

5

Other Services

Loyalty
Strong Character
Strive for Excellence



Plum blossom

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

In view of the outbreak of COVID-19 pandemic, most Caritas service units could only provide basic and limited centre-based services to the public. In this regard, the number of Centre users decreased significantly throughout the year. LS took this opportunity to upgrade the Centre’s facilities so as to improve the service quality in the long run.

To stem the spread of the coronavirus, cleansing of the common facilities e.g. lifts, stair-railing, toilets, etc. were beefed up. LS also tried to set up Hygiene Check Station at the entrances of the Centre.



▲ Deep cleaning and disinfecting the common facilities at Caritas Ngau Tau Kok Social Centre

Hall Management

Utilization of community halls managed by LS was adversely affected due to the COVID-19 pandemic. For the purpose of infection control, the Government tightened the regulations for public places. This inevitably resulted in cancellation of many parish / school events which used to be held in the community halls. In comparison with the figures of 2019 / 2020 (see the table below), the utilization was obviously lower.

| Name of Community Hall | No. Served in 2020 / 2021 | No. Served in 2019 / 2020 | Change (%) |
|--|---------------------------|---------------------------|------------|
| Caritas Caine Road Social Centre (licensed hall) | 1,823 | 28,821 | -94 |
| Caritas Kowloon Social Centre (licensed hall) | 520 | 105,418 | -99 |
| Caritas Jockey Club Aberdeen Social Centre (ordinary hall) | 510 | 15,550 | -97 |
| Caritas Ngau Tau Kok Social Centre (ordinary hall) | 22,755 | 64,940 | -65 |

Caritas Tsing Yi Activity Centre

The Activity Centre was previously reserved by parish groups for retreat and religious gathering and also by schools or Caritas service units for student or youth activities. Due to the impact of COVID-19, a record low at 20 visitors was made in 2020/2021. By comparing with a total of 1,511 visitors received in 2019/2020, the drop is about 98.68%.

Liaison and Collaboration Work

Since liaison with parishes and Catholic schools is one of the core functions of LS, contacts with the Catholic communities carried on despite the pandemic. Nevertheless, the physical contacts slowed down. Below are the jobs done for reference.

| Number of meetings / visits / activities conducted by LS | Total in 2020 / 2021 | Total in 2019 / 2020 |
|---|----------------------|----------------------|
| (1) Coordinating visits for parish priests, clergy etc. with various Caritas service units at district levels; Paying friendly visits to newly arrived parish priests; Online communication with the parish priests | 105 | 111 |
| (2) Attending regular meetings of joint or individual parish pastoral councils; Steering Group on Cooperation between Caritas and Parishes; Meetings at deanery levels, etc. | 70 | 76 |
| (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. | 161 | 238 |
| (4) Exploring and promoting collaborative activities among parishes, Caritas service units and other Catholic units (e.g. evangelization events) | 52 | 133 |

Fundraising Activities

Charity Bazaar has been the signature fundraising event of the Agency. In view of the 4th wave of the pandemic, the format of the bazaar had to change again. In addition to inviting parishes, schools and Caritas units to conduct individual mini-bazaars at their premises, a new campaign named “One Person One Red Packet” took place during the Chinese New Year. “Door Donation” has also been carried out in a few churches. At any rate, the total fund raised dropped tremendously in 2020 / 2021.

| | 2020 / 2021 (mini-bazaars and related activities) | 2019 / 2020 (mini-bazaars) | Change (%) |
|-------------------------------|--|-------------------------------|------------|
| Number of participating units | 101 | 157 | -36 |
| Fund raised by parishes | \$388,878 | \$1,641,669 | -76 |
| Total amount of fund raised | \$1,969,104 | \$4,196,718 | -53 |

In order to adhere to the Government's tightened regulations on infection control, public Masses had been suspended for some time. As such, promotion of raffle tickets and charity cookies to parishes was called off last year.

Having experienced the social movement and the pandemic for the past two years, LS initiated a feasibility study on online charity sale and online charity show in order to diversify the fundraising activities.

Staff Development and Training

A full-day training was given to the LS staff in May 2020. A professional trainer was invited to deliver a tuition pertaining to service quality. Besides, LS staff was encouraged to attend in-house workshops about processing the work injury, mental health at work, etc.



