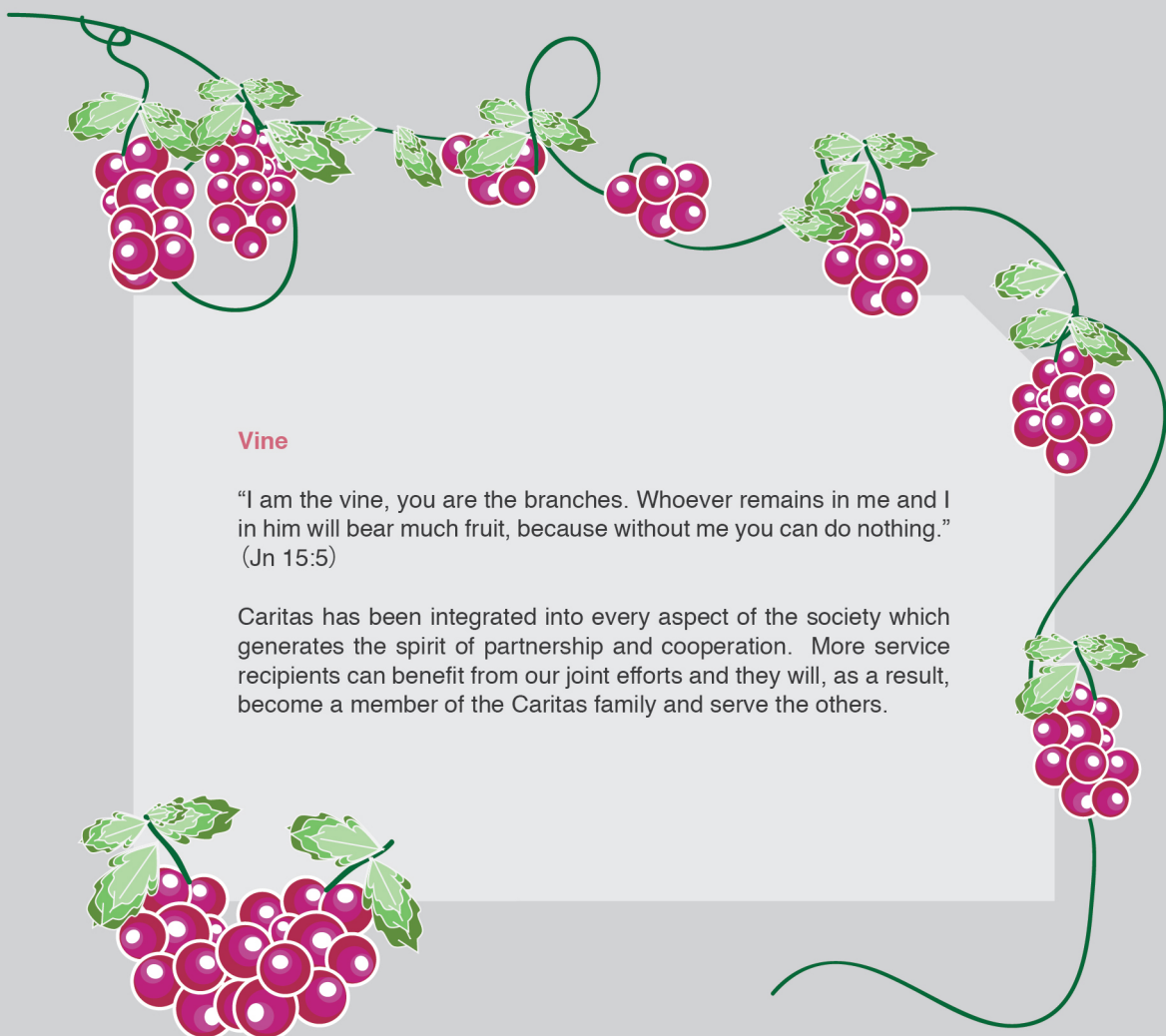


# 5

## OTHER SERVICES



### Vine

“I am the vine, you are the branches. Whoever remains in me and I in him will bear much fruit, because without me you can do nothing.”  
(Jn 15:5)

Caritas has been integrated into every aspect of the society which generates the spirit of partnership and cooperation. More service recipients can benefit from our joint efforts and they will, as a result, become a member of the Caritas family and serve the others.

## 5.1 LOCAL SERVICES

### Objectives

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

As the Agency is the social arm of the Catholic Church, LS endeavors to further enhance Agency’s partnership with the Catholic community and takes up the task as one of its core functions, with the aim of fostering Catholic values of love and hope in the local community.

