共融交流與體驗（香港科技大學）及「沿途有你」服務計劃等共融活動。中心更舉辦了「繪畫明天」及「『陶』園結義」計劃，推動社會對聽障人士的認識和認同，發掘並凝聚一班有志於服務聽障人士之健聽人士，吸納他們成為本中心不同類型活動的義工或參與者，讓健聽人士有機會於不同層面上，與聽障人士交流、分享和一同成長，響應「全方位推廣《殘疾人權利公約》的精神，齊建平等共融社會」的主題。



Over half a century of operation since 1967, YMCA has been unwaveringly serving the hearing impaired at Y's Men's Centre for the Deaf with the provision of diversified activities, group training, skills training and sign language interpretation services to cater for the needs of the hearing impaired individuals. In addition, the centre offers regular sign language courses and organises public education activities to promote communication between hearing and hearing impaired people, in the hope of achieving "Deaf-and-Hearing Inclusion". Currently, there are three sign language interpreters and 642 members in the centre. During the reporting year, the centre served over 17,724 people and provided sign language interpreting services to 4,531 people. A number of activities were organised during the year, including Our Neighbourhoods@Kwun Tong (2021-22), inclusive exchange and experience (Hong Kong University of Science and Technology) and the "Along with You" service project, in addition to the "Draw for Future" Project and the "Ceramic x Gardening Gathering" Project for promoting community awareness and recognition of hearing impaired persons, while bringing together a group of hearing persons dedicated to serving the hearing impaired as volunteers or participants in various activities in the centre. This enables hearing persons to interact, share and grow together with the hearing impaired at different levels, thus responding to the theme of "all-round promotion of the spirit of the Convention on the Rights of Persons with Disabilities and cross-sectoral collaboration towards building an equal and inclusive society".



08



社會共融 Social inclusion



你們要追求與眾人和睦，並要追求聖潔；非聖潔沒有人能見主。

希伯來書 12:14

Make every effort to live in peace with everyone and to be holy; without holiness no one will see the Lord.

Hebrews 12:14

世界公民

本會作為全球基督教青年會運動的一員，一直積極與世界各地青年會保持聯繫，給予會友更多機會接觸世界各地的年青人，不但希望能擴闊會友的世界視野，更藉此提升他們文化智商。

本年度國際及內地事工科將「寰宇探索者義務工作發展計劃」以 Global Y Tutoring 的網上形式推行，招募了 8 位海外青年會會友擔任活動導師，為本會少年會友設計和提供具趣味性及互動性的課堂活動。另外，於 2021 年 10 月通過「寰宇探索者義務工作發展計劃」接待了 6 名德國實習生，並安排他們在本會的康怡會所、顯徑會所、天晴會所、青年會書院、青年會小學和香港基督教宣道堂等單位或機構開展為期 10 個月的實習，有效發揮他們的潛能、領導力和責任感，以及與本會會友建立友誼。

而大學及學院青年會部因疫情限制而未能舉辦青年海外交流活動，只能透過網上海外義工服務（Global Y Virtual Volunteer Exchange Programme 2021），與海外青年會（美國、台灣、烏克蘭、德國、韓國及日本）合作，提供跨地域社會服務平台，讓參加者透過網上活動也能增加社會服務的經驗，同時鍛鍊他們溝通技巧，促進各地青年人之間的交流。

96.1%

認為活動有助提升文化智商
Helped improve cultural intelligence

回應人次
Number of respondents 158



08



Global citizenship

As part of the global YMCA movement, we strive to stay connected with YMCAs around the world, offering the members greater exposure to interacting with overseas youth, and thus enhancing their cultural intelligence by broadening their horizons.

During the year, the International and Mainland Affairs Section launched the “Global Y Explorers Programme” in the form of online Global Y Tutoring. 8 overseas YMCA members were recruited as tutors to design and provide fun and interactive classroom activities for our members. In addition, six German interns were received in October 2021 under the “Global Y Explorers Programme” and were arranged to work in our Kornhill Centre, Hin Keng Centre, Tin Ching Centre, Chinese YMCA College, Chinese Y.M.C.A. Primary School and Hong Kong Christian Shuen Tao Church for a period of 10 months to develop their potentials, leadership and sense of responsibility, as well as to forge friendships with our members.

In the absence of overseas youth exchange activities due to the pandemic, the University and College YMCA Department could only collaborate with overseas YMCAs (USA, Taiwan, Ukraine, Germany, Korea and Japan) through the Global Y Virtual Volunteer Exchange Programme 2021 to provide a cross-territory social service platform for participants to enhance their social service experience through online activities, whilst training their communication skills and facilitating youth exchanges across regions.

世界萬變，熱情不變

疫情令社會、生活有新常態，與世界接軌的途徑看似收窄，在關一扇門的同時，網絡又成為另一扇窗。年青人藉活動連接世界，即使「宅」在家中，仍能投放熱情，放眼世界。顯徑會所青年義工黎芷均透過參與「世界公民證書課程」，她分享：「參與 Global Y Shares 的課程，獲得更多機會與本地的青少年以及海外不同的群體就著一些世界關注的議題去交流和探討。」可見青年人應對因疫情產生的限制下，仍然迎難而上，發揮小宇宙，通過網絡與德國和南非的青年人進行交流活動。

線上交流雖然突破了地域界限，但亦有不少限制。芷均直說「我利用了線上互動小遊戲，讓青少年參加者輕鬆地互相認識，然後再有深入討論和交流知識」，又指：「進行互動性強的討論時未免沉默，我們會先主動提問，然後邀請海外青少年分享他們的意見。」

她完成交流活動後亦有所反思：「印象最深刻的是，與南非和德國的青少年探討貧窮和環境與可持續發展兩個議題，我發現香港和南非對貧窮的定義大有不同，而德國的環境保育措施相當完善，值得香港借鑑以推動環境及可持續發展，並且學懂其實每個人都可以為環境保護出一分力。」

Passion holds true in a changing world

While the new normal in society and life arising from the pandemic have seemingly curtailed access to the world, the internet has served as another doorway when one is shut. By connecting with the world through activities, the youth community is able to put their enthusiasm to work and have eyes on the world from the comfort of their homes. Through the participation in the "Global Citizen Certificate programme - Global Y Shares", Lai Chi Kwan, a youth volunteer from Hin Keng Centre, shared, "participating in the Global Y Shares programme has given me more opportunities to interact with local youths and different groups overseas on issues of global concern." Despite the constraints imposed by the pandemic, it is evident that the youth have risen to the challenge with their creativity and networked with their peers in Germany and South Africa.

Online communication could overcome geographical boundaries, but it also comes with many limitations. "I made use of online interactive games to allow the young participants to become acquainted with each other easily before engaging in in-depth discussions and knowledge exchange," Chi Kwan confessed. She added, "it is not uncommon to have silence during interactive discussions, so we will ask questions proactively and then invite overseas youth to share their views."

Reflecting on the exchange programme, she said, "I was most impressed by the discussion on two issues – poverty, and environmental and sustainable development. I found that the definitions of poverty in Hong Kong and South Africa differ significantly, and that the environmental conservation measures in Germany are very sound, which are worthy of learning from Hong Kong to promote environmental and sustainable development, and to realise of our ability to play a part in environmental protection."

長者共融和參與

為使長者達至更理想的生活，我們透過不同共融活動，鼓勵他們與社會連繫，改善他們的生活質素。部份長者或因行動不便或生活費緊拙，較少機會與朋友見面相聚，亦因疫情，大大減少他們外出用膳及娛樂的次數，或多或少對外界會有一定程度的疏離感，對長者心理健康構成重大壓力。同時，長者因為年齡所限令學習能力減弱，較難學習新事物，例如使用智能手機與親友聯絡等。為了打破這障礙，讓跨代之間能互相了解、尊重和欣賞，小西灣會所舉辦了「沿途有你」計劃，由一眾青少年義工團學習科技體適能項目後，為 50 位長者籌組一系列社會服務計劃，一方面讓長者藉科技的協助下能更有效地進行健體訓練，另一方面讓青年人及長者有更多機會交流、溝通，鼓勵長者更積極投入社區網絡，與新生代連結。

社區的緊密連繫有助心理健康，因此我們為社區提供不同的協助，無論是生活上的基本需要例如送膳，抑或是連繫各階層人士，例如送暖行動、上門探訪等等，都希望藉此讓他們感到被關愛，令他們心靈上得到支持。有些長者可能因疾病而難以自理，照顧的責任就落在其家人身上，但往往因為社區的支援不足，令照顧者倍感壓力。有見及此，顯徑會所推行的「創耆樂·樂共融」計劃，透過連結社區人士及協作夥伴，培訓婦女、青年及其他有心人成為「關懷大使」，為護老者家庭建立身心健康支援網絡。同時亦鼓勵區內護老者參與社區活動，例如「護老者休息站」、「新手照顧學堂」，建立同路人支援網絡，以紓緩壓力，長遠推動社區人士持續關注區內護老者家庭的需要。

而為期三年、由香港賽馬會慈善信託基金贊助的香港中華基督教青年會－賽馬會「喜動傳承」社區運動計劃，是一項揉合了運動、科技及跨代共融元素的義工計劃，讓青少年及金齡人士一同成為運動義工，服務長者及社區。此計劃於本年度復辦運動義工的實體服務，繼續結合資訊科技及跨代融合的主題舉辦不同活動，而今年更增設樂齡體驗館，並將靜觀運動融入跨代活動與運動當中，活動參加總人次多達 7,414。

99.5%

認為活動有助增進跨代間的相互了解，尊重和欣賞

Helped increase mutual understanding, respect and appreciation between generations

回應人次

Number of respondents

203



Elderly inclusion and participation

As part of our efforts to provide a better quality of life for the elderly, we strive to foster their social connections through various inclusive activities. Some elderly might have fewer opportunities to meet with their friends due to limited mobility or tight living expenses, compounded by the pandemic that has drastically restricted outings for meals and recreation, which in some cases led to a certain level of alienation from the outside world and exerted significant pressure on their psychological wellbeing. In addition, ageing may diminish the learning ability of the elderly, making it difficult for them to learn new knowledge, such as using smartphones to communicate with friends and relatives. In order to break this barrier and enable mutual understanding, respect and appreciation between generations, Siu Sai Wan Centre organised a series of social service projects under the "Along with You" project for 50 senior citizens, with the help from a group of youth volunteers who have learnt the technology-based physical fitness programme. The project aims to facilitate more effective physical training for the elderly supported by technology, and to provide more opportunities of communication between juniors and seniors for more active participation of seniors in the community network and connections with the new generations.

Mental health thrives on close community ties, so we provide a variety of assistance to the community, from basic needs such as meal delivery, to connections with people from all walks of life, such as warmth delivery and home visits, in order to give people a sense of care and spiritual support. Some elderly may have difficulty taking care of themselves due to illness, leaving the caregiving responsibility to their family members, which often puts pressure on the carers due to inadequate community support. In view of this, Hin Keng Centre has launched the "Harmony for Seniors" project, which aims to build a network of support for the physical and mental health of carers' families by connecting community members and collaborative partners to train women, youth and other dedicated individuals as "Caring Ambassadors". The project also encourages carers in the district to participate in community activities such as "Respite Station for Carers" and "Newcomer Care Academy" to build up a network of supportive peers, so as to relieve stress and foster long-term community concern for the needs of carers' families in the district.

