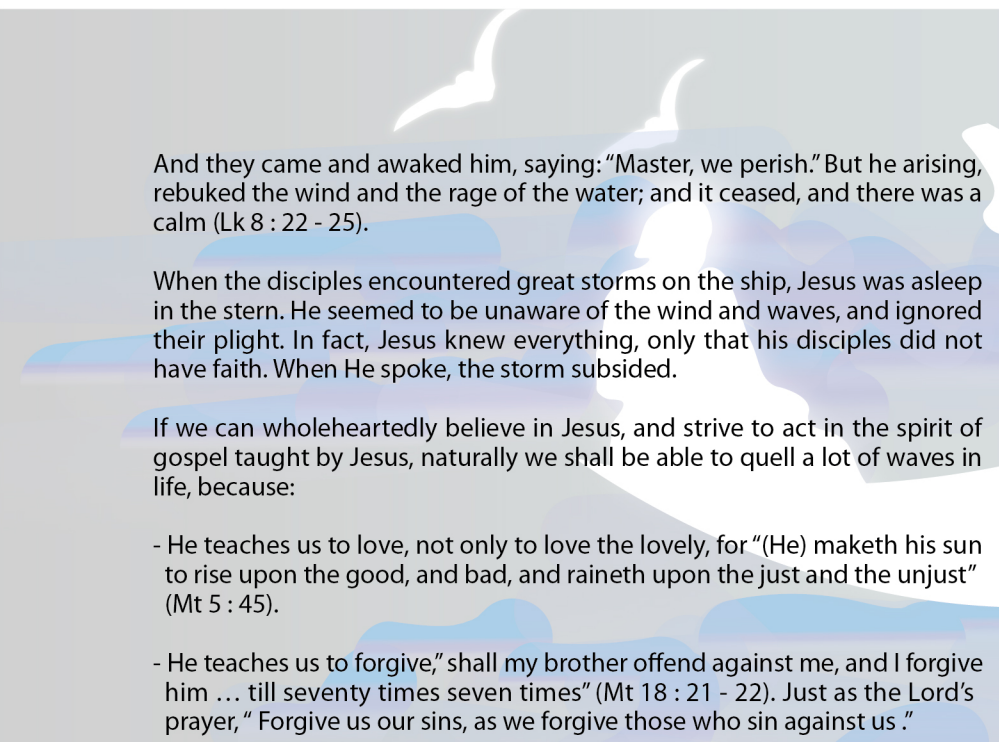


5

Other Services

Jesus calmed the storm at the Lake of Genesaret



And they came and awaked him, saying: "Master, we perish." But he arising, rebuked the wind and the rage of the water; and it ceased, and there was a calm (Lk 8 : 22 - 25).

When the disciples encountered great storms on the ship, Jesus was asleep in the stern. He seemed to be unaware of the wind and waves, and ignored their plight. In fact, Jesus knew everything, only that his disciples did not have faith. When He spoke, the storm subsided.

If we can wholeheartedly believe in Jesus, and strive to act in the spirit of gospel taught by Jesus, naturally we shall be able to quell a lot of waves in life, because:

- He teaches us to love, not only to love the lovely, for "(He) maketh his sun to rise upon the good, and bad, and raineth upon the just and the unjust" (Mt 5 : 45).
- He teaches us to forgive, "shall my brother offend against me, and I forgive him ... till seventy times seven times" (Mt 18 : 21 - 22). Just as the Lord's prayer, "Forgive us our sins, as we forgive those who sin against us."
- He teaches us to "Judge not, that you may not be judged" (Mt 7: 1). "All things therefore whatsoever you would that men should do to you, do you also to them" (Mt 7 : 12).

If there is love in the heart, all the storms will be subsided naturally !

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

Building safety within multi-service social centres as well as occupational safety of janitorial staff are essential aspects in the centre management, apart from the provision of a clean environment within centres. LS conducted regular inspection on building safety and annual occupational safety of janitorial staff, accompanied by appropriate follow-up.

