

Annual Report

08-09 年報

使命為本 • 做大做強

A belief in mission. A quest for greatness.



明途聯繫有限公司

MENTALCARE Connect Company Limited

香港心理衛生會附屬公司 Subsidiary of the Mental Health Association of Hong Kong

卓思廊
Cheers Gallery



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01

企業使命 Corporate Mission



Building Partnership • Sharing Success

As a well-established "Social Enterprise" in Hong Kong, we proactively synergize social capitals from the Government, the business sector and the public adopting a "market-driven" and "customer-oriented" approach:

- We strive for business possibilities around to create employment opportunities for people with disabilities and the disadvantaged group.
- Operating surpluses are fully reinvested into the business for future development.

聯繫四方商機，導向光輝前路

作為香港具規模的「社會企業」，我們積極結合官、商、民三方面的資源，以「市場導向」和「顧客導向」為營運基礎；

- 聯繫各方商機，為殘疾人士及弱勢社群創造就業機會；
- 經營溢利會全數重投於業務的未來發展。





02

主席序言

Foreword by the Chairman



08-09年度是「明途聯繫」充滿挑戰的一年。香港經濟像過山車般由07年的高峰走到09年初看不見前景的深淵，再由極悲觀的市場情緒走到重現生機。由槓桿效應走到去槓桿化，仍是一場財富轉移的遊戲，問題是財富轉落到誰人手中。

根據堅尼系數香港貧富懸殊的排名高踞世界前列位置，百多萬貧窮的人口不是高調倡議發展「社企」、幾次「社企高峰會」或多幾個「社企專家」可以解決的問題。

「社企」的發展需要政府更多的政策配合、融資的渠道、營商環境、經營規模、創業者的識見及營運者營商經驗的累積。任何地方也不會出現「必勝企業」、「無敵的創業者」，有的是大量失敗及小數成功的經驗。由於「社企」需要同時達到盈利及社會目的，因此無論是商界專才抑或是非政府機構的社工，在這份工作上都有大量彼此學習的空間。

08-09 is a challenging year for MentalCare Connect. Hong Kong's economy, like a roller coaster, dropped from the climax in 07 to the abyss in early 09 where no one can see the future, and then rose again from the extremely pessimistic market to a point where a glimpse of light appeared. After all, from lever effect to deleveraging, it's just a game of wealth transfer. The question is who gets the wealth this time.

According to the Gini Coefficient, Hong Kong's wealth inequality problem is among the worst in the world. The poverty of millions of population cannot be simply relieved by some high-profile promotion of social enterprise development, a couple of social enterprise summits or several more social enterprise experts.

To develop social enterprises, what we need are more government policies that correspond to the needs, venture capital channels, business environment, scale of operation and knowledge of entrepreneurs and accumulation of business experience. There is no such thing as an "invincible enterprise" or an "unrivalled entrepreneur". What exist is a lot of failure and a small number of successes. As social enterprises have to make profit and fulfill social purposes at the same time, there is a lot that business experts and non-government social workers can learn from each other.

MentalCare Connect started its operation as a social enterprise in 02, with the government's seed money and its mother Association's loan as its major financial sources. In 08-09, MentalCare Connect received the government's seed money around \$0.6 million. MentalCare Connect will not rule out the possibility of other financial sources, recognizing that it's standard tactics in the business world to "make use of others' money" to "transfer risk" and "enhance its own scale of operation". Yet what we really care about is the company's core value, mission, enterprise culture and whether the brand will be affected.

「明途聯繫」由02年開始已經以「社會企業」模式營運，融資渠道主要是政府的種籽基金及母會的貸款，而08-09年度，「明途聯繫」獲得政府的種籽基金資助約六十多萬。當然，運用「別人的錢」去「轉嫁風險」及「壯大規模」是商界一貫的手法，因此「明途聯繫」也不會排除其他融資方法的可行性，但我們關心的倒是公司的核心價值、使命、企業文化甚至是品牌會否因此而受到影響。

08-09年度雖然公司也受到金融海嘯的衝擊，但在董事會及管理層員工的努力下，公司總營業額達到三千一百多萬元，比07-08年度的二千五百多萬增加24%。由於公司在07-08年度大幅調升前線員工的薪酬，加上經營成本上升，公司去年仍錄得輕微虧損。面對經濟前景的不明朗，市場越趨激烈的競爭，09-10年度的經營環境未許樂觀；因此，公司未來仍需要有更多業務上的擴充及節流措施，以維持員工的就業機會。要達到長遠的永續性，「社企」必須立足於社區，減低單一地在醫院營運「卓思廊」的風險，董事會亦支持公司積極在社區尋找合適鋪位擴展復康用品店業務，並且繼續發展直銷業務。

「明途聯繫」未必是一間很賺錢的「社企」，但董事會一定會為公司朝「人本社企」路向發展而感到驕傲。本人謹代表董事會感謝社會福利署「創業展才能計劃」多年來的支持，商業及醫療顧問的指導，並向公司管理層及前線員工的辛勤努力致意。

Despite impact from the financial tsunami, MentalCare Connect still sustained a turnover of over \$31 million in 08-09 with the great effort of the Board and management staff. This represented a 24% increase comparing to the turnover of over \$25 million in 07-08. However, due to a drastic increase in salary for frontline staff in 07-08 and an increase in operation costs, the company suffered from deficit last year. In face of uncertainty in the future of the market and more severe competition ahead, we are not optimistic about the business environment in 09-10. Therefore, the company still has to formulate more measures on expansion and cost reduction so as to maintain staff members' employment opportunities. To ensure sustainability in the long run, social enterprises must form its basis in the community and reduce the risk of operating Cheers Gallery only inside the hospitals. The Board also supports the company to actively seek appropriate locations in the community to expand its rehabilitation shops and continue to develop its direct sales business.

MentalCare Connect may not be a social enterprise that makes a lot of money. Yet the Board will definitely be proud of its development under the people-oriented philosophy. On behalf of the Board, I would like to express my gratitude to the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department for its support to us all these years. I am also grateful to the business and medical advisors for their guidance and the company's management and frontline staff for their hard work, efforts and mutual support.

03

管理團隊的心聲

Voices from the Management

楊建霞
總經理
Yvonne Yeung
General Manager



一名樹仁大學的實習學生形容自己深深感受到「明途聯繫」是一個富有信念、追求卓越的「社會企業」，用心及認真的服務態度，對他人生活發揮著影響力……

一名理工大學的實習學生形容「明途聯繫」的使命是與一群在社會上被忽略的人共同創造人生新的一頁……

一名「卓思廊」店長形容在「明途聯繫」得到的不單是成功感、助人的快樂、同事之間的友誼，還有另外一個家……

一名「復康速遞」直銷業務的送貨員形容「明途聯繫」的工作改變了他的生活模式，可賺取收入來維持生活，而且還有了人生目標……

A student internship from the Hong Kong Shue Yan University said she could strongly feel that MentalCare Connect was a social enterprise that held on to beliefs and strived for excellence. MentalCare Connect served with heart as well as a serious attitude and was making a difference to people's lives...

A Hong Kong Polytechnic University student intern described MentalCare Connect's mission as the creation of a new page in life with those who were being ignored by the society...

A Supervisor of Cheers Gallery described that she has gained at MentalCare Connect not only the feeling of success, the happiness from healing people, the friendship from colleagues, but also another home...

A Delivery Worker of Rehab Express Direct Sales Service described that his job at MentalCare Connect has changed the way he lived, gave him the means to earn his own living and even helped him find the purpose of life...

A Shop Assistant of Cheers Gallery was glad she could work hand in hand with MentalCare Connect, saying that her target was to try her best to do her job and proved that former mental illness patients were capable of paddling their own canoes...



一名「卓思廊」店務員慶幸自己能與「明途聯繫」一起努力，目標是要盡自己努力，把工作做好，證明精神病康復者是有能力自力更生……

以上一個一個動人的故事就是「明途聯繫」過去一年的豐盛收成!

即使「明途聯繫」不能完全解決香港貧富懸殊的問題，但是透過「社會企業」的經營模式、商界的 support、以及業務帶來的收入，卻可以持續構建一個關愛的工作環境，帶領康復者發掘自己的工作潛能，甚至抓緊人生的目標!

面對經濟前景的不明朗，部份「社企」採用了非常的競爭手段，以致弱勢社群間出現工作崗位被「取代」的情況，這類競爭基本上不會帶來正面的社會效益，最後導致「社會企業」價值的迷失!

即使去年是「明途聯繫」充滿挑戰的一年，在面對眾多困難中，感激「明途聯繫」的同事堅持信念、堅守崗位、團結一心，繼續發揮「社會創業」精神，為弱勢社群出力，建構良好「社會企業」的典範!



Each of these touching stories was the great harvest of MentalCare Connect in the past year!

MentalCare Connect cannot completely relieve wealth inequality in Hong Kong. Yet through operating as a social enterprise, getting support from the business sector and generating income from business, MentalCare Connect can continue to build a caring working environment and guide former patients to discover their potential in work, and even help them seize the purpose of life!

In face of uncertainty in the future of the economy, some social enterprises have been using extreme means to compete and led to the replacement of work positions among the disadvantaged groups. Such competition in principle will not bring about social benefits and will subsequently make social enterprises go astray from their values.

I am grateful that although last year has been challenging for MentalCare Connect and there have been a lot of difficulties, colleagues still held on to their beliefs and duties, united in heart, moved forward in the entrepreneurship spirit, make contributions for the disadvantaged and established an exemplary role for social enterprises!

