

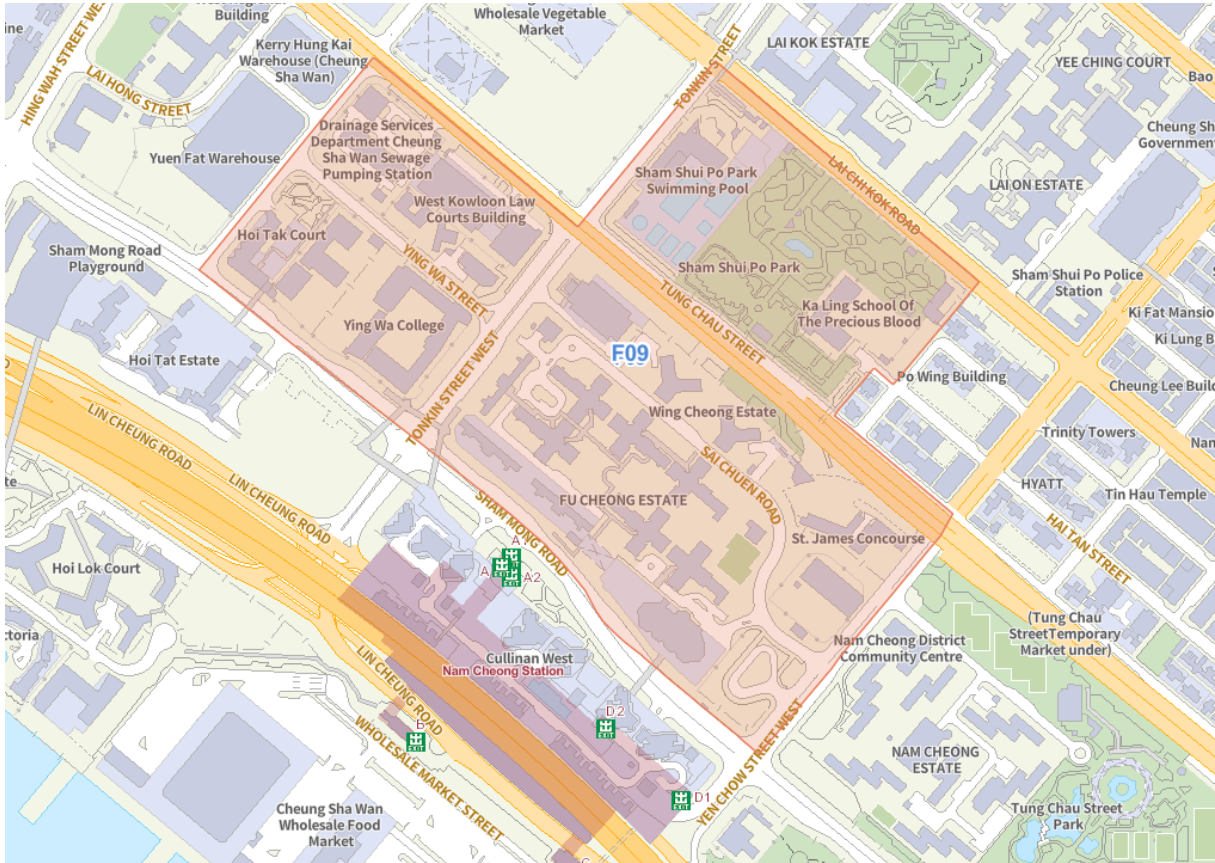
Information on Sub-district Care Teams

District : Sham Shui Po

Sub-district : Fu Cheong [Sub-district boundary map attached]



F09 - Fu Cheong



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Operating organisation : Fu Cheong Estate Residents' Association

Partnering organisation(s) : China Travel Service (Holdings) Hong Kong Limited

China National Travel Service (HK) Charitable Fund Limited

Communication Channels of the Care Team :

| | |
|-----------------|------------------------|
| Telephone no. : | 9340 5132 / 9340 9261 |
| Email address : | sspfcucongct@gmail.com |
| WeChat : | 9340 5132 |

