

# 香港中文大學 社會工作學系

Department of Social Work

The Chinese University of Hong Kong



2019

Non-local Placement  
港外實習

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## Message From Department Chairperson

**Prof. NGAI Sek Yum, Steven**  
**倪錫欽教授**  
Chairperson, Department of Social Work,  
The Chinese University of Hong Kong  
香港中文大學 社會工作學系系主任

## 系主任的話

On behalf of the Department of Social Work at The Chinese University of Hong Kong, I would like to express our heartiest gratitude to Prof. Ma Lai-chong, Joyce and Mr. Lai Chi-man, donors of the Ma Lai-chong/Joyce Scholarship; and to our cherished alumni, who have generously made donations to establish the Linkage Award. With their kind consent, we have broadened the use of the funding in setting up the Non-local Field Placement Award for our students from the undergraduate programme and the Master of Social Science in Social Work (part-time and full-time). Their endless support to our Department is beyond description.

The Department of Social Work is committed to promoting high quality social work research, practice and teaching. As a devoted social work training institution, one of our missions is to provide professional training and education for our students, with the aim of training them to be academic and professional leaders in social welfare and related fields - locally, nationally and internationally. To realise this objective, non-local placements offer many types of educational experiences encompassing anecdotal, experiential, academic, observational and cultural learning - all of which can facilitate students' growth, maturity and competence in diverse social work settings, and enhance their understanding of cross-border, cross-cultural and international dimensions of social work practice.

To encourage more students to participate in non-local field placements, we set up the "Non-local Field Placement Award" in summer 2011 with the support of donors including Prof. Ma Lai-chong, Joyce and Mr. Lai Chi-man and our cherished alumni. With our growing international connections, we are now able to procure non-local placements from various organizations in different countries, including Australia, Canada, Singapore and Taiwan.

Students taking these placements had to deal with challenges arising from differences in cultural backgrounds and social welfare systems. Nevertheless, with these challenges, our students were able to develop greater independence and problem-solving abilities in cross-cultural social work practice, which are assets to the students in their future practice. All of our students find their non-local placement memories unforgettable. They treasure this invaluable opportunity to learn and are eager to share with our donors their personal, academic and professional growth throughout the placement.

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

香港中文大學社會工作學系的「港外實習獎」得以成功設立，實有賴各捐贈者的慷慨資助。在此，我謹代表本系同仁衷心感謝「馬麗莊獎學金」的捐贈者：馬麗莊教授及其丈夫賴治民先生，以及成立「靈機獎學金」的一眾海外熱心校友。十分感激各位允許我們運用捐款為本系本科課程以及社會工作、社會科學碩士課程設立「港外實習獎」。你們對學系的支持，盡在不言中，學系上下必定銘記於心。

社會工作學系一直致力於卓越的社會工作研究、實務及教學。作為社會工作專業培訓機構，我們其中一個目標乃為本地、中國大陸及國際的社會福利界培養學術及專業方面的人才。港外實習為學生提供了真實的生活體驗，不但能促進學生成長、完善其人格，還使他們習得在不同專業環境中實踐的能力。此外，同學可藉此機會從跨地域、跨文化及國際的角度，深入了解社會工作的實務工作，對他們學術及文化方面的發展均大有裨益。

本系與世界各地的聯繫越趨緊密，近年來已與不同國家的機構合作，為學生提供包括澳洲、加拿大、新加坡及台灣等地的港外實習機會。

在港外實習期間，同學須面對文化差異以及與本地有別的社會福利系統所帶來的挑戰。縱然如此，他們並不退卻，而是因應這些挑戰，發展了獨立工作和跨文化社會工作實踐的能力。這對學生的社會工作專業發展之路，無疑有很大助益。同學都很珍惜是次難忘的學習機會，並花了很多時間及心力去準備這些文章，希望與各位捐贈者及所有老師同學分享實習經驗中個人、學術及專業各方面的成長歷程。

是次港外實習能順利進行，實有賴實習課程主任張敏思老師與其團隊的付出，以及她對學生的鼓勵和幫助。最後，我也希望藉此機會向提供實習機會的服務機構及實習導師致以萬分的謝意。他們對學系的全力支持，為學生的學習及成長作出了莫大的貢獻。

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## Message from Director of Field Instruction

**Ms. CHEUNG Man Sze, Cecilia**

**張敏思女士**

Director of Field Instruction, Department of Social Work,  
The Chinese University of Hong Kong  
香港中文大學 社會工作學系實習課程主任

## 實習課程主任的話

Each summer, we will send students to cities outside Hong Kong for placement, expecting them to have unique and challenging learning experience. In June 2019, we sent out a total of 25 students from our undergraduate and postgraduate social work programmes to have placement in various cities in Australia, Canada, Singapore and Taiwan. The service nature includes services for immigrants and refugees, medical social work services, children welfare and family services, services for victims of family violence, community centre service, mental health service and elderly and youth services.

Students who finished non-local placement will be invited to share their learning with teachers and fellow students when they come back in September. These 25 students have also shared their learning experience with others in September 2019. I was touched to see how excited and contented they were when they presented their learning to us. They not only shared their joy and happiness but also the challenges and barriers they encountered, how they worked hard to overcome difficulties and thus enhanced

their personal growth and professional development. At that point, the huge effort made to materialize the learning unique to each of them was so worth paying. I am sure that their learning does not stop at the end of placement but serves as a solid foundation for them to go further.

So, I would like to invite you to share the unique learning and growth of each of them in non-local placements. I would also like to thank all those who have made these non-local placements possible including the non-local placement agencies and field supervisors. Last but not least, without the support from our Department, Professor Joyce Ma, Mr. Lai Chi Man, supportive alumni and donors of Linkage Award, many brilliant students would not be able to afford this valuable learning experience.

每年六至八月，我們都會安排同學到不同的港外城市實習，有說英語的、也有說普通話的。2019年我們共派了廿五名本科及碩士班同學到墨爾本、溫哥華、多倫多、新加坡、臺北、新竹、苗栗、臺南、高雄等地實習。服務性質涵蓋新移民服務、醫務社工、家暴及家庭服務、社區中心服務、精神健康服務、長者服務及青少年服務等不同範疇。

每年同學在完成港外實習後都會和老師及同學分享他們在港外實習的經驗。這廿五位同學亦於2019年九月，從各地回來後，跟我系師生分享了他們在各地實習的體驗和得著。我身在其中，實在為他們的學習熱情、拼勁、適應能力和當中的成長感到非常欣慰。每一次聽到他們的分享，都一再肯定海外實習的特殊價值，鼓舞我繼續爭取不同地區的實習機會。究竟同學在海外實習得到些什麼特殊的養份？有甚麼是本地實習得不到的呢？本文集讓他們將所思所想化為文字，讓更多的人可以知道他們寶貴的學習歷程，包括一切成就他們的人。

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

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## **Chinese Cancer & Chronic Illness Society of Victoria**

Chinese Cancer and Chronic Illness Society of Victoria (CCCIS), formerly Chinese Cancer Society of Victoria (CCSV), was founded in 1996 as one of the Cancer Council Victoria's support groups. The Society was founded by a social worker, Dorothy Yiu OAM JP (current President), in response to a request from the Cancer Council Victoria to address an urgent need for culturally and linguistically appropriate services for Chinese people who have been touched by cancer. Over the years, more cancer survivors and volunteers joined the Society to offer support to others, and to bring back their strength, confidence and hope.

(Extracted from the website of Chinese Cancer & Chronic Illness Society of Victoria)



Farewell night with lovely supervisor and colleagues



LEE Cheuk Ting,  
Undergraduate Year 3

### A cool summer with cool exposures

#### Social work in a different social institution

This summer, I went to the Chinese Cancer and Chronic Illness Society of Victoria in Melbourne, Australia. In this placement, I learned to work in a society that has totally different policies and cultures from those of Hong Kong. In comparison, the Australian government did have a more holistic team approach to supporting people in need. For instance, they have a comprehensive working concept of allied health and emphasise the cooperation of multi-disciplinary professionals (i.e. physicians, dietitians, psychologists, psychiatrists, social workers, occupational therapists, nurses, etc.). The supporting services in Hong Kong are obviously fewer than in Australia. Take the health industry as an example. Hong Kong's government focuses more on medical professionals and the culture in the city and also emphasizes physical health rather than intangible needs such as psychosocial support. In short, the cultural differences also affect how the two governments view health issues differently, thus constructing different policies.

#### Importance of cultural sensitivity in working with different groups

Our social work education taught us to have cultural sensitivity, and thus, we should always be aware of the culture of our service targets. Recounting my working experience in the agency, I observed that even living in a Western culture, death and illness are taboos in the minds of Australian Chinese. They treat these as ominous and tend to escape from them. Cultural sensitivity allows me to be aware of their struggles in sharing their illnesses and anxiety about death, yet I think that the cultural norms should not be a hurdle for me to further explore my clients' needs. As a social worker, I know I should respect people who think differently, but at the same time, I wish that I could clarify the misunderstandings about people with severe illnesses or people who have experienced bereavement. Cultures are not shaped in one day; they are constructed by socialization and education over time. Apart from being respectful towards other cultures, I hope to be critical of cultures that create discrimination towards certain groups of people, thus bringing isolated groups into the mainstream and making them less vulnerable.



One of the hard-working days in office

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Dementia group members are encouraged to feel their five senses in a planned program activity

#### Working with every unique client

Through my encounters with eight clients who were experiencing various hardships in their lives including different stages of cancer (from newly diagnosed to the terminal stage), caregivers for cancer patients, cancer survivors and bereaved life partners, I had gained a valuable opportunity to work with people of different needs. I learned from every single client; every story is dramatic and amazing. No matter how desperate or how hopeful they were, they showed their persistence and toughness towards life and death issues. I discovered their unique personalities and realized the beauty of individuality. Everyone faces different challenges in their lives, but everyone has their strengths for overcoming these hurdles. Sometimes, they simply need to gain some assurance from the social worker. The clients also gave me great inspiration in regard to thoughts and attitudes about life and death. Life is not about how long you can live; it is about the meaningful and fruitful moments you can create in your own life. Many clients, indeed, shared with me that they have learned to readjust their life to a better focus since they realized that life is vulnerable and death is inevitable.

Parkinson group members are making dumpling together in their regular social group



#### Continuous self-awareness and importance of self-care

Sometimes I felt quite heavy after listening to the miserable experiences of the clients. Their sharing would flow through my mind sometimes, and I struggled to find ways to deal with their issues. Yet, through the continuous reminders from colleagues and the supervisor to maintain my self-care, I was more aware about putting aside the excessive responsibilities that I had on my shoulders. I started to admit the limitations of a social worker and realize that, after all, it is another person's business. It doesn't mean that we should not show concern and do our best to help them, but we need to accept our limitations in helping them and to acknowledge the clients' own ability to face life's important moments. We, as social workers, also learned to maintain work-life balance and to deal with our own emotional needs.

We do not need to think that we are super-heroes, but we are social workers who are trying to embrace humanity and treasure the values of every human being.



Student workers and young volunteers built friendship after three months of cooperation in different agency programs and activities

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*It's my pleasure to share the joy of the opening of CCCIS new branch.*



**TSE Pui Man Chloe,  
Undergraduate Year 3**

This year, I spent a cold summer in Melbourne.

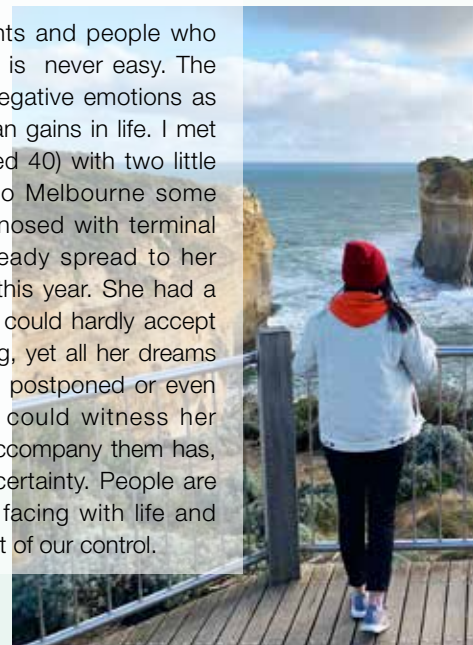
First and foremost, I would like to express my heartfelt gratitude to our Department and my supervisor for enabling me to have a valuable opportunity to work in the Chinese Cancer & Chronic Illness Society of Victoria for my placement. The journey of learning and serving surely broadened my horizons and promoted my growth in both my professional and personal life.

The society was established by our alumni in 1996 and dedicated to serving people from a Chinese background who are affected by cancer or chronic illnesses, including Parkinson's Disease and dementia. Although the scale of the agency is small, the services provided are adequate and offer broad coverage. The team is continuously offering a range of programs and services, namely one-on-one support, group programs, education and information delivery, etc. They are working hard to alleviate the distress encountered by these service users and to improve their quality of life.

As a placement student, I was given numerous opportunities that enabled me to gain lots of exposure to the different aspects of service provision. We ran mutual support groups, including groups for cancer, dementia and Parkinson's disease. Moreover, we organised a program for bereaved clients using art to express emotions. We also had chances to visit different social welfare organizations, including palliative care, hospitals, elderly homes, respite services, etc., to gain more understanding about the nature and underlying mechanisms of social services.

For casework, I had nine cases throughout the placement period; some were tangible while others required more emotional support. I met clients with different stages of cancer; some had just been diagnosed with cancer; some were cancer survivors who were recovering; and some were already at their terminal stage. Others were going through bereavement experiences. The sources of the cases included transferrals by staff, referrals from hospitals or self-referrals. As, theoretically, all Chinese in Melbourne were our target users and given that we did not drive, transportation was one of our limitations in the intervention process. Therefore, some cases could only be supported by phone contacts. We conducted face-to-face interviews at the office, clients' homes or at the hospital for other clients. In the helping relationship, not only clients but also workers gained inspiration .