Hall Management



• Community Hall at Caritas Kowloon Social Centre

Utilization of community halls managed by LS is shown below:

Location of Community Hall	No. Served in 2015/2016	No. Served in 2016/2017	Changes (%)
Caritas Caine Road Social Centre (licensed hall)	19,300	19,340	+0.2
Caritas Kowloon Social Centre (licensed hall)	33,750	30,155	-10.6
Caritas Jockey Club Aberdeen Social Centre (ordinary hall)	7,300	7,845	+7.5
Caritas Ngau Tau Kok Social Centre (ordinary hall)	74,687	68,044	-8.9

Activity Centre

In 2016/2017, Caritas Tsing Yi Activity Centre received a total of 1,328 visitors from religious organizations, Caritas units, secondary schools and the public. The Centre was mainly occupied by youths in the past 12 months.

Liaison with Parishes and Administrative Support

Since liaison with parishes and Catholic schools is one of the core functions of LS, the staff attached great importance in maintaining a close relationship with the Catholic community as follows:

1. Strengthening the parishes' understanding of Caritas services by coordinating visits for parish priests, clergy etc. to various Caritas units at district levels, and by organizing visits to newly appointed parish priests in the form of a Caritas service team;
2. Understanding the parishes' needs by attending regular meetings of joint or individual 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. In 2016/2017, publicity videos, posters and messages had been circulated, via social media such as WhatsApp, Facebook and YouTube, to parish councils and parish secretaries to further promote fundraising activities;
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.

Fundraising Activities

With the coordination of LS and staunch support from volunteers of parishes, schools and Caritas units, fundraising activities such as charity bazaars, sale of raffle tickets and Christmas cookies had been made successful. Caritas is appreciative of their committed contribution over the years.

From October 2016 to November 2016, Most Rev Michael M.C. Yeung, Rev Joseph Yim, and Rev James Boey paid visits to 16 parishes for promoting Caritas services and raffle sale on 8 consecutive Saturdays and Sundays.

Sale of Christmas cookies at parishes, despite its relative short history, is going to be one of Caritas signature fundraising events as its sale volume has increased progressively over the past few years. A total of 6,090 tins and 1,434 paper packs were sold at 10 parishes in late November 2016 and December 2016.



• Raffle sale at St. Bonaventure Parish



• Christmas cookies sale at Annunciation Parish

As in previous years, six charity bazaars took place in Hong Kong, Tuen Mun, Kowloon, Cheung Chau, Sha Tin and Tsuen Wan in November 2016 coupled with a moderate rise in the number of visitors and the amount of fund raised. Information on bazaars in 2015/2016 and 2016/2017 are tabulated below.

Item	2015/2016	2016/2017
Number of visitors at 6 bazaar venues	79,025	80,558
Total amount of fund raised by 6 bazaars	\$6,846,032	\$7,206,952
Bazaar participation rates of		
- parishes	77%	82%
- Catholic secondary schools	58%	55%
- Catholic primary schools	15%	15%

With a view to promoting charity bazaars to a wider community, a new Facebook named as “2016 Caritas Charity Bazaar” was launched in September 2016, in collaboration with students of Caritas Institute of Higher Education (“CIHE”) and the Agency. The Facebook had made a good impact and received positive feedback.

A bazaar satisfaction survey was conducted, for the first time, at the Victoria Park on 6 November 2016 with the assistance from students of CIHE. The survey aimed to gather visitors’ valuable feedback on Caritas bazaars for further improvement.



• Stage performance at Tsuen Wan Charity Bazaar



• Visitors shopping at Sha Tin Charity Bazaar

Staff Development and Training

Managers of Local Service Coordination attended talks on job-related topics such as quality service, staff appraisal, insurance policies, disability discrimination and sexual harassment etc. Clerical staff of LS attended a sharing session in June 2016 on handling of contingency cases to refresh or improve the procedure.