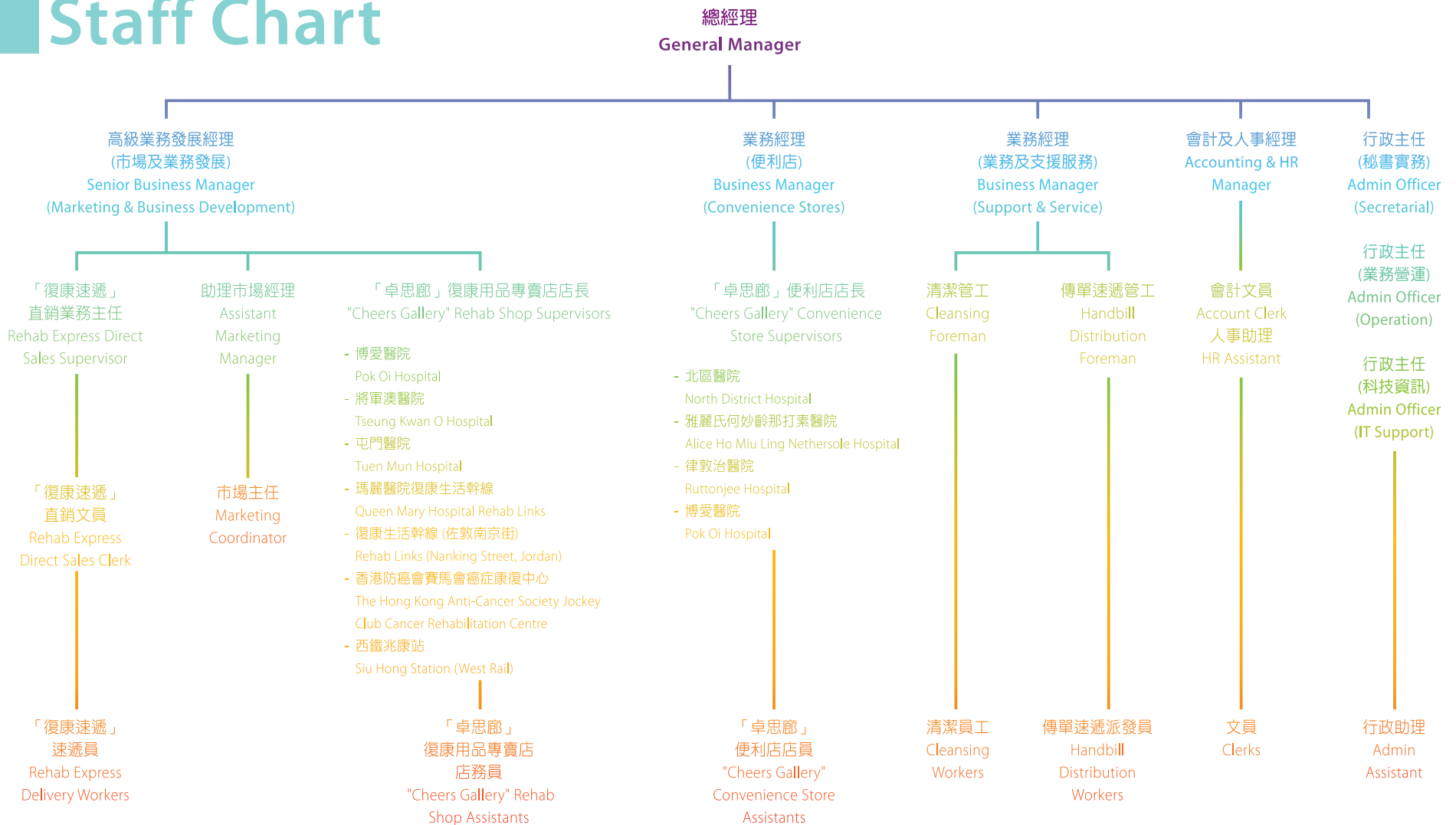
機構組織圖表

Organization Chart



職員圖表

Staff Chart



05

「卓思廊」便利店零售網絡 Cheers Gallery Convenience Stores Retail Network



不一樣的便利店

「卓思廊」便利店除了為院友、探病的親友及醫院提供一般便利店服務外，同時亦為殘疾人士提供就業的機會。由於業務以自助形式銷售為主，因此便利店內八成以上員工均為殘疾人士。

「明途聯繫」與醫院建立了良好的夥伴關係，得到醫院各級同事的支持，「卓思廊」的設立使醫院成為充滿接納和共融的小型社區。顧客一分一毫的惠顧也能幫助殘疾人士獲得持續就業的機會。

Unique Convenience Store

Other than providing regular convenience store service to the hospital staffs, patients and visitors, "Cheers Gallery" also provides vocational training and employment opportunities for disabled people.

MentalCare Connect has established excellent relationship with the hospitals through cooperation with the hospital staffs at all levels. The establishment of the "Cheers Gallery" turns the hospitals in to a harmonious and inclusive community. Any purchase made is very meaningful and help enabled people with disability to develop their work potential.



便利店服務

「卓思廊」提供24小時的便利店服務，貨品及服務種類超過一千種，包括：

- 報紙雜誌
- 日常用品
- 成人及嬰兒紙尿片
- 飲品、零食
- 健康食品
- 探病禮品及慰問卡
- 流動售賣車服務
- 代客訂花及生果籃
- 「復康速遞」復康用品直銷訂購服務：
 - 訂購熱線：8206 6160
 - 訂購網站：www.rehabexpress.com.hk
 - (一站式免費家居送貨服務)

Convenience Store Service

"Cheers Gallery" Convenience Store provides 24-hour service. We sold over a thousand items includes:

- Newspapers & magazines
- Household goods
- Diapers for adults & infants
- Beverages & snacks
- Health foods
- Gifts & cards
- Mobile kiosk service
- Flower & fruit basket ordering service
- "Rehab Express" rehab products direct sales services:
 - Ordering hotline: 8206 6160
 - Ordering website: www.rehabexpress.com.hk
 - (One-stop free home delivery service)



06

「卓思廊」復康用品專賣店零售網絡 Cheers Gallery Rehab Shops Retail Network



「卓思廊」香港防癌會癌症康復中心 復康用品專賣店及便利店

「明途聯繫」於08年底獲得社會福利署「創業展才能」計劃種子基金的支持，於香港防癌會癌症康復中心（前身為南朗醫院）開設「卓思廊」復康用品專賣店及便利店，為香港各區的癌症病人、家屬及職員提供服務，同時創造6個公開就業機會，其中4位受聘者為殘疾人士。

Cheers Gallery Hong Kong Anti-Cancer Society Cancer Rehabilitation Centre Rehab Shop & Convenience Store

MentalCare Connect obtained seed money from the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department in late 2008 and set up the "Cheers Gallery" Rehab Shop & Convenience Store at the Cancer Rehabilitation Centre of the Hong Kong Anti-Cancer Society (formerly the Nam Long Hospital). The Shop serves cancer patients, family members and staff from various districts in Hong Kong and has created six employment opportunities for the public, four of which are filled by people with disabilities.



復康生活幹線 CHEERS GALLERY REHAB LINKS

「卓思廊」復康生活幹線

「明途聯繫」於09年初再獲得社會福利署「創業展才能」計劃種子基金的支持，於油尖旺區開設「卓思廊」復康生活幹線，為附近的居民、日間病人及長者提供方便及全面的復康用品銷售服務。新店創造了11個就業機會，其中9位受聘者為殘疾人士。主要售賣改善病患者日常生活質素的復康產品，包括營養補充品、糖尿及癌症產品、家用醫療儀器、運動治療用品、輔助器材、皮膚及個人護理用品、中西醫保健品、維他命、健康食品及飲品、有機食品及探病用品等。



明途聯繫有限公司

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Cheers Gallery Rehab Links

In early 2009, MentalCare Connect obtained seed money for a second time from the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department and set up the "Cheers Gallery" Rehab Links in the Yau Ma Tei/Tsim Sha Tsui/Mongkok district. It provides comprehensive and convenient rehabilitation products retail service to the residents, day patients and elderly in the region. Eleven employment opportunities have been created and nine of them are filled by people with disabilities. The Shop provides a wide range of rehabilitation products that aim at improving patients' quality of life, including nutritional supplements, diabetic and cancer products, domestic medical equipment, sports therapy equipment, other auxiliary equipment, skin and personal care products, Chinese herbal supplements, vitamins, health food and beverages, organic food and other necessities for inpatients etc.

MENTALCARE Connect Company Limited



業務成效

「卓思廊」於醫院紮根超過十載，非常熟悉醫護行業的運作及病患者的消費模式。這些經驗使「明途聯繫」的經營條件愈見成熟，除貼心了解病人於社區的購買行為外，亦靈活掌握醫院店舖與社區街舖的配合，以裡應外合的策略為不同類型的病患者提供更完善的服務。「卓思廊」復康生活幹線走進社區，讓本身為殘疾人士的店員有機會主動接觸市民大眾，進一步發揮其工作潛能。踏出社區的策略，標誌著經過10年努力後，主要由殘疾人士營運的「卓思廊」正式與市場並軌，成為具競爭力的零售網絡。

Business Outcome

"Cheers Gallery" has established its retail network in the hospitals for over a decade. With a good understanding of the operation of the medical sector and the consumption pattern of patients, MentalCare Connect does not only cater effectively to the needs of patients, but has also developed strategic plans on the coordination between hospital shops and community shops. Employees with disabilities can now interact directly with the general public and further utilize their skills. The community shops mark the direct link between "Cheers Gallery", which are operated mainly by people with disabilities, and the market. After a decade of efforts, it has now established itself as a competitive retail network.





市場策略

- 健康顧問服務及檢測
- 店內設宣傳專櫃
- 專科產品分類及設計
- 「卓思廊」會員優惠計劃
- 長期派發宣傳單張及優惠
- 舉辦專題健康講座及活動
- 出版及免費派發具公信力的健康雜誌
- 網上訂購及電話訂購
- 家居直銷及送貨服務

Marketing Strategy

- Consultancy service on health conditions and health tests
- Publicity counter at shops
- Categorization and design on specialty products
- "Cheers Gallery" Membership Privilege Scheme
- Distribution of handbills and offer of discounts on a long-term basis
- Organization of health seminars and activities
- Publication and free distribution of health magazines of good standing
- Purchase of products via the web and the phone
- Direct sales and delivery service for domestic households





優勢

- 專科/專業形象鮮明
- 醫療專業榮譽顧問團的支持
- 熟悉醫院及病患者的消費模式
- 建立全面的供應商網路
- 周全及完備的配套及增值服務
- 建立良好病人關係網絡
- 直接針對病患者的宣傳渠道
- 開辦全港最多元化的復康用品網上商店
(www.rehabexpress.com.hk)
- 出版全港首創的復康專題雜誌

Strengths

- Outstanding specialty/professional image
- Support from an honorary advisory team of medical professionals
- Familiar with hospital environment and consumption pattern of patients
- Comprehensive network of suppliers
- Complete and adequate package and value-added service
- Good network with patients
- Publicity channels that target at patients directly
- Online shop that provides the most diversified rehabilitation products in Hong Kong (www.rehabexpress.com.hk)
- The first magazine on rehabilitation in Hong Kong





業務展望: 建立社區銷售網絡

「明途聯繫」選址於油尖旺區開設「卓思廊」復康生活幹線是踏出社區的第一步，在掌握營運街舖經驗及顧客購買習慣後，將於其他地區開設分店。在人口老化、長期病患者急增及社區復康等大趨勢下，走進社區、近距離為病患者提供一站式及全面的銷售服務是必然的路向。醫療用品開支在金融海嘯下仍然持續上升，反映未來商機無限。



Business Prospects: To establish community sales network

The opening of "Cheers Gallery" Rehab Link in the Yau Ma Tei/ Tsim Sha Tsui/Mongkok district represents the first step MentalCare Connect took to integrate into the community. With more experience in community shop operation and clients' consumption pattern, MentalCare Connect plans to expand "Cheers Gallery" Rehab Link to other districts as well. In face of an aging population, a rising number of patients with long-term illness and a trend of community rehabilitation, it is imperative that we integrate with the community and provide patients with a comprehensive one-stop sales service in the neighborhood. The continuous boost in expenditure on medical equipment under the financial tsunami reflects that infinite business opportunities prevail.

