

年齡友善的

社區廚房

THE TOOLKIT FOR
THE AGE-FRIENDLY
COMMUNITY KITCHEN

實用指南



MY FAVOURITE AGE IS
NOW!

年齡友善的社區廚房 實用指南

THE TOOLKIT FOR THE AGE-FRIENDLY COMMUNITY KITCHEN

主辦機構
ORGANISER



捐助機構
FUNDED BY



社創行動項目夥伴
PARTNER FOR
ACTION PROJECT



設計顧問
DESIGN CONSULTANT

one bite design studio
一口設計工作室

前言

隨著人口老化及人均壽命延長，香港勞動力亦趨向高齡。然而，我們的勞動市場是否已準備好面對勞動力老化的挑戰？目前正在工作的長者處境如何？基層長者是否只能從事既苦且累、備受歧視的工作？

2019年05月，政府發布的人力資源推算結果指出，預計2027年55歲或以上的人力供應，約佔整體人力供應的四分之一^[1]。本港的工作人口正趨向老齡化，餐飲服務業自然亦不能倖免。以餐飲業為例，全港約有2萬所食肆，25.2萬僱員^[2]，有12,280個空缺^[3]。大部分餐飲業工作，對員工體能有一定需求，在年輕人入行意願減卻之際，反靠長者加入餐飲業填補空缺^[4]。

2019年1月，「理大賽馬會社創『騷·In·廬』」第二季以「關懷長者就業」為題，召開「十萬分之一」社創研討會。我們選擇了拾荒、清潔、廚房和老人院服務工友等作為個案研究，探討如何以創新社會設計方案，改善長者就業的處境^[5]。

「十萬分之一」社創研討會的精神，是讓共同創新過程中孕育的意念和建議，能進一步邁向具體行動。從第二季社創研討會衍生出來的其中一個「社創行動項目」，就是如何改善餐飲業的工作環境，使之更為「長者友善」。

我們很榮幸得到東華三院的支持，讓我們藉著考察社區廚房「陳婉珍第三齡義工中心暨膳深軒」（簡稱「膳深軒」），了解餐飲業的工作環境。「膳深軒」以會所形式，每天供應共二百多份午、晚餐，供堂食與外送給社區中有需要的人士，並招募年過55歲的「第三齡」退休人士，作為職工和義工，參與廚房、飯堂及中心運作，推動「積極老齡化」發展。

[1] 立法會人力事務委員會，《2027年人力資源推算的主要結果》（2019年5月21日），第2頁。下載連結：<https://bit.ly/2MMUfqi>

[2] 政府統計處，《服務業統計摘要》（2019年版）〈餐飲服務業的選定最新統計數字〉，表4.5，下載連結：<https://bit.ly/3OKgfpH>

[3] 政府統計處，《二零一九年三月就業及職位空缺統計數字》（2019年6月21日）。下載連結：<https://bit.ly/3OIR7yY>

[4] JobsDB，《點解餐飲業咁難請人？茶餐廳老闆娘狂呻：「而家啲人鍾意炒散多過全職！」》（2019年4月25日）。下載連結：<https://bit.ly/2UeA2ui>

[5] 「理大賽馬會社創『騷·In·廬』」計劃網頁：<https://www.polyu.edu.hk/disitcl/projects/operation-soinno/s2>

賽馬會社會創新設計院連同香港理工大學社會設計系學生、設計顧問「一口設計工作室」，全面考察「膳深軒」的運作，並對「膳深軒」的工作條件的改善提出切實可行的設計建議。

在研究過程中，我們得到香港理工大學應用社會科學系馮一冲博士、生物醫學工程學系工程學院「賽馬會智齡匯」助理項目經理黎寶欣先生及社企銀杏館總經理蔡文健先生的指導。研究團隊與社工、「膳深軒」的職工和第三齡義工共創設計，得出這份《年齡友善的社區廚房實用指南》，期望可為其他類似的社區廚房作參考，亦希望對整體飲食業面對員工老齡化的挑戰，帶來啟發。

這份實用指南是眾多跨年齡、跨行業、跨專業的熱心人士共同努力的成果。我衷心感謝所有參予者的付出和貢獻。我特別感謝東華三院管理層和「膳深軒」的同事和義工，以開放的胸懷和無比的耐性，與我們一起走過「共研共創」的過程。實用指南有不足之處，請各界朋友不吝賜教。

香港理工大學
賽馬會社會創新設計院總監
實務教授(規劃)
凌嘉勤, 銀紫荊勳賢

FOREWORD

As the population ages and life expectancy increases. The Hong Kong workforce is also ageing. Is our labor market ready to face the challenge of aging workforce? How is the current situation of working elderly? Are grassroots elders destined only to 3D jobs that are Dirty, Dangerous and Demeaning?

In May 2019, the government issued a manpower projection, which expects in 2027, manpower aged 55 or above will account for about a quarter of the total supply^[1]. The working population in Hong Kong is aging and it surely applies to the catering industry as well. Taking the catering industry as an example, there are about 20,000 restaurants, 252,000 employees^[2] and 12,280 vacancies^[3] in Hong Kong. Most of the jobs in catering service are physically demanding to certain extends, but now elderly are needed to fill the vacancies as young people are less willing to join the industry^[4].

The second season of 'One from Hundred Thousand' symposium of 'PolyU Jockey Club 'Operation Solnno"' was held in January 2019 with the theme of 'Empathizing with Elderly in Workplace'. We have studied on the working conditions of waste pickers, sanitation worker, kitchen workers and caregivers in elderly homes, as to explore innovative social design solutions to improve the working environment of elderly^[5].

The spirit of 'One from Hundred Thousand' is to put the ideas and proposals bred from the co-creation process into action. One of the "Solnno Action Projects" emerged from the second season of the symposium is to improve the working environment of the catering industry and make it more "elderly friendly".

We are very grateful for the supports of Tung Wah Group of Hospitals (TWGHs) for letting to conduct field study in 'Chan Un Chan Third Age Volunteers Centre cum Community Kitchen' as to understand the working environment of the catering industry.

[1] Legislative Council Panel on Manpower (2019). 'Key Findings of Manpower Projection to 2027', pp. 2. Available at <https://bit.ly/2MMUfqi>

[2] Census and Statistic Department of Hong Kong (2019). Table 4.5: Selected Up-to-Date Statistics on Food and Beverage Services', Statistical Digest of the Services Sector (Ver. 2019), pp. 93. Available at <https://bit.ly/3OKgfpH>

[3] Census and Statistic Department of Hong Kong (2019). Employment and Vacancies Statistics for March 2019. Available at <https://bit.ly/3OIR7yY>

[4] JobsDB (2019). Why Recruitment Is So Difficult in Catering Industry. Available at <https://bit.ly/2UeA2ui>

[5] Website of PolyU Jockey Club 'Operation Solnno': <https://www.polyu.edu.hk/disi/tcf/projects/operation-soinnos2>

The community kitchen operates under a 'club house' license, providing over 200 meals for dine in and delivery to the people in need in the community. To promote 'Active Ageing', they also recruit retired 'third age' people who are 55 or older as staff and volunteers, involving them in the operation of the kitchen, canteen and the centre.

Together with social design students of PolyU and the design consultant 'One Bite Design Studio', the PolyU Jockey Club Design Institute for Social Innovation (DISI) scrutinized the operation of the community kitchen and provided feasible design advice to improve the working conditions.

During the study, we have received guidance from Dr Luke Fung, Lecturer of PolyU's Department of Applied Social Sciences, Mr. Will Lai, Assistant Project Manager of the 'Jockey Club Smart Aging Hub' and Mr. Kenneth Tsoi, General Manager of Gingko House. The research team, social workers and the staff and 'third age' volunteers of TWGHs' community kitchen co-designed 'A Practical Guide to an Age-Friendly Community Kitchen' as a reference for other similar community kitchens. It is also hoped that the guide can bring inspirations to the catering industry to confront the challenge of aging workers.

This 'Practical Guide' is a product of the joint efforts of many enthusiasts from different ages, different industries and different professions. I deeply appreciate the efforts and contributions made by all participants. I would like to extend my special thanks to the management of 'TWGHs' and the staff and volunteers of their community kitchen, for being so open minded and patient in our journey of 'co-study, co-create'.

There are still rooms for improvement in this Practical Guide, please do not hesitate to give us your feedbacks for our improvement.

**LING KAR-KAN, SBS
DIRECTOR, JOCKEY CLUB DESIGN INSTITUTE FOR SOCIAL INNOVATION
PROFESSOR OF PRACTICE (PLANNING)
THE HONG KONG POLYTECHNIC UNIVERSITY**

前言

我很高興代表東華三院為這本《實用指南》撰寫前言。

香港理工大學賽馬會社會創新設計院(J. C. DISI)透過跨專業協作和跨學科研究，創造具實效的社會影響，為社會議題倡議可行的實施方案。仍記得去年J. C. DISI的團隊聯絡我們，希望能夠一同協助，改善「年齡友善工作空間」，這與東華三院的服務政策方向如出一轍，故此雙方很快就能敲定促成是次合作，甚至可謂是一拍即合。

東華三院一直以來積極和熱心在香港推動不同的扶貧工作，我們相信要協助低下階層和弱勢社群人士脫貧，不單需要在資源和服務上提供支援外，我們更加需要結合社會和學界創新的力量，為他們提供足夠的機會，讓他們有能力闖出一片新天地。

所以東華三院由2009年起發展「食物援助」的服務計劃，解決短期而即時的日常三餐的需要；及後在2012年起更進一步開展「社區廚房」的扶貧項目，透過結合專業社工服務、社區培訓及第三齡義工協助，三管齊下，既為區內長者及低收入人士提供熱食服務之餘，亦針對第三齡義工創造了一個「年齡友善工作空間」，達至雙贏。

是次合作揉合「設計」、「創新」和「技術」三大元素，我衷心感謝設計顧問公司「一口設計工作室」、J. C. DISI的團隊，以及參與計劃的理工大學社會設計課程的學生，「落區」與我們「社區廚房」的長者受眾及第三齡義工接觸，深入聆聽和理解他們的需要。

最後，我誠意向各位分享這份《實用指南》的成果，既能為本院服務單位提供優化服務的具體建議，更成為日後「年齡友善工作空間」的實用借鏡，有助推動更多在扶貧工作及年齡友善方面的創新思維，值得大家細閱。

東華三院執行總監
蘇祐安
二零一九年十二月

FOREWORD

On behalf of the Tung Wah Group of Hospitals (TWGHs), I am delighted to write the foreword for 'The Good Practice Guide for the Age-friendly Community Kitchen'.

The Jockey Club Design Institute for Social Innovation (J.C.DISI) of the Hong Kong Polytechnic University approached us last year for collaboration to enhance 'age-friendly workplace'. As an institute dedicated to putting forward practical solutions in response to current social issues, J.C.DISI aims to create a positive impact on the society through interdisciplinary collaboration and research. Their values and aspirations coincide with TWGHs' mission to serve the community, and we are eager to join force with them in this journey of social innovation.

Poverty relief is always at the core of TWGHs' work. In addition to allocating more resources and strengthening social support, we believe that concerted innovative efforts of the social and academic sectors are essential to improve the livelihood of grassroots and underprivileged, eventually offering more opportunities for them to become self-reliant.

Starting from 2009, the food assistance services put in place by TWGHs have been helping individuals and families to cope with their immediate and short-term basic need. Our community kitchens, among other poverty relief measures, commenced service from 2012 onwards to serve the elderly and low-income individuals with hot meals. Not only are these community kitchens an ideal means to socially support and engage with people in need, they are also designed as an age-friendly work environment facilitating people to embark on volunteering work in their third age. It is indeed a win-win situation where good community engagement is achieved.

Design, innovation and technology are the three key elements of this collaborative project. It would not have been successful without the dedication of One Bite Design Studio, the design consultant, the J.C.DISI team and students of Social Design programme, Hong Kong Polytechnic University. I would like to extend my thanks to them for the valuable time they took to visit our community kitchens, communicating with our service users and third-age volunteers and understanding their needs.

Lastly, I sincerely recommend this Guide to all who wish to adopt an age-friendly workplace practice. The Guide is undoubtedly a good reference to TWGHs' service centres and sparks innovative ideas on poverty alleviation and age-friendly employment, interdisciplinary collaboration and research. Their values and aspirations coincide with TWGHs' mission to serve the community, and we are eager to join force with them in this journey of social innovation.

SU YAU-ON, ALBERT
CHIEF EXECUTIVE
TUNG WAH GROUP OF HOSPITALS
DECEMBER 2019

前言

睿智規劃，源於樂齡社區廚房。

我們知道社會目前對社區廚房有所需求。對低收入市民來說，社區廚房不僅彌補經濟援助和膳食照顧，有很多社區廚房更成為一個社區客廳，為社交聚會的空間類型重新定義。社交連繫一般出現在與顧客之間的聯繫，但原來顧客與員工之間的關係更為重要。

社區廚房的主要顧客為長者。長者僱員和義工已成為大趨勢，我們不能忽視，這種現象與社會的積極老齡化不謀而合。人會因應身體狀況變化，從而需要年齡友善的工作空間，例如廚房的工作環境容易釀成工傷，年長朋友更易受傷，傷後身體難以迅速復完，亦可能帶來深遠影響。因此我們需要設計樂齡社區廚房，給他們力量和支援。一個安全、愜意的工作空間，同時是歡聚共享的地方，才是真正的社區客廳，讓任何人也可享用。

以上建議，只是驅使討論和檢視社會規定條件的起步。來吧，與我們一起，積極解決社會老齡化問題。

FOREWORD

Why matters? The insights from age-friendly community kitchen.

We all know the current demand for community kitchen in our society. The benefits cover more than financial and dietary care for low-income citizens; many community kitchens are becoming community living room. It is redefining the typology of social gathering spaces. The social connection happens among the customers and more importantly, between the customers and the workers.

Majority of customers in a community kitchen is senior citizens. We shall not overlook the high tendency of senior employees and volunteers in this sector as well. This phenomenon aligns with the society's taking on active ageing. The changes in physical conditions are pushing for the need for age-friendly workspaces. Injuries are common in kitchen-related work types, especially for the elders. We need age-friendly community kitchen design to empower our senior citizens. A space safe and enjoyable for work, eat and gather is a real community living room for all.

We see this as the first step to facilitate a focused discussion and review of the social provision. Act now together to tackle the ageing problem.

前言
FOREWORD

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適用於社區廚房的類型 APPLICABLE TYPE OF COMMUNITY KITCHEN

所有人
Everyone



第三齡友善
Third-age friendly



檢查類別 CHECKLIST CATEGORIES

安全
Safety



衛生
Hygiene

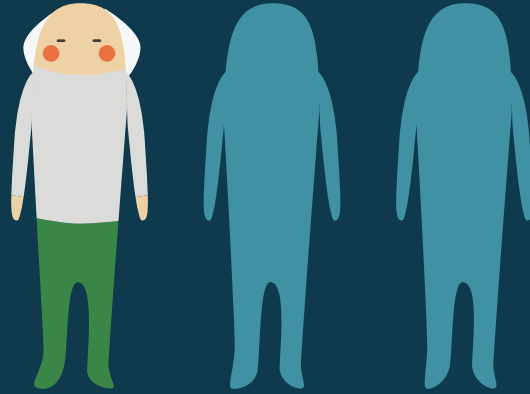


效率
Efficiency





1/3



在2038年，大約三分之一的人年滿65歲
IN 2038, APPROXIMATELY ONE-THIRD OF
THE POPULATUIN IS 65 YEARS OR OLDER

本章介紹了設計社區廚房過程中需要的考慮。如果社區廚房位於新建的處所，那麼這些原則有助設置更完善的設施，使工作環境更為「年齡友善」。

This chapter covers the provisions to be considered during the design process of the community kitchen. If the community kitchen is at a new premise, the principles could help to set up the better infrastructure for age-friendly workplace.

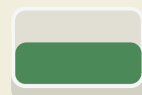
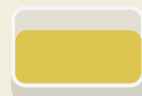
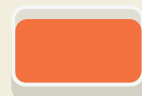
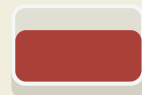
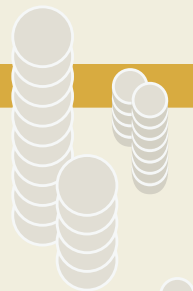
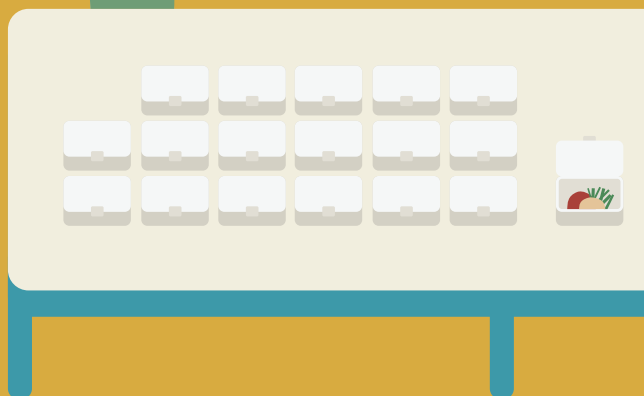
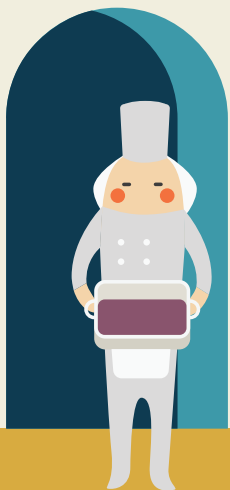


01

空間與傢俬

LAYOUT & FURNISHING

空間佈局	01-1	Space Planning
地台高差	01-2	Ramp / Level change
走廊／通道寬度	01-3	Width of Corridors
高度和尺寸	01-4	Height & Dimensions
電器安全	01-5	Electrical Safety
材料／選材	01-6	Material Finishes
通風	01-7	Ventilation
光線	01-8	Lighting



空間佈局

SPACE PLANNING



- 應分隔冷熱廚房。
Hot and cold kitchens should be separated.



- 廚房內清楚劃分乾濕兩區。
Wet and dry zones should be well defined and separated in the kitchen area.

- 堂食和外賣取餐位置應分開，減少通道阻塞。
Spatial separation between eat-in and takeaway users to avoid clashes in human traffic.



- 減少第三齡職工於熱廚房工作。
Minimize third-age staff working in hot kitchen.

- 在濕區設置扶手，避免滑倒。
Grab bars should be installed in the wet area to avoid slipping.

無障礙空間
Accessible Environments



地台高差

RAMP / LEVEL CHANGE



- 盡量鋪設無梯級、無高差的無阻通道。

Level changes should be minimized.



- 若然通道高低不平，應安裝扶手輔助。

Grab bars should be provided where there is level change.



走廊／通道寬度

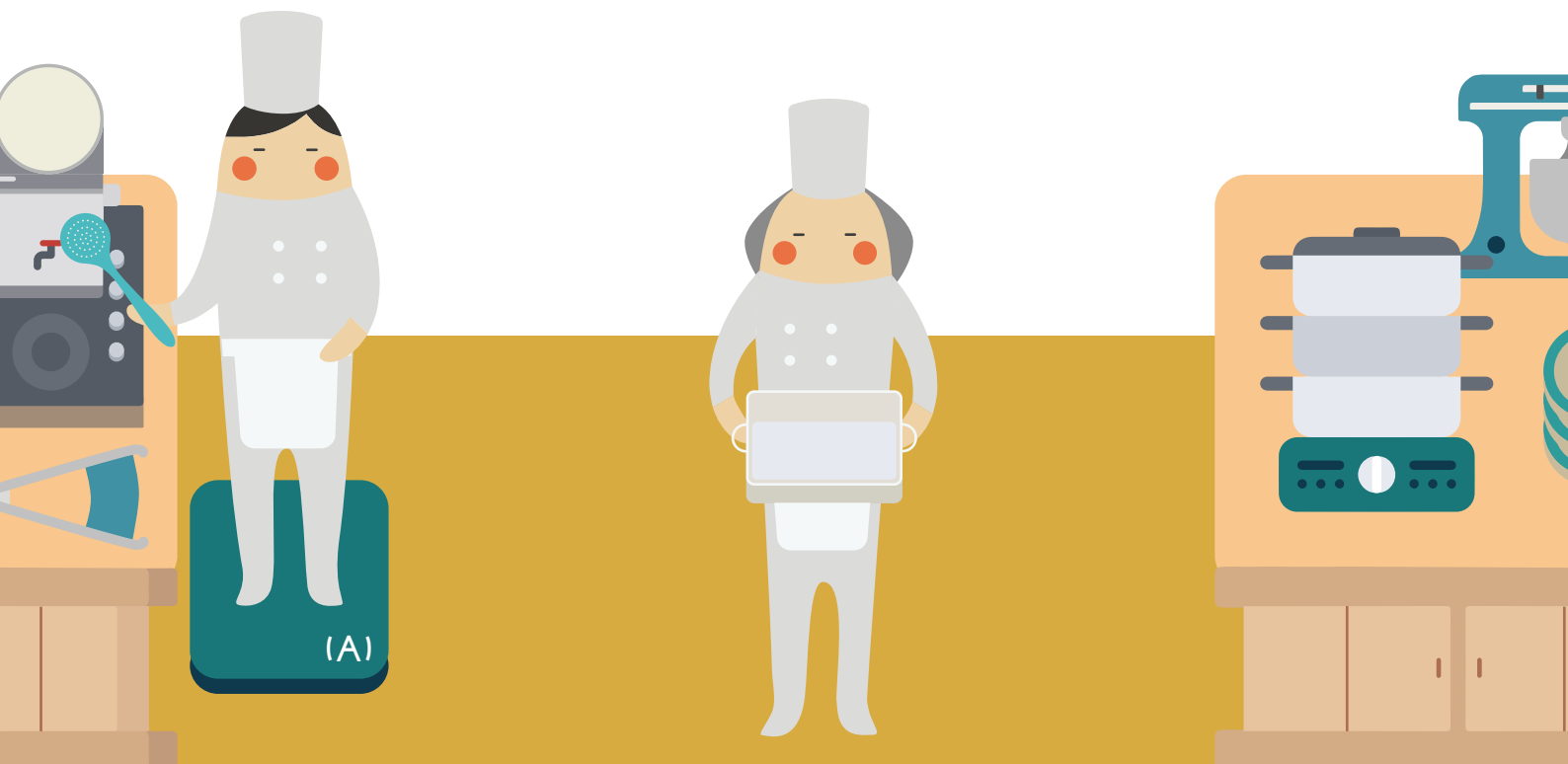
WIDTH OF CORRIDORS



- 廚房通道需容許雙向人流通過。
Sufficient width to allow two-way human traffic.



