

CHAPTER 5 - OTHER SERVICES

5.1 LOCAL SERVICES

Objectives

The Local Services (“LS”), as the extended executive arm of the Agency at the local level, are located in various social centres of the Agency. Their services include administrative and janitorial services, coordination of solidarity enhancement activities between the Agency, parishes and Catholic schools, and implementation of fundraising events.

As the Agency is the social arm of the Catholic Church, LS endeavor to further enhance its partnership with the Catholic community and take up the task as one of its core functions, with the aim of fostering Catholic faith of love and hope at the local community.

Highlights and achievements of the Year Provision of a safe and green environment at social centres

LS realized a growing need in providing a safe and green environment at multi-service social centres, particularly in respect of building safety, staff’s occupational safety and implementation of green measures. During the year 2012/2013, with the funds of \$2.9 million from Environment and Conservation Fund for energy improvement projects, LS carried out reinstallation of energy-saving air-conditioners and lightings at six multi-service social centres.

Enhancement of Service Quality

An electronic filing system was introduced, using e-garden (managed by Caritas Information Technology Advancement Centre) as the platform for filing storage. Through the system, files from headquarters and working committees, forms and resources in relation to work could be uploaded, staff could share their knowledge and thus work productivity and service quality could be enhanced.

Renovation and Maintenance Works for Caritas Multi-service Social Centres

LS had completed several minor renovation works in improving the conditions of Caritas Social Centres of Caine Road, Ngau Tau Kok and Kowloon.

■ Concrete spalling at Caritas Kowloon Social Centre was examined and fixing works were carried out



Community Halls

Two licensed community halls, one at Caritas Caine Road Social Centre and the other at Caritas Kowloon Social Centre (each can accommodate more than 500 audiences), and the other two smaller community halls at Caritas Social Centres of Aberdeen and Ngau Tau Kok (each can accommodate 200-300 audiences), were managed by LS. All community halls served as popular venues for religious ceremonies or community functions.

Activity Centre

The Caritas Tsing Yi Activity Centre received 1,152 visitors from 21 organizations during the year 2012/2013, with a 6% decrease compared with the year 2011/2012. The drop was attributed mainly to the three-month closure for maintenance works as a result of damages caused by the severe Typhoon Vicente in July 2012. Nonetheless, the number of Catholic organizations using the Centre was on the rise.

Liaison with Parishes

Local Service Coordinators (“LSCs”) attended the Steering Group on Cooperation between Caritas and Parishes meetings with all Deans four times a year. Matters relating to the Catholic Diocese, parishes and Caritas services were shared and coordinated under the Chairmanship of a Vicar General.

LSCs also attended regular meetings of five Deaneries, parish councils and working committees to promote Caritas services and fundraising activities. A close relationship with 51 parishes in the Hong Kong Diocese was maintained and matters pertaining to requests for Caritas service referred by parishes were enhanced. Besides, assistance was given to support some well-known parish events such as the Parade of Our Lady of Fatima Church in Cheung Chau, the Annual Feast Day of St. Joseph’s Chapel in Sai Kung Yim Tin Tsai Village and some significant Diocesan events held at the Catholic Cathedral, e.g. Christmas Mass and Celebration of the Silver, Gold and Diamond Jubilees.



■ LS offered assistance to support the annual Feast Day at St. Joseph’s Chapel in Sai Kung Yim Tin Tsai Village

To attend to parishes’ needs, LS offered support and logistic services to:

- (1) provide assistance for the promotion of evangelization and family formation programmes;
- (2) provide technical support for parish activities; and
- (3) collaborate with social workers to address parish concerns for ex-prisoners, asylum seekers and the underprivileged.

Administrative Support to Diocesan Programmes

LSCs assisted in organizing and arranging the logistics of the annual Catholic Church Lenten Campaign. Through the collaboration with parishes and schools, the theme and messages of the Campaign could be disseminated to the faithful, students and the public. LSCs attended the regular meeting of the Diocesan Social Concern Support Group and offered support to relevant programmes. Collaborations with the Diocesan committees were enhanced.

Fundraising Activities

Operation and logistics of the six fundraising bazaars were coordinated by the LS. The objectives of running the Caritas Bazaar were beyond simply raising fund. Caritas Bazaar was on one hand a meaningful event for promoting the partnership between Caritas and parishes, and on the other hand, Catholic schools, parishes and Caritas services could join together as a big family to run the bazaars. A total of 13,000 volunteers were involved during the whole process and there were more than 100,000 entrants in the Caritas Bazaar 2012.



