



# SOCIAL WORK SERVICES DIVISION

"In truth I tell you, in so far as  
**you did this to one of the least of  
these brothers of mine,  
you did it to me.**"

[The Gospel of Matthew 25:40]

## 2.1 GENERAL REMARKS

### Objectives

Stressing the principles of protecting human dignity and mutual respect, enabling the development of individual potential and self-determination, the Social Work Services Division (“the Division”) provides its services through an ongoing process of awareness, participation and sharing. The services strive to bring about positive changes and development in personal behaviour, individual attitude, the physical environment and social structures. The Division aims to promote a caring community grounded on truth, love, justice and freedom.

### Highlights of the Year

#### Response to the Outbreak of COVID-19

- (1) Support for Students and Parents – Caritas Nursery Schools provided e-learning materials for their children. Online services, e.g., tutorial sessions, stress management and tips on parenting were delivered to the students and parents. A computer donation campaign was launched for deprived students to facilitate online learning.
- (2) Service for Disabled and Elderly Users – Besides warm calls and outreach delivery of anti-epidemic supplies to service users at home, WhatsApp was used to provide them with emotional support and tips on mental wellness. The elderly residential homes made use of video conference applications to facilitate face-to-face dialogue between the residents and their family members.
- (3) Service for Needy Families and Individuals – Emotional support was rendered to the public through telephone hotline, Facebook and Instagram. Service units acted as the approval centres of emergency fund that more than 1,000 families were benefited. Anti-epidemic supplies were distributed to those in need, especially the vulnerable groups such as cleaning workers, the homeless, ethnic minorities and singleton elderly. Donors and volunteers were mobilized to donate the supplies or to assist in the distribution of the supplies and to build up a caring community.



A joint programme with parish “Fabric Masks for Grassroots”



Parish volunteers delivered anti-epidemic supplies and food to elders

## Staff Development and Training

### Training Programmes

With the support of the Social Welfare Development Fund, 252 training programmes were organized with a total attendance of 3,903. There were 15 overseas study visits and 16 leadership and management skills development programmes for mid-level staff. Besides, sponsorship was granted to three staff members to attend fieldwork placement.

### Staff Formation

The Employee Emotional Support Project was continued. A total of 318 calls were received by hotline and 30 face-to-face counselling sessions were rendered to provide emotional support for staff. Seventeen workshops were organized for 334 staff members to promote self-understanding, positive thinking and team spirit.

### Awards Achieved

The Division was awarded Merit of Highest Service Hour Award 2018 (Public Organizations) of the Volunteer Movement organized by the Social Welfare Department ("SWD"). There were 14,398 registered volunteers achieving a total of 437,309 service hours.

### Vote of Thanks

The Division expresses its heartfelt thanks to the Catholic Diocese of Hong Kong for its Lenten Fund, and to donors who provided financial assistance to serve 7,570 needy people. In particular, the unemployed and under-employed families. Besides, grants were received from charitable trusts and foundations, government bureaux and departments, as well as corporations to subsidize Caritas service units to launch pioneering projects, to upgrade the facilities and to serve more underprivileged people in a better way.

### Service Units and Staff Complement

The Division now operates 143 subvented service units and 28 non-subvented service units with a full-time staff force of 3,562, including 55 persons with disabilities.

### Fieldwork Placements, Mentorship Scheme and Attachment Programme

Fieldwork placement were provided to 60 social work students from 6 local training institutes. A joint venture with Caritas Institute of Higher Education on fieldwork placement and mentorship scheme was offered to 87 and 239 of its students respectively. Placements for other professional trainees such as Gerontology and Speech Therapy were also provided.

To recognize the contribution of corporates and community organizations, 97 strategic partners were nominated to receive the logos of "Caring Company" or "Caring Organization" awarded by The Hong Kong Council of Social Service.

Besides, an exposure programme for social work students from the Mainland had been launched for 14 consecutive years. This year, 18 students were attached to various service units during their summer holidays.



## 2.2 CHILD CARE SERVICE

### Objectives

With an aim of cultivating the full development of children without discrimination as to their abilities and social background, the Child Care Service ("the Service") provides educational and caring service for children aged 2 to 6 including families with single parent, working parents and mildly disabled children.



Learning by exploration - Air experiment  
"Let's push the ball in the tube."