Sponsored by the Hong Kong Jockey Club Charities Trust, the three-year Chinese YMCA of Hong Kong - Jockey Club Mapperthon Sports Project is a volunteer programme that combines sports, technology and intergenerational inclusion to bring youth and the golden aged together as sports volunteers to serve the elderly and the community. During the year, the programme resumed its physical service with various activities incorporating the themes of information technology and intergenerational integration. In addition, an interactive lab for the elderly commenced services this year, incorporating mindfulness into intergenerational activities and sports, which attracted a total of 7,414 visitors.



數碼科技

數碼共融作為青年會三大策略之一，同時為配合青年會 120 週年「善用科技創未來」的願景，我們在 2021 年 10 月舉辦了「創新科技在人本服務的應用：迎接與裝備」青年會 120 週年會慶專業研討會，分別有幸邀請時任香港特別行政區政府創新及科技局局長薛永恒太平紳士、Knowledge Capital 野村卓也先生以及前香港大學李嘉誠醫學院院長梁卓偉教授，GBS，太平紳士為主題演講嘉賓，藉此希望讓業界、同工以及青年人了解最新的政策、技術和服務，啟發大眾運用科技回應社會需要，實現社會效益。

研討會亦設有專題分享及互動展覽環節，分別有來自香港數碼港管理有限公司、香港理工大學賽馬會社會創新設計院和香港生產力促進局的專家作專題分享。而青年會更邀得 AME 電競館、原動力科技有限公司，聯同青年會旗下的青年會專業書院、青年會書院、中華基督教青年會中學，以及中華基督教青年會小學設立互動展覽攤位，展示各項最近應用於回應社會需要的科技。

青年會於過去三年利用數碼科技，克服疫情為我們所帶來的各種影響，令本會能以嶄新的方式無間斷地為會友服務。各個服務單位積極舉辦活動去推廣數碼融合，包括為長者介紹不同的智能產品和手機程式以應用在日常生活等等。讓更多會友及社區人士獲得數碼知識及資源，協助消除科技鴻溝，達至數碼共融。其中顯徑會所就嘗試在長幼共融活動中，引入人工智能及 3D 打印製作眼鏡等，成功增進雙方互動，更大大提升活動趣味性。有見成效理想，本會未來將會繼續發展這方面的活動。

本年度青年會亦與初創公司 GF Lab international Ltd. 合作，推展「YM Well-be-in Action」計劃，提供體感教育應用程式 Luca & Friends 供會友限時免費試玩，於疫情期間讓兒童體驗以運動融合各類課程，包括英文、STEM 和體育，提高他們的學習興趣、動機和培養運動習慣。

另一方面，青年會小學更洞悉先機，將時下熱門的科技帶入校園，讓學生能在課堂以外獲取新的啟發。其中包括建設了一個智能運動中心、引入了 XR Cave 移動式沉浸教室、智能漂書櫃及開發元宇宙教育課程。青年會書院在初中教學亦引入了人工智能課程，讓學生了解現今科技的發展與優勢。去年，學校亦獲得政府資訊科技總監辦公室撥款，添置新一代蘋果電腦，供學生學習 Swift 編程，為學生日後相關方面的發展打穩根基。



Digital technology

As one of the three strategic pillars of YMCA, together with our 120th anniversary vision of "Application of Technology for a Better Future", we organised YMCA 120th Anniversary Professional Symposium themed as "Lead Youth for social good: Application of Technology" in October 2021, featuring Mr. Alfred Sit Wing Hang, GBS, JP, then Secretary for Innovation and Technology of the Hong Kong SAR Government; Mr. Takuya Nomura of Knowledge Capital; and Professor Gabriel Leung, GBS, JP, former Dean of Li Ka Shing Faculty of Medicine, the University of Hong Kong, as keynote speakers to keep the industry, colleagues and young people abreast of the latest policies, technologies and services, so as to inspire the use of technology among the public for social needs and benefits.

The symposium also featured a thematic sharing session and an interactive exhibition, of which the former was joined by experts from Hong Kong Cyberport Management Company Limited, Jockey Club Design Institute for Social Innovation and the Hong Kong Productivity Council respectively. The Association was pleased to welcome booths at the interactive exhibition from a number of participants, including AME Station, Motive Force Technology Limited, YMCA College of Careers, Chinese Y.M.C.A. College, Chinese Y.M.C.A. Secondary School and Chinese Y.M.C.A. Primary School, which showcased the latest applications of technology in response to the needs of the community.

Over the past three years, YMCA has managed to overcome the impacts of the pandemic through the use of digital technology and served our members in a new and uninterrupted manner. Each service unit actively organised activities to promote digital inclusion, including introducing different smart products and mobile applications for daily use by the elderly. This has helped to bridge the digital divide for digital inclusion by providing digital knowledge and resources to more members and the community. In particular, Hin Keng Centre experimented with the introduction of artificial intelligence and 3D-printed spectacles in the intergenerational activities, which successfully increased the interaction between cohorts and brought great joy to the participants. Following the success of these activities, we will continue to further develop these activities in the future.

In collaboration with the start-up company GF Lab international Ltd., the Association launched the "YM Well-be-in Action" project, offering members a limited-time free trial of Luca & Friends, a kinaesthetic learning application that allows children to experience sports-integrated curriculum, including English, STEM and sports, fostering their interest and motivation in learning and exercise habits during the pandemic.

In addition, Chinese Y.M.C.A. Primary School has also taken the initiative to bring in the latest technology to its campus, so that students can gain new inspiration beyond the classroom. These include a smart sports centre, XR Cave mobile immersion classroom, smart bookcrossing counters and a metaverse education programme. At Chinese Y.M.C.A. College, artificial intelligence has also been introduced into the junior secondary curriculum to help students to leverage the advantages brought by modern technology. Last year, the school also received funding from the Office of the Government Chief Information Officer (OGCIO) to purchase the latest model of Apple computers for students to learn Swift programming, thus laying a solid foundation for their future development in relevant areas.



09

愛護環境

Protecting the environment

就在這末世藉着他兒子曉諭我們；又早已立他為承受萬有的，也曾藉着他創造諸世界。

希伯來書 1:2

But in these last days he has spoken to us by his Son, whom he appointed heir of all things, and through whom also he made the universe.

Hebrews 1:2

09

近年環保議題日益備受關注，氣候變化影響著每一個人。對此青年會不敢怠慢，及早正視問題，坐言起行。為響應香港政府於 2021 年 10 月更新的《香港氣候行動藍圖 2050》，青年會訂下更進取的減碳排放策略、目標和措施，持續進行「全會服務單位節能計劃」，以 2018-2019 財政年度為基準，落實制訂至 2026-2027 財政年度本會需減省用電量 10%，並於每個財政年度完結時檢視進度。本年度耗電量為 16,380,892 千瓦時，較 2018/19 年度之耗電量減少 18.7%（期間跌幅會受疫情及服務暫停影響）。本會將繼續檢討用電狀況，並持續引入節能措施，進一步減少本會的能源消耗量。

而本會亦支持政府實現 2050 碳中和的願景，現時青年會屬下的環保工作小組負責推行會內的各項環境政策，小組成員包括社會服務、學校、賓館、行政支援（物業、知識管理）的同工。工作小組負責制定環保項目指引及各部門單位的環境質素標準，定期進行能源審計，實行綠色社區計劃，以及為同工提供與環保知識相關的培訓。

本會於 2021/22 年度得到多項綠色認證，在環保項目上的表現備受肯定，當中包括：



新界會所	由環境運動委員會頒發之香港綠色機構認證節能證書良好級別 首次獲 EarthCheck 頒發白金認證
城景國際	2020 年度「香港環境卓越大獎 - 酒店及康樂會所界別」優異獎 節能約章 2021 香港綠色機構減廢證書 「2020 香港環境卓越大獎 - 酒店及康樂會所界別」優異獎
灣景國際	2020 中銀香港企業環保領先大獎 - 環保傑出伙伴 2021 綠領行動「減少使用 / 派發雨傘膠袋」審核認證計劃 - 金級認證減量大獎及創意 DIY 獎

青年會在環境保護方面訂下了以下政策，期望同工群策群力，一同為環境設想：

- 遵守所有與能源有關的本地法律及規章
- 持續改善能源表現
- 確保有足夠的相關訊息及資源，以協助達至節能的目標
- 把能源效益納入採購設備、裝潢及工序設計的關鍵準則
- 提升員工節能意識
- 在冷氣及照明系統開關貼上節能提示
- 檢查室溫及確保室溫控制器的設定正常，以維持溫度於 24 至 26 攝氏度



Environmental issues have become a growing concern in recent years, particularly as climate change affects everyone. In this regard, YMCA spares no effort to address the issues and take prompt action. In response to Hong Kong's Climate Action Plan 2050 as updated by the Hong Kong Government in October 2021, a more aggressive carbon emission reduction strategy, targets and measures have been set up at YMCA, together with an ongoing Energy Saving Plan for all YMCA service units, which targets a 10% reduction in electricity consumption by the financial year 2026-2027 against the financial year 2018-2019, and the progress will be reviewed at the end of each financial year. Electricity consumption for the year was 16,380,892 kWh, representing a decrease of 18.7% from 2018/19 (the decrease during the period was affected by the pandemic and service suspension). We will continue to review our electricity consumption and introduce energy saving measures to further reduce our energy usage.

In support of the government's vision to achieve carbon neutrality by 2050, the Environmental Working Group is delegated to drive YMCA's environmental policies. The working group is composed of staff members from different units in social services, schools, hostels and administrative support (property, knowledge management). It is tasked with formulating environmental guidelines and quality standards for all departments, together with a work of scope on regular environmental audits, green community programme implementation, and staff training on environmental issues.

The Association received a number of green certifications in 2021/22 and wide recognition for our performance in environmental projects, including:

New Territories Centre	Awarded Hong Kong Green Organisation Energywise Certificate - Good Level by the Environmental Campaign Committee Awarded EarthCheck Platinum Certification for the first time
The Cityview	Awarded Certificate of Merit at Hong Kong Awards for Environmental Excellence 2020 in the "Hotel and Recreational Clubs" sector Participated in Energy Saving Charter 2021 Awarded Hong Kong Green Organisation Wastewise Certificate
The Harbourview	Awarded Certificate of Merit at Hong Kong Awards for Environmental Excellence 2020 in the "Hotel and Recreational Clubs" sector Recognised as "EcoPartner" by the BOCHK Corporate Environmental Leadership Awards 2020 Awarded Gold Level Accreditation, Ordering Deduction Award and Creative DIY Umbrella Dryer Award in "Umbrella Bags Reduction Accreditation Program 2021" by Greeners Action

With the following policies on environmental protection, YMCA seeks to make concerted efforts for the environment:

- Compliance with all local laws and regulations in relation to energy
- Continuously improving performance in energy efficiency
- Ensuring the availability of adequate information and resources to help achieve energy efficiency targets
- Incorporating energy efficiency as a key criterion in the procurement of equipment, decoration and process design
- Raising staff awareness of energy saving
- Labelling the air conditioning and lighting system switches with energy saving tips
- Maintaining the room temperature at 24 to 26 degrees Celsius by checking the room temperature and ensuring proper setting of the thermostat



環保教育

青年會已成為可持續發展委員會「管制即棄塑膠公眾參與」的支持機構，期望能起牽頭作用，啟發會友在日常生活中，更加關注環境保護議題，本會現時已參與之環境約章如下：

1. 減碳約章
2. 惜食約章
3. 節能約章
4. 4Ts 約章
5. 戶外燈光約章
6. 玻璃容器回收約章

除了以全會名義參與全港性約章外，各個服務單位亦會利用自身環境及設備推動環保教育。烏溪沙青年新村定期舉行興趣班，教導如何使用營地農莊的農作物製作驅蚊物品，加強營友對環保的興趣之餘，亦可善用資源，減少浪費。將軍澳青年營重用回收所得的膠樽，作為營地活動的製作物料。同時營地已向環境運動委員會申請廢物分類回收桶，將於下年度推行廢物分類回收教育活動。

