

05



St Joseph (Carpenter)

St Joseph was a carpenter. As the foster father of Jesus, he took care of Jesus and His Mother Mary and protected them from harm with the grace of God. He kept a low profile that in the Bible, he is spoken of but has not spoken. He was honest, sincere and humble, teaching us to serve not for our glory but for the glory of God.

In addition to its social services, Caritas also provides catering services, camp services and services to the local community, taking care of the needs of the general public. Through these services, the love of God speaks and may be experienced by the community.

St Joseph is the Patron of the Universal Church. To mark the 150th anniversary of the Roman Catholic Church, Pope Francis had declared year 2021 as the year dedicated to St Joseph.

5.1 LOCAL SERVICES

Objectives

Local Services, as an extended executive arm of Caritas at the local level, is located in our various multi-service social centres. Their services include administrative and janitorial services, coordination of solidarity enhancement activities among Caritas, parishes and Catholic schools, as well as implementation of fundraising events.

As we are the social welfare bureau of the Roman Catholic Church in Hong Kong, our Local Services endeavours to enhance our Diocese' partnership with the Catholic community and takes up that 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 response to the 5th wave of COVID-19, most Caritas service units kept its centre-based services to the public to the minimum level. As more and more staff contracted the virus or became close contacts of those infected with the virus, many offices or service units had to be closed temporarily for disinfection. The number of users served at our centres was, therefore, at its lowest throughout the year. Local Services made good use of the time reinforcing the ground work of their centres' management.

Hall Management

The 5th wave of COVID-19 had adversely affected the demand of our community halls in the 1st quarter of 2022 for our services to the public. The demand was, however, filled by our internal service units that was significant during the year. This resulted in a net growth in the usage rate of our community halls.

Name of Community Hall	No. Served in 2021 / 2022	No. Served in 2020 / 2021	Change (%)
Caritas Caine Road Social Centre (licensed hall)	6,892	1,823	+ 278
Caritas Kowloon Social Centre (licensed hall)	5,184	520	+ 897
Caritas Jockey Club Aberdeen Social Centre (ordinary hall)	3,185	510	+ 525
Caritas Ngau Tau Kok Social Centre (ordinary hall)	26,540	22,755	+ 17

Caritas Tsing Yi Activity Centre

The usage rate of the Activity Centre remained low because of the continual pandemic. 64 visitors came in 2021/2022, comparing to 20 visitors in 2020/2021.

Liaison and Collaboration Work

Liaison with parishes and Catholic schools is one of the core functions of Local Services. Though physical contacts were restricted due to COVID-19, liaison with the Catholic communities continued online (e.g. via Zoom or by other means) and the parties continued to enjoy a close relationship with each other.

Number of meetings / visits / activities conducted by Local Services	Total in 2021 / 2022	Total in 2020 / 2021
(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	132	105
(2) Attending regular meetings of joint or individual parish pastoral councils; Steering Group on Cooperation between Caritas and Parishes; Meetings at deanery levels, etc.	66	70
(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.	152	161
(4) Exploring and promoting collaborative activities among parishes, Caritas service units and other Catholic units (e.g. evangelization events)	45	52

Fundraising Activities

This year, Charity Bazaar had to be cancelled for the third consecutive year due to COVID-19. We have, therefore, launched a new event named "Caritas Charity Fun Fair series Online Show" in April 2021, which raised a total of \$2.42 million. By diversifying the fundraising activities and with the support of parishes and schools, the total amount raised this year almost resumed to the level before the social movement and the outbreak of COVID-19.

	2021 / 2022 (mini-bazaars and related activities)	2020 / 2021 (mini-bazaars and related activities)	Change (%)
Number of participating units	150	101	+ 49
Fund raised by parishes	\$1,333,010	\$388,878	+ 243
Total amount of fund raised	\$6,127,989 (including the donations from Online Show)	\$1,969,104	+ 211



Rev Peter Leung performed singing during Caritas Charity Fun Fair series Online Show



Caritas Charity Fun Fair series Online Show took place at Caritas Institute of Higher Education



Bishop Ha took part in a chemical experiment in the Show



Rev Edward Chau played games with the participants during the Show

5.2 HOSPITALITY SERVICES

Objectives

Hospitality Services comprise of lodges, hostels and Food & Beverage ("F&B") Services. The income derived from the Services help to support the social welfare services offered by Caritas to those in need.