卓思廊位置圖

Cheers Gallery Location Map



「卓思廊」屯門醫院復康用品專賣店
"Cheers Gallery" Tuen Mun Hospital Rehab Shop



「卓思廊」復康用品專賣店(西鐵兆康站)
"Cheers Gallery" Rehab Shop (Siu Hong Station, West Rail)



「卓思廊」瑪麗醫院復康生活幹線
"Cheers Gallery" Queen Mary Hospital Rehab Links



「卓思廊」復康生活幹線(佐敦南京街)
"Cheers Gallery" Rehab Links (Nanking Street, Jordan)





「卓思廊」博愛醫院復康用品專賣店
"Cheers Gallery" Pok Oi Hospital Rehab Shop



「卓思廊」北區醫院24小時便利店
"Cheers Gallery" North District Hospital 24 hours
Convenience Store



「卓思廊」雅麗氏何妙齡那打素醫院便利店
"Cheers Gallery" Alice Ho Miu Ling Nethersole
Hospital Convenience Store



「卓思廊」將軍澳醫院復康用品專賣店
"Cheers Gallery" Tseung Kwan O Hospital Rehab Shop



「卓思廊」律敦治醫院24小時便利店
"Cheers Gallery" Ruttonjee Hospital Convenience Store



「卓思廊」香港防癌會癌症康復中心復康用品專賣店
"Cheers Gallery" The Hong Kong Anti-Cancer Society
Jockey Club Cancer Rehabilitation Centre Rehab Shop

08

全港首創的復康專題雜誌 - 《復康速遞》

The First Magazine on Rehabilitation in Hong Kong - Rehab Express



內容：

感謝醫療界各團體及專業人士的支持，令《復康速遞》的內容更深入民心，獲得廣大讀者的愛戴。

08-09年度新增的內容包括：

- 《醫管局資訊廊》- 介紹醫管局一系列的特別服務及措施，加強病友對醫管局服務的了解，適切回應病友的需要；
- 《香港職業治療學會》傳統民族運動研究組 - 介紹一系列氣功科普知識，透過氣功鍛煉，促進病友康復，達至強身健體的目標；
- 《康正綜合治療中心》- 針對病者在不同病患及不同階段的需要，介紹一系列物理治療的方法；
- 《傷健心情》- 介紹香港的病友會組織，為病友提供多元化的服務和活動，透過病友小組間的互相分享和鼓勵，幫助和支持病友渡過難關。
- 《肺腑之言》- 介紹一系列胸肺科的疾病及治療方法。

派發數量 : 20,000本(雙月刊)

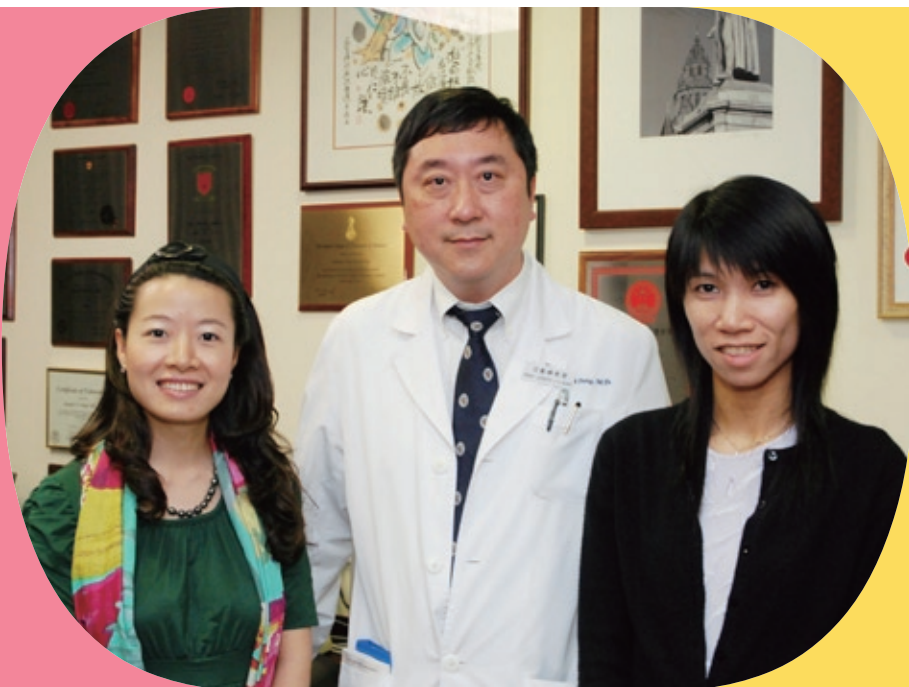
派發渠道 : 透過「醫管局健康資訊天地」派發至全港所有公立醫院，並於各「卓思廊」分店交易免費附贈。

網上瀏覽內容： www.rehabexpress.com.hk

目的：

由醫護及專業人士執筆，為病友提供具公信力的復康資訊，加強病友在復康過程中掌握日常照顧的知識技巧，配合復康用品的使用資訊，促進病友康復。





Objectives:

To promote rehabilitation of patients and strengthen their self-care ability by inviting medical professionals and other experts to contribute articles on rehabilitation and providing information on the use of rehabilitation products.



Content:

We are grateful that with the support of various groups and professionals from the medical sector, "Rehab Express" is reaching more and more people and is very well received by the general public.

The content newly added in 08-09 includes:

- "HA Info" – to introduce special services and measures of the Hospital Authority so as to enhance patients' understanding of the institute and meet their needs.
- "Traditional Ethnic Sports Research Group of "Hong Kong Occupational Therapy Association"– to introduce the general knowledge of qi-gong and promote its practice among patients so as to facilitate rehabilitation and strengthen general health.
- "ATech Health Specialists Limited" - to introduce a variety of physiotherapy practice so as to accommodate the needs of patients with various illness as well as patients at different stages of rehabilitation.
- "Patients' Sharing" – to help patients overcome difficulties by introducing the diversified service and activities of patients groups in Hong Kong and giving patients groups the opportunity to give encouragement and share their experience with each other.
- "Thoracic Info" – to provide general concepts on thoracic disease and its treatment.

Distribution figure: 20,000 copies (bi-monthly issue)

Distribution channels: "Rehab Express" are distributed to all public hospitals in Hong Kong through the "HA Health Info World". It is also distributed free of charge at all Cheers Gallery branches.



封面人物感言:

方敏生女士

香港社會服務聯會行政總裁

在現今社會，知識可以改變人生。「明途聯繫」作為「社會企業」的佼佼者，絕對明白這點，針對市民對疾病預防、治療、飲食調和及輔助服務資訊的渴求而推出全港首份復康專題雜誌《復康速遞》，除了提供豐富知識和復康產品外，亦聯繫社會上的有心人關注復康人士的福祉，發揮著巨大的社會效益。

林以諾牧師

阡陌社區浸信會主任牧師

"喜樂是良藥" 常存一顆喜樂的心，比珍貴藥材更具效用。喜樂不單可以祝福自己，也可成為別人的祝福，在憂患世代中，喜樂能夠發放出正能量，影響別人從負面情緒轉化為正面情緒。所以，喜樂勝萬金。

Heartfelt Message from the Cover People

Ms. Christine M.S. Fang

Chief Executive, Hong Kong Council of Social Service

In today's society, knowledge can change one's life. Being the flagship of social enterprises, MentalCare Connect understands this perfectly. It introduced the first rehabilitation magazine, "Rehab Express", in Hong Kong and provides what the public want; i.e. knowledge on disease prevention, treatment, diet management and relevant auxiliary service. Apart from providing abundant information and rehabilitation products, it also connects people in the society who care for those undergoing rehabilitation. It brings us great social benefits.

Rev. Enoch Lam

Senior Pastor, Crossroad Community Baptist Church

"Joy cures". A joyful heart is more effective than valuable medicines. Joy blesses not only yourself, but others as well. In a epoch of misery, joy emits positive energy and transforms negative emotion to positive emotion. Therefore, joy triumphs over gold.



郭麗萍女士

醫院管理局病人教育及社區協作經理

我是香港醫管局的成員之一，自「復康速遞」成立以來，就代表醫管局與「明途聯繫」的合作與交流，而雙方合作的成果便是在眾多病友間相互傳閱的《復康速遞》。我們在這本雜誌下的功夫也不少，我與同事們需要了解每期雜誌的主要內容，保證內容均切合病友需要，再將刊物派發到各個醫院，讓病人免費取閱。而令我感到開心的是與「明途聯繫」的合作是十分舒服的，同時，彼此之間建立了信任與默契，互相的溝通也非常坦白，我覺得並不是與每一間「社會企業」合作都能這麼順利。

而我很高興見證著《復康速遞》的發展，這本雜誌能夠提供很合適的復康資訊，令病友能夠掌握更多健康知識，加強他們在日常生活上的照顧。展望將來，我希望「明途聯繫」能夠開展更多「社會企業」服務，與醫管局有更多的合作機會，讓更多病友能夠受惠。

Ms. Kwok Lai-ping

Manager, Patient Empowerment & Community Engagement, Hospital Authority

I am a member of the Hospital Authority. The establishment of "Rehab Express" marks the cooperation and exchange between the Hospital Authority and MentalCare Connect and we consider the widespread circulation of "Rehab Express" among patients as the fruitful outcome of our cooperation. We have indeed devoted much effort to this magazine. My colleagues and I go through the main content of every issue and guarantee that it meets with patients' needs. We distribute the magazines to the hospitals so that patients can get a copy free of charge. Working with MentalCare Connect is a cosy experience and that makes me really glad. We have developed mutual trust, understanding and frank communication. I think it is not easy to achieve such harmony every time we work with a social enterprise.

I am delighted to witness the development of "Rehab Express". The magazine provides a lot of useful information on rehabilitation. It enables patients to acquire more health knowledge and strengthen their self-care ability. I hope in the coming future, MentalCare Connect can develop more social enterprise service, enjoy further opportunities to cooperate with the Hospital Authority and benefit more and more patients.

