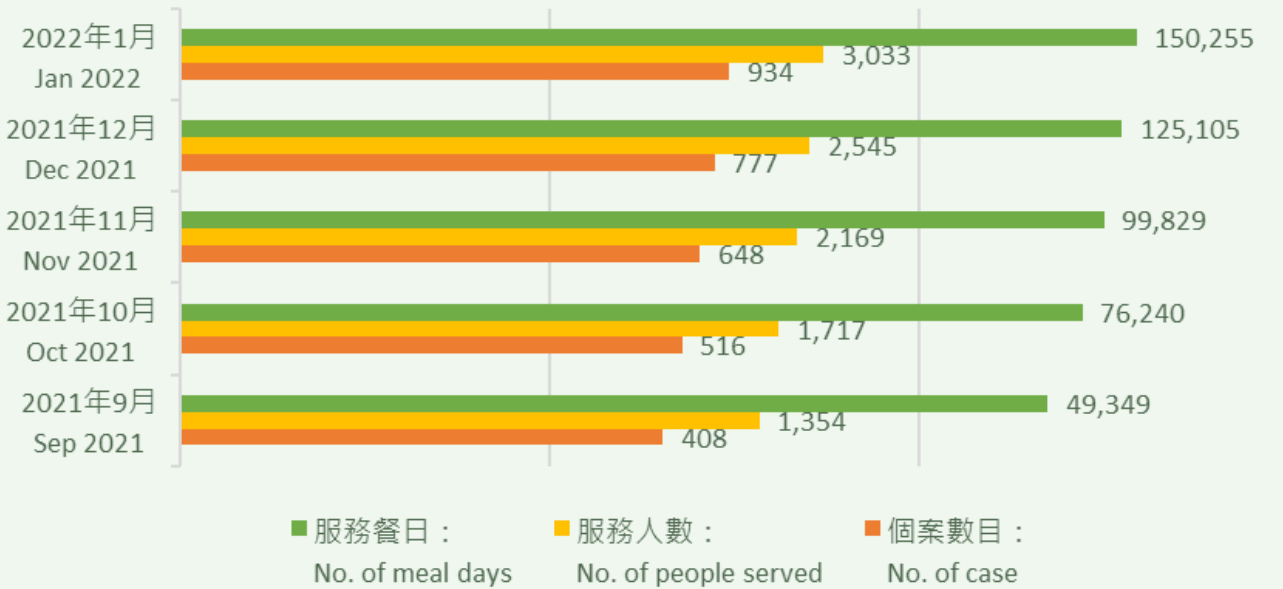


服務統計 *Service Statistics*

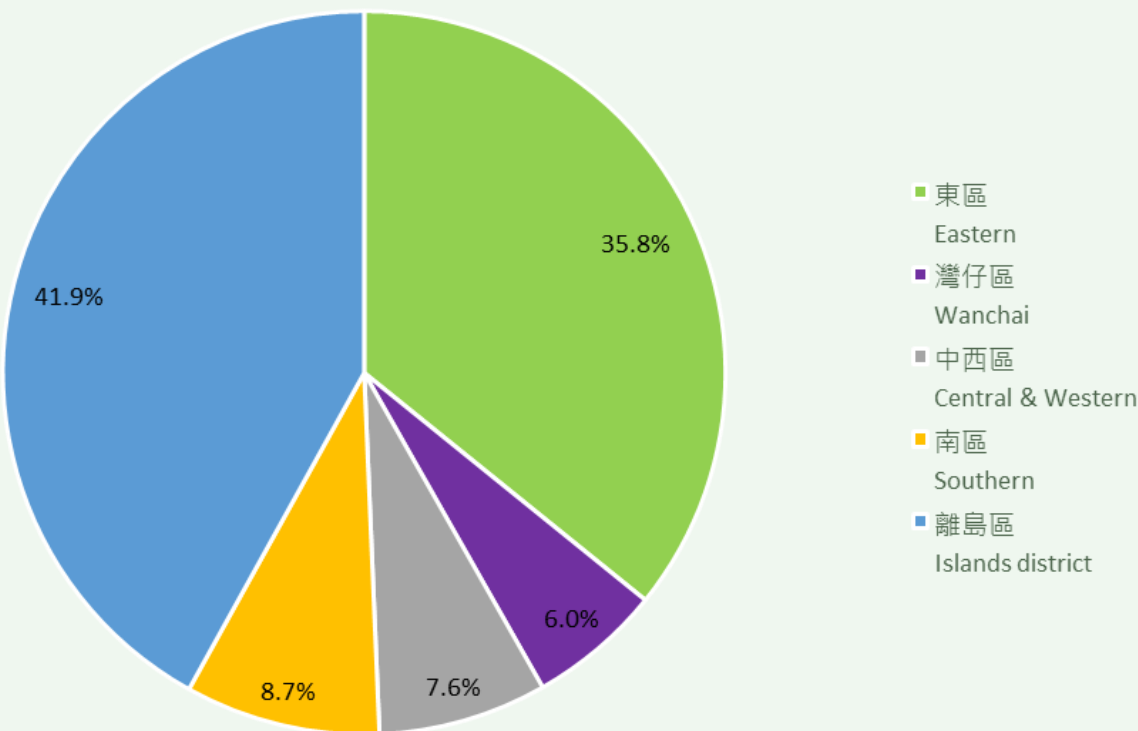
已批核服務數據 (由2021年9月至2022年1月)

Approved Service Statistics (from Sep 2021 to Jan 2022)



已批核個案的地區分佈 (2021年9月至2022年1月)

District Distribution of the Approved Cases (from Sep 2021 to Jan 2022)



短期食物援助服務隊

Short-term Food Assistance Service Team

二零二二年一月號通訊

Newsletter / January 2022

聖雅各福群會短期食物援助服務隊

St. James' Settlement Short-term Food Assistance Service Team

香港灣仔石水渠街 85 號 6 樓

6/F, 85 Stone Nullah Lane, Wanchai, Hong Kong

我們的服務

聖雅各福群會於二零零三年成立本港第一間食物銀行眾膳坊，為市民提供短期食物援助，以舒緩有需要人士三餐不繼的問題。隨著社會不斷變化，眾膳坊努力拓展不同服務計劃，包括短期食物援助、兒童及長者營養計劃及熱飯服務等，惠及不同人士，以舒緩基層市民的經濟壓力，貫徹本服務「施比受更有福」的精神。

自二零零九年起，聖雅各福群會得社會福利署資助，開展短期食物援助服務，並於二零二一年八月起將服務恆常化，為居住於港島及離島居民提供短期食物援助。

Our Service

In 2003, St. James' Settlement started to operate the first local Food Bank, People's Food Bank, to alleviate the problem of hunger by providing short-term food assistance. In responding to the changing needs of our community, People's Food Bank has developed various programmes to meet the needs including short-term food assistance, children and elders' nutrition scheme and hot meal service, which are beneficial to different underprivileged people to relieve their financial burden. All these programmes can achieve our mission—it's more blessed to give than to receive.

Since 2009, Social Welfare Department has commissioned the Settlement to operate Short-term Food Assistance Service. The Service has been then regularized in August 2021 to provide short-term food assistance to residents in Hong Kong Island and Islands District.



食物衛生

什麼是「由食物傳播的疾病」？

由食物傳播的疾病是指因進食而引起的疾病，病源是致病的微生物或有毒的化學物。由食物傳播的疾病的常見病徵包括肚痛、嘔吐和腹瀉，大多在24至72小時內出現。徵狀一般都很輕微，但部分亦可對嬰兒、孕婦、長者和病患者帶來嚴重的影響，當中有很少數經食物傳播的疾病可造成長期的健康問題。