The two lodges, Caritas Bianchi Lodge and Caritas Oswald Cheung International House offer comfortable accommodation at affordable prices to local and overseas Catholic-related parties and travellers. Our hostel service offers affordable accommodation with basic amenities to local low income people, clergy and nuns, university students and overseas travellers who have long term accommodation needs in Hong Kong.

Our 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 also offers dining and catering arrangements to parishes, Catholic-related parties, guests of the two lodges, hostels and community members.

Highlights of the Year

Serving the Community

Our F&B Services held a charity campaign "Love in Action" in April 2021 to help those in need during the outbreak of COVID-19. With donations received, we prepared frozen food packs, fruits, meal boxes, etc. and together with parishes and Catholic communities, we distributed them to elderlies, low income families and homeless people. When the situation allows, festive dining gatherings for those in need would be arranged.



Distribution of meal boxes by members of Epiphany Church to elderlies who lived alone



Frozen food pack was given to low income families by religious sisters of Missionaries of Charity



People in need collecting fruits at Mercy HK



Frozen food pack was delivered to low income families by members of Mother of Christ Church

Home-made Products

Caritas brand home-made products such as XO sauce, BBQ meat and Christmas Hamper were prepared and sold during festive seasons.



Collaboration with other Caritas Services

With the closure of teaching restaurant, F&B Services provided on-the-job training to students of Caritas Lok Mo Integrated Vocational Training Centre.



Preparing cutlery for table set-up



Serving guest

Guests Served

The Hong Kong economy had been badly hit since the outbreak of COVID-19. Tourism, catering, retail and many other industries faced a harsh winter. The total number of guests served by our two lodges had, however, grown in the year 2021/2022 as a result of us changing our marketing strategy to target long-staying guests, allowing us to operate on a narrow profit margin.

Lodges	2021 / 2022	2020 / 2021	Change (%)
Caritas Bianchi Lodge	48,381	33,063	+ 46.3
Caritas Oswald Cheung International House	42,562	31,872	+ 33.5
Total Guests Served	90,943	64,935	+ 40

Notwithstanding a harsh winter with the local economy, we managed to maintain an average occupancy of 71.9% for our hostels throughout the year whereas for F&B Services, a daily average of 224 guests were served.

5.3 CAMP SERVICES

General Remarks

There are four camps operated under our 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 ("LCSD") whereas Caritas Ka Fai House is self-financed.

Objectives

The objectives of our Camp Services are to provide non-profit-making camping service to people from all walks of life, offering them a group-living experience in a setting close to nature, and enhancing their physical, mental and social well-being through indoor and outdoor social, recreational, educational, sports and other leisure activities.

Highlights of the Year

The renovation of Caritas Oi Fai Camp and Caritas Ka Fai House, funded by The Hong Kong Jockey Club Charities Trust was commenced in February 2022 after a lengthy delay due to the outbreak of COVID-19. The renovation is anticipated to be completed in June 2023.

During the renovation period, Caritas Oi Fai Camp arranged outreach programmes such as astronomy and leadership training at schools. Small groups of eco-cultural tour were organized which enabled the participants to explore the uniqueness of the natural scene in Cheung Chau.



Scaffolding and pool tiles dismantling works are nearly completed



Small group of families participated in eco-cultural tour activity



Introductory session was conducted before the star gazing activity

Under the Capital Accounts Block Vote Scheme, LCSD approved the amount of \$1,158,820 and \$216,760 for the waterproofing repair work and replacement of seven fire rated windows respectively at the Caritas Jockey Club Ming Fai Camp. Those works were essential to enhance the safety of the camp site and were completed in January 2022.



The brand new village vehicle

An amount of \$89,000 was donated by The Sir Robert Ho Tung Charitable Fund to replace the damaged old village vehicle which was in use for over 15 years.