### Highlights of the Year / Achievements

#### Centre Management

In compliance with the Buildings Department’s requirements, maintenance and repair works related to the Mandatory Building and Window Inspection Schemes at the multi-service social centre at Caine Road have been completed. Similar works at Aberdeen centre were almost completed, while that at Sha Tin centre is in the pipeline.

A user satisfaction survey in all multi-service social centres was conducted in December 2015 with a view to enhancing the quality of centre management’s service delivery. Users’ suggestions would be followed up.

#### Community Halls

LS operates two licensed community halls which are located at Caritas Caine Road Social Centre and Caritas Kowloon Social Centre, serving an annual total of 19,300 persons and 33,750 persons respectively. They are mainly used for activities such as diocesan events, graduation ceremonies, reception for marriage ceremonies, annual functions, seminars, workshops, variety shows, etc.

In addition, there are two other ordinary community halls inside the multi-service social centres at Aberdeen and Ngau Tau Kok, serving an annual total of 7,300 persons and 74,687 persons respectively.



• Community Hall at Caritas Jockey Club Aberdeen Social Centre

#### Activity Centre

In October 2015, Caritas Tsing Yi Activity Centre received, for the first time, a group of 16 English-speaking Christians from Asian countries, for holding an eight-day conference. A total of 10 parishes / diocesan organizations and 13 voluntary organizations with 943 visitors used the Centre mainly for parent-child and youth activities, meetings as well as barbeques.



• Scout activity in the meeting room





• Barbeque within the centre compound

## Liaison with Parishes and Administrative Support

Maintaining a close relationship with parishes is one of the main functions of LS. In 2015/2016, much effort has been exerted in the following areas:

- (1) Strengthening the parishes' understanding of Caritas services by coordinating visits for parish priests, clergy etc. to various Caritas units at district levels or organizing visits to newly appointed parish priests in form of a Caritas service team;
- (2) Understanding the parishes' needs by attending regular meetings of parish pastoral councils, Diocesan Social Concern Support Group, meetings at deanery levels, etc.;
- (3) Soliciting support from parishes and Catholic schools in fundraising events such as bazaars, sale of raffle tickets, donations for the future Catholic university at Tseung Kwan O etc.; and
- (4) Exploring and promoting collaborative activities among parishes, Caritas units and other Catholic units such as parent-child activities, grassroots meals, marriage enrichment programmes etc.



• Parish visit to Caritas Family Service

## Fundraising Activities

In 2015/2016, LS coordinated three fundraising activities at the district levels which included the promotion of raffle tickets and Christmas cookies at parishes, as well as organization of bazaars at six venues. Furthermore, LS assisted in the promotion of Caritas TV Charity Show in the Catholic community.

Most Rev Michael M.C. Yeung and Caritas Chief Executive Rev Joseph Yim conducted promotional visits to 14 parishes on 10 consecutive Saturdays and Sundays from September to November 2015. With the assistance from volunteers and students of Caritas services, parishioners enthusiastically supported Caritas in buying raffle tickets and making donations for the future Catholic university.

Another fundraising event was held in December 2015. Christmas cookies, produced by Caritas La Vie Bakery, were promoted at 13 parishes. The cookies were well received by parishioners during the festive season.



• Raffle sale at St. Peter's Church



• Cookies sale at St. Jude's Church

Caritas Fundraising Bazaars, as one of the Agency's signature fundraising events, attracted a total of 79,025 visitors in 2015. The event was held at six venues in three consecutive Sundays of November 2015. Our partners such as parishes and Catholic schools showed their unwavering support to Caritas bazaars which is well perceived as a family event for the Catholic diocese. A total of 40 parishes, 73 Catholic schools and 51 Caritas units with over 12,000 volunteers participated in the 6 bazaars held in Hong Kong, Tuen Mun, Kowloon, Sha Tin, Tsuen Wan and Cheung Chau.



• Caritas Bazaar at Victoria Park



• A facelift of Tsuen Wan Bazaar using marquees

## Staff Development and Training

Staff of LS visited the Precious Blood Hospital (Caritas) in May 2015 and the visit aimed to enhance staff's awareness in quality standards relating to administrative and janitorial aspects. Moreover, Managers of Local Service Coordination attended talks and seminars on job-related topics such as school management, building management and staff supervisory skills.