09



復康速遞直銷業務 及 網上商店 Rehab Express Direct Sales Services & Online Shop



全港最大的復康用品網上商店 -
「復康速遞」

www.rehabexpress.com.hk

- 提供復康用品價格及資訊平台
- 產品最多最齊・全面關心你需要
- 網上訂購・方便快捷
- 全港家居送貨服務

電話訂購熱線：8206 6160

傳真訂購熱線：2710 8322

「復康速遞」網上平台及直銷服務於08-09年度獲得豐碩成果。無論營業額及純利均錄得超越100%增長，成為復康用品銷售的重要渠道。

由於直銷業務日漸掌握重要的銷售數據及「卓思廊」顧客的意見回饋，「復康速遞」於09年開始將產品及顧客羣分為「抗癌之選」（腫瘤科）、「控糖之選」（糖尿科）、「營養之選」（營養補充及保健）及「爽潔之選」（失禁及護理）四大類，針對病友的不同需要，作深入化產品採購及推介，透過為病友提供專精深廣的產品選擇，促進病者康復，務求達至一站式、復康、關愛、生活的目的。





The most diversified rehab products online shop in Hong Kong www.rehabexpress.com.hk

- A platform for price comparison and information on rehabilitation products.
- Most comprehensive product line to cater for your needs.
- Convenient, quick and efficient online purchase.
- Home delivery service for all districts.

Purchase hotline: 8206 6160

Fax purchase hotline: 2710 8322

"Rehab Express" online platform and direct sales service yielded great success in 08-09. The growth in sales and net profit has exceeded 100%. They have become one of the most important sales channels of rehabilitation products.

With reference to sales data of direct sales service as well as the customer feedback from Cheers Gallery, from 2009 "Rehab Express" started to categorize products and client groups. They include "Anti-cancer Line" (Oncology Group), "Glucose Control Line" (Diabetics Group), "Nutrition Line" (Supplements and Health Maintenance Group) and "Neat & Nice Line" (Incontinence and Nursing Group). The strategy contributes to effective merchandising and promotion of products for specific target patients. The aim is to provide patients with choices which are specialized, precise, indepth and extensive. What we want to bring patients are: one-stop service, rehabilitation, caring and quality of life.



「卓思」市場推廣服務

"Cheers" Marketing & Promotion Service



公司於09年初向社會福利署「創業展才能」計劃申請種籽基金，成立「卓思」市場推廣服務，為醫療及復康產品行業提供一站式市場推廣服務，為全港病友及長者提供全面的健康教育資訊（主要針對顧客群為醫療及復康用品供應商及各大藥廠）。此項服務將創造18個公開就業機會，其中15位為殘疾人士。

我們在復康用品市場及復康服務均累積豐富經驗，而「明途聯繫」於醫療保健界別亦擁有「利基市場」的營銷及推廣渠道，為此業務帶來明顯的競爭優勢。

「卓思」市場推廣服務的營銷及推廣渠道包括：

- 210多間醫療復康用品供應商網絡；
- 「卓思廊」駐本港各大醫院的零售店網絡；
- 《復康速遞》雙月刊及網上銷售平台；
- 「卓思廊」會員；
- 公營醫院的病人資源中心及病人組織；
- 與「長者安居服務協會」合辦健康教育講座，加強全港各區長者的健康及自我照顧意識。

服務包括：

- 度身訂造市場推廣計劃；
- 宣傳刊物的設計及印刷服務；
- 傳單速遞服務；
- 舉辦健康教育講座。



MentalCare Connect obtained seed money from the "Enhancing Employment of People with Disabilities through Small Enterprise" Project of the Social Welfare Department in early 2009 and established the "Cheers" Marketing and Promotion Service. It targets at the medical and rehabilitation product industry (mainly suppliers of medical and rehabilitation products and pharmaceutical companies) and provides them one-stop marketing and promotion service to patients and the elderly in various districts in Hong Kong. This service has created 18 employment opportunities, 15 of which are filled by people with disabilities.

We have accumulated vast experience in the rehabilitation product market and rehabilitation service. MentalCare Connect also possesses marketing and promotion channels in the "Niche Market" of the medical and health sector. These advantages make "Cheers" Marketing and Promotion Service more competitive than ever.

Marketing and promotion channels of "Cheers" Marketing & Promotion Service include:

- A network of more than 210 suppliers of medical and rehabilitation products
- Retail shop network of "Cheers Gallery" at various hospitals in Hong Kong
- "Rehab Express"(bi-monthly magazine) and online sales platform
- Membership scheme of "Cheers Gallery"
- Patients resource centres and patients groups in public hospitals
- Collaborated health talks with Senior Citizen Home Safety Association, that aim to strengthen health and self-care concepts of the elderly from various districts in Hong Kong

Service items include:

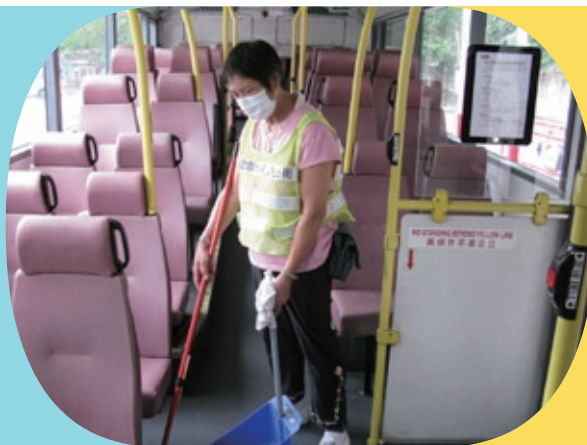
- Tailor-made marketing and promotion plans
- Design and printing of publicity pamphlets
- Express delivery of handbills
- Organization of health talks

清潔業務 Cleansing Service



「明途聯繫」的清潔業務，多年來一直為不少弱勢社群創造就業機會。近年，雖然不少機構部門已加強監管承辦商是否履行指定工資及發放強積金，但事實上，政府實施「工資保障運動」後，外判商只好縮減人手，在同等工時下增加清潔員工的工作量，令競爭環境更加惡劣。

「明途聯繫」一直堅持履行良好僱主的責任，按「工資保障運動」發放指定工資、強積金、假期及長期服務金等員工福利。雖然業務因此而無利可圖，但公司仍積極競投新合約，為弱勢人士創造更多就業機會，員工亦從工作中得到合理回報。於09年3月，清潔員工的就業人數更超過120人。





Throughout the years the Cleansing Service of MentalCare Connect has created many employment opportunities for the disadvantaged. In recent years a number of authorities have strengthened their monitoring on contractors to make sure that they comply to the requirements on minimum wage and mandatory provident fund. However, in response to the government's "Wage Protection Movement", contractors have started to reduce manpower, increase workload of the remaining cleansing workers and at the same time keep the number of working hours unchanged. All these have resulted in a worse competition.

MentalCare Connect always insists on fulfilling the responsibilities of a good employer. It offers employees the required wages in accordance with the "Wage Protection Movement", as well as benefits like mandatory provident fund, leave and long service payment. Although profit-making is made impossible because of this, MentalCare Connect will still take the initiative to bid for new contracts, create more employment opportunities for the disadvantaged groups and enable employees to get reasonable pay for their work. In March 09, the number of cleansing workers employed by MentalCare Connect has exceeded 120.



生命的蛻變

Sharing of Staff Members

何美蓮
「卓思廊」店務主任
Ho Mei Lin
"Cheers Gallery"
Shop Supervisor



宣庭智
「卓思廊」高級店員
Henry, Shuen Ting Che
"Cheers Gallery"
Senior Shop Assistant



鄭瑞儀
「卓思廊」店員
Cheng Sui Yi
"Cheers Gallery"
Shop Assistant



郭佩琳
「卓思廊」店員
Kwok Pui Lam
"Cheers Gallery"
Shop Assistant



高肖嬌
「復康速遞」送貨員
Gao, Xiao Jiao
Rehab Express
Delivery Worker



梁劍邦
「復康速遞」送貨員
Leung Kim Pong
Rehab Express
Delivery Worker





想當年，我因為環境理想，待遇吸引，而我又有關銷售經驗，所以就應徵「卓思廊」的工作。還記得見工當天，我完全不知道「卓思廊」是做什麼，只從辦公室裡的宣傳單張及公司職員口中得知公司的服務對象是精神病患者。但我並沒有因而感到害怕、退縮及抗拒。

至今，我在「卓思廊」任職將近八年了，經歷了「卓思廊」由香港心理衛生會過渡到現在的「明途聯繫」。見證著「明途聯繫」由2002年成立至今的迅速發展。八年間，我從工作中得到的不光是成功感、助人的快樂、同事之間的友誼，還有另一個家。分店店長與店長之間仿如大家庭的長輩，一起照顧著入職同事，無論在工作層面，抑或心理層面，幫助他們重新融入社會。

何美蓮

「卓思廊」將軍澳醫院復康用品專賣店
店務主任

Ho Mei Lin

Shop Supervisor,
"Cheers Gallery"

Tseung Kwan O Hospital Rehab Shop

I applied for a job at "Cheers Gallery" quite some years ago. Back then I got relevant experience in sales and was attracted by the nice working environment and salary. I remember I knew nothing about "Cheers Gallery" the day I went to the interview. All I learned from the pamphlets and the staff was that it was a company that served mental patients. Yet I was not scared or deterred, nor did I find it unappealing.

I have now worked at "Cheers Gallery" for eight years. I witnessed its transition from a unit established under the Mental Health Association of Hong Kong to its present operation under MentalCare Connect. I also witnessed the rapid development MentalCare Connect has gone through since its establishment in 2002. In these eight years, I have gained not only the feeling of success, the happiness from helping people, the friendship with colleagues, but also another home. To the new colleagues, Supervisors of the branches are just like elderly members in a big family. Their help in work and the psychological support they give facilitate new colleagues to integrate with the society again.