Staff Development and Training

A staff training event was held on 13 December 2021 at Po Leung Kuk Jockey Club Pak Tam Chung Holiday Camp. The one-day event included a session to experience four new sports activities, namely, dodgebee, floor curling, Wing Chun and flipball, and a tour to the newly built dormitory and function rooms. The event helped to build team spirit among our colleagues and gave us the chance to assess the feasibility to include those activities in our camp service in future.



Precise judgment is all one needed in playing the floor curling



Flipball is suitable for all ages



Learning Wing Chun is not as easy as it looks



Visiting new facilities is always the most interesting section for our colleagues



Our colleagues were actively involved in the game of dodgebee

5.4 JANITORIAL SERVICE

The Janitorial Service, a sub-team of Local Services supervised by Managers of Local Service Coordination, is a self-financed unit rendering cleaning, security, maintenance and repair, and mail-run services to Caritas units in social centres and in parishes upon request. Colleagues of Janitorial Service also support our fundraising activities such as charity bazaars, sale of raffle tickets, charity walks, etc. that require much manual resources.

Janitorial Service pools the labour resources of Caritas for an economical and effective utilization of its labour resources. Most importantly, it provides a reliable janitorial support to service units in various social centres so that colleagues of those service units can concentrate on offering their professional services to those in need and our service users can benefit from a high quality environment that janitorial service provided.

During the 5th wave of COVID-19, Janitorial Service faced an unprecedented shortage of hands when many of our colleagues had to be quarantined. Notwithstanding that, we (especially our front-line colleagues) continued to do our best to maintain a clean environment in the centres. On top of their usual duties, our front-line colleagues conducted deep cleaning and disinfected premises where suspected infection or confirmed cases were reported. Fortunately, the situation gradually improved as the peak of the pandemic subsided.



Deep cleaning and disinfecting the offices at Caritas Caine Road Social Centre

5.5 COOPERATION BETWEEN CARITAS AND PARISHES

Caritas and parishes, the social and pastoral arms of the Diocese respectively, work in partnership to foster a family spirit of the Catholic Church. Together we initiate and work in partnership with each other on matters relating to social concern, human development and charitable activities.

We have regular group meetings with our parish partners to enhance communications and strengthen cooperation between us. These meetings involve our brothers and sisters in Christ at all levels namely, at the Diocese level, deanery level, parish level, and our Caritas colleagues. The large team of partners is managed by a Steering Group on Cooperation between our parish partners and ourselves, and parish councils, and supported by dedicated groups such as Parish Social Concern Groups, our Local Parish Liaison Teams and Parish Social Service of our Social Work Services Division.

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 the parishioners.

Social Services

Our Social Work Services Division collaborates with parishes and Catholic groups on programmes relating to the promotion of social concern and civic education in parishes, organizing educational talks and volunteering services to youths, families, elderlies and the underprivileged. Colleagues of our Social Work Services Division also participate in various working groups of the Diocese, which included Diocesan Pastoral Commission for Marriage and the Family, Diocesan Committee for Bioethics and Parish Social Concern Support Group.

Special Campaign - "St Joseph Year Dads Campaign"

2021 marks the 150th anniversary of the Roman Catholic Church's declaration of St. Joseph as the Patron of the Universal Church. In honour of this anniversary, Pope Francis declared 2021 as the Year dedicated to St. Joseph.

In response to that, since June 2021, Caritas Family Service Division and Diocesan Pastoral Commission for Marriage and the Family co-organized and held this Special Campaign "St Joseph Year Dads Campaign". It aimed to assist and inspire the participating fathers in their roles of being fathers. The Campaign included a series of programmes where the seven characters of St. Joseph as the foster father of Jesus were shared. Though he appeared hidden or in the shadows, St. Joseph played an incomparable role in the history of salvation in being a beloved father, a tender and loving father, an obedient father, an accepting father, a creatively courageous father, a working father and a father in the shadows. The follow-up groups and activities of this Special Campaign are continuing and will end in June 2022.

Case Sharing: During the 5th wave of COVID-19, Caritas Shau Kei Wan Integrated Family Service Centre received daily calls for help from families whose members were infected with COVID-19. Upon knowing the surging needs of the Community, Holy Cross Church responded quickly.

