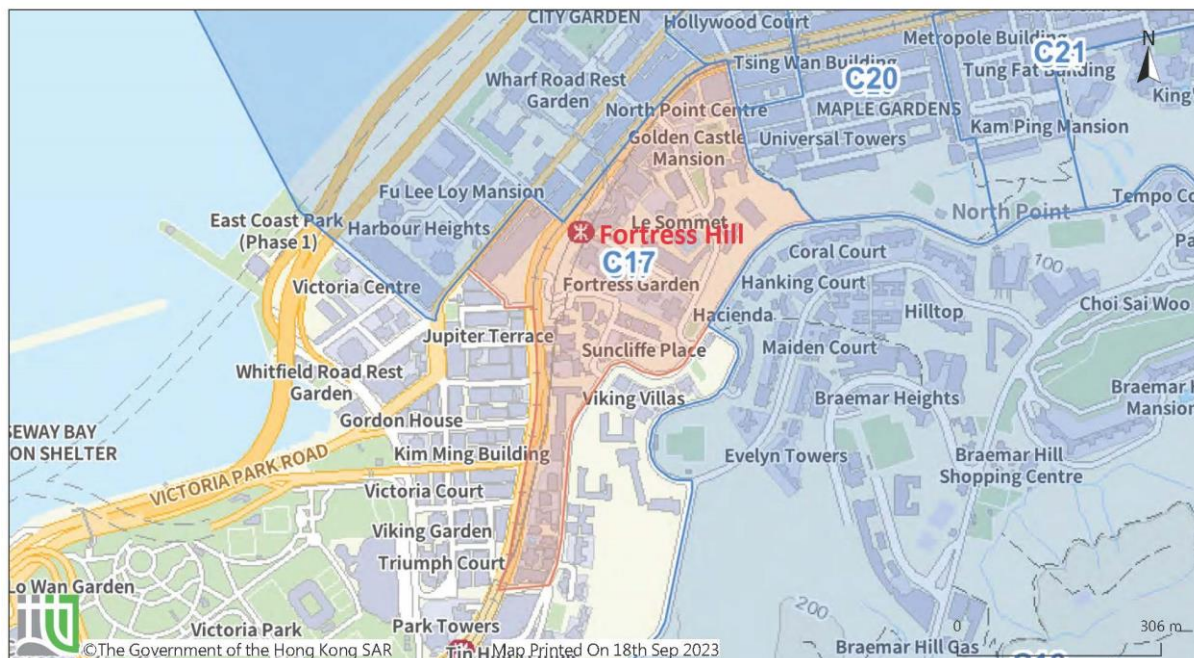


## Information on Sub-district Care Teams

District : Eastern

Sub-district : Fortress Hill [Sub-district boundary map attached]



Powered by GeolInfo Map: <https://www.map.gov.hk>

Note: The use of this map is subject to the Terms and Conditions and the IP Rights Notice of GeolInfo Map.

**Operating organisation :** Federation of Hong Kong Beijing Organisations Limited

**Partnering organisation(s) :** Victoria Harbour Charity Association Limited

**New Century Properties Consultants Ltd**

**Shing Hing Oil Co. Ltd.**

**Stella Cafe**

**Federation of Parent Teacher Associations of Hong Kong**

**Eastern District**

**The Nam An (Hong Kong) Association Limited**

**Huoli Taijigong Association**

**The Fukienese Association Ltd**

### **Communication Channels of the Care Team :**

Telephone no. :	6521 3200
Email :	np22346262@gmail.com
Whatsapp :	6521 3200
WeChat :	東區關愛隊(炮台山區)

**List of Care Team members :**

Captain :	Ms Li Lee
Vice-captain :	Mr Wang Kun Xiao
Members :	Mr Chuang Mei Ching Ms Chong Shuen Ling Mr Hong Siu Pan Ms Liu Zi Juan Ms Chiu Kin San Ms Long Yan Qiu Mr Lai Yuk Sing Ms Lin Ling Dr Ho Kin Chung Henry

