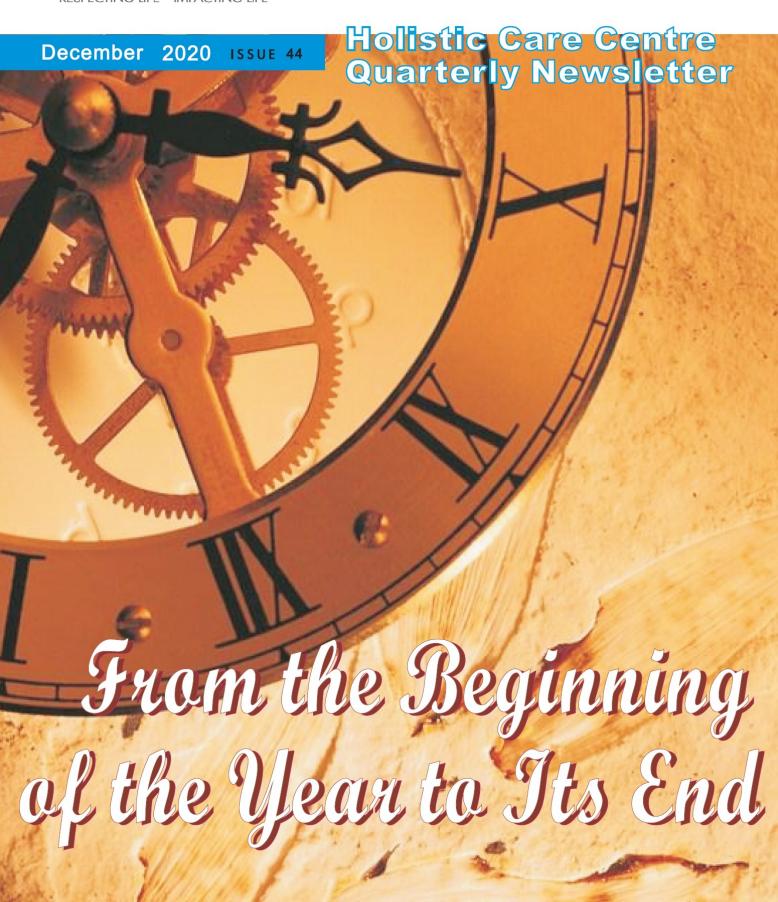


尊重生命 ● 改變生命 RESPECTING LIFE • IMPACTING LIFE POSTAGE PAID HONG KONG PORT PAYE Permit No. 3170



# From the Beginning of the Year to its End

Time flies, it was on 28 November 2006 that the Holistic Care Centre (HCC) admitted her first resident patient and started her mission of "Embrace the last Journey with Love"-- 14 years ago from this day! Our consulting doctor, Dr. Ng shared his most precious lesson he learnt at the HCC to be "faith and humility". It is true that at the beginning our resources were scarce; services offered not recognized by the public. But whenever there was a need, God provided us miraculously. This taught us to be always faithfully dependant on God with a humble mind. Thank the Lord for leading us through the highs and lows of these 14 years, and made use of our centre to serve over 2,500 terminally ill patients and their families, helping them walked their last journey on earth with no regret, and testify the wonder of "Respecting Life, Impacting Life".

A vote of thanks to the trust of the Haven of Hope Board of Directors in tasking the HCC on an extension project, answering the call of the growing needs of palliative care services in Hong Kong. Honestly, we undertake with utmost caution, this mega, challenging task, however we believe God will let His goodness be fulfilled, as in Jeremiah 33: 2-3 "This is what the LORD says, he who made the earth, the LORD who formed it and established it—the LORD is his name: 'Call to me and I will answer you and tell you great and unsearchable things you do not know.'"

Praise the Lord! We just obtained the confirmation from the Jockey Club's Charity Trust Fund that they will allocate HKD535,000,000 to fund our Phase I of extension project, which included a brand new building of Hospice Care Block and an Education, Training & Research Centre. We look forward to see the new building completed and operational in 2026, serving many more terminally ill patients and their families.

