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DEPARTMENT OF SOCIAL WORK

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Please scan the QR code and Join our Social Work Alumni Network !

HONG KONG SHUE YAN UNIVERSITY DEPARTMENT OF SOCIAL WORK



The kopak and "hero trees" are blooming again! Unlike last spring though, when we were hard hit by Covid-19, there is hope in the air! In the past year, we have seen a tremendous amount of resilience, perseverance, and ingenuity in each and every one of us, doing our part to fight the pandemic. As a community, we can now see light at the end of the tunnel.

There was also hope in the air when fellow social workers gathered together in our Annual Departmental Seminar to re-examine and rekindle what social workers know about advocacy and how we practise it. In this 2nd issue of *The Ordinary*, we have recaptured the enlightening speeches of the advocacy seminar and also shared with you how social workers advocate for and support caregivers. You will hear the voices of our alumni as well, telling their stories about caregiving.

Congratulations to our 2019 and 2020 graduates!! We are proud of you and look forward to your contributions to the community!

Of course, we extend a warm welcome to new staff members who have joined our Social Work Department family. This new spring in 2021 has brought us new energy, new hope and new dreams!







ADVOCACY IN SOCIAL WORK EDUCATION: THE PAST, PRESENT AND FUTURE

On Oct. 23, 2020, the Department of Social Work organized a webinar which attracted over 200 registrants attending the event online or on site at the University campus. The webinar, supported by the Hong Kong Association of Schools of Social Work explored the theme "Advocacy in Social Work Education: The Past, Present and Future". Prof. Cecilia Chan, Prof. Simon Shen, Prof. Ching-man Lam, and Mr. Francis Ngai delivered some very insightful speeches on the meaning, significance and development of advocacy in the past, today and in the future.

Participating in advocacy -"Hope to effect changes"

Dr. Raymond Chui of the Department shared the results of a survey on Social Work Advocacy conducted in early 2020. The survey gathered the views of 158 social workers and social work students. Results of the survey indicated that the respondents' knowledge of advocacy ranges from intermediate to high levels. The social issues they were most concerned about included "Freedom, Rights and Democracy", "Social Conflict", "Poverty" and "Mental Health and Stigmatization". The top 3 reasons for participating in advocacy in descending order are (1) Hope to see things change; (2) Personal value orientation and (3) Professional responsibility. (See Table 1)

Table 1:		
	Social Workers	Social Work Students
	(n=80)	(n=78)
Understanding of the concept of Advocacy		
P= 0.028 (p<0.05)	3.757	3.560
Social issues that have been advocated or intend to advocate	9	
Freedom, Rights and Democracy 0.007 (p<0.01)	43.8% (Top)	65.4% (Top
Social Conflict	37.5% (Second)	51.3% (Second
Poverty	37.5% (Second)	48.7% (Third
Mental Health and Stigmatization	31.3% (Third)	48.7% (Third
The main reason for participating in Advocacy *		
1) Because I want to see things change	4.100	4.013
2) Because of my personal values	4.013	3.808
3) Because this is my professional responsibility	3.838	3.744
* (Score between 1-5: the higher the score, the reason is more important)		





According to the survey, social workers believe that effective ways of implementing advocacy include: starting from serviceusers' points of view; ensuring that service users would be able to acquire relevant services and information; providing timely guidance and support to service users.



Change the "I" to "We", Illness becomes Wellness Prof. Cecilia Chan

HONG KON DEP ANNUAL VOCECICY ID The Past,

From "illness" to "wellness"

Professor Cecilia Chan, Emeritus Professor of the Department of Social Work and Social Administration at the University of Hong Kong, looked

back to the past and pointed out that practising advocacy has never been a rivalry between friends and foes. Rather than viewing advocacy as a "fight" between right or wrong, good or bad, the process could be entirely different if we would change the "I" in the word illness to "We". Wellness would connotate less dispute, more love; more forgiveness and more understanding, all of which are important ingredients when advocating. Promoting peace, harmony, balance and love in advocacy is my wish", she said.

Professor Chan further suggested that social workers could strive to attain the vital attributes listed in the CHEERS Model to strengthen their abilities to carry out advocacy work. CHEERS stands for commitment, holistic, empowerment, empathy, resilient, and strengths focus. Advocacy education should not be limited to community development courses, but built in throughout the social work curriculum. Social work practice could also go hand in hand with body and mind wellness education.