Working with cancer clients and people who have lost their loved ones is never easy. The process involves lots of negative emotions as it is more about losses than gains in life. I met a Hong Kong mother (aged 40) with two little kids who had migrated to Melbourne some years ago. She was diagnosed with terminal lung cancer that had already spread to her brain at the beginning of this year. She had a mental breakdown as she could hardly accept the news. She is still young, yet all her dreams and plans have had to be postponed or even cancelled. Whether she could witness her children growing up and accompany them has, regrettably, become an uncertainty. People are easily demotivated when facing with life and death issues as they are out of our control.



*One of the stunning sceneries - The Twelve Apostles.*

*One of my precious gains in this journey -  
our friendship.*



However, without this actual experience, this client would not have recognised her distance with death and could not fully understand what life is. She is now working hard to improve her relationships with family and treasures her limited time to make her life meaningful. She is actively preparing gifts for her sons to celebrate their 10th, 18th and 25th birthdays, so as to maintain the spiritual linkages even though they have to separate in the future. Although we cannot control what events we encounter in life, we have the power to choose how we face them. I believe that everyone has the inborn power to face adversity; it is just that sometimes we require some external assistance. The social worker's role is to facilitate the client's ability to cope with heartbreaking news and to reframe his or her perspective towards life events.

Working with chronically or terminally ill clients, social workers cannot alleviate their suffering or extend their longevity. I received a call from a friend of a terminally ill 24-year-old girl one day, and I planned to pay a visit a few days later. However, time is limited in life. I was not able to meet the girl. I could only contact her family, who eventually chose to handle the issues by themselves. My mind was then full of powerlessness and doubts as my over-expectations had in turn distressed me. We are not supermen or God, who could eliminate suffering from one's life. Instead, we are the buddies of our clients who can accompany them in their darkest night.

Also, I reflected on the issue of regrets. People love to imagine different consequences if other decisions had been made or other situations had happened in the past. What if the mother was not diagnosed with cancer? What if the young girl could live longer? What if I could have successfully met the girl? We have all these 'if' questions because we have regrets and are not contented with the present situation. We would like a perfect life with only positive experiences with little or even no suffering and all life events happening the way we want. The discrepancy between our ideal world and reality often distresses us.



*Spending a weekend with our supervisor.*

*Met a lot of wonderful people in Melbourne.*



Without the power to travel back in time, how can we live with regrets? Not all regrets can be addressed, so we should learn to embrace the imperfectness of life and to avoid repeating mistakes in the rest of our life. This is never easy and requires tremendous courage and energy.

In Australia, social workers emphasise the importance of self-care. As a helping profession, workers should take care of themselves first before they can sustain their capacity to facilitate others' well-being. The methods of self-care may vary among workers. For me, I turn to food, nature and friendship therapy!

Melbourne is a beautiful city where I saw amazing scenery, sampled awesome food, and met wonderful people. I always try to appreciate it every time I have to say goodbye, and it is difficult as this implies that the memories are remarkable. I treasure every goodbye in this city as there might not be a chance for us to meet again. Thank you for everything that you have done to make my journey complete and unique.

## Western Health Foundation

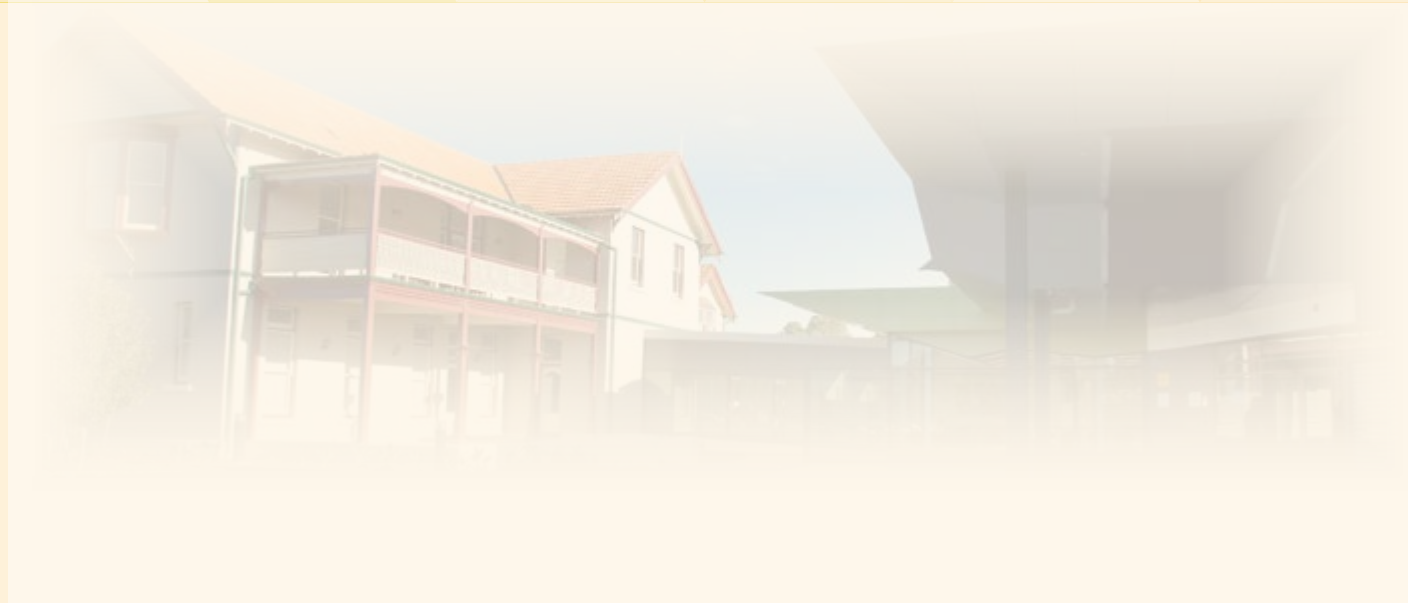
The Western Health Foundation was established by Western Health in 2011 to increase philanthropic support and increase awareness of the group's medical research programs and the world-class healthcare provided across Western Health's health service.

The member hospitals include Sunshine, Footscray, Williamstown, and Sunbury, and the health service offers help to more than 800,000 people and has been doing so for a long time - Williamstown Hospital is the oldest suburban hospital in Victoria.

With two acute teaching hospitals and the provision of a comprehensive and integrated range of services, Western Health provides life-changing and life-saving services.

The Western Health Foundation is dedicated to raising funds for Western Health to continue providing the best care for the people of Melbourne's west.

(Extracted from the website of Western Health Foundation)





Principal supervisor from Melbourne University



**NG Yee Sum,  
MSSc Part-time Year 2**

**Western Health -  
A fruitful medical placement experience in Australia**

**Introduction**

It was delightful to complete my placement overseas in the medical setting in Australia. Although casework was conducted solely in the hospital, I shadowed more than ten social workers to acquire different approaches of completing assessments and was exposed to a wide range of cases. Meanwhile, I worked with diverse ethnicities among the medical and allied health staff, had contacted with multicultural clients, completed assessments and documentations and supervision in English. This English-speaking working environment was unique and worth experiencing. In the following paragraphs, Western Health, my placement agency, will be introduced. This is followed by my sharing on placement exposure in the two job rotations and support from others. Lastly, my reflections on placement experiences will be discussed.

**Western Health**

Western Health built hospitals in the western region of Melbourne to address the needs of rapid growth, culturally diverse communities and poor self-reported well-being. It is foreseeable that the service targets were underprivileged people; and social work has the vital role of providing them with holistic health care.



Working team in General Internal Medicine Unit

**Placement exposure**

Western Health provided me two job rotation opportunities. They were the General Internal Medicine Unit and the Women's and Children's Unit. The distinct nature of the two services gave me great exposure to the teamwork of multidisciplinary staff and their efforts to support clients as a family unit.

**a. 1st rotation: General Internal Medicine Unit**

My greatest learning in this job rotation involved the cooperation between social work and various professions. This unit encounters clients from adults to older people with complex or difficult medical problems. In this unit, every profession is essential to contribution in enhancing clients' holistic well-being. I attended the multidisciplinary team meetings to observe the liaison between medical and allied health staff and social work's role in explaining and upholding clients' interests. Moreover, family meetings were conducted between staff and carers for clarifying family members' misunderstandings and disputes. I observed different professions alleviating the concerns of family members and working out clients' care plans together. The above experiences demonstrated the strong collaboration of the team and were fundamental for enhancing clients' biopsychosocial health and the crucial role social work plays in liaising with the team. The experiences were very valuable.

**b. 2nd rotation: Women's and Children's Unit**

In this job rotation, I experienced social workers making the greatest efforts to protect clients by working with family members and organisations and preventing them from being neglected. This unit receives clients from newborn babies to teenagers with complicated issues. There were pregnant mothers with substance abuse problems, premature babies and teenagers who had attempted suicide, among others. It was observed that social workers not only helped the clients themselves but also supported every family member to address their problems and concerns. They also took child protection measures to protect newborn babies and children and aimed to reunite families. Furthermore, to prevent missing referral cases, I accompanied the social worker to find potential clients by joining the handover meeting to review existing cases, and I made appointments to meet pregnant mothers in need in order to provide support in advance. These experiences illustrated the hard work of medical social workers to save families on the edge of a crisis, and their efforts were appreciated.

**Support from others**

It was common to meet obstacles during placement. CUHK, Western Health, Melbourne University, and international students offered me a helping hand. CUHK provided a valuable opportunity to obtain overseas work experience and supported me when needed. Secondly, Western Health provided educational sessions assisting in continuous learning and clinical supervision for practical experience. Thirdly, Melbourne University provided intergraded seminars and theoretical supervision to help me learn about the policies and the contextual background in Australia. Lastly, the other international students were my back-up support because we shared our concerns and overcame challenges together. Therefore, I was never alone in completing my placement.



Students attending presentation

**Conclusion**

To conclude, Western Health provided hospital services to cope with the needs of perceived poor health within the community. By completing two job rotations in General Internal Medicine Unit and the Women's and Children's Unit, I acquired experience working with multidisciplinary professionals and helping clients as a family unit. In fact, I was not worried about overseas placement because of the support I received to overcome difficulties. I also reflected on my role as a medical and Australian social worker to work with constraints and engage with multicultural people. Lastly, self-care was not selfish because it strengthened my capacity to become a social worker in a sustainable way and to help clients.

I hope that every student takes good care of himself or herself during placement and makes progress by learning through self-reflection.



Working team in Women's and Children's Unit

**Reflection**

Social work is a reflective profession for professional development. After completing the placement, I have several reflections as a social worker working in the hospital, in Australia, and about becoming a social worker.

**a. Medical social work: working with constraints**

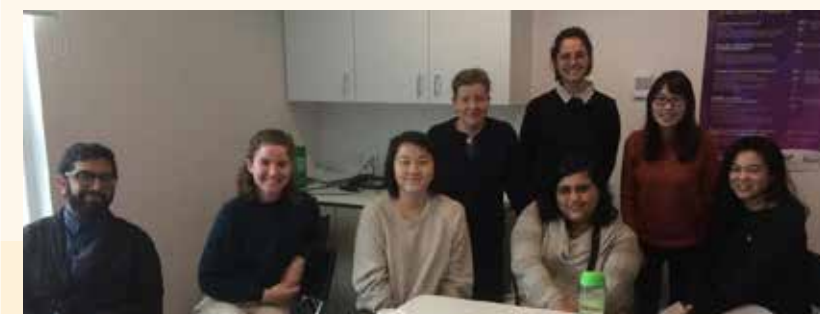
Being a medical social worker has its constraints. The policies of the hospital push clients towards fast discharges, while clients may not be safe to go home. Therefore, social workers have to protect clients' interests. The social work role is confined by the context, and it was about learning to fight for the clients and strike a balance between two parties.

**b. Social work in Australia: engaging with multicultural people**

Upholding cultural awareness was an important lesson for engaging with new migrants or refugees in Australia. They were the disadvantaged and had mistrust for the medical system, leading to poorly perceived health conditions. To begin with, it was vital to ask about when they had come to Australia. This normalised their migrant identity, allowed them to see us as empathetic and enabled us to assess their progress in adapting to a new environment and engaging in the community.

**c. Becoming a social worker: self-care**

To become a social worker, I learned the importance of self-care. We focused on supporting clients and sometimes neglected our own needs. Yet, if we did not vent our tension, we would eventually burn out and be unable to support clients. In fact, simply having breakfast and doing exercises is a kind of self-care. Thus, it was essential to love yourself, and self-care was not selfish.



Students attending educational session



**Canadian Mental  
Health Association**

**Association canadienne  
pour la santé mentale**

## **Canadian Mental Health Association**

The Canadian Mental Health Association (CMHA), founded in 1918, is one of the oldest voluntary organisations in Canada. Each year, CMHA provides a wide range of innovative services and supports to people who are experiencing mental illness and their families to more than 1.3 million Canadians through the combined efforts of more than 11,000 volunteers and staff across Canada in over 330 communities. The services are tailored to the needs and resources of the communities where they are based.

As a nation-wide, voluntary organization, the Canadian Mental Health Association facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.

(Extracted from the website of CMHA)

Enjoyed the Happy Seniors Team performance



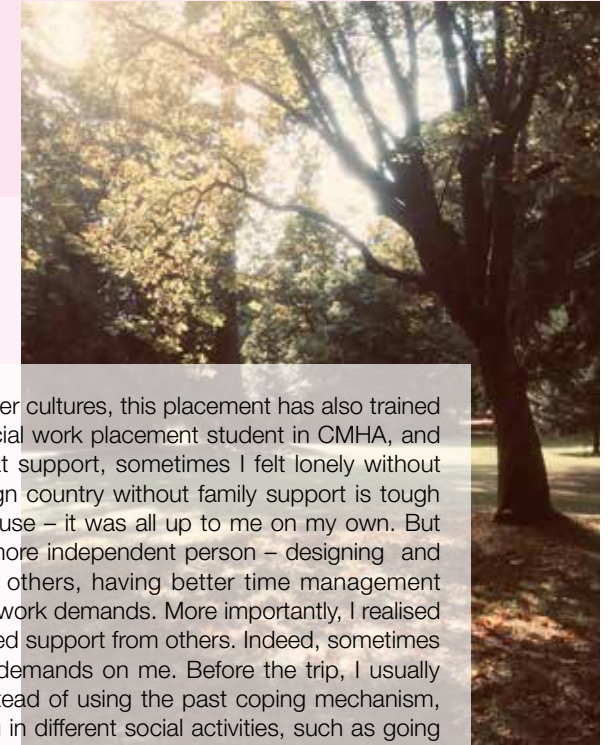
**LEUNG Ho Lam,**  
Undergraduate Year 3

Embraced the beauty of the nature



Learning about different cultures was definitely a great experience, but more importantly, I learned to be more humble because of it. Although Hong Kong is an international metropolis, Chinese culture is still the prevailing one. Therefore, before this trip, I thought there wasn't a great need to learn from other cultures. However, after my stay in Vancouver, I realised my culture is just a part of the world's "cultural mosaic". Indulging in an environment where different cultures are bumping into each other, instead of staying with people from the same cultural background and pretending my own culture is still the superior one, is important for learning from others with humility. By having a non-knowing attitude and a sense of curiosity, I have been amazed by different cultures, and this amazement helps me to develop a respectful attitude towards them. I guess this is the key to adapting to another cultural environment. It is also part of my personal growth.

