



齡活設施大獎  
AGE-FRIENDLY  
FACILITIES AWARD

中國銀行(香港)有限公司  
Bank of China (Hong Kong) Limited

## 中銀香港長者及年齡友善措施 Bank of China (Hong Kong) Age-friendly Practices

中銀香港秉持「以客戶為中心」理念，致力實踐普惠金融，照顧長者客戶及弱勢社群的需要，讓他們可平等享用銀行服務。

### 多項無障礙設施便利長者需要

中銀香港擁有全港最龐大的分行網絡，方便長者以實體形式享用銀行服務，配合多項無障礙設施，包括斜坡通道方便使用輪椅人士進出，個別分行更設有升降機。分行亦提供鳴鐘及助聽設施，以便及時提供協助和溝通，自動櫃員機採用輪椅友善設計，按鍵及螢幕高度均在輪椅人士可觸及的位置，全港逾270部自動櫃員機設有語音導航。

此外，中銀香港推出「指靜脈認證」設備，透過近紅外線照射手指，獲取手指內的靜脈分佈圖像來進行身份識別。客戶只需進行一次性登記，便無需簽署或牢記密碼，即可輕鬆進行指定交易，特別適合長者使用。此設備已於分行及提款機全面覆蓋。



By upholding the customer-centric principle, Bank of China (Hong Kong) is committed to practicing inclusive finance, catering to the needs of elderly customers and the underprivileged, and enabling them to enjoy banking services conveniently.

### Accessible facilities to meet the needs of seniors

Bank of China (Hong Kong) has the largest branch network in Hong Kong, making it convenient for seniors to enjoy banking services in a physical setting. Various barrier-free facilities are in place, including ramp access for wheelchair users, some branches are also equipped with lifts. Bells and hearing aid facilities are provided for timely assistance and communication with the customers in need. Besides, ATMs are installed at a level where the keypads and screens are suitable for wheelchair access. Over 270 ATMs across the city are equipped with Voice Navigation.

In addition, "Finger Vein Authentication" has been introduced in branches and ATMs. The device incorporates near-infrared LED to scan the finger and identify the unique finger vein pattern. After registering for the "Finger Vein Authentication" only once, customers, especially the elderly, can enjoy signature-free and password-free authorisation to conduct designated transactions.



**HONG KONG  
HOUSING SOCIETY**  
香港房屋協會



**齡活設施大獎  
AGE-FRIENDLY  
FACILITIES AWARD**

**香港房屋協會  
Hong Kong Housing Society**

## **「長者安居樂」住屋計劃 Senior Citizen Residences Scheme**

面對香港長者人口持續攀升，香港房屋協會("房協")致力發展多元的長者房屋項目，以配合不同經濟能力的長者之需要。

「長者安居樂」住屋計劃為年滿60歲的中等收入人士提供集居住、康樂設施與醫療護理於一身的居所。由社工、護理人員及設施管理人員組成的專業團隊，配合樂齡科技的應用，提供全方位支援服務，實現「居家安老」。計劃現有兩個項目，包括較早落成的將軍澳「樂頤居」、牛頭角「彩頤居」和最近推出位於紅磡利工街的「豐頤居」。項目貫徹長者友善環境設計，例如：高低位雙防盜眼及可改動式的設計，以靈活運用空間，為長者未來不同身體狀況的需要做好準備。

### **長者住戶生活質素提升**

根據香港大學進行的研究，證實「長者安居樂」住屋計劃的住戶於身心健康都有顯著改善，包括減少使用急症服務、有更好的獨立生活能力和心理健康，以及認知能力及生活質素都有所提升。計劃不單給予長者一個既安全又放心的居住環境，同時亦讓他們實踐自主健康、樂齡躍動的生活。



The Hong Kong Housing Society ("HKHS") has remained resolute to develop elderly housing projects targeted at different socio-economic groups in response to the ever-growing ageing population.

The Senior Citizen Residences Scheme aims to provide residence integrating housing, recreation, medical and care services under one roof for the middle-income people aged 60 or above. The Scheme is supported by a multi-disciplinary team including social workers, nurses and property management professionals, together with the application of gerontechnology, to provide holistic support to residents for ageing-in-place. There are three projects namely Jolly Place in Tseung Kwan O and Cheerful Court in Ngau Tau Kok, and the recently-launched Blissful Place in Hung Hom. Age-friendly designs have been incorporated in the development, for example, double door viewers and adaptable designs which enable flexible use of space to cater for elders' needs under different physical conditions in the future.