城景國際每年均會舉行年度可持續發展培訓，增加員工對環保及可持續發展的認識。對外方面，城景國際發布《城景國際 2018 至 2020 年度可持續發展報告》和《城景國際可持續發展政策》，推廣賓館對綠色營運的堅持。而灣景國際的員工則每月進行環保信息分享，每年亦要填寫年度員工環保意識問卷，以及定期向員工飯堂宣傳最新環境資訊。灣景國際在本年度內提供環保實習計劃予香港教育大學的學生，向香港大學環境管理學理學碩士課程學生提供導賞和講座，分享賓館的環保政策、能源管理及綠色建築措施。

Environmental education

As a supporting organisation of the public engagement on control of single-use plastics launched by the Council for Sustainable Development, YMCA hopes to take the lead in motivating its members to show more concern for environmental protection issues in their daily lives. The environmental charters to which we are currently a party are as below:

1. Carbon Reduction Charter
2. Food Wise Charter
3. Energy Saving Charter
4. 4T Charter Schemes
5. Charter on External Lighting
6. Glass Container Recycling Charter

In addition to our participation in Hong Kong-wide charters, each service unit also endeavours to promote environmental education through its own settings and facilities. At Wu Kai Sha Youth Village, interest classes are organised on a regular basis to teach campers how to use crops from the camp's farms to make insect repellent items, which stimulates campers' interest in environmental protection and optimises the use of resources to reduce waste. Recycled plastic bottles from Junk Bay Youth Camp are used as production materials for camp activities. At the same time, the camp has applied to the Environmental Campaign Committee for waste separation bins and will launch a waste separation and recycling education programme next year.

An annual sustainability training programme is held by the Cityview every year to raise staff awareness of environmental protection and sustainable development. Externally, the hostel has released The Cityview Sustainability Report 2018-2020 and The Cityview's Sustainability Policy to further its commitment to green operations. At the Harbourview, staff members share environmental information on a monthly basis, complete an annual staff awareness questionnaire, and regularly disseminate the latest environmental information to staff canteens. During the year, the hostel offered an environmental internship programme to students from the Education University of Hong Kong, and provided guided tours and talks to the master students of Science Programme in Environmental Management, the University of Hong Kong, to share the environmental policies, energy management and green building initiatives of the hostel.



環境管理 Environmental management

能源與氣候變化

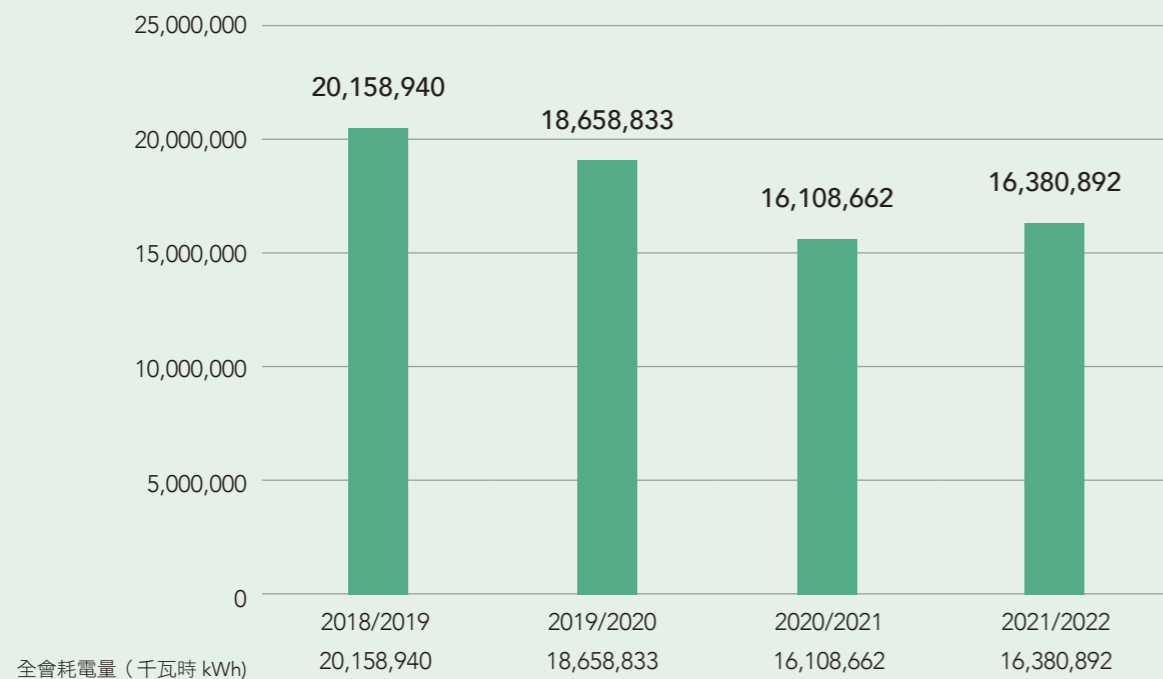
Energy and climate change

青年會主要的溫室氣體排放來自電力消耗，其次是流動與固定燃燒源—熱水供應、煤氣煮食爐及車輛。小部份源於排水或排污過程，以及由冷凍劑產生的溫室氣體排放。本匯報年度，青年會轄下的設施有部份時間因疫情關閉，總排放量較往年低。

Major greenhouse gas (GHG) emissions from YMCA were derived from electricity, followed by mobile and stationary combustion sources, including hot water supply, gas cooking stove, and motor vehicles. A small percentage was contributed by freshwater/sewage processing and GHG emissions from refrigerants. During the reporting year, facilities at YMCA were closed for some of the time due to the pandemic, resulting in lower total emissions than in previous years.



全會耗電量 YMCA electricity consumption (千瓦時 kWh)



17 排放數據之計算方式參照由世界資源研究所及世界企業永續發展委員會所制定的溫室氣體協議內訂明之方法。

The calculation of emissions data makes reference to the methodology set out in the Greenhouse Gas Protocol established by the World Resources Institute and the World Business Council for Sustainable Development.

18 指由機構擁有或控制的機械 / 工具所直接產生的溫室氣體，例如日常運作的鍋爐及交通工具等燃燒的排放。

Refers to direct greenhouse gas emissions from machinery/tools owned or controlled by the organisation, such as emissions from the combustion of boilers and vehicles in daily operation.

19 指由機構自用之外購電力時所間接產生的溫室氣體。

Refers to indirect greenhouse gases generated when an organisation purchases electricity for its own use.

20 指由機構的價值鏈中所產生的間接排放，例如上下游排放及商務旅遊等。

Refers to indirect greenhouse gases emissions arising from the value chain of an organisation, such as upstream and downstream emissions and business travel.

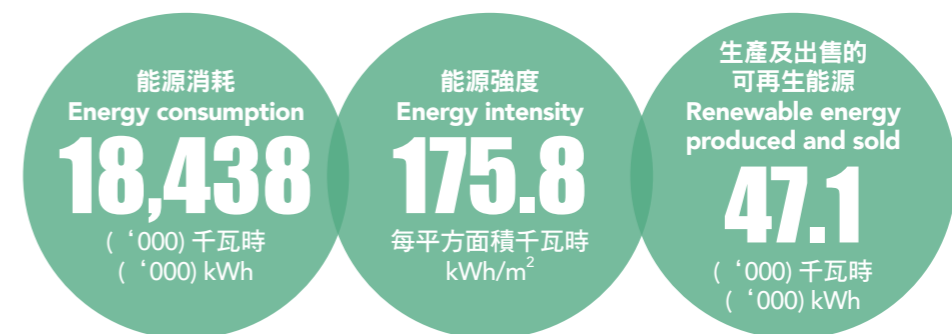
本會全年耗電量較去年微升，原因可能是年度初期疫情趨緩，設施的開放時間略增，令耗電量增加，我們仍會積極監管電力使用，並於每年進行評核，以達更佳之節能效果。大部份單位的能源審核報告顯示，冷氣及通風設施所使用的能源最多，佔整體 60%，其餘為照明裝置（18%）、其他設備（16%）、電梯運作（3%）、煮食（3%）。

為增加再生能源的使用，我們分別在灣景國際、烏溪沙青年新村及新界會所天台裝設太陽能發電系統，而黃宜洲青年營亦計劃於 2022 年第三季建成首個太陽能設施，太陽能經系統收集，過剩的電力其後會被回購至輸電網絡。本會現時擁有之太陽能板的規格如下：

The slight increase in electricity consumption over the previous year may be due to a slight increase in the opening hours of our facilities earlier in the year when the pandemic tapered off, but we will continue to monitor energy usage proactively and conduct annual assessment to improve energy efficiency. According to the energy audit report for most of the job functions, air conditioning and ventilation facilities consumed the most energy (60%), followed by lighting system (18%), other equipment (16%), elevator operation (3%) and cooking (3%).

To increase the use of renewable energy, photovoltaic systems have been installed at the Harbourview, Wu Kai Sha Youth Village and the rooftop of New Territories Centre. The first photovoltaic facility at Wong Yi Chau Youth Camp is planned for completion by the third quarter of 2022. The solar energy is harvested, and surplus electricity will then be sold to the energy grid. Details of the existing solar panel installations is as below:

1. 灣景國際 The Harbourview	2. 烏溪沙青年新村 Wu Kai Sha Youth Village	3. 新界會所 New Territories Centre
a) 位置：天台 Location: Rooftop	a) 位置：食堂天台 Location: Canteen rooftop	a) 位置：天台 Location: Rooftop
b) 總面積：910mm X 670mm Total area: 910mm X 670mm	b) 總面積： Mono PV: 132m ² , Poly PV: 240 m ² , BIPV: 42 m ² Total area: Mono PV: 132m ² , Poly PV: 240 m ² , BIPV: 42 m ²	b) 總面積：12 m ² Total area: 12 m ²
c) 發電量：60W Electricity output: 60W	c) 發電量：44104W Electricity output: 44104W	c) 發電量：2939W Electricity output: 2939W



廢物處理

本年度青年會普通廢物製造量為 1,305.49 噸，較去年增加 25.7%。單位會將可回收再用的廢物如廢紙、膠樽、鋁罐、玻璃樽等，經內部收集後由第三方公司到場回收。而化學廢物如電池、油漆、損壞的光管等會經內部收集和妥善分類存放後，再由第三方公司到場回收處理。

兩所賓館均有廚餘處理的設施。灣景國際早已添置了一部生物廚餘處理機，將部份廚餘轉化為肥料。而城景國際會將廚餘送到小蠔灣之 O-PARK1 有機資源回收中心作堆肥用途；城景國際則會將過剩及清潔衛生的食物贈予慈善機構，轉贈有需要人士享用。

我們不單從廢物處理著手，同時亦提倡環保 3R，包括：減少使用（Reduce）、物盡其用（Reuse）及循環再用（Recycle），落實源頭減廢。

減少使用

- 從源頭減少用紙
- 設置雨傘除水器
- 不主動提供飲管及即棄餐具
- 減少在賓館客房提供樽裝水的數量
- 服務單位於活動中加入綠色及環保資訊
- 張貼環保資訊海報 / 指示於服務單位或處所當眼位置

物盡其用

- 重用節日裝飾以及活動橫額
- 重用酒精搓手液樽（購買大容量裝酒精搓手液作補充）
- 把廢棄物料改造成有用的物品（以廢棄的橫幅廣告作天台製冷機的遮光布）

循環再用

- 設立及參加不同的回收計劃
- 使用較環保的物品，例如以充電式電芯取代一次性電芯

此外，青年會每年均會舉辦「無塑香港」主題宣傳活動，廣邀學校社團及市民登記支持，鼓勵減少即棄塑膠廢物。本年度進行的主題為「無塑郊遊」，標誌活動為「無拘無塑單車遊」，共有 150 名參加者一同進行無塑單車遊體驗，於戶外活動時減少使用即棄塑膠物品，共有超過十萬人網上登記支持「無塑郊遊」，反應非常熱烈。



Waste treatment

YMCA generated 1,305.49 tonnes of general waste this year, representing an increase of 25.7% over last year. Recyclable waste such as waste paper, plastic bottles, aluminium cans and glass bottles are collected internally and then recycled by third-party companies on weekly basis. Chemical waste including batteries, paints and damaged fluorescent tubes undergo internal collection and proper segregation before collected and recycled by third-party companies.

