



OTHER SERVICES



He answered,
“**Let us go** elsewhere, to the neighboring country towns, so that I can **proclaim the message** there too, because **that is why I came.**”

(The Gospel of Mark 1:38)

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 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

To ensure delivery of quality services on centre management, centre management survey was conducted annually to review work processes and seek ways for improvement. LS staff was encouraged to continuously uplift their knowledge and enhance their service standard.

Hall Management

Utilization of community halls managed by LS is shown below :

Name of Community	No. Served in 2019/2020	No. Served in 2018/2019	Change (%)
Caritas Caine Road Social Centre (licensed hall)	28,821	20,135	+43
Caritas Kowloon Social Centre (licensed hall)	105,418	44,730	+136
Caritas Jockey Club Aberdeen Social Centre (ordinary hall)	15,550	11,190	+39
Caritas Ngau Tau Kok Social Centre (ordinary hall)	64,940	72,497	-10

Caritas Tsing Yi Activity Centre

The Centre was largely used by parish groups for retreat and religious gathering and also by schools or Caritas service units for student or youth activities. A total of 1,511 visitors were received.



Liaison and Collaboration Work

Since liaison with parishes and Catholic schools is one of the core functions of LS, close relationship with the Catholic communities can be seen in the following table.

Number of meetings/visits/activities conducted by LS	Total in 2019/2020	Total in 2018/2019
(1) Coordinating visits for parish priests, clergy etc. with various Caritas service units at district levels; Paying friendly visits to newly arrived parish priests	111	116
(2) Attending regular meetings of joint or individual parish pastoral councils; Steering Group on Cooperation between Caritas and Parishes; Meetings at deanery levels, etc.	76	78
(3) Arranging meetings, visits or activities at parishes, Catholic schools and organizations related to fundraising events such as charity bazaars, sale of raffle tickets and Christmas cookies etc.	238	62
(4) Exploring and promoting collaborative activities among parishes, Caritas service units and other Catholic units, e.g., evangelization events	133	39

Fundraising Activities

Charity bazaar has been the signature fundraising event of the Agency. Due to the continuous large-scale social movement since June 2019, the format of the bazaar was changed. Parishes, schools and Caritas units were invited to conduct individual mini-bazaars at their own premises.

	2019/2020 (mini-bazaars)	2018/2019 (6 bazaars)	Change (%)
Number of participating units	157	204	-23
Fund raised by parishes	\$1,641,669	\$1,944,415	-16
Total amount of fund raised	\$4,196,718	\$6,899,951	-39

A total of 313 mini-bazaars were held. Various fundraising activities were arranged including DIY and game booths, sales of creative or religious items, cooking of delicious dishes by parish priests etc. The mini-bazaars were well received. Thanks to all the support particularly from the parishes whose income accounted for 40% of the total income raised.



Mini-bazaar at St. Margaret Mary's Church



Priest's cooking at St. Lawrence's Church

To promote the sales of raffle tickets and Christmas cookies as well as to introduce Caritas services, 30 promotional visits to various parishes by Caritas Chief Executive and Assistant Chief Executive were arranged. The visits were warmly welcomed by parishioners.



Raffle ticket sales at Mary Help of Christians Parish



Cookies sales at Transfiguration Chapel

Staff Development and Training

Managers of Local Service Coordination attended talks on subject such as staff supervision, relationship building, property management etc. A sharing session for clerical staff on bazaar and centre management was conducted In June 2019.

5.2 HOSPITALITY SERVICES

Objectives

Hospitality Services (“HS”) comprises of Lodge, Hostel and Food & Beverage (“F&B”) Services. The Income derived by the Services helps to support the welfare services of Caritas.

The two lodges, Caritas Blanchi Lodge (“CBL”) and Caritas Oswald Cheung International House (“COCIH”) offer comfortable accommodation at affordable prices to local and overseas Catholic-related parties and travellers. Hostel Service offers economical accommodation with basic amenities to local low income people, clergy and nuns, university students and overseas travellers who have long term accommodation need In Hong Kong.