## 5.2 HOSPITALITY SERVICES

### General Remarks

Hospitality Services ("HS") comprises of Lodge, Hostel and Catering Services. HS is committed to provide quality accommodation and catering service in a comfortable environment at reasonable price to the guests.

### LODGE SERVICE

#### Objectives

Lodge Service provides comfortable accommodation to local and overseas Catholic-related parties and travelers at reasonable price. The three lodges are Caritas Bianchi Lodge, Caritas Lodge and Caritas Oswald Cheung International House ("COCIH"). The lodges provide training opportunities for student internship and vocational training programme run by Caritas Institute of Community Education ("CICE"), Caritas Bianchi College of Careers ("CBCC"), Caritas Institute of Higher Education ("CIHE") and other education institutions in Hong Kong. It also provides job opportunities to those people with intellectual or mental disabilities to demonstrate Caritas is a caring organization.



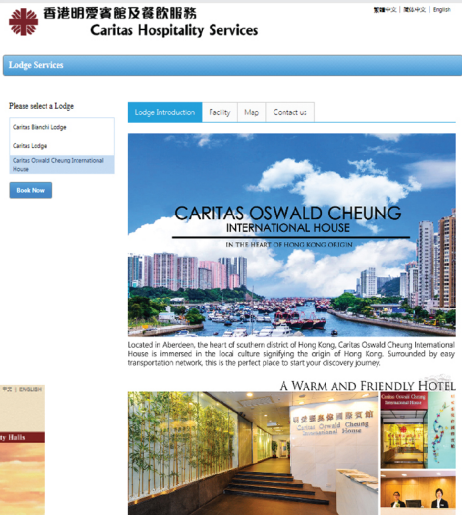
## Highlights of the Year

### Website Revamp

Online information search and bookings are very common nowadays. In order to meet the expectation of the service users and to boost online booking orders, HS homepage and lodges' websites were revamped in February 2016 with more modern look and more user friendly. Further improvement on the website will be continued this year.



• Homepage of HS website



• Webpage of COCIH

### Guests Served

2015/2016 was a difficult year for lodge service due to the weakening global economy, unstable local political environment and the intense competition of the hotel industry in Hong Kong. The number of PRC leisure groups dropped sharply which led to a big drop of guests served at COCIH.

Lodges	2015/2016	2014/2015	Change (%)
Caritas Bianchi Lodge	40,450	46,548	-13.10
Caritas Lodge	17,174	18,967	-9.45
Caritas Oswald Cheung International House	25,968	59,472	-56.34
Total Guests Served	83,592	124,987	-33.12

# HOSTEL SERVICE

## Objectives

Hostel Service offers economical accommodation with basic amenities to local people, university students and overseas expatriates who need to stay away from home for longer period.

## Highlights of the Year

### Conversion of Caritas Kennedy Town Hostel

Caritas Kennedy Town Hostel was converted to a female student hostel in August 2015 with new public bathroom facilities and enhanced security measures. It provides accommodation service for up to 67 students from CIHE, CBCC and other local universities.



• Caritas Kennedy Town Hostel – Bedroom



• Caritas Kennedy Town Hostel - Common Room

## Guests Served

Overall occupancy of most Caritas hostels was maintained at high level. However, occupancy at Caritas Kennedy Town Hostel and Caritas Caine Road Hostel were affected during the period of conversion and renovation under the Mandatory Building and Window Inspection Schemes respectively.

Caritas Hostel	No. of Rooms	Service Client	Area	Occupancy (%)
Caine Road	93	Male	Hong Kong	84.79
Kennedy Town	67	Female Student (from September 2015)	Hong Kong	82.75
Ling Yuet Sin	49	Female	Hong Kong	96.64
Ngau Tau Kok	28	Male Student	Kowloon	88.20
Mong Kok	3	Female	Kowloon	97.48
Domus Fidei	6	Female	New Territories	85.59



## CATERING SERVICE

### Objectives

Catering Service consists of Caritas Restaurant and Fast Food outlet in Caritas House, Caine Road, three in-lodge restaurants, banquet and outside catering service to provide dining and catering arrangement to parishes, Catholic-related parties, guests of lodges and hostels, neighbors and community members.

### Highlights of the Year

#### 2015 Caritas Fundraising Bazaar

Catering Service provided tea reception for the guests and arranged over 3,600 light meals in total for the volunteers. Sales at the HS food stalls came to a record high and has a big increase by 19.6%.



• 2015 Caritas Fundraising Bazaar – Hong Kong

### Facilities Improvement

In order to enhance dining experience as well as to achieve energy conservation in Caritas Restaurant and Fast Food outlet, a new air-conditioning system was installed in October 2015.