我自幼便安逸於無風無浪的生活，於2006年大專畢業後，我懷著雄心壯志投入社會工作，更為了達成女友的期望，而毅然轉換職業。在新的工作環境中，卻因自信不足及同事之間不良的競爭而感到空前壓力，最後更辭掉了工作。但由此衍生的抑鬱卻未隨之而去，我選擇燒炭自殺，後來被證實患上嚴重抑鬱症，需接受精神治療。

出院後，我經社工介紹到「卓思廊」任職店務員，重新投入社會。在「卓思廊」工作，我得到了同是精神病康復者的店長的細心指導和體諒，打破上司和下屬之間的隔膜，在充滿和諧的氣氛下工作，工作壓力相對地減少了，令我拾回久違了的信心。

我十分感激「卓思廊」令我重拾自信和讓我更珍惜人生。現在的我，無論在親情、愛情及事業上，都開始了更圓滿的新一頁。從前，我得到店長的關心和鼓舞；這刻的我亦會以過來人的身份，了解新入職康復者的需要，讓他們更能適應新環境，更有歸屬感。因我相信沒有人能比有同等經歷的人更了解他們的需要。

宣庭智

「卓思廊」博愛醫院便利店及復康用品專賣店
高級店員

Henry, Shuen Ting Che

Senior Shop Assistant,
"Cheers Gallery" Pok Oi Hospital
Convenience Store & Rehab Shop

I have led a smooth life since I was small. I graduated in 2006 from a tertiary institute and started my career life with passion. To live up to my girlfriend's expectation, I made a sudden change in occupation. I felt enormous pressure in the new working environment because of lack of confidence and nasty competition among colleagues. I resigned from my job but the depressed feelings did not subside. I even tried to kill myself by burning charcoal. This was followed by a diagnosis of severe clinical depression and I was admitted to the mental hospital for treatment.

Upon discharge from the hospital, I got a job as Shop Assistant at "Cheers Gallery" with the help of a social worker. It was there I had the chance to "return" to the society. My Supervisor, a former mental illness patient, was very understanding and offered me a lot of training. There was no communication gap and we enjoyed a harmonious working atmosphere. Work pressure was minimized and I was able to regain the confidence that I have long lost.

I am very grateful that "Cheers Gallery" has helped me rebuild my confidence and I have also learned to appreciate more the value of life. I have opened a new page for my life, in the areas of family, love and career. Once my Supervisor cared for me and gave me encouragement. Now, having had the experience, I will strive to understand the needs of new colleagues who also suffered from mental illness in the past. I will help them adapt to the new environment and build a sense of belonging, for I believe no one can understand them better than one who has had a similar past.



「儘管風吹雨打，只靠一雙手」這是我的座右銘。

十八歲時，我發現自己患上精神病，多年來我從事過多份工作，一直積極面對人生，靠的是自己一雙能把不快事情拋掉的手。

在過往的工作經驗裡，工作壓力和人事複雜問題令我十分困擾。直至六年前，我經社工介紹到「卓思廊」任職店務員。在充滿包容性的工作環境下，我得到上司和同事們的體諒，工作壓力也相對地減少了，而且跟上司和同事們亦變成了家人般，互相關懷，自此我便愛上了我的工作。

這六年來，我看著「明途聯繫」的業績不斷上升，雖然我跟同事們的工作量亦相應地增加，但我反而很慶幸自己能與「明途聯繫」一起努力，並十分感激公司提供的培訓和工作機會，證明了我的工作能力是不斷進步的。

最後，我有一個目標，就是要盡自己努力，把工作做好，證明精神病康復者是有能力去自力更生。

鄭瑞儀

「卓思廊」律敦治醫院便利店 店員

Cheng Sui Yi

Shop Assistant,

"Cheers Gallery" Ruttonjee Hospital Convenience Store

In face of misery and difficulties, I can only count on my own hands. This is my motto.

I first suffered from mental illness when I was 18. I have had a number of jobs and I always live my life with optimism. I use my pair of hands to get rid of my unhappiness.

In the past, work pressure and complicated personnel issues have been very disturbing to me. Then I joined "Cheers Gallery" six years ago as Shop Assistant. My Supervisor and colleagues were very understanding and there was less pressure at work. We cared for each other and became like family. I have loved my job ever since.

In the past six years, I witnessed MentalCare Connect's continuous growth in business of MentalCare Connect. The workload of myself and my colleagues has been increasing but I am glad I can work hand in hand with MentalCare Connect. I am also very grateful to MentalCare Connect for the training and job opportunity it gave me. My ability to improve myself is proved.

Last but not least, I have set a target for myself. I will try my best to do my job and prove that former mental illness patients are capable of paddling their own canoes.



昔日，我因為讀書的壓力，同學的排擠，引發了家族遺傳的精神病。中學時期不但要面對學業，還要堅強地對抗病魔。我堅持完成中五課程，然後在香港一間書局任職。但我在沉重的工作壓力和不愉快的工作環境下，一再病發。

我在中三時初次接觸天主教。經過幾年主的引領，我擺脫了內向的性格和負面的思想，認為面對的種種困難，只是主給自己的歷練。同時，我在香港心理衛生會的轉介下，到了「卓思廊」在博愛醫院及屯門醫院的分店接受培訓。

現在我在屯門醫院「卓思廊」已工作了兩年多，在同事的互相包容，店長的支持及接納下，我可以一展所長，利用自己對復康產品的專業知識，幫助更多的病人。

郭佩琳

「卓思廊」屯門醫院復康用品專賣店 店員

Kwok Pui Lam

Shop Assistant

"Cheers Gallery" Tuen Mun Hospital Rehab Shop

My mental illness was hereditary and was triggered by the pressure of schoolwork and the problem of being rejected by schoolmates. In my secondary school years, I had to complete my study and fight illness at the same time. I managed to finish my Form 5 study and worked later in a bookshop in Hong Kong. Unfortunately, in face of huge work pressure and an unpleasant working environment, I relapsed.

I first learned about Catholicism when I was a Form 3 student. With God's guidance, I have now become less introverted and I focus less on negative thoughts. I believe we go through difficulties because God wants us to experience and grow. At about the same time, under referral of the Mental Health Association of Hong Kong I had the opportunity to receive training at the "Cheers Gallery" branches at Pok Oi Hospital and Tuen Mun Hospital.

I have now worked at "Cheers Gallery" in Tuen Mun Hospital for over two years. Colleagues are accommodating and the Supervisor supports and accepts me. I can develop my potential and use my professional knowledge in rehabilitation products to help more patients.



高肖嬌

「復康速遞」直銷業務送貨員

Gao, Xiao Jiao

Delivery Worker

Rehab Express Direct Sales Service

在2007年，我正式加入「明途聯繫」的大家庭。之前，我在油站任職售貨員，當時的工作壓力很大，要處理很多的難題，上司及公司的規條也很嚴厲，工作時間頗長。

自從加入「明途聯繫」後，員工之間的溝通十分充足，上司和下屬的關係良好，不但減少了工作壓力，提升自己解決問題的能力。最大得著是公司提供了機會給我接觸不同範疇的問題，令我在處事方面變得靈活。

近年「明途聯繫」的業務發展迅速，生意額以雙位數字提升，對於這個轉變，令我感到較吃力的是有些日子工作時間增加，或多或少需要更多的體力，但在同事之間的互相鼓勵下，相信我可以應付得來。

I joined in the family of MentalCare Connect in 2007. I was a salesperson at a gas station previously and faced tremendous pressure at work. I had to handle a lot of difficult issues. More so, the boss and the company's regulations were very strict. The working hours were very long too.

In MentalCare Connect, communication among colleagues is very adequate. The supervisors and subordinates also enjoy very good relationship. I have less pressure at work and have enhanced my ability in problem solving. The most fruitful experience is that I have the opportunity to tackle different issues. I have also learned to exercise more flexibility in work.

The business of MentalCare Connect has quickly expanded in recent years, with a great boost in business sales. In face of this change, sometimes I have to work for longer hours and the job has also become more physically demanding. However, I believe I can manage that as colleagues always give each other encouragement.



我因為沒有工作經驗，一直得不到其他僱主的錄用，後來透過「輔助就業服務」的介紹到「明途聯繫」任職送貨員，這是我的第一份工作，並改變了我的生活模式。

還未接觸「明途聯繫」時，我的生活枯燥乏味。工作後，我把精神都放在工作上，令我的生活有了寄託。雖然每天的工作時間長達9-10小時，但我亦會盡自己的本份，把工作做好，證明自己是有力量的。

我十分感激「明途聯繫」，她不但帶給我工作機會，令我有收入來維持生活，而且還令我有的人生目標。我希望在工作上學習到更多的復康產品的使用機會，增加自己的知識，並且在送貨之餘，還能解答客戶有關產品的問題，增加自己的工作能力。我希望能與「明途聯繫」一起努力，更上一層樓。

梁劍邦

「復康速遞」直銷業務送貨員

Leung Kim Pong

Delivery Worker

Rehab Express Direct Sales Service

I have had difficulty in finding jobs because I had no working experience. I then took part in the Training and Employment Service of the Mental Health Association of Hong Kong and got a Delivery Worker position at MentalCare Connect. This was my first job and it has changed the way I live.

Before joining MentalCare Connect, I led a monotonous life. Now I devote myself entirely to my work and that has become the spiritual support of my life. Although my working hours exceed 9-10 hours per day, I will still make the best of myself and prove that I can do my job well.

I am very grateful to MentalCare Connect for giving me the job. I can earn my own living and have found the purpose of my life. I hope I can enrich my knowledge and learn about more the use of medical products so that when I deliver goods, I can also answer clients' enquiries on the products. I hope I can work hand in hand with MentalCare Connect and prosper together.

學生於明途聯繫的成長

The Growth of Students and MentalCare Connect



陳婉婷

香港理工大學香港專上學院二年級生

Vincy, Chan Yuen Ting

Year 2 student in the Hong Kong Community College,
Hong Kong Polytechnic University

回想尚未接觸「明途聯繫有限公司」時，已聽過別人提過「社會企業」，但未曾想過可以這樣深入了解「社會企業」。我於08-09年度就讀於香港理工大學香港專上學院二年級。由於選修了實習科，需前往一所機構實習，自此開始認識「明途聯繫」。

「明途聯繫」致力為殘疾人士及弱勢社群創造就業機會。這實習給了我寶貴的學習經驗，讓我了解作為一所「社會企業」所要肩負的、所要提供的其實很多。機構的運作，員工佔了很重要的一環，而「明途聯繫」給予員工的訓練、關顧是多層次的。管理層與前線員工之間的關係建基於「溝通」。「明途聯繫」就是一所重溝通，重了解的機構。「重人」亦是「明途聯繫」的核心價值，縱然有過百名員工，管理層亦明白各人的特性，予以關懷和鼓勵。因為「明途聯繫」的使命就是為了與一群在社會上被忽略的人共同創造人生新的一頁。還記得在「卓思廊」新分店開幕時，員工細說著如何延存「明途聯繫」關愛同工的精神，實在感動至深。

現在實習已完滿結束，但仍感覺還有太多東西有待發掘，希望將來於「明途聯繫」實習的同學本著探究精神，能夠更深入了解「明途聯繫」的一點一滴，祝願「明途聯繫」上下員工身體健康!



I remember hearing about the term social enterprise before I knew MentalCare Connect Company Limited but I never imagined I could get to know about "social enterprise" this much. I was a Year 2 student of the Hong Kong Community College, Hong Kong Polytechnic University in 08-09. I selected an internship course and was assigned to MentalCare Connect for training.

