

10-11

ANNUAL REPORT • 年報

新的挑戰 • 新的機遇

New Challenges • New Opportunities



明途聯繫有限公司

MENTALCARE

Connect Company Limited

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使命 及 Mission & Values 價值

使命

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。

價值

- 團隊精神
- 創新
- 以人為本
- 持續學習
- 工作承諾



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 and adopt a "market-driven" and "customer-oriented" approach:

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

Values

- Teamwork
- Innovation
- People Oriented
- Continuous Learning
- Commitment





主席 序言 Foreword by the Chairman

明途聯繫有限公司的成立即將進入第十個年頭，董事會很高興能夠與「明途聯繫」各級同事以及其他持份者，分享公司的成長與發展的興奮與喜悅之情。

多年來，本公司在履行社會使命時得到不少私營公司的關注和支持。是年，我們更有幸得到「鴻福堂」執行董事司徒永富先生的大力支持。「鴻福堂」不但為「明途聯繫」提供技術支援，使我們能夠在飲食界開創新的業務；我們更獲得他的信任，成為其產品的銷售據點。這個發展不但為我們的同事提供了新的挑戰和學習機會，亦為母會的學員提供了培訓機會。董事會在此衷心感謝司徒先生和「鴻福堂」，更期待私營公司和香港的社會企業有進一步的合作發展機會。

公司今年的營業額增長至約四千七百萬港元，比上年度上升約20%。假如沒有同事們的奉獻精神、不懈的努力和委身，這樣的增長會難於實現的。

公司快速增長的步伐，亦帶出了社會企業融資方面的困難。社會福利署為社會企業發展的生意項目提供了非常重要的種籽基金以應付初始的資本開支；然而，在此制度下，社會福利署一般以報銷方式處理撥款，因此經常令社會企業面對現金流不足問題。假設某項計劃需要較大的資本開支或按金，其所需的現金流數額亦會相對增加。雖然非政府機構在整筆撥款下有一定的儲備，但它不能作為社會企業現金流用途，除非該社會企業不是一個獨立的個體和它的帳戶直接隸屬有關非政府機構。再者，由於社會企業並非私營公司，向銀行貸款時是需要個人擔保的；因此除非非政府組織有足夠的私人資金，一般情況下非政府組織只能有限度地支持社會企業的發展。有見及此，社會或有需要重新探討社會企業的資金安排，及監管社會企業和其所屬非政府組織關係的法例。

在過去九年，公司大部分店舖主要開設於醫院管理局轄下的醫院。董事會感謝醫院管理局對社會責任的持續承諾及對社會企業的支持，包括對本公司的支持。一個機構在運作上以最大金錢回報作為考慮因素之一是很正常的。同樣正常的是社會企業要面對競爭，在局限性投標的情況下競爭對手是其他社會企業，在公開招標的情況下則是其他大公司。在自由市場裏，強者得以生存本是理所當然的。然而我們是否應考慮，這究竟是不是社會企業在香港發展的最佳方式呢？

董事會謹此感謝社會福利署、醫院管理局、各顧問、供應商、其他持份者對本公司的持續支持和意見；以及香港心理衛生會工作人員為我們的殘疾員工提供的培訓和支援。我們並且特別感謝楊建霞女士和同事們為公司的成功付出的努力。

黎守信醫生

董事會主席

明途聯繫有限公司董事會 Board of Directors of MentalCare Connect Co., Ltd.



梁士雄先生 Mr. Carlos Leung
麥香煥卿女士 Mrs. Mak Heung Woon Hing
盧德臨醫生 Dr. Lo Tak Lam
黎守信醫生 Dr. Benjamin Lai
鍾偉成先生 Mr. Chung Wai Shing
高淑蘭小姐 Ms. Flora Ko Suk Lan

The Board of Directors is pleased to share the excitement and joy with the staff of MentalCare Connect and other stakeholders on the further growth and development of the Company as it enters the tenth year of its establishment.

Over the years we have witnessed the social awareness and support by various private companies in the mission of the Company. In the year the Company has received a major support by Mr. Ricky W. F. Szeto, the Executive Director of Hung Fook Tong. His company has provided the technical support to MentalCare to allow it to embark on a new business in food and beverages, and entrusted the MentalCare to be an outlet of its products. This development provides new challenge and learning opportunities for our staff and training opportunities for clients of the Association. The Board expresses its gratitude to Mr. Szeto and his company, and looks forward to further development of collaboration of private corporations and social enterprises in Hong Kong.

The turnover of the business of Company has grown to about forty seven million Hong Kong dollars in the year. This represents a growth of about 20% over the previous year. The growth of MentalCare cannot be achieved without the dedication, incessant effort and commitment of the staff.

The rapid pace of growth of the Company raises an issue of funding resources for a social enterprise. The Social Welfare Department has provided very important seed money for application and covered the

initial capital cost of a project under a social enterprise. However, with the usual practice of payment in the form of reimbursement, it means the social enterprise has to provide its own cash flow. If the nature of a project requires a larger capital cost or deposit, a larger amount of cash flow is required. An NGO may have a certain sum of money under the lump sum grant reserve but it cannot be deployed as cash flow for its social enterprise unless the social enterprise is not a separate entity and its account is directly put under that of the NGO. As a social enterprise is not a private company, credit line from the bank requires personal guarantee. Unless an NGO is well off with its private funding, an average NGO can only support the growth of a social enterprise to a certain limit. There may be a need to re-consider the arrangement of funding for social enterprise, and the law governing a social enterprise and its relationship with its mother NGOs.

Over the past nine years the Company has developed a majority of its shops in hospitals under the Hospital Authority. The Board is grateful for the continued commitment of the Hospital Authority on social responsibility and support to social enterprises including our Company. It is just natural that an organization may take the maximum monetary return as one of the considerations in its operation. It is also natural that social enterprises compete among themselves in the case of restricted tender and compete with big corporations in the case of open tender. It is assumed that in a free market, the strongest one will survive. It needs to be considered if this is the best format for the development of social enterprises in Hong Kong.

The Board will like to thank the Social Welfare Department, the Hospital Authority, the advisors, the suppliers and other stakeholders for their continual support and advice to the Company. We are grateful to the staff of the Mental Health Association of Hong Kong for providing training and support to our disadvantaged staff. The Board is most grateful to the hard work by Ms. Yvonne Yeung and her staff for the success of the Company.

Dr. Benjamin Lai

Chairman, Board of Directors



管理團隊 的心聲

Voices from the
Management Team

「明途聯繫」於10-11年度開辦多項新業務包括「卓思廊」明愛醫院復康生活幹線、「卓思廊」威爾斯親王醫院便利店，及北區醫院Cheers Cafe。更於2011年中開辦屯門醫院「喜点」，以及承辦醫院管理局的職員合作社。

其中Cheers Café 及「喜点」是「明途聯繫」與「鴻福堂」攜手合作的創新項目。成功合作的關係源起於共同的理念；「社會企業」與「良心企業」結盟，透過產生更大經濟效益的同時，亦創造更大的社會效益。這種結盟的方式所產生的立體效益，遠遠超過傳統的捐獻。「鴻福堂」將其用心開發的卓越經營模式授予「明途聯繫」，透過「明途聯繫」於醫院扎根多年的經驗，以「友好特營」的模式於醫院開設新店，共同開拓新市場。合作關係創造三贏的局面，「鴻福堂」的產品進入新市場 - 「醫院」，令銷售額及品牌形象提升，「明途聯繫」在強大及本業規模的支持下開設新的餐飲業務，為殘疾人士提供更多元化的就業機會，業務更趨多角發展；而醫院病友及職員則可享用具品牌保證的優質餐飲服務。「友好特營」的立體關係，發揮了彼此自身的優勢，表現了「企業」的發展策略融合了經濟目標和社會效益，亦展示了「社企」的創新精神和市場多元的擴展能力；這才能達至社會效益的最大化。

「明途聯繫」可以成功開拓多項新業務，全賴我們具社會使命及承擔的團隊。在不斷面對新挑戰的處境中，建立了不斷創新，勇於面對壓力，快速應變的能力，亦活出了關懷弱勢，薪火相傳的精神。

創造社會價值不單單只計算創造就業的數目，殘疾人士在工作中發揮的潛能、工作表現，人際關係，工作滿足感，生命成長，以及擔當承傳使命的角色，更為重要。

在此，深深感謝各位同事多年努力不懈，與「明途聯繫」同心、同步、同行，貢獻社會！今年，同事的表現均十分出色，獲得「傑出員工」大獎的同事比去年多。「明途聯繫」即將踏入十週年，祝願各位身心愉快，勇往直前！

楊建霞女士

總經理



In year 10-11 MentalCare Connect launched a number of business projects including "Cheers Gallery" Caritas Medical Centre Rehab Links, "Cheers Gallery" Prince of Wales Hospital Convenience Store and "Cheers Café" North District Hospital. In mid 2011, we also opened the Cheers Bakery in Tuen Mun Hospital and started running the Co-op Shop for the Hospital Authority.

Cheers Café and Cheers Bakery are projects we newly collaborate with Hung Fook Tong. The cooperation is rooted in our shared beliefs in a league between "social enterprises" and "conscience enterprises". Through such integration, economic goals and social benefits can be expanded at the same time. The 3-dimensional effects brought by this league are much more powerful than traditional format of donation. Hung Fook Tong combines its excellence in business operation that was built after years of hard work, with MentalCare Connect's valuable experience in a hospital environment and launched a brand new "Friend-chised" shop in a new market. This is advantageous to all three parties: Hung Fook Tong has expanded its market into the hospital and boost sales as well as image; MentalCare Connect has established a new line of business in catering with the strong support of its main business and therefore created more diversified employment opportunities for the handicapped persons and further widened its scope of work; and finally patients and staff of the hospital can now enjoy quality catering service from an established brand. The 3-dimensional relationship of a "Friend-chise" does not only utilize the strengths of each party, but also let the development strategy of the social enterprise integrate with economic goals and social benefits. It further

demonstrates a social enterprise's innovative spirit and the potential to diversify its market. Social impact is thus maximized.

The major reasons MentalCare Connect can establish these new projects are the social mission we bear and the existence of a team of committed members. In face of non-stop challenges, we have developed the ability to innovate, to tackle pressure and to adjust. We also care about the disadvantaged groups and are committed to spread the message around.

