

# 5



## ther Services

“Although the life of a person is in a land full of thorns and weeds, there is always a space in which the good seed can grow. You have to trust God.” – Pope Francis

Under careful cultivation, the seedlings grow into luxuriant foliage gradually, bringing endless new opportunities to the world.

Caritas has been serving Hong Kong for more than 60 years. It started with provision of relief to the poor, then expanded to providing social services despite the difficulties, and further has gradually extended to providing education, medical care, hospitality and catering, and camp services, at the same time filling the society with Christ's love.



## 5.1 LOCAL SERVICES

### Objectives

The Local Services ("LS"), as an 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 endeavor 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

Performance pledge on centre management for various centres was reviewed and updated to ensure delivery of quality service. LS staff was reminded regularly of the service requirements and their appropriate follow up.

#### Hall Management

Utilization of community halls managed by LS is shown below:

<i>Name of Community Hall</i>	<i>No. Served in 2017/2018</i>	<i>No. Served in 2016/2017</i>	<i>Changes (%)</i>
Caritas Caine Road Social Centre (licensed hall)	18,255	19,340	-5.6
Caritas Kowloon Social Centre (licensed hall)	28,094	30,155	-6.8
Caritas Jockey Club Aberdeen Social Centre (ordinary hall)	7,960	7,845	+1.5
Caritas Ngau Tau Kok Social Centre (ordinary hall)	73,029	68,044	+7.3

#### Caritas Tsing Yi Activity Centre

In 2017/2018, the Activity Centre was largely used for overnight accommodation for youth. It received a total of 2,092 visitors from secondary schools, religious organizations and Caritas units.

#### Liaison with Parishes and Administrative Support

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

- (1) Coordinating visits for parish priests, clergy etc. to various Caritas units at district levels;
- (2) Attending regular meetings of joint or individual parish pastoral councils, Steering Group on Cooperation between Caritas and Parishes, meetings at deanery levels, etc.
- (3) Soliciting support from parishes and Catholic schools in fundraising events such as charity bazaars, charity fun fair, sale of raffle tickets, cookies sale, appeal for donations for the future university at Tseung Kwan O etc.
- (4) Exploring and promoting collaborative activities among parishes, Caritas units and other Catholic units.





• Parish priests, deacon, principals visiting the new building of Caritas Tsuen Wan Social Centre

### Fundraising Activities

Parishes and Catholic schools, as unfailing and long-lasting partners of Caritas, provided unwavering support for Caritas annual fundraising activities such as charity bazaars, charity fun fair, sale of raffle tickets and cookies.

Six charity bazaars took place in Hong Kong, Kowloon, Sha Tin, Tsuen Wan, Tuen Mun and Cheung Chau in the first three weeks of November 2017. Due

to incessant rains on the day of Hong Kong and Cheung Chau bazaars, it had impacted on the total number of visitors and the income generated by the bazaars this year. The overall number of visitors was 65,757 and the fund raised was \$6,575,427.

A new fundraising event “2018 Caritas Charity Fun Fair” was held on 27 January 2018 and 28 January 2018 at the campus of Caritas Bianchi College of Careers for the purpose of raising fund for Caritas as well as its future university. The event was different from the traditional bazaars. Different zones were formed to attract people from all walks of life, such as shopping, markets, games and DIY workshops, gourmet food stalls, children’s area and stage performance. Priests and sister were invited to perform cooking, singing, hair cutting and Chinese calligraphy writing. As revealed from a survey which took place during the event, the visitors were highly satisfied with it and welcomed the re-launching of the event in future. Besides, the fund raised by the event was very encouraging.

Information on bazaars in 2016/2017 and 2017/2018 (bazaars and Fun Fair) are tabulated below:

Item	2017/2018	2016/2017
Number of visitors at 6 bazaars	65,757	80,558
Number of visitors at Fun Fair	9,200	-
Total amount of fund raised by 6 bazaars	\$6,575,427	\$7,206,952
Amount raised by Caritas Charity Fun Fair	\$1,595,475	-
<b>Total income</b>	<b>\$8,170,902</b>	<b>\$7,206,952</b>

The “Caritas Charity Bazaar” Facebook has continued to reach out to a much wider community. It has become an effective channel for uploading promotional materials. The Charity Fun Fair also made use of this platform as one of the promotional means.



