

Information on Sub-district Care Teams

District : Eastern

Sub-district : Yan Lam [Sub-district boundary map attached]



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Operating organisation : Residents Association of Chai Wan

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone:	8494 8003
Email:	ylcareteam@gmail.com
Whatsapp:	8494 8003
Wechat:	欣藍關愛隊

List of Care Team members :

Captain :	Mr Wong Kin Hing
Vice-captain :	Mr Hugh Todd

Members :	<p>Mr Tong Wai Yuen</p> <p>Mr Chan Kwan Kit</p> <p>Mr Lai Hung Kwong Benja</p> <p>Ms Yan Juan</p> <p>Mr Chu Chun Pak</p> <p>Mr Lai Pak Wing</p> <p>Ms Wong Siu Mei</p> <p>Mr Ching Kwok Leung</p> <p>Mr Wong Wai Shun</p> <p>Ms Chen See Hung Christine</p>
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Summary of Services for the Sub-district :

A. Mandatory Services

1. Community Care

Service requirement	Key Performance Indicator (KPI)
(a) Set up communication channels of the Care Team with at least 2 channels, such as telephone, email, social media, instant messaging software, etc.	The relevant channels shall be opened within two to three weeks after the funding agreement takes effect, and shall be maintained until the end of the funding agreement.
(b) Widely publicise the communication channels and services of the Care Team to the residents of the sub-district.	Publicise the communication channels and services of the Care Team in the sub-district, covering no less than 90% of the residents of the sub-district within three months after the funding agreement takes effect.
(c) Establish a liaison network with the residents of the sub-district, facilitating the residents to contact the Care Team and assisting the Government to deliver information to the residents so as to strengthen ties with the residents.	Distribute in a timely manner the important information provided by the Government through the liaison network between the Care Team and the residents of the sub-district as required by the Government or as needed. Within one year after the funding agreement takes effect, the established liaison network shall cover not less than 15% of the households of the sub-district.

Service requirement	Key Performance Indicator (KPI)
<p>(d) Visit/contact elderly households in the sub-district, establish contacts, and provide basic services for the elderly, including providing information on public/social welfare/medical/other related services, assisting in applying for or making appointment for the above services, providing basic information technology assistance, and assisting in arranging the elderly in need to receive home or other support services in item (f) or referral to relevant departments/organisations for professional services.</p>	<p>Provide information/services to 100 elderly households.</p>
<p>(e) Visit/contact other households in need in the sub-district, establish contacts, and provide basic services for the households, including providing information on public/social welfare/medical/other related services, assisting in applying for or making appointment for the above services, providing basic information technology assistance, and assisting in arranging the households in need to receive home or other support services in item (f) or referral to relevant departments/organisations for professional services.</p>	<p>Provide information/services to 200 households in need.</p>

Service requirement	Key Performance Indicator (KPI)
(f) Depending on the circumstances of the sub-district, provide home or other support services to those in need (such as simple home repairs/cleaning, health talks, “Share and Care” activities like collection of old clothes for donation, recruiting and training residents to be volunteers to serve other people in need, etc.).	Provide home repairs services to those in need 50 times.

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) When there is a sudden incident/emergency/disaster in the district, care for the needs of the affected people and provide appropriate assistance, and forward important information to the residents as required by the Government.	Provide services up to 4 times as required by the Government.
(b) Provide emergency support for new policies/services of the Government or public organisations, such as assisting those in need to make applications (especially online applications), assisting in the distribution of materials or information, etc.	Provide services up to 4 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Organise national education promotion activities, such as those for promoting the Basic Law, the National Security Law and the National Security Education Day, and invite professional and experienced speakers for sharing.	Talk on national education 2 times Number of participants: 300 in total
(b) Invite speakers to hold health talks to provide health information to the elderly and provide on-the-spot simple health check-ups.	Health talk 2 times Number of participants: 300 in total
(c) Organise festive gala every year during the anniversary of the establishment of the HKSAR, the National Day, the Lunar New Year, etc. and invite residents for communication and sharing of festive joy in order to build a more harmonious community and to enhance their sense of national identity and national pride.	1. Festive celebration gala 2 times Number of participants: 480 in total 2. Festive tour 2 times Number of participants: 160
(d) Organise parent-child neighbourhood social gatherings for residents of the sub-district, such as film education activities, for adults and kids to spend a wonderful time while meeting their neighbours to build a more harmonious community through mutual assistance.	Parent-child neighbourhood social gathering 2 times Number of participants: 300 in total
(e) Implement plastic recycling programme by setting up community plastic recycling station at appropriate locations in the sub-district to encourage the public to recycle plastic waste.	Regular transportation of plastic to the Government's specified recycling station 288 times
(f) Invite instructors to conduct volunteer training on simple home repairs/cleaning, etc. for volunteers to grasp the skills and procedures for home repairs/cleaning to enhance efficiency and save time.	Volunteer training 4 times Number of participants: 30 in total