In the creation of social values, the number of employment opportunities we offer is not the sole yardstick. What's more important is the chance for the disabled to utilize their potential as well as factors like work performance, interpersonal relationship, job satisfaction, personal growth and the carrying out of mission.

We express our utmost gratitude to colleagues for their continuous hard work throughout the years. In contributing to the society, they have been walking with MentalCare Connect whole-heartedly, hand in hand and step by step. In the past year colleagues' performance was simply exemplary. More colleagues were bestowed the "Outstanding Staff Award" in comparison to the year before. As MentalCare Connect enters the tenth year of establishment, we wish everyone good health and joy and let's embrace the future with a daring heart!

Ms. Yvonne Yeung
General Manager

生命體驗 的分享

Sharing of Staff Members



陸澄瑋先生

助理總經理(營運)

因加入「明途聯繫」而正式參與本港「社企」界別，不知不覺已經第六個年頭。我親身體會「社企」不僅是聘用弱勢社群的商業機構；具有良好管理理念的「社企」，更是優化人心的平台。在過去六年裡，見證著不少同事，不論康復者或一般員工，包括我在內的生命都被大大優化：自私冷酷的人漸漸變得溫和而謀求多贏；生命或心理上有所缺憾的同事，在包容的工作間重新自立，奮鬥自強；從前吊兒郎當的浪子，如今落地生根，每天追求卓越，前途一片光明。這裡充滿了一個個活生生的動人故事，而我有幸身處其中，心存感恩。

儘管在營運知識及經驗上我們可以向康復者同事分享心得，然而他們忠誠待客，謙卑盡責的特質更值得我們欣賞學習。寄望2012年，我們在積極迎接「新的挑戰、新的機遇」的同時，也能與各同事互勵互勉，一同進步。

Mr. Vincent Luk

Assistant General Manager (Operation)

Time flies. It's been six years since I became a member of the local social enterprise through joining MentalCare Connect. My personal experience proves that social enterprises are not only business entity that employ disadvantaged groups and possess good management style, but also a platform that enhances human nature. In the past six years, I have witnessed how a number of colleagues, whether former patients or fellow staff, and including myself, have made great advances in their lives. Examples are abundant. Selfish and cold people have gradually become warm and positive. Colleagues, whose lives and mind were once filled with regrets, have learned to stand up again and strive for success in an accommodating working environment. There are also people who led an empty life in the past but have finally realized their goals and are now working hard towards excellence and a bright future. This is a place with lots of real and touching stories and I am grateful to be part of it.

We learn a lot on operation and practical experience from colleagues who are former patients. What we admire even more are their sincerity towards customers, their modest attitude and their sense of responsibility. I wish that in 2012 we will welcome the "New Challenges and New Opportunities" with enthusiasm, give encouragement to each other and progress together.



紀式雄先生

Management Trainee

為進修而離開兩年，又回到「明途聯繫」，感覺與初來工作時有很大的不同。

以往的我，比較自我，好像全世界只有我一個人生活。對身邊的事不聞不問，對公司的投入度不是很大，更絕少關心公司的業務發展，只留意自己所管理的店舖。在屯門「卓思廊」任職時，我也十分任性。不是我不遵從上頭的指令，而是缺乏那份投入感，每每在完成自己的任務後，便甚麼事也不理。很多同事或朋友都認為我能擔任該職而沒有犯過錯，已很不錯。有時候我也會反省自己，發現我可以做得更好，但我卻沒有去做，對此實有點慚愧。

離開「明途聯繫」後，我有機會反思自己以往工作上的缺失。在回歸公司後，我一改以往的那份自我，深切地感激公司再一次給我機會作出貢獻。雖則現在的我仍有很多不足，工作上未能達到盡善盡美，但那份力求上進的決心已加倍注入我心中。對於將來的工作，我會虛心奮進去完成，力求在這部「明途聯繫」的機器上，成為一個有用的齒輪。回到「明途聯繫」，我還有另一種感悟。由於我被派駐各分店提供協助，察覺康復者有了一百八十度的轉變——「明途聯繫」的康復者是能幹的。他們的聰明才智絕不遜於普通人。我可以肯定，他們的積極參與，才能使「明途聯繫」的社會企業營運得更好。他們準時上班，工作責任心強，更會主動提出意見，這份能耐，我很是佩服。雖然康復者仍有某些限制，但我們會盡力發揮其潛能，回饋社會。最後希望「明途聯繫」的同事共勉之。

Mr. Kei Sik Hung

Management Trainee

I have returned to MentalCare Connect after two years of further training. What I feel now is very different from the first time when I worked here.

I was self-centred in the past and lived as if I was the only person in this whole world. I did not care about people and things. I was not very committed to the Company, I managed my own shop and very seldom paid attention to the Company's business development. During the days I worked at the "Cheers Gallery" in Tuen Mun, I remained very egocentric. I did follow my supervisor's instructions but I was just not committed. I did not care about anything except my own assignments. Many colleagues found my performance satisfactory as I did not make mistakes. But on reflection, I was ashamed that I could have done better but I just did not.

When I left MentalCare Connect, I took the opportunity to review my weaknesses in work performance. Upon return, I have decided to put aside my ego and I am so grateful to the Company for giving me the opportunity to make contributions again. Although there is still a lot of room for improvement in work, I have determined to do a better job. In future, I will work humbly and energetically to perform as a good member of MentalCare Connect.

I also learn many things since returned MentalCare Connect. I was assigned to provide assistance to various shops and I notice that colleagues, who are ex-mental patients, are really capable and the changes they have undergone are very drastic. They are in fact as clever as ordinary people. I am sure their active participation in MentalCare Connect is able to further improve its operation. These colleagues are punctual, have a strong sense of responsibility and willing to take the initiative to suggest for improvements. Although there are still certain limitations for ex-mental patients, we will try our best to actualize our potential and contribute to the society. I also hope colleagues of MentalCare Connect would give encouragement to each other.

生命體驗 的分享

Sharing of Staff Members



蔡曉東先生

醫管局職員合作社業務經理

感謝神帶領我進入「明途聯繫」這個大家庭，對我而言它的確像一個大家庭，總覺得「家」應有的接納、包容與和諧無間在這裡都可以找到。很高興我成為其中的一份子，我亦期望在崗位上讓同事感到被接納和尊重。在這個不斷鼓吹個人權利和抱怨的社會文化裡，我期望「明途聯繫」的DNA特質在未來能夠感染和幫助更多人。

Mr. Choy Hiu Tung

Business Manager, Hospital Authority Staff Co-op Shop

I thank God for showing me the path to join the family of MentalCare Connect. To me, MentalCare Connect is really a family. It is accepting, accommodating and harmonious. I am pleased to be part of the family and I hope that colleagues can feel being accepted and respected in their job positions. In a society where individual rights and complaints culture prevail, I hope the special DNA of MentalCare Connect can inspire and help more and more people.



劉顯庭先生及陳志華先生

醫管局職員合作社店員

好高興公司給我們機會多謝林店長，她確是一位好老師，她不但精通貨品知識，在她身上，我們更學懂很多店務技巧。至於蔡經理，對下屬亦愛護有加，對客人的服務更是無微不至。在他身上，我們學會了如何對待顧客。我們希望公司繼續努力，在社會企業的道路上再邁前一大步。

Mr. Lau Hin Ting and Mr. Chan Chi Wa

Shop Assistant, Hospital Authority Staff Co-op Shop

We are pleased to have the opportunity to say "thank you" to Ms. Lam, our Supervisor. Ms. Lam is a good teacher who knows everything about the merchandises. We learn a lot about shop management skills from her. As for Mr. Choi, the other Supervisor, he takes very good care of his staff and provides excellent service to customers. He teaches us how to serve customers. We hope that our Company will continue to strive for the best and make more huge progress as a social enterprise.



謝梅影小姐

醫管局職員合作社店員

這半年我獲益良多，工作非常充實。由於店長耐心的指導，即使我遇到困難都不會太徬徨。「明途聯繫」福利好，兼職亦能獲得有薪假期。同事之間的相處融洽，使工作更順利。

Ms. Tse Mui Ying

Shop Assistant, Hospital Authority Staff Co-op Shop

I have gained a lot in the last six months and my working life is so fulfilling. The Supervisor is very patient in coaching me and helps me overcome my nervous feeling when I encounter difficulties. At MentalCare Connect, we are offered good benefits and part-time staff can also enjoy paid leave. There is high efficiency under a harmonious working environment.

黃順洪小姐

「卓思廊」威爾斯親王醫院便利店店員

本人是一位精神病康復者，曾經在伊利沙伯醫院「卓思廊」接受學員培訓，當時我已感覺到同事們的和睦相處，例如同事阿May時常幫助我。及後，店舖搬往佐敦道南京街，可能由於不適應新環境，我便辭去工作一段時間。在重新接受培訓後，社工轉介我到瑪麗醫院「卓思廊」工作，由於同事們對我很好，很樂意給我幫忙，使我慢慢適應過來。後來我接受店長的建議前往威爾斯親王醫院便利店工作。由於業務性質不同，初期適應有點困難，但在眾同事的鼓勵與支持下，我工作得愈來愈開心，謹此衷心多謝公司給我機會。

Ms. Wong Shun Hung

Shop Assistant, "Cheers Gallery" Prince of Wales Hospital Convenience Store

I am an ex-mental patient. I was impressed by the harmonious relationship among colleagues when I have been trained at the "Cheers Gallery" in Queen Elizabeth Hospital. May, one of colleagues, often helped me. When the shop moved to Nanking Street in Jordan, I could not adapt to the new environment and resigned. I underwent training again and was referred by social workers to work at the "Cheers Gallery" in Queen Mary Hospital then. The colleagues were very nice and helped me settle down. The Supervisor subsequently recommended me to work at the Convenience Store in the Prince of Wales Hospital then. As the business nature is different, it was a bit difficult for me to face the change at the beginning. Fortunately with colleagues' encouragement and support, I started to enjoy work again. I would like to express my gratitude to the Company for giving me all these opportunities.

