# Information on Sub-district Care Teams

**District :**    **Kowloon City**

**Sub-district :**    **Hok Yuen Laguna Verde**    **[Sub-district boundary map attached]**



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**Operating organisation :**    **KOWLOON CITY DISTRICT UNITED YOUTH NETWORK**
**Partnering organisation :**    **HONG KONG NAN CHANG ASSOCIATIONS**

**Communication Channels of the Care Team :**

| Telephone : | 8493 9662 |
|---|---|
| Email : | ct84939662@gmail.com |
| Whatsapp : | 8493 9662 |
| WeChat : | ct84939662 |
| Facebook : | 鶴園海逸關愛隊 |

**List of Care Team members :**

| Captain : | Ms. TO Nga-nga |
|---|---|
| Vice-captain : | Mr. SZE Chun-chung |

| Members : | Mr. WONG Kai-yeung |
|---|---|
| | Ms. NG Ah-ying |
| | Ms. KWAN Wing-yin Natalie |
| | Mr. LO Kai-cheung Raymond |
| | Ms. LI So-ping |
| | Mr. YU Hing-lung |
| | Ms. CHU Chung-tai |
| | Ms. LAU Pik-yiu |
| | Ms. HAN Li |
| | Ms. CHAN Yuk-fa |

**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) |
|---|---|
| (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. | Provide information/ services to at least 300 elderly households. |
| (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. | Provide information/ services to at least 400 households in need. |
| (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 at least 110 times of services to those in need. |

## 2. Assistance in Emergencies

| | Service Requirement | Key Performance Indicator (KPI) |
|---|---|---|
| (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. | Provide services up to 8 times as required by the Government. |
| (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. | Provide services up to 4 times as required by the Government. |
| (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) | Provide health information for the elderly/ people in need: Organise: 1. Vaccination days; 2. Hair cutting service days; and 3. Health talks. | 8 times in total. |
| (b) | Organise national education promotion activities to promote the Basic Law and the National Security Law: 1. Mobile promotion booths; 2. Talks; and 3. Quiz competitions. | 10 times in total. |

| | Service Requirement | Key Performance Indicator (KPI) |
|---|---|---|
| (c) | Organise festive activities:<br>Organise activities celebrating Hong Kong Special Administrative Region Establishment Day, National Day, Lunar New Year and Chinese Mid-Autumn Festival. | 8 times in total. |
| (d) | 1. Boost promotion and education of maintaining environmental hygiene to residents:<br>Organise mobile service booths and publicize relevant information through SMS.<br><br>2. Organise neighbourliness social activities:<br>Organise family farm tours. | 8 mobile service booths, and 2 SMS publications. |
| (e) | Organise community caring activities:<br>Provide home maintenance services. | 70 times in total. |
| (f) | Visit old buildings to understand the management, safety and sanitary conditions of the buildings concerned:<br>Organise building cleaning activities. | 2 times in total. |