

## Children of Heep Hong's On-site Service Show Significant Improvement



Heep Hong Society has participated in the Pilot Scheme on On-site Pre-school Rehabilitation Services introduced by the Social Welfare Department and assembled four professional service teams in November 2015 to provide immediate intervention for 400 children at 48 kindergartens who were on the waiting list for government-subsented preschool rehabilitation services. The Society has been closely monitoring the effectiveness of the services. Questionnaires were distributed to kindergartens and parents. The results revealed that 97% of parents and kindergartens were satisfied with the Society's services and a majority of parents reported significant improvement in their children after receiving 6-8 months of training. All kindergartens praised the service teams for catering to the diverse needs of SEN children and providing appropriate support.

To make intervention accessible to more SEN children who are in the golden period for training, the Social Welfare Department introduced the Pilot Scheme on On-site Pre-school Rehabilitation Services (OPRS) in November 2015 sponsored by the Lotteries Fund. A total of 16 service providers provided 2,925 places covering 480 kindergartens across Hong Kong, i.e. around half of the local kindergartens. There is one more year to go before OPRS concludes, and the government has already set aside funds for regularising the service. By that time, 7,000 places will be available, and it is expected to ease the shortage of pre-school rehabilitation services.

### Praises for the Society's Service Model

In order to study the effectiveness of the services, the Society sent questionnaires to all the kindergartens and parents of the students which received OPRS services from the Society. 338 parents (94%) and 48 kindergartens (100%) responded. Results showed that the parents and kindergartens were very satisfied with the overall service and highly commended the dual service model developed by the Society.

#### Results of Parent Survey

	% of Agreement
1. The service team provides suitable training for my child.	99%
2. The service team helps me understand my child's training needs.	97%
3. The centre staff is attentive to the developmental needs of my child.	97%
4. I am satisfied with the centre-based services.	98%
5. Overall, I am satisfied with the OPRS Pilot Scheme.	97%

#### Results of Kindergarten Survey

	% of Agreement
6. The service team can take care of the different needs of SEN children and provide suitable and professional support.	100%
7. During school visits, the service team offers advice to teachers for providing effective support for SEN children.	94%
8. The service team helps parents understand the needs of SEN children and the corresponding support methods in various ways (e.g. consultation, talks or workshops).	98%
9. The school is satisfied with OPRS.	100%

#### Feedback from Kindergartens

- The Society's multi-disciplinary professional team provides the most suitable and holistic support for students with SEN. The trainers also customise individual educational plans for every child.
- The team has provided consultation, talks and workshops to enrich the knowledge of our teachers. We've become more confident in teaching SEN children.
- The team offers professional advice to teachers. This helps our teachers manage their classroom well and improve their teaching methods.
- We find the small group training for students on campus particularly impressive. Our teachers are now able to make adjustments based on the students' different needs. Teachers' stress are relieved and students' abilities enhanced.



## Innovative Research-proven Service Model

Flora Mok, Regional Manager of the Society and coordinator of the four service teams, said, 'Heep Hong Society is a pioneer in on-site preschool rehabilitation services. As early as in 2014, we developed and tried out a dual service model which combined centre-based professional training with on-campus support in a pilot study in which 10 kindergartens participated and 60 SEN children received early intervention. Our model was proved to be effective in bringing about significant improvement in children as confirmed by a controlled effectiveness study conducted by the University of Hong Kong. Various government bureaus and departments came visit us to study our service model. Not long after, the OPRS, which is modelled on our successful experience, was launched.'

Mok remarked that Heep Hong's preschool rehabilitation service is widely acclaimed for its professionalism and quality. Its OPRS model is developed based on many years of service experiences and has the following distinguished features:

### Dual Support and Tripartite Cooperation

- A dual support model combining school-based service and centre-based training
- Emphasis on tripartite cooperation among the school, family and the service team to give students holistic support
- Full support by Heep Hong's extensive network of service centres which are well-equipped with specialised facilities

### Evidence-based and Multi-disciplined Training Strategies

- Professional teams of experienced therapists and psychologists deliver tailor-made training for students, in groups and one-on-one, and provide guidance for teachers to formulate individual education plans (IEP)
- Training is conducted with professional tools developed by the Society, including over 50 training packages, educational resources and software applications
- The Society's award-winning 'Happy Parenting' programme will be applied to help parents acquire essential skills and relieve stress

### Equipping Teachers with Theory and Practice

- The professional teams conduct class observation, customise support plans for students, give teaching demonstrations and advice on curricular adaptations
- The Society's Academy for Professional Education and Development (APED) offers a wide array of systematic training opportunities for teachers, to help them acquire the knowledge to identify and support children with diverse learning needs



The professional teams visit the kindergartens to observe classes and provide teaching demonstrations and advice for supporting SEN children.