### **Proven improved quality of life for senior residents**

A study conducted by The University of Hong Kong found significant improvements in several aspects for residents under the Senior Citizen Residences Scheme, including reduced use of emergency services, better independent living, improved mental health, increased cognitive status and quality of life. The Scheme not only provides residents a safe and secure living environment, but also helps them achieve a healthy and energetic life with self-determination.



港鐵公司  
MTR Corporation

## 港鐵長者友善設施及服務 MTR Age-friendly Station

香港鐵路有限公司(“港鐵公司”)重視乘客意見。港鐵每日乘客人次中有接近50萬為長者，因此於早年開始已主動與長者團體聯絡，就車站設施及服務交換意見，務求更適切地回應長者乘客的需要。

### 長者乘客舒適出行

港鐵公司收集長者乘客的意見後，逐步在車站引進多項長者及年齡友善設施，包括：

- 於港鐵站的出入口加設升降機及電動扶手梯；
- 在65個車站(包括全部轉車站)設置洗手間；
- 車站月台加設了超過六千個座位，港鐵巴士站亦加設附椅背及扶手的座位；
- 於車站出入口、洗手間、升降機及客務中心，加設特大顯眼的標示，讓長者更易辨認；
- 在客務中心加上站名，並提供放大鏡和出入口字母卡；及
- 提供電動輪椅的自助充電插座，方便途中充電。

此外，港鐵公司的所有前線同事都有接受有關照顧長者乘客的訓練，以提供更為貼心的服務。



MTR Corporation values the customers' opinions. In light of the 500,000 daily elderly travellers in the MTR network, MTR Corporation actively collaborates with various elderly groups and collects their feedback to address their needs and improve the services and facilities.

### From elderly, for elderly

Various age-friendly facilities have been put in place according to the feedback given by senior passengers, including:

- lifts and escalators installed at the exits of MTR stations;
- washrooms at 65 stations (including all interchange stations);
- over 6,000 seats at the platforms, and seats with backrests and armrests at MTR bus stops;
- giant signages for station exits, washrooms, lifts and customer service centres to improve way-finding for seniors;
- station name added on all customer service centres and the provision of handy magnifiers and exit codes alphabet cards;
- wheelchair charging spots for contingency use by the electric wheelchair users.

In addition, all frontline staff are trained with knowledge and care for challenges faced by elderly customers. They are able to provide attentive and caring services.



齡活設施大獎 – 優異獎  
AGE-FRIENDLY  
FACILITIES AWARD - MERIT



青葉海鮮酒家

青葉海鮮酒家  
Holly Restaurants

### 一盅兩件在青葉 Let's Enjoy in Holly

青葉海鮮酒家特設寬闊平坦的無障礙通道，方便長者及有需要人士進出，並設有升降機，方便長者由地面到達酒家各樓層。酒樓各層均有一個可供輪椅使用者使用的暢通易達廁所，門上有暢通易達標誌，是一般酒樓少見的。酒家亦特設特大點心紙，方便長者閱讀。這些措施都讓長者覺得外出飲茶不是難事，希望長者樂活於社區。

The Holly Restaurants is equipped with a wide and flat barrier-free passage to enable the elderly and those in need to move around easily, while the elevator makes it easy for seniors to reach all floors. Each floor has an accessible restroom with wheelchair access, and the door is marked with an accessible symbol, which is not common in Chinese restaurants. Dim sum menu with large font is also provided for the convenience of seniors, encouraging them to go out to the community for a better social life.



博歌科技有限公司  
Robocore Technology Limited

### 黃金時代「疫」風同行支援計劃 Golden Age Care Anti-Pandemic Support Programme

在第五波疫情時，博歌科技有限公司於34間安老院舍投放34隻人工智能機械人隊友「金醫生」，利用自主導航及人工智能技術，提供合適的工作援助。在院舍遊走一圈後會儲存該地方的平面圖，可按職員要求自動行駛到指定位置，並且在行走時自動偵測障礙物。「金醫生」具備語音、聲控及視像功能，可以與院友互動聊天，朗讀新聞內容，啟用視像通話等。

During the fifth wave of the pandemic, Robocore Technology Limited deployed 34 smart robots, named "Doctor Golden," in 34 elderly homes. These artificial intelligence robots utilise autonomous navigation and artificial intelligence technology to provide work assistance. After touring around the premises, the floor plan will be saved in the robots, such that they can automatically navigate to a designated location at the request of staff, while detecting obstacles along the way. "Doctor Golden" possess audio, voice control and video call functions, allowing it to interact with elderly residents, read newspaper and make video calls.