- 通道的闊度需容納輪椅人士及使用步行輔助架的用戶通過。
The width of corridors should cater for users with wheelchairs and walking aids.



高度和尺寸

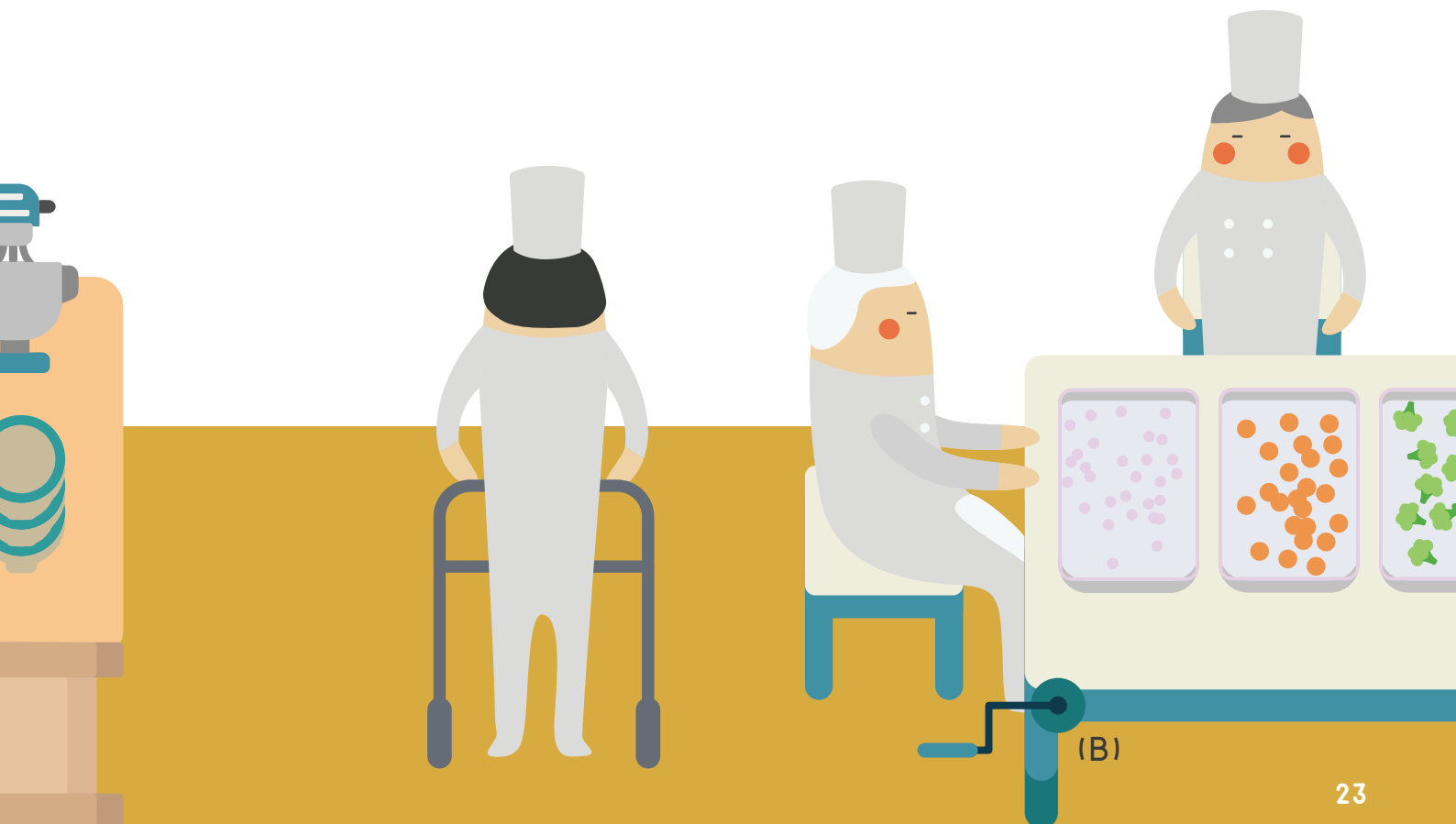
HEIGHT AND DIMENSIONS



- 設置可移動台階 (A) 方便不同高度用家。
Movable steps (A) to be provided to cater for the different heights of users.



- 工作檯和吊櫃高度可稍為降低 (B)，方便第三齡用家使用。
Height of work tables and cabinets to be slightly lowered (B) for the ergonomics of the users.



電器安全

ELECTRICAL SAFETY



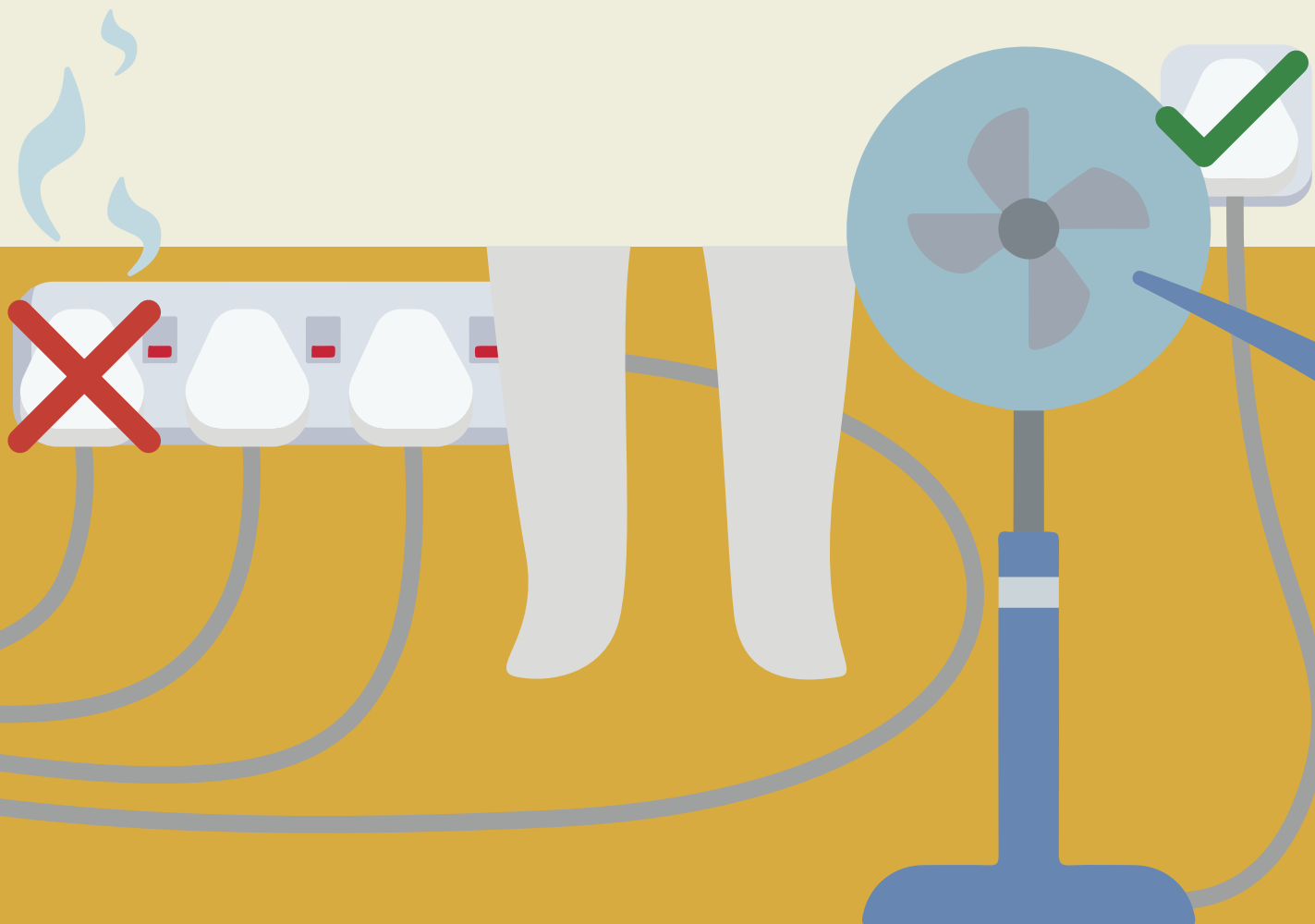
- 不應使用電線拖板，
避免絆倒以及電線
短路。

No extension cord should be used to avoid tipping and short circuits.



- 電器應放在電掣附近，
電掣及燈掣應安裝在
方便使用的高度。

Equipment should be placed close to electrical sockets. Switches to be located at a comfortable height for the users.



通風

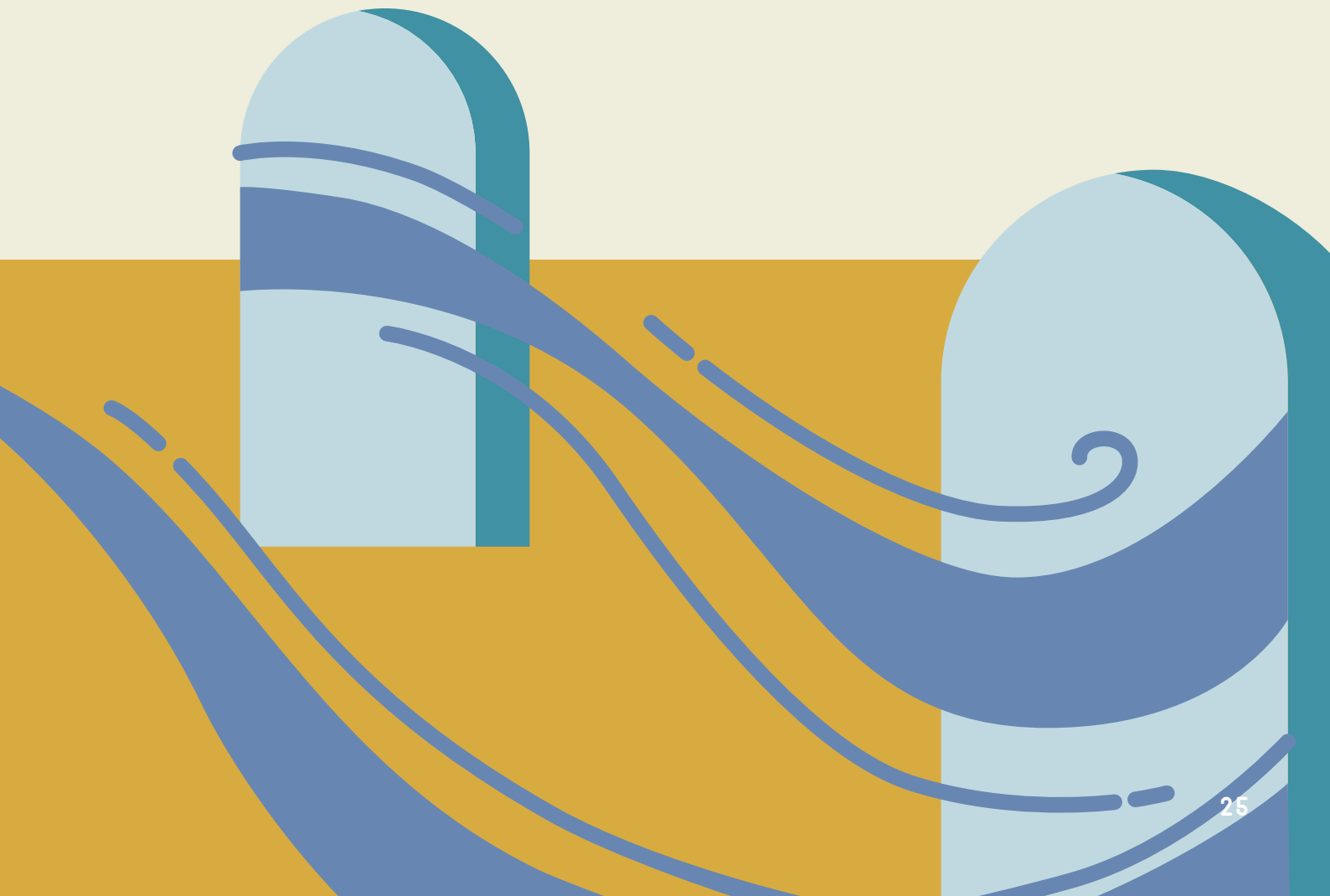
VENTILATION



- 所有區域需保持良好通風。
Sufficient ventilation should be provided in all areas.



- 盡可能保持對流通風。
Cross-ventilation should be allowed.





(B)

(A)

材料／選材

MATERIAL / FINISHES



- 須使用符合食物安全指引的耐用物料，如適合所有煮食方式的不銹鋼檯面。

Durable and food-safe materials. e.g. stainless steel for all cooking surfaces.



- 廚房用地及斜台應加設防滑地墊 (A)，避免意外發生。

Slip-resistant materials (A) should be applied to kitchen floor and ramp to avoid accidents.

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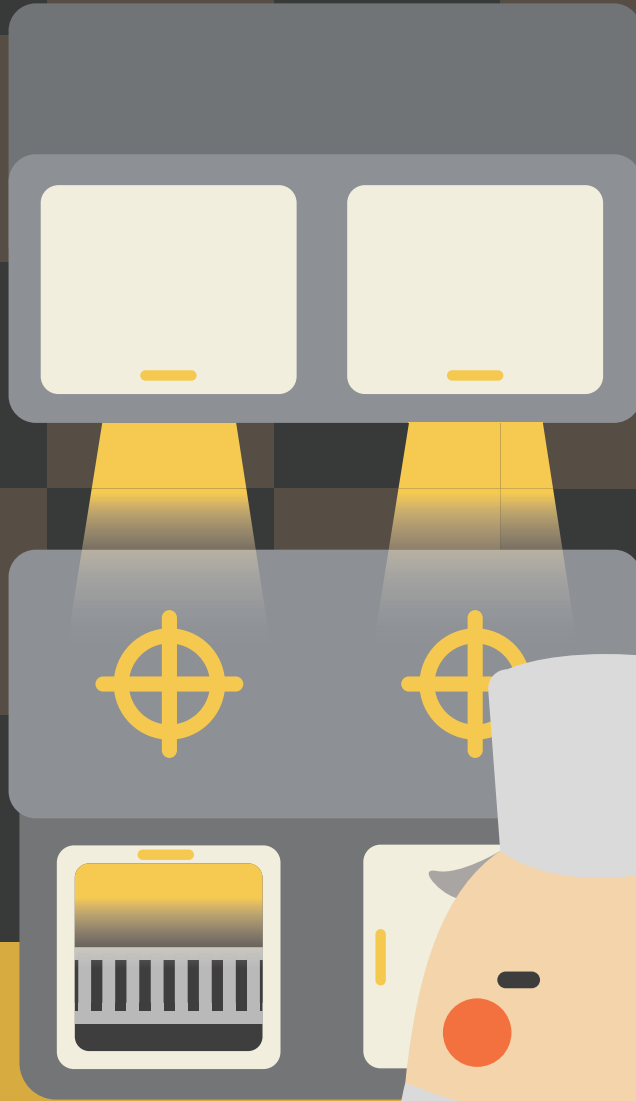
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- 建議加設吸音裝置 (B)，減少聲音回彈。

Sound-absorbing materials (B) should be used to avoid bouncing of noise.

- 避免使用發亮或反光材料。

Non-glossy materials should be used.



光線

LIGHTING



- 所有區域需提供充足光線。

Ample lighting should be provided in all areas.

—

- 所有空間的照明度應保持平均。

Uniformity of illumination level should be maintained for any space.

- 當工作區有兩個出入口，須於內外設雙路開關電掣。

When there are two entrances to the work area, double-switching system at each entrance should be installed.



- 建議食物儲存室燈光需達150勒克斯光度，上菜及清洗區需達300勒克斯光度，食材預備及煮食區需達500勒克斯光度^[1]。

Recommended 150 lux at food stores, 300 lux at serving and washing up areas and 500 lux at food preparation and cooking area^[1].

- 櫃內應提供LED燈作照明。

LED lights should be provided inside the cabinets for better visibility.

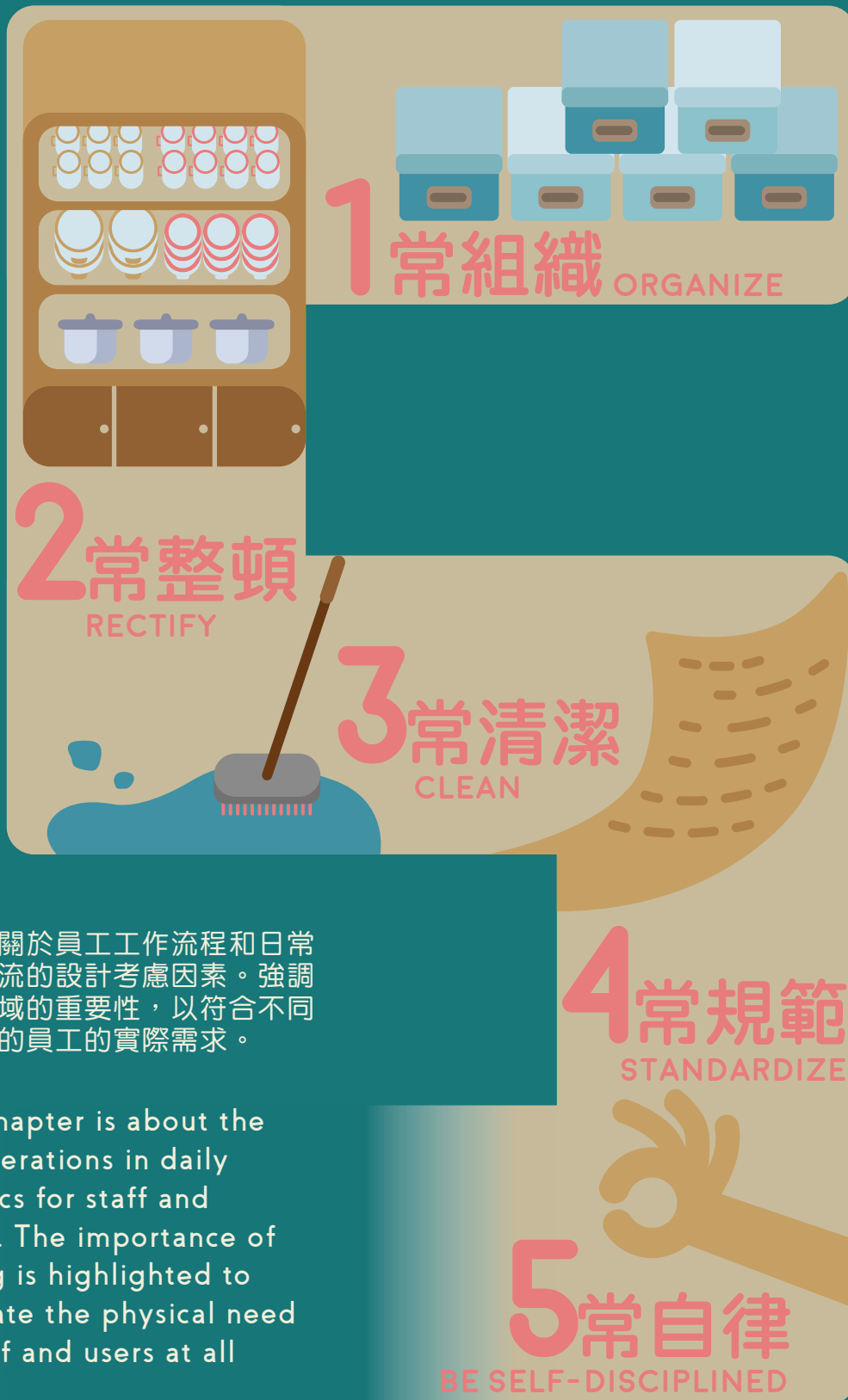
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[1] Mount Lighting (2019), 'Cibse Recommended Lighting Levels', Available at <http://shorturl.at/rKRZ1>