Children attend group training at centres to learn social skills.



The Society holds parent talks and workshops on child care and parenting.

## Professional Consultation and Problem Solving for Teachers

Ms Wong Yin-ho, Headmistress of Guideposts Kindergarten 3rd Branch (Tin Shui Estate) which joined OPRS in November 2015, highly acclaimed the OPRS, especially the consultation service. She said, 'The service team visits us regularly to observe classes and follow up on the students' IEPs. We work closely together and find their consultation service most helpful. They give us practical advice and help our teachers resolve a lot of problems in classroom management and teaching. For instance, there was a student who refused to talk and looked like he was daydreaming all the time. We followed the team's advice to set up an exercise corner with picture cards and a mirror in the classroom. Whenever the teacher finds him losing attention, she would instruct him to follow the picture cards to exercise and raise his state of awareness.'

Ms Wong Yin-ho, Principal of Guideposts Kindergarten 3rd Branch (Tin Shui Estate) (right) and Hoi-him's mother appreciate the service for strengthening the cooperation among the school, parents and the professional team.



## Benefiting Children and Parents

Hoi-him has attention difficulties. When he was in nursery class, he had limited speech, could not count above 5, often left his seat during class and did not get along well with others. He began attending centre-based training through OPRS in early 2016. His mother said, 'Hoi-him speaks much better now. His social skills have improved, too. He's getting along well with his classmates. I also see changes in myself. Since I followed the advice of the occupational therapist and learned to use more verbal cues to communicate with Hoi-him, our relationship has improved a lot.'

### Feedback from More Parents

- The service team effectively assessed my child's abilities and needs, and applied suitable training methods. My child has greatly improved in a short period of time.
- We are very grateful that my child can receive training at the centre. The facilities are very professional and do him a lot of help.
- The teachers and therapists are very patient. My child is happy during the training. Overall we are very pleased.
- We can accompany our child to attend the training sessions and learn how to adopt the training methods at home. The toy library has a rich collection and we can borrow toys and books for home training free of charge.
- I like attending the Society's talks. Not only can I gain more knowledge but I can also exchange ideas with other parents. I feel like we accompany one another throughout this journey.







## Yau Lai Centre Named after Shanghai Fraternity Association

Yau Lai Centre was officially named Shanghai Fraternity Association Yau Lai Centre on 3 December 2016, symbolizing the partnership in supporting children and youth with special needs and their families. Officiating at the naming ceremony were Mr Stephen Sui, JP, Secretary for Labour and Welfare, Mr William Lee Tak-lun, Chairman of Shanghai Fraternity Association, Mr Ronald Wong Sui-lieng, Supervisor of Shanghai Fraternity Association, Mr Tony Yen, Member of the Executive Committee of the Society, Ms Nancy Tsang, Director of the Society and a parent representative. The event reached its climax when the children performed a classic fairy tale and taekwondo.



## Happy Parenting Programme Wins Gold Award



The Society's 'Happy Parenting' programme was honoured with the Gold Award in the 2016 Wofoo Asian Award for Advancing Family Well-Being organised by the Consortium of Institutes on Family in the Asian Region (CIFA). 'Happy Parenting' is the first-ever evidence-based parenting programme which is tailored to the needs of local parents of special needs children. The Society's 'Promoting Positive Life Attitudes' project won Silver in the same Award in 2012.

## Director Conferred Honorary University Fellowship by OUHK

Director Ms Nancy Tsang was conferred Honorary University Fellowship by The Open University of Hong Kong (OUHK) in recognition of her outstanding achievements in the professional field of rehabilitation services. For over 30 years, Ms Tsang has devoted herself unstintingly to her profession and is widely respected for her care of children requiring special needs and distinguished contributions to the sector. Under her leadership, the Society has evolved from a small-sized NGO into one of Hong Kong's leading service providers. Director and her team will continue to promote innovative service ideas to address the most pressing needs in the community.



