

# Chapter 5

## OTHER SERVICES

### 5.1 LOCAL SERVICES

#### Objectives

Local Services, as the extended executive arm of the Agency at the local level, play a crucial role in providing administrative support and coordinating services with a view to enhancing collaboration amongst deaneries, parishes and service units. Local Services also assist in fundraising activities and maintain close liaison between Caritas and parishes, Catholic schools and the community at large to foster and to promote a well-received caring image. Local Services also manage the janitorial services, facilitate the operations of Caritas hostels, and assist the Agency in international liaison work.

#### Highlights and Achievements of the Year

##### Low Carbon Office

In response to rising concerns on environment conservation, the Local Services planned to implement Low Carbon Office within multi-service social centres. The Services have successfully applied funds for energy improvement project and energy audit project at the centres of Aberdeen and Caine Road respectively. Two applications for energy improvement project of Kowloon Social Centre were in progress. Training sessions on raising the awareness of staff on environment protection were conducted.

With a view to sharing knowledge among staff and to enhance work productivity, information forms and resources in relation to work were uploaded in the intranet. Latest information on environment protection from various resources was also updated in the intranet.

##### Community Halls

There are two licensed Community Halls operated by Caritas – Hong Kong, one at Caritas Caine Road Social Centre and the other at Caritas Kowloon Social Centre. Both halls are air-conditioned and equipped with sound system and stage lighting. They are open to the public for hiring. The two Community Halls in 2010/2011 achieved an average utilization rate of around 15 %.



Caritas Kowloon Community Hall was renovated to fit for more than 700 audiences

## Activity Centres

The Caritas Tsing Yi Activity Centre gained a much wider support from the community in 2010/2011, entertaining 1013 visitors of 25 organizations, compared with 575 visitors in 2009/2010. The Centre received more reservations of overnight accommodations than day camp, entertaining a wide spectrum of target groups ranging from youth, parents, adults, to parishioners.

The premises of Caritas Tsuen Wan Activity Centre ("The Centre") continued to be used as second-hand shop for re-training programmes of the Rehabilitation Service until mid-October 2010. The Centre received funding from the Hong Kong Jockey Club Charities Trust for a large-scale revitalization project, which is planned for completion around September 2011.

## Cooperation between Caritas and Parishes

Local Service Coordinators ("LSCs") coordinated the Local Parish Liaison Teams for all deaneries, serving as the link between Caritas, parishes and the Diocesan organizations. Matters discussed in the Steering Group between Caritas and Parishes meetings were communicated to Caritas liaison staff for follow-up. Parishes were kept informed on the latest development on Caritas work and collaboration between parishes and social services was promoted.

## Fundraising Activities

LSCs organized twelve visits for the Chief Executive / Deputy Chief Executive to various parishes in 2010 for purposes of promoting Caritas services and raffle tickets.

LSCs, in their capacity as Bazaar Superintendents, managed the logistics and general operation of the bazaars in six locations.



Bazaar stalls at Tuen Mun Cultural Square

## Administration Support to Diocesan Programme

The Local Services offered assistance to a prize presentation ceremony of the Lenten Charitable Schools Award Scheme.

## International Liaison

To be in line with Caritas Asia's priority for developing sustainable agriculture programmes, Caritas - Hong Kong assisted its China partner in Shaanxi on practices of organic farming using seed fund transferred from previous project of former Asia Partner for Human Development.



Caritas - Hong Kong's monitoring visit to Caritas - Xian sustainable agriculture project: fruit trees using organic fertilizers

## 5.2 HOSPITALITY SERVICES

### General Remarks

Hospitality Services comprise Lodge Service, Hostel Service and Catering & Retail Services. The income so derived by the Services helps to support the welfare services of Caritas - Hong Kong.

### Staff Development and Training

Hospitality Services conducted a number of sessions on training and development on various aspects for all Managers to provide better service and maintain competitive advantage.

## LODGE SERVICE

### Objectives

Lodge Service comprises of Caritas Bianchi Lodge, Caritas Lodge and Caritas Oswald Cheung International House offering comfortable accommodation to businessmen and budget travellers at a competitive price.

### Highlights and Achievements of the Year

Wifi Installation at Caritas Bianchi Lodge & Caritas Oswald Cheung International House - With the new facelift at Caritas Bianchi Lodge after its renovation project, most of its facilities had been modernized so as to give the guests a feeling of **“the best value for money”** for choosing to stay at our Lodge. Therefore, a value-added service with the Wifi Installation was for their convenience and comfort. Caritas Oswald Cheung International House was no way behind its sister lodge in that Wifi Installation was also available for the convenience and comfort of guests.

