

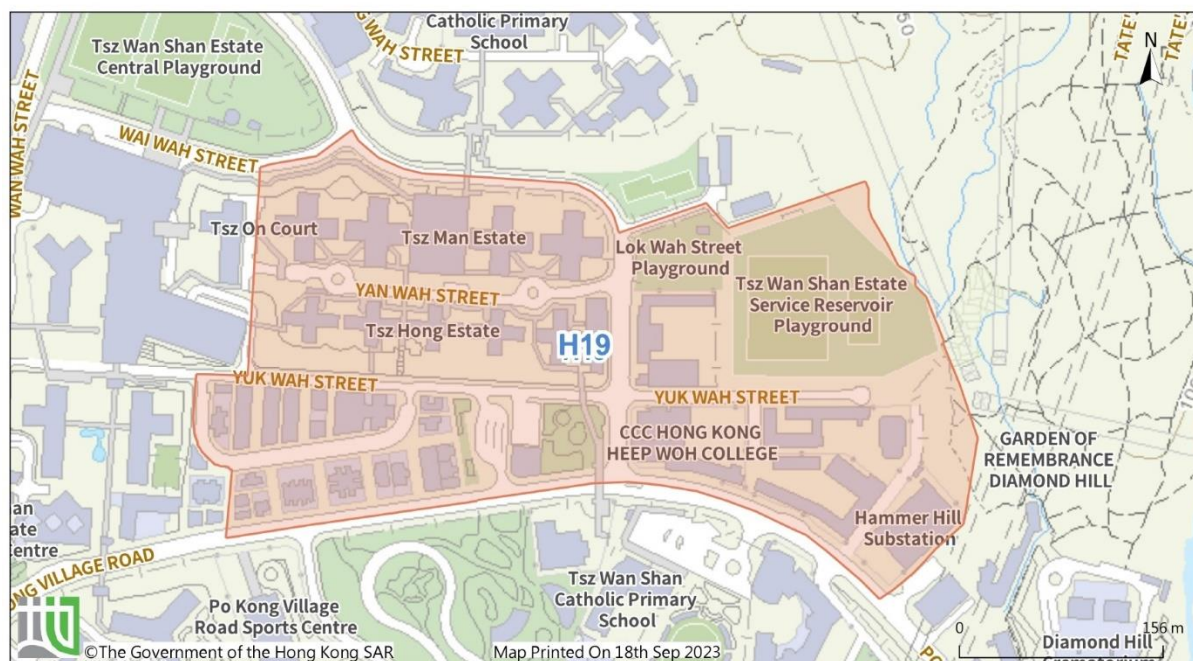
Information on Sub-district Care Teams

District : Wong Tai Sin

Sub-district : Tsz Wan East [Sub-district boundary map attached]



H19 - Tsz Wan East



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Operating organisation : Tsz Wan Shan Residents Organization

Partnering organisation(s) : Bamboos Health Care Holdings Limited

Communication Channels of the Care Team :

Telephone :	9794 5483
Whatsapp :	9794 5483

List of Care Team members :

Captain :	Ms WONG Shui-ching
Vice-captain :	Mr YEUNG Hon-yip

Members :	Mr HO Hon-man Mr HUNG Chor-ying, Edmond Ms LAU Yuen-yee, Janus Mr CHU Wai-ho Mr MOK Kwan-chai Mr CHOW Hoi-wah Mr LAM Tak-kit Ms CHEUNG King-chi
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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 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 300 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 and 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 simple home cleaning services for 50 times, free haircut services for 12 times, 2 anti-fraud events, 2 health talks and 48 body checks to those in need.

Service requirement	Key Performance Indicator (KPI)
(g) Visit the "three-nil" buildings and old buildings where the owners' corporations are not operating effectively/without hiring a management company to understand the management, safety and sanitary conditions of the buildings concerned, and compile the relevant information for the reference of the District Office. Depending on the situation of the building and the needs of the residents, make referrals to relevant departments or organisations for assistance, including applying to the District Office for provision of one-off cleaning services for the common areas of the building.	Visit every year at least 3 "three-nil" buildings or old buildings where the owners' corporations are not operating effectively/without hiring a management company, and provide 2 rounds of anti-virus coating service.

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 4 times as required by the Government.

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 4 times as required by the Government.

B. Add-on Services

Service requirement	Key Performance Indicator (KPI)
<p>(a) Organise health activities for the elderly</p> <p>Hold health talks and offer body checks, which involve checks on blood lipids, diabetes, uric acid (blood test), blood oxygen, blood pressure etc.</p> <p>Main target: elderly singletons/doubletons/ Comprehensive Social Security Assistance (CSSA) households or needy people</p>	Hold the events twice.
<p>(b) Organise events promoting the rule of law and national education</p> <p>Invite schools, students and residents in the sub-district to participate in online quizzes on rule of law education and screenings of patriotic movies in order to cultivate a sense of national identity.</p>	Hold the events twice.
<p>(c) Events in celebration of the anniversary of Hong Kong's return to the Motherland and the National Day.</p> <p>Organise family fun days in celebration of</p>	<p>1. Hold the family fun day twice.</p> <p>2. Hold the colouring competition twice.</p>

Service requirement	Key Performance Indicator (KPI)
<p>the National Day with activities such as booth games and entertainment performances.</p> <p>Invite students from schools in the sub-district and nearby areas to participate in the colouring competitions with the theme of celebrating Hong Kong's return to the Motherland.</p>	
<p>(d) Visit households of composite buildings and tenement buildings in the sub-district</p> <p>Spread messages about fire safety, building safety and hygiene to households and business operators through distributing and putting up publicity posters</p>	<p>Hold 2 visits.</p>
<p>(e) Organise recreational activities for youth and children</p> <p>Organise recreational activities to help children and youth in the sub-district develop hobbies outside their studies.</p>	<p>Hold the activities for 8 to 12 times.</p>
<p>(f) Tea reception in celebration of Hong Kong's return to the Motherland</p> <p>Hold tea receptions with entertainment performances around the anniversary of Hong Kong's return to the Motherland to allow residents in the sub-district to get together.</p>	<p>Hold the tea reception twice.</p>