

## 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 liaison work in Asia.

### Highlights and Achievements of the Year *Reduction of Carbon Footprint*

To help reduce carbon footprint, Local Services had applied for Environment and Conservation Fund ("ECF") for eight multi-service social centres, amounting to at least \$5 million. A total of about \$1.68 million was granted in February 2012. In addition to the Energy Audit Report, the fund granted would be used for installation of energy-saving air-conditioners, lightings and passenger lifts.

### Monitoring Service Quality

As a continuous effort to improve service quality, Local Services conducted annual satisfaction survey on service units of multi-service social centres to monitor users' satisfaction level and follow up on measures to further improve its services.

### Renovation and Maintenance Works for Caritas Multi-service Social Centres

Local Services had completed several minor renovation works in improving the conditions of Caritas Social Centres of Ngau Tau Kok, Yaumati, Kowloon and Kennedy Town. The renovation items included fixing of retaining wall, concrete spalling and water leakage.

### 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. Caritas Caine Road Community Hall, serving as a popular venue for important religious ceremonies or community functions, looked grander after resurfacing the pillars with aluminum-plastic composite boards. The two Community Halls achieved an average utilization rate of around 16.86 %.

The external wall of Caritas Ngau Tau Kok Social Centre was renovated and giving a new facelift



A Tea Reception in the honour of Cardinal John Tong was held in the Community Hall of Caritas Caine Road Social Centre on 3 March 2012

### Activity Centres

The Caritas Tsing Yi Activity Centre has gained stable support from parishes, parish-related groups, Caritas units and non-profit organizations over the past two years. A total of 1,232 visitors from 23 organizations used the Centre for retreats, meetings and barbeque activities was recorded in 2011/2012. The Centre made efforts last year to reach out to a wider network in the community and it is envisaged that the utilization rate will further improve next year during the non-peak months.

The premises of Caritas Tsuen Wan Activity Centre was handed over to Caritas Community & Higher Education Service to become the new Caritas Jockey Club Institute of Community Education – Tsuen Wan for the provision of healthcare related training programmes commencing December 2011.

### Cooperation between Caritas and Parishes

Local Service Coordinators ("LSCs") coordinated Local Parish Liaison Teams of all deaneries, serving as the link between Caritas, parishes and the Diocesan organizations. With a view to maintaining a close relationship with parishes, LSCs undertook the following tasks:

- (1) Providing assistance to the promotion of Mission Sunday and evangelization events;
- (2) Attending parish meetings and activities as appropriate; and
- (3) Collaborating with social workers to address parish concerns such as family formation and the underprivileged.

### Fundraising Activities

LSCs organized 11 visits for the Chief Executive / Deputy Chief Executive to various parishes in 2011 for the purposes of promoting Caritas services and raffle tickets. LSCs, in their capacity as Bazaar Superintendents, coordinated the logistics and general operation of the bazaars in six locations. A total of 20,000 volunteers were involved in the preparation process receiving more than 110,000 entrants in the Caritas Bazaar 2011.



Deputy Chief Executive and Caritas staff visited Our Lady of Mount Carmel Parish to introduce Caritas services in a Sunday Mass



Volunteers designed and operated their attractive stall games in the Caritas Bazaar



Caritas offered assistance to deaneries in carrying out the Hong Kong East Deanery Mission Sunday event



#### **Administrative Support to Diocesan Programme**

Local Services offered assistance in the implementation of the Catholic Church Lenten Campaign and in a prize presentation ceremony of the Lenten Charitable School Award Scheme.

#### **Liaison with Caritas Asia**

One of the LSCs assisted in the liaison work connected with Caritas Asia and participated in annual meetings. A seed fund to assist organic farming practices in Shaanxi was set up with a view to offering credits to poor farmers to improve their livelihood and promote self-reliance.

## **5.2 HOSPITALITY SERVICES**

### **General Remarks**

Hospitality Services comprise Lodge Service, Hostel Service and Catering & Retail Services. Lodge Service and Hostel Service provide comfortable and affordable accommodation for budget travellers and people living away from home, whereas Catering Service runs restaurants, canteens and tuckshops to provide meals for grassroot workers, students and community members. 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 training and development sessions on various aspects for managerial staff and rank-and-file staff to provide a better service and maintain competitive advantage.