The two hostels under YMCA are supplied with food waste treatment facilities, of which the Harbourview has installed a bio-type food waste processor to convert some of the food waste into fertiliser; while the Cityview delivers food waste to the O-PARK1 Organic Resources Recovery Centre in Siu Ho Wan for composting, and offers surplus, clean and hygienic food to charitable organisations for the needy.

In addition to waste treatment, we also promote the environmental 3Rs of "Reduce, Reuse and Recycle" and achieve waste reduction at source.

Reduce

- Reducing paper use at source
- Setting up umbrella dryers
- Giving straw and disposable utensils on request
- Reducing bottled water in hostel rooms
- Including green and environmental protection information in the activities of service units
- Displaying environmental protection posters/signage at a prominent location in service units or premises

Reuse

- Reusing festive decorations and event banners
- Reusing alcohol hand sanitiser bottles (purchasing alcohol hand sanitiser refill in large volume)
- Retrofitting waste materials into useful items (using discarded advertising banners as the black-out cloth of the rooftop chillers)

Recycle

- Launching and participating in different recycling schemes
- Using more environmental friendly items, such as rechargeable batteries instead of disposable batteries

In addition, YMCA organises an annual awareness campaign "Plastic-Free Hong Kong", inviting schools and members of the public to join hands for reduction of plastic waste. The theme for the campaign during the year was "Plastic-Free Green Outing", featuring the signature programme "Plastic-Free Bike Tour", which attracted 150 participants to join a plastic-free bike tour and call for reduction of plastic consumption during outdoor activities. The response was overwhelming with over 100,000 people registering online in support of the "Plastic-Free Green Outing" campaign.



10

支援同工及義工 Supporting Y staff and volunteers

所以，我們只管坦然無懼地來到施恩的寶座前，為要得憐恤，蒙恩惠，作隨時的幫助。

希伯來書 4:16

Let us therefore come boldly unto the throne of grace that we may obtain mercy, and find grace to help in time of need.

Hebrews 4:16

青年會屹立香港一百二十載，各位同事及義工的付出有目共睹，全會上下盡心的侍奉讓會友能得到優質的服務，而作為負責任的僱主，我們非常重視同工的健康、安全保障；我們亦積極宣揚個人福祉及發展，包括僱員的職業發展，為此我們訂立了一系列保障同工在職權益的措施，確保員工能在安全的環境下工作。截至 2022 年 4 月，青年會共有 1,433 位全職同工及 10,246 位義工。

青年會確保招聘、調配及晉升的過程不會因同工及應徵者的性別、年齡、婚姻狀況、懷孕、家庭崗位、種族或身體狀況而有任何差別待遇。所有員工均享有彈性工作安排，同時亦設有員工行為準則和薪酬福利政策，我們未來將按實際情況檢視及改進相關政策及細則。

訓練及發展

員工培訓

為協助同工的專業發展，我們提供了不同的培訓機會及課程，讓同工得到全方位的發展和照顧。本會有員工培訓政策及每年全會同工培訓計劃，定期安排培訓課程及發放資訊給同工報名等，亦為在職及新入職的同工提供各樣培訓，如同工導向會。雖受疫情影響，本會依然提供不同的線上培訓如「職場上的十字架」、「疫情期間在家運動訓練分享」以及「疫情下的運動與體重管理」等相關課程，以關顧同工在疫情下的身心靈健康。此外，本會亦透過線上培訓，提供各類型講座如「促進疫情下青少年的精神健康」及「長者抑鬱症及自殺危機識別」等，以增加本會員工相關的知識。

在 2021/22 年度，青年會投放了超過 56 萬元，為 989 名同工提供合計 11,808 小時的培訓。

員工培訓的總投資
Total investment in staff training:

港元
HKD 560,000

In the 120 years of YMCA's services in Hong Kong, the dedication of our colleagues and volunteers to guarantee quality services to our members is evident to all. Being a responsible employer, we attach great importance to the health and safety of our employees, whilst actively promoting personal wellbeing and development, including employee career development. In view of this, we have put in place a series of measures to protect the rights and interests of employees at work and ensure a safe workplace for them. As of April 2022, YMCA serves with 1,433 full-time employees and 10,246 volunteers.

YMCA ensures no differential treatment in the recruitment, deployment and promotion process regardless of gender, age, marital status, pregnancy, family status, ethnicity or physical condition of the job applicant. Flexible working arrangements are available to all staff, together with a code of conduct and remuneration policy, which will be reviewed and improved where appropriate.

Training and development

Staff training

To facilitate the professional development of our employees, we offer various training opportunities and courses to provide comprehensive development and support for our employees. As part of our staff training policies and annual training programmes, we regularly arrange training courses, such as employee orientation seminars, and disseminate registration information to all staff, including the new joiner and existing staff. Despite the hindrance imposed by the pandemic, the Association has managed to provide various online training courses such as God's love in the workplace, "Home Exercise Sharing during COVID-19" and "Exercise and Weight Management during COVID-19" to cater for the physical, mental and spiritual wellbeing of our staff during the pandemic. In addition, we have provided various seminars such as "Promoting Youth Mental Health during COVID-19" and "Identifying Depression and Suicide Risk among the Elderly" through online training to empower our staff with relevant knowledge.

總培訓時數
Total training hours

11,808小時

In 2021/22, total investment in staff training amounted to more than HKD560,000, providing a total of 11,808 hours of training to 989 staff.

10



「自由遊戲」工作坊

本會致力於學校及社會服務發展自由遊戲 (Free Play) 服務，提升兒童和家庭的福祉，在遊戲教學中，促進家校協作，支援幼兒全人發展。為本會長遠發展自由遊戲事工作準備，邀請香港教育大學幼兒教育學系副系主任陳寶蓮博士合作，於3月4日完成員工培訓，介紹「自由遊戲」及推行技巧，當中包括：自由遊戲對兒童自主和成長發展的重要、自由遊戲的環境佈置及教師在自由遊戲中的角色三部份。參加者反應非常正面。

抗疫同工支援

人力資源部推展抗疫打氣活動，以提升本會同工工作知識及技能，並為在疫情下仍謹守崗位的同工打打氣，於3至4月份推出有獎網上問答比賽以及一系列培訓課程，並設立同工抗疫資訊平台，以助同工增進抗疫知識及紓緩身心壓力，一起渡過第五波疫情難關。

“Free Play” workshop

In support of children and family wellbeing, the Association is committed to promoting Free Play services in schools and social service centres with the aim of facilitating home-school collaboration and holistic development of children. As part of our preparation for the long-term development of Free Play services, we invited Dr. Chan Po Lin, Pauline, Associate Head of the Department of Early Childhood Education, the Education University of Hong Kong, to present Free Play and operational skills to our staff in a training session on 4 March, which covered the importance of Free Play to children's autonomy and development, the setting of Free Play and the role of teachers in Free Play. The feedback from the participants was highly satisfactory.

Anti-epidemic staff support

With the aim of enhancing staff's knowledge and skills, and supporting colleagues on duty despite the pandemic, the Human Resources Department launched a series of anti-epidemic support activities including an online quiz competition and training courses in March and April, as well as an information platform, to enhance staff's anti-epidemic knowledge and relieve their physical and mental stress for weathering the fifth wave of the pandemic together.



健康與安全

青年會承諾為同工提供一個安全的工作環境，各單位會在其工作環境中教導員工相關職安知識及練習，定期檢查工作單位的相關工作流程及設施之安全及擺放，盡力做好職安措施，減低風險及避免意外發生。而因應一些已知的潛在風險，我們亦根據社署服務質素標準，建立了一系列措施來減低與工作有關的風險和危害。在人身安全範疇內，按照 SQS 標準第九項，我們需確保員工及服務使用者身處安全的環境，一方面我們訂立了以下實用守則讓同工執行，包括會所設施及安全手冊、處理部門內發生意外或受傷事故程序指引、意外或緊急事故記錄表、及戶外活動安全指引等，另外亦為同工購買保險及提供門診以至住院保險。

心理健康方面，根據 SQS 標準第十六項，我們需採取合理步驟，令員工及服務使用者免受侵犯，確保服務使用者及同工免受他人的言語、人身或性侵犯。青年會設有既定投訴及處理程序，以及性罪行定罪紀錄查核機制等。本會另設有「防止性騷擾政策及指引」及保障個人資料（私隱）政策及指引。

此外，本會定期為員工提供心靈減壓渠道，如「MBSR 靜觀減壓課程」及「身心靈課程」等，協助同工釋放生活壓力、減輕焦慮等負面情緒。此外，本會亦設有輔導組，聘請了一位臨床心理學家為本會員工提供協助，輔導內容會絕對保密。

義工培訓

青年會能持續地為服務對象帶來高質素的服務，在背後不辭勞苦的義工們應記一功。他們豐富的經驗和技能令機構得以維持一貫的服務水平。由於我們的義工來自不同背景，我們希望他們均能得到專業的義工訓練，能夠在日後幫助更多有需要人士。因此，我們除了為義工舉辦入門課程，協助他們了解青年會的價值和文化外，我們亦為義工提供持續進修機會，包括佐敦義工學院、荃城愛回家。劏房戶關顧計劃、乾花製作工作坊、STEM 體驗工作坊、「Design, Thinking & Services 義工」培訓計劃，學員接受培訓後，會獲得實習機會，學以致用。在 2021/22 年度，我們總共投放了 16,440.5 小時義工培訓時數，以及港幣 \$506,558 元培訓支出，義工的總服務時數為 78,394 小時。



工傷比例
Occupational injury rate
2.37%

平均服務時數
Average hours of service
8.12
每名義工 (小時)
hours per volunteer

Health and safety

YMCA is committed to providing a safe workplace for employees. Each unit undertakes to promote and practise occupational safety in the workplace, and regularly reviews work processes and safety facilities across units to minimise risks and prevent accidents with all possible measures. In response to known potential risks, we have put in place a set of measures to reduce work-related risks and hazards in accordance with Service Quality Standards (SQS) set by Social Welfare Department. In regard to personal safety, we are required to ensure a safe environment for our staff and service users as per SQS 9. On the one hand, we have formulated the following practical guidelines for employees, including a manual on centre facilities and safety, guidelines on procedures for handling accidents or injuries in the department, documentation of accidents or emergencies, and guidelines on safety at outdoor activities; on the other hand, insurance is taken out for employees with outpatient and hospitalisation coverage.