'ME' as the mirror image of 'WE' Mr. Francis Ngai



Social innovation starting small and starting from ourselves

For Mr. Francis Ngai, the founder and CEO of Social Ventures Hong Kong, the essence of advocacy is bringing about change. Driving new values and changes not only require a mindset change, creativity also plays an important role. Francis described how he had brought about changes (or advocacy) with innovative social projects and initiatives such as Green Monday, Green Common, RunOurCity and Light Be, which merge creativity within social change.

We need to "free ourselves to free our world", Francis added. He believes that in our post-industrial society, everyone could be an effective change maker if he or she thinks deeply about the real meaning of "success". Our work should not only be defined by the amount of money it generates, but also by social impact. Echoing Cecilia's play on words, Francis sees 'ME' as the mirror image of 'WE'. Every small part in an individual's life could create impacts that would affect the community and future generations. He emphasizes that to solve problems in our neighbourhood and society, diversified thinking is a necessary catalyst to social change. Advocacy in the social service arena, could incorporate innovative business ideas to co-create new resources which would not otherwise be provided.

Wonder what will be Francis' next project? He is re-imagining a purpose-driven city through the establishment of an Impact Purpose Organization (IPO) to build a more just world. A perfect marriage between business and social work to create impact for all.



Embracing Hope

Professor Simon Shen, an international relations specialist and Adjunct Associate Professor of the Faculty of Social Sciences at the Chinese University of Hong Kong, argues that while the 4th Industrial Revolution, "Uberization" and the removal of intermediaries or "disintermediation", have resulted in unprecedented shifts in the work force

and the future profile of labour supply, the social work profession has an indispensable role to play in human connections. "Hence, social work students must remember that the art of human services, i.e., human relationships and interactions cannot easily be replaced by artificial intelligence", Prof. Shen explained. "At the same time, the 4th Industrial Revolution, in conjunction with big data and commercially driven algorithms used extensively in the social media are generating gaps and polarization in our society." New technology is also altering our perceptions of reality, and for that matter, 'truth', Prof. Shen added.

Prof. Shen sees the arrival of the internet age as a big challenge for social workers. On the one hand, the technologies have transformed communication between social workers and service users. On the other hand, the trend of "disintermediation" has empowered service recipients to become service providers. The social work profession has to be engaged in proactive reflection to review its unique role and purpose. Simon concluded by saying to the participants "no matter what our society looks like, we must not lose hope".

Prof. Ching-man Lam, Adjunct Professor of Department of Social Work at the Chinese University of Hong Kong, echoed the positive mindset of all the guest speakers by articulating the importance of collaboration and innovative thinking. As social workers we have to be steadfast in what the profession stands for, what the profession values and rekindle our professional responsibility to make positive changes, Prof. Lam emphasized.



As a final remark, Dr. Margaret Wong, Head of the Social Work Department joined Prof. Lam in stressing the importance of social work education to instill knowledge and values pertaining to justice and equality and to advocate for a better society for all. In the process, Dr. Wong quoted what Eileen Younghusband, the pioneer of social work education and training, said in terms of the "essential capacities of all good social workers are to think, to act and to relate." Let's not forget about "to Dream" as well, Dr. Wong added.

CARE FOR CAREGIVERS: ADVOCACY IS, AND IS NOT ...

This article features two interviews which The Ordinary conducted with Ms. Erica Lee of The Hong Kong Down Syndrome Association and Mr. Louie Lou of Services for the Elderly, Caritas-Hong Kong to talk about their experiences in supporting and working with carers, especially family members who are caring for persons with intellectual disabilities and / or older adults with chronic medical conditions. Speaking to the reporters of The Ordinary, both Erica and Louie stress the urgent need to build a caregiver-friendly society and the importance of the helping professionals to advocate on behalf of the carers.

Carers' Tragic Incidents: Complex relationships between carers and the care receivers

Many tragic family incidents related to carers have happened in the past few years (Table 2). The latest one involved a suspected murder-suicide case of a mother who strangled her 21-year-old son who had intellectual disabilities, before attempting to commit suicide. Such tragedies reveal the fact that carers' needs are either being overlooked and neglected or insufficiently addressed by existing services, service providers and policy makers.