Within a short period of time, Holy Cross Church and our Centre launched a campaign called "Love in the Epidemic". Volunteers of the Church and colleagues of our Centre together prepared 250 anti-epidemic kits and delivered them to grassroot families.

An elderly lived on his own after his carer was diagnosed with COVID-19. He called us for help. Emergency pack and other necessary assistance were arranged immediately to meet his needs.

In this midst of hardship, the Church and Caritas brought love and hope to people in urgent need of support.



Case Sharing: The 5th wave of COVID-19 has been prevailing since early February 2022. Our Community Centres of Caritas Youth and Community Service received a lot of calls from families under home quarantine requesting assistance for various needs. Our social workers responded promptly to these requests and delivered to those families food and other daily necessities donated by the Church. A single mother told us that when her daughter had fever for no obvious reason, she used the oximeter that we gave her to measure the blood oxygen level for her 5-year old daughter. The result prompted her to seek professional help. With the alarming reading on the oximeter, the nursing officer at the Accident and Emergency of the hospital arranged immediate treatment for the daughter and saved her life. The mother was grateful and much appreciated the care and love that the donors, the Church and we had shown.



5.6 MAINLAND SERVICES

General Remarks

The Mainland Service Desk was established in 1986, aiming to assist our partners in the Mainland to provide better social service to their service users, and to become self-reliant and self-sustaining. The strategies of Mainland Service Desk are capacity building and to provide financial assistance to upgrade their hardware. We rely on the financial support from the benefactors and work in collaboration with local partners on projects carried out in the Mainland.

Highlights of the Year / Achievements

Improving Dental Service In Lujia Hospital In Hebei

Lujia Hospital was established by a group of local religious women in 1997 in Xian county of Hebei province. It occupies an area of about 2,600 m² and was initially a medical hospital. In the past two decades, the Hospital has gradually expanded to include pediatrics, stomatology, otorhinolaryngology, ophthalmology and dentistry. Currently, there are 23 in-patient beds and 25 medical staff, including a physician and a technician under stomatology.

Lujia Hospital is located in the countryside. It serves a population of about 18,000 in the vicinity. Most of the young people there have gone to the cities to work, leaving behind their old parents and young children in the village. Due to the lack of knowledge, the villagers do not pay much attention to hygiene. Worse is that the high fluoride concentration in water in the local areas has led to dental problems like dental fluorosis. Other common dental problems include toothache, tooth deformation, tooth decay and tooth loss. In the past, an average of about 12 patients came to the Hospital for dental treatment each day. Owing to limited resources being available and the lack of equipment, only a few dental services could be provided and the service quality was compromised. With the financial assistance from Caritas, the religious women were able to purchase new dental equipment in 2021 to improve dental services they offer and are grateful to donors of Caritas.



Lujia Hospital

Thank you letter:

Dear Caritas,

We are extremely grateful for the help received from you. The new equipment has significantly enhanced our capacity to better serve the patients and reduce their pain. Treatments now take less time to complete, benefiting both doctors and patients. In the past five months, we have performed periodontal treatment for 100 patients; root canal treatments for 300 patients; 3 dental hygiene and whitening treatments. With the introduction of root canal treatment, 80 patients were spared from the need for tooth extraction.

In the past, our doctors had to make diagnosis without the use of equipment. This limited approach often led to a lack of efficacy in treatment and caused unnecessary pain to the patient. The worst-case scenario was that the tooth could not be cured and had to be extracted.

The new equipment helps us tremendously. For instance, with the use of tooth X-ray imaging machine, doctors can now identify the problem in the root; the device for gauging canal length also helps to locate an accurate position to perform operation; endodontic treatment machine improves the efficiency of treatment and with the improved quality of dental filling materials, recurrence of disease was reduced.

The quality and efficacy of the services provided by our doctors have been greatly enhanced. The positive feedbacks from the patients have boosted their confidence.