### Guests Served

In the year 2015/2016, daily average of 780 guests were served in restaurants and catering events. The drop in number of guests served was caused by the temporary closure of Caritas Restaurant and Fast Food outlet in Caine Road to install a new air-conditioning system for over a month time. With the implementation of initiatives on revenue generating and cost saving, substantial improvement on surplus was resulted.

### Collaboration with other Service Units of the Agency

- HS continued to offer internship placement to students of CICE. In 2015/2016, two students attended a two-month training at Caritas Restaurant.
- Four participants from the Employment Exposure Programme 2015/2016 of Caritas Youth and Community Service attended 10 days experiential employment at the restaurants.
- Cleaning service in Caritas Bianchi Lodge was provided by the mentally disabled people of Caritas Lok Hang Workshop since October 2015.
- HS team visited Caritas Lok Mo Integrated Vocational Training Centre in October 2015 to explore rooms for collaboration by providing on-the-job training and employment opportunities in hostel, lodge and catering service. Upon successful completion of the on-the-job training, a trainee became full-time room attendant at Caritas Caine Road Hostel and two trainees became guest service attendants at Caritas Restaurant and Fast Food outlet in early 2016.
- Sixty volunteer students from CIHE and CBCC participated in the food stall sales by Catering Service during the 2015 Caritas Fundraising Bazaar in various locations.



• CIHE / CBCC students in the 2015 Caritas Fundraising Bazaar – Sha Tin

- Jointly organized with the Human Resources Office of the Agency, a Career Day in CIHE and CBCC was held in mid-March 2016 with the aims to do recruitment as well as to enhance the cognition level of HS.



• Career Day in CIHE and CBCC

- HS participated in the Ming Pao – JUMP Recruitment Day organized by the Human Resources Office and other service units of the Agency in March 2016.
- Invited by CICE, Mr Harry Leung, Catering Manager shared his heartfelt working experience with over 200 secondary school students in Applied Learning Programme on 21 March 2016.



• Working experience sharing session

## Staff Development and Training

- A chef attended “Food Hygiene Manager” training course organized by School of Continuing and Professional Education, the City University of Hong Kong in July 2015.
- Two staff from the lodge team attended the “First Aid Care in the Workplace” conducted by the Occupational Safety and Health Training Centre in July 2015.
- Four customer service officers of the Lodge Service attended “Customer Service & Telephone Enquiry (Advanced)” training conducted by the Hong Kong Council of Social Service on 2 March 2016.



## 5.3 CAMP SERVICES

### General Remarks

There are four camps operated under the Camp Services (“the Service”). Caritas Jockey Club Ming Fai Camp, Caritas Oi Fai Camp and Caritas Jockey Club Siu Tong Camp are partially funded by the Leisure and Cultural Services Department whereas Caritas Ka Fai House is self-financed.

### Objectives

The objectives of the Service are to provide a non-profit making camping service for the people from all walks of life, offer them a group-living experience in a setting close to nature, and enhance their physical, mental and social well-being through indoor and outdoor social, recreational, educational, sports and other leisure activities.

### Highlights of the Year

In cooperation with Caritas Chan Chun Ha Field Studies Centre, the Service provided accommodation and catering services as well as activities programmes to facilitate field studies courses for 3,983 students during the school year 2015/2016. The duration of study courses are categorized into four groups, i.e. one-day course and two-day, three-day, five-day overnight courses. Beside the regular courses, 19 star glazing activities were also organized with 564 students participating.

Under the Outdoor Education Camp Scheme of the Education Bureau, programmes were organized for both primary and secondary schools in the school year 2015/2016. For primary schools, there were 26 three-day and 7 five-day programmes with 2,230 and 833 student participants respectively. For secondary schools, 19 leadership training programmes were organized.

The 33rd Cheung Chau Island Canoe Race was successfully held on 28 February 2016 with 172 persons participated in various competition events. Islands District Council Members were invited as the Guests of Honor and for prizes presentation.



• Participants were getting ready for the competition



• All participants were doing their best in the race



• More than 85 canoes participated in each morning and afternoon competition events

## Staff Development and Training

Twenty-one staff members visited the newly renovated Pokfulam PHAB Camp (“the Camp”) on 7 March 2016. The one day training also included touring to the Bethanie Campus of The Hong Kong Academy for Performing Arts and the Pokfulam Village nearby. The objectives of sharing on catering operation and activity leading skills were achieved.