It was great to have some time for self-talks



Spent a nice evening with friends  
by making desserts



Before going to a non-local placement, I asked myself: what is the difference between a local and non-local placement? What is my expectation for this journey? At that moment, I wished I could be more open-minded to experience various cultures and be more independent. After the trip, I asked myself again: were my expectations fulfilled? I could firmly answer "yes", and I have gained even more than these.

First of all, there were various opportunities to meet people from different cultural backgrounds in this placement. In both workplaces (i.e. CMHA and MOSAIC), I met colleagues from all around the world – Germany, Ireland, Mexico and Korea, for example. And for my service users, although most of them were Chinese, it gave me great insight about how Chinese and Canadian cultures are integrated. At the same time, I could also share Hong Kong's culture in recent years with them (kind of an "intra-cultural" exchange). Apart from my workplace, I could share my culture with others during my leisure time. In these three months, I was living with a group of international students from Africa, South America and India. Even though we were super busy with our studies and internship, we still spent some time learning about each other's culture. For instance, my Columbian housemate shared his local music with me and we also made a Columbian breakfast together; my Mexican housemate, African housemate and I also made Mexican tacos for dinner. Guess what? We even had lunch in a dim sum restaurant!

Apart from developing a respectful attitude towards other cultures, this placement has also trained me to be more independent. I was the only CUHK social work placement student in CMHA, and even though both supervisors provided me with great support, sometimes I felt lonely without support from field mates. Moreover, staying in a foreign country without family support is tough at first. Cooking, doing laundry, cleaning the whole house – it was all up to me on my own. But all these experiences have shaped me to become a more independent person – designing and implementing a group without intense support from others, having better time management between taking care of my daily living and meeting my work demands. More importantly, I realised that functioning independently doesn't mean I don't need support from others. Indeed, sometimes I feel anxious and helpless to fulfil the environmental demands on me. Before the trip, I usually hid those emotions from others. But after the trip, instead of using the past coping mechanism, I learned to share my feelings with friends by engaging in different social activities, such as going hiking and embracing nature, having culinary experiences from different cultures, spending a whole evening chatting with each other in a house. This not only illustrates the power of mutual support but also shows my development from learning to be independent and interdependent.

At this point, I hope you will congratulate me on my fulfilment of my learning expectations for this trip. But at the same time, you may ask: what do you mean by "gaining more than these"? Lastly, I would like to share a word representing my gains beyond these expectations - "faith". This word is important to clients since faith creates hope, and hope paves the way to recovery. The same mechanism applies to me as well. "Don't lose faith even though the challenges seem to be insurmountable. "There will always be a silver lining". This is one of my favourite quotes in this non-local placement. I hope to share it as a concluding remark.

Finally, I would like to express my gratitude to the Department for providing this fruitful and inspiring non-local placement experience. It really broadened my horizons and heightened my cultural sensitivity as a social worker.

Making taco with my Mexican  
housemate was fun!





## **MOSAIC**

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

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

(Extracted from the website of MOSAIC)

Relaxation time at Garibaldi Lake



**AU Ka Ho,  
MSSc Part-time Year 2**

Stepping out of my comfort zone was really a hard decision to make, but spending this past summer in Vancouver was definitely worth it.

Vancouver is really a multicultural yet harmonious city. People from all around the world gather on the traditional, ancestral and unceded territory of the Coast Salish peoples. Because of the diverse cultures and backgrounds of the people here, there is a strong demand for settlement services for newcomers to become integrated in the society.

MOSAIC (Multi-lingual Orientation Service Association for Immigrant Communities) is a registered charity serving immigrant refugee, migrant and mainstream communities in Greater Vancouver and the Fraser Valley, as well as throughout the province of British Columbia and overseas via online programs. It is one of the largest settlement organisations in Canada and provides more employment support and programs than any other organisation serving immigrants in B.C. It strives to empower newcomers to fully participate in Canadian society.

This summer, I was honoured to be placed in Settlement Services, with MOSAIC as my first placement. During the period, I had opportunities to work with colleagues from different backgrounds, cultures and countries. With their kindness and support, I had a large amount of exposure to working with new immigrants from many Asian and European countries. These were valuable experiences as people from those countries are uncommon in Hong Kong, and it was great to be able to make contact with them.

Apart from the regular learning opportunities of case and group work, I was also provided with opportunities to shadow and join different organisation and community activities. The peer support and counselling groups for the LGBTQ+ community were the most memorable ones for me. Not only did I feel welcomed by the members, but I also truly noticed how amazing and powerful a peer support group could be. Joining activities with the Seniors Clubs and Persian-speaking women were other unforgettable moments for me. These experiences taught me that if you treat others sincerely and pay attention to them, they will do the same with you. It was not about the differences in backgrounds or genders that could be something to fear, but about the genuineness and truthfulness we should all be aware of and uphold.



A Canadian pride flag

An Inukshuk at English Bay



Being able to learn from my supervisor was also very valuable. For a skilled social worker, having to find three hours every week to guide a practicum student is never easy. It was definitely my pleasure to have comments and guidance for the whole twelve-week period. My supervisor even joined the groups and programmes I led to give me feedback for improvements. The feedback was not only a benefit for my development to be a social worker but also for my self-growth! With the flexibility and support given, I could explore what I was interested in, so I had a lot of chances to participate in various programmes, outings, field trips and trainings to gain a more holistic view of the services at MOSAIC. It was really hard to imagine that I could have experiences in different services and units in just three months, including with refugees, the LGBTQ+ community, youth, seniors, families and people who were Chinese, Persian, Syrian, and Filipino, among others. I believe that what I have gained during this time will definitely be transferrable to my future career, whether it is in Hong Kong or another place.

Stepping out of a place you know best is really difficult, but you never know what you will encounter if you never choose to try.

STRUT Walkathon 2019



Refreshment of an event at Gaston Park

Watching firework competition in Vancouver



**TAM Cheuk Nam Michelle,  
Undergraduate Year 3**

The agency and colleagues were very supportive and flexible. As long as you were interested, the agency and the supervisor would always encourage you to increase your exposure. When I was interested in the services of other service units under MOSAIC, an opportunity was always there for me to dig deeper. For example, I joined as an assistant and observer in an LGBTQ+ support group held by another team. Colleagues and supervisors always invited us to join various activities to widen our horizons for more learning and exposure in different roles. Staff trainings, field trips, workshops, case conferences, team meetings and the university research conference are just a few of the activities available. In Vancouver, practicum students can be present at case managers' case interviews, called shadowing, to observe case managers' use of skills. In Hong Kong, students could only discuss the case interview with colleagues due to confidentiality issues and policy. It is, indeed, a special opportunity to shadow case managers for observation. By joining programs and case interviews led by different colleagues, I also experienced different kinds of working styles, which started my exploration into different possibilities in service delivery.

This summer, I was placed in MOSAIC, an organization located in Vancouver, Canada, which works to empower newcomers. I work with the Moving Ahead Program, which provides settlement services for refugee newcomers with high needs.

The experience of having a placement in Vancouver was very valuable and special. We experienced many unexpected and unique characteristics that ignited our reflection on the situation of social services and policies in Vancouver and Hong Kong. With the guidance of supervisors and discussions with field mates, we learned a lot about the differences between the two cities.



Art work drawn by group members



Burnaby Pride Festival

One special lesson I learned is about awareness and obligation as a global citizen. In MOSAIC, you can meet colleagues from many different counties. We said it was like a mini United Nations, and it was true! Here, I have met people I never imagined I could meet, as we are from different parts of the world. Working with them, my ideas and horizons about the world have widened. I now know more about Middle-Eastern and African countries that I only had a vague idea about before. In addition, affected by the social movement in Hong Kong this past summer, I understand more about the importance of international attention and action to different issues. Thus, I developed an awareness of my obligation as an international citizen to pay more attention to international issues such as wars, fighting for freedom and democracy, the rise of feminism and so on. This enlightenment cannot be started without interacting with refugees and colleagues from multi-cultural backgrounds. I do treasure this experience.

All in all, the non-local placement experience is a unique one that has assisted my professional and personal growth as a social worker and international citizen. The atmosphere in Canadian society is inclusive, respectful and open, and worth experiencing. Coming to Canada also means that you can perceive your hometown, Hong Kong, from a new perspective. Needless to say, it is beneficial for our reflection and learning. I do recommend students to take part in a non-local placement to have a unique learning experience!

Sunset in Victoria



Joining MOSAIC Staff Retreat

Mothers and their children going on field trip together



**TANG Tim Yan Aronza,**  
MSSc Full-time Year 1

The MOSAIC Family Centre was very much like a day care centre, but instead of letting parents drop off their kids at the centre, it was compulsory for mothers to drop in with their children. I appreciated this service delivery model very much. By involving mothers and their children who were new refugees to Canada, the Family Centre helped them with settlement in Vancouver and, at the same time, taught mothers parenting skills and about the educational system in Canada. At the same time, the children were being prepared for the classroom setting in kindergarten. The service model was very well-rounded and matched the needs of the service users well.

#### MOSAIC Family Centre at Vancouver

Along with myself, I brought a lot of expectations to Vancouver, for example, to learn from and experience its sophisticated social welfare system and to observe the high level of acceptance towards refugees in the society and what makes it possible in Canada. But soon, reality taught me that these were all fables. As a metropolitan area, Vancouver has societal issues very similar to those of Hong Kong, including unaffordable housing, inflation and high price indexes, years of waiting for public health services, homelessness, etc. However, experiencing the city of Vancouver myself, there were a lot of values within these people that I admired. The society upholds trust and respect for people. The subway used to have no gate; homeless people and drug abusers were not disturbed and lived harmoniously with other people in the same neighbourhood; gratitude was expressed towards the bus drivers on each ride by every person and so on. The way Canadian society values humanity, equality and self-determination, allowing freedom for each person to choose his or her own path (even if it is abusing drugs on the street) instead of forcing people into designated paths of productivity and success gives it an image closer to utopia than a society with a strong economy but drained lives.

Not only different people, but animals also live harmoniously in Vancouver

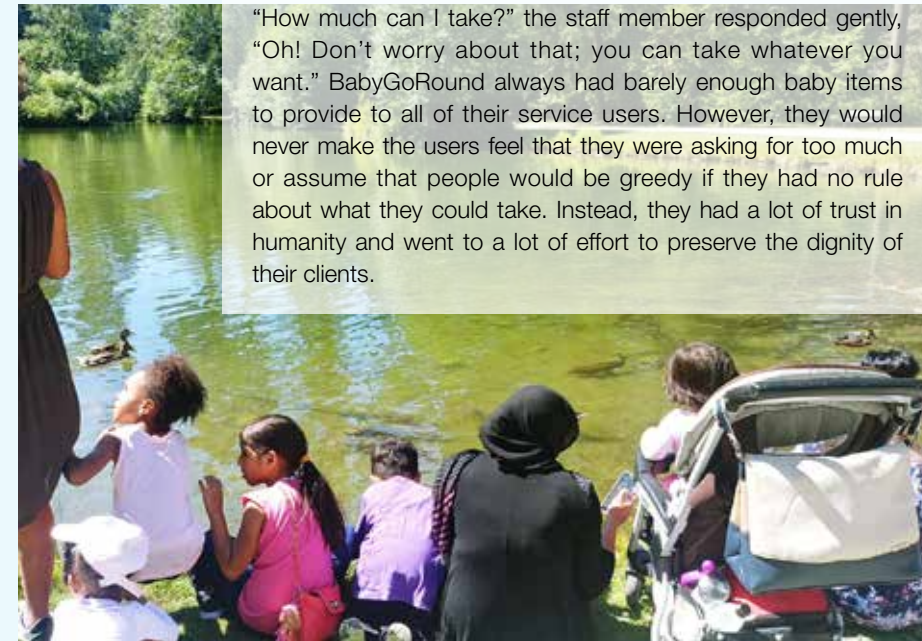


Working at the Family Centre, I also had opportunities to accompany service users to different NGOs and connect them to the community resources they needed, for example, the Food Bank. One of the organisations that inspired me a lot was BabyGoRound; it provided families in need with second-hand baby items, for examples, toys, clothes, strollers, books, etc. However, what made BabyGoRound stand out from other similar organisations was the respect towards the service users that was deeply instilled in their services. The centre and the service was like a store, with a tidy and comfortable interior design, one-to-one service and professional advice provided to users about what would be suitable for their children. There was one moment that was very memorable for me. When a client I accompanied to BabyGoRound asked hesitantly, "How much can I take?" the staff member responded gently, "Oh! Don't worry about that; you can take whatever you want." BabyGoRound always had barely enough baby items to provide to all of their service users. However, they would never make the users feel that they were asking for too much or assume that people would be greedy if they had no rule about what they could take. Instead, they had a lot of trust in humanity and went to a lot of effort to preserve the dignity of their clients.