## Heep Hong Honoured with Excellence Awards by Partnership Fund

The Society was awarded the Excellence in Collaboration Award and Excellence in Participation Award by the Partnership Fund for the Disadvantaged (PFD) directed by the Social Welfare Department for its achievements in soliciting sponsorship of numerous business partners and running a multitude of service projects. Out of 213 non-governmental organisations and schools which participated in the PFD over the past 10 years, Heep Hong was one of the only two organisations which received both awards.



## British Expert Presents Seminar on PACT Model

The Academy for Professional Education and Development (APED) invited Dr Catherine Aldred, Honorary Lecturer of the University of Manchester and consultant speech and language therapist, to present the Pre-school Autism Communication Therapy Model and its research findings for the first time in Hong Kong. Over 250 professionals attended the seminar. Dr Aldred also conducted a two-day in-house workshop to demonstrate how to employ the PACT model to enhance communication between parents and their autistic child.



## New Book Release — Child Talk: A Language Development Toolkit for Parents



Written by the speech therapist team of Heep Hong Society, Child Talk consists of 75 activities for promoting language and cognitive development from birth to six years. Parents will find a myriad of ideas of using play and everyday activities to motivate children to learn and communicate. The activities are designed to enhance parent-child interaction while developing children's language potential in a natural and enjoyable way.

Child Talk also answers 18 frequently asked questions in the areas of oromotor, articulation and language development.

Price: HK\$68 / HK\$60 (Heep Hong parents, HHPA members, Junior Gateway Club members & monthly donors)

Retail: Local bookstores and Heep Hong centres

Details:



## Supportive Learning Project Launches Online Consultation Service

The Supportive Learning Project (SLP) launched online consultation service in an effort to cater to the needs of working parents. While training is given to children at centres, consultation service is also provided for their parents who could send in home training videos via electronic means for professional recommendations and guidance. For details, please call the SLP hotline at 2393 7555.



## Volunteer Wanted for Mentorship Programme

Volunteers are being recruited to mentor high-functioning autistic youth in the STAR project. In the mentorship programme, each participant will be assigned a peer mentor who will provide guidance through sharing experiences. Interested parties who are aged 18 or above may contact Yau Ma Tei Centre at 3679 3060.





## From Devoted Staff to Retiree Volunteers

Life is fleeting. How to live life to the fullest? Two staff veterans who have served at centres for many years continue to volunteer their services to Heep Hong after retirement.

### Uncle Wu: Taking one step further

'I just did what I could. There's nothing praise-worthy,' said Uncle Wu, unassumingly.

Uncle Wu joined Tin Ping Centre in 1991 as the school bus driver. Being interested in electronic engineering from a young age, he also became the 'engineer' of the centre. Back when the fiber curtain in the multi-sensory room at Tin Ping Centre broke, Uncle Wu took it upon himself to repair and upgrade it. At that time, many facilities at different centres were aging, but the manufacturers would not repair them. So, for six months, Uncle Wu visited over 10 centres to save those multi-sensory rooms, even during his holiday.

Uncle Wu retired in 2012. Now, he volunteers every week to work on small projects in the centres such as wire maintenance and installation of windscreen. What he calls 'nothing' means everything to others. There was one time while he was having breakfast, he received a call for emergency repair of burst pipes. He left for the centre immediately.



Whether it is the former colleagues whom he has known for decades or the new staff at the centre, Uncle Wu has a good rapport with them. If he had not mentioned it himself, no one would have guessed that he thought he did not have friends. As retirement drew near, he experienced some illness. He was surprised by the full support he received from the centre-in-charge and colleagues. Then, he realised that his colleagues had been treating him as their friend. Now, he is back as a volunteer. He wants to give back to the Society and visit his old friends. 'Helping others help yourself, too,' he mused.

Despite doing his utmost for the Society for over 20 years, Uncle Wu remains modest about his work. Though, he has some regrets. 'The year I retired, I got the outstanding performance award, long-service award and retirement award, but missed out on the attendance award. That was unfortunate.'



During the Olympic Games, Uncle Wu hand-made a toy Olympic flame for the children. When they held the torch near the cauldron, the flame would light up.



### Auntie Fan: Children changed my outlook on life

To many people, a job is just a job. Back when Auntie Fan joined Catherine Lo Centre, after spending years as a stay-at-home mom, she thought the same. 'A job was nothing more than a steady paycheck. And I didn't believe I could find satisfaction by helping others.' 19 years later, she retired. Now, she regularly volunteers at the centre and visits the children and her former colleagues, because she has realised that a job with purpose means much more.