餐飲管理五常法

FIVE PRINCIPLES OF CATERING MANAGEMENT



本章是關於員工工作流程和日常貨物物流的設計考慮因素。強調劃分區域的重要性，以符合不同年齡層的員工的實際需求。

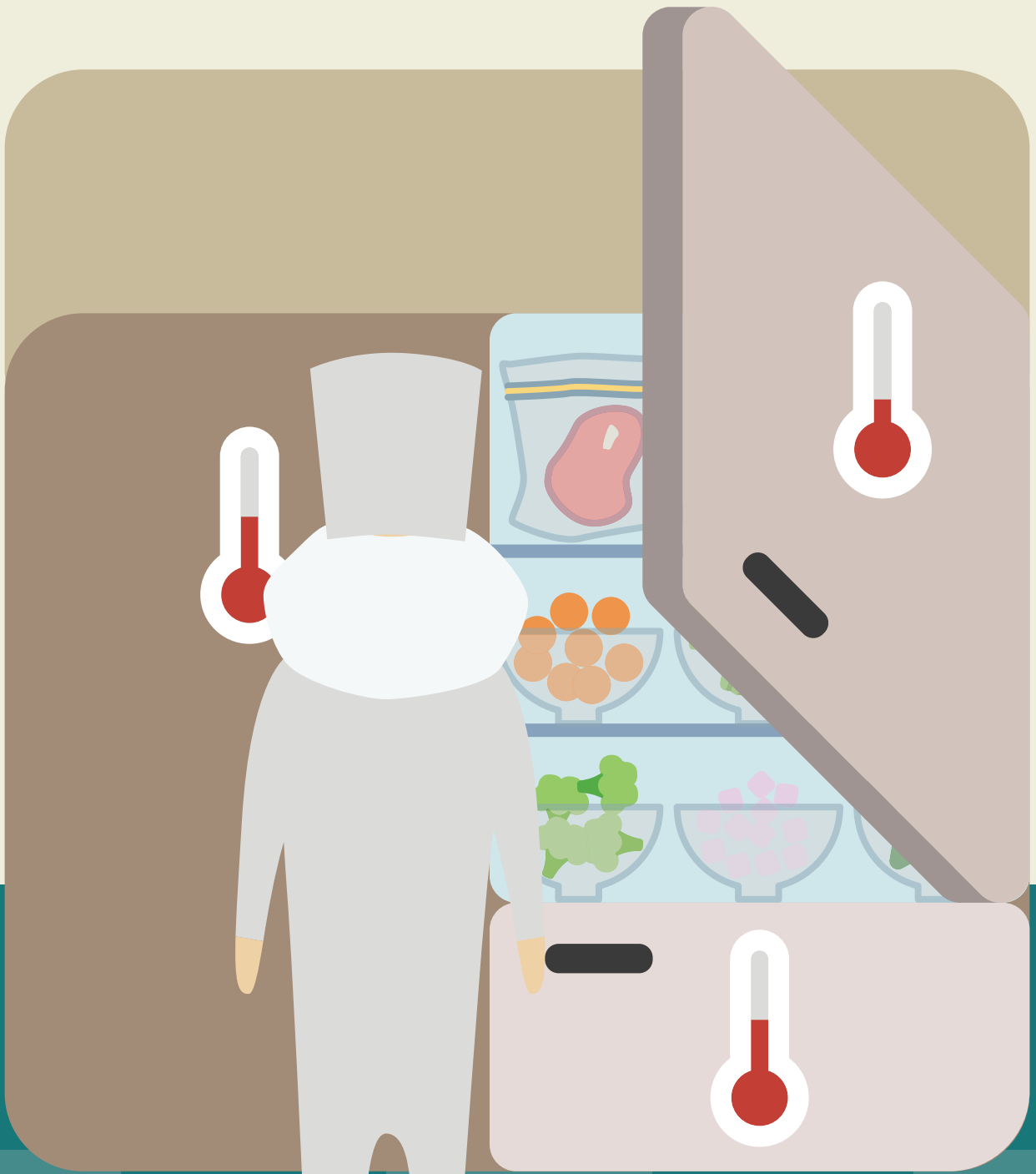
This chapter is about the considerations in daily logistics for staff and goods. The importance of zoning is highlighted to facilitate the physical need of staff and users at all ages.

02

營運步驟與流程

OPERATIONAL ROUTING & LOGISTICS

工作流程	02-1	Routing
送貨	02-2	Delivery of Ingredients
分發食物	02-3	Delivery of Food
儲物／倉存	02-4	Storage
溫度控制	02-5	Temperature Control
垃圾處理	02-6	Disposal of Waste and other items



工作流程

ROUTING



- 安裝食物保溫櫃，減少工作人員出入次數。

Provision of food warmer to ensure food temperature is maintained. This will reduce number of repeated trips made by staff.



- 簡化工作流程，避免工序重覆。

Efficient routes should be designed to minimize repeated trips.



- 預計好每日食材的份量，避免多出的食材留過夜變壞及浪費食物。

Prepare the accurate amount of food materials a day before to reduce food waste.



- 每個食物保溫櫃應選用較細容量，以便運送。

Choose food warmer tray of lower capacity to allow the users to carry more easily.

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送貨

DELIVERY OF INGREDIENTS



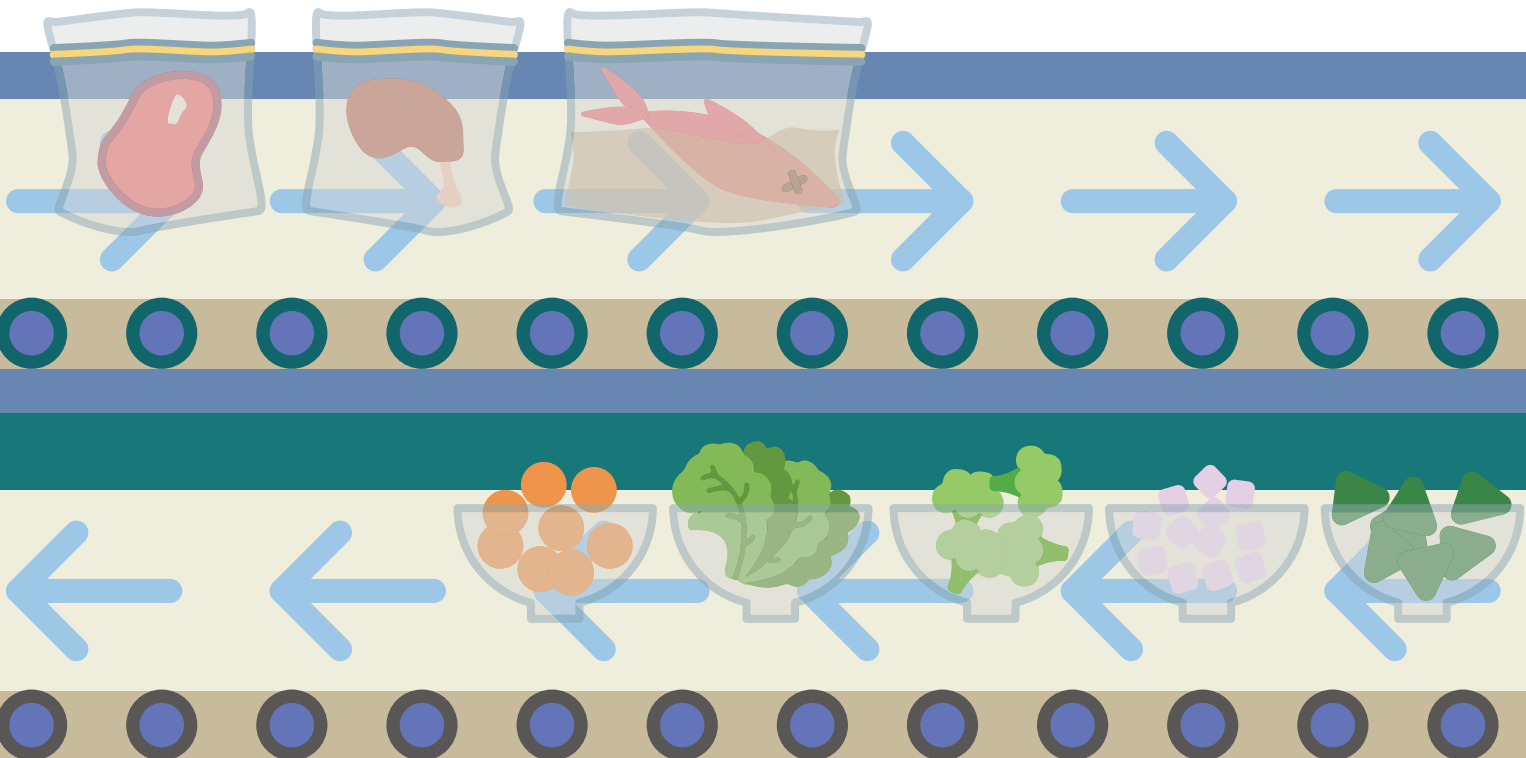
- 生熟食材運送路線需分開，減少交叉感染。當若未能分開，地面應鋪設地墊方便清潔。

Paths for delivery of raw ingredients and delivery of cooked food should be separated to avoid cross contamination. If space does not allow, the floor should be covered by lining during delivery.



- 食材宜選較細輕巧的包裝，減輕搬運壓力。

Ingredients with smaller packages should be preferred to avoid heavy lifting.



分發食物

DISTRIBUTION OF FOOD



- 盡量縮短食物傳送路線，減少變壞機會。

Shorter distance between the food preparation room and food counter should be provided.

- 食物運送路線應避免有高差和障礙。

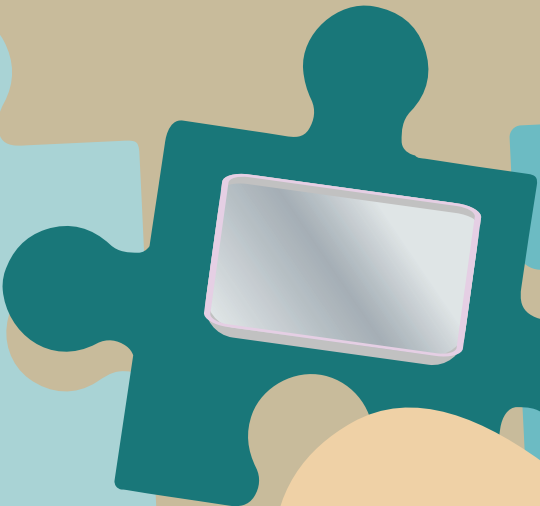
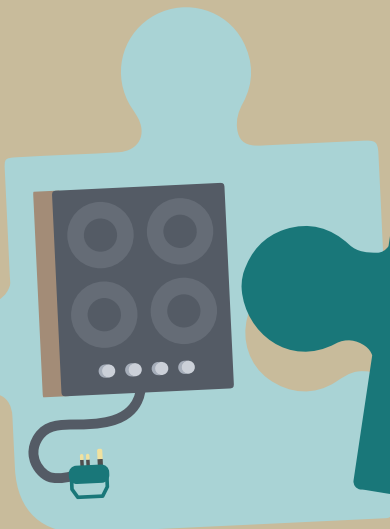
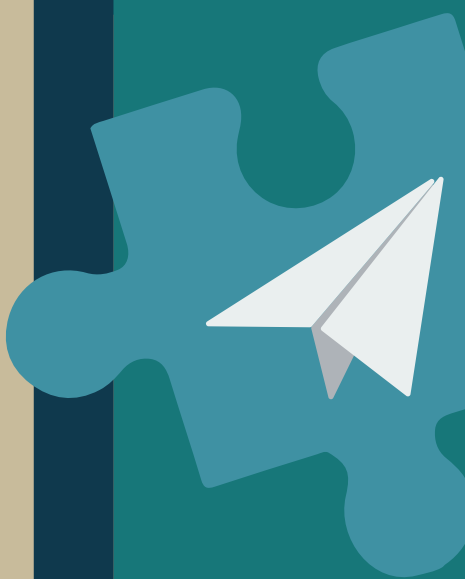
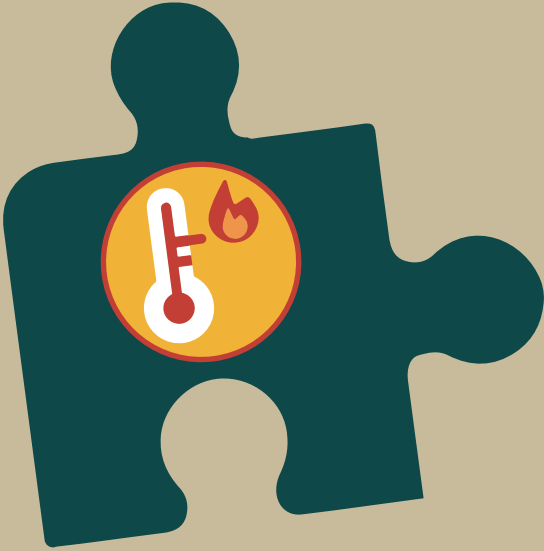
The path of food delivery should be free from obstacles and level changes.



- 建議使用食物保溫箱，減少第三齡義工來回出餐。

Suggests using insulated containers for third-age staff to minimize the walking distance for serving food.





儲物／倉存

STORAGE



- 易燃物料(如發泡膠和紙張等)，不應放置在火爐附近。

Only storage of non-combustible items should be permitted.



- 不應擺放任何物件在爐頭附近，如食油或調味料等，因為這些物件通常使用易燃的塑膠容器盛裝。如有需要，應加裝不鏽鋼托盤。

Avoid placing any items by the stove area, such as cooking oil, condiments etc. because these items are usually contained in combustible plastic containers. If unavoidable, bottles should be placed in a tray made of stainless steel metal to avoid direct contact of fire.



- 保持樓梯通道暢通，不應存放任何雜物。

Corridors should remain clear. No items should be placed on the floor or hung along the walls.



- 廚房禁止存放任何個人物品，如手提電話及銀包。

No personal items such as mobile phones, wallets etc.. should be stored in the kitchen.

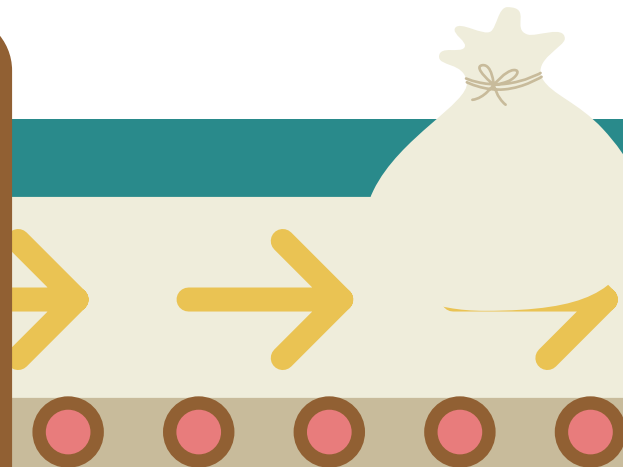
溫度控制

TEMPERATURE CONTROL



需維持平均溫度及濕度。

Temperature and humidity to be carefully maintained.



垃圾處理

DISPOSAL OF WASTE AND OTHER ITEMS



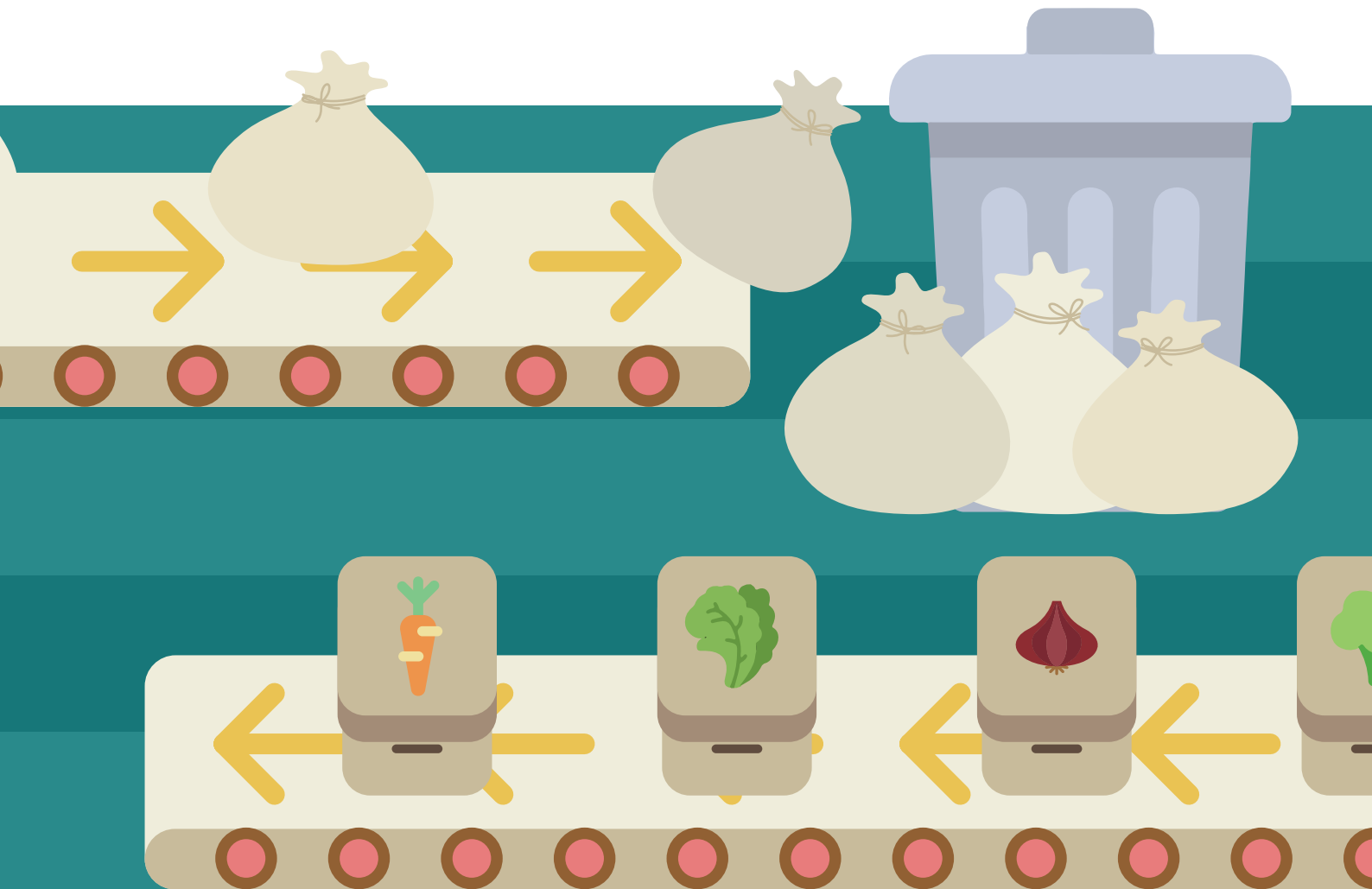
- 垃圾處理路線與食物路線需要分開，避免交叉感染。

Disposal route should be separated from the food route to avoid cross contamination.



- 建議把垃圾分細袋安裝，減輕搬運壓力。

Suggest using small disposal bags to avoid overloading.



03

標記與指示牌

LABELS & SIGNAGE

顏色對比	03-1	Colour Contrast
字體	03-2	Font
圖案	03-3	Graphics
材料	03-4	Material
地點	03-5	Locations
類別	03-6	Types

顏色對比

COLOUR CONTRAST



- 建議使用不同顏色作分類識別。
Different colours should be used for different categories of labels and signage.



- 加強對比顏色方便辨認。
High colour contrast should be used for easier differentiation.



字體

FONT



- 使用工整字體，易於閱讀。
Font should be easily readable.



- 建議放大字體，方便長者閱讀。
Font size should be enlarged for better reading from a distance.



圖案

GRAPHICS



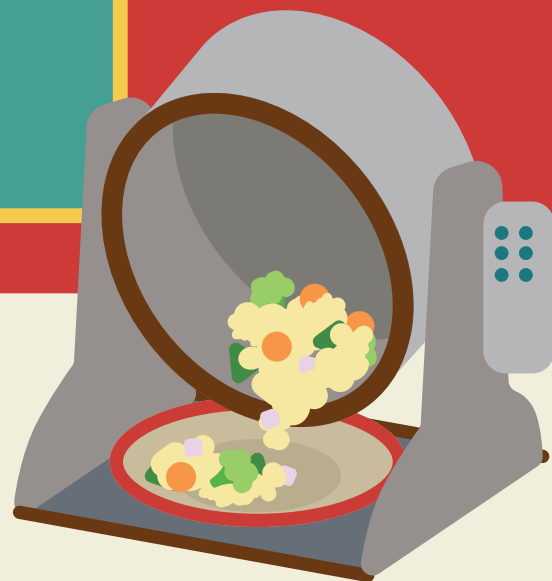
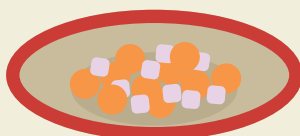
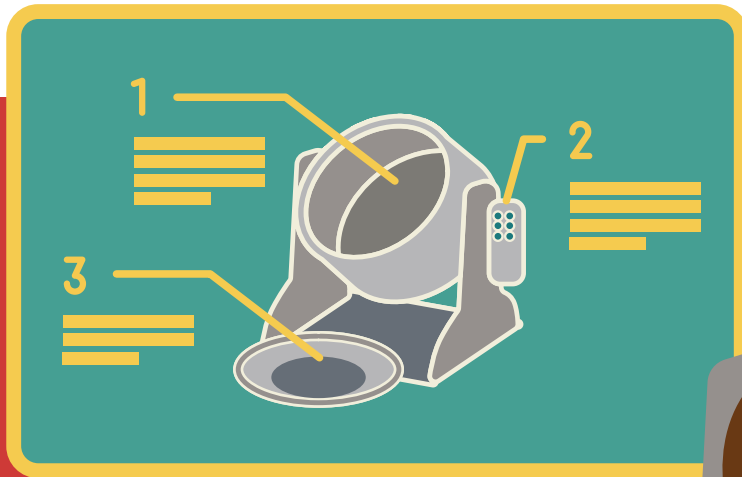
- 廚房工序、工具教學可加設圖象說明，方便理解。

Photos of procedures and objects can be included for better understanding.