Interior of BabyGoRound



Service users also have chances to share with the community their culture



Mothers and their children going on field trip together

What is social work? That was a question that the other placement students in Vancouver and I discussed a lot. As practicum students from Hong Kong, we had not had many chances to work on our own cases, and working in a settlement organisation like MOSAIC, most of their cases were tangible and had no counselling elements in them. To be honest, we did not have many opportunities to practice or even observe micro skills used in social work. Canada has a very different social service system from Hong Kong; there were many different types of workers apart from social workers. In the Family Centre, there was not even a social worker for me to learn from; all the workers there were settlement workers, family support workers, early education workers or group facilitators. Without social work training, we might see things through very different lenses. These differences let me see that, instead of micro skills that could be used by many different professions, what really defined social work were the values behind it. Moreover, micro skills take a lifetime to learn and polish, while in this non-local placement, my horizon was broadened so that I could see diverse possibilities in the methods of service delivery and how social work values could be merged effectively into not only social services but also to the society as a whole. I believe these experiences can definitely help me in the future as a social worker and as a citizen of Hong Kong.

## **Strathcona Community Centre**

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

In addition to fitness facilities, basketball camps, floor hockey and piano recitals as other community centres, SCC offers several specific programmes to not only entertain, but to help the entire community, especially the children, learn invaluable life skills for themselves and their families. SCC has been providing a variety of services, including but not limited to licensed childcare, preschool, children, youth, adult, fitness centre and seniors programmes for over 40 years.

(Extracted from the web page of Strathcona Community Centre)





Indigenous people were invited to bless a LGBTQ walkathon



**FUNG Ho Yan,  
MSSc Part-time Year 2**

This is not a single example of respect for the drug using community. Harm Reduction Strategies & Services is a provincial programme working to prevent and reduce harm caused by drug use. The strategies were carried out thoroughly, and the measures stunned me. On my first workday, I saw a box with detailed instructions printed on it hanging in the lavatory. I was told that it was for the safe disposal of used needles. These boxes can be found in lavatories in community centres, hospitals, governmental organisations and NGOs. Moreover, new syringes and sterile needles are distributed free of charge by the Department of Health and NGOs. These measures aim to reduce the risk of drug users becoming infected with HIV, Hepatitis C and other diseases. A supervised drug injection site, funded by the government, can also be found in the city. It aims to prevent overdose deaths and other tragedies by providing a safer, supervised environment for people using drugs. Certainly, there are also services that help users with detoxification like those we have in Hong Kong.

How is an overseas placement different from a placement in Hong Kong? I believe you are reading these articles to find an answer. I did have the same question before my departure. The micro skills practiced were more or less similar to what we learned in Hong Kong. Being placed in a Chinese population setting, the values weren't much different either. However, I found that observing Canadian society and its values was my greatest harvest in this journey.

'Respect' is a key theme throughout Canada's systems and services. In Canada, respect isn't something targeting specific communities, e.g. people with social status and assets. Respect is for all people in the country – everyone is a stakeholder. Among my observations, I was especially impressed by how drug users are treated.

Drug use is a serious problem in the area where my placement agency is located. It is common to see people using drugs in public. Once I saw a person who seemed to have overdosed outside the centre. A friend was sitting beside the person, checking to see if everything was okay. A centre staff member passed by. She approached the person, touched the person's shoulder and tried talking to the person. Finding that this individual was okay, she got a glass of water to give the person, who rested on the bench until waking up without being bothered or told to leave. In fact, many workers have received training to rescue those who overdose, which isn't uncommon. From how this person was treated, I saw a person in need instead of a problem to be solved.



Chinatown - where my agency locates

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Non-local Placement  
港外實習 2019

What I want to point out by sharing this story and discussing the services is that the problem of drug abuse in Canada is well-addressed at the micro and macro levels. Even though this community is relatively powerless, they are an integrated part of the society and are cared for. The harm reduction policy offers a clear message of respect. Although drug use is not encouraged, people are given autonomy to choose the way they want to live. Obviously, it is not the best choice, so the government provides support and makes it a lesser evil before more damage can be done. Undoubtedly, there are debates about whether so many services and so much money should be spent on drug users since they have made the choice not to quit. Still, support is provided. It is hard to imagine these measures being carried out in Hong Kong. Different social services reveal different values. This was the most profound learning in my placement.



Naloxone overdose rescue training I received

1st July Canadian Day - a proud celebration of everyone



This is just one of the numerous examples embodying Canadian values. Cultural diversity with genuine acceptance, heartfelt respect for homeless people and those with mental illness, thorough protection for children, apologising for the harm done to indigenous people – there are simply too many to mention. Indeed, none of these was the theme in my assignments. Working with Chinese colleagues and clients, frankly, I would say the assignments weren't very different from those found in a local placement. However, the placement itself was a window for me to observe a different society, a broader world. The overseas placement experience definitely was the fuel for me to strive to be a good social worker. Apply to go abroad if you are ready to overcome challenges!



Davie Village - a 'gaybourhood' celebrating LGBTQ cultures

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Non-local Placement  
港外實習 2019



## **Yee Hong Centre For Geriatric Care**

Yee Hong Centre For Geriatric Care (Yee Hong) is a non-profit senior care organization, delivering high-quality, culturally appropriate services to Chinese and other ethnic seniors since 1994. Operating 805 long-term care home beds and a wide range of community support services, Yee Hong annually serves over 15,000 individuals across the Greater Toronto Area.

Yee Hong aims to enable Chinese Canadians and other seniors to live their lives to the fullest, healthy, independent and dignified, through our continuum of excellent, culturally appropriate care.

(Extract from the website of Yee Hong Centre For Geriatric Care)

My birthday card written by staff and placement students



**MA Cheuk Kwan,**  
MSSc Full-time Year 1

The agency provided many opportunities for students to participate and assist in different programs such as the Parkinson's disease dancing program, a public promotion event, a summer carnival in senior housing and the VR charity competition for seniors. By assisting and participating in these programs, I became active and developed more confidence in engaging with service users and volunteers. In addition, I learned useful skills in engagement.

Non-local placement was a good experience for challenging myself to live and work independently in a new environment under different pressures. Although there were ups and downs during the learning process, I realized I am able to handle the challenges of living and working overseas, and this experience encouraged me and gave me confidence for the next placement, no matter what it is, and even for my future. I have confidence in my independence in life and work.

**Work- life balance culture**

The agency supports a work-life balance culture, and therefore, students have to stop working at 5pm and overtime work is not encouraged in the office. The agency staff always provided travel information for students and recommended good places for us to go.



Travelled in Niagara falls

Assisted in promotion event



Although there are assignments to catch up with every week, the work-life balance culture always reminds me that time to relax is needed for self-care. Social workers should have an awareness of self-care to prevent from burnout. Therefore, I traveled to different places on weekends, for examples, Niagara Falls, Blue Mountain and Flowerpot Island. Those relaxing times are a good way to recharge myself for work!

**Other exposure in Toronto**

Besides travel experience, the civil activities in Toronto are a good way for students to learn more about the social justice system and appreciate the cultural diversity in Canada. For example, the pride parade is one of the biggest events in town. The goal of this march is to raise concern and support for LGBTQ legal rights and acceptance in society. The high number of participants and corporations in Toronto demonstrate that the society strongly supports pursuing human rights and social justice. All these civil activities enable students to expand their horizons and critical awareness of different social issues.

**Placement experience in Yee Hong**

The non-local placement in Canada was a fruitful and meaningful experience. I was assigned to an agency called the Yee Hong Centre for Geriatric Care in Toronto. The majority of the service users and staff are Cantonese or Mandarin speakers. Therefore, I was able to use Chinese to better communicate and engage with clients and to integrate quickly into the workplace. Since all the documents required the use of English, I noticed an improvement in my written English, and I now have more confidence using the language.

The continuum of care model has been used in this agency, and therefore, a student is allowed to have more exposure in the elderly field and to learn about the needs of different groups of seniors. It was a valuable opportunity for me to engage with senior clients in different ageing processes, for example, active seniors who retired recently, Parkinson's disease clients and their caregivers, seniors living alone and seniors with mild to severe dementia. I organised a Cantonese and Mandarin group for seniors living alone and seniors with dementia, respectively, and I learned how to integrate social work theories into practice. In this twelve-week block placement, I developed critical awareness about self-reflection and a better understanding of my own strengths and weaknesses.



Travelled with placement students in Toronto City Hall



Group photo with staff and placement students in office

First time of trying drum circle



**TSE Yung Yan,  
Undergraduate Year 3**

Working in the assisted living needs for elderly Chinese, I could also observe some differences compared to Hong Kong. Despite their health conditions, the seniors who lived here seemed to be happier than those in Hong Kong. From my conversations with them, I learned that quite a number of seniors felt they were being care for and felt secure here because of the welfare policies. It was also remarkable that the attitudes of the personal support workers towards the service users was so caring. As one home support worker told me, "It is important to talk with the clients and care about their feelings. We can do more than just finishing our job mechanically." A human-centred approach is always emphasised in organisations that serve the elderly and not only in social work practice. In my opinion, Hong Kong should improve not only quantitatively but also qualitatively.

It was a privilege for me to be offered a chance for a non-local placement. The three-month placement at the Yee Hong Geriatric Centre of Toronto was busy yet fruitful. To describe my experience of my internship placement in one word, it would definitely be "different".

With the expectation of exploring different kinds of working strategies and styles, the Yee Hong Geriatric Centre hasn't disappointed me by demonstrating its innovative and caring mindset in elderly care services. Yee Hong also offered me opportunities to experience using the Virtual Reality (VR) technology in the seniors' program. I was impressed by the passion of the seniors for learning new technology and how the VR benefited them socially and cognitively. In addition, Yee Hong provided plenty of learning opportunities to me as a placement student. For example, they provided Play Intervention with Dementia (PID) training and arranged a four-week Dementia Care Training program for us. I appreciate these opportunities very much.



End-of-placement photo

The cultures of Hong Kong and Canada are unquestionably different. In Canada, people were always going at their own pace; they don't rush all the time like they do in Hong Kong. One interesting piece of "culture shock" for me involved bus drivers in Canada. The bus drivers would sometimes stop and enter a coffee shop to grab themselves a drink, with no one getting upset. In addition, they would always wait for passengers who were rushing to catching the bus, even if there were a distance from the bus stop. Overall, Canada has given me the impression that the government and other organisations care about people.



Welcome dinner

Besides seeing these differences compared to Hong Kong, the non-local placement has made a difference in my personal life. In the workplace, I have to take the initiative to grasp various learning opportunities. My supervisor and colleagues gave me great flexibility and autonomy at work, which also meant that they would not push me to assist in anything if I did not ask. Therefore, unlike in Hong Kong, I had to treasure every opportunity to ask colleagues if I could join their program or groups at Yee Hong. It was quite challenging for me at first because I am not a "proactive" person. However, holding onto the thought that "I shouldn't waste my time in Canada", what I could do was just bite the bullet and try my very best.

Support-HK March in Toronto



I was so blessed and thankful to be given a chance for a non-local placement, and I was glad I made this choice! It is never easy to work or to live alone in an unfamiliar country. And to be honest, you could never have prepared "enough" for your placement journey as things just come up unexpectedly. But if you are open to accepting and facing all the surprises, you are totally ready for it!



External visit with other students



## **Rotary Family Service Centre**

Rotary Family Service Centre (Rotary FSC) is a division of the Foundation of Rotary Clubs (Singapore) Ltd and it has been established since 1997. The Foundation of Rotary Clubs (Singapore) Ltd is part of Rotary International which is the world's first service club organization.

The Rotary FSC has a team of dedicated professionals who are trained and qualified to support individuals and families in need in Clementi and West Coast. The Rotary FSC works with persons to look into ways of managing their social and emotional difficulties while strengthening their relationships and enhancing their ability to become more resilient. Rotary FSC believes in upholding the dignity of persons that they serve and as their motto says, "Service Above Self".

Rotary FSC is supported by the Ministry of Social and Family Development, National Council of Social Service, Community Chest and Foundation of Rotary Clubs (Singapore) Ltd.

(Extract from the website of Rotary Family Service Centre)

Local placement student became our third fieldmate.



**LUO Chen,  
MSSc Part-time Year 2**

In one of my principal case assignments, I was encouraged by my supervisor to embark on a self-study of narrative therapy with the spirit of learning by doing. As the RFSC required placement students to be accompanied by a social worker while conducting case interviews, every session was also a live supervision session. It certainly created pressure at first, but it soon turned into a solid basis for feedback and guidance that made the supervision more conducive to my learning. While struggle and joy co-existed, every session invariably stimulated deep reflection. I remain grateful for the autonomy and trust I received from my supervisor.

My placement with the Rotary Family Service Centre (RFSC) was intense, fun and fruitful. I had opportunities to handle or sit in on cases of various clients, to run a program that benefited low-income families, to participate in assorted meetings with different stakeholders and to involve myself in many thought-provoking internal events. There was so much to learn from the agency that I had to curb my curiosity at times to concentrate on my principal assignments!



Cultural tour by Indian colleague



Running a program for kids



Cultural tour by Malay colleague

Famous for its ethnic diversity, Singapore provided a context where I experienced the importance of appreciating different cultures and how such differences might shape the role of the social work profession. I worked daily with Chinese, Malay and Indian colleagues, and I was continually impressed by their cohesion and mutual care. I also served clients from various cultural and religious backgrounds and was humbled by their distinct challenges and by my ignorance. While my lack of cultural knowledge made me nervous at times, the support and sharing so generously offered by colleagues around us transformed such experiences into valuable opportunities for growth. Working at this centre offered me a true sense of inclusion.

Living and dining in Singapore was also memorable. I have begun to miss the days when I could easily purchase inexpensive yet tasty food from the hawker centre and then enjoy it in an airy deck space (the ground floor of HDB blocks). I also enjoyed strolling around the city or taking a bus as the green view of this “garden city” is fascinating. Some colleagues were kind to offer to be my weekend tour guide so that I had a more local perspective of life there. Of course, one can explore a lot more about Singapore if he or she intends to with abundant resources online.

Overall, I enjoyed my placement thoroughly! The experience was both professional and personal. I feel fortunate to have had such a fruitful summer in Singapore.