Earlier we have held 6 internal Extension Project presentations for our staff, with a view to solicit their opinion and promote their thorough understanding on the

project. The Board of Directors has also just appointed Ronald Lu & Partners to be the Project Manager & Consulting Architectural firm of this mega project. I invite you to pray for this extension project, share with your friends the services and needs of the Centre and invite them to walk with us on the mission of "Embracing the Last Journey with Love". At present, we still have a shortage of HKD120,000,000 against our target budget (this included the major renovation of WWB at Phase II). We pray that God will lead and provide us. We have recently finalized a fund-raising plan which included naming rights of facilities in the new building. If you are interested please contact our Assistant Operations Manager Miss Mary Ma on 2706 8532.

2021 will see the 15th anniversary of the HCC. A series of commemorative activities are in the pipeline which include Life & Death Education Forum; HCC residents' families and Service Ambassadors gathering; 15th anniversary thanksgiving special edition; and fund-raising activities for Extension Project, etc. Details will be published in the coming issues of HCC monthly e-Flash and quarterly newsletter.

2020 was a year of disease and economic downturn. On reflection, we re-discover how small and powerless human beings are. We must look up to God, the almighty God; be grateful, thankful and treasure what is given.

"It is a land the LORD your God cares for; the eyes of the LORD your God are continually on it from the beginning of the year to its end." (Deuteronomy 11: 12)

Your servant

Dr. Antony Leung

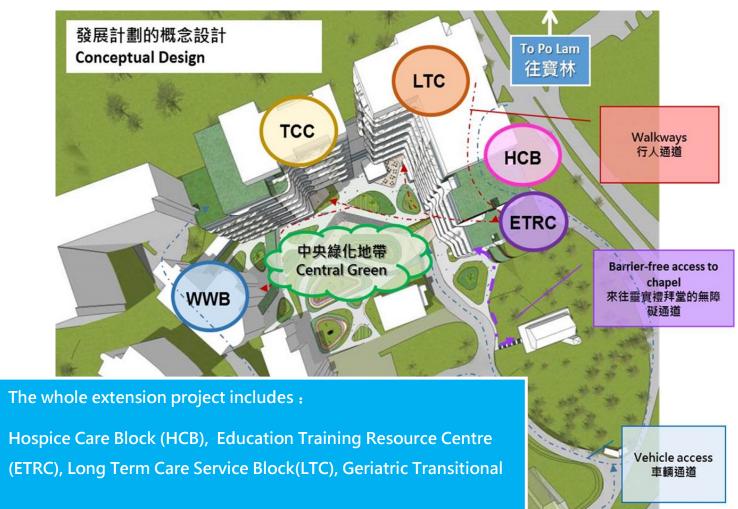
In Hong Kong, which has a serious ageing population problem, the number of elders and their demand for medical services increasing day by day. As early as 2006, Haven of Hope saw the need for holistic care services for the frail elderly, the terminally ill, rehabilitation and chronically ill patients etc. As a result, Haven of Hope Holistic Care Centre was established and it was subsequently integrated with Sister Annie Skau Nursing Home in 2014. It was renamed Haven of Hope Sister Annie Skau Holistic Care Centre (hereinafter referred to as SASHCC). So far, more than 2,500 patients and the family members had been served. However, due to the increase of demand, SASHCC has launched and extension project in 2019 to increase the number of beds and enhanced services to let more people benefit from the holistic care service and experience the virtue of "embrace the last journey with love".

#### **One-stop Service**

The SASHCC extension project comprised of 4 phases, covering 1.2 hectare of land and centred around "continuous care" in scoping its service. In other words it aims to provide a one-stop service to its surrounding population by forming for them a new community offering medical care, short-term, long-term care, hospice care, rehabilitation, cancer patients support, palliative care services to them, and extend the services to cover everyday life aspects like dining, shopping, hairdressing, beauty care and leisure parks so those who come to use the SASHCC services do not need to worry about changing hospitals or waste time commuting back and forth. thereby maximizing their quality time with their loved Phase 1 of the extension will build a Hospice Care Complex. It will have a fivestorey building of 150 beds in the Hospice Care Block (HCB) and an Education Training Resource Centre (ETRC). The feasibility study of phase 1 has completed and a funding of 535,000,000 has just been received from the Jockey Club Charity Trust Fund for construction to commence. Work has started in 2020 and the

Phase 2, 3 & 4 comprised of major renovation of Wah Wing Block (50 beds); the construction of a Long-Term Care Block (200 beds) and the Geriatric Transitional Care Centre (200 beds). When the fourth phase of the project is fully operational, a total of about 600 beds will be provided.