• Kowloon Charity Bazaar, Fa Hui Park



• Charity Fun Fair at Caritas Bianchi College of Careers

As in previous years, a total of 13 parishes garnered their support from late September 2017 to November 2017 for receiving visits from Most Rev Michael M.C. Yeung, Caritas Chief Executive Rev Joseph Yim and Caritas Assistant Chief Executive Rev James Boey for promoting Caritas services and raffle sales.

Sale of Christmas cookies at parishes posted its record high in 2017, showing its enthusiastic support from parishes during the festive season. A total of about 9,000 cans and paper packs were sold at 10 parishes from late November 2017 to mid-December 2017, with the appeal from Rev Joseph Yim and Rev James Boey.



• Raffle sale at Cathedral of the Immaculate Conception



• Cookies sale at Tai Koo Shing Mass Centre

## Staff Development and Training

Continuous development to refresh and update staff management skills is essential for service improvement. As such, managers of LS attended talks on job-related topics such as staff appraisal, insurance policies, disability discrimination and sexual harassment etc. A sharing session, targeted at clerical staff, on centre management and review on bazaar logistics was conducted in June 2017.

## 5.2 HOSPITALITY SERVICES

### General Remarks

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

### LODGE SERVICE

#### Objectives

Lodge Service continues to offer comfortable accommodation at affordable prices to local and overseas Catholic-related parties and travellers. The two lodges, Caritas Bianchi Lodge and Caritas Oswald Cheung International House provide training opportunities for Caritas secondary schools and Caritas Social Work related internship training programmes in Hong Kong.

Job opportunities are offered to intellectual or mental disabled people in all lodges, hostel and catering outlets in order to fulfill the mission of a caring organization.

## Highlights of the Year

### Guests Served

In order to increase the target guests, the two lodges have been working closely with local and overseas Catholic-related organizations and other NGOs in Hong Kong. Please find total number of guests served by the two lodges below:

Lodges	2017/2018	2016/2017	Changes (%)
Caritas Bianchi Lodge	60,500	58,564	+3.3
Caritas Oswald Cheung International House	46,200	31,819	+45.2
<b>Total Guests Served</b>	<b>106,700</b>	<b>90,383</b>	<b>+18.1</b>

## HOSTEL SERVICE

### Objectives

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

## Highlights of the Year

### Extended services to clients of Caritas Family Service

Two rooms at the Caritas Dormitory Prince Edward have been used to accommodate the clients with special needs referred by Caritas Family Service.

### Guests Served

The overall occupancies of Caritas hostels were maintained at high level with an average of 88% occupancy rate.

## 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 Cafeteria, banquet and outside catering services providing dining and catering arrangement to parishes, Catholic-related parties, guests of the two lodges, hostels and community members. Caritas Corner was opened in 2017 as a new outlet of Catering Service.

## Highlights of the Year

### Opening of Caritas Corner, Caine Road

The previous Caritas Handicraft Centre on ground floor of Caritas House on Caine Road has been turned into a new outlet Caritas Corner. After the opening blessing ceremony conducted by Rev Joseph Yim, the Chief Executive of Caritas on 18 August 2017, the outlet officially opened the door to serve the community. Caritas Corner is a multi-function outlet with its main

purpose to display and sell art pieces made by a group of local Catholic artists, members of “Art for God”, and products made by Caritas service users like Caritas La Vie, Caritas Lok Hang Workshop, Caritas Lok Dao Integrated Vocational Rehabilitation Workshop and Caritas Mutual Aid Centre For Single Parent Families. Simple snack and drinks are also available. At the same time, it is the office for hostel management and catering service.





• Opening blessing ceremony by Rev Joseph Yim



• Art pieces of "Art for God" on shelf



• Products from Caritas service users on shelf

### 2017 Caritas Charity Bazaar

Tea receptions for 100 VIPs were served. Due to the impact of challenging weather during the Bazaar period, sales at the HS food stalls have decreased by 27%.