食物安全講座

聖雅各福群會短期食物援助服務隊於2021年12月22日舉辦「食物安全你要知」講座，希望藉此加深服務使用者對食物安全的認識，讓其清楚明白食物安全的重要性及透過不同的食物例子讓服務使用者掌握到處理新鮮食物的方法。

此外，各中心會不定期舉行講座及聚焦小組，歡迎有興趣人士報名。詳情可瀏覽眾膳坊食物銀行網站

<http://foodbank.sjs.org.hk/>以獲取更多活動資料，或向各

中心職員查詢。

Food Safety Workshop

St. James' Settlement Short-term Food Assistance Service Team held the Food Safety Workshop on 22 December 2021. In order to raise service users' awareness on food safety, the Workshop covered the keys to prevent foodborne illnesses and ways to handle fresh food.

Besides, workshops and focus groups will be organised in different service centres from time to time. Interested parties are welcome to sign up. Details please refer to People's Food Bank website <http://foodbank.sjs.org.hk/> or contact centre staff for enquiry.

服務質素標準 Service Quality Standards

社會福利署的「服務質素標準」(SQS)訂明服務單位在管理和提供服務方面應達到的質素水平。「服務質素標準」現時共有十六項，當中每項均有一套「準則」及「評估指標」說明。以下會為大家介紹本服務於其中一項標準的執行情況。

Service Quality Standards (SQS) define the level of which, in terms of management and service provision, service units are expected to attain. There are 16 SQS, each of which is elaborated by a set of Criteria and Assessment Indicators. The implementation of one of the Standards for People's Food Bank will be introduced in the following section.

標準2：服務單位應檢討及修訂有關服務提供方面的政策和程序。

Standard 2: The service unit should review and update the documented policies and procedures describing how it will approach key service delivery issues.

2.1 服務單位備有機制以檢討及修訂其有關的政策及程序。

The service unit has a mechanism to review and update its policies and procedures.

(a) 備有文件，列明服務質素標準 6, 10, 11, 12, 13, 14, 15, 16 中所規定的每一項政策及程序：

Having a document spelling out for each of the policies and procedures stipulated under SQSs 6, 10, 11, 12, 13, 14, 15 & 16:

a1: 是否需要定期檢討及每隔多久要檢討一次，及/或要在甚麼情況下作出檢討

Whether it would be reviewed regularly and for how often, and/or under what circumstances it would be reviewed

a2: 負責檢討政策及程序的職員/職位/委員會 person/ post/ committee responsible for the review

a3: 上次檢討及修訂的日期 when the policies and procedures last reviewed and updated

(b) 上述(a)項的的機制已切實執行 The mechanism mentioned at (a) is implemented

(c) 備有標準 6, 10, 11, 12, 13, 14, 15, 16 下的現行政策及程序文件

Current policies and procedures under SQSs 6, 10, 11, 12, 13, 14, 15 & 16 are available

2.2 服務單位備有機制，以在檢討及修訂有關政策及程序的過程中適當地收集及採納服務使用者和職員的意見。

The service unit has a mechanism for obtaining service users and staff input in the process of reviewing and updating policies and procedures, as appropriate.

(a) 備有書面的機制，說明在檢討及修訂政策及程序的過程中：

Having a documented mechanism spelling out that in the process of reviewing and updating policies and procedures:

a1: 如何收集及採納服務使用者的意見 how input from service users can be obtained

a2: 如何收集及採納職員的意見 how input from staff can be obtained

(b) 上述 (a) 項的機制已切實執行 The mechanism mentioned at (a) is implemented

本會一向鼓勵公眾人士對服務表現、政策和執行標準提供意見，歡迎使用以下途徑與我們聯絡：

St. James' Settlement welcomes any opinion and suggestion that can help improving our service performance, policies and standards. Please contact us through:

● 聖雅各福群會短期食物援助服務隊熱線: 2596 2746

St. James' Settlement Short-term Food Assistance Service Team Hotline: 2596 2746

● 服務單位意見箱 Service Unit Opinion Collection Box

● 服務單位內任何一位職員 Contact any staff in the service unit