5.2 HOSPITALITY SERVICES

General Remarks

Hospitality Services (“HS”) comprises of Lodge, Hostel and Catering Services. HS is committed to provide quality and value for money accommodation and catering services in a comfortable environment to guests of all kinds.

LODGE SERVICE

Objectives

Lodge Service continues to offer comfortable accommodation at affordable prices to local and overseas Catholic-related parties and travelers. The two lodges, Caritas Bianchi Lodge and Caritas Oswald Cheung International House provide training opportunities for student internship of Caritas Institute of Community Education (“CICE”) and other education institutions and Caritas Social Work related internship training programme in Hong Kong.

To fulfill the mission of being a caring organization, lodges, hostel and catering outlets also provide job opportunities to intellectual or mental disabled people.

Highlights of the Year

Transformation of Caritas Lodge to Caritas Dormitory, Prince Edward

Caritas Lodge was converted to Caritas Dormitory, Prince Edward in June 2016. It provides long term accommodation services for up to 60 students and 21 guests who have long stay accommodation needs. Dormitory rooms are equipped with individual bathrooms, air-conditioning, WIFI access and in room telephone. Common kitchenette and laundry facilities are also introduced for the dormitory users.



• Bunk Bedroom

• Kitchenette facilities

• Laundry Room

Guests Served

The two lodges have been developing business sources and working closely with catholic related organizations and travel agents of different markets. Despite the weakening economy and intensified competition, total number of guests served by the two lodges has positive growth in the year 2016/2017.

Lodges	2016/2017	2015/2016	Changes (%)
Caritas Bianchi Lodge	58,564	40,450	+ 44.8
Caritas Oswald Cheung International House	31,819	25,968	+ 22.5
Total Guests Served	90,383	66,418	+ 36.1

HOSTEL SERVICE

Objectives

Hostel Service offers economical accommodation with basic amenities to local people and university students who have long term accommodation need in Hong Kong.

Highlights of the Year

Additional Capacity at Ling Yuet Sin Hostel

Two extra rooms were added to Ling Yuet Sin Hostel to cope with the increasing demand.



• Newly added Room 316 at Ling Yuet Sin Hostel



• Newly added Room 407 at Ling Yuet Sin Hostel

Guests Served

The overall occupancy of Caritas hostels has further improved as compared with last year and continued to maintain at high level.

CATERING SERVICE

Objectives

Catering Service consists of Caritas Restaurant and Fast Food outlet at 2 Caine Road, Caritas Café at 134 Boundary Street, two in-lodge restaurants, banquet and outside catering service providing dining and catering arrangement to parishes, Catholic-related parties, guests of lodges, hostels and community members.

Highlights of the Year

2016 Caritas Charity Bazaar

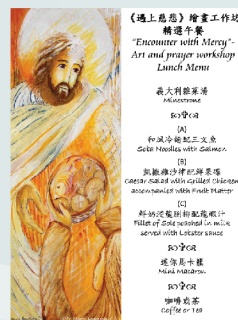
Tea reception for the VIPs and over 4,500 light meals were provided by Catering Service at the 2016 Caritas Charity Bazaar. Sales at the HS food stalls has increased by 15.2%.

Art and Prayer Workshop with Sr Marie Anastasia Carre

During the visit of Sr Marie Anastasia Carré to Hong Kong in August 2016, Catering Service co-organized two Art and Prayer workshops (named 'Encounter with Mercy') with Sr Carre in response to the Year of Mercy. She guided the participants to contemplate the Words of God, to encounter God's Mercy and to praise His love via painting. The participants got recharged with delicious luncheon at Caritas Restaurant at Caritas House.



• "Encounter with Mercy" – Art and prayer workshop



• Lunch menu of the event

Guests Served

In the year 2016/2017, daily average of 743 guests were served in restaurants and catering events. There was a slight drop in the number of guests served as evening service at Caritas Café and lunch service at Caritas Bianchi Lodge restaurant were suspended.

