

Information on Sub-district Care Teams

District : Sha Tin

Sub-district : Tin Sum [Sub-district boundary map attached]



R18 - Tin Sum



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Operating organisation : Long Xin Volunteer Team

Partnering organisation(s) : /

Communication Channels of the Care Team :

Telephone :	8493 1003
Email :	longxincareteam@gmail.com
Whatsapp :	8493 1003
WeChat :	+852 8493 1003
Facebook :	龍心義工團關愛隊

List of Care Team members :

Captain :	Mr PUN Kwok Shan
Vice-captain :	Mr CHEUNG Kam Chung

Members :	Mr PAT Kam Lung Mr TSOI Ming Yang Miss CHEUNG Man Shuen Mr LEUNG Kin Kei Mr YIM Hing Chuen Mr YIP Chun Fai Ms YUAN Xiaohong Mr CHEUNG Wai Yip Mr KAN Chi Keung
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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 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 500 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 600 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 persons in need with support services including: 1. Provide home repair and improvement services to singleton/doubleton elderly, with a target of 100 households. 2. Provide simple home cleaning, such as cleaning kitchen, washroom, doors and windows as well as disposing waste, to singleton/doubleton elderly, with a target of 70 households.

Service requirement	Key Performance Indicator (KPI)
	3. Set up health service station for the elderly and persons in need 96 times in total in two years, and provide quarterly blood glucose test 8 times in total in two years.

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 8 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 8 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Provide elderly with health information	<ol style="list-style-type: none">1. Vaccination day 2 times2. Free haircut day for the elderly 8 times
(b) Organise activities to promote the Basic Law, the National Security Law, rule of law education and national awareness	<ol style="list-style-type: none">1. Promote Basic Law/National Security Day 2 times2. Organise visits with the themes of rule of law education and national awareness 4 times
(c) Organise festive activities	<ol style="list-style-type: none">1. Mother's Day activities 2 times2. Rice dumplings giveaway for the elderly 2 times3. Mooncakes for the Mid-Autumn Festival celebration 2 times4. Celebration activities for Hong Kong's return to the motherland 2 times5. Celebration activities for the National Day 2 times
(d) Provide volunteer leadership training	Organise the activities concerned 2 times