F&B Service consists of Caritas Restaurant and Fast Food outlet at 2 Caine Road, two In-lodge cafeteria, Caritas Corner, banquet and outside catering services. It provides dining and catering arrangement to parishes, Catholic-related parties, guests of the two lodges, hostels and community members.

Highlights of the Year

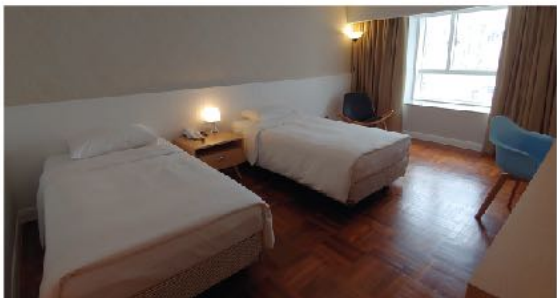
Renovation Work

- (1) COCIH is currently undergoing a major renovation and targeting to be completed In October 2020.

- (2) Caritas Hostel - Domus Fidel In Tsuen Wan carried out an enhancement work from January 2020 and would be completed In April 2020.



New look of the lift lobby



The renovated room



Renovated interior



The new bathroom

- (3) Starting from 16 March 2020, COCIH cafeteria is temporarily closed for renovation till end of June 2020.



The new look of the Cafeteria after renovation

Guests Served

Business was badly affected by the social movement since August 2019 and the COVID-19 since January 2020.

Lodges	2019/2020	2018/2019	Change (%)
Caritas BlanchI Lodge	33,821	54,700	-38.2
Caritas Oswald Cheung International House	38,412	48,766	-21.2
Total Guests Served	72,233	103,466	-30.2

Hostel’s overall occupancy was maintained at an average of 54.77% throughout the year whereas for F&B, a daily average of 376 guests were served.

Renaming

Caritas Catering Service was renamed as “Caritas Food & Beverage Service” since January 2020. It gives a more clear understanding of the service which widely covered banquet, outside catering, restaurant, fast food and cafeteria.

Serving the Community

Caritas Fast Food launched a Special Elderly Lunch since September 2019 which was well received by the elderly.

Promotion

- (1) In June 2019, the CBL van has been transformed into a mobile advertising vehicle promoting private events and outside catering services.



Mobile Advertising Vehicle

- (2) COCIH cafeteria has partnered with Yew Chung College of Early Childhood Education to offer special lunch menu for their students and teachers.
- (3) During the COVID-19 period, Caritas Fast Food provided lunch box delivery service to Caritas and Diocesan staff at Calne Road. Colleagues can stay in office to enjoy lunch safely.

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 Services 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

The Hong Kong Jockey Club Charities Trust approved \$80 million for an improvement project at Caritas Oi Fai Camp and Caritas Ka Fai House in June 2019. The project will start in October 2020 and is estimated to take about 18 months for completion.

Caritas Jockey Club Ming Fai Camp was closed from September 2019 to end of February 2020 to carry out the refurbishment under Mandatory Building Inspection Scheme and Mandatory Window Inspection Scheme. After the refurbishment, the camp has a new look and the safety measures have been improved.



The new appearance of Caritas Jockey Club Ming Fai Camp

In the academic year of 2019/2020, the number of completed Outdoor Education Camp Scheme dropped tremendously due to the unforeseen social movement and outbreak of COVID-19.

Outdoor Education Camp Scheme				
	Primary School		Secondary School	
	Number of students (schools)	Cancelled	Number of students (schools)	Cancelled
Three-day programme	2,024 (22)	1,285 (14)	635 (10)	199 (4)
Five-day programme	1,217 (8)	1,217 (8)		
Total number of Students (schools)	3,241 (30)	2,502 (22)	635 (10)	199 (4)

In partnership with Caritas Chan Chun Ha Field Studies Centre, a total of 1,172 students participated in various field studies courses. Beside the regular courses, there were 9 schools with 238 students participated the special programmes on star gazing.