### **LODGE SERVICE**

#### **Objectives**

Lodge Service comprises Caritas Bianchi Lodge, Caritas Lodge and Caritas Oswald Cheung International House offering comfortable accommodation to businessmen and budget travellers at a competitive and reasonable price. The Lodges also provide training venues for students of Caritas Community and Higher Education Service and other higher learning institutions.

#### **Highlights and Achievements of the Year**

**Caritas Bianchi Lodge** was fully renovated in 2011 and most of the facilities in the 90 newly renovated rooms had been modernized.

*A newly renovated room at Caritas Bianchi Lodge*



**Caritas Lodge** would commence renovation in the summer of 2012 in order to strengthen competitiveness.

**Caritas Oswald Cheung International House** introduced a Meeting Package targeting at corporate business meetings and weekend retreats. Promotions were made to nearby offices and warehouses exploring their needs for the facilities. A Meeting Package agreement was concluded with a local agent promoting the facility to their overseas clients.

For better business performance and improvement of service quality, a Management Audit for Energy Saving was carried out with the Hong Kong Electric Co Ltd. Improvement works aimed at modernizing facilities at the Reception Lobby, Meeting Room and guests' corridors on all floors had also been completed.

A short message promoting the Lodge Service was placed on the website of The Hong Kong Trade Development Council to enable overseas and international customers to have a wider selection when booking accommodation during trade exhibitions and visits in Hong Kong.

### **Types of Services and Output**

During the year 2011/2012, Caritas Bianchi Lodge served a total of 47,540 guests compared to 33,343 guests in 2010/2011, representing a 42.5% increase. Caritas Lodge served a total of 25,640 guests compared to 24,891 guests in 2010/2011, representing a 3% increase. Caritas Oswald Cheung International House served a total of 67,735 guests compared to 68,437 guests in 2010/2011, representing a 1.03% decrease.



*The Reception Lobby and Meeting Room of Caritas Oswald Cheung International House after improvement work*

## HOSTEL SERVICE

### Objectives

“Best value for money” was and had always been the motto of Hostel Service and therefore, it 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

The renovation work on the 8th Floor of Caritas Hostel – Caine Road was completed. A Pre-occupation Tour was conducted in late August 2011 by the Deputy Chief Executive. Accommodation Managers, Student Residency Officers and Student Affairs Officers from major local universities were invited to the Tour for introduction of the modernized and comfortable facilities of the Hostel. The Tour aimed at promoting accommodation facilities to students who were unable to be provided with dormitories in local universities. As a result, FULL occupancy was recorded since commencement of operation.

### Types of Services and Output

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

Hostel Service recorded an average room occupancy of 95.8% compared to 94% of last year, thus representing a 1.8% increase.



A newly renovated room in Caritas Hostel - Caine Road, 8th Floor

## CATERING & RETAIL SERVICES

### Objectives

Catering Service encompasses the operation of restaurants and canteens 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. Retail Service embraces the Handicraft Centre and two tuckshops.

### Highlights and Achievements of the Year

The business of Catering Service was robust during the year.

I-Media – Catering Service was standing firm on its avant-garde by retaining I-Media, a subsidiary of the New World Group, as a search engine on the Internet in improving the distribution network as well as expanding the outside catering distribution channel.

Outside catering – Catering Service provided catering facilities at the VIP Buffet Luncheon after the Investiture Mass for the HK Postulants at the Cathedral of the Immaculate Conception (The Australian Association of The Sovereign Military Hospitaller Order of St John of Jerusalem, of Rhodes and of Malta). A tea refreshment party followed by a dinner reception for 120 guests was catered for the Silver & Golden Jubilee Celebrations to the Religious Order. The Service also catered for the Christmas party held in Caritas Medical Centre for more than 1,000 staff and the Caine Road Caritas staff Christmas party for more than 200 staff. In

addition, Catering Service also catered for three Annual Caritas Bazaars held on Hong Kong Island, in Kowloon and in the New Territories.

Inter-church activities – catering services were extended to major churches in Hong Kong.

New menus and catering brochure were introduced with the aim of enhancing and strengthening the outside catering services.

Retail Service included the Handicraft Centre at Caine Road Social Centre and the two tuckshops, one located at Tsuen Wan and the other at Caritas Bianchi College of Careers (“CBCC”) Tseung Kwan O Campus. The CBCC tuckshop would be renovated in the summer of 2012.

### Types of Services and Output

Four Caritas restaurants and one canteen served a total of 853 customers daily whilst the two tuckshops served a combined daily average of more than 230 customers.