- 應多用圖象表達，滿足不同教育程度用家。

Icons should be used widely to cater different educational levels of the users.



材料

MATERIAL



- 應選耐用及防水物料。
The material of signage should be durable and waterproof.



- 應採用不反光物料。
Anti-glossy materials should be used.



地點

LOCATIONS

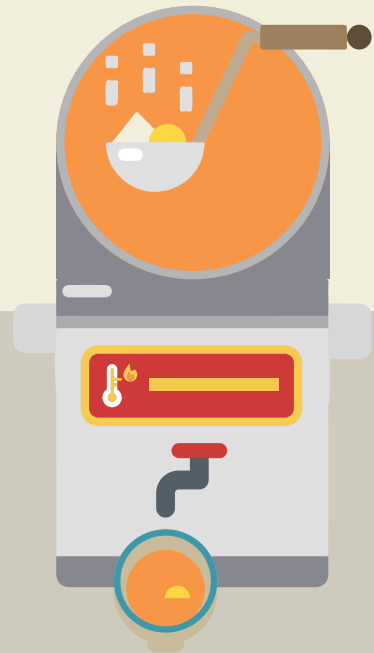
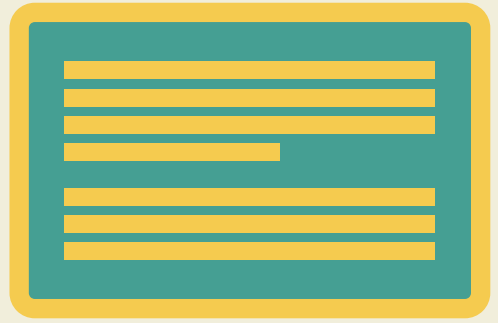
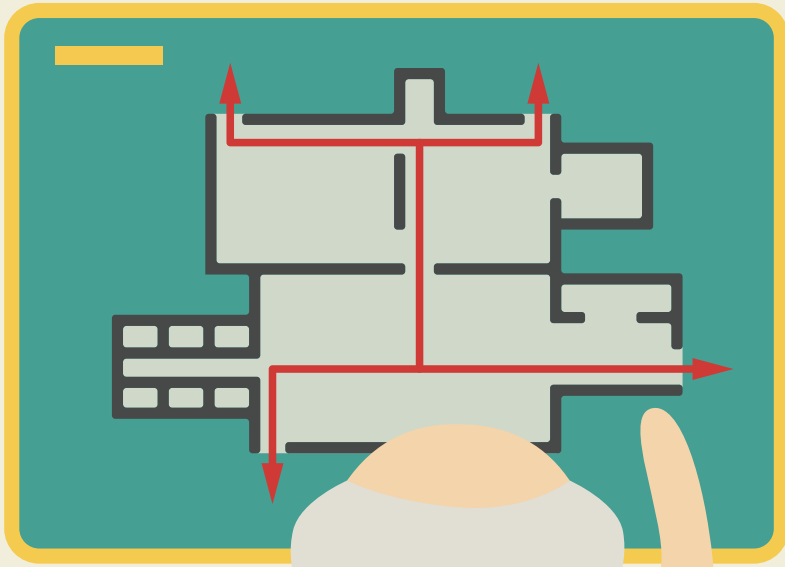


- 應提供準確及仔細的路線指引。
Adequate directory and way-finding signage should be provided.

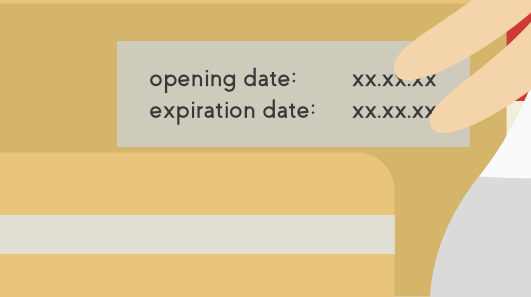
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- 指示牌應安裝在合適高度和沒有視線阻擋的位置。
The directory and way-finding should be placed at a comfortable height and at every corner.
- 每個工具、電掣和燈掣都應貼有說明標籤。
Labels at each equipment and switches should be prepared.



1
2
3
4
5
6



類別

TYPES



- 嚴格實行先進先出系統，清楚標籤食材開瓶及最佳食用日期。

Food item / Concept of First in First Out (FIFO)

- 1) Opening date
 - 2) Expiration date
- to notify staff of order of use.



—



- 在沒有機械設備輔助時，一個成年男性最佳情況下可搬運的物件不應超過16公斤。女性可搬運的重量應減輕三分之一^[1]。

The maximum permissible weight of load transported without mechanical aids for an adult male worker under optimum conditions should not be over 16kg. For female workers, the weight should be reduced by one third ^[1].

- 在搬運超過8公斤的重物時，應貼上重量標籤；並根據義工的體能及需要使用輔助工具或與同伴合作搬運。

Heavy duty label should be placed when lifting heavy goods more than 8 kg; equipments and assistance should be used and offered according to volunteers' physical fitness and needs.

- 清晰而詳細地列明每個工作流程。
- Work Procedure: labeling with instructions of each work procedure.

- 工作流程說明應放置在合適高度。
- The signage should be placed at a visible height.

[1] Labour Department & Occupational Safety & Health Council (2010). "Guidance Notes on Manual Handling Operations". Available at <https://shorturl.at/fjqrZ>

退化性膝關節炎是 導致老年人行動不便的 其中一項最常見的原因^[1]。

KNEE OSTEOARTHRITIS (OA)
IS ONE OF THE COMMONEST
CAUSES OF DISABILITY
IN THE ELDERLY^[1].



本章從設備的角度來看社區廚房規劃，
以方便日常操作和衛生控制。

This chapter looks at community
kitchen planning from the point of
view of equipment to facilitate daily
operations and hygiene control.

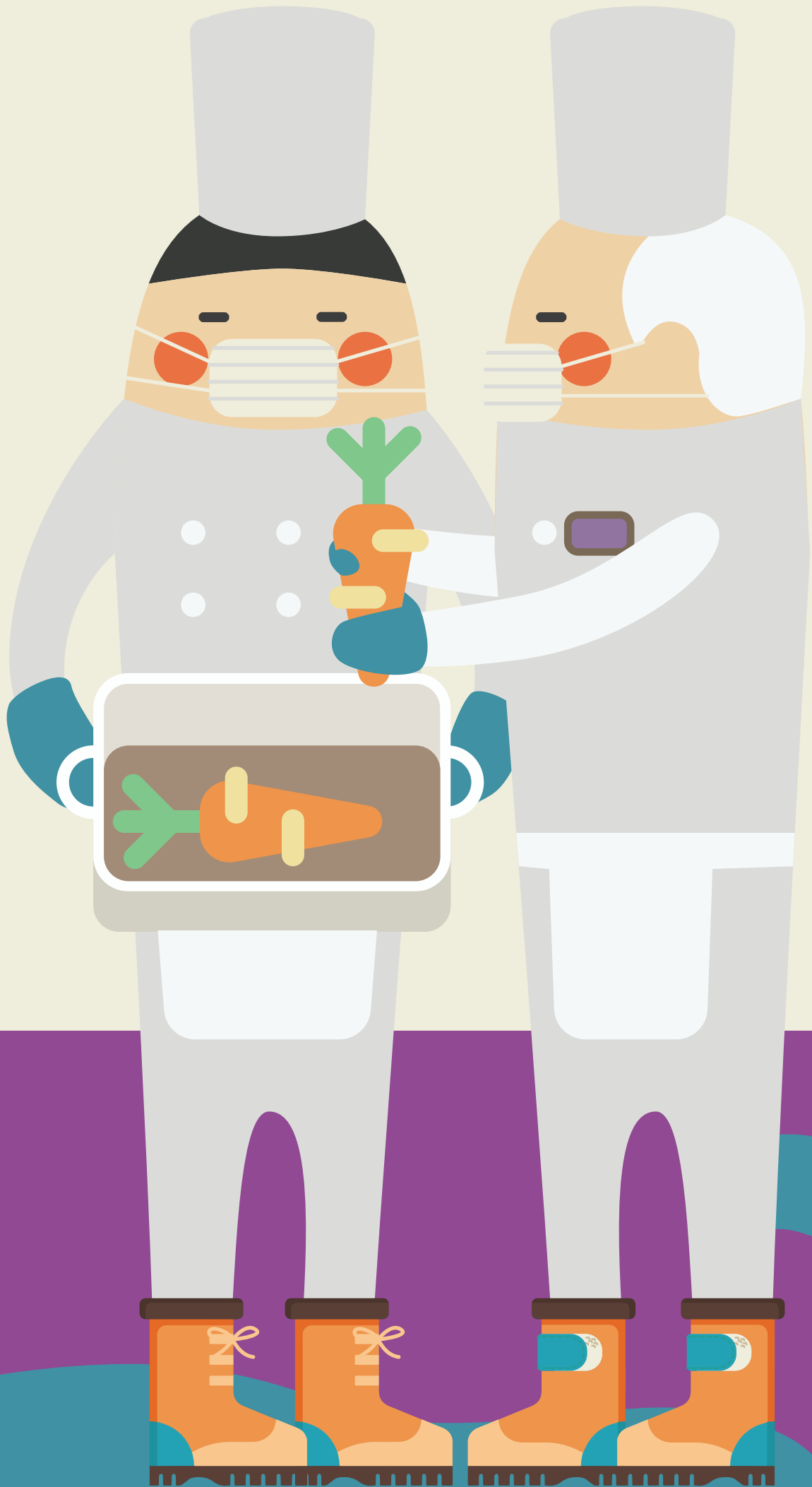
[1] Yuen, WH. "Osteoarthritis of Knees: the Disease Burden in Hong Kong and Means to Alleviate It," 2014;20:5.
Available at <https://www.hkmj.org/abstracts/v20n1/5.htm>.

04

設備

EQUIPMENT

制服	04-1	Clothing / Uniform
煮食用具及機器	04-2	Cooking Utensils & Machinery
用品存放	04-3	Placement / Storage
新型機器	04-4	New Equipment
小工具	04-5	Gadgets
餐具	04-6	Utensils
步行輔助器	04-7	Walking Aid
儲物	04-8	Storage
把手	04-8	Knobs
電／燈掣	04-9	Switches
堂食區	04-10	Seating Area



制服

CLOTHING / UNIFORM



- 提供制服，保持整潔，避免穿著個人服飾。

All staff should be provided with uniform to promote tidiness and cleanliness. Avoid wearing personal items of clothing when at work.



- 所有在廚房工作人員需配戴口罩和手套。

All kitchen staff should be required to wear gloves and masks.



- 所有在廚房工作人員需穿著防滑鞋。

All kitchen staff should wear anti-slip boots.



- 建議提供制服和名牌，增強第三齡用家歸屬感和團隊精神。

(可參考個案研究 S-1)

A standardized uniform with name tag can build the team spirit of the third-age users. (refer to case study. S-1)



- 提供衛生訓練。

Training for hygienic considerations should be carried out.



- 不需鞋帶的防滑鞋較適合第三齡用家。

Anti-slip boots with no shoe laces should be recommended for the third-age users.

煮食用具及機器

COOKING UTENSILS & MACHINERY



- 需加以防護煮食器具有危險的部分，如刀刃。

Protective measures should be taken to the precarious part of cooking utensils (e.g. cutting edge of a knife).



- 須關掉沒有使用的電子儀器，於清潔前先拔掉插頭。

Machines should be switched off when unused, and should be unplugged before cleaning.



- 可加上一個水龍頭在湯煲下方，方便員工分湯。

To avoid strains, for deep pots such as soup pots, a valve should be installed at the bottom to alleviate the staff's posture.

—



- 多運用特別設計的廚房工具，以方便第三年齡用家的工作。

Special kitchen tools and utensils to be implemented to facilitate the work of the third-age users.



- 電爐較明火爐安全。
- Provision of electric stove instead of gas stove is recommended.

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- 安裝足夠提示標籤。
- Adequate reminder labels should be provided.





用品存放

PLACEMENT / STORAGE



- 應將蒸爐和炸爐分開放置。
Avoid placing steamers and fryers adjacent to each other.
- 洗碗碟機附近不宜放置食材及其他煮食用具。
Area around the dishwasher should remain clear.

新型機器

NEW EQUIPMENT



建議增設可幫助煮食效率的機器，例如炒飯機 (A) 和專業攪拌機等。



Equipment that increases production efficiency is preferred. For example, automatic stir-fryer (A) and professional blender etc.



建議可購買已切碎和去皮等食材，減少需要重複性準備工作。

Food items that require repetitive preparation work (chopping, peeling, etc) are preferred to be delivered as prepped ingredients.

(A)



(B)

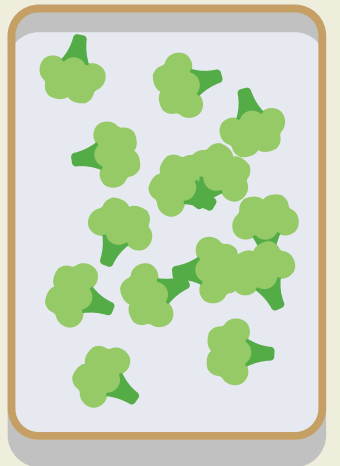
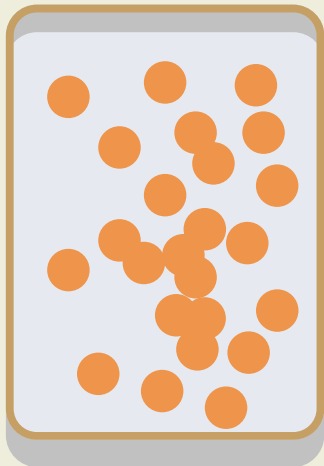
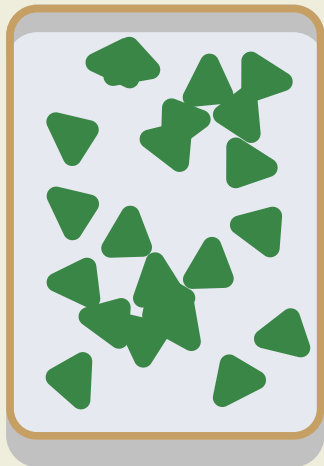
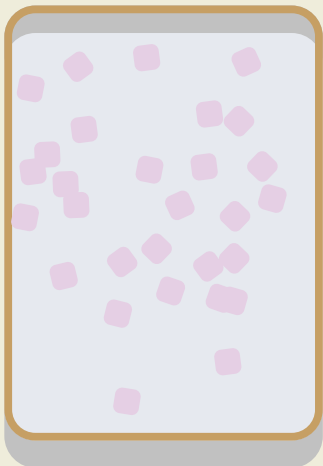


建議採用專門切食材的工具 (B)，避免拉傷。

Chopping equipment (B) should be used to avoid work strain.

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小工具

GADGETS



- 建議使用智能廚房小工具，例如帶儲罐的砧板，拉環開罐器 (A)、滾刀 (B)、易拉拔插頭工具 (C)、長柄勺子 (D)、二合一抹刀鉗 (E) 等。

Smart kitchen gadgets should be used, for examples, cutting board with storage tank, ring pull can opener (A), rolling knives (B), and easy pull plug tool (C), long handle spoon ladle (D), 2 in 1 spatula and tongs (E) etc.



餐 具

UTENSILS



- 建議採用年齡友善餐具，包括可彎曲的餐具 (F)、帶有輔助夾的筷子 (G)、易用有邊碗、智能杯子和碗 (H)、托盤連防滑墊 (I)。

Upgrading of utensils, including: bendable utensil set (F) for the users in need, chopsticks with aiding clip (G), easy scoop rim bowl, smart cups and bowls (H), tray with non-slip grip mat (I).

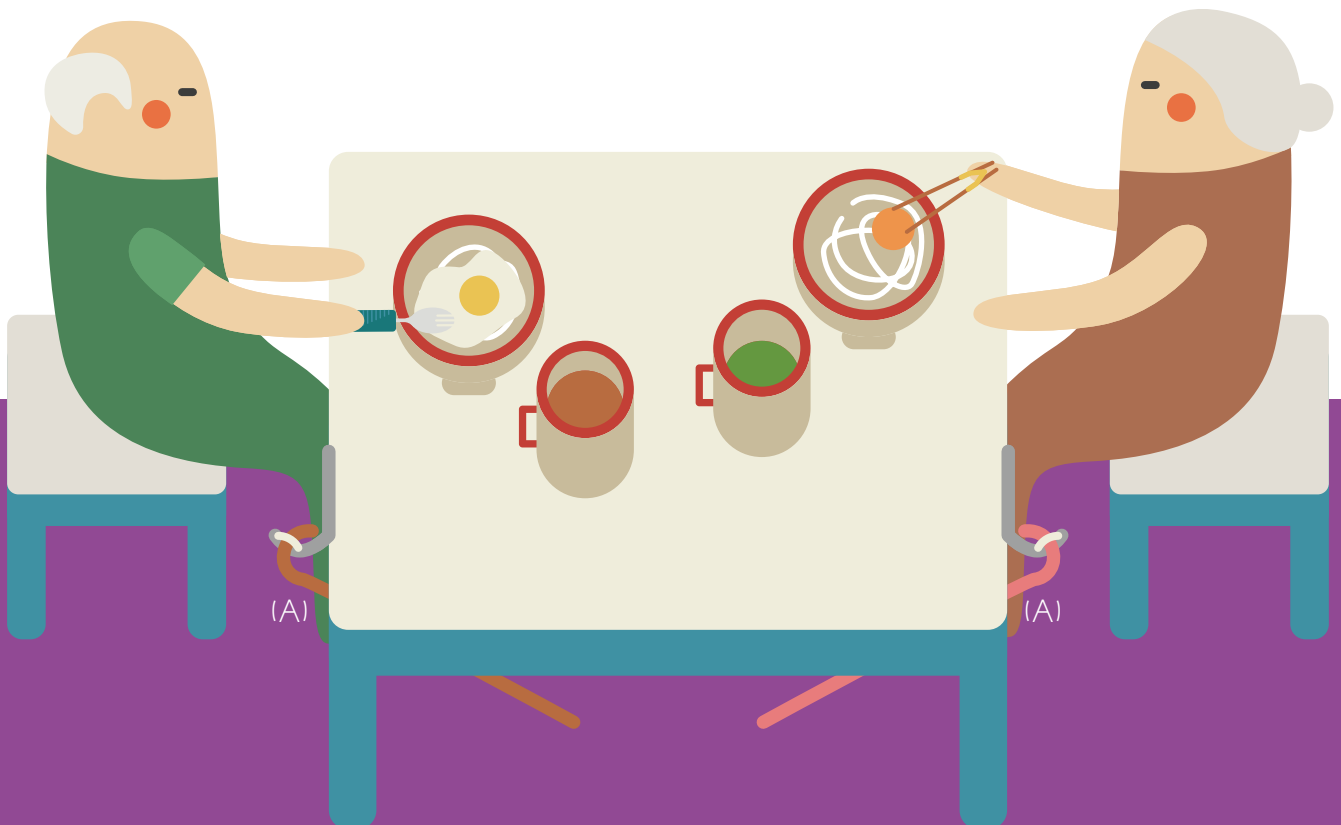


步行輔助器

WALKING AID



- 在餐檯位置應安裝拐杖扣(A)，方便第三齡用家。
Lock for placing walking cane (A) should be provided in the eating area.



儲物

STORAGE



- 應使用手推車(B)方便運送材料。
Trolleys (B) should be used for transporting goods and ingredients.



- 應使用可趟式廚櫃(C)及易拉櫃桶(D)。
Kitchen shelves with sliding doors (C) and cabinet drawers (D) should be used.