"Look! Our impatiens walleriana has grown beautifully!"



"Welcome on board!"



Love and Sharing  
"We cook the rice. It's yummy!"



"Let's sing and praise God!"



Praying at the church



# Highlights of the Year

## “Watching the World through the Eyes of Children II” Interactive Drama

With the subsidy granted by the Committee on Home-school Co-operation, a joint-school parent-child interactive drama was performed by 250 children in May 2019 and June 2019. The drama was about the missing and finding of the four fruits of the Holy Spirit through the children’s kindness and generosity, joy and thankfulness to the Almighty God.



Children performed actively on the stage

## “Pilot Scheme on Social Work Service for Pre-primary Institutions”

Six nursery schools and two kindergartens joined the 2nd phase of the pilot scheme in August 2019 which was launched by the SWD. A series of child protection programmes were collaborated with Caritas Family Service for early identification of children with educational or welfare needs and providing assistance to them and their families.



Parents shared their parenting skills



Home-school Collaboration on Whole-child Development

In order to gain a better understanding of children's developmental needs, to enhance family cohesion and to strengthen parent-child relationship, all nursery schools organized various parent talks and parent-child activities.



Wall painting at school "Creation of God"



A special Christmas tree created by parents and children

Staff Development and Training

Service Development Day

The Service Development Day with the theme "Building a Better Future for Our Children" was held on 16 May 2019. School-based discussion on Integrating the Agency's vision, mission and value in various scenarios, including collaboration with colleagues, catering children with diversified needs and working with families, were organized.



"We have the Promise – to pursue quality education for the children."

Annual Departmental Evaluation Seminar for Nursery School Principals and Teachers

The evaluation seminar with the theme "Love and Care for A Better Tomorrow of Young Children" was held on 18 July 2019. The participants were inspired by the sharing delivered by the Chief Executive, the then Acting Director of Social Work Services and the Associate Director of Education Services of the Agency.



Group activity on mutual understanding



## 2.3 YOUTH AND COMMUNITY SERVICE

### Objectives

The Youth and Community Service (“the Service”) aims to promote Integral human development of young people and communities through the process of understanding, mutual concern, collective participation and co-responsibility. The development process instills a sense of individual and communal responsibilities in the younger generation, and in turn mutual care and social integration can be promoted.

### Highlights of the Year

#### Promotion of Youth Mental Wellness

Caritas was selected by Facebook Inc. as one of the “safety trusted partners” globally to promote youth mental wellness and prevent suicide. The Service was invited to join the APAC Safety Summit 2019 and share the views on technology and suicide prevention.



APAC Safety Summit 2019

#### Addressing the Needs of Ethnic Minorities

To echo with the International Day for the Elimination of Racial Discrimination, the 1st Online Leader Forum with the theme “Participation for All” was held on 21 March 2020. The forum created a platform for different stakeholders to raise their concerns and possible solutions to the needs of ethnic minorities.



Online Leader Forum

#### InnoPower@JC Fellowship for Social Workers

Four staff members from the Service were selected as the 3rd Cohort Social Worker Fellows under the “Fellowship” Project initiated and funded by the Hong Kong Jockey Club Charities Trust (the “HKJC Charities Trust”). They participated in a 10-week sabbatical local and overseas exchange programme, gaining inspirations and learning innovation. Each fellow will implement a \$250,000 project for the needy communities in the coming year.



Cheerful faces of Caritas fellows and buddies



Fellows visited Old Fire Station, an innovative social service blending performing arts space with service for homeless people



## Caring for the Deprived Groups in COVID-19

With years of relationships and networks that built up in the communities, the Service has received financial and material assistance from generous donors to purchase anti-epidemic materials for the deprived groups during the outbreak of the COVID-19. Over 48,000 people were benefited, including elderly singleton, ethnic minorities, low income families living in sub-divided flats and street cleaners. Besides, six Community Centres under the Service have been commissioned by The Community Chest of Hong Kong to verify the eligibility of the persons applying the Rainbow Fund and the Anti-NCP Rainbow Fund.



Social workers paid home visit to elderly singleton and the work was interviewed by mass media



## Additional Support for Secondary Students

With the extra subvention funding from the SWD, one additional social worker was employed in each of the 11 secondary schools under the service with effect from September 2019.