In respect of mental health, reasonable steps have been taken to protect staff and service users against abuses of verbal, physical or sexual nature by others in accordance with SQS 16. An established complaints and handling procedure and a sexual offence conviction check mechanism are in place at YMCA, in addition to Policy and Guideline on Anti-Sexual Harassment, and Policy and Guidelines on Protection of Personal Data (Privacy).

In addition, we provide regular stress relief channels for employees, such as the Mindfulness-based Stress Reduction (MBSR) Course and the Holistic Wellbeing Course, to help employees ease their stress and reduce anxiety and other negativities. Our counselling team has delegated a clinical psychologist to provide support to staff in strict confidentiality.

病假缺勤
Sick leave absence
2.39%
佔工作時間
of working hours

平均服務年資
Average years of service
3.74
每名義工 (年)
years per volunteer

Volunteer training

We owe a great deal to the untiring efforts of our dedicated volunteers for YMCA's sustained quality service to service users. Their wealth of experience and skills has enabled YMCA to maintain consistency in service standards. With volunteers from diverse backgrounds, we hope to provide them with professional volunteer training for helping more people in need in the future. In addition to the inductions for imparting YMCA's values and culture, we also offer ongoing training opportunities to volunteers, including Jordan Volunteer Academy, the "Care and Love to Tsuen Wan Subdivided Unit Families" scheme, DIY dried flower workshop, STEM experience workshop and

"Design, Thinking & Services Volunteer" training programme, where trainees are provided with internship opportunities to put their learning into practice. In 2021/22, total investment in volunteer training amounted to 16,440.5 hours and HKD\$506,558, with a yield of 78,394 hours of volunteer service.





義工訪問

Volunteer interviews

兩勝病魔後啟寤 長期義工慧賢盼以生命影響生命

本會職員與青年會專業書院（COC）的同工商討義工活動安排時，同工常常會說：「我要問一問慧賢」。同工口中的「慧賢」可說是 COC 的風頭壘，COC 的大部份同工或同學都認識她。她星期一至五都在 COC 義務處理「樂在人生天地同學會」的事務，她直指「忙過返工」，但很享受。

從外觀來看，楊慧賢像是剛退休人士，高高瘦瘦，雙眼炯炯有神，細問之下，才知她原來是一位 74 歲的長者。她每天大約中午便從天水圍的家回到位於油麻地的 COC，直至晚上 8 時，但也試過 11 時才離開。

慧賢在 2005 年開始於 COC 報讀不同培訓課程，由電腦班到推拿班都有。上學不久後，她便受職員委托籌組「樂在人生天地同學會」，為同學舉辦聯誼活動，包括義工服務，例如在疫情期間動員為長者織頸巾、於畢業禮表演。同學會起初只有十多位會員，直至現在已發展到逾千人，會務日益繁重，而慧賢則肩負了同學會主席的重任。

本會在 2020 年底招募義工接受長者香薰按摩培訓，懂基本推拿的慧賢主動報名，在密密麻麻的工作表再擠出時間，為有痛症的長者按摩。被問及有否受惠者是比她年輕的，慧賢笑言有並稱：「但對方唔知我幾大嘛」。

放棄優哉游哉的退休生活，獻身於忙碌的義工服務，慧賢說是因為經歷過兩場嚴重大病，其中一次更是末期癌症。所幸患病期間獲其他義工陪伴問候，讓她重獲力量，故病癒後全身投入義工服務，為同學帶來歡樂，有時也充當樹窿，聆聽同學的心事。

雖然慧賢已積極尋找接班人，但她說暫未捨得放下同學會的工作，只要精神還好，也想多做幾年。

Veteran volunteer Wai Yin hopes to impact lives with life after two triumphs over illness

During discussions with YMCA College Of Careers (COC) staff about volunteer activities, they would often say, "I would have to ask Wai Yin". In the words of the staff, "Wai Yin" is a popular figure among the staff and students at COC. She volunteers at COC from Mondays to Fridays to handle activities of COC's Happy Life Alumni Association. She admitted to being "busier than working", but she relished it.

On the outside, Yeung Wai Yin looks like a recent retiree, tall and thin, with bright eyes, but on closer questioning, she turns out to be a senior citizen aged 74. She returns to COC in Yau Ma Tei from her home in Tin Shui Wai at around noon every day and stays until 8pm or even until 11pm occasionally.

Wai Yin started attending various training courses at COC in 2005, ranging from computer classes to massage classes. Soon after she started her studies, she was commissioned by the staff to form an alumni association and organise social activities for fellow students, including volunteer services such as knitting scarves for the elderly during the pandemic and performing at graduation ceremonies. With only a dozen members at the beginning, the association has now grown to over 1,000 members and the workload has become increasingly heavy, with Wai Yin assuming the role of President of the association.

At the end of 2020, YMCA was looking for volunteers to receive aromatherapy massage training for the elderly. Knowing the basics of massage, Wai Yin volunteered to squeeze in massages for the elderly with pains despite her packed work schedule. Asked if any of the service users were younger than her, she laughed and said, "they don't know how old I am anyways".

Giving up the leisure retirement lifestyle to devote herself to volunteer work, Wai Yin said it was due to two severe illnesses, one of which was terminal cancer. She was fortunate to be accompanied by other volunteers during her illness, which had given her strength. She has since recovered from her illness and is now fully engaged in volunteering, bringing joy to her students and sometimes acting as a mentor to hear their concerns.

While Wai Yin has been keen to find a successor, she said she has yet to give up her work with the association and would like to serve for a few more years as long as she is mentally fit.



麥啟華 (麥Sir)

義工組別：長者

服務範疇：與認知障礙症患者及中風長者進行活動，包括太極、益腦操。



香港中華基督教青年會

義工訪問

Volunteer interviews

退休港鐵車長麥 Sir 心繫認知障礙症患者 耐心扶助患者走出困境

退休港鐵車長麥啟華（麥 Sir）3年前走入位於上水的天平長者鄰舍中心（現稱寶石湖長者鄰舍中心），純粹打算入會參加活動，但獲社工陳姑娘邀請而成為義工，主責為認知障礙症患者提供訓練。麥 Sir 視受助者為家人，過去每星期都與對方見面，疫情嚴重時無奈暫停服務，麥 Sir 對受助者時常「心掛掛」，擔心他們的認知狀況倒退。現年 63 歲的麥 Sir 每逢星期三會到中心與認知障礙症患者做訓練，包括做「益腦操 8 式」、認圖遊戲。麥 Sir 說，與患者相處就好像小朋友一樣，要有耐性。他憶述其中一名男患者起初不常說話，對他態度冷淡，難以溝通。直至麥 Sir 發現對方喜歡歷史，便用歷史話題與對方打開話匣子，又與對方玩「牌九」，喚醒其記憶。經過多次訓練後，這患者變得活躍，到中心活動時又會主動跟其他人打招呼。隨著患者的情況改善，亦減輕了其太太壓力，看得出她整個人也變得輕鬆了。

麥 Sir 本身不常運動，行斜路也會氣喘，但進行義工服務時，則不同範疇的活動也會涉獵，故他跟隨老師學太極，還當上助教，於「風中有你」活動中教中風病人坐著做太極。其中一位中風病人手臂痛得不能提高，但做太極一段時間後，這位病人的情況大為改善，手臂可以遞高了，他與麥 Sir 都非常開心。

惟當新冠疫情變得嚴重時，中心服務需要暫停，為認知障礙症患者提供的服務又難以網上進行，麥 Sir 也感擔心，「掛住啲老友記，唔知佢哋點，怕佢哋情況變差」。

做長者服務，難免會經歷相識長者過身的情況，麥 Sir 指中心的社工傳遞了正面的死亡觀，長者都獲得正能量，而他自己也樂觀地接受人始終會離世這事實，只要活得開心就好。麥 Sir 說，只要有能力，都會繼續參與義工服務，只要看到受助對象的病況有改善，他便開心。

Retired MTR Captain Mak Sir reaches out to people with dementia and patiently helps them out of their predicament

Retired MTR Captain Mak Kai Wah (Mak Sir) walked into Tin Ping Neighbourhood Elderly Centre (now known as Po Shek Wu Neighbourhood Elderly Centre) in Sheung Shui three years ago, with the intention of signing up for centre activity, but was invited by a social worker, Ms. Chan, to become a volunteer providing training for people with dementia. He treats his service users as his family and used to meet them every week. At the peak of the pandemic, he had no choice but to suspend the services, and always worried about the elderly's worsening cognitive function.

Every Wednesday, 63-year-old Mak Sir will come to the centre to perform training with dementia patients, including "The 8 Brain Gym" and recognition games. He explained that working with patients would be like handling children, and that patience is essential. He recalled that one of the male patients did not talk much at first and showed him a cold attitude, which made communication difficult. When Mak Sir discovered that the patient was fond of history, he opened up a conversation with the patient on historical topics and played Pai Gow Poker with him to refresh his memory. After several training sessions, the patient became more active and greeted others at the centre. As the patient's condition improved, his wife was able to relieve her stress and seemed to feel more at ease.

Mak Sir was not a regular exerciser himself and would get shortness of breath even when walking at an angle. As he would get involved in different kinds of activities in his volunteer work, he learnt Tai Chi from his teacher and even became an assistant tutor, teaching stroke patients to sit and do Tai Chi for a programme named Breeze with You. After practising Tai Chi for a while, one of the patients, whose arms were restrained from lifting due to pain, showed great improvement in his condition as he could now raise his arms, which greatly cheered him and Mak Sir.

As the pandemic became more critical, services at the centre had to be suspended, yet the services for people with dementia were difficult to operate online. Mak Sir expressed his concern, "I am worried about the elderly, as I have no idea how they are doing and fear that their condition might worsen". In his work with the elderly, it is inevitable to encounter the death of an acquaintance. Mak Sir explained that the social workers at the centre have conveyed a positive perceptions of death, which has brought positive spirit to the elderly. He himself optimistically accepts one's mortality to come eventually, as long as one can live a happy life. He said he would continue to serve as a volunteer wherever he could, and he would be glad to see an improvement in the conditions of his service users.

義工訪問 Volunteer interviews

三孩之母 Sidra 無懼語言不通 推動本地及少數族裔婦女文化共融

「我來自香港。」來港 12 年的 Sidra，在訪問前的自我介紹時，第一句已經清晰表達自己的身份認同。這位育有三個小朋友的家庭主婦，3 年前由屯門搬到天水圍居住，在朋友的介紹下加入青年會天晴會所的「總動『元』社區連線計劃」。

由學員身份參與烹飪課程開始，Sidra 坦言與本地人相處時存在言語障礙，容易出現誤會：「他們不是全部都懂得英文，我也不懂中文，大家只好指手畫腳，運用身體語言表達。幸好本地朋友都相當友善和熱心，竭盡所能地幫助我融入社區。」

除了學習中式文化及烹飪技巧，Sidra 亦樂於分享自己文化的精髓。在天晴會所擔任義工導師，教授本地長者製作 Henna 彩繪飾物盒。「這是最享受和喜歡的經歷，沒想到大家都喜歡我的作品。」Sidra 以巴基斯坦的文化作基礎，鼓勵長者加入卡通圖案或金句，嘗試融入不同的文化。

對於能夠擔任義工角色，Sidra 表示相當滿足，更加在過程中與本地婦女成為朋友，甚至組隊參加烹飪比賽：「非常享受計劃的一點一滴，希望未來可以繼續以義工的身份，進行文化交流，以及幫助社區各個族裔的人。」

Mother of three Sidra promotes cultural inclusion among local and ethnic minority women despite language barrier

"I come from Hong Kong." Sidra, who has been in Hong Kong for 12 years, made her identity clear in the first sentence of her self-introduction before the interview. The housewife with three children moved from Tuen Mun to Tin Shui Wai three years ago and was introduced by a friend to "Project All In Motion" at YMCA Tin Shui Wai Tin Ching Centre.