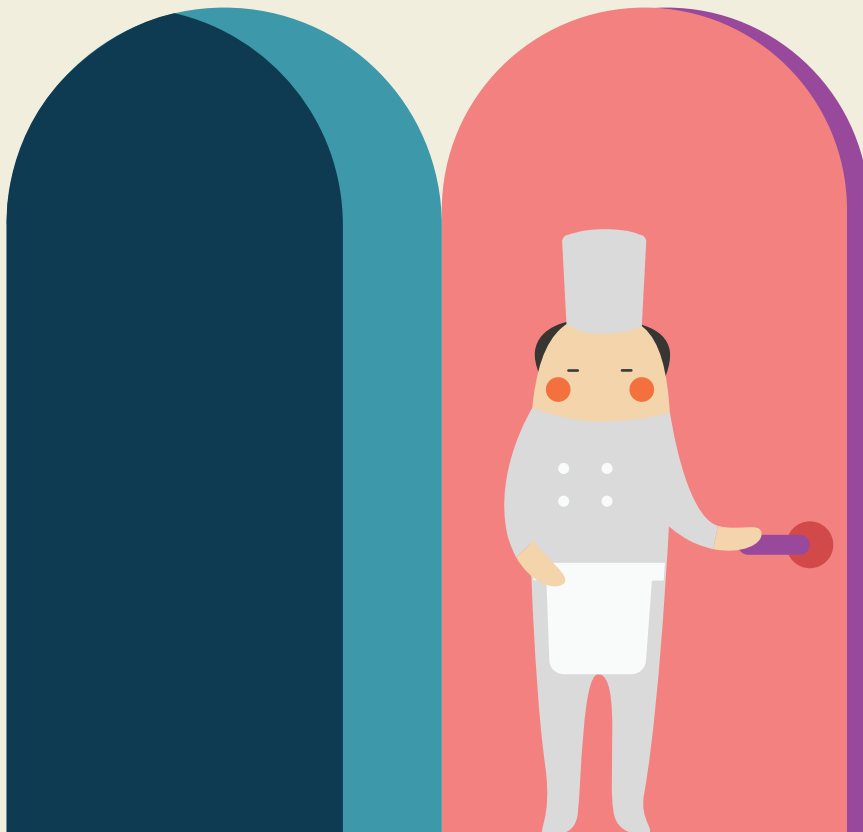


把手

KNOBS



- 應使用圓形門鎖開門手握或槓桿形手柄。
Door knob grippers or bar-type handles should be provided in all areas.



04 — 8

電 / 燈 掣

SWITCHES



- 電掣和燈掣應使用直按式開關。
Switch grip should be considered for third-age users.





堂食區

SEATING AREA

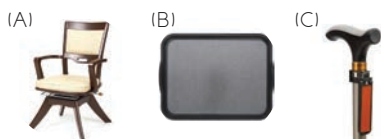


- 可轉動坐椅 (A) 或坐墊方便第三齡用家。
Turnable chairs (A) or sitting cushions should be selected for easier maneuvering of the third-age users.

- 餐盤應配有防滑墊 (B)。
Non-slip serving tray should be used for food serving.



- 提供可以固定拐杖的輔助工具，如拐杖固定夾 (C)，固定拐杖在枱邊，避免絆倒發生意外。
Provide walking stick holder (C) for third-age customers near the table to stop it from falling that could trip over them.



當你拉筋時，你的身體會產生化學物質來潤滑關節。

STRETCHING STIMULATES THE PRODUCTION OF CHEMICALS WHICH LUBRICATE CONNECTIVE TISSUES

本章重點介紹所有員工和義工的操作和培訓，以盡量減少危害的影響，提高食品安全。

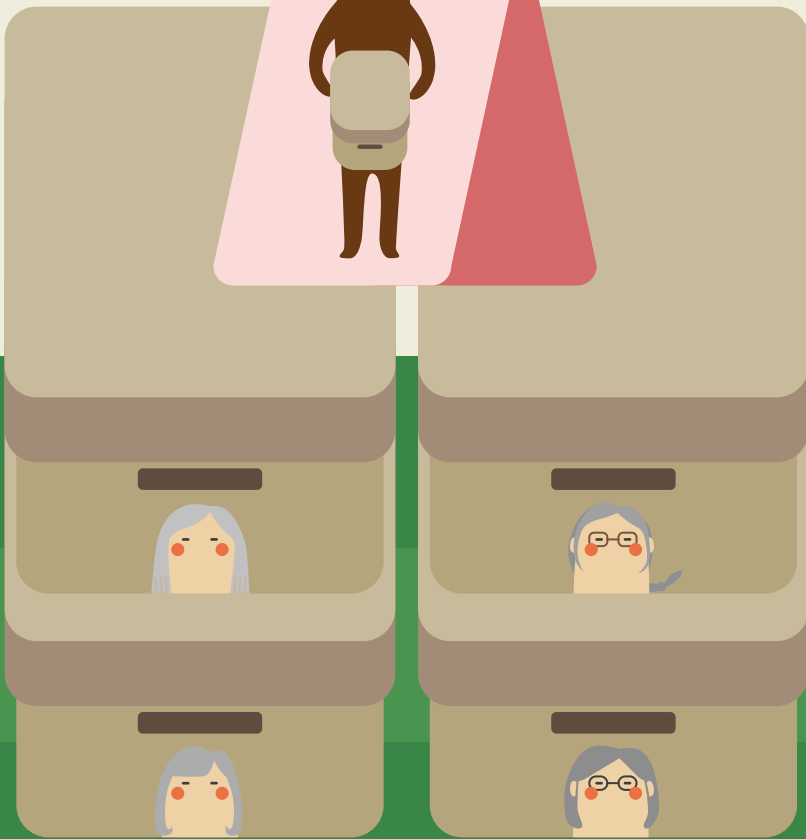
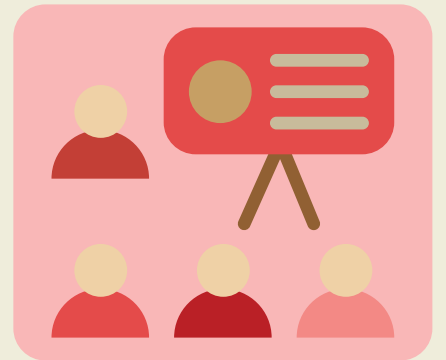
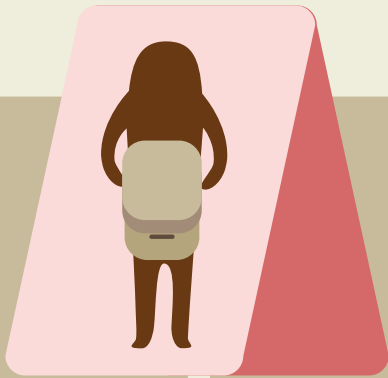
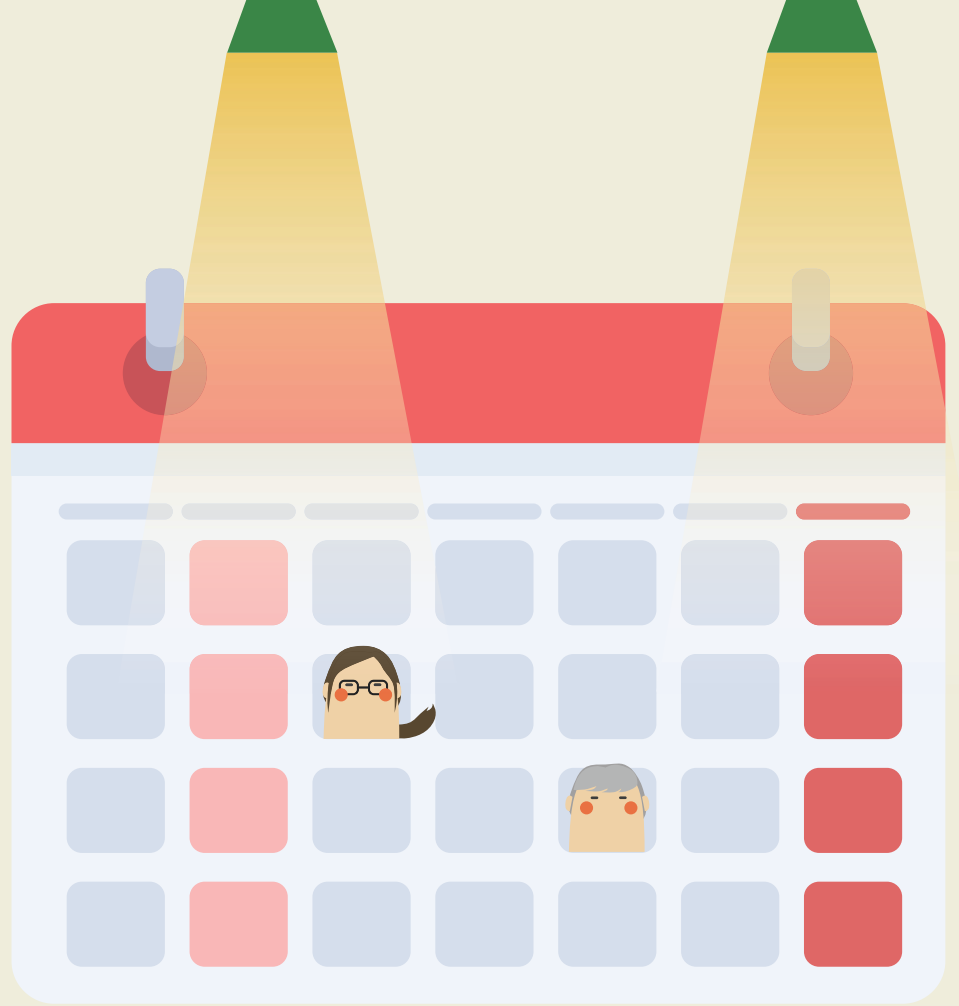
This chapter focuses on the operation and training for all staff and volunteers to minimize the impact of hazards and enhance food safety.

05

培訓

TRAINING

工作方法	05-1	Work Method
動作姿勢	05-2	Body Postures
機器操作	05-3	Machine Operation
食物／材料處理	05-4	Product/ Food Treatment
儲物	05-5	Storage



工作方法

WORK METHOD



- 首次工作的義工須了解廚房工序及安全指引，負責人須舉辦定期培訓活動，加深記憶。

All volunteers should be briefed on correct work methods and safety precautions on their first day of work. Regular drills and workshops should be held to refresh the memory.

- 應令義工清晰知道自己分工、儲物分類及存放工具的位置。

Division of work, tools category and storage details should be clear to all volunteers.



- 適當標籤和指示可協助第三齡用家記憶。

The briefing should be supported by proper signage and instruction guides for the third-age users.

- 每日工作開始前，工作人員應提供工作講解予義工，幫助理解工序問題。

All volunteers should be briefed on daily tasks by a permanent member of staff. A debriefing feedback session is also recommended to go over the day's work.

動作姿勢

BODY POSTURES



- 應提供動作講解予所有工作人員和義工，減少工傷可能性。

Training should be given to the staff and volunteers to minimize injuries.



- 建議工作前先進行熱身伸展運動。

Stretch before work.

WARM UP YOUR BODY
BEFORE WORK.





機器操作

MACHINE OPERATION



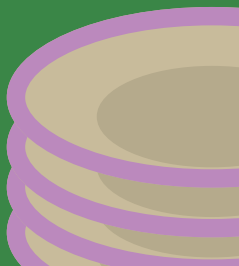
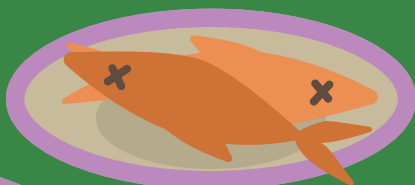
- 須向所有員工及義工
詳細講解機器的操作
步驟。

All machine operations should be briefed properly to all staff and volunteers.



- 高危險性工作應避免由
第三齡用家進行。

Difficult or high-risk machines should not be operated by third-age users.



食物／材料處理

PRODUCT / FOOD TREATMENT



避免交叉污染：

- 1) 垂直分隔 - 蔬菜、乾／濕食材
- 2) 橫向分隔 - 應根據類別儲存乾濕食材
- 3) 熟和生的食物必須分開

To avoid cross-contamination:

- 1) Vertical separation - Vegetables, dry food VS wet food items
- 2) Horizontal separation - Food should be stored according to the categories
- 3) Cooked and raw food should be separated



儲物

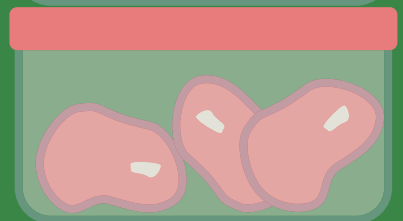
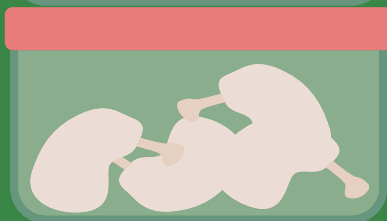
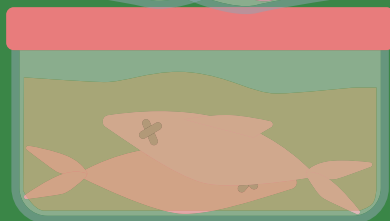
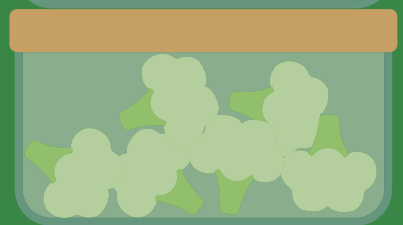
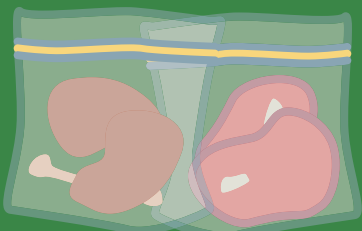
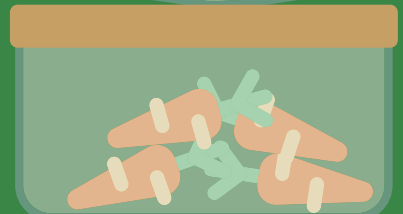
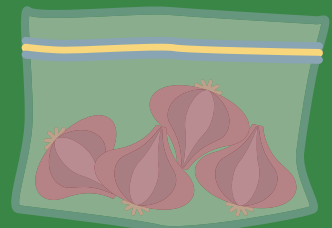
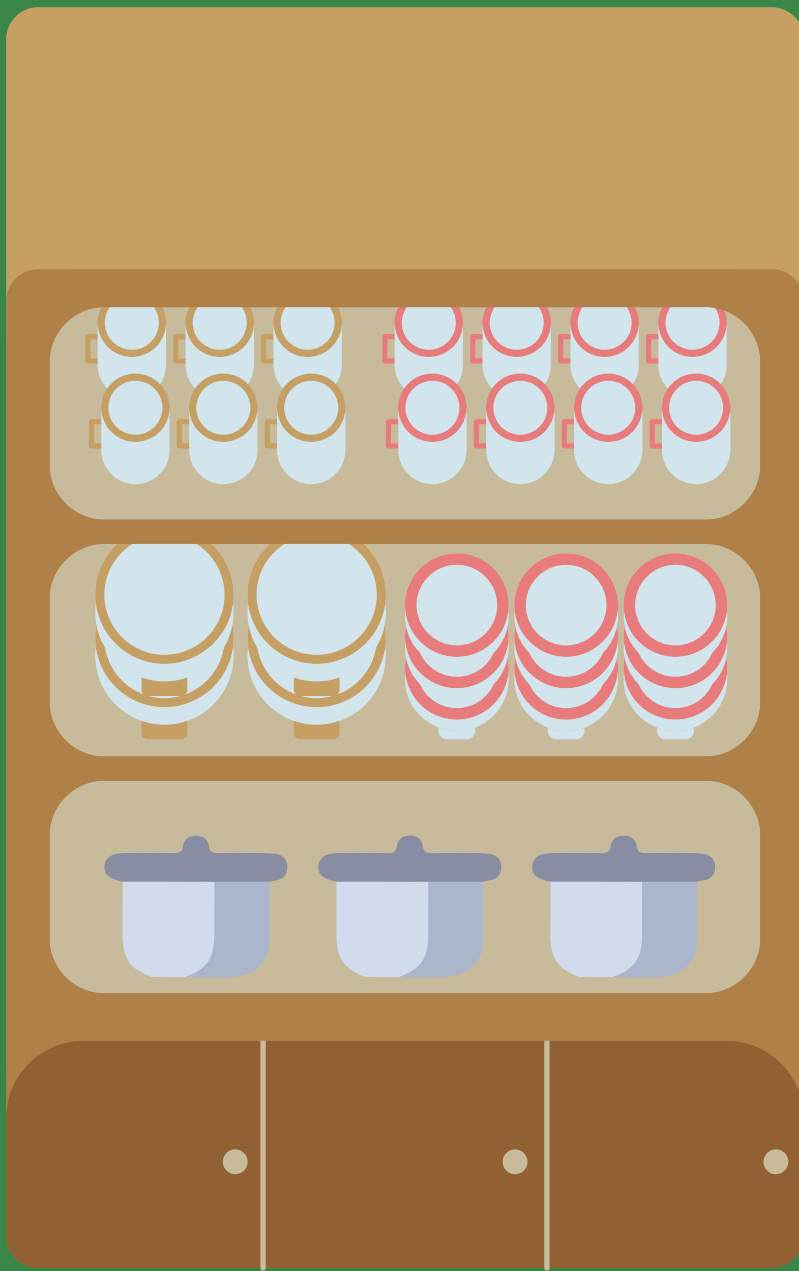
STORAGE



- 應採用清楚儲物系統。
Clear storage systems should be implemented.

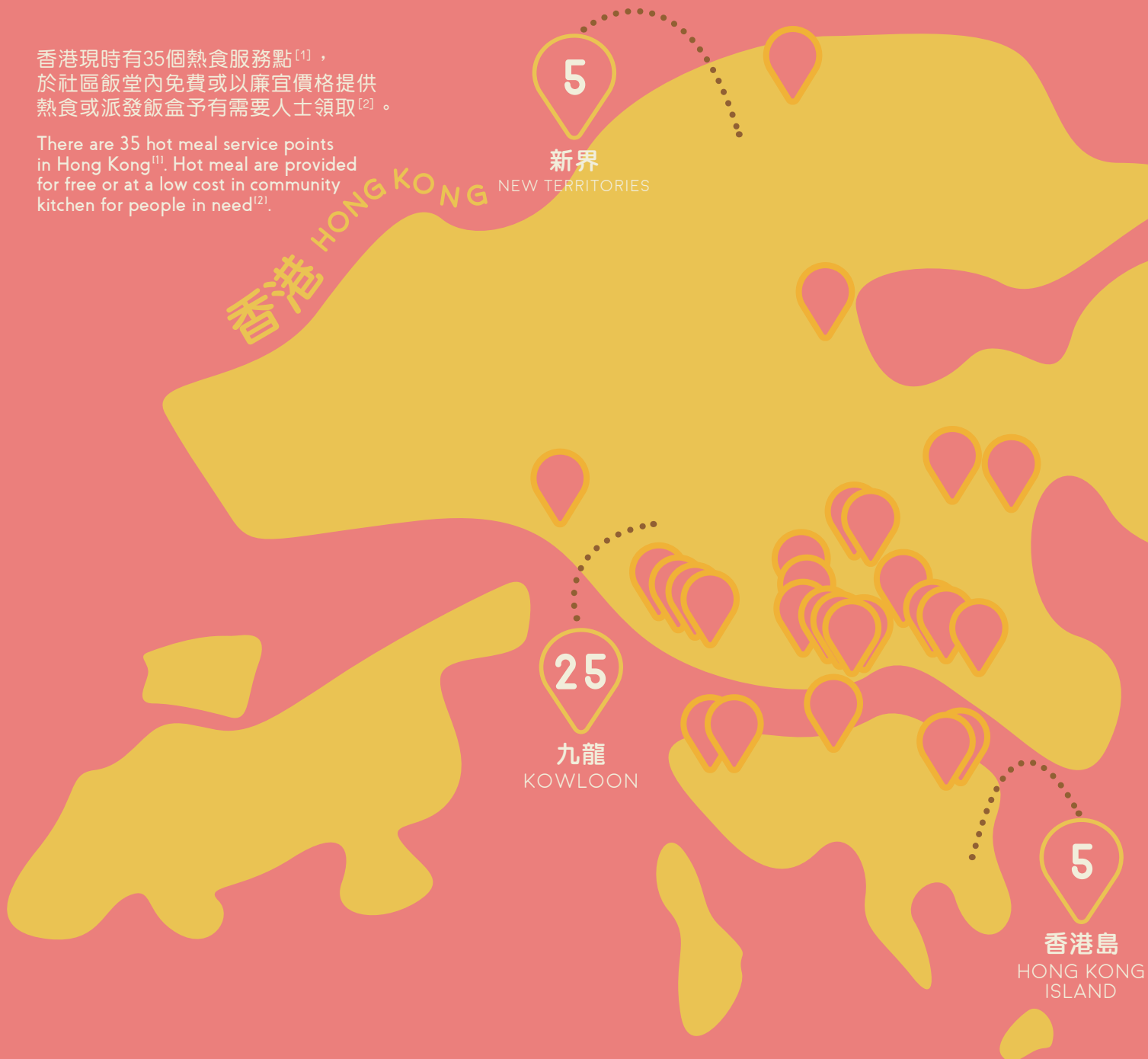


- 減少搬運過重材料，建議拆細分量儲存。
Heavy good should not be carried by the third-age users directly. The goods should be divided into smaller packages before putting into storage.



香港現時有35個熱食服務點^[1]，於社區飯堂內免費或以廉宜價格提供熱食或派發飯盒予有需要人士領取^[2]。

There are 35 hot meal service points in Hong Kong^[1]. Hot meal are provided for free or at a low cost in community kitchen for people in need^[2].



