

**Invitation for Applications**  
**Residential Care Service Voucher Scheme for the Elderly**  
**(Recognised Service Providers)**  
(Ref.: SWD/EB/RCSV/IOP/11)

1. The Social Welfare Department is inviting applications from operators of residential care homes for the elderly (RCHEs) in Hong Kong to participate in the Residential Care Service Voucher Scheme for the Elderly to provide residential care services to eligible elderly persons through their RCHEs.

**Definition**

2. Where the context permits or requires, the following terms and expressions shall have the following meanings:-

“Applicant”	means any person who submits an Application in response to this Invitation.
“Application closing date”	means <b>5:00 pm 30 April 2026</b>
“Application Form”	means the application form as set out in <b>Annex 1</b> hereto.
“Cap.459”	means the Residential Care Homes (Elderly Persons) Ordinance, Cap. 459.
“Area of Floor Space”	means the net floor area of the premises for the exclusive use of the RSP. In determining the Area of Floor Space per resident, the area of staff dormitory, open space, podium, garden, flat roof, bay window, staircase, column, walls, staircase hall, lift, lift landing, any space occupied by machinery for any lift, air-conditioning system or any similar service provided for the building, and any other area in the RSP which the Director of Social Welfare considers unsuitable for the purposes of an RCHE shall be disregarded.
“Government”	means the Government of Hong Kong.
“Government Representative”	means the Director of Social Welfare or any person authorised to act for and on her behalf for the purposes of this Invitation Document.

“Home Manager”	means the Home Manager registered under the Residential Care Homes (Elderly Persons) Regulation Cap 459A;
“Hong Kong”	means the Hong Kong Special Administrative Region of the People’s Republic of China.
“HK\$”	means the lawful currency of Hong Kong.
“Operator”	means an Applicant with whom the Government is to enter into a Service Agreement.
“Scheme”	means the Residential Care Service Voucher Scheme for the Elderly.
“RCHE”	means residential care home for the elderly licensed under the Residential Care Homes (Elderly Persons) Ordinance (Cap.459).
“RSP”	means a RCHE proposed by an Applicant as its Recognised Service Provider under the Scheme.
“Service Agreement”	means the service agreement to be entered into between the Government and a successful Applicant.
“Services”	has the same meaning ascribed thereto in the Service Agreement.
“SWD”	means the Social Welfare Department of the Government.
“Voucher Certificate”	means the electronic voucher certificate to be issued by the Director of Social Welfare to each Voucher Holder.
“Voucher Holder”	means an elderly person who possesses a Voucher Certificate in his name for procurement of any of the Services
“Voucher Value”	means :-  (a) in respect of a Care and Attention Place, Voucher Services are to be provided to Voucher Holders under care and attention category at any RSP (except Contract Home) in a month. The Voucher Value is set according to the actual service charges for

providing the Voucher Services to Voucher Holders, which is capped at HK\$17,015 as the ceiling price; The Voucher Value of Contract Home shall be set at the monthly fees for non-subsidised places at the operation contracts signed with the SWD, which is capped at HK\$17,015 as the ceiling price, whichever is lower (not applicable to the Voucher Holders admitted to Contract Home before 1 April 2026); and

(b) in respect of a Nursing Home Place, Voucher Services are to be provided to Voucher Holders under nursing home category at any RSP (except Contract Home) in a month. The Voucher Value is set according to the actual service charges for providing the Voucher Services to Voucher Holders, which is capped at HK\$21,982 as the ceiling price. The Voucher Value of Contract Home shall be set at the monthly fees for non-subsidised places at the operation contracts signed with the SWD, which is capped at HK\$21,982 as the ceiling price, whichever is lower (not applicable to the Voucher Holders admitted to Contract Home before 1 April 2026).

3. In this Invitation Document, unless the context otherwise requires, the following rules of interpretation shall apply: -

- (a) references to statutes or statutory provisions shall be construed as references to those statutes or statutory provisions as replaced, amended, modified or re-enacted from time to time; and shall include all subordinate legislation made under those statutes;
- (b) words importing the singular shall include the plural and vice versa; words importing a gender shall include every gender; references to any person shall include references to individual, company, corporation, firm or any body of persons, corporate or unincorporated and include any public body;
- (c) section or clause headings are inserted for convenience of reference only and shall not affect the interpretation and construction of this Invitation Document;
- (d) unless otherwise specified, a reference to a clause, paragraph, schedule, appendix or attachment

etc. by number or letter, shall be construed as a reference to the clause, paragraph, schedule, appendix or attachment etc. of that number or letter in the document in which such reference appears;

- (e) reference to a day refers to calendar day; and reference to a working day means any day other than a Saturday and a general holiday as the term is defined under the General Holidays Ordinance (Cap. 149);
- (f) reference to a month or a monthly period refers to a calendar month.