To re-juvenate Caritas Bianchi Lodge, a new facelift and Renovation work of Phase I was completed by the beginning of March 2011. The 90 newly renovated rooms offered excellent accommodation facilities to worldwide travellers and booking reservations were favourably received.



Exterior of Caritas Bianchi Lodge



New Guest Room

Caritas Lodge continues to take on long-staying guests and because of the close proximity to the two private hospitals in the vicinity, it provided a good accommodation for people requiring medical check-up facilities.

Meantime, Hospitality Services signed an agreement with the Diocesan Liturgy Commission on providing them with competitive seasonal “Rates on Lodge Accommodation” and with Caritas Lodge benefiting most from this Agreement. This would boost the leverage of inter-church activities.

Caritas Oswald Cheung International House continues to concentrate on group travellers. Albeit remotely situated, business seemed to be improving as the Hong Kong economy was showing a positive upturn.

### Types of Services and Output

During 2010/2011, Caritas Bianchi Lodge served a total of 33,343 guests compared to a total of 50,120 guests in 2009/2010, thus representing a 33.47% decrease over 2009/2010. The decrease was attributed to Phase I of the Renovation work commencing July 2010 and with work completed in March 2011.

Caritas Lodge served a total of 24,891 guests compared to a total of 22,020 guests in 2009/2010, thus representing a 13.04% increase, while Caritas Oswald Cheung International House served a total of 68,437 guests compared to a total of 59,305 guests in 2009/2010, thus representing a 15.4% increase.

## HOSTEL SERVICE

### Objectives

“Best value for money” was and had always been the motto of Hostel Service and therefore, Hostel Service offers economically-priced, fully-furnished accommodation with basic amenities to students and people who live away from home for various reasons.

### Highlights and Achievements of the Year

After a complete renovation in 2009/2010, the Caritas Hostel - Caine Road 10th Floor continues to provide comfortable accommodation to all walks of life.



A new picture of Caritas Hostel - Caine Road 10th Floor

### Types of Services and Output

Hostel Service maintains six hostels with three on Hong Kong Island: Caritas Hostel - Caine Road, Caritas Hostel - Kennedy Town and Caritas Hostel - Ling Yuet Sin; one on Kowloon side: Caritas Hostel - Ngau Tau Kok and two in the New Territories: Caritas Hostel - Tsuen Wan and Caritas Hostel - Domus Fidei.

Hostel Service recorded an average room occupancy of 94% compared to 91.4% in 2009/2010. This represented a 2.6% increase over 2009/2010.

## □ CATERING SERVICE

### Objectives

Catering Service encompasses the operation of restaurants, canteens and tuckshops for the provision of meals, food and beverages to the community at large. All restaurants provide study placements and internship for students of Caritas Community and Higher Education Service and those of other local higher learning institutions.

### ■ Highlights and Achievements of the Year

I-Media – Catering Service had made an avant-garde step forward by using I-Media as a search engine on the Internet in improving the distribution and market exposure of our outside catering service.

New Menu & Food Tasting – New dishes and food tasting go hand-in-hand and to this end, Catering Service conducted a series of new menus' change every two months. On top of a menu change, we also introduced a "Food Tasting Session" targeting "in house" and in the first instance at our Heads of Services for enhancing and improving on quality standard.

Inter-church activities – The concept of Catering Service promoting inter-church activities, targeting at wedding receptions by providing tailor-made menus to suit the newly-wed couples was well received by the churches selected, namely The Cathedral of the Immaculate Conception, Rosary Church, St Teresa's Church and St Margaret Mary's Church. Hopefully Catering Service could extend services to suit different occasions at different churches.

Since 2005 and until 2010, Catering Service was successful in providing service at a Christmas Party to the same worldwide logistics company.

In addition, Catering Service also provided services at a business launching cocktail reception at Cyber Port for a global chemical company.

The Service was also successful in winning a three-year contract for operating the tuckshop at Caritas Bianchi College of Careers in Tseung Kwan O from October 2010 onwards. This operation involved supplying lunch boxes to the students.

To economize on non-profitable operation, the tuckshops of nine Caritas Schools were closed down.

### Types of Services and Output

The 4 Caritas restaurants and 1 canteen served a total of 983 customers daily whilst the 3 tuckshops served a combined daily average of more than 981 customers.



Caritas Restaurant - Caine Road



The Cafeteria, Caritas Oswald Cheung International House

## 5.3 CAMP SERVICES

### Objectives

The objectives of the Camp Services are to provide a non-profit-making service for the public from all walks of life, offering them a group-living experience in a setting close to the natural environment, and with provision of indoor and outdoor, social, recreational, educational, sports and other leisure activities and facilities so as to enhance their physical, mental and social well-being.