## New Service

### Youth Mental Wellness Service

Funded by the HKJC Charities Trust, a new service focuses on youth mental well-being was set up in Tsuen Wan and Kwai Chung districts serving youth aged between 12 and 24 with mental distress. The Tsuen Wan project locates in Caritas Jockey Club Integrated Service for Young People – Lei Muk Shue. It advocates

space and autonomy for youth, whereas the Kwai Chung project has a vision to develop a tripartite partnership amongst health, education and community sectors.



Co-creation workshop with users' participation

## New Publications

To promote the youth service to different stakeholders, the Service has produced five video clips about the resilience stories of its service targets. The stories demonstrated the unconditional acceptance of the colleagues and the inner strength of the youth. Those video clips is available in the Facebook of the Service.



他們有他們的才華



Three of the video clips

## 2.4 SERVICES FOR THE ELDERLY

### Objectives

The Services for the Elderly ("the Service") provides community care and support services for the elderly aged 60 or above. It aims to maintain their general well-being and quality of life as well as to uphold their self-esteem and ability to live actively in the community. These are achieved through a comprehensive range of services which are centre services, residential care services, and in-home care services.

### Highlights of the Year

#### Improvement Programme of Elderly Centre cum Jockey Club Elderly Facilities Modernisation Scheme

With the completion of the renovation works at Caritas Elderly Centre – Central District, all elderly centres and district elderly centres had completed the captioned project which included renovation of the Centre and procurement of upgraded furniture and equipment.

#### Enhancement of Meal Service

With an aim to raising the food quality for elders with swallowing impairment, the Service published a Cook Book on making delicate pureed food and organized a launching ceremony on 10 July 2019. A workshop was also held to equip the cooks with the skills. The units will provide delicate pureed food to elders with swallowing impairment at least once a week.



Cook Book on making delicate pureed food



Cook Book Launching Ceremony

To stimulate mutual learning among the cooks, a cooking competition was held on 30 November 2019. The winning recipes were shared among the cooks for quality enhancement.



Participants of the Cooking Competition

#### Public Education on Alzheimer Dementia

The Service set up the 智好戲劇團 in May 2019 to enhance general public's understanding on Alzheimer Dementia through drama. The characters and story of the play were based on real life cases. The 1st public performance was held on 21 September 2019, the World Alzheimer's Day, which was well received by the audiences.



New Projects

Jockey Club “E-Generation” Chronic Knee Pain Management Project for Seniors

The captioned project was a joint collaboration among Caritas, Hong Kong Sheng Kui Hui Welfare Council Limited and School of Public Health of The University of Hong Kong. It aimed to encourage the use of self-management strategies, such as knowledge building, regular exercises, mutual support groups, etc. to help the participants to manage chronic knee pain. The project would run for 3 years at Caritas Elderly Centres – Aberdeen and Central District.



Participants practising knee pain management exercise

Go Go Wish

With the support from a donor on capital and recurrent expenses, the Service purchased a vehicle which targeted to help the elders to accomplish their wishes, provision of community education at rural areas and volunteer services.



Beneficiary of the Go Go Wish

Awards Achieved

SWD Opportunities for Elderly Project

Unit	Project	Award
Caritas District Elderly Centre - Yuen Long	幸福More添鄰	1) District Best Project 2) 2nd Runner-up of Hong Kong Best Project
Caritas Elderly Centre - Sai Kung	耆青共獻鄉間情	突顯長者貢獻獎



Participants holding the windmills to send out their blessing



Volunteers shared the elements for a happy and blessed life



## 2.5 REHABILITATION SERVICE

### Objectives

The objectives of the Rehabilitation Service ("the Service") are to provide comprehensive and effective rehabilitation training programmes, residential care and community support services for people with disabilities and their families to develop their potentials and capabilities, and to enhance their personal growth for more self-reliance and for fuller participation in community life.

### Highlights of the Year

#### Caritas Jockey Club Active Ageing Project for Older Persons with Intellectual Disabilities

The three-year Project, as funded by the HKJC Charities Trust, was in service from 2017 to 2019. The Project greatly improved the wellness of ageing persons with intellectual disabilities and their carers through comprehensive and ongoing assessment, interdisciplinary interventions and tailor-made service programmes. An evidence-based evaluation was conducted by Sau Po Centre on Ageing of The University of Hong Kong. A sharing session was held on 10 December 2019 with over 200 participants from the welfare sector.