Awards Achieved

HS was awarded as one of the Inclusive Organizations under the Talent-Wise Employment Charter and Inclusive Organizations Recognition Scheme in 2016/2017. Labor and Welfare Bureau recognized organizations which employ people with disabilities, unleashing their potential and facilitating their sustainable development.



• Friendly Employment Award

Staff Development and Training

Frontline, supervisory and managerial staff of HS attended workshops on Service Excellent in February 2017 with the objectives to enhance service quality, to improve skills on complaint handling and to better manage customer expectation. Staff enjoyed the training very much.



• Training on Service Excellent

5.3 CAMP SERVICES

General Remarks

There are four camps operated under the Camp Services. 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 Service Department whereas Caritas Ka Fai House is self-financed.

Objectives

The objectives of the Camp Services 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 the school year 2016/2017, numerous programmes were organized for both primary and secondary schools under the Outdoor Education Camp Scheme of the Education Bureau. For primary schools, there were 37 three-day and 8 five-day programmes with 2,718 and 1,215 students

participated respectively. For secondary schools, there were 14 leadership training programmes with 681 students participated. The programmes have received positive feedbacks from the participated school teachers.



- “Sand Art Competition” for primary school students



- Primary school students explored the island in the “Knowing the Cheung Chau Island” activity



- Joint partnership with Caritas Chan Chun Ha Field Studies Centre, students examined specimens of the endangered species

A total of 3,879 students participated in various field studies courses, which were jointly organized with Caritas Chan Chun Ha Field Studies Centre in the school year 2016/2017. Apart from the regular courses, special programme on star glazing was also arranged for 24 schools with 755 students participated.

Co-organizing with the Hong Kong Canoe Union and partly sponsored by the Islands District Council, the 34th Cheung Chau Island Canoe Race was successfully held on 26 February 2017 with 144 persons participated in various sporting events. The contest has continually received good feedbacks and supports from the participants.



- Starting moment of the 34th Cheung Chau Island Canoe Race

Staff Development and Training

With purposes to widening the horizon of staff members on hospitality and catering services, as well as on facilities management, a staff training activity to the Chinese YMCA of Hong Kong - Wu Kwai Sha Youth Village (“the Youth Village”) and Cheung Muk Tau Holiday Centre for the Elderly (“the Holiday Centre”) was arranged for 20 staff members on 12 February 2017.



- Officer of the Youth Village introduced the services and led a tour of the camp



- Manager of the Holiday Centre introduced the food waste composting machine

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 Charity Bazaar and sale of raffle tickets.

The achievement of the Service lies in its ability to meet the needs of its service users. Following the increased demand for services, the Service is facing challenges in respect of shortage of manpower coupled with rising of wages. The Service is continuously providing reliable janitorial services to its users and is running under surplus in this financial year. Moreover, work safety is one of the focuses in Caritas; staff is encouraged to attend training on occupational safety and health, in order to enhance their skills and knowledge of safety.



• Staff cleaning in Caritas House, Caine Road



• Staff cleaning in St. Jude's Church, North Point

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.

Highlights of Collaboration Events with Parishes in 2016/2017

1. Meal for Grassroots

The above event has become a caring campaign for the deprived with the partnership from 21 parishes and the Knights of Malta. The number of meals organized during the year was 73 with an attendance of 6,036 deprived persons and parishioners.



• Parishioners participated Meal for Grassroots

2. Caring for the Elderly

Caritas Services for the Elderly maintains close partnership with neighbouring parishes. Nine elderly homes provide platforms for the parishioners or clergy of nine churches to carry out their social and pastoral mission through community service and religious activities regularly.



• A visit to St. Thomas the Apostle Parish was arranged for the residents living in impoverished housing units

3. Helping Families in Sub-divided Flats of Kwun Tong District

A total of 7 parishes in the East Kowloon Deanery and Central Kowloon Deanery participated in the joint project targeted at those people living in impoverished housing units. Over 60 Catholic volunteers paid visits or provided assistance to more than 40 families living in the sub-divided flats of Kwun Tong District.