Farewell photo with colleagues

Cultural tour by Malay colleague



Farewell sharing with colleagues

Little Indian tour by the friendly and enthusiastic Indian colleague, enjoying awesome authentic Indian food



**WONG Sau King,**  
MSSc Full-time Year 1

Multi-ethnic, harmonious and energetic team. Taken in the agency after our sharing of the 12-week placement experience.



#### From the multi-ethnic staff to the multi-ethnic country

I am very grateful to have met such a multi-ethnic yet harmonious team in the agency. All my colleagues in the agency were very supportive and friendly. I am really glad to have had this valuable opportunity to experience diversity and inclusion. This was probably my first time to really get to learn about Malays and Indians and to chat and share laughter with them. I met my first Malay and Indian friends in this multi-ethnic agency and country. This was an unforgettable and valuable experience for me.



Enjoy the trees everywhere in the "garden city", taken in Botanic Garden

#### Case experience

Every case session was a live supervision, with benefits that outweighed the drawbacks. Placement students in Hong Kong can conduct case sessions by themselves. However, according to Singapore's agency rules, students should always be accompanied by a worker when conducting the case sessions. For the first session, I was very nervous because the supervisor, "the assessor", was sitting next to me, observing and evaluating my performance during the whole session. By the second session, I got used to it, surprisingly, because I felt that my supervisor was more like my supporter than an assessor. The supervisor was very encouraging and open to our learning through trial and experience and had a high tolerance for my "mistakes" and "imperfections". Then, I realized that it was a valuable and highly effective learning opportunity as my supervisor could identify my limitations and strengths in terms of my skills and attitude on the spot.

We have an extra wonderful field mate from a local university as a supportive team



I am also very grateful that I got the opportunity to manage cases in second languages. Thanks to the ethnic diversity in Singapore, the clients from my three cases spoke three different languages, namely Cantonese, Mandarin and English. The most impressive one was an English-speaking client from a case in counselling nature. It was very challenging for me as it was my very first time to do counselling. Therefore, I was not even confident about managing to do counselling in Cantonese, let alone in English. After several sessions, my insight was that "language does not matter". Language is not the determining factor for communication. I was still able to connect with the client with my attitude and caring in a language in which I was not most confident with. Clients can sense that you care and are empathetic from your attitude and body language.

#### Program experience

We needed to design a board game to teach children about basic financial literacy. It was a very good opportunity for me to work with children from different ethnic backgrounds. When we planned and designed the program, we needed to consider the multi-ethnic context. For example, we needed to be more culturally sensitive and pay attention to the wording and language. Before the program, I did not have much experience with kids. This program enabled me to gain more confidence about working with children.

In conclusion, the overseas placement is a valuable, fruitful and unforgettable learning experience and journey. After travelling to other countries, I realize that no matter how good they are, I still love and miss Hong Kong a lot!

Muslim cultural tour by the friendly and lovely Muslim colleagues, taken in front of a mosque





## 勵馨社會福利事業基金會

二十一世紀，勵馨基金會以基督信仰與專業倫理為核心價值，效法耶穌基督委身於弱勢族群的精神，不斷以實際行動來關懷台灣的兒少與婦女，從預防性、發展性、服務性三層面的工作持續努力，並致力於社會改造，創造對婦女及兒少的友善環境。

1986 年，勵馨基金創辦人，帶領著一群基督徒朋友開始從事不幸少女的救援與輔導工作時，她的心中不斷地描繪著「中途之家」的藍圖，靠著上帝的引領和社會大眾的協助，於 1988 年 5 月成立「勵馨園」。

（擷取自勵馨基金會網站）



## 台北市關心家園

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

(撮寫自勵馨基金會網站)

### 陳穎晞 社會工作社會科學學士課程三年級

大學是一個平台，讓你連結外面的世界和自己，擴闊我們的視野，同時深省自己的內在。短短三個月實習，第一次離開我熟悉的家，來到我喜歡的台灣，並在我喜歡的社工領域中實習。這段時間，我對自己有更多認識和了解，與上次實習比起來，有了些進步，也發現到自己那些還需要更努力改善的地方。

是次實習提供了很多體驗的機會，讓我能接觸到不同類型的服務對象，並參加不同服務，如個案會談、高危機會議、陪同開庭、法律諮詢等。同時，我也參與了接案、跟案和評案過程，這些都對我很有幫助，能夠完整地了解家暴案件中社工處遇的整個流程，以及社工與案主間的互動。

此外，社工和生輔員都很樂意跟我分享他們的經驗，並教導我，讓我能更了解家暴案件的相關法規、資源、處遇手法等。在討論過程中，社工與我交流台灣香港兩地的異同，讓我更深入明白兩地的文化，也思考兩者間有哪些可以互相參考的地方。



齊聚一堂製作創意壽司，紓解壓力和煩惱！



工作之餘，也要放鬆一下自己，充滿電力繼續前進！

在實習當中，我發現自己的適應力頗強。由於沒有其他同單位的實習搭檔，很多時候我都要獨自完成事情，也要獨自適應家園的工作環境。出乎意料地我不但沒有對適應感到焦慮，還反過來安慰我的同學。走出舒適圈對我來說原來並不怎麼困難，我反而更能豁出去讓自己更主動一點，嘗試多一點。也很感謝同事們的熱心教導和歡迎，讓我很快就融入到家園的工作環境中。我也更能跳出學生身分，嘗試把自己當成員工，真正感受在庇護所工作的情形，也讓自己以工作人員的身分學習和要求自己。

同時，我也發現自己對婦女工作和兒童工作都很感興趣，也有適合從事這個領域的地方，像是能夠同理案主、接納案主，並且對突發事件不害怕，很快反應過來並願意去應對。而我也透過實習過程中與案主的相處，慢慢摸索到與婦女和兒童溝通互動的技巧，特別是兒童方面。我個性比較溫和，從前不太懂得甚麼時候要嚴厲一點，但現在我發現自己已學會當小朋友鬧脾氣時可怎樣應對，該和善時和善，但面對規範時也要認真嚴肅起來，也能讓小朋友知道要守規矩。

另一方面，我也看到自己尚要改進的地方，譬如在建立界線和拒絕別人方面，我需要更多練習。特別在應對小朋友時，我懂得怎麼去拒絕小朋友不合理的要求，但就算他們的要求是合理的，如果是在不適當的時候提出或要求過多時，也需要拒絕他們，這一點我需要更多的學習和練習。在實習的尾聲，我有開始一步步地嘗試，與小朋友建立起界線，就算看到他們很天真地對著我甜笑，也要學著適當地拒絕。

在督導的提醒下，我也發現自己有時候自我要求會過高，形成壓力；另外，從小被悉心照顧長大，離開家人的溫馨湯藥後身體就會很脆弱。所以我也要學會放鬆自己，不要過於完美主義，同時也要學著照顧自己的身體，俗話說得好，有健康的體魄才能好好想做做的事。

很記得督導說過一句話：比起熟記台灣當地的系統資源網絡，在海外實習中，我們對社工專業和自己的反思才是最寶貴的收穫。而在這次實習中，透過開放自己、與同工討論及觀察，我更加了解自己，對香港和台灣的家庭暴力防治亦有更多的認識和反思。



除了婦女，目睹暴力兒童同樣是重要的服務對象

與不同生命故事的婦女一同回顧過去、展望未來，看見支持自己走過人生路上擁有的力量



這裡不只是庇護所，更是一個同路人們互相扶持的家！

## 台南分事務所

2006年初春勵馨基金會於台南開拓據點，起初從兒少服務開始推展，進而提供有性侵害被害人服務、家庭暴力被害人服務。台南分事務所致力建構性別公義社會，透過服務與倡議同行，依服務對象提供多元創新服務，並改變製造這些社會問題的結構性因素。

(撮寫自勵馨基金會網站)

在實習的最後日子裡，我在機構舉辦的個案研討會上做匯報，學習應用理論構構個案，為個案進行評估和設計處遇方向；同時我也學習聆聽同事的回饋，有條理地回應提問，增進匯報工作相關的技巧。

### 張嘉珩，社會工作社會科學碩士課程（全日制）一年級

這個暑假，我在台灣勵馨基金會（台南分事務所）實習，前後共十二個星期，學習為受暴婦女和目睹兒童提供支援服務。同時，我也探索港台兩地社會制度的差異，反思其對服務使用者的影響。

在個案工作層面，我以觀摩社工提供服務、撰寫個案記錄、評估個案需要，以及參與個案研討會議作為主要的學習方式。我所接觸的個案裡，大部分與親密關係暴力議題有關，另外還有目睹父母暴力行為，兼有潛在特殊教育需要的兒童。我從中觀察社工向案主提供與民事保護令相關的協助，例如申請保護令、提告違反保護令、陪伴出庭應訊，以及讓案主了解法庭環境和審訊程序等。對應在婚姻上的抉擇，我觀察社工與案主探討夫妻相處模式，及其成長背景對於婚姻關係的影響。對應案主的經濟狀況，我也學習向案主作出適當的資源轉介，例如法律援助等。而在目睹兒童的個案裡，我學習陪伴兒童玩遊戲或閱讀圖書，為他們提供一個紓解壓力的空間。我也嘗試運用遊戲治療手法，讓兒童利用一些布偶和小型傢俱自由創作，從而增進他們的自我表達和溝通技巧。遊玩時，我也會觀察兒童的身心發展狀況及目睹暴力後的情緒反應，並提供相應的協助。

在團體工作層面，我規劃及帶領了其中一節婦女支持性團體。過程中，我和受暴婦女練習瑜珈和曼陀羅填色。團體應用了靜觀作為介入理論，一方面為成員創造放鬆心情的氛圍；另一方面，透過把注意力集中在此時此刻，以不批判的態度感受身體和情緒的變化，協助成員提升自我接納，賦於她們自我肯定的能力。



我和實習督導臨別時合照，感激她一路上對我的信任、教導和關懷。

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Non-local Placement  
港外實習 2019

我到婦女就業服務組的團體觀摩學習，當天授課老師教導我們有關面試衣著的注意事項，也鼓勵我們透過裝扮自己重拾自信。



再者，在社區工作層面，我參與了各式各樣的家暴防治活動，例如：臺南市「紫要保護你 - 臺南幫幫台南防暴戰士站出來」家暴宣導、夜市宣導、性別影展、《自由之聲》電台節目廣播，凡此種種，都讓我瞭解到不同形式的社區教育手法。除此以外，我亦帶領了一場在教會舉辦的家暴教育活動。活動裡，我透過藝術創作和小組互動討論的方式，讓中學生認識家庭暴力的危機訊號和求助管道，鼓勵他們成為家暴防治的「關懷小天使」。

綜合上述所見所聞，這次實習擴闊了我對家暴的了解，讓我明白到其實暴力具有不同的型態，受暴婦女不是我想像中的弱不禁風、施暴者的暴力行為背後可能隱藏著受傷的靈魂，而家暴裡亦沒有絕對「受暴」或「施暴」的一方。同時，我也瞭解到港台兩地對家暴的定義，家暴相關法例、通報機制存在不少差異，因此兩地社工在提供服務時，會有不一樣的思維。我期盼我能帶著這次實習的收穫，還有從服務對象身上感受到的生命力量，在未來繼續堅持「以生命影響生命」的工作。

我和台灣本地社工系學生參與《全國家庭暴力及性侵害防治業務暑期實習生擴大培訓營隊》，增進對家暴的認識，也與不同地方的實習生互相交流。



我和六位台灣本地實習生相處了兩個月時間，我們互相交流和照顧，讓我對台南留下很多美好的回憶。

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實習以外不忘四處遊歷



黎耀祖，社會工作社會科學碩士課程（兼讀制）二年級

作為社工系派往勵馨基金會之家暴防治業務實習的「生理男」，得知消息的當下，心情既興奮又擔心，興奮在於終於能夠一展關心性別議題的抱負，而擔心的莫過於面臨十二星期的自立生活。慶幸實習全程安然渡過，且滿載而歸。

#### 來一趟性別旅行

當社會工作遇上性別視野，它打開我對常態的批判、對公義的思辨。勵馨基金會作為台灣提倡「性別公義」的先鋒，對外它開發創新業務，例如關注男性或同志親密關係暴力，先後成立臺灣男性協會及多元歧視性別暴力防治中心。對內，它又著重職員培訓，裝備社工以性別角度提供服務，例如鼓勵同工閱讀性別相關書籍及思考生活中的性別展現。耳濡目染下，我每天都有機會與同儕思考及討論性別議題，由定義好媽媽的討論，到完美性侵害受害者論述的反思，再到男性社工在性別化社會服務的自處，這一切整合了我過去所學及社工教育，並展開對談。雖然勵馨以服務弱勢婦孺起家，但分事務所主任深明兩性並非勢不兩立，所以她鼓勵我於週末參與相對人團體的工作，從不同角度了解家暴的發生及形成，明白社工不是要接納相對人的行為，而是要接納他們作為人的需要，關注到在社會福利結構下，他們的需求如何同樣被邊緣化，並給予憐憫。總括而言，這一趟旅程無疑打通了我的「任督二脈」，讓我深明社會文化脈絡所建構的性 / 別如何影響人，同時亦覺察到社工身在大環境中，語言用字的表達到底是加劇壓迫受眾抑或為他們鬆綁。

溫暖如家的實習單位



實習期間豐富的研習機會

#### 遇見台灣最美的風光

要數台灣最美的東西，莫過於台灣人。實習期間，我遇上了六名來自台灣不同大學的實習生，在他們幫助下才能解決通勤和交通問題。與他們交流，我認識到許多台灣及閩南文化，並且明白到文化習俗如何影響他們的性別觀及求助形態。此外，分事務所的人亦對我照顧有加，不但噓寒問暖，更讓我了解到港台助人專業的發展脈絡，如何影響了社會福利事業的生態及社工的定位。我看到的他們，雖然入息不高但志氣比天高，他們全情投入助人工作、以生命影響生命的心值得我們學習。

#### 寄語

1. 只要你敢跳出你的安舒區，語言文化差異就不再是困難。
2. 不要錯過每個學習機會，實習收穫多寡取決於你的心態及行動。
3. 無論將來是本地或海外實習，期待你們的實習能夠收穫滿滿！