MentalCare Connect strives to create employment opportunities for the disability and the disadvantaged. My internship training there has been a very precious experience. I came to appreciate the huge responsibility and service that a social enterprise has to shoulder and offer. At MentalCare Connect, staff members, being an important element for smooth operation, have the chance to receive training and they are also cared for in various aspects. The relationship between the management and front line staff is built upon communication. Communication and understanding are

exactly what MentalCare Connect values. Another core value is appreciation and respect for people. Despite the fact that there are over one hundred staff members, the management can still appreciate the characteristics of individuals and offer them caring and encouragement. This echoes with MentalCare Connect's mission to create a new page in life with those who are being ignored by the society. I still remember at the opening of a new Cheers Gallery shop, colleagues talked about how to preserve and promote MentalCare Connect's spirit of caring for each other and I was deeply moved.

Now that the internship has ended, I feel there is still a lot for me to explore. I hope in future other interns also possess the motivation to explore and learn to appreciate what MentalCare Connect is. May I wish every colleague of MentalCare Connect good health!

洪愛倫

香港樹仁大學工商管理系畢業生

Hung Oi Lun, Ellen

Graduate of Department of Business Administration
of Hong Kong Shue Yan University

深深感受到「明途聯繫」是一個富有信念、追求卓越的「社會企業」。她每一小項的工作也添進心思。我親身目睹打從一個個的理念、以至她一一實現出來的經過。如開拓網上商店，一個富有色彩、有訊息、有穩健服務內容架構的網頁便創造出來。不會讓人感到他們單純作銷售，而是真切感受到他們用心及認真的服務態度，對他人生活發揮影響力。他們有理念，亦付諸實行，相信這亦是作為一個人實踐理想值得學習的對象。

直到現在，叫我深刻的依然是督導上司陸澄璋先生對我的帶領及提攜。他是一個出色的領導者，懂得如何帶領一個新人去裝備自己，以迎接不同工作的挑戰。簡單的從認識機構開始，給予一份機構資料需要我去熟讀，並隨時被抽問及作出即時匯報。看似很簡單的工作，卻實實在在是一個好好的訓練機會。在熟讀資料中有消化及整合的過程，從鍛煉中使我有信心地於他人面前介紹機構的服務。此外，他鼓勵我追求理想，他成了我攻讀社工碩士的推薦人。他打從心底勉勵的說話，至今我仍真切地受用。感激！





I strongly feel that MentalCare Connect is a social enterprise that holds on to beliefs and strives for excellence. There is simply a bit of extra thought added to its every piece of work. I have personally witnessed the birth of ideas and their actualization one by one. For instance, to launch online shop, they have created a website that is colourful, informative and there is also coverage on the adequate service structure. MentalCare does not sell for the sake of selling. I genuinely feel that they serve with heart as well as a serious attitude. They are creating a difference in people's lives. They have beliefs and turn them into actions too. They are the role model for those who want to actualize their dreams.

What's most impressive up to this moment is still the guidance and help that my supervisor, Mr Vincent Luk, gave me. Mr Luk is an outstanding leader. He knows how to train a novice in equipping himself so as to face various challenges in work. I started with simple tasks like getting to know an organization, memorizing its information and then went through the stage of answering ah hoc questions and giving immediate verbal reports when asked. They seemed like simple tasks but were in fact very good training opportunities. In memorizing information, I had to digest and integrate the points. Practice enhanced my confidence and I was able to introduce service of the organization to people with confidence. Mr Luk also encourages me to pursue my dreams. He's the one who recommended me to enroll in the master programme in social work. Mr Luk gives me encouragement deep from his heart. This I still find truly useful today. Thank you!

「企業大使委任儀式」及分享

Enterprise Mentor Appointment Ceremony & Sharing of Enterprise Ambassadors



「企業大使委任儀式」

香港心理衛生會及「明途聯繫」於2009年3月舉辦第三屆「企業大使委任儀式」，藉此表揚企業支持弱勢社群持續就業、融入社會。「企業大使」同時擔當企業模範及橋樑角色，鼓勵商界企業關心殘疾人士的需要，從而提供持續訓練及就業機會，並關顧員工的心理健康。

衷心感謝各企業大使對本會及本公司在以下各方面的熱心支持：

- 準則一：支持殘疾人士/弱勢社群持續訓練及就業
- 準則二：支持本會服務發展
- 準則三：知識傳遞
- 準則四：樂於參與義工服務
- 準則五：關心及體恤員工需要

Enterprise Mentor Appointment Ceremony

In appreciation of enterprises that support continuous employment and social integration for the disadvantaged, the Mental Health Association of Hong Kong and MentalCare Connect jointly organized the 3rd "Enterprise Mentor Appointment Ceremony" in March 2009. Enterprise Mentors are also role models and they act as a bridge between business enterprises and the disabled, encouraging the former to care for the latter, to provide continuous training and employment opportunities and to care for staff members' psychological health.

Sincere thanks to the Enterprise Mentors that support the Mental Health Association of Hong Kong and MentalCare Connect in the following aspects:

- Criterion 1: In support of continuous training and employment for the disability/disadvantaged
- Criterion 2: In support of the Association's service
- Criterion 3: Transfer of knowledge
- Criterion 4: Enthusiasm in participation in voluntary service
- Criterion 5: Caring for and understanding employees' needs



企業大使

陳樹榮先生

業務發展經理

匯寶醫療用品配套有限公司

過去數年，見證了「卓思廊」的卓越成績及快速增長。現時她除了在各大醫院設有多間復康用品專門店及便利店外，業務更擴展至健康雜誌，網上商店及家居送貨服務。今年「卓思廊」更開設了第一間「街舖」。我們衷心希望「卓思廊」的業務能更上一層樓，更趨多元化，為更多有需要的人士提供就業機會。

「卓思廊」復康用品專賣店不單從外觀看有形有格，走進去您確實感到店員的親切態度和專業知識，顧客當然買得安心，用得放心。由第一間店到現在新開的，都保持着這些質量因子，多年來「卓思廊」更努力添上多項新的復康產品系列以供復康人士選購，在網上訂購亦可；進展力實屬在同業中的表表者。



Enterprise Ambassadors

Mr. Wing Chan

Business Development Manager

Solutions Health Care Products & Services Ltd.

In the past few years I have witnessed the excellent performance and rapid development of Cheers Gallery. Apart from operating a number of rehab shops and convenience stores in major hospitals, there are also health magazines, online shops and home delivery service. This year Cheers Gallery further expanded to the "streets" and opened the first shop in the neighborhood. We sincerely wish Cheers Gallery will further advance and diversify its business and provide more employment opportunities for the needed.

Cheers Gallery Rehab Shops are stylish and the Shop Staff are sincere and professional. Buying at Cheers Gallery is always pleasant and assuring. This quality prevails in all shops, old or new, all these years. More so, new series of rehabilitation products have been introduced and there is now also online purchase service. These developments demonstrate its flagship status in the realm.



王嘉俊先生
銷售及市場經理
恒安(威信)藥業有限公司

不知不覺間，與「明途聯繫」合作已快踏入第五個年頭。這數年間，看着「明途聯繫」茁壯地成長，業務範圍越來越大，聘請的員工數目也越來越多，我心裏面有一種相當矛盾的心情。

一方面，我由衷的高興看着「明途聯繫」不斷發展、成長，心裡確有莫名的興奮。

另一方面，心裡卻有點不踏實。一間「社會企業」可以平穩地發展，員工上下一心，創出這麼驕人成績。但社會上很多公司連員工基本的和諧也做不到，更枉說發展。單是看見「明途聯繫」人和這一方面，已令我兩頰發紅，慚愧不已。

最後，我恭祝明途聯繫業務蒸蒸日上!



Mr. Michael Wong
Sales & Marketing Manager
Hengan Pharmacare Co., Ltd.

It's now the fifth year we work with MentalCare Connect. MentalCare Connect has been growing up with strength, expanding its business and employing more and more staff in the past few years. Witnessing such changes also gives me some contradictory feelings.

On one hand, I am truly glad and thrilled to see that MentalCare Connect has developed and grewed continuously.

On the other, I found it somehow unreal. This is a social enterprise that has developed smoothly, built a crew with a united spirit and at the same time excelled in so many areas. What we commonly see in the society are companies that fail to achieve basic harmony among the staff, let alone develop. The mere success of MentalCare Connect in achieving harmony within already makes me humble and embarrassed.

Last but not least, may I wish MentalCare Connect continuous prosperity in business!



李家寶小姐

副總經理

遠大醫療用品有限公司

兩個機構，能互相扶持鼓勵，挽手同行數年，實屬難能可貴！「卓思廊」和「遠大」雖不算是識於微時，但也是一路看著對方成長，風雨同路的「沙煲兄弟」。

「卓思廊」有長遠的發展計劃，良好的企業文化及精神，同時亦積極用善行回饋社會，為復康人士提供良好的就業機會，是成功社會企業的典範。社會責任不是簡單的嘴邊話，「卓思廊」身體力行十年，之後路更長。我衷心祝願「卓思廊」在往後的十年、廿年.....業務能更上一層樓，繼續用企業賺來的資源回饋社會，扶助更多的弱勢社群。



Ms. Teresa Li

Deputy General Manager

Great Eastern Healthcare Limited

How precious it is that two organizations can walk hand in hand and give each other support and encouragement for years! Cheers Gallery and Great Eastern did not start their "friendship" as early as the time when both were still "nobody", but they are surely "good buddies" who have witnessed each other's growth and stood by each other through thick and thin.

Cheers Gallery is characterized by its long-term development plan, decent enterprise culture and spirit, contribution to the society through good deeds as well as provision of good employment opportunities to those who were previously ill. Social responsibility is not something we simply put in words. Cheers Gallery has been taking real actions for a decade and there is still a long road ahead. I sincerely wish that in the coming ten or twenty years, Cheers Gallery will further prosper in business and make use of resources earned to contribute to the society and help more and more disadvantaged groups.

15 商界展關懷 Awards, Caring Company



「明途聯繫」多年來致力落實實踐企業社會責任，關心社會弱勢社群的需要。「明途聯繫」除了為母會（香港心理衛生會）的輔助就業的服務對象提供公開就業崗位及訓練機會外，也積極為多間社會服務機構協助弱勢社群重過自主充實的生活。

「明途聯繫」亦積極鼓勵同事成為「關懷大使」，同心齊力將關愛感染身邊的每一個人。

All these years MentalCare Connect has been striving to fulfil its social responsibilities and the needs of the disadvantaged groups in the society. Apart from providing open employment positions and training opportunities for targets of the supported employment service of the mother Association (the Mental Health Association of Hong Kong), MentalCare Connect also takes the initiative to help disadvantaged groups of social service organizations to get up on their own and lead a fulfilling life.