Table2: Family tragedies related to caregivers in recent years



Relationships between carers and those being cared for are complicated. A carer is not simply a person who is providing tangible or material care for another person. In many cases, we are addressing overwhelming feelings of guilt, refusal, denial and responsibility on top of frustration, stress, hopelessness and at times a glimpse of hope which the caregivers hang onto. We might be talking about parents who have never overcome selfblame for having given birth to a disabled child. We might be talking about an elderly couple married for 50 years one of whom now has to look after his/her spouse who has had a stroke. We might also be talking about a sibling who is obliged to look after his/her brother or sister who is suffering from terminal illness while at the same time juggling between work and looking after his/her own family.

Advocacy is about positive changes for those who have reached an impasse, who are desperate and can see no light at the end of the tunnel. Advocacy is not just the provision of programmes and services. Advocacy is not about professional jargon and processes. Nor is it about a bunch of hard data, statistics, tools, models or means. Advocacy is about real people with real lives and situations. Advocacy is about understanding the "symbiotic" relationships between carers and those being cared for as well as the emotions involved in such relationships. Without such understanding, professionals and policymakers will only be paying lip service, and providing stop gap measures which will not touch the hearts of the carers nor probe the heart of the matter. The challenges for carers abound, so could the solutions as our guests shared in this article.







Untying the Knot in the Aging Caregivers' Hearts

"The waiting time for a place in a residential home for moderately intellectually disabled persons is usually more than ten years", Ms. Erica Lee, Service Manager of Integrated Family Support Services, The Hong Kong Down Syndrome Association, pointed out in the interview. The older the parents get, the more their ability to look after their children diminishes. The long waiting time is sometimes so unbearable that the elderly parents as carers can no longer carry on. Erica emphasized that "on one hand, we have to urge the government to commit additional resources to support caregivers and start an early plan, on the other hand, we have to let carers know that they are not alone to fight the battle. There are peers who can support and help each other while they wait for long term care".

"Our network programme and the Care ambassadors create a caring and learning community for caregivers", Erica said. "We have five regional networks across the territory. Local parent meetings and activities are held regularly to share information and personal experiences, offer mutual support and discuss advocacy goals on welfare policies related to Down Syndrome". Just recently, Erica added, "our Parents Committee with another 13 parents groups submitted a joint statement, and then met with government officials to voice out their needs after the tragic incidents that happened in September last year".

Policy planners have to design welfare policies and services addressing the needs of the carers and care-receivers at different stages of their lifespan. Erica quoted another example of the ever-increasing "double aging" problem, where both the person with disabilities and the aging caregiver require care. "We need innovative, progressive service designs to cater for the different needs of carers and care-receivers in different life stages. We also need a key case manager and a system to coordinate with different agencies, using a collaborative platform shared among social workers and allied health professionals. "What about designing double-aging residential homes?" Erica wondered.

Erica does not have a definite answer but she certainly has an open and inspirational mindset and the passion to untie the "heartknot" of aging caregivers.



Plight of Working Caregivers

"A middle-aged woman is often late for work, as she has to change her mother's diapers before she leaves for work. She often feels stressed out not knowing how to explain this to her boss at work." The problems faced by working caregivers caring for an elderly parent are multifaceted as explained by Mr. Louie Lou, Ex-Senior Social Work Supervisor, Services for the Elderly, Caritas-Hong Kong.

The one humble wish of a carer is "to have her hair cut and an hour of personal time," Louie added. "At the service level, our one-stop service centre provides a comprehensive set of resources and support for carers, with a hotline (Tel, No.: 38920101) and warm-line, different types of training and support groups, as well as seminars. But we need more than flexibility in service provision, sufficient and easily accessible respite care and home care service. We really need to understand the burden and load of the working caregivers." The possibility of providing a carer allowance, and employers and big businesses initiating a more carer-friendly workplace with flexible working hours are worth advocating.

Louie further pointed out that innovative measures overseas, for instance in Japan, where working carers are entitled to enjoy a statutory care leave of 60 days throughout their working life could be explored. "Even a small step, such as advocating for paid care leave of a few days per year for working carers would mean a lot to them."