本章探討內部檢查和記錄系統的要求，以維持營運社區廚房的標準。

This chapter talks about the requirement of internal inspections and record system to maintain the standard of community kitchen.



有熱食服務的地點

LOCATIONS GIVING OUT FREE HOT MEAL

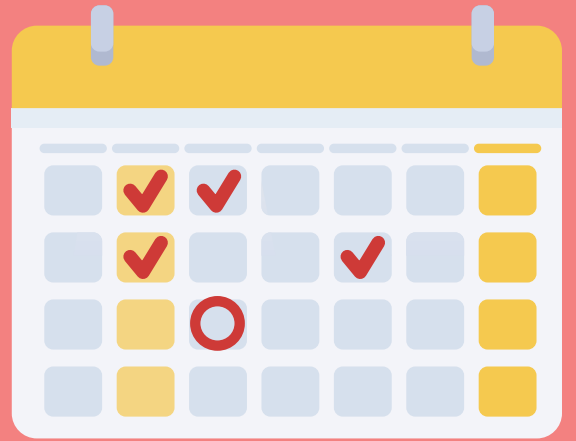
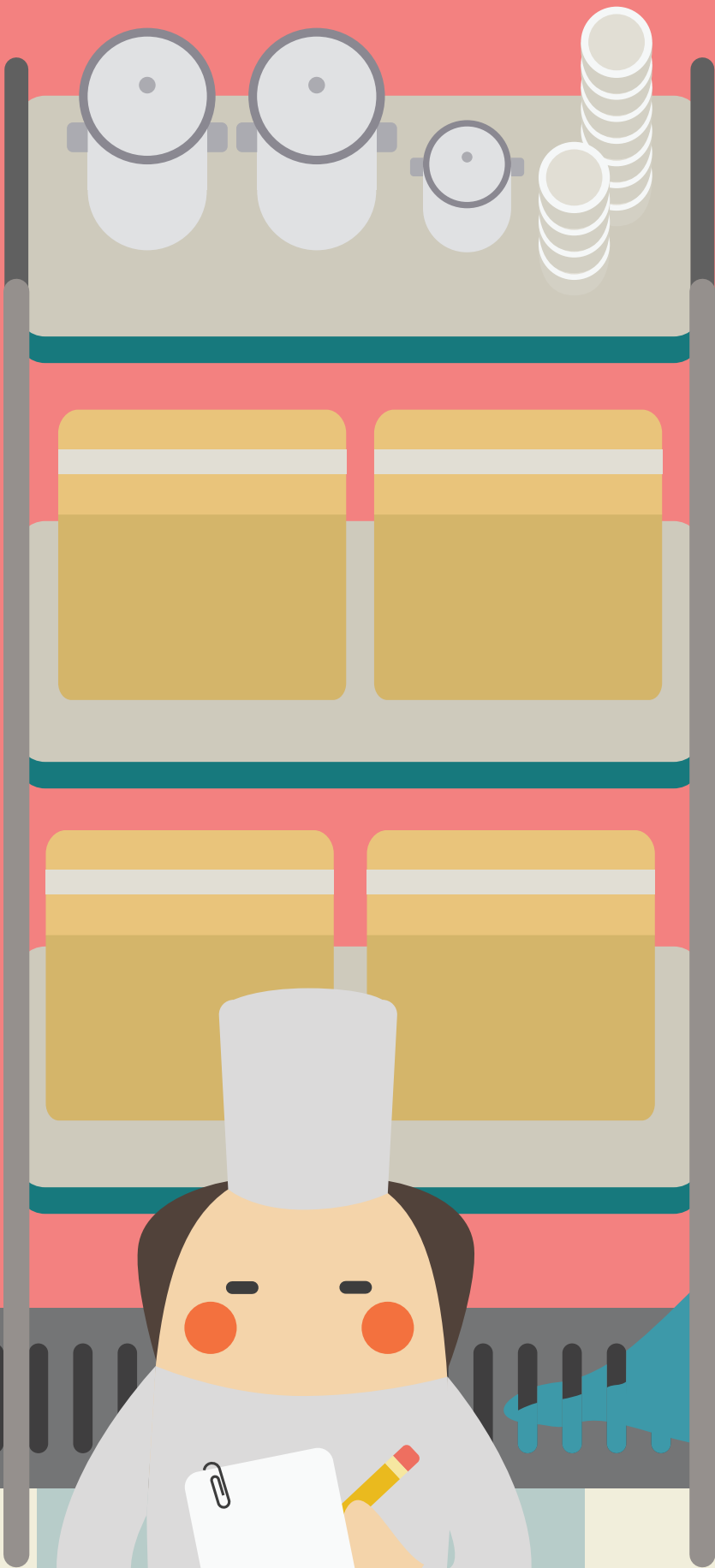
[1] 香港社會服務聯會香港食物援助服務網頁(2019)，下載連結：<http://www.poverty.org.hk/foodmap/#>
[2] 香港社會服務聯會(2019)，《香港食物援助服務簡介》，下載連結：<http://shorturl.at/zAIP3>

06

安全檢查與記錄

INSPECTIONS & RECORDS

檢查	06-1	Inspections
紀錄	06-2	Records



檢查

INSPECTIONS



- 應每日和每週安排檢查水渠、材料儲存、工具和設備。
Regular daily and weekly inspections should be arranged, including drainage, ingredient storage, utensils and equipment.



應安排定期檢查的記錄供用家查閱。記錄應放置在第三齡用家易見和可接觸到的高度。

Regular inspections with record sheets should be arranged. Record sheets should be placed at an easily visible and reachable height for the third-age users.



- 明渠應常用熱水沖洗，防止油污積聚。
Cleaning nullah with hot water to avoid a grease trap.



應定期檢查所有機器及工具，如溫度計，並紀錄外界捐贈物資。

Regular inspection should be applied to all facilities and tools such as thermometers. Keep track of all the donations.

紀錄

RECORDS



- 應準備一份清單作紀錄用途，每星期更新一次。
A checklist should be set up and updated weekly.
- 指導第三齡義工以清單作記錄。
The third-age volunteers and staff should be trained to use the checklist.

食材
送達

-
-
-
-
-
-
-
-

- 沖洗明渠
- ~~點算食材存貨~~
- 檢查熱廚房機器
-
-
-
-
-
-



保持均衡的飲食

MAINTAIN A BALANCED DIET

對心臟有好處
GOOD FOR HEARTS

對骨骼和牙齒都有好處
GOOD FOR BONES AND TEETH

本章介紹菜單和食譜設計的重要性。菜單的設計可以增強社區飯堂在普通餐廳中的定位。

This chapter is about the importance of menu and recipe design. The design of menu could enhance the positioning of the community canteen among other restaurants.



07

菜單 / 食譜

MENU / RECIPE

種類	07-1	Diversity
消化度	07-2	Digestibility
口感	07-3	Texture
咀嚼度	07-4	Chewiness
味道	07-5	Flavour
食物安全	07-6	Food Safety



素

VEGETARIAN

肉

MEAT

種類

DIVERSITY



- 應提供不同的飲食選擇，如素食餐單。
A variety of menu should be provided for different diets.
- 在餐單加上懷舊名稱、圖像等，可喚起第三齡人士的記憶，增加他們的傾談話題。
Menu that triggers memories can be considered to encourage conversations among the users.

消化度

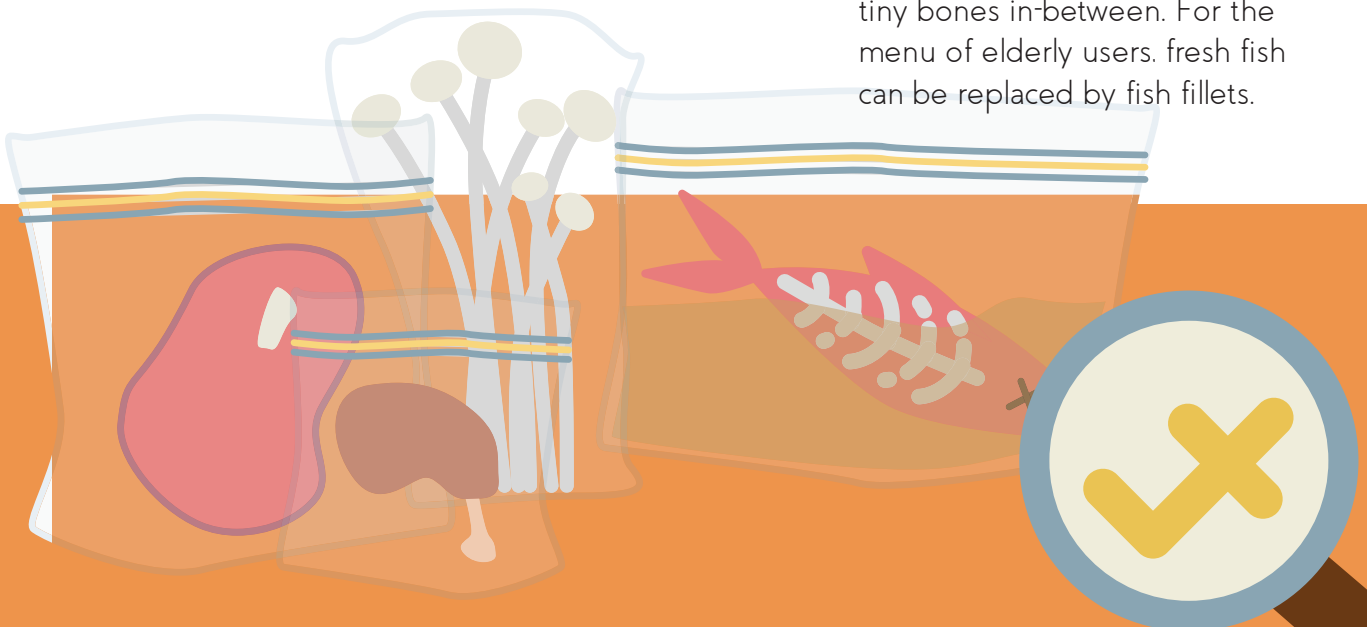
DIGESTIBILITY



- 若在較多長者用家的社區廚房，應避免選用較難消化及肥膩的食物，如金針菇、粟米、花生、芝士等食材。至於肉類方面，可選擇肉片或碎肉。
- In a community kitchen with quite a lot of elderly service users, it is advisable to avoid choosing food items that are difficult to be digested and fatty, such as enoki mushroom, corn, peanuts and cheese etc. For meat products, service provider can choose shredded or minced ones.



- 對於咀嚼有困難的人士，避免採用含碎骨的食物。當烹飪魚類菜式時，請選擇魚肉較大片的魚類，減少在烹調過程中，魚肉容易散開及藏有細骨的問題出現。至於長者的餐類可選擇魚柳代替。
- For people who have chewing and swallowing difficulty, avoid choosing food items with small bone pieces. When cooking with fish items, it is suggested to pick those with larger size because they are less easy to be torn apart and there is less chance to find tiny bones in-between. For the menu of elderly users, fresh fish can be replaced by fish fillets.

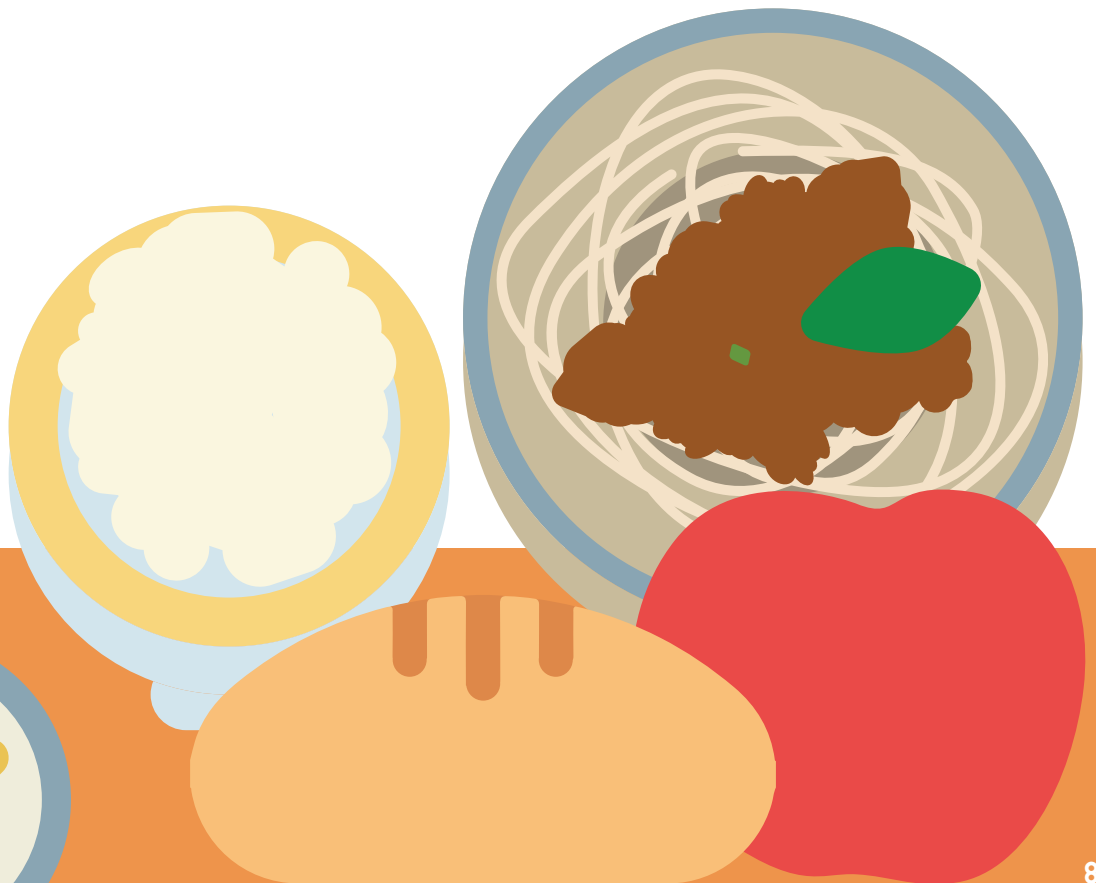


口感

TEXTURE



- 應多提供不同口感的食物。
Different textures should be provided.



咀嚼度

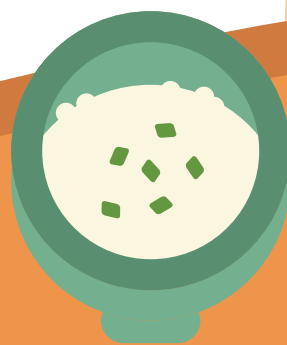
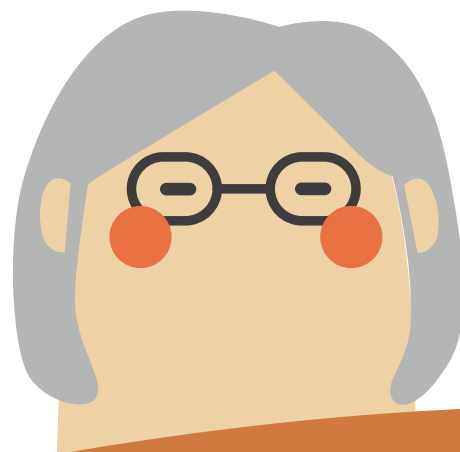
CHEWINESS



- 應多提供不同咀嚼度的食物。
Different chewiness of ingredients should be offered.



- 若社區廚房有較多第三齡用家，應選擇較易咀嚼的食材。
Less chewy ingredients should be selected for community kitchens with more senior third-age users.



味道

FLAVOUR



- 避免太強烈口味的食物，保持健康飲食。
Avoid very strong flavours to maintain a healthy diet.

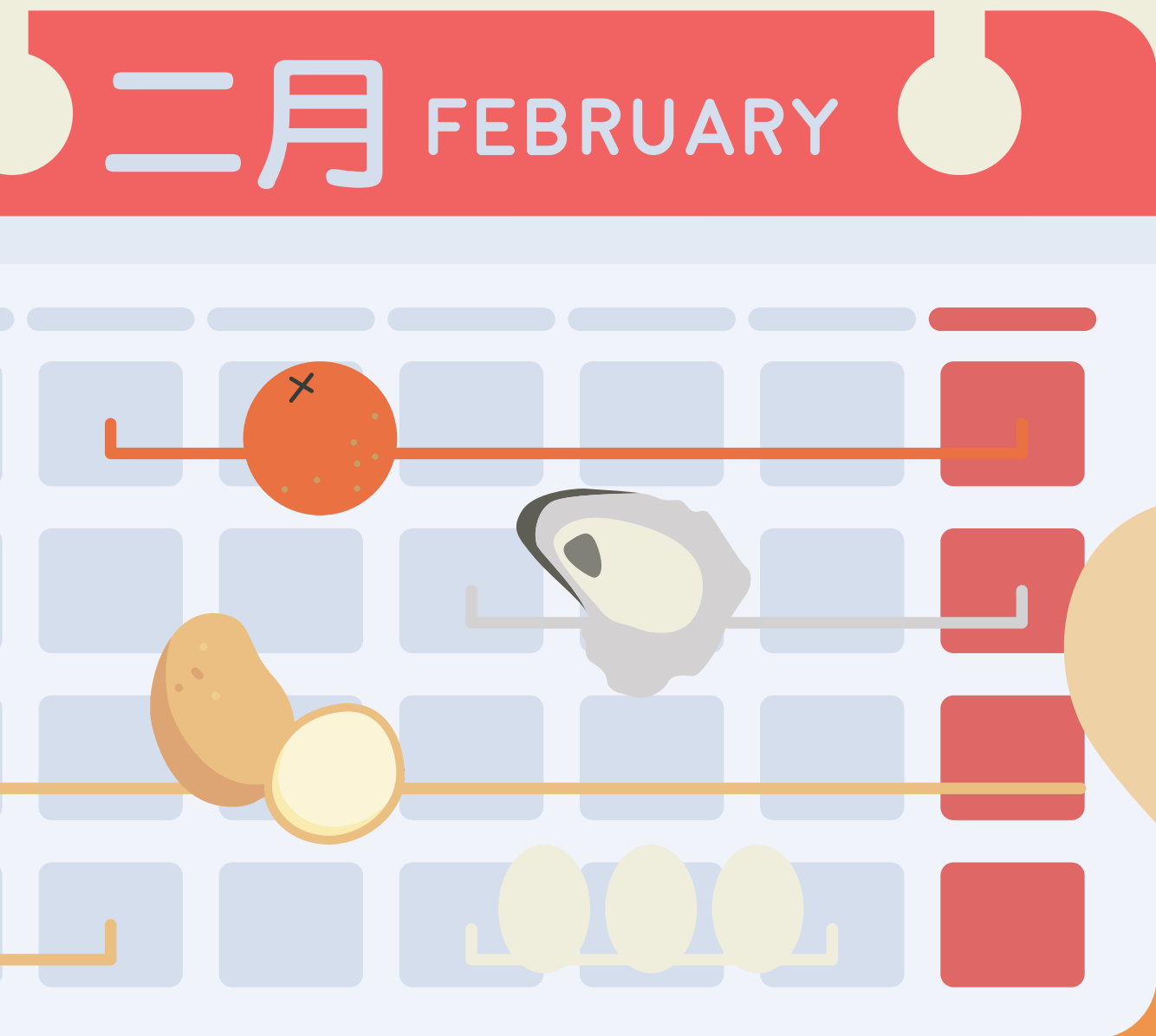
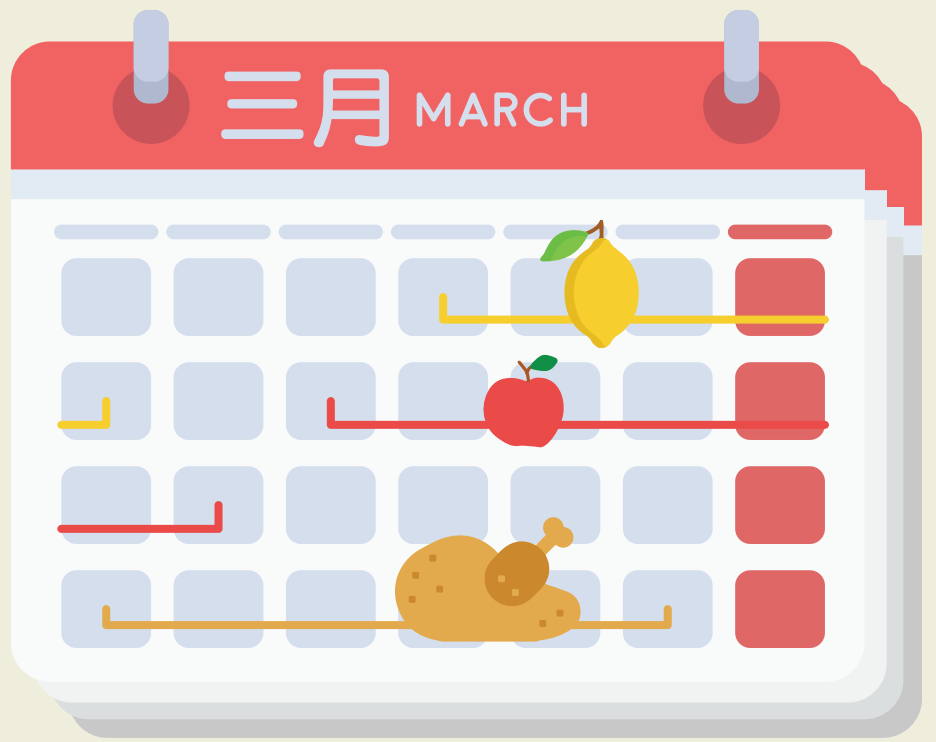


GOOD



NOT GOOD





食物安全

FOOD SAFETY



- 小心處理易變壞的食物，如雞蛋、豆腐及奶製品等。
Food items that can be easily deteriorated, such as eggs, tofu and dairy products should be processed carefully.
- 外賣餐單應避免加設容易變壞的食物，以確保食物安全。
Avoid perishable food items in take-away menu to safeguard food safety.
- 建議食材按時令季節購入，避免浪費食物。
Buy foods that are in season to reduce food waste.