A close-up photo of the moon was taken by a student using our powerful star glazing telescope



The 28th Cheung Chau Island Canoe Race



To make a raft with simple materials is part of the leadership training programme

### Highlights and Achievements of the Year

In cooperation with Caritas Chan Chun Ha Field Study Centre, there were 5,205 students participated in various field study courses during school year 2010/2011. The Camp mainly provided accommodation, meals and star glazing activity for the students in the five-day, three-day and two-day overnight and one-day study course.

The Outdoor Education Camp Programme, being one of the essential camp programmes, attained a relatively good rating in areas such as communication, problem solving skills, critical thinking skills, creativity, food, camp facilities, staff attitude, public education, cross-curricular activity, collaboration skills, self management skills and professionalism of camp instructor in comparison with other camps in Hong Kong, according to the Outdoor Education Camp Opinion Survey Findings for the school year 2009/2010 published by the Education Bureau.

The 28th Cheung Chau Island Canoe Race was held by the Camp Services on 6 March 2011.

### Staff Development and Training

A staff development programme was held for 20 staff members between 29 January 2011 and 30 January 2011 in Shenzhen. The purpose of this event was to enhance communication among staff as well as to experience the hospitality industry in China.

## 5.4 CARITAS JANITORIAL SERVICE

Caritas Janitorial Service (“CJS”), a self-sustaining service providing specialized cleaning, security, maintenance and repair services to Caritas units and parishes, the CJS employs 106 staff during the year.

The achievement of the Service lies in its ability to meet the needs of its service partners – by providing reliable and professional janitorial service, and the needs of its employees – by providing economic empowerment. In addition to employing skilled artisans and veteran security guards, the Service engages the service of homemakers in nearby housing estates to offer them jobs with steady income and the opportunities to learn or to regain vital employment skills.



To repair the floor tiles at the CFAE Teaching Kitchen on the 2nd floor of Block A Caritas House



A carnival showing tri-party collaboration among Christ the Worker Parish, Caritas Community and Higher Education Service and Caritas Ngau Tau Kok Community Centre

## 5.5 COOPERATION BETWEEN CARITAS AND PARISHES

The purposes of cooperation between Caritas and the parishes is to foster a community spirit and to enhance mutual support in initiating and sustaining joint efforts in matters relating to social concern, human development and charitable activities.

A three-pronged approach is adopted to ensure effectiveness of cooperation between Caritas and the parishes. The approach is implemented through:

- (i) The Steering Group on Cooperation between Caritas and Parishes (“Steering Group”) under the Chairmanship of a Vicar General, all eight Deans and Caritas Local Service Coordinators;
- (ii) Local Parish Liaison Teams of Caritas which hold regular meetings with representatives from various Caritas services and from the eight Deaneries; and
- (iii) The Parish Social Service Unit of the Social Work Services of Caritas.

### Steering Group on Cooperation between Caritas and Parishes

To enhance Parishes and Caritas cooperation, members of the Steering Group had widely disseminated the messages of cooperation in a broader perspective. It included assistance rendered for organizing Mission Sunday deanery events and parish summer programmes. The successful tri-party collaboration experience among parishes, Catholic schools and Caritas units in East Kowloon Deanery was shared.

### Parish Social Service

The Parish Social Service is responsible for providing social work services to assist parishes in the social development of their parishioners. It works in collaboration with parishes in Christian formation and charity work. Family and individual counselling services, emergency relief and training volunteers are provided for parishioners.

## Social Services

The social work services units maintain close links with 54 parishes and 18 Catholic associations through regular contacts. Collaborations include providing youth volunteer training, promoting social concern and civic education in parishes, organizing educational talks and volunteer services for the families, deprived elderly, disabled people and migrant children, etc. For the year 2010/2011, over 200 programmes and group activities were organized with over 10,000 attendance. The workers also provided assistance for 9 Social Concern Groups and 29 Family Movement Groups.

### Pre-marital Courses

Pre-marital courses were organized on a monthly basis for the parishioners intending to get married. In the past year, 22 pre-marital courses had been run for 322 couples who had registered for marriage at the Catholic Churches. The content covered communications, conflict resolution, marriage preparation, natural family planning and understanding marriage from a Christian perspective. In addition, 76 couples chose to participate in pre-marital couple counselling. They also joined a lecture on Christian view of marriage and natural family planning.



Leaflet of Pre-marital Courses

## 5.6 MAINLAND SERVICES

### General Remarks

Mainland Service Desk of Caritas - Hong Kong was established in 1986, aiming at improving the living standard of the poor villagers in mountain regions and helping them become economically independent. Mainland services are not funded by Hong Kong Government or any other funding body. Most of the services are supported by Hong Kong and overseas donors.