實習期間的台灣戰友們



參與服務的對外評鑑

## 新北市恩心家園

恩心家園隸屬於新北市分事務所，新北市分事務所於 2005 年開啟服務。勵馨新北期許，在這個全台人口數最多的大城市，透過文化脈絡在此扎根，撒下真善美的種子，灌溉地方養份，在新北市綻放一朵朵耀眼花蕊！服務內容包括內容司法服務、庇護安置、兒少服務、婦幼服務和社區服務。

(撮寫自勵馨基金會網站)

### 陳樂筠，社會工作社會科學碩士課程（全日制）一年級

#### 為何我會參與海外實習

海外實習是個很好的機會，去體會不一樣的社工經驗。通過觀察並體驗港台社會工作的異同，我能更具體去理解社會工作的不同面向。另外，曾在外地工作一年的自己，一直夢想未來再次到外地以社工的身分工作，因而更想藉著這難得的機會，在外地社會工作範疇裡，探索自己跨文化工作及生活的能力。

#### 勵馨恩心家園：社會工作與生活的結合

雖然台灣對我並不陌生，但這一次是以嶄新的身分、嶄新的目的來到。這趟旅程不論是社會工作體驗，還是台灣生活文化經歷，一切都來得十分新鮮。而我所服務的恩心家園，正是一個可以實踐社會工作、同時體驗台灣生活之地。

家園提供 24 小時庇護安置服務，保障少女人身安全及提供居住需求。除了生活，居住在家園的這群 12-18 歲女孩，會透過相處、特別課程（例如理財、職場分享、性別充權）、輔導，去學習溝通技巧、掌握自立能力、得到情感支援等。簡單來說，這裡是一個「中途的家」，預備你更好進入「未來的家」。



與香港浸會大學及台灣大學實習生一同學習

我與案主一起參與性別充權的拳擊課程



在機構最後一晚值班 被同工歡送的宵夜



社工工作方面，我有機會把所學的應用在服務中，例如是進行個案會談、帶領小組以及協助家園各種活動，過程中很著重充權的練習。在體驗台灣生活的部分，例如我有機會參加孩子畢業禮、陪伴放榜、辦入學、買校服、看醫生、去花市、買菜煮飯、甚至去派出所等等。

家園給我的感覺十分親切，工作人員和服務對象、甚至工作人員彼此之間的關係像家人一般緊密。實習這三個月，我與工作人員及孩子們建立了很難離難捨的感情。離別時，孩子和工作員半開玩笑地跟我說：「你可以不回去嗎？」那種不捨甚至是淚水，讓我明白到愛及關係的力量。

帶領情緒成長小組



#### 新視野領域開拓：在地、人本社會工作

台灣的社會工作有很多創意空間、可能性，各種議題都會開放給機構的每一個人去參與討論，包括實習生。督導給予我很大的自由度及很多學習機會。在實習中，我常常有機會與台灣的社工、實習生、大學教授、輔導員交流及討論，也有幸到過台灣社會局參與少女的返家會議。



與台灣朋友遊歷台灣動物園

透過這些獨特及具啟發性的接觸，並且透過一同剖析機構服務，我不但得以反思在課堂中所學的，更進一步去思考社會工作的價值及觀念如何因應台灣——這個擁有與香港完全不一樣的文化、歷史、法律體制、教育體制等的國家——而有不一樣的需要及呈現。

#### 值得嗎？

坦白說，海外實習是個勇敢的選擇。選擇台灣實習等同放棄一次香港的實習，但沒有人能評定當中得失。也許在社工技巧及文件處理方面，香港的訓練會來得更系統及條理，但可以肯定的是，台灣實習讓我成為一個更成熟、更懂跨文化並擁有世界視覺及文化觸覺的人。這次實習，既改變了我如何看社工價值及技巧實踐，亦深深地影響我的身分認同及社工路。

## 桃園市育馨園

育馨園的服務項目是為家暴及性侵害婦女提供短期庇護安置服務。服務內容主要分為兩大服務，（一）生活支持服務，包括庇護安置、安全維護、危機處遇、醫療服務、休閒活動舉辦和定期召開婦女家園會議。（二）個案管理服務，包括會談服務、法律協助、支持性服務、經濟補助、隨行子女協助、資源轉介、租屋協助及住宅媒合服務及後續關懷。

（撮寫自勵馨基金會網站）

桃園區的實習好夥伴與總督導

### 黃樂晴，社會工作社會科學士課程三年級

庇護所的工作環境縮短了工作者與服務使用者的距離，日常生活層面、群體生活適應的討論雖然繁瑣，但亦更有助拉近人與人之間的距離，工作者如何運用這種優勢與服務使用者建立關係，以及學習專業界線的劃定，是我在庇護所實習的一大課題。實習生所接觸範疇比其他同事更大更自由，從接案、個案跟訪，到日常關懷接觸、離園關懷，我對服務對象有了更全面的認識。

我觀察到她們在會談室內，面對法律、人身安全議題的拘謹徬徨，卻也見識到她們在生活、社交上的優勢能力，打破我對受暴婦女膽怯依賴的刻板印象。儘管如此，我仍曾因安全和施應考量，向督導表達對姊妹離園決定的擔心，疑惑庇護所在暴力隔離上的立場定位。但督導強調對姊妹們的自主決定抱持尊重和支持，這除了展示對婦女自主能力的信任，也是為了糾正暴力權控經驗，避免以專業權勢，再次剝奪婦女的控制感。那次討論令我深刻地反思到，站在專業立場上的考量，除了反射性的邏輯判斷，也要結合理論及對象特性，才能更貼近服務使用者的需求，提供相應支援。



成果發表會中，同學督導都不禁流淚



從入園到離園，姊妹與陌生的工作人員從試探，到熟悉、信任的轉變，是工作人員在生活細節的陪伴及充權的成果。記得實習的第二天，我便跟隨督導送別一名離園姊妹，她所展示的獨立肯定、對未來的規劃安排，真的令人難以聯想到受暴、求助。我不禁開始期待，能在實習期內見證另一些姊妹達到這樣的轉變，甚至開始擔心自己在實務操作上，能否發揮一樣的效果。



實習生營隊的組員們

熱鬧的桃園分事務所



然而，經過後續的討論及其他姊妹的個案接觸經驗，我才明白到社會化表現、關係和情緒狀況的反覆，其實才是庇護工作最常面對的狀況。受暴者，甚至目睹暴力的子女，所經歷的壓迫和創傷，不僅是身體、經濟、居住上的，那些從施暴者身上學習、甚至內化的不安全感、對自我價值的懷疑，都嚴重影響了她們的人際因應模式。隱藏、逞強、暴力反擊、討好等模式，都是工作人員需要克服的關係建立障礙，也是工作方向之一。每一個轉變都是經過長時間的陪伴、生活各層面的嘗試才可能達成的，得來不易。

起初我會因為服務對象的敏感而戰戰兢兢，後來從觀察中學會了如何在日常相處中建立關係，進而慢慢深化討論層面。面對自己負責追蹤的個案，我也曾因看不到其進步而感到無力、自責，是同工們在各個會議中的坦誠分享，讓我感受到彼此在面對服務難處上的普同性，這才讓我放下對自己的懷疑，繼續嘗試突破自己的框框。她們所提供的支持和鼓勵，也令我明白到，前線工作中同工之間互信互助的連結，也是社會工作者的重要支持。



營隊的成果發表以戲劇形式進行

### 新北市怡馨家園

勵馨本著基督精神，以追求公義與愛的決心和勇氣，預防及消弭性侵害、性剝削及家庭暴力對婦女與兒少的傷害，並致力於社會改造，創造對婦女及兒少的友善環境。怡馨家園為女性移工緊急安置服務。

(撮寫自勵馨基金會網站)

在中心舉辦的大型活動中負責拍照的工作



### 鄔晞寶，社會工作社會科學學士課程三年級

海外實習剛開始時，總覺得時間過得很慢，但當實習快結束時，卻驚嘆一切過去得太快。

我實習的地方是一個外籍傭工的庇護中心，當他們遭遇僱主的剝削或不當對待時，就可以向我們求助。在庇護的過程中，我們需要提供情感支援，法律支援，就業支援等協助。我在機構的角色是一名實習社工，因此我需要設計活動並接管個案。在這次實習中，我負責了三個個案，他們碰巧都是受到性侵犯或性騷擾的個案，我的工作包括陪伴他們報案、尋求法律支援、上庭審訊、解決合約糾紛、情緒支援及創傷處理等。這些經歷令我對台灣的司法制度以及福利政策加添了認識，例如，台灣所有的福利都是基於某條法例而存在，因此要在台灣倡議新的福利時，就需要在法律中增加新的條文。凡此種種都讓我大開眼界，也令我花了不少時間去適應。



在中心舉辦的節慶活動中擔當輔助角色，協助製作攝影卡板

在工作時間外到台北中正紀念堂遊玩



在中心舉辦的節慶活動中擔當輔助角色，協助參加者租借參賽衣服



和服務使用者相處得多，就會明白也許很多外傭都有自己的一個夢想或憧憬，但因為生活的艱難，他們都放棄了自己的目標，為了家人或財政的原因離鄉背井。我離開香港只是短短的時間已感到許多不適應，更何況是他們？在我眼中，他們都是擁有強大的抗逆力去面對生活困難、並偉大地為自己家庭付出的人。同時亦令我反思，既然人生而平等，為何有部分國家的人民需要毅然放下自己的夢想離鄉別井，只為讓自己及家人有安穩的生活？而同一時間，有國家就可以廉價僱用外勞，方便自己的生活？這種情況，其實是全球性的不公義，但當我們身為既得利益者享受著不公義的好處時，往往會漠視了自己正在剝削別人這事實。

在異地生活的這段時間讓我發覺，不管其他城市有多好的福利或生活環境，香港始終是我最愛的地方。香港對比其他城市的確有很多不足：地價高、物價高、福利少，但當我們跳出香港這個環境，就會發現香港有很多美麗的人和事，值得我們去熱愛並拼命保護。香港人，加油！



帶領服務使用者到台北著名景點十分一日遊



## 台灣兒童暨家庭扶助基金會

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

（攝寫自台灣兒童暨家庭扶助基金會網頁）

## 南台南分事務所

台南有著歷史悠久的文化古蹟及濃厚的人情味，也因為親族之間的凝聚力，以及彼此互相合作的精神，遇有困難總是能夠同心協力共度難關，除非不得已才會申請社會救助，也因此扶助之家庭戶數在2004年以前一直維持在300戶、500童左右，直到2004年底及2008年底中心兩次主動出擊至校園各區區公所推動貧童扶助外展接案工作，扶助戶數始有提升。

( 撮寫自台灣兒童暨家庭扶助基金會網頁 )

兩地的社工交流會提供平台讓我們介紹香港的社工情況，包括社工的教育、工作狀況、以及探討近年影響社工的議題。我們也藉此分享香港社工近年在社會運動中的角色，讓台灣社工有很深的反思和感受。



專業成長方面，透過比較兩地的政策和文化，有很多機會反思不同制度的利弊，以及了解社工不同面向的角色和限制。其中令我很深刻的是台灣社工十分著重交流與學習，中心時常會安排課堂、參訪或研討，讓社工和實習生有機會見識和學習更多，有不同的刺激和啟發。此外，這次實習讓我學懂很多實務的處事技巧，待人處事更成熟。而透過接觸不同範疇的服務使用者，令我更深入地了解他們的需要和慣性，得以走進他們的世界。

## 李家頌，社會工作社會科學士課程三年級

由於可以選擇第二次的實習是留在香港或出去海外，赴台灣實習對我來說絕對是一個很重大的決定。

對於海外實習，我感到又期待、又緊張。我期待在這次實習中能夠學習台灣社會服務的優勢和處理手法，與更多不同類型的服務使用者和家庭接觸，更全面地協助服務使用者。同時，我害怕工作安排緊湊加上不熟悉台灣文化及制度，會影響社工實習學生的專業性，對慢熱的我也特別有挑戰。帶著既不安又興奮的心情，我終於來到南台南家扶中心，開展我三個月的實習旅程。

三個月的實習過得很快，也十分充實。實習的片段很難忘，令我有很多得著，開闊了我的眼界，也令我有很豐盛的個人和專業成長。而家扶中心對實習生的重視和協助，也令我在實習過程中十分愉快。



工作站的督導和社工非常重視實習生，十分友善和樂意協助我們處理工作上和生活上的疑慮，讓我們更快地適應兩地文化差異。最後更為我們舉行歡送會。

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Non-local Placement  
港外實習 2019

在高風險青少年的棒壘團體中，社工鼓勵隊員親自教授我們打棒壘球，讓隊員發揮他們的優勢，達到賦權的目的，同時拉近雙方權力關係。



家扶中心十分重視交流與學習，因而時常安排不同課程和參訪讓社工和實習生學習和討論。

個人成長方面，上一次實習時常給予自己很大壓力，擔心自己做不到或者沒有把握機會學習，連接受督導時也很有壓力。而這次實習，我慢慢學習接納自己的不足，更開放自己。另一方面，我向來不太習慣表露自己的情緒，遇到困難和不開心時，我希望盡力解決，避免讓自己受情緒影響，但其實還沒有處理好情緒。現在，我慢慢學習要接納自己不開心和沮喪的情緒，容許自己傷心和流淚，也容許自己情緒不好的時候會暫時「失去功能」。處理自己的情緒和保持專業並不互相排斥，助人工作更需要先照顧好自己，才能盛載受助者的生命。

其實，對比起工作上的得著，最令我感動和印象深刻的是家扶的督導、社工和同事的陪伴和照顧，令我們能夠無憂無慮地實習。要離鄉背井獨自生活並且工作三個月，難免需要更多氣力適應，幸好所有社工和同事均十分體貼我們的需要，對我們有很多體諒和協助。實習初期，香港的社會狀況令我很難過、無力和內疚，甚至有回香港的打算，但慶幸我在團督和個督能夠與督導一起討論，使我慢慢調整心態和心情，讓我能夠以較佳的狀態繼續實習。每當遇到生活上的難題，督導和同事都會盡力為我們解決煩惱。他們的包容和樂意接受不同意見的態度，讓我可以很真誠地表達自己的想法和感受。此外，很感激家扶中心的所有同事對我們的照顧，讓我下班後可以有放鬆和社交的時間，令我在台灣的時光變得更珍貴，留下很多美好的回憶。