Starting out as a student in a cooking class, Sidra admitted that there was a language barrier and misunderstandings with the locals. "Not all of them know English and I don't speak Chinese, so we have to gesture and use body language to express ourselves. Luckily, my local friends are very friendly and enthusiastic in helping me to integrate into the community with everything they can do."

Apart from learning about Chinese culture and cooking skills, Sidra also enjoys sharing the essence of her own culture. As a volunteer tutor at Tin Ching Centre, she teaches local elderly to make Henna painted trinket boxes. "It has been one of my most enjoyable and favourite experiences, and I didn't expect people to like my work." Sidra builds on the Pakistani culture and encourages the seniors to experiment with cartoons or jingles, so as to blend in with different cultures.

Sidra expressed her satisfaction at being able to volunteer. She has also made friends with local women in the process and even teamed up to take part in a cooking competition. "I have enjoyed every bit of the project and hope to carry on as a volunteer in the future for cultural exchange and supporting people from all ethnic groups in the community."





11

推動企業社會責任 Driving corporate social responsibility

我們各人務要叫鄰舍喜悅，使他得益處，建立德行。

羅馬書 15:2

Each of us should please our neighbors for their good, to build them up.

Romans 15:2

青年會為企業提供一個合適的平台，鼓勵員工在本會同工指導下參與義工活動，回饋社會，藉此推動社會企業責任，令社會大受得益。自 2015 年開始，我們與不同的企業合作，包括籌集捐款、舉辦籌款活動及 Y-Care 企業伙伴計劃，協助企業展現傑出企業公民的身份。

企業伙伴計劃

Y-Care 企業伙伴計劃早於 2015 年推出，致力為企業提供一個回應整體社區需要的渠道，並開展與企業目標相符的企業社會責任（CSR）活動。相關計劃由我們的專業社工提供培訓，確保企業義工對本地及世界環境的議題有確切認識。計劃環繞四大主題，給予企業義工一系列服務的機會，包括：兒童及青少年、長者、復康及少數族裔和環境保護。

於 2021/22 年，有 12 間新企業加入計劃，整體企業伙伴總數超過 90 間，涵蓋不同行業，包括金融、酒店及旅遊和餐飲業。在新冠肺炎肆虐期間，我們獲 Y-Care 企業伙伴捐助超過一百萬元，善款用作購買抗疫物資和日常家居用品，贈予貧困人士。

YMCA provides corporates a feasible platform to invite their staff to serve the community under guidance by our staff, thereby promoting social corporate responsibility and benefiting society. Since 2015, we have been working with corporates in fundraising, organisation of fundraising events and the Y-Care CSR scheme to help businesses demonstrate outstanding corporate citizenship.

Y-Care CSR Scheme

Introduced in as early as 2015, the Y-Care CSR scheme provides a channel for corporates to respond to the social needs and develop Corporate Social Responsibility (CSR) activities in line with their corporate goals. Training is delivered by our professional social workers to ensure a precise awareness and understanding of local and global issues imparted among the corporate volunteers. The scheme offers a range of community volunteering opportunities under the four main themes, including children and youth, elderly, rehabilitation and ethnic minority, and environmental protection.

In 2021/22, 12 new corporates joined the scheme, bringing the total number of corporate partners to over 90 across industries including finance, hospitality and tourism, and catering. During COVID-19, we have received donations of more than HKD1 million from Y-Care corporate partners, which have been used in purchasing anti-epidemic supplies and basic household necessities for the underprivileged.



11



Y-Care

「Y-Care 企業伙伴計劃暨運動友善計劃」之嘉許禮受疫情影響，於 2021 年 6 月 22 日在本會 Facebook 及 LinkedIn 專頁以錄播方式於網上舉行，並以「數碼共融」為主題，合共頒發近 110 個獎項。嘉許禮由本會總幹事劉俊泉先生致歡迎辭、時任商務及經濟發展局副局長陳百里博士，JP 致勉辭，及由香港寬頻集團高級主任 - 企業社會投資鄒潔儀女士，分享企業如何透過 NGO 為數碼弱勢社群提供適切的協助，以達至科技共融。

與 Y-Care 企業齊抗疫

在第五波疫情下，本會積極聯絡 Y-Care 合作伙伴支援，派出物資及企業義工，其中恒生銀行除捐贈抗疫物資外，更安排企業義工參與本會義工訓練，於疫情期間透過電話聯繫長者等有需要人士，關心他們的需要，並進一步提供適切的支援。

此外，大新銀行亦於 2021 年 10 月在疫情稍為穩定之時，與本會柴灣會所合辦「YMCA x 大新銀行 STEAM with Kids 中秋月餅及燈籠工作坊」，將中國傳統文化節日特色與科學結合，培訓學生邏輯思維及解難能力，加強學生創新創意思維。同時，參與學生亦學習製作月餅，送贈予區內長者，讓長者於中秋佳節感受到社區人士的關懷。



Y-Care

Due to the pandemic, the Y-Care CSR Scheme & Sport-Friendly Action Awards Ceremony was broadcasted online on 22 June 2021 on YMCA's Facebook and LinkedIn platform with the theme of "digital inclusion", presenting a total of nearly 110 awards. The ceremony featured a welcome address by Mr. Karl Lau Chun Chuen, General Secretary of the Association; remarks by Dr. Chan Pak Li, Bernard, JP, then Under Secretary for Commerce and Economic Development; and a presentation by Ms. Zoe Chow, Senior Officer - Corporate Social Investment of HKBN Group, on digital inclusion through NGOs to provide appropriate assistance to the digitally disadvantaged.



Joint efforts with Y-Care corporate partners to combat COVID-19

During the fifth wave of the pandemic, we maintained close contact with our Y-Care partners to provide supplies and mobilise corporate volunteers. In addition to donating anti-epidemic supplies, Hang Seng Bank also arranged its corporate volunteers to participate in our volunteer training, reaching out to the elderly and other people in need through calls during the pandemic to cater for their needs and provide further support.

When the outbreak subsided in October 2021, Dah Sing Bank also partnered with YMCA Chai Wan Centre to organise the "YMCA x Dah Sing Bank STEAM with Kids Mid-Autumn Workshop". By combining traditional Chinese festival culture with science, students were able to develop their logical thinking, problem-solving skills and creativity. In addition, the participating students learnt to make mooncakes for the elderly in the district, thus showing them the care and compassion of the community during the Mid-Autumn Festival.



運動友善計劃

長工時及生活忙碌令許多成年人難以抽時間進行足夠運動，根據衛生署資料，本港約有 16.8% 的 18 歲或以上人士體能活動量未達世界衛生組織的建議水平²¹，而當中亦有不少人報稱每日平均有 600 分鐘或更久的時間坐著或躺著，缺乏恆常的運動習慣以及一定的體能活動量將會影響健康狀況。員工作為公司的最寶貴資產，他們的健康亦必須獲得關注，企業可鼓勵僱員多做運動，例如提供至少每周一小時運動時間及添置健身設備，讓員工有更大動力做運動，強建體魄。而僱員身體健康亦可令整體生產力提升，僱主亦可因而受惠。

早於 2016 年，青年會已推出運動友善計劃以推廣職場健康。我們在多方面評估參與機構的運動友善策略，例如提供運動津貼、運動設備、培訓課程和工作坊。截至 2022 年 4 月，共有 32 間企業加入成為獲認可的運動友善機構。

本年度舉辦了「運動友善計劃 120 慈善挑戰賽」，合共有 288 位來自不同企業及學校的人士參與。各參加隊伍以「120」作為運動目標，分別挑戰 120 次踢腿及波比跳接力、跳繩接力及引體上升接力等項目。活動旨在與大眾分享本會成立 120 週年的意義及喜悅，同時鼓勵大家恆常運動，保持身心健康。挑戰賽最終為「愛·實現」基金籌得 \$18,083.5 港元，善款將用於幫助「愛·實現」計劃，協助弱勢社群達成夢想，讓他們的生命更加豐盛。

Sport-Friendly Action

Many adults find it difficult to spare time for sufficient exercise due to long working hours and busy lives. According to the Department of Health, about 16.8% of people aged 18 or above in Hong Kong are not physically active to the level recommended by the World Health Organization²¹, and many of them report spending an average of 600 minutes or more a day sitting or lying down. Lack of regular exercise or a certain level of physical activity will affect their health. It is essential to take care of the health of employees, as they constitutes the greatest asset of enterprises. Businesses can encourage employees to exercise more, for example, by providing them with at least one hour of exercise time per week and acquiring fitness equipment, so as to boost their motivation to exercise and build up their bodies. The health of employees can also lead to an increase in overall productivity, which in turn benefits employers.

Early in 2016, YMCA introduced the Sport-Friendly Action campaign to promote workplace health. Participating organisations are evaluated based on their sport-friendly strategies, such as exercise allowances, sport equipment, and training courses and workshops. As of April 2022, a total of 32 enterprises have joined as certified "Sport-Friendly Action Awarded Corporates".

A total of 288 participants from different corporates and schools took part in the "Sport-Friendly Action: YMCA 120th Anniversary Charity Challenge" event held in 2021.. Each participating team took on 120 kicks and bobby jumps, jump rope relay and pull-up relay with "120" as their sporting target. The event aimed to celebrate the 120th anniversary of YMCA in joy and significance, and to encourage regular exercise for maintaining good physical and mental health. The event raised HKD\$18,083.5 for our "Realise Love, Realise Dreams" Foundation at the end, which will be used for the purpose of funding the "Realise Love, Realise Dreams" project and ultimately supporting the underprivileged to achieve their dreams and live their lives to the fullest.



21 衛生署衛生防護中心非傳染病處。(2020). 二零一八至二零一九年度健康行為調查報告書

21 Centre for Health Protection, Department of Health. (2020). Report of Health Behaviour Survey 2018/19



12



財務狀況及籌款項目
Financial
performance and
fundraising

籌款

青年會能夠持續擴展會務全賴捐助者的熱心捐輸，我們的營運開支除了依靠恆常的政府資助維持之外，企業和公眾的踴躍捐款給予我們更多空間開拓更多元化的事工。我們不僅與現有捐款者保持溝通，了解他們對青年會的意見，亦會主動約見合適的企業或人士交流，以探索不同合作機會。

現今「環境、社會和管治」事宜對企業發展變得愈來愈重要，企業積極尋求創造長遠的正面影響、兼能協助他們達到企業 ESG 目標的非政府組織合作，一些只著眼於創造短期效益的活動已不合時宜，因此我們需要構思可量化和長遠的計劃，和商界伙伴一同為社會創造機遇，惠及更多服務使用者。而青年會正策略性檢討未來的影響力評估框架，以不斷完善數據披露及為捐款人提供更清晰的社會投資回報。

本年度慈善平台「愛·實現」基金舉辦了三個活動，在 2021 年 11 至 12 月舉辦了「投『企』所好」網上慈善拍賣，獲多間企業、名人、本會 SEN 學童及長者捐出畫作、名貴腕錶、美酒佳餚、東京奧運紀念品等物品進行拍賣。所有拍賣收益已全數撥歸基金，協助弱勢社群實現夢想。本會與香港青年工業家協會合作舉辦「YMCA X YIC 實現『愛』慈善籃球賽」，讓香港青年工業家協會成員與青年互相交流，切磋球技，並為基金籌得善款。本會亦繼續與「換幣龍」硬幣兌換機公司合作，透過兌換機接收公眾捐款。

12



Fundraising

The generosity of donors is a huge contributor to YMCA's continued expansion. In addition to the regular government funding that supports our operating costs, corporate and public donations provide us greater flexibility to diversify our ministries. Through our communication with existing donors, we not only seek to understand their views on YMCA, but also take the initiative to engage with suitable companies or individuals for potential collaboration.