### 5.3 CAMP SERVICES

#### General Remarks

The Services include three subvented camps namely Caritas Jockey Club Ming Fai Camp, Caritas Oi Fai Camp and Caritas Jockey Club Siu Tong Camp which are partially funded by the Leisure and Cultural Services Department, and one self-financed camp namely Caritas Ka Fai House.

#### 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.



Caritas Jockey Club Ming Fai Camp provides accommodation for 156 campers



Caritas Jockey Club Siu Tong Camp provides accommodation for 60 campers



Caritas Oi Fai Camp provides accommodation for 84 campers

Caritas Ka Fai House provides accommodation for 36 campers



#### Highlights and Achievements of the Year

Joint programmes were frequently co-organized with Caritas Chan Chun Ha Field Studies Centre. Residential Field Study Courses for Secondary School was one of the major programmes. Other programmes included two-day ecology education camps for secondary schools and environmental education project-based learning

courses for primary schools. Under the Senior Secondary Curriculum of the New Academic Structure, more Residential Field Study Courses were organized. During the school year 2010/2011, 71 two-day courses, 35 three-day courses and 2 five-day courses were organized.

Under the Outdoor Education Camp Scheme of Education Bureau, the camps organized 21 three-day and 7 five-day programmes for primary schools and 19 three-day programmes for secondary schools during the year.



Demonstration of archery skills in an archery activity

With the assistance of seven competition officials from the Macau Canoe Association, the 29th Cheung Chau Island Canoe Race was held on 25 March 2012.



Participants are busy in preparing their canoes for the 29th Cheung Chau Island Canoe Race

The Camping Association of Hong Kong, China hosted the International Camping Congress Hong Kong 2011 with the theme "Camping – Gateway to Quality Life" in Hong Kong during 4 November 2011 to 7 November 2011 at the Wu Kwai Sha Youth Village, Chinese YMCA of Hong Kong. Caritas - Hong Kong had the honour in chairing the Organizing Committee of the Congress. It was a joint Congress of the 9th

International Camping Congress of the International Camping Fellowship and the 4th Asia Oceania Camping Congress of the Asia Oceania Camping Fellowship. The Congress attracted 314 delegates from 20 countries, together with 33 congress staff participating in the event. In addition, 131 volunteers were recruited from local education institutes and universities to provide assistance. It was a gathering of camp practitioners and scholars from different parts of the world to share and contribute to the development of camping. It was also a platform for the congress participants to share with each other their unique experiences and to establish working relationships.



The most valuable benefits gained in the International Camping Congress Hong Kong 2011 were friendships and good memories

#### Staff Development and Training

A training on work safety was conducted for 10 staff members on 28 June 2011. It aimed at reducing work accidents and injuries due to carelessness and ignorance.

To enhance team spirit, 20 staff members visited Don Bosco Youth Village, Macau between 11 January 2012 and 12 January 2012. The Village provides services for school students including accommodation, meals and leadership trainings.



#### 5.4 CARITAS JANITORIAL SERVICE

Caritas Janitorial Service (“CJS”) is a self-sustaining service providing specialized cleaning, security, maintenance and repair, and messengerial services to Caritas units and parishes. The CJS employs 104 staff during the year.



*CJS staff in Ngau Tau Kok Social Centre providing cleaning service to the hostel*

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.

#### 5.5 COOPERATION BETWEEN CARITAS AND PARISHES

The purposes of cooperation between Caritas and parishes are 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:

- (1) 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;

- (2) Local Parish Liaison Teams of Caritas which hold regular meetings with representatives from various Caritas services and from the eight Deaneries; and
- (3) The Parish Social Service Unit of the Social Work Services of Caritas.

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, collaborating with social workers to address parishes’ concerns on family formation, the underprivileged and evangelization programmes. Meanwhile, parishes offered

assistance in the Diocesan Lenten Campaign and the Caritas Bazaars. The successful tri-party collaboration experience among Diocesan Lenten Campaign Organizing Committee, Caritas services and more than 80 Catholic schools in carrying out the Lenten Charitable School Award Scheme 2011 was highlighted.

##### **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 of volunteers are provided for parishioners.

##### **Social Services**

Collaborations with parishes and Catholic associations had been made to provide youth volunteer training, promote social concern and civic education in parishes, organize educational talks and volunteer services for the families, deprived elderly, disabled people and migrant children, etc. For the year 2011/2012, over 200 programmes and group activities were organized with over 10,000 attendance. The workers also provided assistance for 9 Social Concern Groups and 33 Family Movement Groups.