Limited manpower and financial resources make it necessary for us to set priority in providing Mainland services in small scale to the relatively poorer regions, including Shaanxi, Hebei, Gansu, and Shanxi provinces. Today the Mainland services have already extended to more than 10 provinces.

### Highlights and Achievements of the Year

Through the cooperation with local leaders, we learn more about the local needs. These local leaders also help us supervise our projects. Apart from financial support, necessary training and encouragement are also provided to help the local leaders develop their own social services, so as to raise the local living standard as a whole. Two main services are provided: Training programmes and funding assistance on small projects for the betterment of the Mainland rural people.



Self-sufficient business for the HIV carriers in Yongqing county, Hebei province



Emergency relief to the flood victims in Shaanxi province



## Training programmes and Funding projects

Caritas - Hong Kong has provided three training programmes for the Mainland partners and eight types of funding projects as follows:

| Project Nature  | Number of projects or beneficiaries<br>(from April 2010 to March 2011)        |
|---|---|
| (1) Scholarship for primary, secondary and post-secondary students                  | 268 primary / secondary school students and 39 post secondary school students |
| (2) Improvement of rural school facilities  | 3 schools   |
| (3) Improvement of facilities for rural clinic and orphanages                       | 1 clinic and 3 orphanages   |
| (4) Foster Parents Programme for the disabled children and the abandoned baby girls | 38 children   |
| (5) Water supply  | 4 villages  |
| (6) Living allowance to the elderly and the disabled                                | 164 elderly / disabled persons  |
| (7) Medical or operation allowance for the deprived patients                        | 33 patients   |
| (8) Allowance on the life improvement scheme  | 118 families  |

## Brief report on the relief work of the “5.12” Sichuan Earthquake

Right after the 8 magnitude earthquake on 12 May 2008, Caritas - Hong Kong immediately provided funding assistance from Relief Emergency Fund to the victims in the affected areas, including Sichuan, Gansu and Shaanxi provinces. Some of the rehabilitation projects are still in progress. Brief information is listed as follows:

|                                     |  |
|-------------------------------------|--|
| <b>Project Location</b>             | (1) Sichuan province<br>(2) Gansu province<br>(3) Shaanxi province   |
| <b>Project No.</b>                  | 47   |
| <b>Project Nature / No.</b>         | Emergency relief: 12<br>House / Community facilities reconstruction: 15<br>Purchase of equipment for Community / School: 7<br>Rehabilitation projects: 7<br>Church reconstruction: 6 |
| <b>Completed Projects</b>           | 38   |
| <b>Projects in progress</b>         | 9  |
| <b>Total amount spent/committed</b> | HK\$38,233,196.-   |

### Brief report on the relief work of the “4.14” Qinghai Earthquake

The 7.1 magnitude earthquake in Yushu county of Qinghai province on 14 April 2010 also imposed negative impact on its neighbouring area, Shiqu county of Sichuan province. Some of the rehabilitation projects are still in progress. Brief information is listed as follows:

|                                     |   |
|-------------------------------------|---|
| <b>Project Location</b>             | (1) Yushu county of Qinghai province<br>(2) Shiqu county of Ganzi prefecture, Sichuan province  |
| <b>Project No.</b>                  | 7   |
| <b>Project Nature / No.</b>         | Emergency relief: 2<br>Schoolhouse reconstruction and facilities: 2<br>Community facilities reconstruction / purchase of equipment: 1<br>Mother-Baby programme/Rehabilitation projects: 2 |
| <b>Completed Projects</b>           | 4   |
| <b>Projects in progress</b>         | 3   |
| <b>Total amount spent/committed</b> | HK\$7,057,611.-   |

### Brief report on the relief work of the summer flood in 2010

Severe flood in the summer of 2010 hit various provinces hardy, resulting great loss of lives and property. Thousands of people were affected. Some of the rehabilitation projects are still in progress. Brief information is listed as follows:

|                                     |   |
|-------------------------------------|---|
| <b>Project Location</b>             | (1) Southern part of Shaanxi province<br>(2) Zhouqu county of Gansu province<br>(3) Yuanling county of Hunan province |
| <b>Project No.</b>                  | 6   |
| <b>Project Nature / No.</b>         | Emergency relief: 3<br>House reconstruction: 1<br>Road reconstruction: 1<br>Floodwall construction: 1                 |
| <b>Completed Projects</b>           | 3   |
| <b>Projects in progress</b>         | 3   |
| <b>Total amount spent/committed</b> | HK\$643,346.-   |