As ESG issues have become increasingly important to business development, corporates are actively seeking partnerships with NGOs capable of creating long-term positive impacts and contributing to the corporate ESG goals. The need for activities only focus on immediate short-term benefits has become obsolete, while it is necessary to develop quantifiable, long-term plans with business partners to create opportunities for the community and reach more service users. YMCA is conducting a strategic review on future impact measurement framework to continue improving data disclosure and provide clarity regarding the social return on investments to donors.

This year, three events were organised by the charity platform "Realise Love, Realise Dreams" Foundation, of which YMCA Charity Bid! held from November to December 2021 received donations of paintings, luxury watches, gourmet food and wine, and Tokyo Olympics souvenirs from corporations, celebrities, SEN students and senior citizens. All proceeds from the auctions were allocated to the foundation in support of the underprivileged. In collaboration with Hong Kong Young Industrialists Council (HKYIC), the "YMCA X YIC Realise Love, Realise Dreams Charity Basketball Tournament" was held for HKYIC members and youths to compete in basketball and raise funds for the foundation. We also continued to collaborate with Coin Dragon to receive public donations through their kiosks.



愛·實現

透過匯聚社會資源，為申請者提供一個實現夢想的契機，以下為其中一位受益人的故事。

- 「愛·實現」計劃向一位育有一女兒的單親媽媽提供資助，以修讀香薰及精油治療師雙文憑課程，期望讀畢課程後能當上香薰治療師，助她自力更生，並利用專業技能幫助有痛症的長者，及有特殊學習需要的兒童。

Realise Love, Realise Dreams Foundation

The foundation gathers social resources to fulfil the dreams of applicants. Below is one of the successful stories.

- Under the programme, a single mother with a daughter received financial support to pursue a double diploma course in aromatherapy and essential oil therapist, aiming to become an aromatherapist upon completion of the course, in order to help her become self-reliant and apply her professional skills in helping the elderly with pain and children with special learning needs.

財務

在匯報年度期間，我們分配大部份的資源在教育上（29.3%）；其次是兒童及青少年服務（24.3%）；再者是賓館服務（18.7%）；最後是長者及復康服務（8.7%）。本年度政府資助大增至總收入之五成七，用以維持我們主要的社會及教育服務，我們亦從企業伙伴、慈善基金和私人捐款獲得慷慨的捐助。其他收益來源包括賓館營運、活動收費、學校及會籍。以下列出我們 2021/22 年度的收入與支出，總結關鍵的收支來源。而捐款者名單及財務報表亦可在 2021/22 的年報查閱。

資源分配（港幣百萬）							
教育	長者及復康	兒童及青少年	康體	賓館	營地	其他	總計
310.3	92.0	257.4	55.3	198.4	67.5	78.9	1059.8

收入來源（港幣百萬）							
學費	政府資助	賓館服務	營地服務	活動收費	會費	捐款及私人基金	總計
72.0	496.9	130.1	19.1	126.0	1.4	16.0	861.5

Our finance

During the reporting year, we have allocated a majority of our resources to education (29.3%) and services for children & youth (24.3%), followed by hostel services (18.7%), and elderly & rehabilitation services (8.7%). The percentage of government funding for the year significantly increased to 57% of the total revenue, which maintained the majority of our social and education services, in addition to generous donations received from corporate partners, charitable foundations, and private donors. Other revenue streams include hostel operations, programme fee, schools, and membership. A summary of key sources of our income and expenditure in 2021/22 is outlined below. Donor list and financial statements are available in the 2021/22 Annual Report.

Resource allocation (HKD million)							
Education	Elderly & rehabilitation	Children & youth	Recreation & sports	Hostel	Camp	Other	Total
310.3	92.0	257.4	55.3	198.4	67.5	78.9	1059.8

Income source (HKD million)							
Education fee	Government subventions	Hostel services	Camp services	Programme fee	Membership fee	Donations & private funding	Total
72.0	496.9	130.1	19.1	126.0	1.4	16.0	861.5



13

前瞻未來
Looking forward



本會未來將會秉承一百二十年以來的理念—宣揚身心健康及福祉、優質教育、和平與公義，以及持續與各個伙伴合作。

世界各地均飽受極端天氣影響，我們意識到機構的的日常營運及會務拓展耗用不少天然資源以供給能源、水及原材料，而在使用的過程會釋出不同種類的排放物，對周遭環境造成不可逆轉的影響。希望疫情放緩後，我們可運用更多資源加以推動應對氣候變化的長遠措施，以保護周遭環境及超過 1,400 名同工的生計和健康，讓下一代能在可持續的環境下成長。

即使我們持續幫助社區上有不同需要的人，並不代表我們可以對每天環境造成的影響視而不見，我們不會以犧牲後代的福祉，來換取一時的成果。

我們的願景是成為一間在各方面都能策略性地管理、評估及量度服務影響力的組織。

Going forward, we will continue collaborations with all partners and carry on the ideals as what we have been doing in the past 120 years – promoting good health and wellbeing in fitness and mentality, quality education, peace and justice.

With the threat of extreme weather around the world, we are conscious of the enormous use of natural resources for energy, water and raw material supply in the daily operations and service development at YMCA, and the irreversible impact on the environment caused by the different types of emissions released in the process. We hope that once the pandemic subsides, we can deploy more resources to further long-term climate change initiatives in sake of the surrounding environment, livelihood and health of our more than 1,400 employees, and in long run a sustainable future for next generation.

Our commitment to supporting people with different needs in the community does not exempt us from the impacts we have on the environment each day. At no time will our accomplishments come at the expense of the well-being of future generations.

Our vision is to be strategic in service impact management, assessment and measurement.

13

我們的承諾 Our commitments



提升可再生能源的應用
Increase the use of renewable energy



改善用水效能
Improve water efficiency



於 2050 年達至碳中和
Achieve carbon neutrality by 2050



減少送往堆填區的廢物，落實源頭減廢
Reduce waste to landfill and implement waste reduction at source



保護我們營運身處地方的周圍景觀
Protect the surrounding landscapes in the areas we operate in



保障員工 / 社區的健康和幸福
Safeguard the health and wellbeing of employees/ communities



按服務單位需求，制訂綠色採購準則
Establish green procurement standards in accordance with service unit demand

附錄 - 統計數據
Appendix - Facts and figures

環境
Environment

	分類	單位	2019/20	2020/21	2021/22	%(與去年比較)
	Classification	Unit				%(YoY)
廢氣排放 ²² Air emissions ²²	總計 Total	公斤 kg	38.2	24.6	29.28	19.0
	硫氧化物 SOx	公斤 kg	0.25	0.15	0.177	18.0
	氮氧化物 NOx	公斤 kg	37.9	24.5	29.11	18.8
溫室氣體排放 Greenhouse gas emissions	總計 Total	噸二氧化碳當量 tCO ₂ e	13,911	11,957	8,974	(25.0)
	範圍 1 Scope 1	噸二氧化碳當量 tCO ₂ e	515	545	1276.34	134.2
	範圍 2 Scope 2	噸二氧化碳當量 tCO ₂ e	12,983	11,178	7,444	(33.4)
	範圍 3 Scope 3	噸二氧化碳當量 tCO ₂ e	413	233.3	253.07	8.5
	強度 Intensity	噸二氧化碳當量 / 平方米 tCO ₂ e/m ²	0.13	0.11	0.086	(21.8)
廢棄物 Waste	總計 Total	公噸 tonnes	1,700	1,040.11	1,305.75	25.5
	化學廢棄物 Chemical waste	公噸 tonnes	2	1.84	0.26	(85.9)
	無害廢棄物 Non-hazardous waste	公噸 tonnes	1,698	1,038.27	1,305.49	25.7
	強度 Intensity	公噸 / 平方米 tonnes/m ²	0.02	0.01	0.0124	24.0

	分類	單位	2019/20	2020/21	2021/22	%(與去年比較)
	Classification	Unit				%(YoY)
從堆填區回收 的廢棄物 Waste diverted from landfill	總計 Total	公噸 tonnes	58.79	18.17	35.92	97.7
	塑膠 Plastic	公噸 tonnes	4.32	3.58	6.10	70.4
	廢紙 Paper	公噸 tonnes	48.43	12.84	26.39	105.5
	金屬 Metal	公噸 tonnes	3.14	1.50	2.32	54.7
	玻璃 Glass	公噸 tonnes	2.90	0.24	1.11	362.5
能源 Energy	用量 ²³ Consumption ²³	千瓦時 ('000) kWh('000)	21,330	16,108	18,438	14.5
	強度 Intensity	千瓦時 ('000)/ 平方米 kWh('000)/m ²	203.4	153.6	175.82	14.5
	可再生能源生 產及出售 Renewable energy produced and sold	千瓦時 ('000) kWh('000)	55	53.9	47.103	(12.6)
水 Water	用量 Consumption	立方米 m ³	525,695	374,437	408,046	9.0
	強度 Intensity	立方米 / 平方米 m ³ /m ²	5.01	3.57	3.89	9.0

* 括號內為負增長

* Figures in brackets denote negative growth

22 排放數據之計算方式參照港交所發表的《如何編備環境、社會及管治報告？》附錄二：環境關鍵績效指標匯報指引。
Centre for Health Protection, Department of Health. (2020). Report of Health Behaviour Survey 2018/19

23 不包括教育單位
Education units are not included.