What about co-creating a caregiver-friendly society? Obviously, Louie is not short of ideas. "Setting up a centralized resource website to facilitate carers to locate services swiftly, efforts to appreciate carers' contributions and raise public recognition of carers' needs, identities and roles are worth committing", Louie suggested. Louie also pointed out that we are not just talking about aged spousal carers, parent carers, but also young carers. The whole concept of crossgenerational care is part and parcel of the solutions ahead.

Solutions are always more than problems

The problems faced by carers are many: lack of home care service delivery and transitional caregiving support; lack of clear policies to initiate and recognize the tangible and intangible needs of caregivers, need for supportive and flexible measures from employers' side Yet, this is the golden opportunity for social workers to act, to advocate for positive changes. Letting the stories of the caregivers be heard is an important first step. Communicating with multi-professionals, the business sector and policy makers to establish mutual trusting relationships is another. As the pandemic pushes the world to a new norm, perhaps our advocacy mindset and efforts should also become the new normal.





Mr. Louie Lou

RSW, has been actively engaged in elderly services in Caritas-Hong Kong for 32 years. Throughout his career as a social worker, Unitin-charge, and Supervisor, he has provided support to carers at social centres, residential care homes etc.. From March 2020 until his early retirement in March 2021, he was employed as the Supervisor at the Caritas Jockey Club Resources and Support Centre for Carers. He continues to take an interest in caregiving issues.



Ms. Erica Lee

RSW, has worked in the rehabilitation field for 20 years, mainly serving individuals with Down Syndrome, Autism Spectrum Disorder, intellectual disabilities or other disabilities and their family members. "Life affecting life", is her belief. She treasures every moment working with service users.



USING A STRENGTHS-BASED APPROACH TO SUPPORT CARERS

Crystal Wang, an enthusiastic and passionate 2013 alumna, is a medical social worker in psychiatric services field. She has several years of experience in mental health and family services. Crystal shares her insights gained during fieldwork placements, and how she now uses them to serve the needs of carers.

Enabling us to see ourselves at our best

Choosing a university major can be overwhelming for some students. This wasn't the case for Crystal. She chose social work because she enjoys working with people. Her knowledge base of psychology helps her connect with, and motivate others in a variety of social settings. To serve and not to be served (非以役人,乃役於人) is the motto that Crystal first learned from her church and secondary school teachers, and is the one by which she now lives her life. A social work degree was the natural choice for Crystal, and she turned down a JUPAS offer that would have led to a career in translation.

The SYU programme has a tradition of three fieldwork placements, Crystal says, with a Preplacement Exposure programme giving students an appreciation of the breadth of social work. During her second placement in the rehabilitation field, Crystal's supervisor enabled her to see her strengths, and use her creativity and passion to help others reach their full potential. "A strengths-based approach inspires me to focus on strengths rather than weaknesses, in both ourselves and our service users. I encourage others to do more once they know what works" she says.



Crystal finds this to be an especially important approach when supporting carers, who are often coping with the practical issues of looking after someone with complex needs, while also juggling their own feelings of guilt, anger or helplessness. Helping carers is not merely a matter of providing a particular programme or service. It is about getting to the crux of an issue, listening to the carers and coming up with different solutions.

For her Honours Project, Crystal interviewed mothers of children with special needs or mental health issues, and found herself learning from their resilience, even if the parents themselves did not realize their own abilities at first. "Their real-life stories about being carers demonstrated their internal resources such as perseverance and courage, even though these mothers were unable to identify the strengths they possessed in their daily struggles and difficulties. The experience reinforced my motivation to explore the resources people already have in themselves that are not being discovered."