List of Care Team members :

| | |
|----------------|---------------------|
| Captain : | Mr LI Lyu |
| Vice-captain : | Ms AU YEUNG Mi-ying |

| | |
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| Members : | <p>Mr LEUNG Man-kwong</p> <p>Mr CHENG Po-wai</p> <p>Miss WANG Lei</p> <p>Ms WONG Wai-kwan</p> <p>Mr WONG Shing-yin</p> <p>Ms WU You-lan</p> <p>Ms LAM Mei-ting</p> <p>Miss CHEUNG Ka-hei</p> <p>Mr CHAN Kit-yan</p> <p>Ms XIE Jintao</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 95% 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. |

| 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 600 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 180 times of simple home repair and cleaning services to elderly singletons or families of elderly doubletons/those in need.</p> |

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 for 2 times or more 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 for 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 for 4 times as required by the Government. |

B. Add-on Services

| Service requirement | Key Performance Indicator (KPI) |
|--|---|
| (a) Organise elderly health activities, such as free medical consultations, health talks, simple health checks, carnivals, vaccination services and free haircuts, to enhance the elderly's awareness of disease prevention and improve their health. In addition, training courses will be organised to help the elderly grasp information technology or health data. | <ol style="list-style-type: none"> 1. Vaccination: 2 times in two years 2. Health service station: 80 times in two years 3. Blood glucose measurement service: 8 times in two years 4. Themed talk on health: 2 times in two years 5. Smartphone class for the elderly: 2 times in two years |

| Service requirement | Key Performance Indicator (KPI) |
|---|--|
| <p>(b) Organise festive activities to celebrate the Anniversary of Hong Kong's return to the Motherland, National Day and other festivals, in the form of flag-raising ceremonies, carnivals, one-day tours and performances etc., to increase the residents' understanding of Chinese culture and to foster a sense of national identity among them.</p> | <ol style="list-style-type: none"> 1. Lunar New Year activity: 2 times in two years 2. Tuen Ng Festival activity: 2 times in two years 3. Activity in celebration of the Anniversary of Hong Kong's return to the Motherland: 2 times in two years 4. Mid-Autumn Festival activity: 2 times in two years 5. Activity in celebration of the National Day: 2 times in two years 6. Father's/Mother's Day activity: 4 times in two years 7. Film screening: 2 times in two years |
| <p>(c) Organise activities to promote national security and national education, e.g. activities to tie in with the "National Security Education Day" or "Constitution Day", visits, carnivals, exhibitions, talks, street counters and film appreciation sessions, etc., so as to enable the residents to have a better understanding of the Constitution and the Basic Law as well as to understand the importance of national security, and to raise their awareness of safeguarding national security.</p> | <ol style="list-style-type: none"> 1. National security fun day: 2 times in 2 years 2. Talk on the Basic Law: 2 times in 2 years 3. Publicity on the sense of national identity: 2 times in two years 4. Exhibition boards on "National Security" and the "Basic Law": 2 times in two years |
| <p>(d) Organise parent-child or youth activities such as workshops, visits and interest classes to promote harmony. In addition, life planning as well as education and career guidance activities will be organised for youngsters to promote technology learning, e.g. seminars, visits and workshops, etc., so as to help them understand their paths to further education and career, and plan for their</p> | <ol style="list-style-type: none"> 1. Youth activity: 6 times in two years 2. Information technology interest class: 4 times in two years 3. Life planning workshop: 4 times in two years |

| Service requirement | Key Performance Indicator (KPI) |
|---|--|
| future. | |
| (e) Recruit volunteers to join the service team, such as training, and arranging experiential activities and visits, etc., to promote participation in the Community Care Team's district services. | 1. Provide trainings for 35 volunteers every year and encourage teenagers to be volunteers (total number of trainees: 70) |
| (f) Organise other activities, e.g. (where applicable) to provide building management advice for old and “three-nil” buildings within the district; fire prevention publicity and building safety promotion events; promotion of environmental awareness or sustainable development activities; cultural activities; and activities to promote integration of new arrivals or ethnic minorities into the community. | <ol style="list-style-type: none"> 1. Cultural harmony carnival: 2 times in two years 2. Book-floating: 4 times in two years 3. Environmental recycling campaign: 4 times in two years 4. Free haircut: 8 times in two years 5. Talk on financial management information: 2 times in two years 6. Hanfu-themed market: 1 time in two years |