Guest speakers and officiating guests of the sharing session



Community-based support programme

#### Licence for Residential Care Homes for Persons with Disabilities

Caritas Lok King Hostel, Caritas King Hong Home, Caritas Lai Hong Home, Caritas Chan Chun Ha Hostel, Caritas Hostel - Fanling and Caritas Lok Shing Hostel had successfully obtained the Licence in the year 2019/2020. All the 12 Homes under the Service are now operating with valid licences.

### New Services / New Projects

#### Caritas Blessed Life Parents Resource Centre

The 3rd Parents Resource Centre commenced operation in March 2020. It aims at providing multi-level community-based support services for parents / carers and family members of persons with disabilities in Kwai Tsing District. The new Centre also provides a specialized unit to serve ethnic minority group in the community.



Volunteers support in various activities

Caritas Agency-based Speech Therapy Service

With subvention allocation from the SWD, the Therapy Service was commenced on 1 May 2019 to serve aging persons with disabilities in residential care home settings. Through assessment, direct treatment, consultation, training and education programmes, service users and their carers overcome obstacles in speech, feeding and swallowing. By maintaining their residual ability, daily functioning of service users could also be sustained.



Delivering oral motor training to service user

JC JoyAge: Jockey Club Holistic Support Project for Elderly Mental Wellness

This four-year Project, as funded by the HKJC Charities Trust, commenced service in January 2020. A community-based support network was constructed for senior citizens to enhance their resiliency and mental health in facing the challenges of aging. Through cross-sectoral collaboration, a new service model is created to bridge the medical and social sectors, with a view to reducing the risk of elderly depression through outreach engagements, prevention and early intervention programmes. Besides, a “Peer Supporters” initiative is embedded in the Project from which a pool of trained seniors would be identified to enhance the neighbourhood support.

New Publications



Research Report on Caritas Jockey Club Achieving Active Ageing for Older Persons with Intellectual Disabilities and Carer Support Service



My Sparkling Moment: A case book providing a new meaning and fullness of life through the stories of members of Caritas Wellness Link - Tsuen Wan with social workers’ clinical experience, feelings and reflection

Staff Development and Training

Capacity Building to Serve the Aging Population of Persons with Disabilities

The Service brought in “Angel Companion Reflection Programme” for 16 front-line workmen to nurture the value of humanistic approach of care-giving. Furthermore, eight colleagues completed the “Best Practice in Dementia Care Programme (For Frontline Staff)”, which was developed by Dementia Services Development Centre of the University of Stirling and conducted by the Jockey Club Centre for Positive Ageing.





Strengthen staff capacity on caring of persons with disabilities



## 2.6 FAMILY SERVICE

### Objectives

The service objectives are to preserve and strengthen the family unit, by empowering individuals and their families as a whole, through different levels of professional intervention, and to improve the quality of family life.

### Highlights of the Year / Achievement

#### Launch of Anti-epidemic Facebook / Instagram Page in Building up Family Bonding

The Facebook and Instagram pages have been launched since 18 March 2020. These platforms aimed at offering a series of online anti-epidemic family activities with interactive participation by service users. It was a milestone for cyber family social work services in building up family bonding in Hong Kong.



Anti-epidemic Facebook Page

### Researches on Marriage Enhancement Service in Promoting Marital Satisfaction

A Quantitative Research on "Evaluation of the Effects of Marital Enhancement Services on Marital Satisfaction" and a Qualitative Research on "Exploring the Changes of Marital Relationship through Marital Counselling" were published. Based on the samplings of service users, the three intervention modalities of casework, group work and programme have similar effectiveness in resolving marital conflicts and enhancing marital satisfaction.





Support Service Related to Community Crisis on the Social Movement

This is an ad hoc project which included a hotline, mindfulness based stress reduction workshops, parent-child communication workshop, time-out / residential programme and self-help kits. The project was subsidized by the SWD.



Self-help Kit

From Fathering to Fatherhood – A New Service Aspect for New Era Fathers

Caritas Jockey Club Project Cedar launched a fatherhood support service to address fathers’ personal needs and to build up a positive fatherhood. It also includes a pioneer of support service for expectant fathers.