One of our patients, Miss Li, labelled it as her best experience of receiving treatment from us, "I used to be afraid of coming for dental treatment because it had always been a painful experience, but it is no longer the case." With the use of new equipment, she could hardly feel any pain. Besides providing treatment, our doctors could spend more time to remind her on the need of dental hygiene and teach her the correct methods. She now knows the importance of timely treatment.

In summary, the new equipment enables our doctors to identify the patients' problems more easily. The diagnostic accuracy rate has increased to as high as 90%; the time required per treatment has reduced by half compared to the past.

Sr. Wang

1 December 2021



A dentist was examining the dental filling materials before putting it into the mouth of the patient



Cordless Gutta Percha Obturation System is used for dental treatment



Tooth X-ray imaging machine is used for diagnosis



Cold light whitening machine



Root canal opener

Other Funding Projects

During the year, Mainland Service Desk assisted in seven funding projects:

Project Nature	No. of Projects / Beneficiaries
(1) Scholarship for primary, secondary and post-secondary students	293 primary / secondary students and 132 post-secondary students
(2) Capacity building	455 social service providers
(3) Improvement of facilities	2 orphanages, 1 special school, 1 elderly centre, 3 elderly homes, 1 convent and 2 clinics
(4) Foster Parents Programme for deprived / disabled children and abandoned babies	26 children
(5) Living allowance to the elderly and the disabled	66 elderly / disabled persons
(6) Service for migrant children, left-behind children and people with special needs	3 projects
(7) Home care service	3 projects



A sister helping a senior to put on socks during home visit in Shandong



A social inclusion programme for people with disability in Hebei



Electronic tricycle for an orphan with disability in Henan



Fundraising for charity programmes in Dalian



A programme of protection of the unborn in Shanxi



A sister checking blood pressure for a senior during home visit in Inner Mongolia



A 7-seater for an elderly centre in Jilin

5.7 CARITAS INFORMATION TECHNOLOGY ADVANCEMENT CENTRE

Objectives

Caritas Information Technology Advancement Centre ("CITAC") was founded in 2001, following the vision of the late Bishop Michael Yeung on the importance of information technology for the continuing development of Caritas. It provides effective and efficient information and technology solutions to Caritas, Catholic Diocese of Hong Kong and local community generally, so as to enhance their productivity and competitiveness in this information era.



Many of our colleagues receive long service award (i.e. over 10 years) in 2021

Highlights of the Year / Achievements

20th Anniversary

2021 marked the 20th anniversary of CITAC. Due to the prevalence of COVID-19, celebration was put on hold.

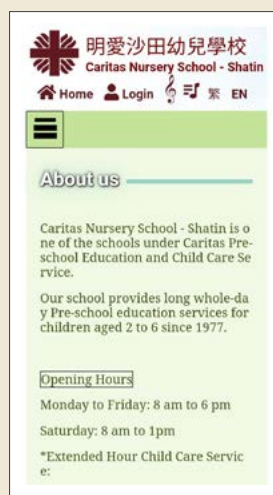


Online Application and Payment System

With the successful deployment of two new systems at Caritas Institute of Community Education, their students are now able to perform course enrollment and payment online. The online application system allows colleagues to monitor real-time enrollment data, execute quota control and gather batch import of Central Allocation results from the Education Bureau that facilitates the decision-making of institution within a short enrollment period, such as Yi Jin Diploma.

Website Revamp for Caritas Child Care Service

CITAC revamped the websites for Caritas' 11 nursery schools / kindergartens, with the aim of providing a rich and interactive content to the users. The new design of the websites inherited the traditional theme of Caritas - blue sky, white cloud and green grass. Nevertheless, a more user-friendly interface for mobile phones can now be experienced.



Payment Gateway Migration and Applications

CITAC has been providing technical advice and support to e-Donation, the payment gateway on Caritas' website since 2008.

In 2021, CITAC assisted Caritas' Communication Office and Finance Office to migrate their existing payment gateway from Jetco to MasterCard Payment Service. The migration was launched and completed in January 2022, and has since provided a new form of online payment to the donors.

In view of the popularity of utilization of electronic payment tools, CITAC will continue to work with the two Offices to explore adopting other electronic payment tools (such as Alipay, WeChat Pay and FPS), in order to facilitate the donors.