The Sir David Trench Fund for Recreation (Main Fund) - Non-Capital Works Project approved \$63,120 for the purchase of canoes, paddles and life-jackets at Caritas Jockey Club Siu Tong Camp. With these new purchases, the Camp is now capable of enlarging the scale of organizing Parent-child Mangrove Kayak Eco-touring and the Bamboo Rafting.



Mother and son are having fun in kayaking along the seaside of Caritas Jockey Club Siu Tong Camp



Bamboo Rafting can be both a team-building and just for fun activity for campers



Participants are trying out the kayaking trip in the Leadership Training Programme organized at Caritas Jockey Club Siu Tong Camp



Completing the Orienteering activity on time is the most rewarding achievement for the team



As one of the most challenging activities in the Outdoor Education Camp Scheme, students are serious in buying food materials in the food market

The outbreak of COVID-19 in January 2020 led to the temporary closing down of camp service. A large number of camp bookings, scheduled camp programmes and events were cancelled. As a result, fee income was dropped substantially.

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 workforce for the 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.

It was challenging to the operation of the Service last year. Due to the impact of the social movement in the 2nd half year of 2019 and the outbreak of COVID-19 in the 1st quarter of 2020, the Service took up additional workload on security and cleaning work. This resulted in extra expenses on the wages as well as the epidemic prevention materials. Despite all these challenges, the Service managed to make a surplus in 2019/2020.



Disinfection of lift panel to avoid spreading of coronavirus



Screening out suspected infected persons by measuring the body temperature at the entrance of the 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 the 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 assisted 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 and is in partnership with 21 parishes. The number of meals organized during the year was 40, with an attendance of 3,022 deprived persons and parishioners.



Enjoying the meal

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

Six 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. A total of 3 clergies and 29 parishioners paid visits or provided assistance to 22 families.

(3) Practise our Belief in the Service of

2019 is the Year of "Practice, Belief, Youth" for the Catholic Diocese of Hong Kong. To echo the theme, 3 Caritas elderly centres networked the parish, Caritas Youth & Community Service, Caritas Institute of Community Education, secondary and primary schools, to launch the captioned project in May 2019. Totally 104 volunteers were recruited and matched with over 100 elders residing in Kwun Tong, Ngau Tau Kok and Yuen Long districts. The volunteers were trained to provide regular visits and support services to their matched elders.



Blessing cum Launching Ceremony

Pre-marital Courses

Couples registered for marriage at the Catholic church are invited to attend pre-marital courses and counselling or marriage convalidation programme, both included a lecture on the Christian view of marriage and natural family planning. In the past year, Caritas operated 12 pre-marital courses for 110 couples. Besides, 35 couples participated in pre-marital couple counselling, and 83 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

The 1st Rehabilitation Centre comprising Special Education in Hebei

The Liming Rehabilitation Centre ("LRC") was established by the Congregation of Teresa in Gaoyi county, Hebei in 2006. It focuses on offering rehabilitation service to children with intellectual disabilities or mental retardation and autism. It also provides a range of support services to the children and their parents to help them develop a positive attitude towards life, and merge into the society. Most of the clients are from deprived families in the remote areas.

Since then, LRC has been launching rehabilitation programmes for children below 6 with special needs. When they reach the school age, not many mainstream schools are willing to accept them. Though some children were admitted, after much effort by LRC, they were soon alienated as the teachers in mainstream schools are not trained to handle children with special needs; and they also have a tough time mixing with their peers. There are indeed some government-run special schools in Hebei, but they are basically for deaf children and not equipped to handle children with intellectual disabilities. Hence, many parents came to LRC, requesting the Sisters to provide special education service to their children.

With well trained teachers, LRC started to render special classes to the needy children in 2014. Up to 2018, the number of students had reached to 47. The demand was increasing, but the venue had reached its full capacity. Besides, due to lack of space and resources, the facilities were not up to standard. In order to upgrade the service, renovation is necessary.