Close father-child relationship

Online Service of Project Cedar During COVID-19

During COVID-19, different mindfulness online groups and social skill training groups for men were developed. A brand new e-learning platform was also opened for men, with different learning materials including fatherhood, emotional training and social skill training.

New Projects

Caritas Mother Club

The Club was launched in September 2019 to provide support for novice mothers, to cultivate their beliefs in “life, love and hope” and to encourage quality time in parent-child relationship. It included a Facebook platform cum an online video channel. During the period of COVID-19, the “One-minute Family Game Challenge” was launched on Facebook. Different professionals, artists, celebrities and business companies provided support and sponsorship for the project.



One-minute Family Game Challenge

Caritas Couple Re-connection Camp

An overnight camp was held from 9 November 2019 to 10 November 2019 at Salesian Retreat House for couples to experience the “3R – Review, Reflect, Refresh” together. The camp facilitated the couples to obtain new strength, confidence and hope and to invigorate their marriage.



Cultivate strength and mutuality



Close encounter of the couples



Caritas Family Crisis Line and Education Centre: From HOTLINE to ONLINE Supportive Service

Li Ka Shing Foundation Ltd has been supporting the hotline service since 2008. They further supported the online service which was launched in February 2020.

“Brightening with Virtues” Activities Package

With the sponsorship from Mr. Eric Winkler and Ryder Industries, the Student Guidance Service (Primary School) developed the Package to promote Character Strengths education in primary schools. The Package included six picture books, family challenge activities poster, parents’ group manual and related materials. Teachers’ training workshops, parents’ groups and students’ programmes were held to share the experience in adopting the Package.



Brightening with Virtues activities package

Character Building Education Package for Preschoolers and Parents

After five years’ continuous trials with evident-based assessment, the “愛德喜” service package, including 24 animations on character strengths, puppets set, teacher handbook and parent self-help kit, was accomplished. The Package provided abundant resources to carry out parent-child group, student group / lesson and parents group on comprehensive character building education.



Resource package

Caritas Siesta Instagram

In response to the need of secondary school students during school suspension due to COVID-19, Caritas School Social Work Service launched the Instagram on 2 March 2020 to provide emotional support through online platform. Updated posts, stories, live programmes and IGTV were shared on regular basis for the students.



Caritas Siesta Instagram

# 2.7 COMMUNITY DEVELOPMENT SERVICE

## Objectives

The Community Development Service (“the Service”) aims at forming genuine human communities through a continuous process of awareness, participation and sharing.

## Highlights of the Year

### “Back to Thy Roots for Sheer Happiness” Exhibition

This was a three-day exhibition held at the Jockey Club Creative Arts Centre. Alongside with community artists, villagers from walled-village, Hakka village and fisherman village joined together to present their indigenous culture and wisdom of their traditional lives through exhibition, performance and workshop.



Fishermen demonstrated their fishnet clothing



Villagers singing the traditional folk songs on the stage

To preserve one of the intangible cultural heritages of the wedding laments, the Service has recorded Weitou women’s oral history and songs on CD, DVD and also in book. The premiere of the documentary film “Yesterday Once More” was shown at the Tai Kwun Centre for Heritage and Arts in May 2019 which was publicized in the news media. The grannies acted as culture ambassadors to introduce the traditional marriage culture and share their stories and songs at different communities and education institutes.



“Yesterday Once More” documentary film was first presented at Tai Kwun

### Ground Breaking Ceremony for The Pokfulam Farm

The ground breaking ceremony was held on 29 July 2019. The project is to revitalize the old Dairy Farm Senior Staff Quarters in Pokfulam and turn it into a living museum. It is planned to open the museum in 2021.



Officiating guests in the ground breaking ceremony





Ground breaking ceremony of The Pokfulam Farm

## Community Survey – COVID-19

A survey focused on the low income families' situation amidst the epidemic had been conducted. The findings revealed that many grassroots families had faced “three no’s” in the outbreak - no masks, no outdoor activities and no job. To tackle the mask issue, the Service mobilized the group members to design and produce the reusable face masks. A video on the reusable mask production was uploaded to Youtube.



Two grassroots people shared their difficulties at the press conference



“Together we sew” programme allows residents to restore their sense of mastery

## “Jump out of the box” – Women 2nd Career Training Scheme

Sponsored by the Women’s Commission, the five-month training scheme aimed at arousing the social awareness of women’s needs and strengths. Through four stages of training including employment orientation, career visit, on-job training and sharing with community, the participants’ self-understanding and self-confidence were enhanced.