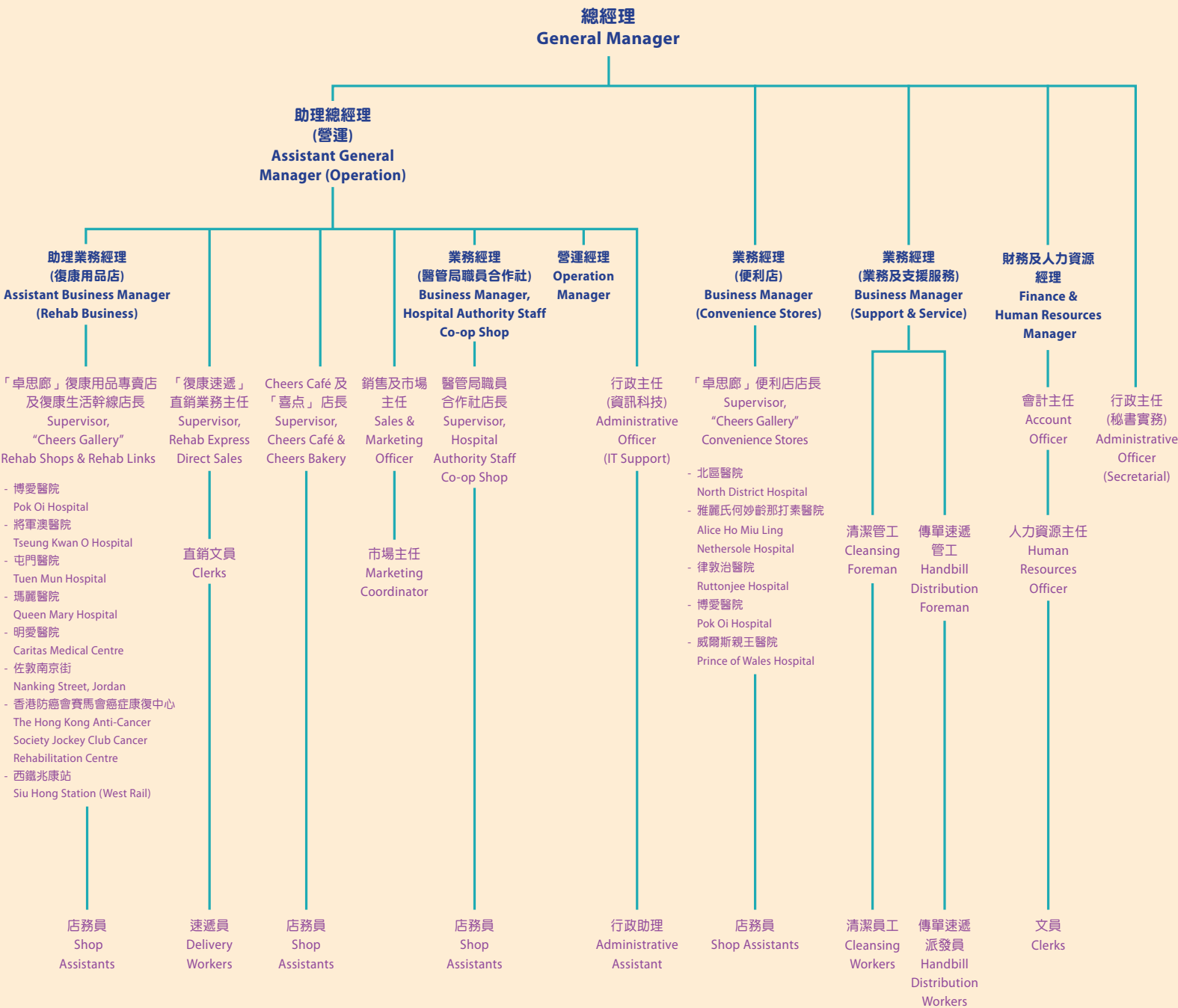
機構組織圖表

Organization Chart



職員圖表

Staff Chart



獎項 及 Awards & Recognition 嘉許

「明途聯繫」致力關懷弱勢社群，在各項公司的措施及業務發展上，均考慮到如何發揮殘疾人士的才能，付出的努力亦得到社會上的認同，榮獲多個由不同政府及機構頒發的嘉許獎項，見證了團隊上下一心的成果。

「有能者・聘之」嘉許

由香港電台與康復諮詢委員會合辦，藉以表揚聘用殘疾人士的僱主，向公眾傳達「有能者・聘之」的訊息。「明途聯繫」榮獲非工商類社會關懷大獎（社會企業或非牟利機構）優秀獎。

■ 為殘疾員工提供的合適措施，在職培訓及晉升機會

「明途聯繫」共聘用兩百位員工，當中有六成僱員為殘疾人士(精神病康復者)。10-11年度，營業收入超過四千多萬，見證了殘疾人士在工作才能上的卓越表現。在工作安排方面，殘疾與非殘疾僱員均享有同等的待遇，市場的薪金及保障。為加強他們的工作技能，定期舉行產品及客戶服務等訓練，由商業經理人負責工作指導，提升他們對工作的信心。工作表現良好的殘疾僱員，同樣獲得晉升機會，鼓勵他們積極參與公司的管理及決策。

■ 無障礙的工作環境

「明途聯繫」致力為員工提供情緒上的支援，建造包容和關愛的工作環境。公司按照個別殘疾僱員的工作能力及所長去編排崗位，如分別負責銷售、收銀、整理貨品及展示等，讓殘疾僱員可以發揮其所長。公司亦按照個別殘疾僱員的工作能力去編排工作時數，每天工作由4小時至9小時不等，按他們的適應情況逐步增加工作時數，以配合他們的工作期望。

「明途聯繫」積極參與由非政府機構舉行的就業會議，協助殘疾僱員更有效適應工作環境。更透過各類工作坊及活動，促進殘疾僱員的精神健康。如舉辦如何處理工作壓力、建立良好人際關係及認識精神健康等工作坊，以增加他們對工作的信心及歸屬感。公司亦提供病假予殘疾僱員定時覆診，更設心理健康輔導服務，處理僱員的情緒問題，以協助他們更穩定及持久地工作。





MentalCare Connect always cares about the disadvantaged groups. This is demonstrated in various policies and business activities whereby opportunities are given to the disabled to utilize their potential. The awards we got from the government and various organizations show that the efforts we made are recognized by the society.

Talent-Wise Recruitment Award

The Talent-Wise Recruitment Award is a scheme collaborated by Radio Television Hong Kong and the Rehabilitation Advisory Committee. It aims to encourage employers to hire people with disabilities and spread the message of "physical limitations hinder no talents" to the public. MentalCare Connect was given the Outstanding Award in the non-commercial section (social enterprises or non-government organizations).

■ The provision of suitable facilities, on-the-job training and promotion opportunities to disabled staff

Among the 200 employees of MentalCare Connect, 60% are people with disabilities (ex-mental patients). In year 10-11, we had a business income of over 40 million dollars. This reflects the excellent performance of our disabled staff, who enjoy the same benefits, salary and protection as ordinary staff. To enhance performance and confidence, we assign business managers to offer them regular training in products and customer service. Those who perform well get equal chances for promotion. They are also encouraged to take part in the Company's management and decision making.

■ Barrier-free working environment

MentalCare Connects is committed to providing staff emotional support to create an accommodating and caring workplace. Job assignments (such as sales, cashier, product arrangement and display) are tailor-made according to individuals' working abilities and strengths so that they can utilize their potential. For those with disabilities, we also take individuals' condition into consideration when we plan the work schedule. The duration of work ranges from four to nine hours and can be increased gradually according to colleagues' performances and expectations.

To assist disabled staff fit in at the workplace effectively, MentalCare Connect is actively in attending conferences on employment organized by non-government organizations. We also take care of their mental health by organizing various workshops and activities, such as workshops on stress management, interpersonal relationship and mental health in order to enhance their confidence and sense of belongings. Staff with disabilities are also given sick leave when they have their regular appointments with doctors. We further provide counseling service to help them to handle emotional problems so that their work can be more stable and long-lasting.



■ 殘疾人士發揮才能，投入工作的成果

- 創造「以人為本」的工作環境，擁抱使命，創造社會價值；
- 殘疾僱員發揮工作所長，晉升管理的角色，負責經營及管理多項業務；
- 殘疾人士由資源消耗者，變為資源創造者；由服務使用者，變為服務他人；
- 於「卓思廊」十多間分店中，殘疾人士每年為超過二十萬人的病人提供方便、細心及專業的零售服務；
- 精神病康復者以過來人身份訓練其他的精神病，協助他們成功投入工作，活出薪火相傳的精神；
- 殘疾人士成為「關懷大使」，透過媒體講述自身見證，向公眾宣揚關懷殘疾人士的精神；
- 殘疾人士獲頒發傑出員工大獎。

十八區關愛僱主嘉許

香港復康聯會、香港社會服務聯會與勞工及福利局康復諮詢委員會合辦「十八區關愛僱主」，致力倡導殘疾人士融入社會，推廣「傷健齊心·萬眾一家」的訊息。「明途聯繫」於2010年及2011年均獲選為「十八區關愛僱主」。

家庭友善僱主獎勵

香港家庭議會推出了「家庭友善僱主獎勵計劃」，以鼓勵企業重視家庭核心價值的重要性，並在2011年11月3日舉行頒獎禮。「明途聯繫」獲頒企業組別 - 醫療及保健服務之家庭友善僱主獎項。

■ Fruitful results of helping disabled people utilize their potential and join in the workforce:

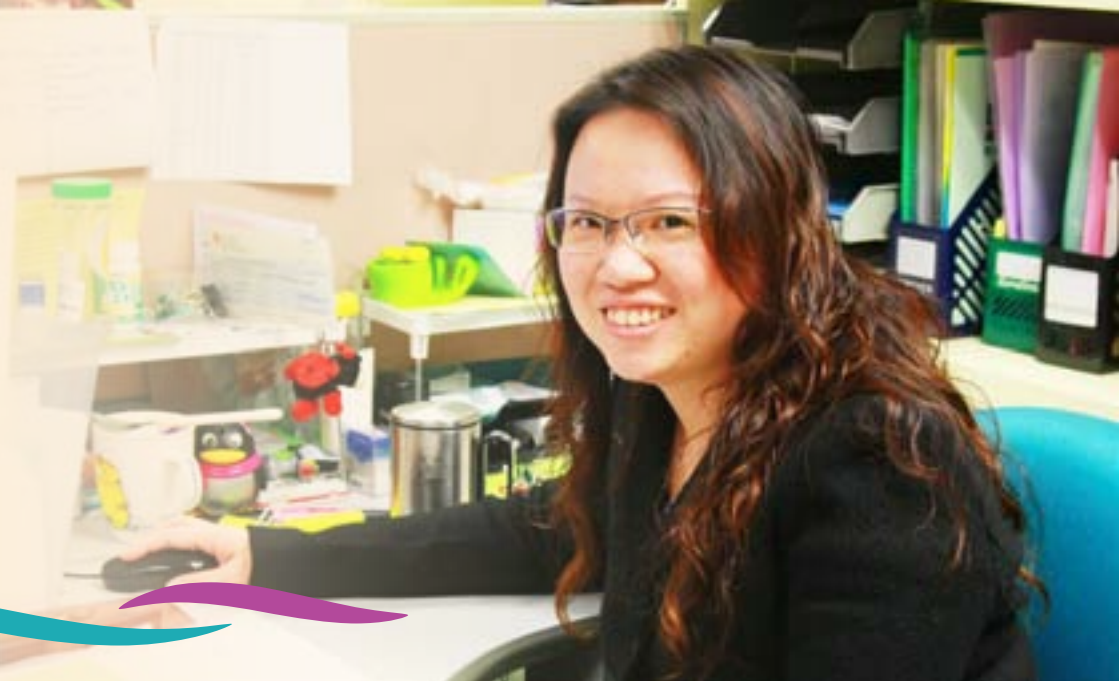
- Create a people-oriented working environment, embrace the mission and create social values.
- Disabled staff can utilize their potential, get promoted to the management level and take charge of operation and management affairs.
- Transform the disabled from consumers of resources to the creators of resources, i.e. a change from service users to service providers.
- Our disabled staffs in over 10 branches of "Cheers Gallery" provide convenient, attentive and professional retail service to over 200,000 patients each year.
- Ex-mental patients, using their personal experience, provide training to peers and help them to join the workforce so that they can further help others.
- Disabled people act as "Caring Ambassadors", share their experience with the media and promote the importance of caring for the disabled to the public.
- Disabled people are bestowed the Outstanding Staff Award.

18 Districts Caring Employers Award

The scheme was jointly organized by the Hong Kong Joint Council for People with Disabilities, the Hong Kong Council of Social Service and the Rehabilitation Advisory Committee of the Labour and Welfare Bureau. It encourages the public to include people with disabilities in the society and all aspects of life. MentalCare Connect is honored to become 18 Districts Caring Employer in both 2010 and 2011.

Family-Friendly Employers Award

The scheme, organized by the government's Family Council, aims to encourage enterprises to recognize the importance of family core values. The award presentation ceremony was held on 3 November 2011 and MentalCare Connect was bestowed the Family-Friendly Employment Award in the medical and health service enterprise section.



商界展關懷標誌嘉許

「明途聯繫」積極實踐社會企業責任，這已是連續第七年榮獲香港社會服務聯會嘉許為「商界展關懷」機構，我們將繼續發揮關愛精神，致力回饋社會。

Caring Company Award

MentalCare Connect has been very committed to fulfilling the duties of a social enterprise. This year MentalCare Connect was awarded Caring Company by the Hong Kong Council of Social Service for a seventh consecutive year. We will continue work hard to promote our caring spirit and contribute to the society.

關懷大使

黃秀花小姐

財務及人力資源經理

被選為關懷大使，開心卻沒有太大的驚喜，反而被一位下屬送贈的心意卡感動了，她感謝我對康復者的體諒及對她的教導，認為在我身上體驗到「以人為本」的精神，這意想不到的回應給我很大的鼓舞。另外，令我欣慰的是我獲得大部分下屬的認同(投票支持)，作為她們的直屬上司，我滿心感激她們在工作上的付出及對公司的體諒。最後，我認為公司有很多同事也具備「關懷」的特質，希望大家能共同創造一個和諧而開心的工作環境! 謝謝!

Caring Ambassadors

Ms. Wong Sau Fa

Finance & Human Resources Manager

I was pleased but not very surprised about getting the award. It was a greeting card from a subordinate that touched my heart. She thanked me for being very understanding to the ex-mental patients and for coaching her. She said I have shown her the people-oriented spirit. I found this unexpected gesture very encouraging. I am also comforted knowing that I got voted by a majority of my subordinates. As their supervisor, I am very grateful to their commitment and the understanding they show to the Company. I think a lot of our colleagues are very caring people. I hope together we can create a harmonious and happy working environment. Thank you!

關懷大使

林月娥小姐

醫管局職員合作社店長

在上一年度，我為獲得「傑出員工獎」感到非常高興，而在今年再次被嘉許為「關懷大使」對於我來說，更是極具意義，因為這是各位同事對我在工作上的認同，透過投票得出的結果。

我在「明途聯繫」工作已經四年了，由一開始要被同事提點和教導的初級店員，晉升至現在店長的過程中，和各同事的關係昇華至好朋友甚至如「兄弟姊妹」。

其實，在我主動關懷同事時，他們都會願意打開心窗，互相溝通。我希望大家能像我一樣，從一些簡單的小事做起，以微笑來建立和諧的關係！

Caring Ambassadors

Ms. Am Yuet Agor

Supervisor, Hospital Authority Staff Co-op Shop

I was very happy about getting the award last year. I become Caring Ambassador again this time and it has become even more meaningful. Being voted means my work is recognized by my colleagues.

I have worked in MentalCare Connect for four years. I was initially a junior shop assistant who received advice and instructions from colleagues. I was later promoted as a Supervisor and became good friend with colleagues and we treat each others like brothers and sisters.

When I show my care to colleagues, they are usually willing to open up and talk to me. I hope that they can follow my example, start from some simple things, such as a smile, to build a harmonious relationship.



「明途聯繫」 內望 Inside MentalCare



「卓越服務藍圖」

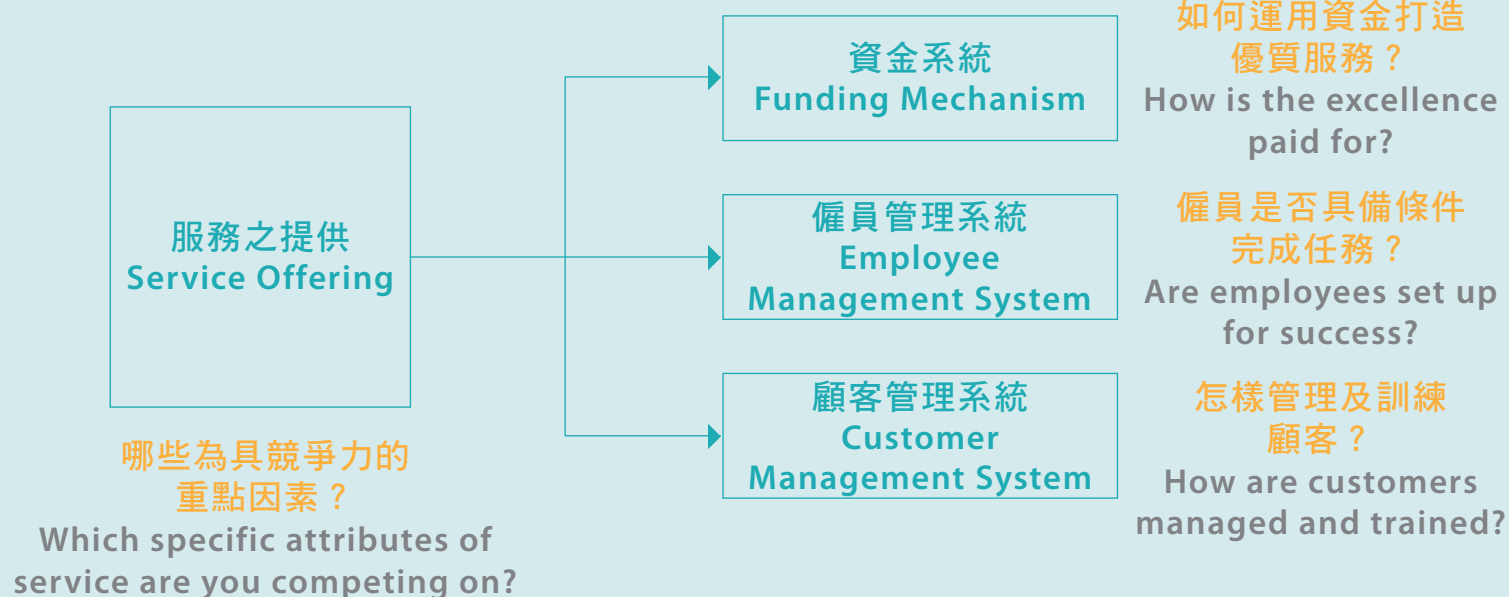
「卓越服務藍圖」是建立及發展服務的一個框架，重點在於為顧客、僱員及股東三方創造價值。其四大原則包括服務之提供、資金系統、僱員管理及顧客管理。這四個範疇形成一個系統，相互提升，令服務得以延續下去。

"Service Excellence by Design"

"Service Excellence by Design" is a framework for building and developing service. It focuses on creating value for customers, employees and shareholders. The principles of "Service Excellence" include service offering, funding mechanism, employee management and customer management. The four areas enhance each other as a whole system and bring sustainability to the service.

卓越服務之原則 Principles of Service Excellence

為顧客、僱員及其他持份者三方創造價值 Create value for customers, employees and stakeholders



「卓越服務」工作坊及調查

根據卓越服務的原則，「明途聯繫」為員工舉行了工作坊討論下列各項：

- 1) 我們的服務有什麼強項及短處？
- 2) 顧客購物時最大的喜好及因素的是什麼？
- 3) 以投票方法將顧客的喜好及因素順序排列？
- 4) 如何簡化工作程序及減輕工作量以滿足顧客的喜好？

按照上述討論結果，「明途聯繫」為便利店、復康用品專賣店及「復康速遞」直銷業務三個範疇共500名顧客進行了問卷調查，以確定哪些為顧客的主要喜好。調查結果為我們提供了具體的參考資料，對日後服務設計及定位、業務發展策略、資源分配、僱員培訓及其他改善方案等均有莫大幫助。

"Service Excellence" Workshop & Survey

Basing on the principles of service excellence, MentalCare Connects conducted a workshop for staff to discuss the following:

- 1) What is the strength and weakness of our service?
- 2) What is the key customer preference when they make purchase decision with us?
- 3) Prioritize customer preferences by voting
- 4) How to simplify the work flow and reduce workload to deliver the key customer preference?