■ Opening Ceremony of the Caritas Shatin Bazaar

Liaison with Caritas Asia

LS assisted in the promotion of Caritas International Conference to be held in May 2013 in celebration of Caritas 60th Anniversary by means of providing information through Caritas Asia Newsletter and contacts with Caritas Asia's member organizations.

As School Supervisors and Managers of Caritas Schools

LSCs, upon invitation, served as school supervisors and managers to execute its responsibilities as stipulated by the Education Bureau and Caritas – Hong Kong.

Staff Development and Training

Staff Training

For raising staff awareness on quality service standards, safety measures as well as energy-saving and other green measures, LS conducted an in-house training session for its clerical staff. The janitorial staff were also requested to attend regular training sessions on occupational safety at other professional organizations.

Promotion of Agency's Values among Staff

To nurture the culture of Caritas as a family at workplace, parish priests were invited to share their thoughts on Compendium of the Social Doctrine of the Church for LS staff with a focus on family values. The Agency's values and biblical messages were also shared in centre meetings, LS staff meetings and Local Parish Liaison Team meetings.

5.2 HOSPITALITY SERVICES

General Remarks

Hospitality Services comprises Lodge Service, Hostel Service, 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 periodically conduct training and development workshops on various aspects for managerial staff and rank-and-file staff to enhance continuous staff development. Caritas Oswald Cheung International House joined force with Caritas Bianchi Lodge in setting up student Internship Programme for Caritas Institute of Community Education during the summer of 2012.

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

A comprehensive training kit on Caritas Hospitality Services was compiled by the Lodge, which served as the basis for both in-house training and internship programme materials. This would help raising the service standard with systematic human capital development.

In-room facilities of the Lodge were upgraded and network was enhanced with the installation of Wifi.



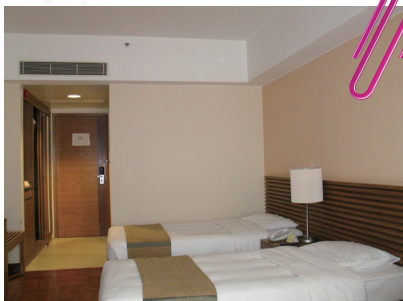
■ Guest room refurbished

Caritas Lodge

A comprehensive repair works on all room amenities and kitchen had commenced to strengthen competitiveness.

Caritas Oswald Cheung International House

A product improvement plan had been carried out for 119 guest rooms by cleansing the public area and individual air conditioners, and replacing false ceiling for future possible maintenance works.



■ Replacement of false ceiling and repainting works were carried out in all guest rooms

Services Output

During the year 2012/2013, Caritas Bianchi Lodge served a total of 40,759 guests compared to 47,540 guests in 2011/2012, recorded a 14% decrease. Caritas Lodge served a total of 21,195 guests compared to 25,640 guests in 2011/2012, representing a 17% decrease. Caritas Oswald Cheung International House served a total of 52,040 guests in 2012/2013 compared to 67,735 guests in 2011/2012, representing a 23% decrease.

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

A Residents’ Satisfactory Survey was conducted in September 2012 to analyze service provision and standard. Follow up efforts were made with a software solutions company to improve the Property Management System and to streamline the daily operational routine for a more effective management. Several major maintenance works in various hostels were also completed during the year.

Services 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 96.3% in the year 2012/2013.

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 three tuckshops.

Highlights and Achievements of the Year

Outside catering – Besides providing catering for religious functions like the Investiture Mass for the HK Postulants at the Cathedral of the Immaculate Conception, the Silver & Golden Jubilee Celebrations to the Religious Order, and the anniversary celebration of the Serra Club, Catering Service also provided service for one of the largest logistic companies at their Christmas Party. It 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, it served for three Annual Caritas Bazaars held on Hong Kong Island, in Kowloon and in the New Territories.

Catering consultant – A catering consultant joined the Service in July 2012 to provide professional advice and counsel on the operational matters of the catering section. This will bring long term benefits to the Service.

Catholic religious school project – catering on-line distribution channels (e.g. cocktail parties, corporate events, formal dinners) were extended to Catholic schools in Hong Kong.