Change is difficult but rewarding

Crystal believes that social workers need to understand and respect the practical and emotional needs of service users, instead of simply focusing on their deficiencies to fix "problems". She remembers a case a couple of years ago, when a depressed single mother was trying to cope with her son who has ASD and ADHD. Instead of focusing on the son's behavioural problems, Crystal made extra efforts to discover both the son's and mother's strengths and figured out possible resources to help them cope. As she observed, the mother had a positive attitude and was trying hard to care for her son, but their living environment added stress to the already-difficult situation. Crystal convinced a physician to recommend an urgent housing transfer on medical and social grounds. She collaborated with an educational psychologist at the boy's school to strengthen his supportive network, while at the same time, sought funding for therapeutic treatments and activities for both mother and son. With an improved living conditions and appropriate support, their mental health was much improved. Crystal admits this was "an exceptional case" but says it does demonstrate the value of approaching problems in different ways, and tapping into our service users' strengths and creativity to overcome challenges. "I felt moved and amazed at the outcome for this family," she says.

Social work is more than a job, but social workers are not superheroes

For Crystal, social work is not just a job. She and her colleagues "use professional knowledge to create our vision, accomplish our mission through daily practice, and live out our passion throughout our career". "It is rewarding to serve carers. Indeed, they teach me a lot," she says. "As we all know, social work is not a money-making profession. But it is a profession where I am able to accompany someone when they are going through a hard time."

Satisfaction comes from the privilege of being able to put her values into practice. She truly believes that people's lives can be changed for the better.

"Of course, we are not superheroes. I don't think social workers can solve all the problems, but I have learned how to become a better listener," says Crystal. "What we can offer is to be there and listen attentively, which at the end is what most users want."

Alumni responses (advocacy e-platform)

- Q: What are the challenges experienced by carers which need our advocacy effort?
- A: Please scan the QR code to read some of our alumni's responses, and share your views too.



Alumni News

Cheung Yat Kit, 2013 graduate

"Just the thought of having Shrimp Dumpling, Siu Mai, Fun Gor, Beef rice roll, Steamed Chicken Bundles, and Egg tart makes my mouth water. Did I make you hungry? You are welcome. I moved to New Zealand in 2017 and haven't had a proper yum cha ever since."



Crystal Wang, second from the lef

NEW ACADEMIC STAFF

Mr. Matthew CHAN

With training in the field of social work and behavioural health, I have worked with children and young people for years mainly in school settings. I enjoy working with children and youngsters for their creativity and exuberance. I like listening to their interests, as well as their stories when they are ready to share. Life stories always expand my understanding about the meaning of life.

As for myself, I have a passion for new experiences. Thus, I have diverse interests – literature, culture, history, music, films, arts, sports, health, theatre, museums, nature, and above all, spirituality. All these provide me with new ideas and insights and keep me moving. In the new environment of SYU, I am excited and continue to discover my way forward.





Dr. Priscilla CHUNG

Hello, I am Priscilla. Hope this short introduction finds you well. Like everyone else, I have been wearing a mask and covering my face since I joined HKSYU in July of last year. Before I joined SYU, I was a Zoom novice but now I start to love it. Using Zoom saves my time and energy from travelling as I live very far from the University. I also found myself with a symptom of dementia as my students complained all the time about me forgetting to videotape my lectures. Luckily, I was able to recall their names particularly those who were absent from class. I love people especially our young people in Hong Kong. So grateful that I can have a chance to share their journey in these difficult times and hope we shall all weather through the storm. See you around and no more masks, please!

Dr. Kent LAM

I started my career as an outreaching social worker for non-engaged young people and have worked in different youth services. I always recall how I grew up and built up my career at street corners.

I began to serve the CLAP for Youth for Youth@JC pilot project initiated by Hong Kong Jockey Club in 2015. Not only did the project change the lives of many young people, it prompted my decision to step out from my comfort zone as an administrator and begin a new adventure as a part-time lecturer and fieldwork supervisor at Shue Yan University in 2019.

I have two kids who are currently taking university degree courses in Hong Kong. My experience with my own kids and other young people has taught me how important it is for young people to



engage in their future life and career plan. I am fond of listening to stories and watching adventure movies. I am looking forward to listening to stories from my students who take my course on 'Working with At Risk and Hidden Youth' and who choose to learn from my fieldwork supervision in youth services.



Ms. Lada TAN

Hello, I'm Lada TAN. I feel excited to join the Shue Yan family. I have worked in various fields in the past. Therefore, I hope I could share my experience, knowledge and practice wisdom in the education field, and enable the young generation to acquire what they need in the rapidly changing world. I'm interested in sports, music and reading. Certainly, I would welcome anyone to approach me at my office i.e. LG116. Thank you.