Trainees attempted to bake



Trainees shared their joy and learning experience with their family, guests and public

## 2.8 OTHER SOCIAL WORK SERVICE

### Caritas Hostel – Hunghom

The Hostel provides temporary accommodation for males aged 18 or above, who are in desperate housing needs or crises such as street sleepers, ex-drug addicts, and those with debt problem, mild mental difficulties and marital problems, to tide-over the critical period before they could secure a stable and long-term living. The capacity of the Hostel is 46. During the year, 109 men were benefited, and the occupancy rate was 88%. In total, 92 programmes were organized with a total attendance of 979.



Christmas celebration organized by the volunteers of the Society of St. Vincent de Paul

### Caritas Jockey Club Hostel – Choi Wan

The Hostel provides short-term accommodation, food assistance, educational and recreational programmes for needy female individuals and families in crisis who have immediate housing needs. The serving capacity is 36. In 2019, the occupancy rate was 83%. A total of 53 users, including unwed mothers, single mothers, and their children were served. Programmes were organized for the users to develop their potentials and problem-solving abilities which included 5 educational programmes, 10 recreational programmes, and the monthly hostel gathering. The attendance of the participants was 520.

### Caritas Pui Tak Centre

The Centre provides 24-hour residential care service for girls aged 16 to 21 with behavioural, emotional, and family problems. In the year, 6 educational programmes and 13 recreational programmes were organized for the girls with 257 attendances. The serving capacity is 28. The occupancy rate of the year was 86%, and 35 girls were served.



## Caritas Pelletier Hall

The Hall provides residential care service for adolescent girls aged 10 to 21 who have behavioural and / or emotional problems, and who may be under the influence of undesirable peers and thus require a period of group-living experience away from their families. Service capacity is 96, divided into two sections. The “Residential Home with School for Social Development on-site Section” has 64 placements for girls who attend Caritas Pelletier School from P5 to S3. The “Girls’ Home without School Section” has 32 placements for girls who attend mainstream schools or work. During the year, 111 girls received the service, and the average placement occupancy rate was 74%. Girls and their parents celebrated the 1st anniversary of the “Girls’ Home without School Section” on 3 January 2020, and shared the joy of “Circle Painting”.



“Circle Painting”, a collective art experience of the girls to reveal inclusiveness, collaboration and imagination.

## Caritas Mother Teresa Hall

The Hall provides residential care service for adolescent girls aged 12 to 18 who have behavioural and emotional problems and / or having relationship problems with their families, and hence require a period of group-living training away from their families. Two parent-child chambers in the Hall provide temporary accommodation for the mothers or female guardians who stay with girls having adjustment problems or in crisis. As at 31 March 2020, a total of 72 girls received the Hall’s service, and the average occupancy rate was 55%. A total of 86 training workshops, educational and recreational programmes, as well as volunteer service, were organized for the girls to develop their potentials and enhance their self-confidence with 2,641 attendance. Besides, 6 parent-child activities were conducted with 148 attendance.

### Caritas Jockey Club Resource and Support Centre for Carers

The Centre provides hotline service, case management, occupational therapy, physiotherapy, nursing care, skill training, and stress management activities to the carers in need and the general public. An Opening Ceremony was held on 2 November 2019 with over 100 attendances. This year, the Centre received 584 calls from the hotline. The case managers and therapists supported 185 carer cases and elderly cases. A total of 91 groups, including NGOs, churches, colleges, and corporates, with 1,222 visitors, were received. Besides, 712 sessions of training and programmes were conducted for 7,975 carers, elderly, professional staff and college students.

### Caritas “Hope” – Navigation Scheme for Young Persons in Care Services

This scheme, a joint venture of the Division and Caritas Institute of Community Education, was set up to provide an opportunity for young persons aged 18 to 25 to work as care workers in the elderly or rehabilitation services and at the same time to study a part-time diploma course. There were 58 graduates for the 2017-2019 cohort. Among them, 67% continued working in the care services, 3.5% were admitted to the enrolled nurse training programme and 21% pursued other study.



Award Presentation Ceremony for Young Persons joining the Social Welfare Care Services 2019