## Background

4. The Residential Care Service Voucher (RCSV) Scheme for the Elderly, adopting the ‘money-following-the-user’ principle, provides an additional choice for elderly persons who are in need of residential care services and are waitlisting for care and attention places and nursing home places on the Central Waiting List.

## Eligibility Criteria

5. To be eligible to apply for participating in the Scheme, an Applicant must:-
  - (a) have the legal capacity to enter into contracts with the Government;
  - (b) propose one or more RCHE to be a RSP and such RCHE must satisfy all of the following-
    - i. be -
      1. owned, controlled and operated by the Applicant who is a bona fide non-profit making Non-Governmental Organisation, charitable institution or trust of a public character exempt from tax under section 88 of the Inland Revenue Ordinance (Cap. 112); or
      2. currently providing residential care services for elderly persons under a Government contract awarded through open tender; or
      3. private RCHE.
    - ii. have an Area of Floor Space of at least 9.5m<sup>2</sup> for each resident.
    - iii. be providing non-subsidised residential care service places.
    - iv. meet the minimum staffing requirements as specified in **Appendix IA or IB** of the Service Specifications.
  - (c) have been holder of a licence issued under Cap. 459 in respect of the proposed RSP immediately preceding the date of submitting the Application Form to the Government Representative;
  - (d) have not been convicted of any offence under Cap. 459 and any other criminal offence directly related to the operation of the proposed RSP in the 60-month period immediately preceding the date of submitting the Application Form to the Government Representative;

- (e) have not engaged or are not engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security; the continued engagement of the operator or the continued performance of the Service Agreement is not contrary to the interest of national security; or SWD reasonably believes that any of the events mentioned above is not about to occur; and
- (f) The Government shall be entitled to reject the proposed RSP's application on the Operator upon the occurrence of any of the following events: -
  - (i) If the proposed RSP has received warning letter(s) from SWD within the 6-month immediately preceding the date of submitting the Application to the Government Representative or during the period when the application is being processed; or
  - (ii) If the proposed RSP has received warning letter(s) from SWD setting out a total of more than two items of defaults or warning items (irrespective of whether the items of defaults or warning items are set out in the same or separate warning letters) in the 12-month period immediately preceding the date of submitted the Application Form to the Government Representative; or
  - (iii) If the Operator is convicted of any criminal offence under the Residential Care Homes (Elderly Persons) Ordinance (Cap. 459) or any other criminal offence directly related to the operation of the proposed RSP ("Criminal Offence") in the 12-month period immediately preceding the date of submitted the Application Form to the Government Representative and/or during the period when the application is being processed; or
  - (iv) If the operator is being investigated and/or prosecuted by SWD or the Police, or is subject to investigation by SWD or other government departments due to serious violations/complaints in the 12-month period immediately preceding the date of submitted the Application Form to the Government Representative and/or during the period when the application is being processed, SWD will suspend the signing of Service Agreement with the proposed RSP until the relevant investigation and/or judicial proceedings are concluded. If the operator of the residential care home is ultimately found guilty by the court or the violation/complaint is substantiated after

investigation, SWD reserves the absolute right to disqualify the application submitted by the proposed RSP. However, if the operator of the residential care home is found not guilty or if the complaint cannot be substantiated, SWD reserves the absolute right to reconsider the application submitted by the proposed RSP.

### **Submission of Application**

6. The Application Form and the accompanying documents should be completed in English or Chinese.
7. An Applicant **must SUBMIT one (1) hard copy of its Application Form together with the supporting documents** all enclosed in a sealed envelope marked “CONFIDENTIAL - Application for Joining the Residential Care Service Voucher Scheme for the Elderly as the Recognised Service Provider” to the following address:

Elderly Branch  
Residential Care Service Voucher Office  
Social Welfare Department  
[Attention :  
Senior Social Work Officer  
(Residential Care Service Voucher)]  
Rooms 2701-07, 27/F  
Two Chinachem Exchange Square  
338 King's Road  
North Point, Hong Kong

8. Late submission will not be accepted. In case the black rainstorm signal is issued or tropical cyclone warning signal No. 8 or above is hoisted or extreme condition is announced by the Government between 2:00 pm and 5:00 pm on 30 April 2026 (the closing date of the submission of applications), the closing time for submitting applications will be extended to 5:00 pm on the first ensuing working day without further announcement.

### **Assessment of Applications**

9. Initial screening would be conducted on the submitted applications and those applications without sufficient documents/proofs as listed or required to substantiate the eligibility will not be further processed.