MentalCare Connect also strongly encourages colleagues to act as "Caring Ambassadors" and promote to people around a caring spirit.



關懷大使

陳苡嘉

「復康速遞」直銷業務主任

在「明途聯繫」工作才兩年多便當上了關懷大使，這確實使我感到受之有愧。畢竟自己尚算年輕，工作資歷亦短淺，在很多事情的處理手法上仍有待磨練。在這兩年多的經驗中，使我最有深刻體會的是「愛」的表達方式，太一廂情願的想法及做法，只會令事情更糟。不論如何，我亦要多謝支持我的家人、朋友及同事，這個獎項會更警剔我仍需繼續努力，並改善其他不足的地方。最後，我要把這個榮耀歸予我們的父神，因祂的恩典夠我用！



Caring Ambassador

Karmen Chan

Supervisor, Rehab Express Direct Sales Service

I became a Caring Ambassador after working for a short period of two years at MentalCare Connect and that makes me wonder if I really deserve the role. After all, I am still very young and have little working experience. My skills in tackling issues are yet to polish. With regard to the experience I gained in the past two years, I am most impressed by the way we show our "love". I realize that thoughts and acts which are too unilateral in nature can only make things worse. All in all, I would like to express my gratitude to my family, friends and colleagues who have been very supportive to me. Last but not least, I would like to give this honor to God because his grace is sufficient for me!



關懷大使

梁偉民

行政主任(業務營運)

很高興再度當選關懷大使，多謝同事們的認同，自問仍有很多地方需要改進，也藉此機會分享些與同事們相處的經驗。

可能本身性格較隨和，有助與同事建立關係，互建信任，但每個同事性格不同，尤其面對康復者，必需先接納他們，了解他們的個性、特質、長處和缺點，再進入他們的世界，以平等的角度與他們溝通，了解他們真正的需要、所面對的困難，我不一定能幫助他們即時解決問題，但可引導他們向正面思索、自我尋求進步、成長，當中需要極大的耐性與包融。工作上，見他們表現稱職，不要吝嗇讚賞，這有助他們建立自信；發覺有不足、需要改善的地方，應多加鼓勵、勸勉，給予機會；閒來一兩句簡單問候語，都可給人帶來溫暖。

「助人為快樂之本」，能達到「助人自助為快樂之本」的心態就更完滿。若每個人都發揮「助人自助」的精神，相信不只「明途聯繫」，甚至整個社會將變得更關愛、共融。

Caring Ambassador

Raymond Leung

Administrative Officer (Operation)

I am glad to be elected Caring Ambassador again. I am grateful to colleagues for their recognition. I am aware that there is still a lot of room for me to improve and I would like to take this opportunity to share with you my experience of getting along with colleagues.

I am an easy-going person and this may help me build a trusting relationship with colleagues. Every colleague is an individual with his own character. When helping them, in particular former patients, we must first accept them, understand their personality, uniqueness, strengths and weaknesses, and then join their world, communicate with them on equal standing, appreciate their genuine needs and the difficulties they face. I may not always be able to help them solve their problems immediately, but I can guide them towards positive thinking and the motivation for self-improvement and growth. In the process, tremendous patience, acceptance and tolerance are required. Don't be mean at the workplace. Give praises when colleagues perform well. This helps them build their confidence. In areas of weakness where improvement is required, we should give them encouragement, advice and chances. Even a simple greeting can give people a warm feeling.

If "helping people is a source of happiness", "helping people to help themselves is even a greater source of happiness". If everyone believes in the spirit of "helping people to help themselves", I think not only MentalCare Connect, but the entire society can become more caring and inclusive.



關懷大使

傅淑君

「卓思廊」北區醫院便利店 高級店員

我很高興能夠當選關懷大使，其實這是我意想不到的，在此多謝有份投我票的同事，另外更多謝公司給予我們參加如何訓練學員的課程，令我獲益良多，因此才能有機會獲此榮耀，今後我會更加努力及盡自己的能力去完成關懷大使的使命。

Caring Ambassador

Fuk Shuk Kwan

Senior Shop Assistant

"Cheers Gallery"

North District Hospital Convenience Store

I am delighted and surprised to be elected Caring Ambassador and would like to thank colleagues who have voted for me. I am also grateful for the company for organizing the course on "How to train trainees" for us. It was a very fruitful experience and is also the reason I have the chance to receive this honor. In future I will work harder and try my best to carry out my mission as a Caring Ambassador.



社會回報 Social Return

僱員概覽 (以03/09計算)

Employee's Profile (as at March 2009)

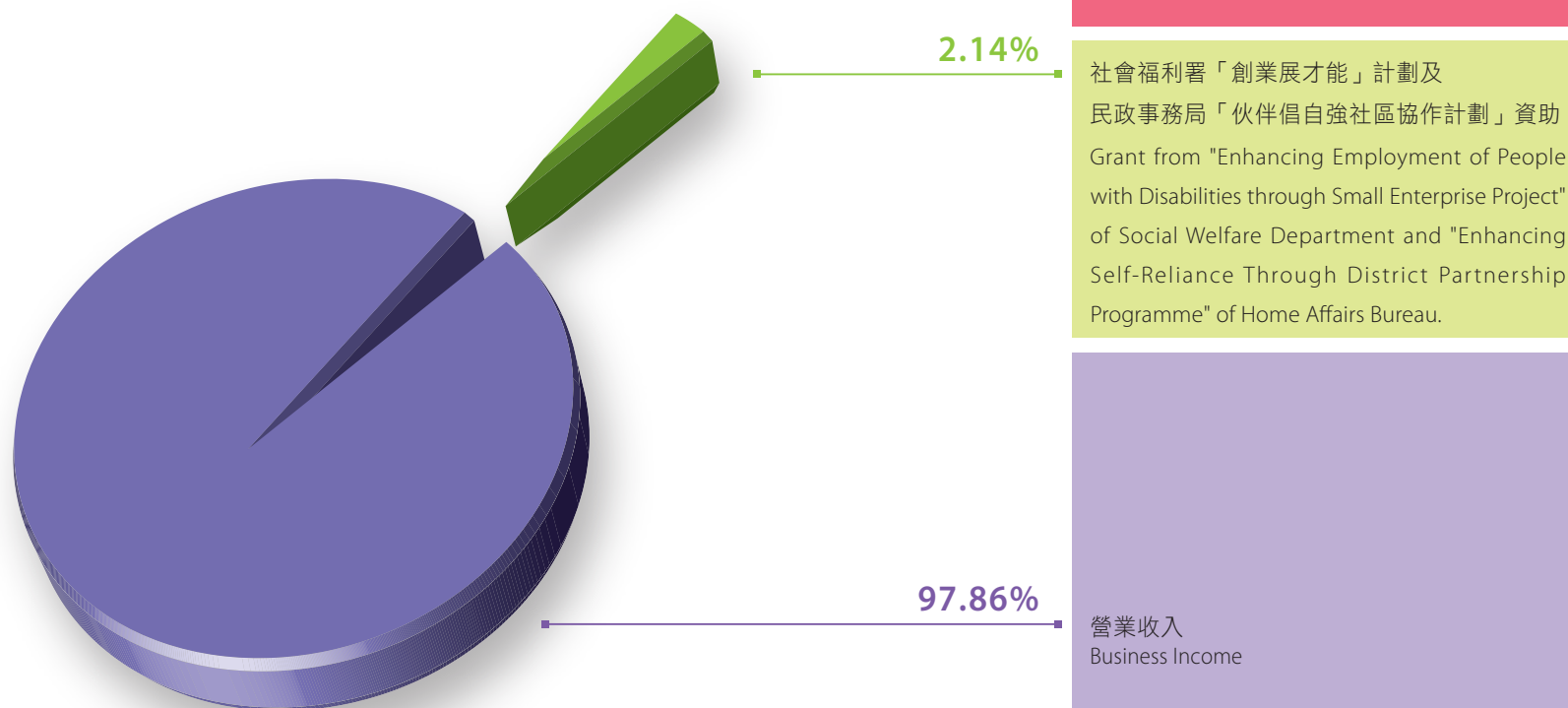
| 業務範圍 Business Scopes | 弱勢社群僱員人數 No. of Disadvantaged Employees | 僱員總數 Total No. of Employees |
|---|--|--------------------------------|
| 「卓思廊」律敦治醫院便利店 "Cheers Gallery" Ruttonjee Hospital Convenience Store | 6 | 10 |
| 「卓思廊」北區醫院便利店 "Cheers Gallery" North District Hospital Convenience Store | 9 | 10 |
| 「卓思廊」雅麗氏何妙齡那打素醫院便利店 "Cheers Gallery" Alice Ho Miu Ling Nethersole Hospital Convenience Store | 3 | 4 |
| 「卓思廊」博愛醫院便利店 "Cheers Gallery" Pok Oi Hospital Convenience Store | 2 | 3 |
| 「卓思廊」博愛醫院復康用品專賣店 "Cheers Gallery" Pok Oi Hospital Rehab Shop | 2 | 2 |
| 「卓思廊」將軍澳醫院復康用品專賣店 "Cheers Gallery" Tseung Kwan O Hospital Rehab Shop | 2 | 3 |
| 「卓思廊」九龍醫院復康用品專賣店 "Cheers Gallery" Kowloon Hospital Rehab Shop | 4 | 5 |
| 「卓思廊」伊利沙伯醫院復康用品專賣店 "Cheers Gallery" Queen Elizabeth Hospital Rehab Shop | 4 | 5 |
| 「卓思廊」屯門醫院復康用品專賣店 "Cheers Gallery" Tuen Mun Hospital Rehab Shop | 5 | 5 |
| 「卓思廊」西鐵「兆康站」復康用品專賣店 "Cheers Gallery" Rehab Shop (Siu Hong Station, West Rail) | 2 | 2 |
| 「卓思廊」香港防癌會癌症康復中心復康用品專賣店 "Cheers Gallery" The Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Center Rehab Shop | 1 | 1 |
| 「復康速遞」復康用品直銷服務 "Rehab Express" Rehab Product Direct Sale Service | 5 | 10 |
| 清潔業務 Cleansing services | 122 | 122 |
| 總辦事處 Head Office | 2 | 11 |
| 總數 Total | 169 | 193 |

財務回報 (2008-2009)

Financial Return

明途聯繫有限公司收入來源

Income Profile of MentalCare Connect Co. Ltd.



