

Information on Sub-district Care Teams

District : Wong Tai Sin

Sub-district : Chuk Yuen North [Sub-district boundary map attached]



H15 - Chuk Yuen North



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Operating organisation : Chuk Yuen Estate Concern Association

Partnering organisation(s) : Wong Tai Sin District Health Centre

Communication Channels of the Care Team :

Telephone :	8493 3215 / 8493 3214 / 8493 3213
Email :	cyeca.cy@gmail.com
Whatsapp :	8493 3215
WeChat :	cyeca_84933215

List of Care Team members :

Captain :	Ms LEUNG Yee-wan
Vice-captain :	Mr YU Wai-chun

Members :	<p>Mr WONG Siu-fung</p> <p>Ms AU Shiu-ching</p> <p>Ms YEUNG Tsui-wan</p> <p>Mr HO Wai-man</p> <p>Mr WAN Chi-kwong</p> <p>Mr LEE Ho-man</p> <p>Mr LAM Kai-man</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 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)
<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 5520 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 300 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 simple home repair services for 60 times and 2 information talks to those in need, as well as volunteer training.</p>

2. Assistance in Emergencies

Service Requirement	Key Performance Indicator (KPI)
(a) 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.
(b) 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) Offer health information to the residents of the district Offer simple health checks and seasonal influenza vaccination service to the residents of the district.	<ol style="list-style-type: none"> 1. Offer cardiovascular stiffness checks for 16 times. 2. Offer blood glucose tests for 16 times 3. Offer seasonal influenza vaccination service at least once per year.
(b) Organise activities for promotion of the Basic Law, the National Security Law, education on the rule of law and national identity	<ol style="list-style-type: none"> 1. Hold talks twice. 2. Host online quiz games twice.

Service requirement	Key Performance Indicator (KPI)
(c) Hold festive events to boost the joy of celebration.	Hold the events for 8 times.
(d) Haircut event Offer haircut service to senior citizens in need.	Hold the event for 16 times.
(e) Shopping assistance service Recruit young volunteers in the districts shopping companions who spare a few hours each month to accompany senior citizens to supermarkets for buying necessities and to help bring the shopping back home.	Serve 30 to 40 households each month.
(f) District guided tours for newcomers Introduce residents recently moved into the sub-district and new immigrants to the community facilities within and near the sub-district, such as schools, medical facilities and social welfare facilities, to help them adapt to the life in the sub-district and seek proper assistance.	Organise the activity quarterly.