研究顯示， 社交孤立會增加患上 中風和冠心病的風險

ACCORDING TO RESEARCH,
SOCIAL ISOLATION IS LINKED WITH
CORONARY HEART DISEASE AND
STROKE



本章介紹的激勵措施，
可擴大社區廚房的社會功能。

This chapter covers
extra incentives that the
community kitchen could
consider expanding the
social functions of the
kitchen.



08

激勵措施

INCENTIVES

社交	07-1	Social
個人	07-2	Personal
經濟	07-3	Monetary



社交

SOCIAL



- 建議採用措施鼓勵社區廚房內的社交活動。

Incentives to encourage social life in the community kitchen.

- 建議安排工作分配時，考慮兩人為一組，讓他們可以一起工作，分享工作日常，互相幫助。

Putting together a team of two when assigning works to encourage interaction so that members can help each other by sharing the work.



- 可考慮提供烹飪班給第三齡義工和家人。

Organising cooking classes for volunteers and their family members.

—

BETTER TOGETHER.

個人

PERSONAL



- 建議採用措施增加歸屬感。
(可參考個案 S-1, S-4)

Incentives to empower sense of belonging to the community kitchen.
(refer to case study. S-1. S-4)

- 建議給予義工彈性，調動工作時間，以便他們處理自己一些突發或緊急的事件。

A flexible working schedule can allow volunteers to shift their working days in case of any urgent matters.

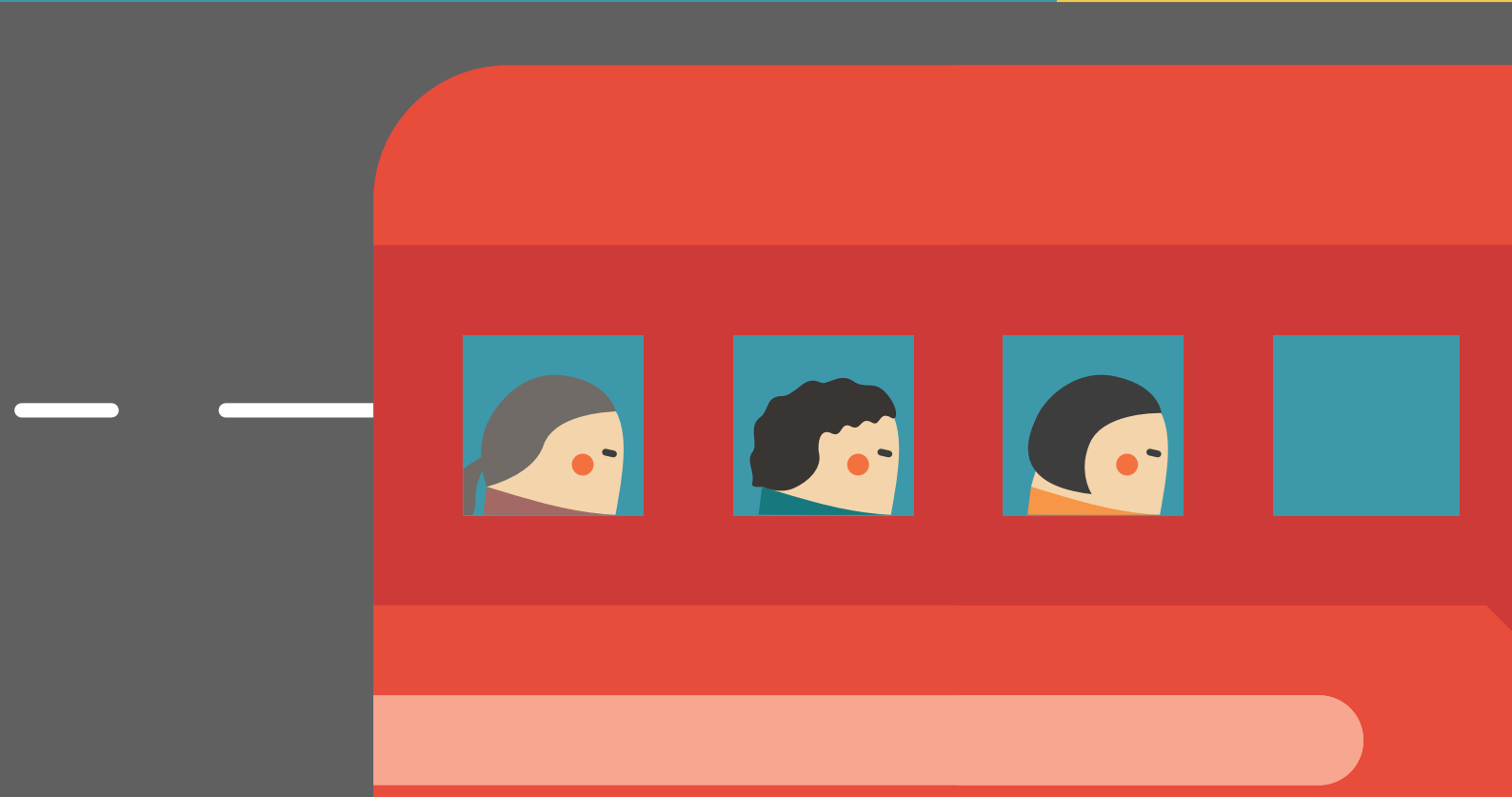


- 可考慮讓第三齡用家一起決定菜單。

Involve the staff and volunteers in the recipe design.

—





經濟

MONETARY



- 建議提供鼓勵性津貼或措施，例如交通津貼、推行時分換領券等。
Suggests providing subsidies or measures to incentive users and volunteers. such as transportation subsidy and Time-point voucher.

- 建議增加更多義工參與及工作體驗機會，例如彈性服務時間、工作實習計劃等。
Recommend increasing more opportunities for volunteer participation and working experiences. such as flexible service hours or volunteer internship programs.





本章以陳婉珍第三齡義工中心暨膳深軒為案例，設定短、中及長期目標，改善社區廚房的空間佈局。

In this chapter, the tool kit is applied to Chan Un Chan Third Age Volunteers Centre cum Community Kitchen as a case study. Short, mid and long term goals are set for the improvement centre.

個案研究

陳婉珍第三齡義工中心暨膳深軒

CASE STUDY

CHAN UN CHAN THIRD AGE VOLUNTEERS CENTRE CUM
COMMUNITY KITCHEN

空間與傢俬	01	Layout & Furnishing
營運步驟與流程	02	Operational Routing & Logistics
標記與指示牌	03	Labels & Signage
設備	04	Equipment
培訓	05	Training
安全檢查與記錄	06	Inspections & Records
餐單與食譜	07	Menu & Recipe
激勵措施	08	Incentives

01

空間與傢俬

LAYOUT & FURNISHING

短期 SHORT-TERM

空間佈局 SPACE PLANNING

- 廚房內清楚劃分乾濕兩區。
Wet and dry zones should be well defined and separated in the kitchen area.
- 堂食和外賣取餐位置應分開，減少通道阻塞。
Spatial separation between eat-in and takeaway users to avoid clashes in human traffic.
- 減少第三齡職工於熱廚房工作。
Minimize third-age staff working in hot kitchen.

地台高差 RAMP / LEVEL CHANGE

—

走廊 / 通道寬度 WIDTH OF CORRIDORS

—

高度和尺寸 HEIGHTS & DIMENSIONS

- 設置可移動台階方便不同高度用家。
Movable steps to be provided to cater for the different heights of users.

電器安全 ELECTRICAL SAFETY

- 不應使用電線拖板，避免絆倒以及電線短路。
No extension cord should be used to avoid tipping and short circuits.

通風 VENTILATION

—

材料 / 選材 MATERIAL / FINISHES

—

光線 LIGHTING

—

中期 MID-TERM

- 在濕區設置扶手，避免滑倒。
Grab bars should be installed in the wet area to avoid slipping.

長期 LONG-TERM

- 若然通道高低不平，應安裝扶手輔助。
Grab bars should be provided where there is level change.

- 盡量鋪設無梯級、無高度差距的無阻通道。
Level changes should be minimized.

- 廚房通道需容許雙向人流通過。
Sufficient width to allow two-way human traffic.

- 通道的闊度需容納輪椅人士及使用步行輔助架的用家通過。
The width of corridors should cater users with wheelchairs and walking aids.

- 工作檯和吊櫃高度可稍為降低，方便第三齡用家使用。
Height of work tables and cabinets to be slightly lowered for the ergonomics of the users.

- 電器應放在電掣附近，電掣及燈掣應安裝在方便使用的高度。
Equipment should be placed close to electrical sockets. Switches to be located at a comfortable height for the users.

- 盡可能保持對流通風。
Cross-ventilation should be allowed.

- 廚房用地及斜台應加設防滑地墊，避免意外發生。
Slip-resistant materials should be applied to kitchen floor and ramp to avoid accidents.

- 建議加設吸音裝置，減少聲音回彈。
Sound-absorbing materials should be used to avoid bouncing of noise.

- 避免使用發亮或反光材料。
Non-glossy materials should be used.

- 所有區域需提供充足光線。
Ample lighting should be provided in all areas.

- 所有空間的照明度應保持平均。
Uniformity of illumination level should be maintained for any space.

- 用餐區燈光需達150至200勒克斯光度，廚房工作區域需達500勒克斯光度。
Min. 150-200 lux at dining area.
min. 500 lux at kitchen area.

- 櫃內應提供LED燈作照明。
LED lights should be provided inside the cabinets for better visibility.

- 當工作區有兩個出入口，須於內外設雙路開關電掣。
When there are two entrances to the work area, double-switching system at each entrance should be installed.

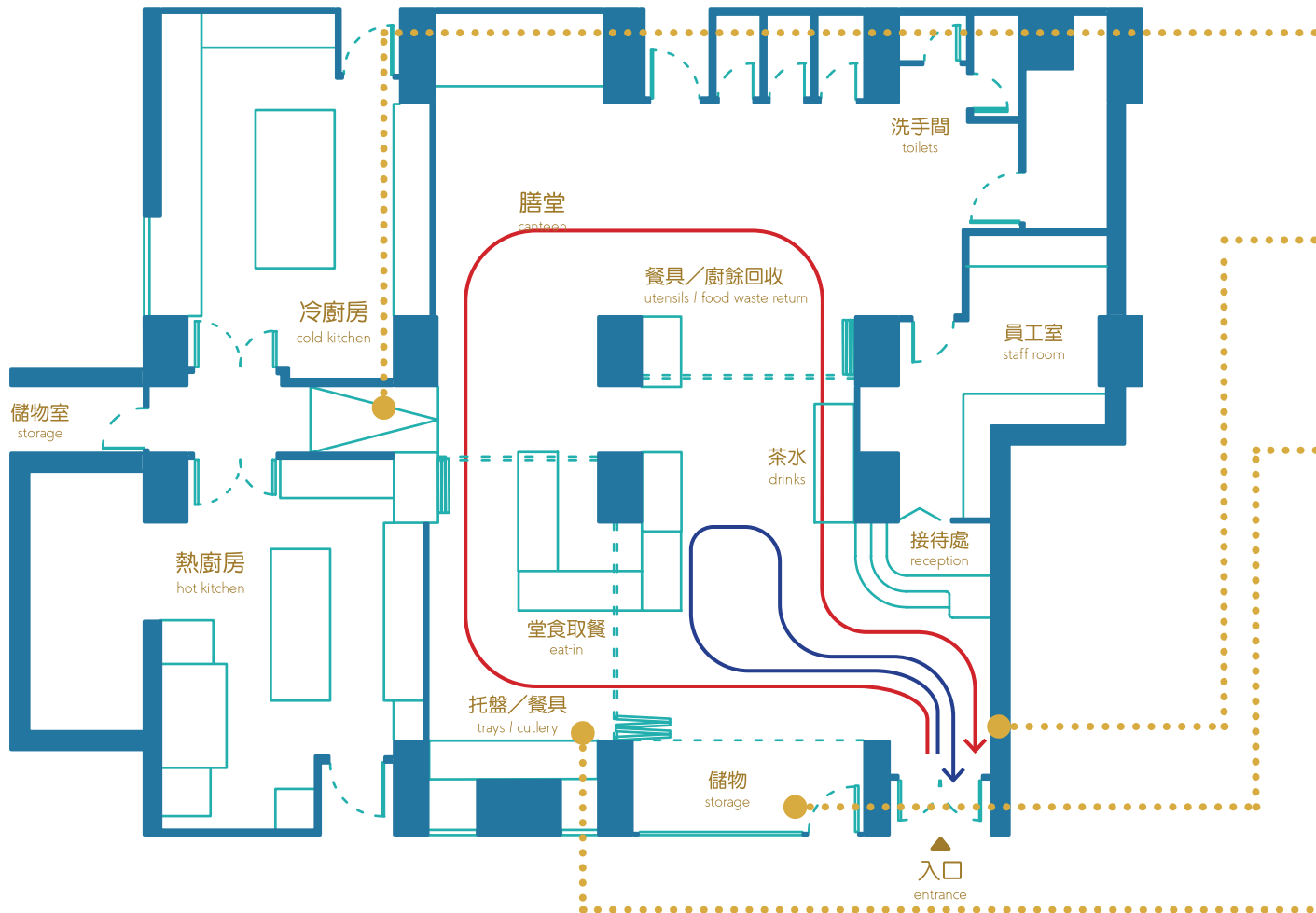
01

空間與傢俬

LAYOUT & FURNISHING

建議前廳佈局： 陳婉珍第三齡義工中心暨膳深軒

SUGGESTED FRONT OF HOUSE LAYOUT
FOR JCDISI COMMUNITY KITCHEN



基本原則

General Principles

L 通道應保持最少105厘米的淨闊度。

Grab bars should be provided where there is level change.

M 堂食區及外賣區應分流，避免重疊路線。

Grab bars should be provided where there is level change.

L 建議分配獨立的儲物空間。

Grab bars should be provided where there is level change.

M 堂食的區域劃分應按堂食的流程，先取餐具、後取餐、回收餐具及廚餘作佈局。

Grab bars should be provided where there is level change.

S 短期
SHORT-TERM

M 中期
MID-TERM

L 長期
LONG-TERM

02

營運步驟與流程

OPERATIONAL ROUTING & LOGISTICS

短期

SHORT-TERM

工作流程 ROUTING

- 安裝食物保溫櫃，減少工作人員出入次數。
Provision of food warmer to ensure food temperature is maintained. This will reduce number of repeated trips made by staff.
- 簡化工作流程，避免工序重覆。
Efficient routes should be designed to minimize repeated trips.

送貨 DELIVERY OF INGREDIENTS

- 食材宜選較細輕巧的包裝，減輕搬運壓力。
Ingredients with smaller packages should be preferred to avoid heavy lifting.

分發食物 DELIVERY OF FOOD

- 建議使用食物保溫箱，減少第三齡義工來回出餐。
Suggests using insulated containers for third-age staff to minimize the walking distance for serving food.

儲物／倉存 STORAGE

- 易燃物料(如發泡膠和紙張等)，應避免或不應放置在火爐附近。
Only storage of non-combustible items should be permitted.
- 不應擺放任何物件在爐頭附近，如食油或調味料等，因為這些物件通常使用易燃的塑膠容器盛裝。如有需要，應加裝不鏽鋼托盤。
Avoid placing any items by the stove area, such as cooking oil, condiments etc. because these items are usually contained in combustible plastic containers. If unavoidable, bottles should be placed in a tray made of stainless steel metal to avoid direct contact of fire.
- 廚房禁止存放任何個人物品，如手提電話及銀包。
No personal items such as mobile phones, wallets etc., should be stored in the kitchen.

溫度控制 TEMPERATURE CONTROL

—

垃圾處理 DISPOSAL OF WASTE & OTHER ITEMS

- 建議把垃圾分細袋安裝，減輕搬運壓力。
Suggest using small disposal bags to avoid overloading.

中期 MID-TERM

- 每個食物保溫櫃應選用較細容量，以便運送。
Choose food warmer tray of lower capacity to allow the users to carry more easily.

長期 LONG-TERM

—

—

- 生熟食材運送路線需分開，減少交叉感染。當若未能分開，地面應鋪設地墊方便清潔。
Paths for delivery of raw ingredients and delivery of cooked food should be separated to avoid cross contamination. If space does not allow, the floor should be covered by lining during delivery.

- 盡量縮短食物傳送路線，減少變壞機會。
Shorter distance between the food preparation room and food counter should be provided.

- 食物運送路線應避免有高差和障礙。
The path of food delivery should be free from obstacles and level changes.

—

- 保持樓梯通道暢通，不應存放任何雜物。
Corridors should remain clear. No items should be placed on the floor or hung along the walls.

- 需維持平均溫度及濕度。
Temperature and humidity to be carefully maintained.

—

—

- 垃圾處理路線與食物路線需要分開，避免交叉感染。
Disposal route should be separated from the food route to avoid cross contamination.

03

標記與指示牌

LABELS & SIGNAGE

短期

SHORT-TERM

顏色對比

COLOUR CONTRAST

- 建議使用不同顏色作分類識別。
Different colours should be used for different categories of labels and signage.
- 加強對比顏色方便辨認。
High colour contrast should be used for easier differentiation.

字體

FONT

- 使用工整字體，易於閱讀。
Font should be easily readable.
- 建議放大字體，方便長者閱讀。
Font size should be enlarged for better reading from a distance.

圖案

GRAPHICS

—

材料

MATERIAL

—

地點

LOCATIONS

- 應提供準確及仔細的路線指引。
Adequate directory and way-finding signage should be provided.

類別

TYPES

- 嚴格實行先進先出系統，清楚標籤食材開瓶及最佳食用日期。
Food items / Concept of First In First Out (FIFO)
1) Opening date
2) Expiration date
to notify staff of order of use.
- 在沒有機械設備輔助時，一個成年男性最佳情況下可搬運的物件不應超過16公斤。女性可搬運的重量應減輕三分之一。
The maximum permissible weight of load transported without mechanical aids for an adult male worker under optimum conditions should not be over 16kg. For female workers, the weight should be reduced by one third.

中期
MID-TERM

長期
LONG-TERM

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- 廚房工序、工具教學可加設圖象說明，方便理解。
Photos of procedures and objects can be included for better understanding.

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- 應多用圖象表達，滿足不同教育程度用家。
Icons should be used widely to cater different educational levels of the users.

- 應選耐用及防水物料。
The material of signage should be durable and waterproof.

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- 應採用不反光物料。
Anti-glossy materials should be used.

- 指示牌應安裝在合適高度和沒有視線阻擋的位置。
The directory and way-finding should be placed at a comfortable height and at every corner.

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- 每個工具、電掣和燈掣都應貼有說明標籤。
Labels at each equipment and switches should be prepared.

- 清晰而詳細地列明每個工作流明。
Work Procedure: labeling with instructions of each work procedure.

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- 在搬運超過8公斤的重物時，應貼上重量標籤；並根據義工的體能及需要使用輔助工具或與同伴合作搬運。
Heavy duty label should be placed when lifting heavy goods more than 8 kg; equipments and assistance should be used and offered according to volunteers' physical fitness and needs.

- 工作流程說明應安裝在合適高度。
The signage should be placed at a visible height.

04

設備 EQUIPMENT

制服 CLOTHING / UNIFORM

煮食用具及機器 COOKING UTENSILS & MACHINERY

用品存放 PLACEMENT / STORAGE

新型機器 NEW EQUIPMENT

小工具 GADGETS

短期 SHORT-TERM

- 提供制服，保持整潔，避免穿著個人服飾。
All staff should be provided with uniform to promote tidiness and cleanliness. Avoid wearing personal items of clothing when at work.
- 所有在廚房工作人員需配戴口罩和手套。
All kitchen staff should be required to wear gloves and masks.
- 所有在廚房工作人員需穿著防滑鞋。
All kitchen staff should be provided with anti-slip boots.
- 需加以防護煮食器具有危險的部分，如刀刃。
A standardized uniform with name tag can build the team spirit of the third-age users.
- 須關掉沒有使用的電子儀器，於清潔前先拔掉插頭。
Machines should be switched off when unused and should be unplugged before cleaning.
- 洗碗碟機附近不宜放置食材及其他煮食用具。
Area around the dishwasher should remain clear.
- 建議可購買已切碎和去皮等食材，減少需要重複性準備工作。
Food items that require repetitive preparation work (chopping, peeling, etc) are preferred to be delivered as prepped ingredients.
- 建議使用智能廚房小工具，例如帶儲罐的砧板、拉環開罐器、滾刀、易拉拔插頭工具、長柄勺子、二合一抹刀鉗等。
Smart kitchen gadgets should be used, for examples, cutting board with storage tank, ring pull can opener, rolling knives, and easy pull plug tool, long handle spoon ladle, 2 in 1 spatula and tongs etc.