Mr. Toby YIP

One of my dream jobs was to become a full-time university teacher. And my dream came true when I joined SYU last September. Throughout my career I have been deeply involved in academic work. My desire for knowledge is unquenchable. As knowledge can be acquired in many different ways and from many sources, you will find me in the the library, bookshop, museum, lecture hall, classroom, workshop, theatre, cinema, and café or cháhchāantēng (i.e. "tea restaurant"). My favourite drink is Hong Kong style milk tea. The place shown in my picture is a Qumran cave in West Bank, Israel, where the Dead Sea Scrolls were discovered in the 20th century.





NEW ADMINISTRATIVE STAFF

Ms. Kay WONG

I am Kay Wong, the new administrative assistant of the Social Work Department. I am very happy to start a new career in the Hong Kong Shue Yan University. I would like to share my favourite quote with all of you, "Strength and growth come only through continuous effort and struggle." Enjoy your university life and study through continuous effort!

MOVING FORWARD (DEPARTMENTAL NEWS)

The Department of Social Work revamped the 'Social Work Research and Development Centre' into 'HKSYU Centre on Social Work Clinical Practice, Research, and Training Partnership (SWCPRTP)' in June 2020 to reflect the Department's mission in contributing to the betterment of society through teaching, research, and advocacy. The SWCPRTP is dedicated to:

(a) Developing and delivering research-informed clinical practice and training: Work in partnership with NGOs to co-produce research-/practice-informed training activities.

(b) Conducting research on social issues and social policy: Research in partnership with local, national, and international multidisciplinary teams to analyze social issues and advocate for the psychosocial wellness of people.

(c) Providing professional consultation: offer training programmes, practice and research consultation to the government, non-profit organizations, and business corporates in Hong Kong.

The training centre is located at LG101, Main Building, Hong Kong Shue Yan University, 10 Wai Tsui Crescent, Braemar Hill, North Point, Hong Kong. For enquiries, please contact Dr. Ben Liu, the Director of SWCPRTP, at cpliu@hksyu.edu.



Please click the photo to view the video introducing our department facilities.





What is the "Beauty" of the Honours Project?

What are the characteristics of the SYU social work programme? What first comes to mind must be our three fieldwork placements. How about the Honours Project (HP)? This is another unique feature of the BSW programme. Each student has to design and conduct an honours research study on a social work-related issue in their fourth year of study. For some social work students, the research project may be challenging. Others appreciate the beauty of this learning process in which they are able to develop their research skills and appreciate that practice and research go hand-in-hand. The HP could also form the foundation for their future study and career development.

Ms. Lam Shuk Ping and Ms. Pun Suet, two of our 2020 graduates, were glad to share the findings of their Honours Project. Ms. Lam's interest in mental wellness and her research findings showed that students' trust in counselling professionals was a major factor that significantly affected their attitude towards help-seeking. Ms. Pun's research project showed that family relationships positively influenced political participation through autonomy development and civic consciousness among young adults.

We shall continue to support students' first steps in generating new knowledge through research.

Preplacement Exposure(PPE) for Social Work Students

The 100-hour Pre-Placement Exposure (PPE) aims to prepare our Year 1 and Year 2 students before they begin to undertake fieldwork placements in Years 3 and 4.

A series of structured training programmes is offered on a rolling basis in collaboration with partners from our extensive external networks. These include self-understanding workshops, skills-enhancement training, community and agency visits, alumni sharing, professional talks, seminars and experiential workshops.

Our students treasure PPE very much and tell us that they have gained valuable insights in these learning opportunities.





Photographs: By editorial team, acknowledged as captioned, stock images or in public domain. Image courtesy of Year 2 students: The Circle Painting and Zentangle pictures



Acknowledgement

Alumni were invited to be the interviewers of the admission interview of our BSW programme for the first time in July 2020. We would like to take this opportunity to show our gratitude to the following alumni for their contributions (surnames in alphabetical order):

Ms. Chen Hoi Yan Jenny Ms. Cheng Chor Yan Angel Ms. Cheung Ting Alma Mr. Choi Chung Fai Mr. Ng Hang Sau Mr. Siu King Foon Ms. Wang Chui Ying Crystal