Having little experience with special needs children, Auntie Fan felt rather helpless at first, but she had never thought about muddling along for one second. With the support from the centre-in-charge, Auntie Fan took the steps towards embracing the children's differences and discovering their unique talents. Gradually, she began to understand their thinking and listen to their heart. A special bond was forming between her and the children. 'If we show them care and understanding, they can really feel it. Once, a boy who often threw tantrums told me to squat. He wanted to fix my collar. When I looked into his eyes, I could feel my heart warming. It was like we knew each other's heart.'

Now, whenever she bumps into the centre's former graduates and their parents on the street, she would ask about their lives. She hopes they would feel the care from others, especially those who do not interact with others that often.



Auntie Fan



It takes tremendous love and a sense of mission to take care of children with special needs. Auntie Fan never thought that an ordinary decision she made back in the days would change her outlook on life. She said she used to keep her emotions in check in the past, but now she is always smiling, more calm and open-minded. 'I miss the children very much. They are my fountain of joy. When I first joined Heep Hong, never in my mind had I thought that I could find the job fulfilling without asking for anything in return. So, being a volunteer now is a recognition of my own personal growth.'



## Heep Hong 'Children of Dreams' Charity Dinner Benefits Children and Youth

With full support and sponsorship from Island Shangri-La, Hong Kong, the 'Children of Dreams' Charity Dinner was held on 23 October 2016 (Wed) with over 400 social elites attending. All proceeds went to the Society's 'Children and Youth Training Fund' to subsidise children and youth from low-income families to receive training services.



Mrs Carrie Lam, then Chief Secretary for Administration, was the guest of honour and expressed her concern for special needs children in her opening address. The Dinner's theme signified the Society's aspiration to help children and youth realise their dreams. The evening featured a dance performance by Heep Hong's children and live band music. A parent of the Society also recounted how the

Society and the medical team of the United Christian Hospital arranged for her son to realise his dream of attending the graduation ceremony. The sharing by Dr Bill Chan, Chief of Service of Paediatric and Adolescent Medical Department, touched the heart of many. Live and silent auctions were held. Guests were impressed by one of the auction items, a watercolour painting by Chow Chiu-ming, a youth of the Society.



## Rykadan Capital Helps Children Unleash Talent

Since 2014, Rykadan Capital has been supporting the Society in numerous programmes and activities. This year, they sponsored football classes for children at Shun Lee Centre.

As reported by many parents, special needs children have difficulties joining sports activities as they would easily wander away, could not follow rules and their individual needs are not taken care of in large classes. With the sponsorship from Rykadan Capital, Shun Lee Centre was able to provide small-group football training for the children. The coaches worked closely with the centre staff to adjust the training content to better suit the children's needs. The football classes began last October. Parents' feedback has been favourable and some reflected that their children who have attention problems at school were very attentive and active in the football class.

Other than the football class, Rykadan Capital also sponsored a life education training camp of Fanling Parents Resource Centre and the hydrotherapy of Cheung Sha Wan Centre.

The families of Fanling Parents Resource Centre spent a meaningful day in the life education training camp.







## Wellcome Honoured with Outstanding Award in 2014-16 Best Corporate Volunteer Service Competition

The Dairy Farm Company, Limited — Wellcome was awarded the Outstanding Award in the 2014-16 Best Corporate Volunteer Service Competition organised by the Steering Committee on Promotion of Volunteer Service of the Social Welfare Department for its collaborative project with the Society — 'I can Do it Shopping Day' social adaptation programme as one of the 31 corporate participants in the competition.



Wellcome encourages its staff to volunteer as a way to cultivate a sense of empathy.

### 2016企業義務工作嘉許禮

CORPORATE VOLUNTEERING AWARD PRESENTATION CEREMONY



For six years in a row, Wellcome and the Society organised the 'I can Do it Shopping Day' for special needs children to learn about supermarket shopping: using the trolley, choosing purchases, using recycled bags and queuing for payment. As of the end of 2016, more than 400 education activities have been held at Wellcome supermarket branches, benefitting more than 3,000 children. Wellcome has supported the programme by providing volunteers, sponsorship and venue coordination.