With reference to the above discussion, MentalCare Connect has conducted a survey with 500 customers in three business lines, namely the Convenience Store service, the Rehab Shop service and the "Rehab Express" Direct Sales service, so as to identify the key customer preferences. The results provide us solid references on service design & positioning, business development strategy, resources allocation, staff training and other areas of improvement.



企業文化研究 - 職員培訓工作坊

感謝香港中文大學心理學系的區永東教授及研究院學生的籌辦及策劃，「明途聯繫」於去年進行了一次企業文化研究及舉辦了一系列職員培訓工作坊。以互動遊戲/競賽及體驗式活動為主，讓員工了解公司的核心價值、願景及宗旨，並學懂如何透過日常工作實踐各種核心價值，從而實現願景及履行宗旨。

Staff Training Workshops – A Study on Enterprise Culture

With the administrative support from Professor Winton Au, Department of Psychology of the Chinese University of Hong Kong, and his postgraduate students, MentalCare Connect conducted a study in enterprise culture and a series of related staff training workshops last year. Through interactive games/competitions and experiential activities, staff had the opportunity to understand the core values, vision and mission of the Company. They also learned how to adhere to the core values in daily work and therefore actualize the vision and carry out the mission.

了解「明途」的核心價值、願景及宗旨

To understand the core values, vision and mission of MentalCare

「明途」的核心價值 Core values of MentalCare

- | | |
|---------|---------------------|
| 1. 團隊精神 | Teamwork |
| 2. 創新 | Innovation |
| 3. 以人為本 | People Oriented |
| 4. 持續學習 | Continuous Learning |
| 5. 工作承諾 | Commitment |



傑出員工

大獎 Outstanding Staff Award



黃秀花小姐

財務及人力資源經理

感謝公司給我「傑出員工」的獎項，很開心能在工作上獲得認同，更感謝下屬們努力的工作及積極的配合，他們在我眼裡也是很傑出的員工呢。我向來的工作理念是做好本分，對公司負責，對下屬以身作則，多以不同的思考角度從變化中求進步，謙卑學習。珍惜機會，感恩所得。謝謝!

Ms. Wong Sau Fa

Finance & HR Manager

I would like to thank the Company for giving me the Outstanding Staff Award. I am very pleased that my work performance was recognized. I would also like to thank my subordinates for their hard work and cooperation. To me, they are in fact Outstanding Staff too! On work, I believe that one should fulfill one's duties, be responsible to the Company and act as a role model for subordinates. We should also see things from different angles, strive for improvement, learn with a humble heart, cherish opportunities and be grateful. Thank you!

「明途聯繫」可以有能力面對快速轉變的需求及挑戰，踏實地透過經營「社企」，活出使命，有賴全體員工的積極參與及努力不懈。今年，員工的工作表現喜出望外，獲得「傑出員工大獎」的同事比比皆是，其中評分最高的三位同事有以下分享。

Thanks to the active participation and long-term commitment of all of our staff members, MentalCare Connect is able to respond promptly to various needs and challenges. With their support, we operate a social enterprise and carry out our mission in a down-to-earth manner. In the past year, colleagues' performance was just brilliant. Numerous staff were bestowed the Outstanding Staff Award. Here are sharings from three awardees who got the highest scores:



黃文蕙小姐

營運經理

在「明途聯繫」工作至今時間尚短，對於獲得公司的嘉許，實在深感意外和榮幸。作為營運部的一份子，我參與了醫管局職員合作社及「喜点」Cheers Bakery的籌備工作，以及總辦事處的搬遷項目，見證了公司於這段時期的快速成長和發展。這段時間，公司給予我很大的自由度和發揮機會，我視之為難能可貴的經驗和挑戰。我相信，很多事情的完滿成功都是建立在與上司及同事間的相互的信任上。未來仍有很多未知數，但個人的經歷告訴我，帶著珍惜和不抱怨的心態面對，成功會比較容易碰上你。

Ms. Wong Man Yi

Operation Manager

I have joined MentalCare Connect for a short period only and I am surprised and honored to receive the award. As a member of the Operation unit, I have assisted in the establishment of the Hospital Authority Staff Co-op Shop and the Cheers Bakery as well as the relocation of the Head Office. I witnessed the rapid growth and development of the Company during this period. During this time, I was given a lot of freedom and chances to perform and I found such experiences and challenges very valuable. I believe success very often builds upon mutual trust between the supervisors and subordinates. The future is still full of many uncertainties, but experience tells me that with a cherishing and appreciating heart, success won't be far away.



何美蓮小姐

「卓思廊」將軍澳醫院

復康用品專賣店店長

今天收到總辦事處同事的通知，我成為今年的最傑出員工之一。收到通知時心情不怎樣，但掛斷電話後卻有一陣喜悅湧上心頭！自己的付出得到別人的認同，當然開心，不枉自己每個月的努力工作。在這裡也要多謝上司的指點，還有更重要的是店舖同事的合作和努力，使店舖營運暢順，才有落實的好成績。

Ms. Ho Mei Li

Shop Supervisor, "Cheers Gallery" Tseung Kwan O Hospital Rehab Shop

I was told by the Head Office today I have become one of the Outstanding Staff. I felt calm when I heard the news but experienced the joyful feeling right after I hung up the phone! I am so happy that my efforts are recognized. The hard work in all these months are worthwhile. I would like to thank my supervisor for his coaching as well as my colleagues who have been very cooperative and hard working. Together we have a smooth operation of the shop and the results are good.

傑出員工

大獎 Outstanding Staff Award



蕭笑慧小姐
會計文員

Ms. Siu Siu Wai
Account Clerk



倪鎮惠先生
「卓思廊」屯門醫院
復康用品專賣店店長

Mr. Ngai Chun Wai
Supervisor,
"Cheers Gallery"
Tuen Mun Hospital
Rehab Shop



葉笙胡小姐
「卓思廊」屯門醫院
復康用品專賣店店員

Ms. Yip Sang Wu
Shop Assistant,
"Cheers Gallery"
Tuen Mun Hospital
Rehab Shop



金妙珊小姐

「卓思廊」復康生活
幹綫(南京街)店員

Ms. Chin Miu San
Shop Assistant,
"Cheers Gallery"
Rehab Links
(Nanking Street)



文玲君小姐

「卓思廊」北區醫院
便利店店員

Ms. Man Ling Kwan
Shop Assistant,
"Cheers Gallery"
North District Hospital
Convenience Store



潘志偉先生

「卓思廊」雅麗氏
何妙齡那打素醫院
便利店店員

Mr. Pan Chi Wai
Shop Assistant,
"Cheers Gallery"
Alice Ho Miu Ling
Nethersole Hospital
Convenience Store

公司及員工 活動花絮

Company & Staff Activities



「明途聯繫」明白關注員工的身心健康，不但有助提升士氣，更能增加他們對公司的歸屬感。因此每年均舉辦員工活動，除能讓各同事在百忙中有鬆弛身心的機會，更可增進彼此之間的溝通，期望僱主與僱員之間如朋友、家人般和諧相處。

MentalCare Connect understands that good health of staff is essential in boosting morale and building their sense of belongings. Staff activities are therefore organized every year so that colleagues can have the opportunity to relax in a hectic environment and enhance communication. We hope to nurture a friendly and family-like harmonious relationship.



燒烤同樂日
BBQ activity



聖誕派對
Christmas Party



慶祝同事生日
Colleagues' birthday celebration



公司搬遷

Office Relocation

感謝「香港社會企業總會」的支持，以優惠的條款租用其新成立的社會企業中心。「明途聯繫」為配合業務的發展，總辦事處已遷往九龍觀塘巧明街97號旭日集團大廈12樓1205-07室。而「復康速遞」直銷業務的辦事處及聯絡方法則維持不變，地址在九龍觀塘道330號威力貨運大廈10樓。

With support from the Hong Kong General Chamber of Social Enterprises, MentalCare Connect was given a discounted rental rate at the newly established social enterprise hub. For the sake of business development, our Head Office has now moved to Room 1205-07, 12/F, Glorious Sun Group Building, 97 How Ming Street, Kwun Tong, Kowloon. The office address and contact details of the direct sales service of "Rehab Express" remain unchanged. The address is 10/F, Air Goal Cargo Building, 330 Kwun Tong Road, Kowloon.





業務 發展

Business Development

「卓思廊」便利店

「明途聯繫」成功申請社會福利署「創業展才能」計劃的種籽基金，於2010年分別在明愛醫院開設「卓思廊」復康生活幹線，及威爾斯親王醫院開設「卓思廊」便利店，為殘疾人士創造10個公開就業職位。

明愛醫院「卓思廊」復康生活幹線為九龍西區的病友及醫護人員，提供便利店及復康用品店的銷售服務。醫院共有病床約1,000張；醫生、護士及其他護理人員超過2,000人。威爾斯親王醫院「卓思廊」便利店，特別為李嘉誠專科門診的病友提供方便快捷的銷售服務。

「卓思廊」推出一系列增值服務，以照顧病友的需要；增值服務包括報紙雜誌送遞服務、流動售賣服務、成人尿片寄存服務、復康用品家居送貨服務及定期推出產品優惠等。





"Cheers Gallery" Convenience Stores

MentalCare Connect successfully obtained a seed money from the Social Welfare Department's "Enhancing Employment of People with Disabilities through Small Enterprise" Project and opened the "Cheers Gallery" Caritas Medical Centre Rehab Links and the "Cheers Gallery" Prince of Wales Hospital Convenience Store in 2010. A total of ten job positions were opened to people with disabilities.

The "Cheers Gallery" Caritas Medical Centre Rehab Links provides convenience store service as well as rehabilitation products sales service to patients and medical staff in the West Kowloon Cluster. There are about 1,000 beds at the hospital and the number of doctors, nurses and other nursing staff amounts to over 2,000. At the Prince of Wales Hospital, the "Cheers Gallery" Convenience Store mainly provides convenience sales service to patients at the Li Ka Shing Specialist Outpatient Clinic.

To accommodate patients' needs, the "Cheers Gallery" has launched a series of value-added service, including newspaper/magazine delivery service, mobile sales service, adult diaper storage service, rehabilitation products home delivery service and regular product discount etc.