經過兩次實習，我對將來有更明確的方向，也有更好的專業和個人成長，更了解自己。作為社工，我認為不可以過於看輕自己，也不要過於看重自己。生命就在我們無意中的一言一行被影響，社會也會因為我們一小步一小步的行動而產生改變。同時，我們也不要過於看重自己的能力，對著活生生的生命，我們並不能決定他們何時和怎樣改變，要尊重他們，因為他們有決定自己生命步調的能力。實習只是社工路的開端，期望之後透過不斷學習和調整，裝備自己盛載更多的人，繼續以生命影響生命，實踐社工價值。

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Non-local Placement  
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工作站同事合照：工作站好像一個關係密切的家庭，同事們間關係很好、互相熱心幫忙，所以我們送他們心意卡和「散水餅」。



### 專業成長

在台灣當社工跟香港實在不太一樣，無論是社會結構、社福制度、社福界生態都大有不同，以至社工的工作分工和工作內容也有相異。在香港的實習中，老師更重視頭腦知識，文書記錄很看重詳細有力的理論基礎，也要寫得很詳細，內容方面較著重評估學生的介入技巧和表現。而在台灣的實習裡，在那些密集式直接服務的機會中，我學習到更多社會工作實務操作。在知識理論之外，台灣這邊更著重知識經消化後的表達和運用，每一次服務後督導同工的即時提點和檢討，迅速表揚和提醒，經沉澱後都能被內化進寶貴的經驗履歷。兩次實習的經驗互補，強化了我的專業認知，裝備我成為一個能在社會立身處世的社工。

### 王梓柔，社會工作社會科學士課程三年級

#### 前言

第一次聽到學系提供這個海外實習方案時，沒有想過自己會參加，那時候覺得畢業前最後一個仍是學生的暑假要好好去玩、參與籌辦迎新營、呼盡最後一口校園氣息。後來開始想嘗試跳出既有的框框，開始想著要多看這個世界，開自己眼界，開始想要趁年輕挑戰自己做一些新嘗試，因此毅然申請了海外實習，來到了台灣。

準備前往台灣的過程中有緊張、期待和擔心，期待新嘗試和獨立生活的同時，也擔心自己在那邊會遇到很多以往不敢面對的挑戰，然而又期待能在台灣看見不同的事物、學習到不同的專業和生活技能，回到香港後能融合改進。就那樣，帶著面對新挑戰的複雜情感以及離鄉的不捨，踏上了這趟人生一大重要旅程。



團督：總督導常在團導時與我們透過牌卡分享，除了學習到使用技巧，也是發現和整理自己的好機會！

雖然實習期不長，但有機會接觸多種不同類型的活動、不同背景的服務組群，大大增加我的服務經歷，對社會工作有更全面的概念，也引發我再去思考自己將來的專業路向。加上跟全職工作一樣的上班時間，讓我更感受到踏入社會當社工的職場實況。

落雨踩單車：我們在台南常以單車代步，包括外出家訪，那次回程時下大雨，下半身濕透。



### 個人成長

從小父母愛護照顧有加，要背井離鄉獨自到陌生城市生活，時間雖然不長，也是很大的突破。記得初到台南的第一天我就已經哭訴很想念香港，很想家但又不能回家的感覺很不好受，但我知道旅程才剛開始，而且我也相信自己很快能適應，相信回頭看會是值得的。

沒想到，實習才開始沒幾天，香港反送中運動已一觸即發。那時每天下班回去後，整晚都在看香港新聞，很多感受、眼淚，特別是自己人不在香港，只能從網絡上接收資訊，甚麼都做不到。這場運動的發生加上原本的思鄉愁緒，讓我更難過。我曾經為此情緒低落，甚至覺得自己是「逃兵」、覺得自己在隔岸觀火，後來發掘到身在異地的我在這場運動中能做的貢獻，就是在這岸透過討論讓台灣人更了解香港的狀況，略盡綿力爭取國際支持。

這三個月，最大的課題不得不說是「放下」。在這裡要學會放下熟悉的一切，放下自己固有的生活習慣與想法，放下自己的懼怕，迎接挑戰和嘗試，面對很多匆匆過客要學會放下等等，擺脫故步自封的舊我。

離開熟悉的環境、社交圈子和支援網絡，情緒確實有不少起伏，甚至不能以從前慣用的方法排解和減壓，可幸在這裡遇上的每一個人熱心幫助、照料，在我們遇上難題時不吝支援，督導和同工們的照顧、體諒，對於我適應異地生活的過程極具影響力。

棒壘：第一次跟著孩子們練習棒壘，他們耐心地教導我們棒球基礎技巧。



### 總結

以前聽課程實習主任說過，同學們經歷三個月海外實習後都會急速成長，那時我還在想究竟有沒有那麼神奇，原來是真的。大大小小的一切、每一個在這裡遇上的人和事都使我有不同的反思和啟發，是成長中的一大養分。回頭看，很多方面都在嘗試和跌碰中不知不覺間進步了，而我相信在往後的日子裡，這三個月的經歷會繼續滋養著我。



訪視：最後一次的訪視，互相說一些道別和祝福的說話，看到兩案主的改變，其實內心很激動不捨。

## 新竹分事務所

新竹家扶中心隸屬於財團法人台灣兒童暨家庭扶助基金會，為基金會所屬二十三個分事務所之一。中心於1967年七月在新竹設立，以協助新竹地區遭受變故之家庭，重建父母親職功能，協助不幸家庭之兒童能有健全的童年生活為服務宗旨。在服務工作上，提供經濟弱勢之不幸家庭服務外，隨著社會問題的多元化，本中心也在新竹縣、市政府的委託之下，辦理家庭式寄養安置，以照顧無法在原生家庭中獲得良好照顧的兒童。另為救援及保護受虐待的兒童，也提供保護救援及心理輔導等服務工作。

( 撮寫自台灣兒童暨家庭扶助基金會網頁 )

### 謝嘉閔，社會工作社會科學碩士課程(兼讀制)二年級

我很慶幸自己能獲安排在新竹家扶中心實習，在此特別感謝家扶督導、社工和台灣實習生的協助，讓我很快便適應實習與當地的生活，也透過彼此的交流加深了我對台灣社會和文化的認識。短短十二星期的實習，除了見證了家扶孩子們的成長外，也見到自己的成長與進步。

### 寶貴的學習機會

新竹家扶給予實習生很多學習機會。在個案工作上，我獲安排跟進寄養兒童與接受經濟援助的家庭個案，透過每星期密集的訪視，評估案主的需要以及作出適當的介入。雖然在短短十二星期難以協助或促進案主作出很大的轉變或改善其行為，但自己能以真誠的態度陪伴孩子、與案主進行桌遊、給予家庭成員支持和鼓勵等等，這一切對於案主其實已有很大的協助。其實，實習生就像他們的接力員與打氣者，在他們參與人生接力賽的過程中，注入一股正向的力量、不一樣的生活體驗以及成功的經驗等。家扶社工曾說過，陪伴是一個很深度的介入，這種陪伴往往是現職社工難以做到的。因此，我在個案工作上深深體會到陪伴的重要性以及不要小看自己的價值，對於自己的努力和付出給予肯定。



參與暑期課托班的學員，學習利用平板電腦操作自組機械車。

此外，我亦有機會參與小組工作，協助心理諮商師帶領兒童心理創傷復原小組，當中自己亦須協助設計部分小組活動，利用表達性藝術元素協助受家暴的組員表達自己，安心地抒發自己的情緒。這個小組讓我印象最深刻的是，部分組員的成長和偏差行為的改善遠超我的想像。小組對於組員的行為問題主張不斥罵、不處罰及不過份約束，透過團體的力量和正面回饋，讓組員學習恰當的相處和溝通方法。

除了基本的個案與小組工作安排外，我亦有機會參與大型方案活動，包括夏令營與單車環縣生活營。實習生在活動裡擔任著十分重要的角色，是孩子的陪伴者、情感支持者、任務的促進與帶領者、衝突的協調者等等。親身參與了家扶在暑假所舉辦的活動，更能感受到社工如何協助青少年達至充權，繼而提升其信心和成就感；如何提供不同學習機會讓兒童成長，在團體裡學習社會技巧和自我照顧能力。

家扶的核心工作是扶貧，但扶貧工作不只是提升個案的有形資產，更重要是提升其人力資本與社會資本，同時累積有形與無形資產，才能有效增加脫貧的機會。家扶所舉辦的各式各樣的活動，正是為了增加孩子與社會的連接，增加他們的人力資本與社會資本。

### 家扶社工對我的影響

家扶的每一位社工在工作上都十分盡心盡力，面對著海量且複雜的個案處理以及多元化的方案工作安排，仍然對實習生照顧有加，把自己的經驗、心得和知識傳授予我，在此再次感謝他們每一位。家扶社工的專業體現以及對個案的關愛與熱誠，讓我更相信社會工作的力量與價值。

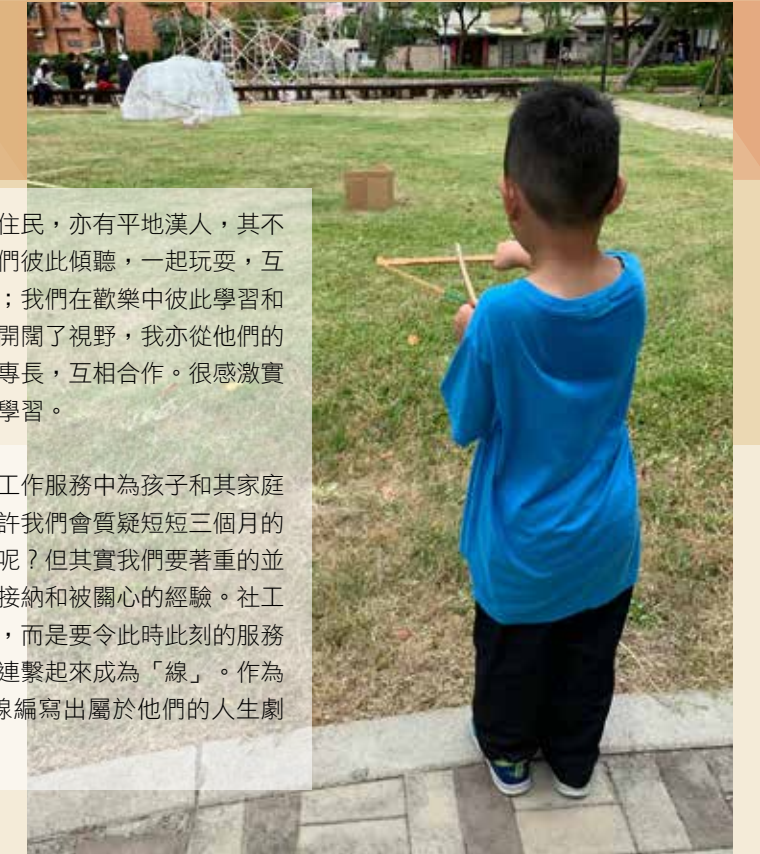
實習生陪伴案主到湖邊餵魚。



參與心理創傷復原兒童小組其中一名組員，當日在實習生的指引下繪畫曼陀羅圖案。

參與青春輪動—單車環縣活動。

和個案案主一起動手製作弓箭玩耍，別小看他，他可是個神箭手呢！



小組開始了，一起討論小組規則吧！



我們兩個有7個台灣的實習小夥伴，互相交流學習，每天打鬧嬉戲，熱鬧得很。



讓我成長更多的是我的實習夥伴們，他們當中既有台灣原住民，亦有平地漢人，其不同文化和背景令我眼界大開。在接近兩個月的時間內，我們彼此傾聽，一起玩耍，互相打鬧嬉戲，一同吃飯，共同帶團體、營隊、分享、報告；我們在歡樂中彼此學習和成長，在危難與挑戰時亦互相扶助。實習夥伴們不但讓我開闊了視野，我亦從他們的分享中更了解自己。我們在實習中交流彼此的專業知識或專長，互相合作。很感激實習路上有他們的參與，為我的實習經驗添上難忘的回憶和學習。

此次實習我最難忘的是對服務關係的領悟和體驗，在社會工作服務中為孩子和其家庭提供不一樣的經歷和體驗，協助他們重回健康的狀況。或許我們會質疑短短三個月的實習時間，又如何有效令服務對象的問題和處境有所改善呢？但其實我們要著重的並不是過份理據化的改變和成效，而是透過服務令他們有被接納和被關心的經驗。社工所提供的服務不一定要著眼於顯而易見的行為改變和效果，而是要令此時此刻的服務成為案主生命歷程中的「點」，協助他們將每一個「點」連繫起來成為「線」。作為社工，就是成為孩子們的夥伴，與他們一起將這些點和線編寫出屬於他們的人生劇本，演繹出精彩人生。



為期五天四夜的青春輪動活動開始了，非常青春熱血呢！

### 鄧浩聰，社會工作社會科學士課程三年級

三個月前初來甫到那刻的緊張和忐忑感受，現在回想仍記憶猶新。時光流逝之快，令這九十天台灣的海外實習體驗有如箭鏃飛過一般，卻也留下滿滿的收穫和回憶。

在新竹家扶實習期間，老師們為我們深入介紹了機構所有的服務，例如經濟扶助、兒少保護和寄養家庭服務，更包含各種團體、營隊和方案。我們亦在過程中獲得許多親身體驗的機會，例如督導帶訪、自己負責不同個案、與心理諮商師共同籌劃團體、協助營隊運作等，藉相處和互動，學習當中服務元素和技巧。

在不同的訪視和服務中我體驗到與小孩子相處和互動，更能夠感受到兒童保護服務對他們的影響和重要性。尤其是家庭服務對小孩子成長初期的教育和培育，起了極為重要的影響。當孩子未能在原生家庭中得到充分的支援和培育時，家庭服務可以教給他們的包括如何表達自己、人際相處技巧及社會規範等，讓身處不幸家庭的孩子都能得到被愛的機會，讓小孩在心理和生理上都能夠有更好的發展空間，更好地融入社會，在愛中成長並建立自己的新生活。