▲ Training workshop for LS staff in 2020

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 Bianchi 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, 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

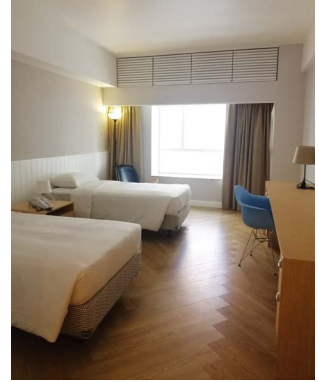
(1) The renovation at COCIH was completed in December 2020.



▲ The renovated lobby ▼



▲ Renovated washroom with disabled facilities



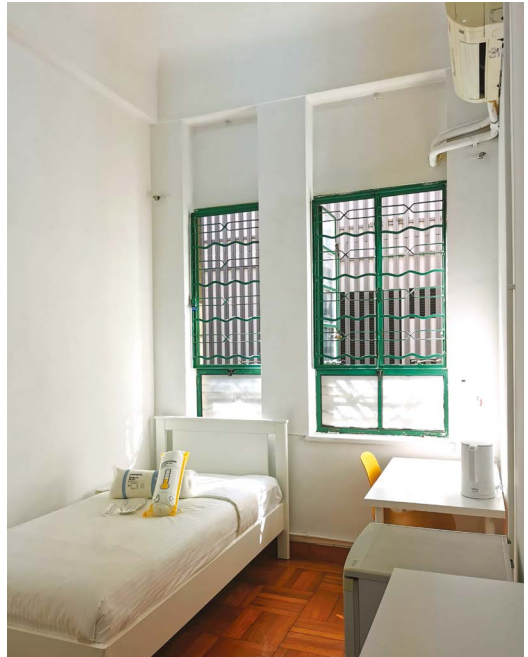
▲ The renovated room ▼



(2) Caritas Ling Yuet Sin Hostel carried out repairs and refurbishments covering rooms, common pantry and common living room in February 2021.



▲ The common living room



▲ Hostel room

- (3) Caritas Restaurant and Fast Food have a new look after completing the three-month renovation in late September 2020.



▲ New look of restaurant



▲ New entrance

Guests Served

Business was badly affected by the worldwide COVID-19 since January 2020.

| Lodges | 2020 / 2021 | 2019 / 2020 | Change (%) |
|---|---------------|---------------|--------------|
| Caritas Bianchi Lodge | 33,063 | 33,821 | -2.2 |
| Caritas Oswald Cheung International House | 31,872 | 38,412 | -17.0 |
| Total Guests Served | 64,935 | 72,233 | -10.1 |

Hostel's overall occupancy was maintained at an average of 48.59% throughout the year whereas for F&B, a daily average of 134 guests were served.

Serving the Community

- (1) Caritas Fast Food re-launched the Special Elderly Lunch after renovation in September 2020 which was well received by the elderly.

明愛快餐
Caritas Fast Food

長者午市優惠
多種多優惠

憑長者咭惠顧
優惠價 HK\$25*
享用單飯連餐湯一客
(換購食物後，可享送餐服務(只限堂食))

聖德2號明愛大廈3樓 ☎ 2522 2839
catering@caritas-chs.org.hk

*如外賣、另加HK\$2
每張長者咭每日可享優惠一次

- (2) A donor made a donation for F&B to prepare and deliver 360 soya sauce chicken and 260 barbecued pork to Caritas Services for the Elderly, Sister of the Discalced Carmelite Order, Little Sisters of The Poor and Missionaries of Charity during Chinese New Year.



▲ Delivery of chickens to the recipient



▲ Packing the chickens

- (3) COCIH cafeteria offered 10% discount for Yew Chung College of Early Childhood Education and SKH Tin Wan Chi Nam Primary School.

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

To maintain hygiene of the Services was the priorities during the prolonged pandemic period. Effective disinfectant equipment was employed to prevent the possible spread of germs in the campsites particularly in the dormitories, dining hall, toilet areas and playing facilities.



▲ Conducting disinfectant at Caritas Jockey Club Ming Fai Camp

A series of new activities, Cheung Chau Parent-child Camp, targeting at both parents and children was launched. The activities were led by experienced instructors to explore some traditions and historical events of Cheung Chau Island. These include more energetic activities such as touring for the peculiar rocks, hiking to the Mini Great Wall and less energy-consuming activities such as making of lucky buns, fishnet bag knitting and stargazing. Positive feedbacks were received from the participants.