Complex is expected to be operational in 2026.





#### All round service

The 7 characteristics of the SASHCC Extension Project are:

- 1 Provide comprehensive continuous care service
- 2 Provide holistic care and enhance the quality of life of the service users
- 3 Effective use of gerontechnology and IoT
- 4 Provide a green environment for the resident patients and the surrounding residents
- 5 Offer support to those financially in need through the Relief and Charity Bed Scheme (RCS) and the Sandwich Class Bed Scheme (SCB).
- 6 Build a caring community jointly with our friendly partner organizations
- 7 Through cooperation with multiple partners, promote Life & Death education and palliative care training & research.

SASHCC Extension Project will revive life in the neighbourhood community building for them a community of love & care.

Comprehensive and Holistic Care Model

(Dignity, Peace and Hope)

Compassionate

**EOL Care in the** 

community

**Close Liaison** 

( Patients' families; friends; community; nature and God)

Communal living

(Adding life to days)

One-stop Service

(Home care> Clinic Service> Day Care Centre> Holistic Care Centre) Every second of the residents' life matters

(Celebration of lives and bereavement support to families)

Collaboration with Cross Functional Collaboration

(Strengthen the communication and cooperation with different partners and corporations)

The Essences of the Care Philosophy (EOL Care) in Haven of Hope

"I have come that they may have life, and have it to the full." (John 10:10)

# How was it for you in 2020?

## Chaplain Lai Ka Hon

From December 2019 when the SAR Government was informed by the China Health Authorities that an unknown strain of virus attacking the lungs of human beings was found in Hubei, our days of fighting the COVID19 began<sup>1</sup>. To this date in Hong Kong, the number of confirmed affected cases has reached 6,000<sup>2</sup>. How did we live through 2020?

### 2020's Clothing; Eating; Living & Social Gathering

Clothing: To combat the virus, medical professionals from doctors, nurses, physiotherapists; occupational therapists; carers.... everyone working at the hospice had to put on an additional layer of protective garment called the PPE to safeguard themselves from contracting the disease. Gloves and face shields are musts. In restaurants and supermarkets, the employees had to wear gloves and eye guards at work. Every household's washing machine had to work much harder than normal times. Did you find your water consumption charges gone up?

Eating: Despite the restriction on group size, people has to eat. 2020 could be a year that saw the highest number of takeaway boxes consumed. Did you record the highest occasion of dinner eated at home also? At our hospice, we have a small common room where resident patients and their families used to gather and share food, no longer the case this year!

Living: Governments of different countries had urged their people to work from home in order to minimize the spread of the COVID19. Corporations were cooperative so many people actually spent the year at home with their families together, they worked on office matters and attended meetings; children took lessons; they worshipped; worked out; attended seminars all in the same place. Home became a business centre, church and a gym. The past modus operandi of assuming different roles in different venues was lifted instantly. In our multi-

functional home we suddenly realize our roles as a father, a boss, a husband are all in one. Locked in a small location there was hardly anywhere for secrets. It was the best opportunity for us to know who we really are in front of the minute lens of the internet.

Social Gathering: Was "Staycation" what you opted for? As the hospice chaplain, I like to share how our resident patients' families paid their last respect to their departed loved ones. At such a time of virus attack, it was hard for overseas family members to return to attend funerals. They could only pay their last respect to the dead through Zoom and grief at the other end of the globe!

#### **Religious Life in 2020**

One of the means in controlling the virus spread is to minimize the gatherings of people. This greatly changed the Christian way of life. Sunday worships could only be online. Previously brothers and sisters at church come together to support and encourage each other to nurture faith, this year we have to learn to stay away from people, learn to face God alone quietly and wait patiently, isn't this a good test for our spiritual development, something we cosmopolitan people miss most? Social or church gathering is a lateral way of learning through interchange with people but facing oneself in front of God is a vertical search of life's meaning.