總收入 Total Revenue: **HKD32,108,310萬元**

核數報告

Auditor's Report


T M HO SO & LEUNG CPA LIMITED

CERTIFIED PUBLIC ACCOUNTANTS (PRACTISING)

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TEL : (852) 2525 1277 FAX : (852) 2845 3800

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香港域多利皇后街十五至十六號

怡成商業大廈五樓

電話 : (852) 2525 1277

傳真 : (852) 2845 3800

**INDEPENDENT AUDITOR'S REPORT
TO THE SHAREHOLDERS OF MENTALCARE CONNECT COMPANY LIMITED**
(incorporated in Hong Kong with limited liability)
明途聯繫有限公司

We have audited the financial statements of Mentalcare Connect Company Limited set out on pages 4 to 19, which comprise the balance sheet as at 31 March 2009, and the income statement, cash flow statement and statement of changes in equity for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Directors' responsibility for the financial statements

The directors are responsible for the preparation and the true and fair presentation of these financial statements in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and the true and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit and to report our opinion solely to you, as a body, in accordance with Section 141 of the Hong Kong Companies Ordinance and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance as to whether the financial statements are free from material misstatement.

T M HO SO & LEUNG CPA LTD.
CERTIFIED PUBLIC ACCOUNTANTS

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and true and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the state of the company's affairs as at 31 March 2009 and of its loss and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.

Other matters

Without qualifying our opinion, we draw attention to the financial statements which indicates that the total liabilities have exceeded its total assets as at 31 March 2009. These conditions indicate the existence of a material uncertainty which may cast doubt about the company's ability to continue as a going concern. As stated in Note 20 we are assured that continuing financial support from the ultimate holding company will be forthcoming.

T.M. Ho So & Leung CPA Limited
Certified Public Accountants (Practising)
Hong Kong

Date 27 OCT 2009

Practising Director: Leung Shu Yin, William
Practising Certificate No.: P00614

MENTALCARE CONNECT COMPANY LIMITED
明途聯繫有限公司
BALANCE SHEET
AS AT 31 MARCH 2009

| | NOTE | 2009 HK\$ | 2008 HK\$ |
|--|------|--------------|--------------|
| NON-CURRENT ASSETS | | | |
| Plant and equipment | 5 | 670,227 | 731,001 |
| CURRENT ASSETS | | | |
| Inventories | 6 | 994,119 | 808,983 |
| Deposits | | 98,984 | 87,944 |
| Payment in advance | | 94,790 | 42,090 |
| Trade and other receivables | | 1,815,355 | 734,099 |
| Cash and bank balances | | 274,293 | 1,728,176 |
| | | 3,277,541 | 3,401,292 |
| CURRENT LIABILITIES | | | |
| Accrued expenses | | 738,746 | 675,856 |
| Trade and other payables | | 2,082,667 | 1,949,856 |
| Received in advance | | 74,225 | 3,430 |
| Deferred income | 7 | 450,118 | 544,912 |
| | | 3,345,756 | 3,174,054 |
| NET CURRENT (LIABILITIES) / ASSETS | | (68,215) | 227,238 |
| Total Assets less Current liabilities | | 602,012 | 958,239 |
| NON-CURRENT LIABILITIES | | | |
| Amount due to ultimate holding company | 8 | (2,545,984) | (2,554,016) |
| NET LIABILITIES | | (1,943,972) | (1,595,779) |
| Represented by: | | | |
| Share capital | 9 | 4 | 4 |
| SWD Funds | | 161,986 | 161,986 |
| Accumulated losses | | (2,105,962) | (1,757,769) |
| TOTAL FUND AND RESERVES | | (1,943,972) | (1,595,779) |

The accompanying accounting policies and explanatory notes form an integral part of, and should be read in conjunction with, these financial statements.

The financial statements were approved and authorised for issue by the Board of Directors on 27 OCT 2009


Director


Director

Page 4

MENTALCARE CONNECT COMPANY LIMITED
明途聯繫有限公司
INCOME STATEMENT
FOR THE YEAR ENDED 31 MARCH 2009

| | NOTE | 2009 HK\$ | 2008 HK\$ |
|-------------------------------------|------|--------------|--------------|
| INCOME | | | |
| SWD grant income | 7 | 688,250 | 937,355 |
| Sale of goods | | 24,913,347 | 20,243,098 |
| Cleaning service income | | 3,350,836 | 2,646,427 |
| Rehab direct sales income | | 3,038,901 | 1,530,234 |
| Sundry income | | 116,976 | 31,020 |
| Total Income | 11 | 32,108,310 | 25,388,134 |
| EXPENDITURE | | | |
| Cost of sales | | | |
| - Opening stock | | 808,983 | 545,650 |
| - Purchases | | 17,342,563 | 14,288,348 |
| | | 18,151,546 | 14,831,998 |
| Less: Closing stock | | (994,119) | (808,983) |
| | | 17,157,427 | 14,023,015 |
| Direct cost of cleaning service | | 15,861 | 60,228 |
| Direct cost of Rehab products | | 2,085,466 | 975,105 |
| Staff Cost | | | |
| - Salaries, wages and allowances | | 9,169,243 | 7,020,936 |
| - Contribution to MPF | | 328,488 | 243,405 |
| Depreciation on plant and equipment | 5 | 327,495 | 276,993 |
| Other operating expenses | 12 | 3,372,523 | 2,636,277 |
| Total Expenditure | | 32,456,503 | 25,235,959 |
| (LOSS) / PROFIT FOR THE YEAR | 11 | (348,193) | 152,175 |

The accompanying accounting policies and explanatory notes form an integral part of, and should be read in conjunction with, these financial statements.

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鳴謝 Acknowledgement

義務法律顧問

周靜嫻律師

政府部門

社會福利署康復服務市場顧問辦事處

社會福利署

民政事務總署

商業伙伴

北區醫院

博愛醫院

九龍醫院

伊利沙伯醫院

律敦治及鄧肇堅醫院

將軍澳醫院

雅麗氏何妙齡那打素醫院

屯門醫院

香港防癌會賽馬會癌症康復中心

九龍巴士（一九三三）有限公司

Honorary Legal Advisor

Loretta C. H. Chow

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Marketing Consultancy Office (Rehabilitation), Social Welfare Department

Social Welfare Department

Home Affairs Department

Business Partners

North District Hospital

Pok Oi Hospital

Kowloon Hospital

Queen Elizabeth Hospital

Ruttonjee & Tang Shiu Kin Hospital

Tseung Kwan O Hospital

Alice Ho Miu Ling Nethersole Hospital

Tuen Mun Hospital

The Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Centre

The Kowloon Motor Bus Co. (1933) Ltd

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Founder, The Society of Hospital Pharmacists of Hong Kong & Hong Kong Drug Education Resources Centre

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General Manager, St. Paul's Hospital

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Senior Psychiatrist

Ms. Jenny Mak

Director, Master Atrium Limited

Ms. Emily Yeung

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Senior Psychiatrist

Dr. Lo Tak Lam

Consultant, Psychiatrist & Chief of Service, Kwai Chung Hospital

Ms. Alice Tso

Former General Manager(Nursing), Kowloon Central Cluster

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"Cheers Gallery" North District Hospital Convenience Store

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"Cheers Gallery" Ruttonjee Hospital Convenience Store

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Tel: 2836 0780 Fax: 2836 0782

「卓思廊」雅麗氏何妙齡那打素醫院便利店

"Cheers Gallery" Alice Ho Miu Ling Nethersole Hospital Convenience Store

大埔全安路十一號雅麗氏何妙齡那打素醫院A座地下大堂

G/F, Lobby, Block A, Alice Ho Miu Ling Nethersole Hospital,

11 Chuen On Road, Tai Po, N.T.

Tel: 2662 3068 Fax: 2662 3067

「卓思廊」博愛醫院便利店及復康用品專賣店

"Cheers Gallery" Pok Oi Hospital Convenience Store and Rehab Shop

新界元朗坳頭博愛醫院中座地下大堂

G/F Lobby, Central Wing, Pok Oi Hospital, Au Tau, Yuen Long, N.T.

Tel: 2470 7065 Fax: 2470 7026

「卓思廊」將軍澳醫院復康用品專賣店

"Cheers Gallery" Tseung Kwan O Hospital Rehab Shop

九龍將軍澳坑口寶寧里2號將軍澳醫院一樓

1/F, Tseung Kwan O Hospital, 2 Po Ning Lane, Tseung Kwan O, N.T.

Tel: 2208 0456 Fax: 2209 4764

「卓思廊」復康生活幹線 (佐敦南京街)

"Cheers Gallery" Rehab Links (Nanking Street, Jordan)

九龍佐敦南京街12號地舖 (伊利沙伯醫院小巴總站)

G/F, 12 Nanking Street, Jordan, Kln. (Queen Elizabeth Hospital mini-bus terminal)

Tel.: 3586 1525 Fax: 3186 2260

「卓思廊」瑪麗醫院復康生活幹線

"Cheers Gallery" Queen Mary Hospital Rehab Links

香港薄扶林道102號瑪麗醫院K座地下B舖

Shop B, G/F, Block K, Queen Mary Hospital, 102 Pokfulam Road, H.K.

Tel.: 2762 2728 Fax: 3586 1526 或 2762 2778

「卓思廊」屯門醫院復康用品專賣店

"Cheers Gallery" Tuen Mun Hospital Rehab Shop

新界屯門青松觀道屯門醫院主座地下大堂6號舖

G/F Lobby, Tuen Mun Hospital, Tsing Chung Koon Road, Tuen Mun, N.T.

Tel.: 2463 1905 Fax: 2463-1906

「卓思廊」復康用品專賣店(西鐵兆康站)

"Cheers Gallery" Rehab Shop (Siu Hong Station, West Rail)

新界屯門西鐵兆康站S20號舖

Shop S20, Siu Hong Station, West Rail, Tuen Mun, N.T.

Tel: 2468 2121 Fax: 2468 2130

「卓思廊」香港防癌會癌症康復中心復康用品專賣店

"Cheers Gallery" The Hong Kong Anti-Cancer Society

Jockey Club Cancer Rehabilitation Centre Rehab Shop

香港黃竹坑南朗山道30號香港防癌會賽馬會癌症康復中心六樓

6/F, The Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Centre, No. 30 Nam Long Shan Road, Wong Chuk Hang, H.K.

Tel: 2552 7061 Fax: 2552 7091

「卓思廊」復康速遞直銷業務

"Cheers Gallery Rehab Express" Direct Sales Service

訂購熱線: 8206 6160

訂購網站: www.rehabexpress.com.hk



明途聯繫有限公司
香港心理衛生會

www.mentalcare.com.hk
www.mhahk.org.hk