**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 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.

Service requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>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.</p>
<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 600 elderly households.</p>

Service requirement	Key Performance Indicator (KPI)
<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 250 households in need.</p>
<p>(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.).</p>	<ol style="list-style-type: none"> <li>1. Provide simple home cleaning or repairs services to those in need 100 times.</li> <li>2. Talk and sharing on water seepage of buildings 2 times Number of participants: 400 in total</li> </ol>

Service requirement	Key Performance Indicator (KPI)
<p>(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building.</p>	<p>Visit every year 1 "three-nil" building or old building where the owners' corporation is not operating effectively/without hiring a management company, and compile information about the management, safety and sanitary conditions of the building.</p>

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
<p>(a) When the heat/cold/temporary shelter is in operation, care about the needs of those who use/stay in the shelter and provide appropriate assistance.</p>	<p>Provide services up to 4 times as required by the Government.</p>
<p>(b) 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.</p>	<p>Provide services up to 4 times as required by the Government.</p>

Service Requirement	Key Performance Indicator (KPI)
(c) 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 Constitution, the Basic Law, the National Security Law and sense of national identity, and make every effort to encourage young people to take part in the activities.	<ol style="list-style-type: none"> <li data-bbox="804 815 1390 949">1. Visit to the Legislative Council Complex 2 times Number of participants: 200 in total</li> <li data-bbox="804 1010 1390 1189">2. National Security Education Day (street counter promotion and quiz game) 2 times Number of participants: 200 in total</li> <li data-bbox="804 1249 1390 1420">3. Constitution Day (street counter promotion and quiz game) 2 times Number of participants: 200 in total</li> </ol>

Service requirement	Key Performance Indicator (KPI)
<p>(b) Assist in the promotion and publicity of the Government policies, such as encouraging "three-nil" buildings to establish owners' corporation, raising public awareness of crime prevention, fire prevention, maintenance of environmental hygiene and anti-epidemic, as well as promoting vaccination, etc.</p>	<ol style="list-style-type: none"> <li>1. Talk on crime prevention and anti-scam 2 times Number of participants: 200 in total</li> <li>2. Talk on Fire safety 2 times Number of participants: 200 in total</li> <li>3. Influenza vaccination service (assist the public in making appointment for vaccination/arrange home vaccination service) 2 times Number of participants: 300 in total</li> </ol>
<p>(c) Reflect local views to the Government.</p>	<p>Collect public views on specified issues 4 times Number of participants: 400 in total</p>
<p>(d) Organise festive activities to celebrate the anniversary of the establishment of the HKSAR, the National Day, Lunar New Year, Mid-Autumn, etc. to enhance residents' understanding of Chinese culture, their sense of national identity and national pride.</p>	<ol style="list-style-type: none"> <li>1. Carnival in celebration of the anniversary of the establishment of the HKSAR 2 times Number of participants: 600 in total</li> <li>2. Carnival in celebration of the National Day 2 times Number of participants: 600 in total</li> <li>3. Caring activity at Mid-Autumn Festival 2 times Number of participants: 1 000 in total</li> </ol>
<p>(e) Organise various thematic activities, including environmental protection, cultural, sports, social inclusion and charitable activities, to reach out to the community and raise civic awareness.</p>	<ol style="list-style-type: none"> <li>1. Sports activity (floor curling competition) 2 times Number of participants: 400 in total</li> <li>2. Environmental protection activity (visit to H<sub>2</sub>OPE Centre of the Water Services Department)</li> </ol>

Service requirement	Key Performance Indicator (KPI)
	<p>2 times Number of participants: 100 in total</p> <p>3. Cultural activity (visit to the Hong Kong Heritage Museum/Hong Kong Palace Museum) 2 times Number of participants: 100 in total</p> <p>4. Social inclusion activity (free haircut) 8 times Number of participants: 640 in total</p> <p>5. Charity activity (free bread distribution) 480 times Distribution of 9 600 breads in total</p>
(f) Provide training for volunteers.	<p>Volunteer training 4 times Number of participants: 100 in total</p>