## The World in separation in 2020

The hottest search keys this year were: quarantine, COVID situation, virus spread, confirmed cases etc. COVID forced us to separate but actually our hospice has been working primarily on preparing for separation. In the face of death we prepare people to treasure time left to spend with their families. To accompany the sick cannot change the ultimate ending, but it allows you to demonstrate your love and care and show the dying person your love for him/her will never change.

Looking back, we lost days of happy gatherings with friends in 2020, but more sad are those who lost their loved ones to COVID19, the over 100 lives claimed in Hong Kong<sup>3</sup> and over 140,000 fatalities all over the World<sup>4</sup>. Let's pray for them and for us for being able to survive 2020!

This I declare about the Lord: He alone is my refuge, my place of safety; He is my God and I trust Him. For He will rescue you from every trap and protect you from deadly disease. (Psalm 91: 2-3)

<sup>1.</sup> CHP Newsletter Issue No. 47 The time slot of COVID-19

<sup>2.</sup> https://www.chp.gov.hk/files/pdf/local\_situation\_covid19\_tc\_20201130.pdf (up to 30 Nov, 2020)

<sup>3</sup> https://www.coronavirus.gov.hk/chi/index.html#Resource\_Centre (up to 30 Nov, 2020

<sup>4</sup> https://www.who.int/emergencies/diseases/novel-coronavirus-2019 (Last update : 30 November 2020.)

# HAPPY MOMENTS

Mid-Autumn Festival Celebration









# Handicraft





# Thank you card from Family

Dr. Leung, ward on the 3rd floor of WWB:

This year's Mid-Autumn festival was tinted with sadness — Our sister left us on the day after the festival. She had a strong character, was active and optimistic. When she found out cancerous cells were growing inside her she did not fear but faced it bravely. God arranged for her a guardian angel Miss Lam to introduce us Miss Lo, a nice lady from the Haven of Hope SASHCC's home visit department. During those few months in 2020, COVID19 was affecting Hong Kong so home visits had to be suspended. Miss Lo made use of phone calls to contact us day and night to answer all our questions and solve all our problems. On 28 July, my sister's condition suddenly deteriorated and had a high fever. She was taken to public hospital and due to the COVID situation; Hospital Authority banned all public visits. However my sister was unable to take care of herself so we all worried so much but could do nothing. Miss Lo was aware of the situation and knew we wanted to fight for time to be with our sister so she made effort and found a bed in WWB of the HCC for her. It was already 21 September and we knew not much time was left for our sister, as such we were grateful that Miss Lo got the best possible nursing care and attention at the E5 ward for her in her last 12 days, and for us to have a chance to be with her until she passed away. We wanted to express our thanks to everyone who took care of her at WWB.

Special thanks to nurse Miss Lam Wai Fung; Dr. Leung; Miss Wang; Home Visit department Miss Lo; Miss Chung; Miss Wong; Chaplain John Lai, Judy Chiu and Social Worker angel Miss Tang.

Finally our appreciation goes to Dr. Leung again, for leading a team of angels to care for the patients with love from their hearts!

# Flared up, do you know why?

by Ms. Winnie Yung (Principal of HOHCS Professional Training Institute, Senior Family Therapist)

In caring for the sick, all of us should have come across patients who got flared up out of the blue, no matter how hard you try to comfort and console him/her, the effort was futile. We like friendly folks and we unconsciously avoid those who flared up suddenly. However, such a reflex action could easily lead to misunderstanding, and polarize the conflicts between the parties, directly impact the quality of nursing care and the well-being of the sick. What is the correct approach in dealing with such anger of the terminally ill has become the focus of palliative care study.