▲ With this splendid view, the stargazing activity has double pleasure



▲ Young participants are finishing the final step in the lucky buns making activity



▲ Mother and daughter are proud of their masterpiece - the glutinous rice dumpling



▲ One purpose of the stargazing activity is to arouse the curiosity of young children in astronomy knowledge

Water activities have always been the most popular activities at the Caritas Jockey Club Siu Tong Camp. A new “Water Activities Day Camp” programme was launched to provide an economic package for the participants to learn canoeing; explore sea shores activities and enjoy barbecue in one whole day.



▲ The family is taking the opportunity to breathe “freely” in outdoor under the pandemic situation

Staff Development and Training

Training programmes were organized for programme staff in leading new activities such as fishnet bag knitting, lucky buns making and glutinous rice dumpling making.



▲ A programme staff is learning fishnet bag knitting skills

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 walk, 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.

Many office staff were working from home during the outbreak of COVID-19. Yet, the janitorial staff were working hard on the front lines to fight against the coronavirus and keeping a clean environment in the Centres. On top of their routine duties, they had to conduct deep cleaning and disinfecting the area where suspected infection might have taken place.

Despite the unexpected extra workload induced by the pandemic, the Service managed to squeeze a few janitorial workers to clear up the storage space at Caritas Sha Tin Social Centre. Overall, the Service was able to make a small surplus at last.



▲ Site clearance at a classroom of Caritas Sha Tin Social Centre



▲ Janitorial staff stored up the Bazaar materials in the aforesaid classroom after site clearance

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, and 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 the 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

Responding to the needs of the deprived groups during the outbreak of COVID-19, Caritas service units collaborated with parishes and Catholic groups to provide tangible service to them, especially the singleton elderly. For example, Caritas Community Centre – Caine Road had been organizing home visits to elders living alone, in collaboration with 12 volunteers from the Cathedral of the Immaculate Conception. They delivered anti-epidemic supplies and daily necessities to 32 elders and chatted with them outside their homes.

Case Sharing: *Mr Lee and Madam Fung were two of the beneficiaries. Mr Lee, aged 94 and lived alone, had difficulties going out with the hilly landscape in mid-levels, particularly after he had fallen over because of stroke. Madam Fung, aged 93, was an old hunchback lady with walking difficulties and chronic illness, but she still needed to take care of her bedridden younger sister. Both of them were touched by the warm visits of the volunteers.*



▲ Volunteers delivered anti-epidemic supplies and daily necessities to singleton elderly

Pre-marital Courses

Couples registered for marriage at the Catholic church are invited to attend pre-marital and counselling or marriage convalidation programmes. Both programmes included a lecture on the Christian view of marriage and natural family planning. In the past year, Caritas operated 6 pre-marital courses for 122 couples. Besides, 76 couples participated in pre-marital couple counselling and 83 couples attended the marriage convalidation programme.

Because of the pandemic, the lecture on the Christian view of marriage and natural family planning was conducted online from April 2020 to January 2021.

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

Improving the Quality of Life for the Elderly in Hebei

More than 1,300 population in Mount Delai, Hebei Province are old people. Most of the young people are working in the cities, leaving their old parents behind with no one to care for them. Very often, they do not have proper meals and the environment they live in is unsafe.

To address the villagers’ needs, the local religious women set up Delai Elderly Home (“DEH”) in 2006. Word of mouth spread and their good services were well recognized by the families of the elderlies and villagers. However, because of the limitation of resources and space, DEH could only accommodate 17 old folks – a far cry from meeting the needs of the community. Besides, there was no elevator and the fire-fighting facilities could not be installed due to the unfit structure of the existing building. The Sisters had been trying to do registration for DEH for years, but due to lack of proper facilities, they were not able to get it done.

For long-term development and with every resource the sisters could get, plus donations and loans received, they finally managed to build a new building with fire-fighting facilities next to the old one in early 2018. The new home can accommodate 70 elderlies at most. The construction work and the touching up for the interior was completed in 2018, but they had yet to find funding for all the operational necessities, especially an elevator and heating facilities which cost more than \$420,000. They wrote to Caritas for assistance. With the help from Hong Kong benefactors, their request was realized. Below is an excerpt from their thank you letter:

Excerpt from the Thank you letter:

Our new home is a five-storey building. The 1st floor is for dining, has a kitchen and a few guest rooms. The 2nd and 3rd floors have dormitories, dining and activity areas for the old folks. The 4th floor has living quarters for the staff and the 5th floor is used for storage, office and function rooms.