青少年服務 Youth services

指標 A：服務使用者認為活動有助提升青少年及兒童身體健康情況 Indicator A: Service users felt that the activities helped improve the physical health of the youth and children

%	服務使用者評估課程 / 活動能否達致以下目標： Service users' assessment on whether the courses/activities achieved the following objectives:	回應人次 Number of respondents
97.5	認為活動有助認識更多鍛鍊身體的方法 Felt that the activities helped them learn more ways to exercise their bodies	517
96.1	認為活動令自身更重視身體的健康狀況 Felt that the activities helped them attach more importance to their physical health	513
96.1	認為活動能提升自身身體健康狀況 Felt that the activities helped improve their physical health	517
94.2	認為活動能培養恆常健康習慣 Felt that the activities helped develop regular healthy habits	515
96.0	認為活動有助提升青少年及兒童身體健康情況 Felt that the activities helped improve the physical health of the youth and children	513

指標 B：服務使用者認為活動能增強面對困難及挑戰時的信心、抗逆力、復原能力及情緒穩定性（心理韌性） Indicator B: Service users felt that the activities helped enhance confidence, resilience, recovery and emotional stability (mental strength) against difficulties and challenges

97.0	服務使用者於面對困難時，能夠在短時間內調整情緒 Service users were able to adjust their emotions quickly when facing difficulties	337
96.2	服務使用者於面臨困難時，懂得制定計劃和解決方案 Service users were able to formulate plans and solutions when facing difficulties	338
94.4	服務使用者於面對困難時，仍然可以集中精力 Service users managed to stay focused when facing difficulties	337
93.5	服務使用者會設定目標，推動自己前進 Service users would set goals to drive themselves forward	339
98.5	服務使用者於經歷挫折後，會更加成熟有經驗 Service users became more mature and experienced after experiencing setbacks	337
95.9	認為活動能增強面對困難及挑戰時的信心、抗逆力、復原能力及情緒穩定性（心理韌性） Service users felt that the activities helped enhance confidence, resilience, recovery ability and emotional stability (mental strength) against difficulties and challenges	337

指標 C：服務使用者認為活動 / 課程有助提升領導能力和社交能力 Indicator C: Service users felt that the activities/courses helped enhance leadership and social skills

96.9	服務使用者對組織及策劃活動充滿信心 Service users felt confident in organising and planning the activities	478
95.9	服務使用者在活動過程中，能帶領組員一起討論 Service users were able to lead group discussions during the activities	466
96.9	服務使用者具有專心聆聽別人說話與提問的能力 Service users demonstrated the ability to listen attentively to others' conversations and questions	487
98.1	服務使用者能以正面的態度鼓勵別人合作 Service users were able to encourage others to cooperate in a positive manner	485
96.9	認為活動 / 課程有助提升領導能力和社交能力 Service users felt that the activities/courses helped enhance leadership and social skills	466

指標 D：增強服務使用者對社區的歸屬感 Indicator D: Enhancing service users' sense of belonging in the community

95.6	服務使用者更關心社區所發生的事情 Service users became more concerned about the happenings in the community	317
96.5	服務使用者更認為我是社區的一份子 Service users felt a greater sense of belonging in the community	318
95.6	服務使用者更加樂於居住在這個社區 Service users became more willing to live in the community	316
94.9	服務使用者更以屬於這個社區而自豪 Service users felt proud to be part of the community	315
95.6	服務使用者認為有助增加對社區的歸屬感 Service users felt that the activities helped enhance their sense of belonging in the community	315

指標 E：協助年青人找尋職業方向 / 人生目標 Indicator E: Supporting the youth in finding their career direction/life goals

95.3	服務使用者認為活動有助計劃自身生涯的下一步 Service users felt that the activities helped them plan for their future careers	342
93.8	服務使用者認為活動有助了解自己的興趣和能力 Service users felt that the activities helped them discover their interests and abilities	341
92.9	服務使用者認為活動有助尋找方法去追求真正熱愛做的事 Service users felt that the activities helped them find ways to pursue their passions	339
93.5	服務使用者認為活動能為自己的生涯規劃取得協助 Service users felt that the activities helped them with their career planning	341
93.9	服務使用者認為活動有助年青人找尋職業方向 / 人生目標 Service users felt that the activities helped the youth in finding career directions/life goals	339

指標 F：提升青少年於職場的就業能力及技巧 Indicator F: Improving employability and skills of young people in the workplace

92.3	服務使用者認為活動有助提升就業機會 Service users felt that the activities helped increase employment opportunities	142
96.6	服務使用者認為活動有助提升相關職業領域的基礎能力 Service users felt that the activities helped improve fundamental competencies in relevant occupational areas	146
91.0	服務使用者認為活動使自身具備在職場上解決問題的能力 Service users felt that the activities provided them with problem solving skills in the workplace	145
91.0	服務使用者認為課程對自身工作 / 就業上有幫助 Service users felt that the courses were useful for their work/employment	144
92.7	服務使用者認為活動有助提升青少年於職場的就業能力及技巧 Service users felt that the activities helped improve the employability and skills of young people in the workplace	142

指標 G：提升文化智商 Indicator G: Improving cultural intelligence

98.1	服務使用者認為活動有助了解其他文化的價值觀 Service users felt that the activities helped them understand the values of other cultures	158
96.2	服務使用者相信活動令自己能夠與不同文化背景的人士交流 Service users felt that the activities enabled them to communicate with people of different cultural backgrounds	160
95.6	服務使用者認為活動有助因應不同文化的需要，調整說話速度、表情或動作 Service users felt that the activities helped adjust the speed of speech, expressions or gestures to the needs of different cultures	160
94.4	服務使用者認為活動令自己有足夠的文化知識與不同文化背景的人士交流 Service users felt that the activities provided them with sufficient cultural knowledge to interact with people of different cultural backgrounds	160
96.1	服務使用者認為活動有助提升文化智商 Service users felt that the activities helped improve cultural intelligence	158

年度總青少年服務人次：
Total number of the youth served for the year: 596,300

長者服務 Elderly services

指標 A：改善長者身體健康情況；及了解有關身體健康的知識 Indicator A: Improving the physical health of the elderly and enhance their understanding about physical health

%	服務使用者評估課程 / 活動能否達致以下目標： Service users' assessment on whether the courses/activities achieved the following objectives:	回應人次 Number of respondents
99.5	服務使用者認為活動有助認識更多鍛鍊身體的方法 Service users felt that the activities helped them learn more ways to exercise their bodies	216
100	服務使用者認為活動有助自己更關注身體的健康狀況 Service users felt that the activities helped them become more aware of their health conditions	216
100	服務使用者認為活動有助改善自身身體健康狀況 Service users felt that the activities helped improve their physical health	216
98.6	服務使用者認為活動有助培養恆常運動習慣 Service users felt that the activities helped them develop regular exercise habits	216
99.5	服務使用者認為活動有助改善長者身體健康情況；及了解有關身體健康的知識 Service users felt that the activities helped improve the physical health of the elderly and enhance their understanding about physical health	216

指標 B：改善長者精神 / 情緒健康 Indicator B: Improving the elderly's mental and emotional health

100	服務使用者認為活動有助自己對未來感到盼望 Service users felt that the activities helped them feel hope about the future	170
100	服務使用者認為活動有助自己感覺輕鬆 Service users felt that the activities helped them feel relaxed	172
100	服務使用者認為活動有助自己與身邊的人感覺有聯繫 Service users felt that the activities helped them feel connected to the people around them	171
100	服務使用者認為活動有助自己對事情做決定 Service users felt that the activities helped them make decisions	171
99.4	服務使用者認為活動有助自己妥善處理問題 Service users felt that the activities helped them in handling their issues properly	172
99.9	服務使用者認為活動有助改善長者精神 / 情緒健康 Service users felt that the activities helped improve the mental/emotional health of the elderly	170

指標 C：提升長者的存在價值 Indicator C: Developing a higher sense of purpose for the elderly

100	服務使用者認為活動令自己享受現在的生活 Service users felt that the activities made them enjoy their lives	163
98.8	服務使用者認為活動令自己覺得每日都好充實 Service users felt that the activities gave them a sense of fulfilment every day	163
100	服務使用者認為活動讓自己知道人生中有甚麼事情值得去做 Service users felt that the activities helped them realise matters worth pursuing in life	163
98.8	服務使用者認為活動讓自己現在的生活過得有意義 Service users felt that the activities made their lives meaningful	163
99.4	服務使用者認為活動有助提升長者的存在價值 Service users felt that the activities helped enhance the sense of purpose for the elderly	163

指標 D：增進跨代間的相互了解，尊重和欣賞 Indicator D: Increasing mutual understanding, respect, and appreciation between generations

100	服務使用者認為活動有助自己與較年青一代的人交談 Service users felt that the activities facilitated their communication with the younger generations	203
100	服務使用者認為活動讓自己享受與較年青一代的人共處 Service users felt that the activities enabled them to enjoy getting along with the younger generations	203
99.5	服務使用者認為活動鼓勵自己從年青一代學習新事物 Service users felt that the activities motivated them to learn new knowledge from the younger generations	203
98.5	服務使用者認為活動有助自己理解較年青一代的人 Service users felt that the activities helped them better understand the younger generations	203
99.5	服務使用者認為活動有助增進跨代間的相互了解，尊重和欣賞 Service users felt that the activities helped increase mutual understanding, respect, and appreciation between generations	203

年度總長者服務人次：
Total number of the elderly served for the year: 78,000

員工 Employees

	分類 Classification	單位 Unit	2019/20	2020/21	2021/22	%(與去年比較) %(YoY)
員工人數 Number of employees	總計 Total	人 Person	1,634	1,504	1,433	(4.7)
員工培訓 Employee training	每名員工培訓支出 Training expenses per employee	港幣 HKD	925	416	573.0	37.8
	培訓總支出 Total training expenses	港幣(百萬) HKD million	1.5	0.4	0.6	38.1
	每名員工培訓時數 Training hours per employee	小時 Hours	13	9.12	11.9	30.1
	培訓總時數 Total training hours	小時 Hours	21,997	9,115.1	11,808	29.5
	健康及安全 Health and safety	工傷比率 Work-related injury rate	%	4.41	2.8	2.37
	病假缺勤 Sickness absence	%	2.45	2.0	2.39	0.39

義工 Volunteers

	分類 Classification	單位 Unit	2019/20	2020/21	2021/22	%(與去年比較) %(YoY)
義工人數 Number of volunteers	總計 Total	人 Person	12,954	10,808	10,246	(10.6)
義工培訓 Volunteer training	培訓總支出 Total training expenses	港幣 HKD	241,243	312,125	506,558.4	62.3
	培訓總時數 Total training hours	小時 Hours	11,017	12,472	16,440.5	31.8
義工服務 Volunteer services	平均服務時數 Average hours of service	小時 Hours	9.11	6.76	8.12	20.1
	平均服務年資 Average years of service	年 Years	3.76	3.28	3.74	14.0

* 括號內為負增長
* Figures in brackets denote negative growth

財政 Finance

	分類 Classification	單位 Unit	2019/20	2020/21	2021/22	%(與去年比較) %(YoY)
資源分配 Resource allocation	總計 Total	港幣(百萬) HKD million	1,002.9	784.5	1,059.8	56.5
	- 兒童及青少年 - Children & Youth	港幣(百萬) HKD million	226.2	220.5	257.4	16.7
	- 長者及復康 - Elderly & Rehabilitation	港幣(百萬) HKD million	83.0	88.8	92.0	3.6
	- 教育 - Education	港幣(百萬) HKD million	324.0	333.1	310.3	(6.8)
	- 康體 - Recreation & Sports	港幣(百萬) HKD million	48.8	15.5	55.3	256.8
	- 賓館 - Hostel	港幣(百萬) HKD million	238.6	86.6	198.4	129.1
	- 營地 - Camp	港幣(百萬) HKD million	75.6	28.3	67.5	138.5
	- 其他 - Other	港幣(百萬) HKD million	6.9	11.6	78.9	579.3
	收入來源 Income source	總計 Total	港幣(百萬) HKD million	1,002.9	784.5	861.5
- 政府資助 - Government subventions		港幣(百萬) HKD million	476.3	552.5	496.9	(10.1)
- 捐款及私人基金 - Donations and private funding		港幣(百萬) HKD million	13.2	18.6	16.0	(14.0)
- 會費 - Membership fee		港幣(百萬) HKD million	1.5	0.6	1.4	133.3
- 活動收費 - Programme fee		港幣(百萬) HKD million	123.6	58.9	126.0	113.9
- 營地服務 - Camp services		港幣(百萬) HKD million	59.1	1.9	19.1	905.3
- 賓館服務 - Hostel services		港幣(百萬) HKD million	238.6	64.6	130.1	101.4
- 教育服務 - Education services		港幣(百萬) HKD million	90.6	87.4	72.0	(17.6)

* 括號內為負增長
* Figures in brackets denote negative growth

要將祂極豐富的恩典，就是祂在基督耶穌裡向我們所施的恩慈，顯明給後來的世代看。

以弗所書 2:7

In order that in the coming ages he might show the incomparable riches of his grace, expressed in his kindness to us in Christ Jesus.

Ephesians 2:7

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