孩子們都成為了按摩大師，幫我們舒展筋骨。

## 台北馬偕紀念醫院

台北馬偕紀念醫院素來積極參與衛生政策，善盡社會責任：配合政府政策進行癌症防治成果績優，在多項診療品質認證及防治計畫評核中屢獲佳績；針對兒虐、愛滋、燙傷、早產兒、性侵及家暴等特殊個案，提供各種會談與心理諮商、經濟補助與轉介服務；為善盡醫療中心之緊急救護責任，承接新北市衛生局感染症醫療防治體系 H5N1 流感防治演習，設置第一個戶外最大醫療救護站。

對於援助弱勢，台北馬偕紀念醫院一向不遺餘力，總在第一時間全力投入災區醫療及心靈安撫等工作，如 1999 年 9 月 21 日集集大地震，醫院率先組織醫療團隊抵達埔里災區搶救傷患，員工捐款以協助災後重建；SARS 肆虐期間，發揮高度團隊合作精神，全力照料病人，收容最多 SARS 病人的私立醫院，廣獲各界肯定；2009 年莫拉克颱風侵襲南台灣，醫院也持續派遣醫療團南下協助賑災。醫院強調身、心、靈之全人醫療，並長期致力於社會公益、關懷弱勢、為偏遠地區提供醫療服務。

（攝寫自馬偕紀念醫院網頁）



陳雅婷，社會工作社會科學碩士課程（兼讀制）二年級

感恩有這次機會能去到淡水馬偕醫院的安寧療護教育示範中心實習，期間除了學習台灣醫務社工的工作外，更讓我反思了許多關於生死的想法。在剛開始實習時聽到的一句話，令我留下深刻印象：「每個人從生下來開始，其實賽跑已經開始了，每個人都一定會到達這個終點站。」而安寧工作就是在他們邁向終點站時給他們支持與協助。

在來到安寧中心之前，對安寧服務不甚理解的我對它誤解甚多，例如病人狀況都會很差，病房氣氛會很嚴肅等等。令人意外的是，真實情況與我的想像幾乎是完全相反的。記得實習第一天，看到病房色彩繽紛的裝飾，病人坐在窗邊曬太陽，我不禁懷疑自己是否去錯了病房。在實習過程中，我對安寧的迷思慢慢改正過來，也看到團隊花了很多心思，使病房不會成為一個等待死亡來臨的陰暗處。



病房裡舉辦的藝術團體



安寧中心的團隊成員們 - 在實習成果分享會後的合照



醫院與淡水很近，下班後不時會到淡水河邊散步，讓自己整理一天的情緒，放鬆一下。



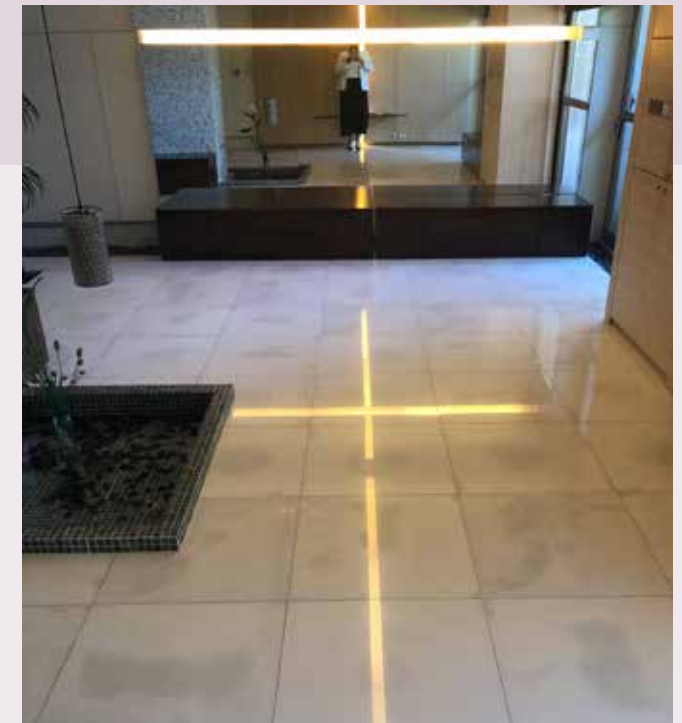
在實習中也參與了社區宣導活動，宣傳安寧緩和條例及病人自主權利法。

在十二周的實習中，我有機會參與安寧共同照護的病房巡視、家庭會議，也透過個案、團體和活動接觸了不少安寧病房中的病人、家屬與看護。記得督導常說，在安寧服務中，我們更能感受到理解與陪伴的力量。有些病人家屬會一天到晚找醫療團隊，甚至對每項醫療行為都會尋根究底，令團隊疲於應付。但背後承載著的原來是他獨力承擔照顧角色的壓力，深怕自己做錯一個決定就會失去摯愛的家人。有些家人你很少看到，但他們其實努力地工作著，也殷切希望自己的家人能有最好的醫療照顧。做安寧服務，社工其中一個很重要的任務就是傾聽和理解，幫忙病人和家屬整理脈絡，也讓團隊可以給予更適當的支持與幫忙。

而在安寧共同療護的會診中，更能看到安寧服務有別於一般醫療服務的地方。傳統的醫療都是以救人為目標，醫療團隊都會努力到最後一秒才放棄。但是安寧講求的是能讓臨終病人獲得平靜，盡量沒有痛苦地離開。在選擇安寧療護後，部分常見的醫療措施有可能會捨棄，例如積極的抗癌治療。對於部分醫師來說，這其實違背了他們救人的原則。但令我感到意外是，醫師之間不是爭執，而是合作，盡力讓病人的症狀緩和。我覺得這就是台灣多年來努力在各方面推動安寧療護教育的成果。而我也期望香港的安寧服務有一天能走到這，讓香港有需要的臨終病人都能得到更全面的照顧。

實習中有笑也有淚，或許眼淚比笑容多，但很感謝安寧中心的團隊給予我的支持，也感謝督導老師總是在我流淚時陪伴我，讓我有很大空間去體會與反思。同時也感謝中大給我這次海外實習的機會，相信這段旅程會一直在我的社工路上陪伴著我。

安寧中心的沐光室 - 讓病人、家屬和工作人員放鬆，重獲平靜的空間



## 高雄榮民總醫院社工室

政府基於加強南部地區民眾醫療照顧、促進醫學發展及提升醫學水準，乃於民國 73 年 9 月由台北榮民總醫院成立「高雄分院籌備處」，列為國家十四項重要建設之一。並於民國 75 年 12 月 27 日在現址動土興建。本院於民國 79 年 10 月 31 日正式開幕，開院時本院編制為「台北榮民總醫院高雄分院」，於民國 82 年 7 月 1 日改制升為「高雄榮民總醫院」，成立迄今深獲社會大眾一致好評與肯定，是高屏地區唯一的公立醫學中心。本院自民國 80 年 6 月 20 日即獲衛生福利部評定為合格教學醫院，此後分別於民國 82 年、84 年、88 年、91 年、94 年、98 年、102、106 年八度獲評為合格之醫學中心及甲級教學醫院。

醫院之任務為醫療服務、教學訓練與醫學研究；現為國防醫學院與陽明大學之教學醫院，同時亦接受各公私立醫學院校醫、牙、藥、護、醫技、醫管及其他各醫事與管理職類科系學生來院見習和實習。自 79 年 10 月 31 日開業迄今，提供南部地區榮民、榮眷及一般民眾最佳之醫療服務與照顧，深獲社會大眾一致好評與肯定。

（攝寫自高雄榮民總醫院網頁）



器官捐贈週悲傷輔導團體 - 茶禪分享會



**陳思慧，社會工作社會科學碩士課程（兼讀制）二年級**

這次從香港到台灣實習，由日常生活到工作環境絕對是很大的挑戰。照顧日常生活需要親力親為，工作環境更是我從未接觸過的領域，所以花了不少時間適應生活。從認為自己做不來，到實實在在經過了三個月，跳出自己的舒適圈，發現自己可承受、可承擔的遠遠超出自己所想像。只要勇敢嘗試，便能把自己真正的潛力發揮出來，同時亦能給自己一個機會證明自己的能力。



器官捐贈週攤位活動

下班後，一起外出吃飯！



實習除了能夠發揮自己的潛能外，還會遇到不同的督導，在他們身上可以學習到不同的知識及技巧。這三個月，對我最重要是可以從不同的督導身上學習到如何看到自己的優點，從而加以運用。「天生我材必有用」是老生常談的道理，但是如何從別人的提醒中發現自己的強項並加以運用，正是一個學問。實習中，督導們的回饋往往能夠讓我更瞭解自己的強項及須改善的地方，再經過反思，使我真正成長，為我踏上社工之路建立了扎實的起點。

實習中接觸過不同的個案，舉辦了不同類型的團體方案活動，亦參加了不同醫療團隊會議。這些參與經驗，豐富了我對醫務社工領域的認知，同時亦讓我親身體驗到更多關於人的故事。走上社工路途的我是本著一顆協助弱勢群體的心，這顆心於實習三個月後並沒有改變，相反，我能夠更成熟更有技巧地分析不同人真正的需要，從而把資源分配到真正弱勢者手上。除此之外，我亦接觸了不同種類、不同階級以及不同文化的人，在瞭解他們背後不同的故事後，我改變了對弱勢族群的看法。以前總是認為，社會上的弱勢族群都是逼不得已的，但是三個月的實習讓我明白到，社會上不同的人也有他們各自希望過的生活，這是他們所選擇的。作為社工應尊重個案的選擇，不要把自己的期望套在別人身上，因為這是屬於他們的生活，這讓我明白到瞭解不同人背後真正需要的重要性。

最後，感謝有這次實習的經驗，擴闊了我的視野，讓我於社工工作中有所成長，還於個人經歷中有所收穫。



社工室的同事們及台灣實習生



實習中的督導

陳蔓樺，社會工作社會科學碩士課程（全日制）一年級

### 自我反思的過程

在三個月的實習過程中，我經歷與體驗了不同類型的活動，由此更能瞭解自己的本質與性格。在此之前從未接觸過醫務社工作，因此在醫院實習對我來說充滿了新鮮感，亦遇到不同類型的挑戰。學習過程中，我發現自己有很多可改善的地方。所遇到的不同類型的個案，讓我反思自己所說所做的事情。遇到挫折的時候，我都會跟我的督導分享。我欣賞自己有坦誠面對自己，把自己的內心想法與感受跟督導分享，這樣一來我才能在督導回饋過程中，學習如何處理實習上甚至生活上的困難與挑戰。

榮總社工室團隊



器官捐贈宣傳週



兒科病房活動

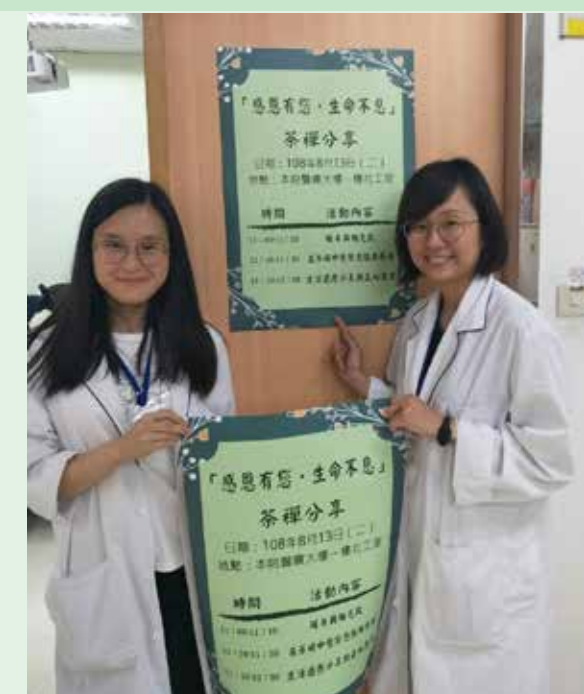
### 安寧病房的熱情

在實習期間，安寧病房帶給我不少深刻難忘的回憶，也是讓我掉最多眼淚的一個病房。在觀察器捐個案、音樂治療悲傷輔導團體與不同病房活動中，每當看到病患與家屬間的互動，我都覺得十分感動。雖然安寧病房病患很快便走到人生的盡頭，但我卻看到他們的生命力是很強的，在病房 堅強地過著每一天。在不同的活動中，我觀察到自己身處安寧病房時，情緒是交雜的，同時也能感受到自己還保持對人的熱情與溫度。我發現在醫院中，我對安寧這部分十分有興趣。我很享受研究安寧的主題及不同的安寧病房活動體驗，也許日後我可朝著這個方向發展，成為畢業後的就業選擇。



督導與我

遺族茶禪分享活動



### 對社區資源的瞭解

實習期間的個案都會遇到經濟、安置或照顧問題，我因此對台灣的社會福利制度多了瞭解。實習機構也安排我們參訪不同社福機構以瞭解其架構及文化，例如參訪屏東關愛之家、快樂聯盟，我從中學習到台灣愛滋病機構組織及服務架構，及其收容照護等服務內容。

### 對醫療團隊工作的認識

透過參與不同科別的晨會及跨領域會議，例如住院醫學科、外傷科、安寧病房等晨會，可觀察醫生、護理師、社工及其他專業團隊如何討論住院個案。透過門診觀察更可了解到醫病關係的互動。在日常個案會談或舉辦病房活動時，更會與醫療團隊合作，過程中得以瞭解他們的角色與崗位。

### 實習經驗對我的幫助

來台灣實習讓我的中文進步了很多，對台灣的醫療體系與社會制度也有了初步瞭解。實習過程讓我不停反思自己，透過不停整合各種經歷、聆聽不同督導的教導與回饋，慢慢打好社工價值的根基。整個實習我處理了七個個案、兩個團體及兩個方案。加上觀察了不同類型活動與個案，不同的體會過程能刺激我思考社工角色。我學會了不斷自我覺察，這使我成長與瞭解自己的性格。此外，醫務社工講求團隊合作，在實習過程中我領略到團體的重要性，也學會了與人溝通相處的技巧。



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高雄榮民總醫院社工室

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