- The officer of the Camp gave an introduction and led the tour



- Staff members participated in the reservoir tour organized by the Camp



- A group photo taken at the Camp

## 5.4 JANITORIAL SERVICE

The Janitorial Service (“the Service”), a sub-team of Local Services and under the supervision of Managers of Local Service Coordination, is a self-sustaining service providing cleaning, security, maintenance and repair, and messengerial services to Caritas units in various multi-service social centres of the Agency and parishes. Staff of the Service also assists in all Caritas fundraising activities, such as Caritas Bazaar and raffle tickets selling.

The achievement of the Service lies in its ability to meet the needs of its service users. Although the Service is facing challenges in respect of rising of wages coupled with shortage of manpower, it is continuously providing reliable janitorial services to its users and is running under surplus in this financial year. Moreover, the Service encourages staff to have training on occupational safety and health, in order to enhance their employment skills and knowledge of safety.



- Staff cleaning the Student Common Room in Caritas Kennedy Town Social Centre
- Staff performing cleaning work at Star of the Sea Church



## 5.5 COOPERATION BETWEEN CARITAS AND PARISHES

Caritas and parishes, being the social and pastoral arm of the Diocese, work in partnership to foster a family spirit of the Catholic Church in initiating and sustaining joint efforts in matters relating to social concern, human development and charitable activities.

Regular group meetings at various levels are in place to enhance communications and strengthen cooperation between parishes and Caritas, namely at the Diocese level, deanery level, parish level and Caritas staff level. The meetings include those of the Steering Group on Cooperation between Caritas and Parishes, Parish Councils, Parish Social Concern Groups as well as Local Parish Liaison Teams of Caritas and Parish Social Service Unit of the Social Work Services Division of Caritas.

### Parish Social Service

The Parish Social Service is responsible for providing social work services to assist parishes in carrying out the social mission of the faithful. Family and individual counselling services, emergency relief and training of volunteers are also provided for parishioners.

### Social Services

Caritas social work services units collaborated with parishes and Catholic groups on programmes relating to promotion of social concern and civic education in parishes, organizing educational talks and volunteer services for the youth, families, elderly and deprived groups. In response to parishes' concerns for the marginalized and enhancement of family ties, the social workers provided assistance to the Social Concern Groups, Family Movement Groups and various conferences of The Society of St. Vincent de Paul.

Concern for the low income families and elderly singletons was expressed through organizing "Meal for Grassroots" which was one of the major collaboration programmes with parishes in 2015/2016. The deprived groups were invited to enjoy free meal with parishioners to promote an integrated and caring community. The number of meals organized during the year was 82 which were well received by the community with an

attendance of 6,103 deprived persons and volunteers from 29 parishes.

Talks were delivered to the participants before or after the meals with topics such as "low income working family allowance", "universal retirement protection", "service for the elderly" and "parent-child relationship" to meet their needs. To extend parishes' care to the poor, some parishioners organized follow-up activities such as paying home visits to the deprived, attending to their children's educational needs, offering them foodstuff, providing financial assistance, etc.



• Rev Dominic Chan, VG attended "meal for grassroots"



• Cardinal John Tong was chatting to participants during the meal

### Pre-marital Courses

Couples registered for marriage at the Catholic churches are invited to attend pre-marital courses and counselling which included a lecture on Christian view of marriage and natural family planning. In the past year, Caritas operated 15 pre-marital courses for 140 couples, and 78 couples participated in pre-marital couple counselling. Two post-wedding gatherings were held for the participants of the year.

## 5.6 MAINLAND SERVICES

### General Remarks

The Mainland Service Desk (“MSD”) of Caritas was established in 1986, aiming at helping the local partners to provide better social service, become self-reliant and self-sustaining. The strategies of MSD are capacity building and providing financial assistance for upgrade of hardware. Through the cooperation with local leaders, projects are carried out effectively in the Mainland. Mainland services are not funded by Hong Kong Government, all services are supported by benefactors.

### Highlights of the Year / Achievements

#### Migrant Children Centre in Xian City, Shaanxi Province

Being recognized by the society is the most important reward for any social service provider. After providing care service to the migrant children in Yuhuazhai district for three years, the Shaanxi Xiaoci Social Work Development Centre set up by the Catholic Social Service Centre of Xian diocese, was registered under the local Civil Affairs Bureau in May 2015. It is the first migrant children service centre set up by the Catholic organization in the Mainland. It is also the first Catholic migrant children centre recognized by the local government. The project is funded by Caritas.