Retail Service included the Handicraft Centre at Caine Road and the three tuckshops, one

located at Tsuen Wan, one at Caritas Bianchi College of Careers, Tseung Kwan O Campus and one at Caritas Institute of Higher Education at Oxford Road, Kowloon Tong, which commenced operation in September 2012.

The Service was successful in signing a three-year contract for the new Oxford Road tuckshop. Octopus system had been installed in all outlets except Tsuen Wan.

Services Output

Four Caritas restaurants and one canteen served a total of 1,001 customers daily whilst the three tuckshops served a combined daily average of more than 255 customers.

Staff Development and Training

Four staff of the Service had joined the one-day Hygiene Supervisor Training Course held by the Food Environmental & Hygiene Department.

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.



■ Programme staff conducted an astronomy programme for school students

■ The Leisure and Cultural Services Department organized swimming classes at the Caritas Jockey Club Oi Fai Swimming Pool

■ A splendid view by looking out from Caritas Jockey Club Siu Tong Camp

Highlights and Achievements of the Year

Under the Outdoor Education Camp Scheme of Education Bureau, the camps organized 24 three-day and 6 five-day programmes for primary schools and 13 three-day programmes for secondary schools during the year. The overall performances were ranked in the high side according to the Outdoor Education Camp Opinion Survey Findings for the school year 2011/2012 published by the Education Bureau.

In cooperation with the Caritas Youth and Community Service and Caritas Community and Higher Education, a certificate programme named “Caritas Adventure and Experiential

Education Practitioner” with the purpose of training instructors in leading experiential learning activities was launched. The Camp Services played the role in providing trainers, training ground and facilities.



■ Participants learnt how to lead experiential learning activity

Catholic Diocese of Hong Kong organized an event “International Conference on Sharing the Experience of Lay Ministry” for 176 persons held between 28 October 2012 and 1 November 2012 at the Caritas camps in Cheung Chau. The camps provided accommodation and meal services and assisted in logistics and leisure activities during the event.



■ A morning mass was held at the outdoor area of Caritas Jockey Club Ming Fai Camp

The 30th Cheung Chau Island Canoe Race was successfully held on 3 March 2013. The event attracted 154 persons participating in various competition events. Islands District Council Members had kindly consented to be the Guests of Honour at the event.



■ Participants prepared for the 30th Cheung Chau Island Canoe Race

The Camp Services took part in the 10th Anniversary of Camping Association of Hong Kong. As one of the celebration events, a forum on “Hong Kong Camp Service – An Education Partner” was held on 17 March 2013 with more than 400 participants.

Staff Development and Training

A visit to the Duke of Edinburgh Training Camp was organized for 21 staff members on 24 February 2013. Camp Manager of the Duke of Edinburgh Training Camp gave a presentation on its operation and staff members found the visit valuable.



■ After the visit, group photo was taken at the front door of The Duke of Edinburgh Training Camp

5.4 CARITAS JANITORIAL SERVICE

Caritas Janitorial Service (“CJS”), a sub-team of Local Services and under the supervision of Local Service Coordinators, is a self-sustaining service providing cleaning, security, maintenance and repair, and messengerial services to Caritas units and parishes.

The achievement of the Service lies in its ability to meet the needs of its service partners. During the year, CJS has employed more than a hundred janitorial staff working in Caritas

centres and parishes. Although the Service is facing challenges in respect of rising service needs from parishes and changes in labour market environment such as rising of wages and shortage of manpower, the Service Team is continuously providing reliable and professional janitorial service to its service partners. Moreover, the Service not only supports its staff financially with steady income, but also provides opportunities for staff to learn and to regain vital employment skills.