「卓思廊」復康用品專賣店

「卓思廊」復康用品業務持續發揮結合駐醫院專業零售網絡、網上虛擬商店及專屬市場推廣管道的發展策略平台的優勢，與多個國際知名品牌發展策略夥伴關係，並得到市場上各大小供應商全力支持，專科產品銷售類別不斷增加，成為全港最全面的復康用品銷售平台。

10-11年度適值通貨膨脹週期，各類營運成本急速上升，但「卓思廊」本著考量「病人利益」為依歸，並未完全將成本升幅反映在零售價格之上；藉著各級同事通力合作及業務覆蓋公營醫院的優勢，多次與大型供應商合作推廣，使營業額得以持續上升，彌補了成本增加帶來的影響，業務表現亦得以持續。

為進一步改善服務，「明途聯繫」與樹仁大學合作進行「卓越服務」問卷調查，廣泛訪問「卓思廊」的客戶對各項服務意見及產品選擇，透過詳細分析調查結果後，將從新設計服務定位、採購方針及日常運作流程等，務求為病友提供最適切的服務及產品。

"Cheers Gallery" Rehab Shops

The "Cheers Gallery" rehabilitation products business continues to adopt a development strategy which combines channels like hospital retail network, online shops and designated marking channels as its sales platform. It has also established partnership with a number of internationally renowned brands and solicited wide support from suppliers, big or small, in the market. The number of products of various specialties has been expanding and the business has now become the largest rehabilitation products sales platform in Hong Kong.

Despite inflation and thus a rapid increase in various operating costs in 10-11, the "Cheers Gallery" did not transfer all costs to the retail price so as to protect patients' interests. Instead colleagues of various positions worked as a team, utilized our public hospital sales network, launched promotional activities with major suppliers and finally managed to increase sales continuously. These efforts offset impact of high costs and enable business to sustain.

To further enhance service, MentalCare Connect has jointly conducted a "Service Excellence" Survey with the Hong Kong Shue Yan University. A large number of customers of the "Cheers Gallery" were asked about their opinion towards service and products choice. Analysis of the survey results did not just help us reposition our service, but also re-design our purchase strategy and daily operation procedure so that we can tailor-make the best service and products for our customers.

復康用品種類

Rehab Products Categories

控糖之選 — 糖尿用品
Diabetic Products



糖尿病 - 監測儀器、
注射器及護理用品

Diabetic Products –
diabetes monitor, injection kit
and nursing product

抗癌之選 — 腫瘤科用品
Cancer Products



腫瘤科 - 營養補充品及
皮膚護理用品

Cancer Products –
Nutritional supplements and
skin care products

營養之選 — 營養補給品
Medical Nutrition
Products



各類專科營養補給品及
保健產品

Medical Nutrition Products –
Nutritional products and health
food of various specialties

爽潔之選 —
失禁用品及護理用品
Incontinence Care Products



各類成人紙尿褲、皮膚及
傷口護理用品

Incontinence Care Products –
Adult diapers and various skin
and wound care products



其他 Others

- ✓ 輔助用品 Rehab aids
- ✓ 手足護理用品 Supportive products for hands and feet
- ✓ 壓力治療 Compression therapy products
- ✓ 傷口護理用品 Wound care products
- ✓ 餵食品 Tube feeding products

- ✓ 造口護理用品 Stoma care products
- ✓ 運動健康用品 Physical health products
- ✓ 診斷用品 Diagnostic products
- ✓ 家居護理用品 Domestic health care products
- ✓ 呼吸治療用品 Respiratory aid products

Cheers Café 及「喜点」

「明途聯繫」一向以為精神病康復者提供公開就業的社會使命而努力，看準醫院病友、探訪者及醫護人員的龐大餐飲需要，首次與本地餐飲業知名品牌「鴻福堂」聯手合作，於去年底分別開設北區醫院Cheers Café 及 屯門醫院「喜点」，售賣各式「鴻福堂」自家湯水、點心、健康飯麵、甜品、咖啡奶茶、中式糕點及港式麵包，並為12位康復者提供就業職位。

由於「明途聯繫」首次發展餐飲業務，而「鴻福堂」向來熱心公益，支持殘疾人士就業，是次合作經長期磋商後，以「友好特營」模式合作，由「社企」出資開設及營運，「鴻福堂」則提供人力培訓、牌照工程顧問、系統支援、產品供應以及品牌形象設計，相類於「特許經營」。所謂「友好特營」者，「鴻福堂」並未收取任何特許經營費用，而新創品牌及內部經營全屬「社企」自主，可謂開創私營企業與「社企」合作的先河。「友好特營」模式使「社企」較易發展新入門的服務，又能發揮掌握弱勢社群的特性，靈活運作，亦可建立「社企」品牌。私營企業可透過知識傳授和經驗分享等實質支持，達成社會效益之餘，亦加強產品於「利基」市場的流通量，實屬雙贏局面。

Cheers Café and Cheers Bakery

MentalCare Connect has been devoted to providing employment opportunities to ex-mental patients. In view of the large demand of food and beverages service from patients, visitors and medical staff at the hospitals, we cooperated for the first time with Hung Fook Tong, a locally renowned caterer, established the Cheers Café in North District Hospital and the Cheers Bakery in Tuen Mun Hospital last year. Our products ranged from soup home-made by Hung Fook Tong, dim sum, healthy rice and noodle, dessert, coffee and tea, Chinese pastries/puddings and Hong Kong style bakery. A total of 12 job positions were offered to ex-mental patients.

This was the first time MentalCare Connect developed food and beverages business and was actualized after a long-term discussion with Hung Fook Tong, which has always been supportive to charity and employment of people with disabilities. The cooperation takes the form of a "Friend-chise", where MentalCare takes care of funding and operation while Hung Fook Tong specializes in staff training, offering consultancy in licensing matter, system support, products supply and branding. It differs from a franchise in that Hung Fook Tong is not charging any fee for its input and the social enterprise remains autonomous in holding the brand and running the shop. Such a pioneering format of cooperation lets a social enterprise to develop a new service more easily and at the same time promote interests of the disadvantaged groups and build its own brand as a social enterprise. The private company, through knowledge transfer and experience sharing, also wins by achieving social benefits. Its niche market is also expanded further.





醫管局職員合作社

醫管局職員合作社為醫管局接近60,000名職員及10,000多位退休醫管局職員提供員工優惠計劃及銷售服務，主要售賣日常及家庭用品、健康食品、個人護理用品、各類禮券、香港景點的入場門票等。由於獲得各類大型及品牌供應商的支持，產品及服務定價非常低廉及吸引。此計劃共聘用9位員工（其中7位均為殘疾人士）。

營業時間於星期一至五上午十時至晚上七時正，星期六由上午十時至下午四時正，星期日及公眾假期休息。

Hospital Authority Staff Co-op Shop

The Hospital Authority Staff Co-op Shop provides discount plans and sales service to nearly 60,000 Hospital Authority staff and over 10,000 retirees. Products for sale include daily and household items, health food, personal care products, various coupons as well as visitor tickets of popular sites in Hong Kong. With the support of major suppliers, we can sell products and offer service at a very low and appealing price. The project provides employment opportunities for nine people (seven of them are disabled person).

Opening hours of the shop are 10:00 am to 7:00 pm from Monday to Friday and 10:00 am to 4:00 pm on Saturday. The shop is closed on Sunday and public holidays.



業務位置圖

Locations Map of Businesses



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



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



醫管局職員合作社
Hospital Authority Staff Co-op Shop



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



"喜点" 屯門醫院
"Cheers Bakery" Tuen Mun Hospital



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



「卓思廊」明愛醫院復康生活幹線
"Cheers Gallery" Caritas Medical Centre Rehab Links



北區醫院 "Cheers Cafe"
"Cheers Cafe" North District Hospital



「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」威爾斯親王醫院便利店
"Cheers Gallery" Prince of Wales 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 & Tang Shiu Kin
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

「復康速遞」直銷業務及網上商店

「復康速遞」的推廣方式以「利基市場」為推廣軸心，結合專科產品、專屬媒體 - 《復康速遞》雙月刊及銷售平台 - 「復康速遞」網上商店，集宣傳、銷售至物流於一身，將產品或服務一站式送抵顧客手上，模式產生互惠三贏的效果，類似的推廣方式深受歡迎，將成為「復康速遞」的發展主流。

因應皮膚科病友的殷切需求，「復康速遞」於2010年中開始與知名藥廠「葛蘭素史克」首次合作，首創為敏感皮膚護理而設的全線產品，度身訂制獨立訂購表格，同時刊登於《復康速遞》雙月刊及網上商店，使品牌形象更為特出，深受顧客歡迎。

"Rehab Express" Direct Sales Service & Online Shop

"Rehab Express" adopts a niche marketing strategy. Its specialist products are marketed through its designated channels, namely the "Rehab Express" bi-monthly magazine and the "Rehab Express" On-line Shop. This represents a combination of publicity, sales and logistics and makes one-stop delivery service to customers possible. These elements work together to achieve a winning situation for all. It has become a popular marketing model and a major development of "Rehab Express".

In view of the increasing demand from dermatological patients, "Rehab Express" started to cooperate with GlaxoSmithKline, a major pharmaceutical company, in mid-2010 and tailor-made a sales order form for the whole line of products on allergic skin. The order form is made available in the "Rehab Express" monthly magazine as well as the "Rehab Express" On-line Shop. The initiative facilitates image building and is also much welcome by customers.



要一嚐 甜滋味

專題健康講座

由認識低升糖指數開始

名額有限，報名從速，費用全免

特別推薦商品



沖繩松茸高濃縮丸
300mg x 300粒

會員優惠\$1216

\$1280.00

詳細內容...

1

購買



「鈣鐵滋養法」
組合
超級補藥素x1盒

優惠價\$2448

\$2880.00

\$2448.00

詳細內容...

1

購買



沖繩補腦素高濃縮丸
295mg x 180粒

會員優惠\$1216

\$1280.00

詳細內容...

1

購買



金裝安而康成人
紙尿褲(中碼)
每箱10包,每包10片

買3箱以上送衛生床墊

\$472.00

詳細內容...

1

購買



Omron HEM-7200 萬智能手
臂式血壓計

優惠價\$670,優惠
期至12月31日

\$720.00

詳細內容...

1

購買



AND UA621 電子
血壓計
1部+4AA電池

優惠價\$399,優惠
期至12月31日

\$475.00

詳細內容...

1

購買



酸立通
4片 x 10包

優惠價\$308,優惠
期至12月8日

\$338.00

詳細內容...

1

購買



無糖花生露威化餅
7安士(200克)

試食價\$25,優惠
期至12月30日

\$28.00

詳細內容...