The migrant children are lack of guidance in homework and do not have a proper study place. They can hardly adapt to the city life and are lack of confidence. Their parents do not know how to bring them up in the city. To tackle these problems, the centre offers the following services in the community:

- (1) Child care and tutorial guidance.
- (2) Interest classes.
- (3) Summer and winter camps; field trips; activities to celebrate during festivals.
- (4) Home visits; guidance for special needy cases.
- (5) Activities to help improve relations between parents and children.
- (6) Parent support group for mutual assistance and communication.

The Centre has been providing services to 91 families, benefiting more than 200 persons for three years. The lives of many of the beneficiaries have enhanced. The children become more confident, polite and willing to share. Their academic result has also improved. Relationship between parents and children has eased up.



• Parent-child activities



• Interest classes



• Choir singing





• Summer camp



• Children's art exhibition



• Tutorial guidance

## Rehabilitation Centre of Liza Elderly Home in Changzhi City, Shanxi Province

Liza Elderly Home was set up in 2007 by the Sisters of Changzhi in a small village in Shanxi. Out of the 30 elders, 24 are suffered from stroke and 15 of them should probably regain the ability to move. Among the nuns who are serving in the Elderly Home, 6 got nursing credentials, and 2 have completed physiotherapy course in the university. With the financial assistance from Caritas, a rehabilitation centre was set up in the Elderly Home in 2015. Not only the elders but also the villagers are benefited from the new

rehabilitation service. In average, about five patients received rehabilitation service from the nuns every day. The monthly income of the Elderly Home has been increased from RMB2,000 to RMB3,000. Apart from addressing the needs of the community, the increase in income has also contributed to the sustainability of the centre.



• Rehabilitation exercises for upper limbs



• Railed staircase



• Joint exercises



• Rehabilitation equipment for lower limbs

## Faith, Hope & Love Kindergarten in Taiyuan City, Shanxi Province

To cultivate aspiration of the kids with morality, intelligence and physique are the targets of Faith, Hope & Love Kindergarten (“FHL Kindergarten”). With the financial assistance from Caritas, the nuns in Taiyuan city, Shanxi province founded the FHL Kindergarten in 2015. The site of FHL Kindergarten was previously a quadrangle which was renovated and equipped into a school. In the first academic year, there were 50 students in the kindergarten. The nuns are striving to improve the quality of teaching, establish partnerships with parents, and promote their services. The

kindergarten has received many positive responses from parents and the community since its operation. Several large scale activities have been held to show the talents and abilities of the kids. People see positive changes in the kids – they become more polite, more self-disciplined, and more willing to share things among themselves. It is estimated that the kindergarten will be able to reach full capacity of 100 in three years.



• Christmas party



• Morning exercises

## Other Funding Projects

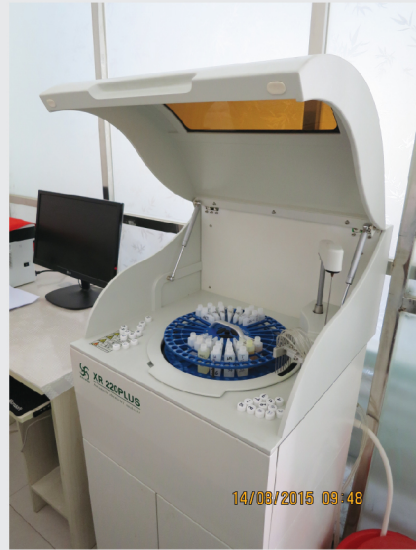
During the year, MSD has provided six types of funding projects as follows:

Project Nature	Number of Projects or Beneficiaries
(1) Scholarship for primary, secondary and post-secondary students	224 primary / secondary students and 66 post-secondary students
(2) Capacity building	About 150 social service providers
(3) Improvement of facilities	4 elderly homes, 2 clinics, 2 kindergartens and 1 primary school
(4) Foster Parents Programme for the deprived / disabled children and the abandoned baby	38 children
(5) Living allowance to the elderly and the disabled	96 elderly / disabled persons
(6) Facilities for the migrant children and children with special needs	6 projects





• A fish pond in an organic farm sponsored by Caritas



• Medical facilities for a clinic in Hebei province



• Facilities project in a kindergarten in Shaanxi province



• Living and education allowance to an orphan in Hebei province



• Summer vacation class in a Shaanxi volunteering programme



• Education allowance to a handicapped youth in Hebei province