

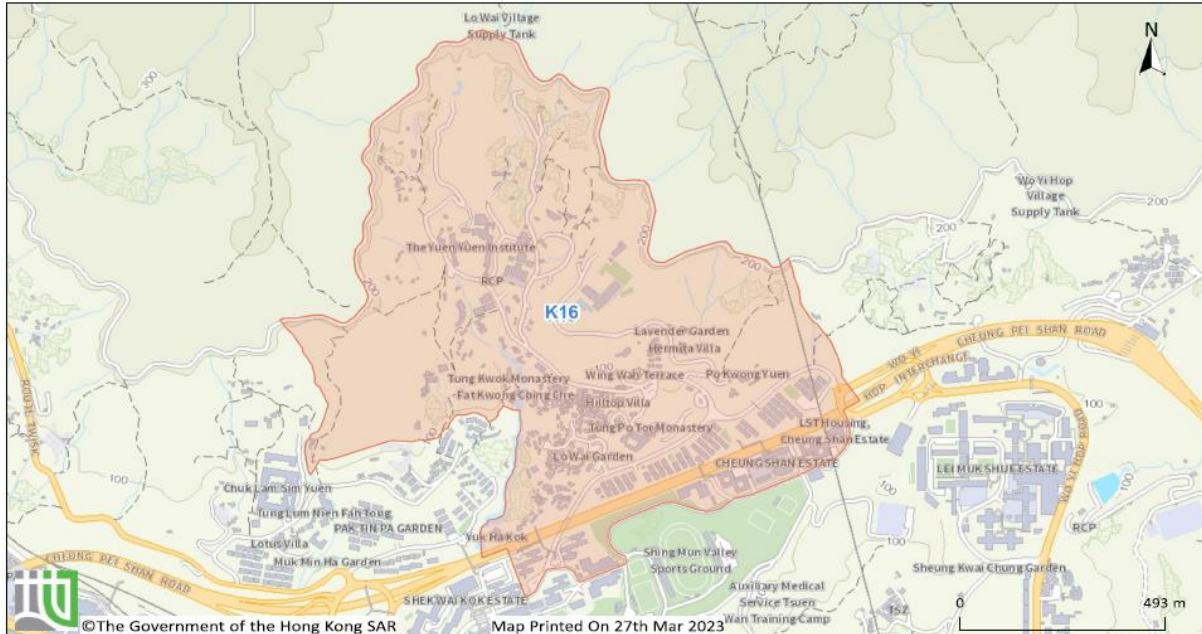
## Information on Sub-district Care Teams

District : Tsuen Wan

Sub-district : Cheung Shek [Sub-district boundary map attached]



### K16 – Cheung Shek



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Operating organisation : Tsuen Wan Public Housing Life Association

Partnering organisation : /

#### Communication Channels of the Care Team :

Telephone :	9265 8648
Email :	twphla@outlook.com
Whatsapp:	9265 8648
Wechat:	cs_careteam
Facebook:	荃灣區象石關愛隊

#### List of Care Team members :

Captain :	Mr CHAN Chun-chung
Vice-captain :	Ms YIM Kei-man, Carmen

Members :	Mr SIT Kai Ms MA Yuk-kuen Mr HUI Chiu-fai Ms NG Oi-mo Ms LO Ah-lee Ms LI Wai-lan Mr CHEUNG Kin-chung Mr INSAR, Ahmed Ms CHU Wai-man, Maria
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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 92% of the residents of the sub-district within three months after the funding agreement takes effect.

Service requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>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.</p>
<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 430 elderly households.</p>

Service requirement	Key Performance Indicator (KPI)
<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 400 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 services to those in need.</p>

## 2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
<p>(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.</p>	<p>Provide services up to 10 times as required by the Government.</p>
<p>(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.</p>	<p>Provide services up to 5 times as required by the Government.</p>

Service Requirement	Key Performance Indicator (KPI)
(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 5 times as required by the Government.

## B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
(a) Providing health information for elders Organise elder health day in the sub-district. Provide simple health checks and health information as well as hold talks and games for elders.	4 times
(b) Organising activities to promote the Basic Law, the National Security Law, education on the rule of law and sense of national identity Organise promotional activities in the sub-district, including exhibitions, talks and quizzes.	4 times
(c) Organise festive activities Organise various festive activities in the sub-district, including local flag raising ceremony in celebration of Hong Kong's return to the motherland (e.g. holding flag raising ceremony at school to enhance students' national awareness and residents' sense of national identity; and activities celebrating the National Day (e.g. holding a home town cultural carnival during the celebrating period of the National Day to introduce the culture of different home towns to residents with a view to enhancing people's sense of national belonging and identity), etc.	4 times

Service requirement	Key Performance Indicator (KPI)
<p>(d) Assisting the government departments in diverting visitors during festivals in the sub-district</p> <p>Send volunteers to assist the government departments to promote the special traffic and transport arrangements in the sub-district during Ching Ming Festival, Yu Lan Festival and Chung Yeung Festival.</p>	6 times
<p>(e) Organising cleaning activities</p> <p>Mobilise volunteers and local residents to carry out regular cleaning activities in the sub-district, facilitating the environmental hygiene work, e.g. cleaning sitting-out areas of which the frequency of regular cleaning is relatively low in villages.</p>	4 times
<p>(f) Set up an Elderly Cantonese Opera Club to provide cultural and recreational activities for elders in the sub-district, caring for their physical and mental health. The activities can enhance the cultural exchange in the sub-district and pass on the intangible cultural heritage of China (e.g. Cantonese Opera).</p>	2 times