1

購買



抗糖茶(試飲裝)
6包裝

試飲價:\$23

\$25.00

詳細內容...

1

購買

新商品



復康速速快訊

廣告贊助
及
最新產品推介

Nestlé
Nutrition
網上訂購

網上訂購
Stiefel
a GSK company
160年皮膚科研經驗
敏感皮膚修護專家

拜耳拜安康血
糖測試紙
回收事宜

現凡購買
何適症
補充品

《復康速遞》雜誌 - 全港首創的復康專題雜誌

《復康速遞》創辦即將五週年，多謝醫管局、醫管局健康資訊天地、醫療界各團體及醫護人員的持續支持。他們的貢獻不但提升了《復康速遞》的專業性，亦彰顯了關愛的精神。

《復康速遞》的宗旨以關顧大眾的健康為首，因此積極豐富雜誌內容，如增添「固腎培元」欄目，讓讀者認識更多關於腎臟健康的資訊；近期亦加入一系列的心理治療資訊，希望情緒病患者在復康過程中找到治療的新出路。

我們榮幸邀得將軍澳醫院內科部顧問醫生及部門主管劉業添醫生成為本雜誌的榮譽顧問團，為「一脈相連」欄目撰寫文章及提供專業意見。在此我們亦衷心感謝周振中醫生多年來的無間支持及貢獻。

"Rehab Express" Magazine - The First Magazine on Rehabilitation in Hong Kong

"Rehab Express" will be entering its fifth year of establishment. We would like to express our gratitude to the Hospital Authority, the HA Health Info World, various medical organizations and health care professionals for their support. Their contributions do not just enhance our professionalism, but also demonstrate the caring spirit.

"Rehab Express" aims at promoting public health and has been upgrading its content. For example, we have newly introduced a section on "Kidney Health" and another series on alternative psychological therapy. It is hoped that mood disorder patients can have access to new solutions to their problems.

We have the honor to invite Dr. Lau Ip Tim, Consultant and Chief of Service of the Department of Medicine, Tseung Kwan O Hospital, to join our Honorary Advisory Team. Dr. Lau's articles and professional opinions will appear regularly in the magazine. We would also like to say thank you to Dr. Francis Chow for his continuous support and contributions to us all these years.



派發數量 : 20,000本(雙月刊)
派發管道 : 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

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.

Website with magazine content : www.rehabexpress.com.hk

封面人物感言

Heartfelt Message from the Cover People

鮑起靜女士

第28屆香港電影金像獎最佳女主角得獎者

多一分溫暖，少一分冷漠；
多一點關心，少一點歧視；
多一些愛，少一些恨；
多付出，少計較；
多些人走正道，少些人走歪道。
讓我們共同努力，發放多些正能量，支持《復康速遞》幫助有需要的人。

Ms. Paw Hee Ching

Winner of the 28th Hong Kong Film Awards Best Actress

A little more warmth, a little less indifference;
A little more caring, a little less discrimination;
A little more love, a little less hatred;
Give more, calculate less;
More on the right path, fewer on the wrong one;
Let's work together and give out more positive energy and support
"Rehab Express" in helping the needed ones.



蔡元雲醫生

「突破」機構榮譽總幹事

康復是關乎每個人的重要課題：因為在成長歷程中，我們都必然經歷身、心、社、靈各方面的壓力或創傷。《復康速遞》匯集多個專業的人才互動交流，並且展示一些感動人心的康復故事，有助提升復康服務的專業水準。

Dr. Philemon Choi

Honorary General Secretary of Breakthrough

Rehabilitation is an important agenda for everyone as we all experience stress and trauma, whether it's physical, psychological, social or spiritual, as we grow up. "Rehab Express", where various professionals interact with each other, brings us some touching stories on rehabilitation. It facilitates rehabilitation services to upgrade their professional standard.



「卓思」市場及推廣服務

專題健康教育講座

「卓思」市場及推廣服務持續與不同藥廠及供應商合作，為全港的復康人士及關注健康的普羅大眾提供優質健康講座與身體檢查服務。2010年至今舉辦了8次大型健康講座，深受藥廠、供應商、病友及市民歡迎。

有關講座內容如下：

- 慢阻肺病及膽固醇
- 心血管病及胃酸倒流
- 對抗骨質疏鬆及破解胃酸倒流
- 肺癌及乳癌的治療新領域
- 截擊肺癌篇：治療方案全面觀
- 提防骨質疏鬆，不能疏忽
- 預防骨質疏鬆症攻略
- 要一嚐甜滋味，由認識低升糖指數開始

"Cheers" Marketing & Promotion Service

Seminars on Health Education

"Cheers" Marketing & Promotion Service, in collaboration with various pharmaceutical companies and suppliers, continues to organize quality seminars on health education as well as body check service for the general public. A total of eight seminars, all of considerable scale, have been organized since 2010. Very positive feedback was received from the pharmaceutical companies, patients and the general public.

Topics of the seminars are:

- Chronic and obstructive pulmonary diseases and cholesterol
- Cardio vascular diseases and gastroesophageal reflux disease
- Fighting osteoporosis and gastroesophageal reflux disease
- Advances in the treatment of lung cancer and breast cancer
- Fighting lung cancer: An overview on treatment
- Prevention of osteoporosis: Say no to negligence
- How to prevent osteoporosis
- A taste of sweetness: An introduction to Low Glycemic Index





傳單派發服務

公司轄下的傳單派發服務，以有效的成本控制，達到最佳宣傳效果的營銷策略，不但節省企業的人力及時間，更可直接推廣產品及服務予顧客。

「傳單速遞」業務，為員工提供專業培訓，更有專人跟進及嚴格監察，不但能為各行業提供一站式市場推廣服務；過去一年，更為殘疾人士創造三十個以上的就業職位，助他們改善生活，投入社會。

Handbill Distribution Service

The handbill distribution service operates at a low budget but produces excellent publicity effect. It not only helps to save enterprises' human resources and time, but also promotes products and services to customers in a direct manner.

Staff are provided professional training and are also strictly supervised and monitored. The scheme provides a one-stop marketing service for various industries and also creates over 30 job positions to people with disabilities so that they can improve their quality of life and join in the workforce.



清潔業務

「明途聯繫」的清潔業務，過去十年一直為不少基層社群創造就業機會。近年，不少機構部門愈來愈重視企業社會責任，加上最低工資的立法，基層及弱勢社群的就業應得到較理想的保障；但由於制度的不健全及漏洞，導致低收入行業出現結構性的負面影響，有些企業大量縮減工時，增加清潔員工的工作量，以節省成本，令就業環境更加惡劣。

「明途聯繫」一直堅持履行良好僱主及社會責任，發放指定工資、強積金、假期及長期服務金等員工福利。雖然在去年困難的市場營商環境下，但仍堅持發展清潔業務，為基層人士創造就業機會，員工亦從工作中得到合理回報。



Cleansing Service

For the past ten years, MentalCare Connect's Cleansing Service has been bringing a lot of employment opportunities to the grass-root people. In recent years, a lot of organizations were putting more emphasis on corporate social responsibilities and the Minimum Wage Ordinance was also introduced. All these factors can better protect the employment environment of the grass-root people and the disadvantaged groups. However, due to some system defects and loophole, certain low-income groups are suffering from huge reduction of working hours and increase in workload by corporate. These measures, aiming to save costs, have worsened their employment environment.

MentalCare Connect believes in social responsibilities and has been persistent in its role as a good employer. Proper arrangements are made on salary, mandatory provident fund, leave and long service payment. Despite last year's difficult business environment, we still insist in expanding our cleansing service and bring employment opportunities, with reasonable remuneration, to the grass-root people.

僱員概覽 (以3/11計算) Employee's Profile (as at March 2011)

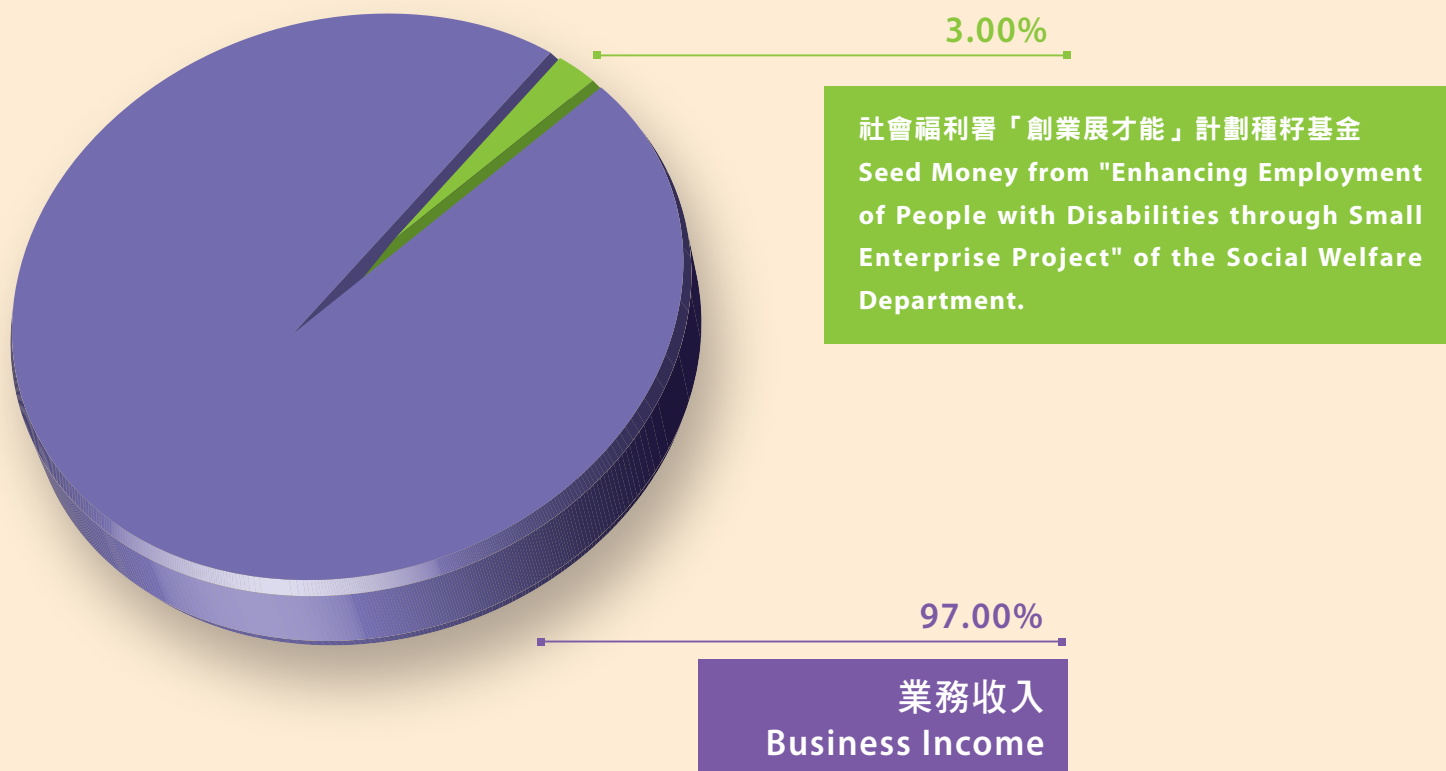
業務範圍 Business Scopes	弱勢社群僱員人數 No. of Disadvantaged Employees	僱員總數 Total No. of Employees
「卓思廊」律敦治醫院便利店 "Cheers Gallery" Ruttonjee Hospital Convenience Store	6	10
「卓思廊」北區醫院便利店 "Cheers Gallery" North District Hospital Convenience Store	9	10
「卓思廊」雅麗氏何妙齡那打素醫院便利店 "Cheers Gallery" Alice Ho Miu Ling Nethersole Hospital Convenience Store	3	4
「卓思廊」威爾斯親王醫院便利店 "Cheers Gallery" Prince of Wales Hospital Convenience Store	3	5
「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 & Rehab Shop	4	5
「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」屯門醫院復康用品專賣店 "Cheers Gallery" Tuen Mun Hospital Rehab Shop	4	5
「卓思廊」復康用品專賣店 (西鐵兆康站) "Cheers Gallery" Rehab Shop (Siu Hong Station, West Rail)	1	1
「卓思廊」香港防癌會賽馬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
「卓思廊」瑪麗醫院復康生活幹線 "Cheers Gallery" Queen Mary Hospital Rehab Links	5	6
「卓思廊」復康生活幹線 (佐敦南京街) "Cheers Gallery" Rehab Links (Nanking Street, Jordan)	8	10
「卓思廊」明愛醫院復康生活幹線 "Cheers Gallery" Caritas Medical Centre Rehab Links	5	6
「復康速遞」復康用品直銷服務 "Rehab Express" Rehab Product Direct Sales Service	4	11
「卓思」市場及推廣服務 "Cheers" Marketing & Promotion Service	15	17
"Cheers Cafe" 北區醫院 "Cheers Café" North District Hospital	6	7
清潔業務 Cleansing services	125	125
總辦事處 Head Office	4	13
總數 Total	205	239