### Anger and death

Martin Heidegger, philosopher of Existentialism thought human beings' basic form of existence is to experience emotion, anxiety, fear and death to get through the road of existence. Arthur Schopenhauer, a German philosopher thought only those who faced death could tell he really existed and understand truly the meaning of "existence". Death is "not to exist" and "void". US psychiatrist Kubler-Ross raised the Five Stages of Grief in his classical book "On Death & Dying", describing the 5 stages of mental condition of the dying to be: Denial; Anger; Depression & Detachment; Dialogue & Bargaining and Acceptance. Everyone has a different sequence and duration experiencing these five stages. So, we can imagine those dying actually went through their disappearance, or knew they would disappear completely. This included their possessions, their abilities, their interpersonal relationships, etc. and so it is not difficult to understand their complex emotions of fear; loneliness; anger; sadness and could not let go. Since Anger is one of the fundamental mental conditions in the dying process, we should respect and accept its existence.

## What is Anger?

We all experienced "anger", what is it actually? It is one of the basic emotion. When

we were scolded; insulted or criticized, we feel our image was threatened and naturally we would fight back to preserve what is important to us, refuse to be hurt or be deprived. Anger is a natural expression, it is neither right nor wrong, but it has been seen as a negative emotion because it usually brings damage to oneself or to others. Those who always get flared up will be criticized as having character flaw or lack of manners but the reason behind for getting angry is frequently neglected.

#### **Grumpy old man**

I came across a grumpy old man in my work place some time ago. He was single, short and often acted on his own will. He has terminal lung disease and so he is frequently in and out of hospital. He sensed he was failing in looking after himself so he went to stay at an old aged home. He threw temper at the staff oftenly, making them tread on thin ice when he was around. One day he was dissatisfied with the food and raised his voice again. He complained about the staff attitude, the standard of the cook and the food quality. All the staff there thought his behaviour was unacceptable; some even blamed their management for not dealing with this kind of residents. Atmosphere on that floor went stiff and only essential communication was made between this grumpy old man and the staff.

Later, one staff member spoke to him. Probably old man knew he went too far on that occasion and his attitude softened a bit and revealed himself to the staff member. He told the staff he came from a poor family, had to be independent since young so he worked as he studied. His love life was not smooth and was never married. He found a job with the government and became a Christian. Despite of that he never went to church. During the entire conversation, he spoke very slowly and seemed not able to express himself, entirely different from when he shouted at the staff.

He then asked whether he could be allowed to make his favourite soup at the old aged home. The management granted his wish and allowed him to use a small rice cooker in the kitchen. He was delighted, and since then he discovered he need not raise his voice to be heard. After this he went to the market every week to buy the

soup ingredients, and gradually became calmer than before. He even proactively greeted the staff and agreed to let them contact the church on his behalf. The church sent volunteers to visit him regularly and took him to church. One year later he passed away. The church followed his instructions and arranged his funeral, grumpy old man completed his life's journey with lots of love and respect, and with no regret.

Arthur Schopenhauer also mentioned a strong headed person would feel more intensive pain. Listening to this old man's past helped us understand him more. Coming from a poor family where no love was felt, his struggle from poverty for his whole life made him keep a safe distance from others. He chose to put his feet firmly on the ground and created fear for others to protect himself, eventually this approach became his way of dealing with others.

#### Is Anger a positive force?

Clinical Psychologist Leon Seltzer thought anger has a "self-soothing" function. It could sooth one's inner discomfort and weaknesses. Father Anselm Grun reminded us that anger should be allowed in our hearts because it is a positive force in giving us courage to keep us from our perpetrators, thus preventing them from harming us. Anger also give us courage and know that we do not rely on our perpetrators, we can live independent of them.

Anger also acts as a protective shield for those suffering, enabling them to find strength to combat the undesirable to maintain their self-esteem. Of course, on-going and uncontrolled anger could affect one's mental and social well-being, and damage family relationship. Now that we understand more about anger, we should be more compassionate and tolerant of "angry" patients, next time when we encounter one, try to apply the following techniques when dealing with them:

1. Keep an adult-to-adult relationship: Sometimes we subconsciously treat a sick and weak person like a child, mistaking it was the correct approach for interacting with them. On the contrary, such approach would twist a adult-to-adult

relationship to a adult-to-child relationship, forcing the sick person to resort to expressing anger to get his independent opinion heard, this way to preserve his dignity as an adult.