■ Metal scaffolding training for CJS staff in Caritas Aberdeen Social Centre

■ CJS staff in Caritas Aberdeen Social Centre cleaning the community hall

5.5 COOPERATION BETWEEN CARITAS AND PARISHES

The purposes of cooperation between Caritas and the 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, Director of Caritas Social Work Services and Caritas Local Service Coordinators (“LSCs”);
- (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, LSCs had widely disseminated the messages of cooperation in a broader perspective. Efforts undertaken to consolidate the tri-party cooperation relationship included:

- (1) Engagement of frequent contacts and meetings with the deaneries and parishes, especially with newly appointed parish priests, enabling them to have a good understanding of Caritas services and its possible service support;
- (2) Enhancement of mutual communications - Caritas services were invited to introduce their work via sharing sessions with Deanery / parishes. Conversely, Diocesan news and topics relating to the Year of Laity, Year of Faith, Mission Sundays and messages of the Compendium of the Social Doctrine of the Church were shared in Caritas staff meetings;
- (3) Invitation to parishes in supporting fundraising activities such as Caritas Charity Walk, Charity TV Show, and other activities held by individual Caritas multi-service social centres for low-income families, mentally handicapped persons etc.; and
- (4) Referral of cases to Caritas social workers related to persons with mental health, family and aging problems.



■ Members of the Steering Group discussed issues with common concern to enhance coordination and collaboration between Caritas and the parishes

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 were 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 2012/2013, over 200 programmes and group activities were organized with over 10,000 attendance. The workers also provided assistance for 9 Social Concern Groups and 25 Family Movement Groups.



■ Dinner for grassroots

Pre-marital Courses

In the past year, 24 pre-marital courses were run for 344 couples who had registered for marriage at the Catholic Churches. In addition, 94 couples chose to participate in pre-marital couple counselling. They also joined a lecture on Christian view of marriage and natural family planning.

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 self-reliant. Mainland services are not funded by Hong Kong Government, all services are supported by benefactors.

Owing to limited manpower and financial resources, services provided have been in small scale to the poor regions. Through the cooperation with local leaders, projects can be carried out effectively in the Mainland. Two main services are provided: Training Programmes and Financial Assistance on small projects for the betterment of the rural development.

Highlights and Achievements of the Year Capacity Building for the Local Partners

Caritas - Hong Kong has been working closely with different Catholic Social Service Centres ("CSSCs") in the Mainland for many years. In order to keep up with the pace of the development of the society so as to provide better service, it is necessary for the less experienced CSSCs to build up their capacity. In 2012/2013, Mainland Service Desk provided a two-year grant of RMB150,000 to two CSSCs in the Mainland. The purpose is to motivate and strengthen these centres on project design and management.

■ Project Management course held in Yunnan province



■ Small group discussion in the Yunnan Project Management course

Short-term exposure visits and workshops in Hong Kong were also provided to the women religious congregations so as to improve their social service in a practical way. The target beneficiaries, about 40 persons for 2 years, included the nuns and the workers in the Church-run social service organizations. In addition, a one-year project management course was also arranged for 10 women religious congregations from different provinces at the beginning of 2013.

Community Care Projects for the Migrant Workers and Unattended Children

The problem of migrant workers becomes serious in the Mainland. The Social Work Services Division of Caritas - Hong Kong has been providing support service to the NGOs in the Mainland to provide care services for the migrant children in the city over five years. Mainland Service Desk has been providing financial assistance to the CSSCs in the Mainland to serve the unattended children and elderly people in Shaanxi and Chongqing over three years. Training had also been provided to the volunteers of these projects.



■ Volunteers provided free medical service to the unattended elderly in Wanzhou diocese, Chongqing city



■ Unattended children joined the reading session in Wanzhou diocese, Chongqing city

Other Funding Projects

In the past year, Mainland Service Desk has provided nine types of funding projects as follows:

Project Nature	Number of projects or beneficiaries (from April 2012 to March 2013)
(1) Scholarship for primary, secondary and post-secondary students	355 primary / secondary school students and 65 post-secondary school students
(2) Capacity Building	12 projects
(3) Improvement of facilities for rural clinic and orphanages	1 clinic and 3 orphanages
(4) Foster Parents Programme for the deprived / disabled children and the abandoned baby girls	40 children
(5) Water supply	3 villages
(6) Living allowance to the elderly and the disabled	127 elderly / disabled persons
(7) Medical or operation allowance for the deprived patients	7 patients
(8) Allowance on the life improvement scheme	2 families and 2 counties
(9) Community Development	8 projects



■ Facilities for Xuchang Bo'ai Children Rehabilitation School, Henan province

■ Foster Parents Programme in St. Joseph Orphanage, Fengxiang county, Shaanxi province



■ Education allowance to the students in Handan diocese, Hebei province



■ Rearing project in Fenshui town, Wanzhou district, Chongqing city