Children with autism have communication difficulties and rigid behaviours. They need more time to learn self-caring skills and to follow rules than their peers. Noting that many parents avoid going to the supermarket with their children as they find it embarrassing when their children could not behave properly, the Society and Wellcome initiated this social adaptation programme to help the children integrate into the community.

## Corporate Partners Christmas Giving

Last Christmas, two long-standing partners continued to present special gift items for charity sale and donate the proceeds to the Society. Having collaborated with Heep hong for nine years, British organic baby product company natures purest launched the Monkey Me backpack this year, each came with a Christmas card drawn by our children.

Another partner, Island Shangri-La, Hong Kong, joined hands with local original lifestyle brand Goods of Desire (G.O.D.) to present the elegant 'bird cage' oil burner for charity sale.

We sincerely thank nature purest and Island Shangri-La, Hong Kong, for their continued support, as well as all donors who bought the gift items for bringing a heart-warming Christmas to our children and their families.



Special thanks go to the following donors for making donations of HK\$10,000 or above to the Society between August and November 2016:

### Corporate

BaoQiao Partners Holdings Limited  
BOC Group Life Assurance Company Limited  
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Clifford Chance  
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The Dairy Farm Company Limited - Wellcome  
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Mr Wu Shang Yen Ronnie  
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## Picture Books: Inside the World of SEN Children

Information provided by Lee Kwan-yu, Heep Hong Society Senior Social Worker (JC A-Connect)

With increasing public awareness, autism spectrum disorder (ASD) has become a popular topic in films and plays. Lee Kwan-yu, Senior Social Worker of the Society, noticed that the public now has some understanding of ASD, thanks to wider media coverage, but not a comprehensive one. Many people may associate ASD with negative attributes, such as peculiar behaviours, and are hesitant about accepting autistic individuals as part of the community.

In addition to the mainstream media, picture books are a fantastic channel to understand ASD. Kwan-yu explained, vivid images are used in picture books to support narrativetext, enabling the readers to comprehend the story easily while leaving plenty of room for imagination. Picture books are often read by parents and children together. She recommended the following four picture books, which allow readers to acknowledge the different perspectives of individuals with ASD:



### Why Johnny doesn't flap? NT is OK!

**Author:** Clay Morton, Gail Morton **Illustrator:** Alex Merry **Publisher:** Alvita Publishing Co., Ltd.

**Review:** This story is told from the autistic narrator's point of view about his friend, Johnny. Ordinary children think autistic children are strange. Don't autistic children think the same of ordinary children? In one of the scenes, the narrator asks Johnny why he cannot show up at the exact time. This shows that precision in time matters to autistic children. Regardless of how 'weird' Johnny is, the two of them are still friends and accept each other's differences. Kwan-yu hopes this book can reach a wider audience so that more people would understand the unique attributes of autistic children and that they do not mean to embarrass others.

### Little Brother's World

**Author:** Ching-yen Liu **Illustrator:** Yingfan Chen **Publisher:** Papa Culture Publishing House

**Review:** It could be difficult to communicate with children with SEN even for their family members. In the story, the little brother is autistic, and his family feels helpless about his strange behaviours. In the end, his elder brother connects with him through drawing birds. As the family members of a SEN child, they need to understand the child's needs. One will always find a way to interact and communicate.



### Aspeen and The Emperor's New Clothes

**Author:** Ching-yen Liu & I-Tsun Chiang **Illustrator:** danmian **Publisher:** Papa Culture Publishing House

**Review:** In a simple and direct manner, this picture book profiles the characteristics of individuals with Asperger syndrome — do not understand the ways of the world, often inadvertently offend others, rigid behaviour and interests — by putting a spin on the classic tale The Emperor's New Clothes. Some parents joke that it is best to be friends with individuals with Asperger syndrome as they are very direct. In fact, if we open our heart, we can discover their talent.

### The Crocodile and the Dentist

**Author:** Taro Gomi **Illustrator:** Editorial department of Hsinex International Corporation  
**Publisher:** Hsinex International Corporation

**Review:** This book is especially suitable for parents and pre-school children to read together. This work of Taro Gomi has a sense of humour. In the story, both Mr Crocodile and the dentist speak the same lines. Mr Crocodile is afraid of going to the dentist, and the dentist is afraid of Mr Crocodile. The story does not indicate who has special needs but addresses the fact that everyone has his or her own fears. We are all equal.