財務回報

Financial Return

明途聯繫有限公司收入來源 (10/11年度)

Income Profile of MentalCare Connect Co. Ltd. (Year 10/11)



總收入：HKD 47,342,521

Total Income: HKD 47,342,521

核數報告

Auditor's Report



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INDEPENDENT AUDITOR'S REPORT TO THE SHAREHOLDERS OF MENTALCARE CONNECT COMPANY LIMITED (Incorporated in Hong Kong with limited liability) 明達聯豐有限公司

We have audited the financial statements of Mentalcare Connect Company Limited ("the Company") set out on pages 4 to 26, which comprise the balance sheet as at 31 March 2011, and the statement of comprehensive income, statement of cash flows and statement of changes in equity for the year then ended, and a summary of significant accounting policies and other explanatory information.

Directors' Responsibility for the Financial Statements

The directors are responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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 about whether the financial statements are free from material misstatement.

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 of financial statements that give a true and fair view 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 entity'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.

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

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 2011 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.

Emphasis of Matter

Without qualifying our opinion, we draw attention to the financial statements which indicate that the total liabilities have exceeded its total assets as at 31 March 2011. This condition indicates 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 24 we are assured that continuing financial support from the ultimate holding company will be forthcoming.

T M Ho So & Leung CPA Ltd.

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

Date 31 OCT 2011

Practising Director: Kwok Kam Sim
Practising Certificate No.: P03736

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MENTALCARE CONNECT COMPANY LIMITED
 明達聯豐有限公司
 BALANCE SHEET
 AS AT 31 MARCH 2011

	NOTE	2011 HK\$	2010 HK\$
NON-CURRENT ASSETS			
Plant and equipment	5	1,119,342	785,830
CURRENT ASSETS			
Inventories	6	1,589,649	1,283,973
Deposits		231,327	207,682
Payment in advance		913,883	463,220
Trade and other receivables		3,596,859	2,596,584
Cash and bank balances		738,302	500,752
		5,432,199	4,861,910
CURRENT LIABILITIES			
Bank overdraft		1,676,111	152,795
Accrued expenses		612,396	386,148
Trade and other payables		2,621,436	2,716,927
Received in advance		45,380	8,419
Deferred income	7	784,827	545,415
		5,721,679	3,811,696
NET CURRENT (LIABILITIES) / ASSETS		(289,280)	1,048,614
TOTAL ASSETS LESS CURRENT LIABILITIES		812,862	1,830,644
NON-CURRENT LIABILITIES			
Amount due to ultimate holding company	8	(3,328,894)	(3,794,965)
NET LIABILITIES		(2,413,932)	(1,963,422)
Represented by:			
Share capital	9	4	4
SWD Funds		161,986	161,986
Accumulated losses		(2,419,912)	(2,126,412)
TOTAL FUND AND RESERVES		(2,413,932)	(1,963,422)

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 31 OCT 2011


 Director


 Director

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MENTALCARE CONNECT COMPANY LIMITED
 明達聯豐有限公司
 STATEMENT OF COMPREHENSIVE INCOME
 FOR THE YEAR ENDED 31 MARCH 2011

	NOTE	2011 HK\$	2010 HK\$
INCOME			
SWD grant income	7	1,428,896	1,842,266
Sale income - Rehab products		26,916,938	21,094,847
Sale income - Convenience stores		8,711,848	7,546,534
Sale income - Others		356,362	245,241
Sale income - Cheers cafe		913,901	0
Income from clearing services		7,227,877	7,213,932
Income from advertising		1,341,381	1,143,186
Sundry income		36,896	15,739
Total income	11	47,242,821	38,901,604
EXPENDITURE			
Cost of sales - Rehab Products	12	26,962,181	15,616,522
Cost of sales - Convenience Stores	13	4,967,227	4,463,614
Cost of sales - Cheers Cafe	14	356,655	0
Cost of sales - Others	15	36,449	0
Direct cost of clearing service		122,883	160,490
Direct cost of advertising income		607,420	503,650
Staff Cost			
- Salaries, wages and allowances		14,842,338	13,165,454
- Contribution to MPF		623,365	486,672
Depreciation on plant and equipment	5	496,221	216,791
Management fee to holding company		214,234	223,455
Other operating expenses	16	4,905,648	3,917,300
Total Expenditure		47,793,821	36,921,054
LOSS AND TOTAL COMPREHENSIVE EXPENSE FOR THE YEAR	11	(459,500)	(10,403)

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

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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

Queen Mary Hospital

Caritas Medical Centre

Prince of Wales Hospital

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Tel: 2669 7959 Fax: 2669 7959

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香港灣仔皇后大道東266號律敦治醫院地庫三樓
LG3, Ruttonjee Hospital, 266 Queen's Road East, Wan Chai, H.K.
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」威爾斯親王醫院便利店

"Cheers Gallery" Prince of Wales Hospital Convenience Store

新界沙田銀城街30-32號威爾斯親王醫院李嘉城專科診所北翼地下
G/F, Li Ka Shing Specialist Clinic (North Wing), Prince of Wales Hospital, 30-32, Ngan Shing Street, Shatin, N.T.
Tel.: 2645 0333 Fax: 2645 0393

「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」香港防癌會賽馬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, Hong Kong
Tel.: 2552 7061 Fax: 2552 7091

「卓思廊」明愛醫院復康生活幹線

"Cheers Gallery" Caritas Medical Centre Rehab Links

九龍深水埗永康街111號明愛醫院懷德樓地下(近電梯樓)
G/F, Wai Tak Block, Carita Medical Centre, 111 Wing Hong Street, Kowloon
Tel.: 2242 6313 Fax: 2242 6312

「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裡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, Kowloon (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 / 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

「復康速遞」直銷業務

"Rehab Express" Direct Sales Service

九龍觀塘道330號威力貨運大廈10樓

10/F, Air Goal Cargo Building, 330 Kwun Tong Road, Kowloon

訂購熱線: 8206 6160 訂購熱線: 2710 8322

訂購網站: www.rehabexpress.com.hk

"Cheers Café" 北區醫院

"Cheers Café" North District Hospital

新界粉嶺保健路9號北區醫院地下大堂

G/F Lobby, North District Hospital, 9 Po Kin Road, Fan Ling, N.T.

Tel: 2672 9733 Fax: 2672 9730

喜點Cheers Bakery 屯門醫院

"Cheers Bakery" Tuen Mun Hospital

新界屯門青松觀道屯門醫院主座地下大堂E舖

Shop E, G/F Lobby, Tuen Mun Hospital, Tsing Chung Koon Road,

Tuen Mun, N.T.

Tel: 2463 6871 Fax: 2463 6872

醫管局職員合作社

Hospital Authority Staff Co-op Shop

九龍亞皆老街147B號醫管局大樓二樓207S室

Room 207S, 2/F, Hospital Authority Building, 147B Argyle Street, Kowloon

Tel: 2300 6981 Fax: 2194 6867

「卓思」市場及推廣服務

"Cheers" Marketing & Promotion Service

九龍觀塘巧明街97號旭日集團大廈12樓1205-1207室

Room 1205-07, 12/F, Glorious Sun Group Building, 97 How Ming Street, Kwun Tong, Kowloon

Tel: 2710 8860 Fax: 2710 8210

清潔業務

Cleansing Service

九龍觀塘巧明街97號旭日集團大廈12樓1205-1207室

Room 1205-07, 12/F, Glorious Sun Group Building, 97 How Ming Street, Kwun Tong, Kowloon

Tel: 2710 8860 Fax: 2710 8210

明途聯繫有限公司

MentalCare Connect Co. Ltd.

www.mentalcare.com.hk

香港心理衛生會

The Mental Health Association of Hong Kong

www.mhahk.org.hk



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