Without an elevator, the movement of elderly would have been severely constrained. Serving meals to the old folks was a big challenge for the staff too. Without an elevator, staff efficiency was low and the quality of service deteriorated. With the help of Caritas, the newly installed elevator has greatly enhanced the quality of our service and raised our staff’s efficiency.

The Northern climate makes our home very cold in the winter (-18°C) and very hot in the summer (40°C). Quite a number of our elderly folks got sick from the extreme weather. Your help with the installation of the air-conditioning system greatly improves our living conditions. The old folks and the staff in the home now enjoy warmth in the winter and coolness in the summer, with a significant and positive impact on their health.

The improvements increased enrollment from 17 in 2018 to more than 30 in 2021, and we are quite sure there will be more. The government has recognized these changes and helps us with our application to become a Two-star Home. We sincerely thank you for your help! We will remember you and the benefactors in our daily prayers.

*Sr. Qian He
8 March 2021*



▲ Delai Elderly Home



▲ The old folks enjoy life in DEH



▲ The elderly folks feel warmth in winter in DEH



▲ The good service of the sisters warm the hearts of the elderlies



▲ The elevator helps the handicapped elderlies to move around in DEH

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 | 285 primary / secondary students and 124 post-secondary students |
| (2) Capacity building | 644 social service providers |
| (3) Improvement of facilities | 1 orphanage, 1 kindergarten, 1 special school, 2 elderly centres, 1 family service centre, 1 convent, 2 clinics and 1 hospital |
| (4) Foster Parents Programme for deprived / disabled children and abandoned babies | 26 children |
| (5) Living allowance to the elderly and the disabled | 65 elderly / disabled persons |
| (6) Service for migrant children, left-behind children and people with special needs | 2 projects |
| (7) Family service | 2 projects |



▲ Elderly people enjoy playing board game in Jilin



▲ Interest class in an elderly centre in Jilin



▲ Housework is done by the volunteers for a lonely elderly man in Shandong



▲ Celebration on Elderly Festival in Shandong



▲ Demonstration on how to conduct a reading class for children in Hebei



▲ A children library was set up in a kindergarten in Hebei



▲ Training for volunteers in Hengshui, Hebei



▲ A training class on elderly service in Hebei



▲ A doctor examines the eyes of a patient in an eye clinic in Hebei



▲ An elderly teaches a child to do writing in Chongqing



▲ Summer camp for migrant children in Shaanxi

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

Starting from 1 January 2021, CITAC is operating under the newly established Headquarters' Information Technology Office to oversee the operations of the new IT Office and CITAC.

The establishment of the IT Office is to devise strategic planning, operations management, compliance and governance of IT related issues and report to the Chief Executive (or his delegate) for overall IT management and operation of Caritas.

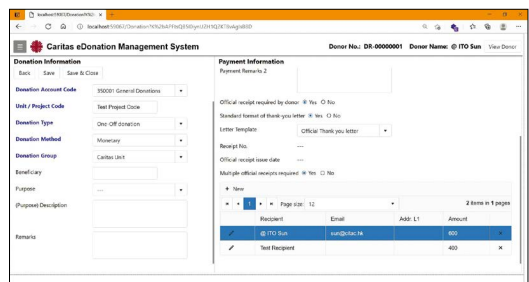
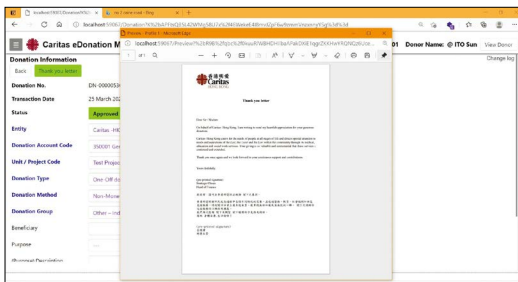
CITAC is responsible for delivering system development and technical support services to Caritas and other NGOs in Hong Kong.



Caritas e-Donation Management System (eDMS)

eDMS is developed for Caritas Finance Office to consolidate all donations and to provide efficient and effective responses to the donors.

eDMS is expected to be launched in June 2021.



Award Achieved

CITAC won the runner up of the Global Excellent ICT Awards 2020 under the category of Digital Opportunities and Inclusion organized by the World Information Technology & Services Alliance for the development of the Electronic Residential Care Management System (eCare) which is serving over 100 residential care facilities in Hong Kong including 9 Caritas elderly care homes.