### Guests Served

In the year 2017/2018, a daily average of 577 guests were served in the restaurants and catering events.

### Awards Achieved

HS has been awarded the Friendly Employment Award and Outstanding Inclusive Team Award under the Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme in 2017/2018 organized by the Labour and Welfare Bureau. The Scheme recognized the organizations which employ people with disabilities, unveiling their potential and facilitating their development.



• Award presentation ceremony in March 2018



• Friendly Employment Award and Outstanding Inclusive Team Award

## 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

A number of programmes were organized for both primary and secondary schools under the Outdoor Education Camp Scheme of the Education Bureau in the school year 2017/2018. For primary schools, there were 29 three-day and 9 five-day programmes with 2,666 and 1,195 students participated respectively. For secondary schools, there were 12 leadership training programmes with 710 students participated. The programmes have received positive feedbacks from the participated school teachers.



- *Going inside the Cheung Po Tsai Cave is one of the unique experiences for students participated in the Outdoor Education Camp of Caritas Jockey Club Ming Fai Camp and Caritas Oi Fai Camp*



- *As one of the activities of the Leadership Training Programme, students were participating in the rope course activity at Caritas Oi Fai Camp*

A total of 3,686 students participated in various field studies courses, which were jointly organized with Caritas Chan Chun Ha Field Studies Centre in the school year 2017/2018. Apart from the regular courses, special programme on star glazing was also arranged for 19 schools with 568 students participated.



- *Students participated in the Outdoor Education Camp Scheme are privileged to visit the Caritas Chan Chun Ha Field Studies Centre in the vicinity*

Co-organizing with the Hong Kong Canoe Union, the 35th Cheung Chau Island Canoe Race was successfully held on 11 March 2018 with 87 persons participated in various sporting events. The contest has continually received good feedbacks and supports from the participants.



- *Participants were getting ready for the competition*





• Participants were lining up and waiting for the start signal of the competition



• Staff members were interested in various facilities in the Caritas Tsuen Wan Social Centre

## Staff Development and Training

Twenty-one staff members visited the newly rebuilt Caritas Tsuen Wan Social Centre on 5 March 2018. The one-day training also included touring the T-Park. The purposes of the staff development were to get acquainted of various services of Caritas as well as to know the energy saving technologies in Hong Kong.



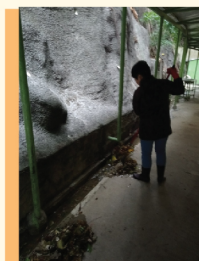
• A group photo taken at T-Park

## 5.4 JANITORIAL SERVICE

The Janitorial Service ("the Service"), a sub-team of Local Services supervised by Managers of Local Service Coordination, is a self-financing unit rendering cleaning, security, maintenance and repair, and mail-run services to Caritas units in multi-service social centres or parishes in need. Furthermore, the janitors of the Service are the major manual workers for Agency-wide fundraising activities, such as charity bazaars, sale of raffle tickets, charity fun fair, etc.

The Service pools the labour resources of Caritas for achieving economical and effective utilization. Most important, it can give a reliable janitorial support to the service units in multi-service social centres so that they can concentrate on their professional activities. In turn, the service users of social work, education or medical care will benefit from a high quality of janitorial service at last.

Despite the growing workload and inflation, the Service manages to keep the service standard without fee increase in this financial year.



• Clearing of Blockage in the surface channel at Caritas Kennedy Town Social Centre



• Minor Repair at Caritas Jockey Club Aberdeen Social Centre

## 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

#### (1) Meal for Grassroots

The above event has become a caring campaign for the deprived with the partnership from 16 parishes. The number of meals organized during the year was 67 with an attendance of 6,876 deprived persons and parishioners.

#### (2) Helping Families in Sub-divided Flats of Kwun Tong District

A total of 6 parishes in the East Kowloon Deanery and Central Kowloon Deanery participated in the joint project target at those families living in sub-divided housing units. Over 60 Catholic volunteers paid visits or provided assistance to more than 30 families.