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 16 pre-marital courses for 167 couples, and 58 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

Turning a Clinic into a Hospital in Xianxian County, Hebei Province

The Ephatha Clinic in Renqiu city was established by Xianxian diocese in 1984 and was handed over to Holy Hope Congregation in 2008. The clinic is popular in the area for several reasons: highly commendatory pediatric and ophthalmology practices; reasonable charges; free medical services offered to the needy elderly and orphans; lovingly care of the sisters to the patients and refusal to accept “red packets”. The clinic serves hundreds of thousands of patients annually.

The Ephatha Clinic had actually been operating as a small hospital for a long time. Reasons for it not being called as such was because of its shortage of space; lack of fire protection facilities; insufficiently equipped X-ray room, laboratory, dispensary and ophthalmology units. The advantage of being designated as a hospital is that its patients could claim 60% of the medication fees through the rural medical scheme which leads to more patients, thus a more stable income for the clinic. By achieving financial self-sufficiency, the sisters will be able to provide more and better service to more people.

The sisters had tried their best for years to upgrade the standard of the Ephphatha Clinic. The dormitory was used to be in the same building as the clinic. As a first step for the expansion plan, the sisters spent most of their savings to build a new dormitory on a plot adjacent to the clinic, which allow more space in the old building for medical purpose. The next step was to raise fund for about RMB 2 million to purchase the necessary equipment and facilities. Finally, with generous donations from Caritas and different parties, and after years of hard work of the sisters, the Ephphatha Clinic was upgraded to a hospital in April 2016.



• Corridors of pediatrics



• Registration counter of pediatrics



• Laboratory (Blood collection)



• Sisters work in the Laboratory



• Eye inspection



• The front view of the hospital

Workshop for Parents Offered by the Catholic Care Group in Yongqing, Hebei Province

The Catholic Care Group of Yongqing Parish ("CCGY") was established in May 2009 with a vision to help the disadvantaged groups in the society to become self-reliant. The missions of CCGY include provision of care and support services to deprived children and their families in Yongqing county, Hebei. There are currently 50 children receiving help from CCGY. All of them come from families with special needs, e.g. HIV (Human Immunodeficiency Virus) - affected families, single-parent families, and families with mentally ill or retarded adult members.

Main activities of the CCGY include home visit, tutorial guidance, outings and gatherings for the deprived children. The purpose is to help the children to enjoy their studies and lives. However, if their parents do not treat their children at home in accordance with what the CCGY is promoting, the outcome will be knocked off.

In order to help the parents understand the importance of education for children and enhance their parenting skill, a one-year project on parenting and parent-child relationship was rendered to the parents in 2016. Besides, counselling service was also provided to children with special needs. All these services are sponsored by Caritas. After this project, the parents learnt to spend more time with their children. The school dropout rate of the children is also decreasing. The parent-child relationship of the participants is improving. The participants are grateful to the CCGY.



• Activity on promoting parent-child relationship in Langfang, Hebei province



• A parenting training session

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	172 primary / secondary students and 35 post-secondary students
(2) Capacity building	About 100 social service providers
(3) Improvement of facilities	2 elderly homes, 1 clinic, 1 kindergarten, 2 youth centres, and 1 charity group
(4) Foster Parents Programme for the deprived / disabled children and the abandoned baby	50 children / babies
(5) Living allowance to the elderly and the disabled	100 elderly / disabled persons
(6) Facilities for the migrant children and children with special needs	4 projects



• Cow rearing project in Wanzhou, Chongqing city



• Home Safety Programme in Lanzhou, Gansu province



• Kindergarten in Yixian, Hebei province



• Fruit cultivation project in Wanzhou, Chongqing city



• Tutorial in Capacity Building Project in Changzhi, Shanxi province



• Workshop for the kindergarten teachers in Xianxian, Hebei province



• Elderly home in Erenhot, Inner Mongolia



• Orphanage in Changzhi, Shanxi province



• Love and care service to the deprived elderly in Tianjin city



• Reading time for the left-behind children in Shaanxi province