*The Lenten Charitable School Award Scheme Presentation Ceremony 2011 was well attended with more than 350 participants*

##### **Pre-marital Courses**

In the past year, 26 pre-marital courses had been run for 389 couples who had registered for marriage at the Catholic Churches. In addition, 114 couples chose to participate in pre-marital couple counselling. They also joined a lecture on Christian view of marriage and natural family planning.



*Parent-child programme jointly organized by Caritas, Parish and Catholic schools*



## 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 people in mainland China and helping them to be financially independent. Mainland services are not funded by Hong Kong Government, all services are supported by benefactors.

Limited resources make it necessary to provide services in small scale to the relatively poorer regions such as Shaanxi, Gansu and Hebei. Mainland services have already extended to more than 10 provinces in these years. Through the cooperation with local leaders, Caritas - Hong Kong learns more about the local needs. These local leaders also help to supervise various 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.

### Highlights and Achievements of the Year *Community Development Projects in the Rural Area*

Today, more and more people make their living by moving from the countryside to the urban area as migrant workers, unattended children and elderly people become a serious problem in the rural area of mainland China. Caritas - Hong Kong started funding the Catholic Social Service Centre in Shaanxi and rendering community development service in a village three years ago. Satisfactory improvement was made. This year, one more project aims at serving the unattended children and elderly people in the mountain area of Chongqing has been started. Training is provided to the volunteers who take part in this service.



*Child literacy and health promotion project in Shaanxi province*

### Other Training Programmes and Funding Projects

Training programmes and funding assistance on small projects for the betterment of the poor people have been provided. In the past year, Caritas - Hong Kong has provided six training programmes for the mainland partners and nine types of funding projects as follows:

Project Nature	Number of projects or beneficiaries (from April 2011 to March 2012)
(1) Scholarship for primary, secondary and post-secondary students	313 primary / secondary school students and 69 post-secondary school students
(2) Improvement of rural school facilities	4 schools
(3) Improvement of facilities for rural clinic and orphanages	1 clinic and 4 orphanages
(4) Foster Parents Programme for the deprived / disabled children and the abandoned baby girls	39 children
(5) Water supply	1 village
(6) Living allowance to the elderly and the disabled	119 elderly / disabled persons
(7) Medical or operation allowance for the deprived patients	22 patients
(8) Allowance on the life improvement scheme	1 family and 2 villages
(9) Community Development project	2 villages

*Support on exchange programme for parents with disabled children, Gaoyi county, Hebei province*



*Water supply facilities in Jintan village, Gulang county, Gansu province*



**Brief Report on the Relief Work of the “5.12” Sichuan Earthquake**

It has been more than three years since the “5.12” Earthquake hitting the regions of Sichuan, Gansu and Shaanxi. During these three years, Caritas - Hong Kong has undertaken 48 projects in 3 provinces. Brief information is listed as follows:

Project Location	(1) Sichuan province (2) Gansu province (3) Shaanxi province
Project No.	48
Project Nature / No.	Emergency relief: 11 House / Community facilities reconstruction: 11 Purchase of equipment for Community / School: 10 Rehabilitation projects: 10 Church reconstruction: 6
Completed Projects	43
Projects in progress	5
Total amount spent/committed	HK\$41,828,655.-



Chatingxiang primary school reconstruction at Yantian county in Sichuan quake affected area



Ward reconstruction in Women and Children Health Centre for Sichuan quake victims in Shiqu county



Drug storehouse reconstruction in Disease Prevention Centre for Sichuan quake victims in Shiqu county

**Brief Report on the Relief Work of the “4.14” Qinghai Earthquake**

It has been two years since the “4.14” Earthquake hitting the regions of Yushu of Qinghai and Shiqu of Sichuan. During these two years, Caritas - Hong Kong has undertaken 11 projects in 2 provinces. Brief information is listed as follows:

Project Location	(1) Yushu county of Qinghai province (2) Shiqu county of Ganzi prefecture, Sichuan province
Project No.	11
Project Nature / No.	Emergency relief: 2 Schoolhouse reconstruction and facilities: 3 Community facilities reconstruction / purchase of equipment: 2 Mother-Baby programme/Rehabilitation projects: 4
Completed Projects	9
Projects in progress	2
Total amount spent/committed	HK\$8,406,967.-



Supplementary teaching service for the children in Qinghai quake area

Mother and child care service station for Qinghai quake victims in Yushu county