• Talk on family communications for the residents of sub-divided housing units at a Meal for Grassroots

#### (3) Family Formation Programmes

In response to the pastoral theme of the Diocese this year: "Care for marriage, family and life; Study and live out 'The Joy of Love' (Post-Synodal Apostolic Exhortation)", family programmes were organized in collaboration between social work service units and parishes or religious bodies. Examples were the Family Formation Workshop on 2 July 2017, the "Cook with Love" programme in Southern District on 22 October 2017 and the Family Month Series in Eastern Kowloon in October 2017. A booklet "Caritas Family Month 2017" has been published to encourage the parishioners to participate in the programmes or render volunteer service.



• Family Formation Workshop





• “Cook with Love” programme in Southern District



• Booklet of Family Month 2017



• Family Month Series in Eastern Kowloon

### Pre-marital Courses

Couples registered for marriage at the Catholic churches are invited to attend pre-marital courses and counselling or marriage convalidation programme, both included a lecture on Christian view of marriage and natural family planning. In the past year, Caritas operated 11 pre-marital courses for 153 couples. Besides, 32 couples participated in pre-marital couple counselling and 93 couples attended the marriage convalidation programme.

## 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

#### Capacity Building for Service Providers of the Church Organizations

The programme was started in October 2014, the objective of which is to build up the capacity of the service providers of different social services in the Catholic Church in Mainland China. Through the

different kinds of trainings, their knowledge was increased and their scope was broadened. Ultimately, better and continuous services can be provided for the local people.

As at January 2018, 72 projects were launched. Altogether 455 workers from different social service organizations attended different professional training, workshops, seminars, visits, on-site training or charity fair.

<b>Capacity Building Projects</b>	<b>No. of Projects</b>	<b>No. of Beneficiaries</b>
1) Short-term training course	48	123
2) Seminar / Forum	6	63
3) Workshop	5	77
4) On-site training	4	29
5) Visit	7	116
6) Charity Fair	2	47
<b>Total</b>	<b>72</b>	<b>455</b>

The participants have acquired different professional skills and knowledge. 114 of them got certificates of accreditation after the training. The eye-opening visits have broadened their scope and inspired new thoughts on the improvement of services. The following are the feedback from some of the participants:

#### Counselling Course

*"After graduation, I got a certificate on counselling. My main purpose is to upgrade myself through this study. To my surprise, I have also learned some techniques and methods to help myself in times of depression. I have more confidence to help those in needs."*

#### Pre-school Education Workshop

*"I have learned a lot of teaching skills and methods in this training which can help the children to learn in a lively atmosphere. Our kindergarten is located in the countryside. I can never imagine that we can make use of the abandoned tin cans and glass bottles to play music. It is especially feasible for an organization with limited resources like us. Storytelling with picture books is also very useful to us."*

#### Child Protection Workshop

*"As a teacher in the kindergarten, this is the first time I encountered sex education in my life. I am so impressed as I started to learn how to teach the children to protect themselves and promote this issue*

*to other child workers. I will no longer feel shy when discussing this issue with others. Our duty is to protect the children in our community. We will bring out this issue not only in the meeting of the kindergarten, but also in the Sunday School. Raising the awareness of the parents is also important. We will start to work on it."*

#### Mid-life Crisis Workshop

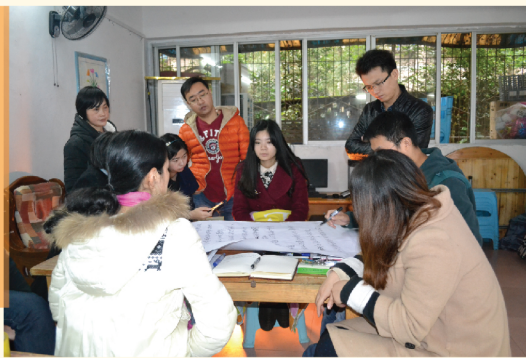
*"As a 38-year old religious woman who has been working for the children and patients for more than 15 years, I have no idea of mid-life crisis. I am grateful to have a chance to take part in this workshop. I came to understand the impact of my family background towards the development of my personality. I can prepare myself better to face the challenge in my life. The materials I got in this workshop can also help me to share with my clients in my service. This is not only useful for my self-development, but also useful for my service in the parish."*