With the generous support from a donor, MSD was able to help LRC to carry out the renovation. In November 2019, the renovation was completed and a lot of improvement was made. The new facilities include: a hall, a fire alarm system, a CCTV monitoring system, a conference room, a playground, a barrier free emergency passage, teachers' offices and a dormitory for children and parents with children below 6. More needy children from deprived families can be accepted. Up to now, there are 60 students receiving special education in LRC. The total number of beneficiaries in LRC, including those receiving rehabilitation treatment, is 120. It has developed into the 1st rehabilitation institute providing special education in Hebei province.



Main entrance



Dormitory



Learning how to cook noodles



Canteen



An activity in the playground



In class



Learning by playing

Other Funding Projects

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

Project Nature	No. of Projects / Beneficiaries
(1) Scholarship for primary, secondary and post-secondary students	234 primary / secondary students and 71 post-secondary students
(2) Capacity building	165 social service providers
(3) Improvement of facilities	3 elderly homes, 1 convent, 2 clinics, 2 social service centres, 1 youth centre, 1 rehabilitation centre
(4) Foster Parents Programme for the deprived / disabled children & abandoned babies	55 children / babies
(5) Living allowance to the elderly and the disabled	77 elderly / disabled persons
(6) Facilities for the migrant children, left behind children and people with special needs	5 projects
(7) Fundraising training and support service for the socially vulnerable groups	9 projects



A parent-child activity for migrant children in Lanzhou



A left behind child in Guangxi have online chatting with her mother in Guangzhou



Helping a handicapped orphan to set up a mobile stall in Hebei



Reading service in Shaanxi



Home visit for a left behind senior in Inner Mongolia



Home service for left behind elderly in Fujian



Sandplay therapy in Liaoning

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 ("HK Diocese") 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

Caritas e-Voucher System (eVS)

Caritas-Hong Kong - e-Voucher System (eVS)

Payment Voucher Payment Voucher (Finance Office) Export Setting User Profile Logout

Export Interface File

Database: CAR

Options: Basic

Accept Date: From: 25/01/2020 To: 25/01/2020

Voucher Date: From:

Transaction Date: From:

T0: ---

T1: ---

T2: ---

T3: ---

T4: ---

T5: ---

T6: ---

Payment Method: ---

Export

Voucher No.	System Ref.	Date	Trans Ref.	Account Code	Account Name
2	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
3	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
4	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
5	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
6	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
7	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
8	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
9	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
10	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
11	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
12	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
13	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
14	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
15	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE
16	ExpVoucher-19-25291	31/12/2019	18-00136	239202	COST OF SALE SERVICE

[illegible]

Payment method:	Change		See Payment Method (continued)
Keywords:	FBI		
Frequency:	Frequent (Due Date: 15 or 16)		Number:
Category:	RETRA 1-17 7500000 040114		Alt:
Created by:	JHWA		
	Source	Enter	
Payment received			
Index Subject: Select one (Index)		Index: (continued)	
Name		Name	
Date		Date	
Enter digital		Child Number: (optional 3 of 4 digits)	
Name		Name	
File		File	

eVS was launched in May 2019 to handle the workflow of payment vouchers being prepared, signed and submitted to Finance Office for final handling with detail logging of each activity. The System functions enable the efficiency and effectiveness of voucher preparation. The current users are CITAC, Hospitality Services, Medical Services, CICE, CIHE and VTES. The System forms the basis for future development for the Finance Office in web handling of vouchers.

Caritas e-Raffle Ticket System

The System was launched In September 2019 to replace the old one. It provides a comprehensive management of annual raffle tickets sales including allocation, delivery, detail logging of each ticket and statistics and various reports. However, to maintain Impartiality, the drawing of raffle ticket numbers is handled by a 3rd party system.

Awards Achieved

Hospital Information Systems (HIS)

CITAC has developed two HIS for Canossa Hospital (Caritas) and Precious Blood Hospital (Caritas). The two systems provide electronic clinical, administrative and billing management to meet the new era of healthcare.

In June 2019, the Australlan Council on Healthcare Standards awarded two Extensive Achievements (EA) on (1) health record content that ensures comprehensive and accurate Information in care delivery; and (2) an Integrated approach to the planning, use and management of Information and communication technology to the Canossa HIS.

Canossa Hospital Information System (CHIS)