- 2. Receive and listen with compassion: Different patients went through different challenges and has different life stories to tell. We cannot treat them all the same. We have to let them know that we listen and we empathize; that they are respected and understood. This helps to break any barrier and build relationship.
- 3. Do not take it personal: Very often anger is seen to be vented towards the staff member but actually it is just a show of frustration towards the illness and an expression of fear.
- 4. Understand the reason behind: There is a trigger for all anger expressed. Try to understand the reason behind and guide the sick person in dealing with the emotion appropriately.
- 5. Understand the right of expressing anger: Usually after exploding, the sick person would very often feel guilty and embarrassed. Try to tell him it is a natural behaviour to get angry so he knows he is being understood and accepted, thereby reducing his intuitive aggression generation.

Lastly, can you guess what the old man's favourite soup is? Abalone chicken soup! Isn't it nice that he has had his last chance to taste his favourite soup and rediscover love before ending his life with hope, faith and dignity?

#### Bibliography:

- 1. Cheng R. W. (2015). Dealing With the Angry Dying Patient. Palliative Care Network of Wisconsin.
- 2. Grun A (2011). 25 Haltungen Als Weg Zu Gelingender Begegnung, South & North Publishing Company, Taiwan.

#### Sharing by resident's family

What reflections do you have after living through a year of COVID-19 threat when it was no longer a matter of fact for family to gather, for friends to travel together, for us to attend weddings or go to church or take off our mask and breathe, and even see lives to end in a matter of days?

Calvin, the son of one of our past residents, has been an atheist until three years ago when his mother confirmed her faith and was baptized at the Holistic Care centre (HCC). Calvin saw how hopeful and peaceful she was in the face of death. He was touched deeply. He and his wife and son also founded their faith consequently. Last year, our Chaplain was informed by Calvin that they were to be baptized during Christmas 2019. Praise the Lord for using the HCC once again as a place of reconciliation between Him and man.

With the consent of Calvin, we like to share their path to salvation during this festive period so all of you would come to Jesus and find true hope and peace in Him.

# Amazing grace: The Yau family's testimony (by Calvin Yau)

It was a wonder arranged by God to have the four of us baptized on the same day!

My daughter Pamela founded her faith in God in early 2017. She was the first Christian in our family. My wife Landa, my son Delon and I all founded our faith in the following 18 months. From not believing to baptizing it was incredibly fast! Below are our testimonies:

#### Pamela:

In the past I always compare myself with others and easily feel inferior. I worked hard at my study and at work but seldom achieve what I expected. In 2016 I was down with failure so my friends invited me and my family to go to their church. During the SundayWorship, a hymn touched me. I was especially impressed by the



Calvin (right 2) and his family got baptized together at last Christmas.

bible scripture: "Ask, and it will be given to you; seek and you will find; knock and it will be opened to you." (Matthew 7: 7). I never knew we could ask God take away our worries and troubles, that He would lead us safely through all hardship. Afterwards, I joined a fellowship on Saturdays and met many caring brothers and sisters in Christ who helped me experience the love of God. I thereafter pronounced my faith in April 2017.

A few months later I felt very troubled to tell grandma I have become a Christian because grandma has other traditional folk belief. She was admitted to the HCC by then. I saw she was getting weak and so I gathered my courage and told her about it. My friends from church also accompanied me to visit her and share the gospel with her. Not only she did not object to my belief, she even approved it! Eventually she also believed in Jesus. I was so moved that I cried.

#### Calvin:

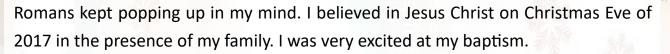
I never thought I would believe in Christ. I did not believe in any God but I was always curious why so many renounced scientists were Christians?

Ever since I accompanied my wife to go to church with my daughter Pamela, we were impressed by the sincere love of the church atmosphere. Witnessing the change within Pamela, I was very happy. I joined bible study in September 2017 and was reading the book of Romans. It was enlightening for me to know that we humans are sinners, and it was by the precious blood of Jesus Christ that our sins were purged.