中期 MID-TERM

- 建議提供制服和名牌，增強第三齡用家歸屬感和團隊精神。
A standardized uniform with name tag can build the team spirit of the third-age users.
- 提供衛生訓練。
Training for hygienic considerations should be carried out.

長期 LONG-TERM

- 不需鞋帶的防滑鞋較適合第三齡用家。
Anti-slip boots with no shoe laces should be selected for the third-age users.

- 可加上一個水龍頭在湯煲下方，方便員工分湯。
To avoid strains, for deep pots such as soup pots, a valve should be installed at the bottom to alleviate the staff's posture.
- 多運用特別設計的廚房工具，以方便第三年齡用家的工作。
Special kitchen tools and utensils to be implemented to facilitate the work of the third-age users.
- 安裝足夠提示標籤。
Adequate reminder labels should be provided.

- 電爐較明火爐安全。
Provision of electric stove instead of gas stove is recommended.

- 應將蒸爐和炸爐分開放置。
Avoid placing steamers and fryers adjacent to each other.

- 建議增設可幫助煮食效率的機器，例如炒飯機和專業攪拌機等。
Equipment that increases production efficiency is preferred. For example, automatic stir-fryer and professional blender etc.
- 建議採用專門切食材的工具，避免拉傷。
Chopping equipment should be used to avoid work strain.

04

設備 EQUIPMENT

短期 SHORT-TERM

餐具 UTENSILS

- 建議採用年齡友善餐具，包括可彎曲的餐具、帶有輔助夾的筷子、易用有邊碗、智能杯子和碗、托盤連防滑墊。
Upgrading of utensils, including: bendable utensil set for the users in need, chopsticks with aiding clip, easy scoop rim bowl, smart cups and bowls, tray with non-slip grip mat.

步行輔助器 WALKING AID

- 在餐檯位置應安裝拐杖扣，方便第三齡用家。
Lock for placing walking cane should be provided in the eating area.

儲物 STORAGE

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把手 KNOBS

—

電／燈掣 SWITCHES

—

堂食區 SEATING AREA

- 可轉動坐椅或坐墊方便第三齡用家。
Turnable chairs or sitting cushions should be selected for easier maneuvering of the third-age users.
- 餐盤應配有防滑墊。
Non-slip serving tray should be used for food serving.
- 提供可以固定拐杖的輔助工具，如拐杖固定夾，固定拐杖在枱邊，避免絆倒生意外。
Provide walking stick holder for third-age customers near the table to stop it from falling that could trip over them.

中期
MID-TERM

長期
LONG-TERM

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- 應使用可趟式廚櫃及易拉櫃桶。
Retractable easy overhead kitchen shelves and cabinet drawers should be used.

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- 應使用圓形門鎖開門手握或槓桿形手柄。
Door knob grippers or bar-type handles should be provided in all areas.

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- 電掣和燈掣應使用直按式開關。
Switch grip should be considered for third-age users.

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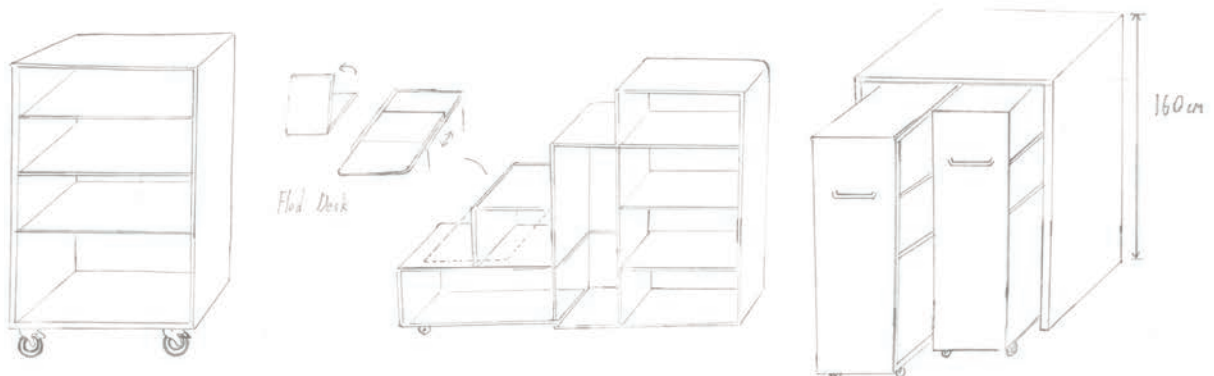
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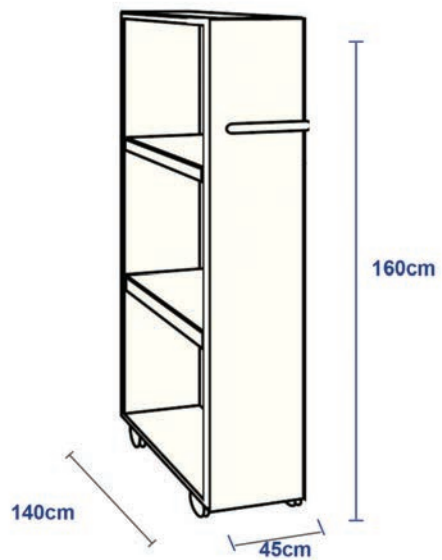
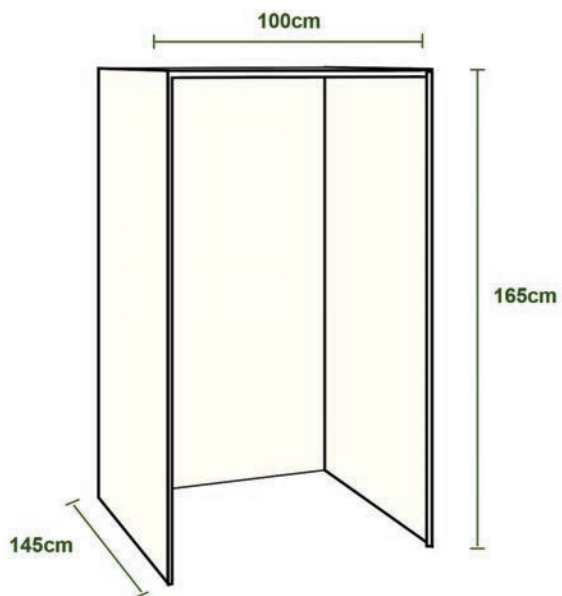
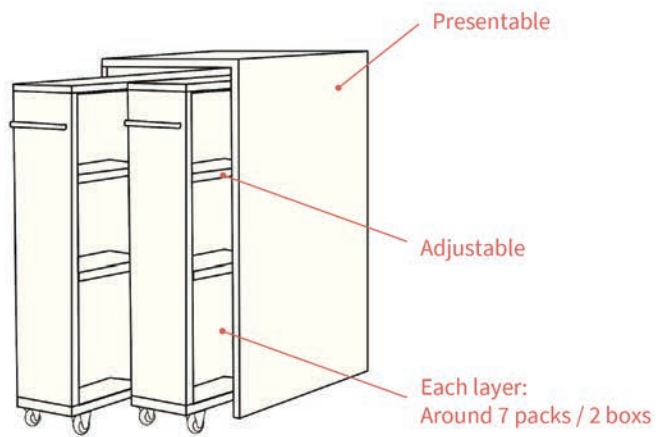
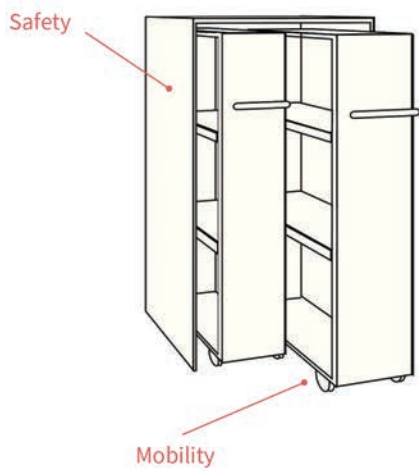
04

設備 EQUIPMENT

儲物設計 STORAGE DESIGN

可移動儲物櫃
Movable storage cabinet





短期 SHORT-TERM

工作方法 WORK METHOD

- 首次工作的義工須了解廚房工序及安全指引，負責人須舉辦定期培訓活動，加深記憶。
All volunteers should be briefed on correct work methods and safety precautions on their first day of work. Regular drills and workshops should be held to refresh the memory.
- 應令義工清晰知道自己分工、儲物分類及存放工具的位置。
Division of work, tools category and storage details should be clear to all volunteers.

動作姿勢 BODY POSTURES

- 應提供動作講解予所有工作人員和義工，減少工傷可能性。
Training should be given to the staff and volunteers to minimize injuries.

機器操作 MACHINE OPERATION

- 須向所有員工及義工詳細講解機器的操作步驟。
All machine operations should be briefed properly to all staff and volunteers.

食物／材料處理 PRODUCE/ FOOD TREATMENT

- 避免交叉污染：
1) 垂直分隔 - 蔬菜、乾／濕食材
2) 橫向分隔 - 應根據類別儲存乾濕食材
3) 熟和生的食物必須分開
To avoid cross-contamination:
1) Vertical separation - Vegetables, dry food VS wet food items
2) Horizontal separation - Food should be stored according to the categories
3) Cooked and raw food should be separated

處理儲物 STORAGE

- 應採用清楚儲物系統。
Clear storage systems should be implemented.
- 減少搬運過重材料，建議拆細分量儲存。
Heavy good should not be carried by the third-age users directly. The goods should be divided into smaller packages before putting into storage.

中期
MID-TERM

長期
LONG-TERM

- 適當標籤和指示可協助第三齡用家記憶。

The briefing should be supported by proper signage and instruction guides for the third-age users.

—

- 每日工作開始前，工作人員應提供工作講解予義工，幫助理解工序問題。

All volunteers should be briefed on daily tasks by a permanent member of staff. A debriefing feedback session is also recommended to go over the day's work.

- 建議工作前先進行熱身伸展運動。

Stretch before work.

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- 高危險性工作應避免由第三齡用家進行。

Difficult or high-risk machines should not be operated by the third-age users.

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06

安全檢查與記錄

INSPECTIONS & RECORDS

檢查 INSPECTIONS

短期 SHORT-TERM

- 應每日和每週安排檢查水渠、材料儲存、工具和設備。
Regular daily and weekly inspections should be arranged, including the drainage, ingredient storage, utensils and equipment.
 - 應安排定期檢查的記錄供用家查閱。記錄應放置在第三齡用家易見和可接觸到的高度。
Regular inspections with record sheets should be arranged. Record sheets should be placed at an easily visible and reachable height for the third-age users.
 - 明渠應常用熱水沖洗，防止油污積聚。
Cleaning nullah with hot water to avoid a grease trap.
 - 應定期檢查所有機器及工具，如溫度計，並記錄外界捐贈物資。
Regular inspection should be applied to all facilities and tools, such as thermometers. Keep track of all the donations.
-
- 應準備一份清單作紀錄用途，每星期更新一次。
A checklist should be set up and updated weekly.

紀錄 RECORDS

中期
MID-TERM

—

長期
LONG-TERM

—

-
- 指導第三齡義工以清單作記錄。
Third-age volunteers and staff should be trained to use the checklist.

—

短期

SHORT-TERM

種類

DIVERSITY

- 應提供不同的飲食選擇，如素食餐單。
A variety of menu should be provided for different diets.
- 在餐單加上懷舊名稱、圖像等，可喚起第三齡人士的記憶，增加他們的傾談話題。
Menu that triggers memories can be considered to encourage conversations among the users.

消化度

DIGESTIBILITY

- 若在較多長者用家的社區廚房，應避免選用較難消化及肥膩的食物，如金針菇、粟米、花生、芝士等食材。至於肉類方面，可選擇肉片或碎肉。
In a community kitchen with quite a lot of elderly service users, it is advisable to avoid choosing food items that are difficult to be digested and fatty food, such as enoki mushroom, corn, peanuts and cheese etc. For meat products, service provider can choose shredded or minced ones.
- 對於咀嚼有困難的人士，避免採用含碎骨的食物。當烹飪魚類菜式時，請選擇魚肉較大片的魚類，減少在烹調過程中，魚肉容易散開及藏有細骨的問題出現。至於長者的餐類可選擇魚柳代替。
For people who have chewing and swallowing difficulty, avoid choosing food items with small bone pieces. When cooking with fish items, it is suggested to pick those with larger size because they are less easy to be torn apart and less chance to find tiny bones in-between. For the menu of elderly users, fresh fish can be replaced by fish fillets.

口感

TEXTURE

- 應多提供不同口感的食物。
Different textures should be provided.

咀嚼度

CHEWINESS

- 若社區廚房有較多第三齡用家，應選擇較易咀嚼的食材。
Less chewy ingredients should be selected for community kitchens with more senior third-age users.

食物安全

FOOD SAFETY

- 小心處理易變壞的食物，如雞蛋、豆腐及奶製品等。
Avoid easily perishable food items, such as eggs, dairy, etc.

中期
MID-TERM

長期
LONG-TERM

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08

激勵措施 INCENTIVES

短期 SHORT-TERM

社交 SOCIAL

- 建議採用措施鼓勵社區廚房內的社交活動。
Incentives to encourage social life in the community kitchen.

個人 PERSONAL

- 建議採用措施增加歸屬感。
Incentives empower the sense of belonging to the community kitchen.

經濟 MONETARY

中期 MID-TERM

- 建議安排工作分配時，考慮兩人為一組，讓他們可以一起工作，分享工作日常，互相幫助。
Putting a team of two when assigning works. They can help each other by sharing the work.
- 可考慮提供烹飪班給第三齡義工和家人。
Cooking classes for volunteers and their family members.

-
- 可考慮讓第三齡用家一起決定菜單。
To involve the staff and volunteers in the recipe design.

- 建議給予義工彈性，調動工作時間，以便他們處理自己一些突發或緊急的事件。
A flexible working schedule is good for volunteers to shift their working days in case they have any urgent matter.

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長期 LONG-TERM

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- 建議提供鼓勵性津貼或措施，例如交通津貼、推行時分換領券等。
Suggests providing subsidies or measures to incentive users and volunteers. such as transportation subsidy and Time-point voucher.
- 建議增加更多義工參與及工作體驗機會，例如彈性服務時間、工作實習計劃等。
Recommend increasing more opportunities for volunteer participation and working experiences. such as flexible service hours or volunteer internship programs.

08 激勵措施

INCENTIVES

小膳蜂品牌設計

BRANDING DESIGN

社區廚房標誌
Community kitchen logo



義工章
Volunteer badge



少於一年
<1 year



多於一年
1 year or above



多於兩年
2 years or above



多於三年
3 years or above

08 激勵措施

INCENTIVES

小膳蜂品牌設計

BRANDING DESIGN

名牌 / 制服
Name badge / Uniform



告示牌
Notice board

小膳蜂

第三齡人士是什麼？

可以按個人喜好，自由參與興趣的人士

第三齡義工又是什麼？

為強化社區支援網絡，「慈深軒」積極招募第三齡人士為義工，發揮所長，善用退休時期，貢獻社會服務社群。

我們的義工活動

7至10月份

3至6月份

膳深軒

今天的飯餐

湯： 菜：

A： B：

加餸：

當值社工

當值小膳蜂

關於小膳蜂紀念徽章

小膳蜂紀念徽章的設立是為了鼓勵第一至位「膳深軒」服務義工參與的工作。

一年內

一年或以上

兩年或以上

三年或以上

08 激勵措施

INCENTIVES

餐餐膳友獎勵計劃 VOLUNTEER REWARD SYSTEM

膳心點數儲蓄存摺
Volunteer point passbook



獎勵換領

Volunteer point passbook

新春旅行

- 日期：4月19日
- 時間：上午10:00-16:30
- 地點：本中心
- 對象：中心會員 & 2個義工優先機會
- 名額：10個 + 《2個義工優先參加中心活動》
- 費用：義工 (只需繳付\$20)

花藝班 A班

- 日期：4月13日, 4月20日
- 時間：下午14:00-15:30
- 地點：本中心
- 對象：中心會員 & 2個義工免費優先機會
- 名額：10個 + 《2個義工可免費優先參加中心活動》
- 費用：免費

水墨畫班

- 日期：4月21日
- 時間：上午10:00-12:30
- 地點：本中心
- 對象：中心會員 & 3個義工免費優先機會
- 名額：10個 《3個義工可免費優先參加中心活動》
- 費用：免費

一人一劇場 A

- 日期：4月20日, 4月27日
- 時間：上午10:00-13:30
- 地點：本中心
- 對象：中心會員 & 3個義工優先機會
- 名額：10個 《3個義工優先參加中心活動》
- 費用：義工 (只需繳付\$20)

3月份「餐餐膳友」換取社區服務精選

產品	所需點數
剪髮服務 (2個名額) 1) Salon NN 地址：石硤尾巴城街50號石硤尾邨美山樓4號舖 電話：2778 5180	50點數
補鞋服務 (4個名額) 1) 康強補鞋 地址：石硤尾街市181號舖康強補鞋	10點數
改衣服服務 (2個名額) 1) 美意屋改衣專門店 地址：石硤尾街市	40點數
2磅 洗衣服服務 (5個名額) 1) 大白兔乾濕洗衣 地址：石硤尾偉智里2號金玉大廈地下221,220號舖	40點數

08 激勵措施

INCENTIVES

卡牌遊戲

BOARDGAME GATHERING



飯餸牌
Dishes card



煮叉牌

Functions card



功能牌

Functions card



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關於 理大賽馬會社創「騷·In·廬」

ABOUT POLYU JOCKEY CLUB "OPERATION SOINNO"

由香港理工大學(理大)賽馬會社會創新設計院主辦及香港賽馬會慈善信託基金捐助，於2018年開展，計劃為期三年，以期匯集社會各方，以創新理念和務實可行的社會創新方案，應對多項社會挑戰，共同改善香港的生活。以應對香港「雙老化」(即人口老化及住屋老化)的複合效應為工作的策略焦點，聯合學術界、非政府組織、專業團體、熱心的社會人士、企業和政府，攜手構建創新方案，並按此制訂建議的實際行動。

Organised by the Jockey Club Design Institute for Social Innovation (JCDISI) at The Hong Kong Polytechnic University (PolyU) and funded by The Hong Kong Jockey Club Charities Trust, the 3-year social innovation project commenced in 2018 aims to innovate solutions, in collaboration with a wide spectrum of stakeholders, to respond to social challenges with a view to improving life in Hong Kong. JCDISI puts its strategic focus on tackling the combined impact of "Double Ageing" (ageing of people and building) in Hong Kong, the programme would engage the trans-disciplinary forces of academia, non-governmental organisations, professional bodies, members of the public, corporations and the Government to generate innovative ideas and practical actions.

項目四大範疇

The Four Pillars of the project



ONE FROM HUNDRED THOUSAND
「十萬分之一」社創研討會

「十萬分之一」社創研討會 - JCDISI相信，假若每十萬人之中有一人，即香港七百多萬人口當中的七十多名市民，能貢獻時間、熱誠、知識與創意，攜手合作，定能為特定的社會議題帶來創新的解決方案。透過一系列的參與式研討會及工作坊，收集市民對社會議題的意見、促進討論，並共同設計務實和創新的方案。

'One from Hundred Thousand' - to organise a series of participatory symposia and workshops open to the public to collect views on social issues, facilitate discussion and co-create solutions. JCDISI names the platform based on the belief that if one person from every 100,000 people (i.e. 70+ persons from the 7 million+ population of Hong Kong) can sit together and contribute their time, passion, knowledge and creativity, they can innovate solutions for a specific problem.



ACTION PROJECTS
社創行動項目

社創行動項目 - 聯合非政府組織、專業團體和學術界，把「十萬分之一」社創研討會上衍生出來的創新理念，轉化成可以執行的設計及專案原型。

'Solnno Action Projects' - to collaborate with non-government organisations, professional bodies and academia for developing innovative ideas generated at 'One from Hundred Thousand' into designs or prototypes.



DESIGN EDUCATION
啟迪創新習作

啟迪創新習作 - 將社會創新和設計思維引入中學課程，培育青年成為社會創新推動者，內容包括為中學師生開設社會創新工作坊、製作多媒體互動教材等等。

'Solnno Design Education' - to introduce social innovation and design thinking into the curriculum of secondary school education to nurture students as social innovators. Social innovation workshops will be organised for students and teachers and multi-media interactive teaching kits will be developed in this regard.



KNOWLEDGE PLATFORM
社創知識平台

社創知識平台 - 以不同形式（如學術論文、短片、設計與指引、個案報告、工作坊、地區及國際會議、展覽等），記錄是項計劃的各環節，包括社會創新過程、創造的方案與知識等等，並公開予公眾參考應用。

'Solnno Knowledge Platform' - to document and disseminate for public use the social innovation experience and knowledge generated from the programme through various formats, including academic papers, videos, design and practice guidelines, case study reports, workshops, regional and international conferences and exhibitions.

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同心同步同進 RIDING HIGH TOGETHER

EVERYONE IS
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AGE-FRIENDLY
SOCIETY!

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POLYTECHNIC UNIVERSITY
香港理工大學



J.C.D.I.S.I.
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