

Information on Sub-district Care Teams

District : North

Sub-district : Fanling Town [Sub-district boundary map attached]



N02 Fanling Town



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Operating organisation : Zero Hour Social Service Association Limited

Partnering organisation : Fanling (N.T.) Chiu Chow Association Limited

Communication Channels of the Care Teams :

Telephone:	8493 3178
Email:	zerohourssa@myyahoo.com
Whatsapp:	8493 3178
Facebook:	北區粉嶺市關愛隊

List of Care Team members :

Captain :	Mr LAI Sum
Vice-captain :	Mr PANG Chun-sing, George
Members :	Mr CHEUK Man-kit Ms DENG Li-na Ms LI Ka-yu Ms LEE Nga-chee, GiGi Ms CHIU Fong

	Ms CHEUNG Yuet-ha Ms YU Yim-chui Ms YIK Yee-ha Ms CHAN Yuet-fun
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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 20% of the households of the sub-district.
(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	Provide information/services to at least 300 elderly households.

Service requirement	Key Performance Indicator (KPI)
home or other support services in item (f) or referral to relevant departments/organisations for professional services.	
(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 100 times of simple home repair services and 200 times of vaccination 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 2 times as required by the Government.

Service Requirement	Key Performance Indicator (KPI)
(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) Organise health seminars for the elderly	Organise the activity concerned 4 times.
(b) Organise festive activities	Organise one celebrating activity for the National Day and two celebrating activities for Hong Kong's return to the motherland.
(c) Organise Lunar New Year vegetarian banquet for the elderly	Organise the activities concerned twice, totalled about 480 participants.