#### Management Course

*"This kind of study has broadened my scope. As a religious, this course gives me a chance to get to know more about what is going on in the secular world. What are people striving for in their daily lives? As a Superior in my congregation, I have a lot of practical experience but lack of theoretical support. This course has replenished my deficiency. It gave me a new perspective on project management. Management is not only a mastering of figures and resources, self-management is also important."*



• A sharing session in a workshop for Mainland Sisters in Hong Kong



• A workshop on rehabilitation service in Chongqing city



• A workshop on pre-school education in Hebei province



• A workshop on social service for the Sisters in Shaanxi province

## Other Funding Projects

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

Project Nature	Number of Projects / Beneficiaries
1) Scholarship for primary, secondary and post-secondary students	164 primary / secondary students and 26 post-secondary students
2) Capacity building	About 150 social service providers
3) Improvement of facilities	4 elderly homes, 1 clinic and 1 kindergarten
4) Foster Parents Programme for the deprived / disabled children and abandoned babies	46 children / babies
5) Living allowance to the elderly and the disabled	81 elderly / disabled persons
6) Facilities for the migrant children and people with special needs	6 projects
7) Fundraising training and support service for the socially vulnerable groups	5 projects





• A birthday party in a children centre in Xian, Shaanxi province



• Visit to Life Journey Centre in Hong Kong by the mainland Sisters



• Safety education for children in the slum area in Shaanxi province



• A left-behind children centre in Liaoning province

## 5.7 Caritas Information Technology Advancement Centre

### Objectives

Caritas Information Technology Advancement Centre "CITAC" was founded in 2001 and is the I.T. arm of Caritas. It provides information and technology services to Caritas, Catholic Diocese of Hong Kong and the local community. CITAC aims to provide effective and efficient I.T. solutions for the clients so as to enhance their productivity and competitiveness in this information era.



## Highlights of the Year / Achievements

*eRehab – Caritas Rehabilitation Service  
Management System*

eRehab is a rehabilitation centre management system deployed at Caritas Jockey Club Lai King Rehabilitation Centre to facilitate the routine operations such as nursing, social, physiotherapy and occupational therapy records, assessments, reports and statistics. In 2017, CITAC has updated the system to include reports on annual evaluation of residents living in long stay care home and halfway house.

## eGarden

eGarden is an online information sharing platform which has been customized for use at Caritas, Canossa Hospital (Caritas), Precious Blood Hospital (Caritas), Auxiliary Medical Service and the Civil Aid Service ("CAS").



In 2017, the eGarden platform for CAS passed the security benchmark as laid down by the Office of the Government Chief Information Officer.

## Hospital Information Systems

CITAC has developed two Hospital Information Systems ("HIS") for Canossa Hospital (Caritas) and Precious Blood Hospital (Caritas) to provide electronic clinical and administrative management in order to meet with the new era of healthcare.

In February 2018, CITAC successfully enhanced the HIS of Canossa Hospital (Caritas) to enable paperless operations at the Outpatient and Special Out-patient Departments. The enhancement provides a central online hub for communication among allied health, laboratories, doctors and nurses so to avoid tracing the paper documentation, which in return, provides an accurate and efficient follow up actions for the patient care.



## New Projects

## eCare – Elderly Care Management System

eCare is an elderly care management system for managing the daily operations of residential care homes. In 2008, Caritas Services for the Elderly requested CITAC to develop a computerized system in order to reduce manual work and to provide better care to the residents of the nine elderly resident homes. eCare is now serving over 100 elderly homes operated by different NGOs.

In 2017, a new version was launched by using mobile devices to track services and vital signs at the newly established Caritas Jockey Club Everbright Home in Tsuen Wan.