In October of the same year, my mother was very ill and was diagnosed to have terminal illness. She was taken to a hospice. Later Pamela and her church friends went to visit her and spread the gospel to her. The chaplain at the HCC quite often came and prayed with my mother. The medical staff there was especially loving and caring. We were all touched when we learnt that the pastor came with his wife to baptize her. A few days later, mother passed away. We believed she was now with God and we could all be reunited with her later.

The Holy Spirit touched me deeply through Pamela and Mom's baptism. The book of





#### Delon:

As dad puts it, we were all touched seeing how grandma sought Jesus' salvation. I prayed to God the night she passed away, asking: "God, if you are here, could you tell me whether grandma is saved, and is with you now?" That night I dreamt of grandma in a fairyland safe and sound! I founded my faith during Good Friday in 2018. It was a memorable day, I knew my sins were abundant and I was weak and small. The joy of salvation is beyond expression!

#### Landa:

My husband would share with me his gains after attending the bible study classes, and expressed his wish for me to go with him. Early 2018, a new class was offered and I immediately enrolled and studied together with Calvin. In the past 2 years we encouraged and motivated each other in our spiritual development efforts.

On 1 June 2018, I believed in Jesus with the accompany by Calvin. After that I felt much relieved because previously I had to follow my mother-in-law's instructions to worship the Buddha during festive days, it was tons of pressure for me. Now we all believe in God. Going for Sunday worship has become the happiest family gathering for us.

Thank the Lord for leading our family to you. May all the glory and praises go to the Lord our God!

"For those He foreknew He also predestined to be conformed to the image of His Son so that he might be the first born among many brothers. And those He predestined He also called; and those He called He also justified; and those He justified He also glorified."

(Romans 8: 29-30)

### 捐款表格 Donation Form

盼望得到您的支持,讓我們能為院友及家屬提供全人生命晚期照顧、長者復康治療及優質療養/ 長期

護理照顧服務,一起攜手「用愛擁抱晚晴」。 We need your support in order to provide holistic end-of-life care, specialist geriatric rehabilitation service and quality infirmary/ long-term care. Let's join hands to "Embrace the Last Journey with Love". □ 按月掲款 Monthly donation
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### Haven of Hope Sister Annie Skau Holistic Care Centre

Haven of Hope Sister Annie Skau Holistic Care Centre (SASHCC) is a non-profit, self-financed nursing home with a total of 100 beds. Upholding Sister Annie Skau's spirit of "Respecting Life · Impacting Life", the Centre provides integrated services and holistic care to the frail elders, chronically sick and late-stage cancer patients. With our professional care team, comprehensive facilities and tranquil environment, the Centre aims at bringing comfort, dignity and peace to the residents in the face of physical illness and even death.

#### Prayer items:

Please fold and seal here

- Praise the Lord!The Jockey Club Charity Trust Fund will donate HKD535 million to SASHCC
  to commence work of Phase I of Extension Project. We expect the new complex to start
  operation in 2026. We pray that God will bless the project and grant the working group
  to have wisdom and ability to help build a brighter future of SASHCC.
- The Extension Project of SASHCC has a budget shortage of HKD 120 million (including the major renovation of Wah Wing Block). We pray that God will touch the hearts of many more philanthropists to help us the reach the target soon.
- 3. Thanks be to God that Rehabilitation Department received charity funding support to join hands with the Hong Kong Polytechnic University to organize the "Smart Doll Therapy Program, to help those dementia patients. We pray that God will bless the joint efforts so that the program could benefit more patients.
- 4. We are conducting renovation on the G/F and 1/F of SASB at the moment. We pray that God will lead the renovation works and let it be completed safely and promptly in April 2021 as scheduled .
- 5. We pray that God will protect all the staff members and all the patients at SASHCC during the COVID-19 epidemic. We also pray for our staff, residents and their families to receive Jesus Christ soon to experience the peace and hope from God.

STAMP

靈實司務道寧養院

Haven of Hope Sister Annie Skau Holistic Care Centre

香港新界將軍澳靈實路十九至廿一號

19-21, Haven of Hope Road, Tseung Kwan O, New Territories, Hong Kong