

## Information on Sub-district Care Teams

**District :** Kowloon City

**Sub-district :** Sheung Lok [Sub-district boundary map attached]



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**Operating organisation :** HOMANTIN RESIDENTS ASSOCIATION

**Partnering organisation :** KOWLOON WEST CHAOREN ASSOCIATION LIMITED

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

Telephone :	9342 5296
Email :	klncity.sl.careteam@gmail.com
Whatsapp :	9342 5296
WeChat :	常樂關愛隊
Facebook :	九龍城區常樂關愛隊
Instagram :	Sheunglok_careteam

### **List of Care Team members :**

Captain :	Mr. CHAN Yan-yiu
Vice-captain :	Mr. LIN Chau-kit

Members :	Mr. CHOI Wan-lung Mr. CHAN Yat-hong Mr. CHEUNG Tianci Mr. NG Kong-wing Mr. WONG Tak-tim Mr. HO Kwok-wing Mr. CHEN Wei-shiung
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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 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 at least 500 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 at least 600 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>	<p>Provide at least 170 times of services to those in need.</p>

## 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) Provide health information for the elderly: Organise health talks.	4 times in total.
(b) Organise national education promotion activities to promote the Basic Law and the National Security Law: Organise mobile promotion booths and distribute promotional leaflets.	4 times in total.
(c) Organise festive activities: Organise activities celebrating Hong Kong Special Administrative Region Establishment Day, National Day, Lunar New Year and Chinese Mid-Autumn Festival.	8 times in total.

Service Requirement	Key Performance Indicator (KPI)
(d) 1. Boost promotion and education of maintaining environmental hygiene to residents: Organise mobile service booths.  2. Organise neighbourliness activities: Movie shows.  3. Strengthen connections with youth: Organise back-to-school information booths.	8 times in total.
(e) Organise community caring activities: Provide home maintenance services.	50 times in total.
(f) Provide support services to residents: Provide ID photo and family portrait shooting service.	2 times in total.
(g) Provide training for volunteers.	2 times in total.
(h) Organise community caring activities: Provide: 1. Wheelchairs and assistive products rental services; and 2. Regular blood pressure measurement and cardiovascular sclerosis testing services.	