10. A Vetting Committee formed by SWD will conduct assessment of each Application on the basis of the requirements set out in this Invitation Document.
11. Notwithstanding any other provisions herein, the Government reserves the right to:-
- (a) cancel this Invitation for Applications;
  - (b) amend this Invitation Document by addendum at any time;
  - (c) reject an Application even if the Applicant has met all the eligibility criteria set out in Paragraph 5 above;
  - (d) seek clarification and further information from an Applicant with respect to any aspect of its Application.
12. SWD will inform the applicants the outcomes of the assessment in August 2026.

### **Miscellaneous**

13. Each Applicant is solely responsible for the fees, costs and expenses incurred in preparing for and making a submission of an Application. The Government will under no circumstances be liable to any Applicant for such fees, costs, expenses, loss or damage whatsoever arising from or in connection with the submission in response to this Invitation.
14. The Government is entitled to disclose to other parties or make copies of any or all of the Applications received for the purpose of considering such Applications and to keep such copies for record purposes.
15. Intending Applicants may contact the following officers with respect to any enquiry relating to this Invitation Document :
- Ms WAI Pui-yan / Social Work Officer (Residential Care Service Voucher)1 Tel.: 3107 3424
- Ms FUNG Wing-ui / Social Work Officer (Residential Care Service Voucher)2 Tel.: 3107 3260
- Ms CHAN Sau-ming / Social Work Officer (Residential Care Service Voucher)3 Tel.: 2456 2913



## **Annexes**

**Annex 1 - Application Form**

**Annex 2 - Service Specifications**

**Application Form for Joining  
the Residential Care Service Voucher Scheme for the Elderly  
as Recognised Service Provider**

*[One application form for one residential care home for the elderly]*

I/my organisation, am/is applying for the residential care home for the elderly (RCHE) named in Part 2 (i) of this Application Form to join the Residential Care Service Voucher Scheme for the Elderly (the Scheme) as a Recognised Service Provider (RSP). I/my organisation am/is providing the following information with relevant documentary proof enclosed for the consideration of the Social Welfare Department (SWD).

Unless otherwise defined, capitalised terms in this Application Form shall have meaning as defined in the Invitation for Applications (Ref.: SWD/EB/RCSV/IOP/11).

### **Part 1**

**(A) Applicant<sup>1</sup> Information**

1. If the operator is an individual or a partner, please fill in the following information:

Name of English	Name of Chinese	HKIC No.

2. If the operator is a limited company, please fill in the following information:

Name of Company:

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(English)

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(Chinese)

Address of Company:

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(English)

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(Chinese)

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<sup>1</sup> Applicant refers to the person/ organisation that has been holder of a licence issued under the Residential Care Homes (Elderly Persons) Ordinance (Chapter 459, Laws of Hong Kong) in respect of the above residential care home

3. Applicant / Representative Acting on behalf of the Operator

Name: \_\_\_\_\_ ( \_\_\_\_\_ )  
(English) (Chinese)

Address: \_\_\_\_\_  
\_\_\_\_\_  
(English)  
\_\_\_\_\_  
(Chinese)

Post title in the RCHE/Company (if applicable): \_\_\_\_\_  
Contact Telephone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

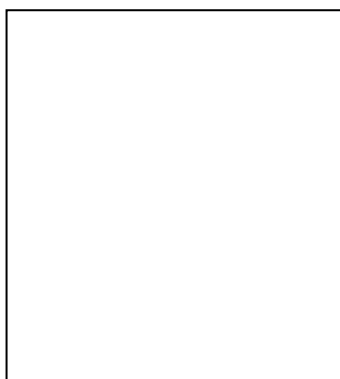
**(B) Applicant's Declaration:**

I declare that the information I have given on this Application Form is true and correct to the best of my knowledge and belief.

I confirm that I/my organisation has met all the criteria set out in Paragraph 5 of the Invitation for Applications (Ref.: SWD/EB/RCSV/IOP/11).

I also confirm to apply for joining the Residential Care Service Voucher Scheme for the Elderly as a RSP and understand that this submission will form part of the agreement if the application is successful.

*(Please stamp company /  
organisation chop below)*



Signature: \_\_\_\_\_

Name: \_\_\_\_\_  
(in block letters)

Post: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Date: \_\_\_\_\_

## **Part 2**

### **Information on RCHE** (please ☒ where appropriate)

- (1) Name of the RCHE \_\_\_\_\_  
(Chinese)  
\_\_\_\_\_  
(English)
- (2) Address of the RCHE: \_\_\_\_\_  
\_\_\_\_\_  
(Chinese)  
\_\_\_\_\_  
(English)
- (3) Telephone No.: \_\_\_\_\_
- (4) Fax No.: \_\_\_\_\_
- (5) Email address: \_\_\_\_\_
- (6) LORCHE number: **L** \_\_\_\_\_
- (7) Commencement date of the first licence issued to the RCHE (dd/mm/yyyy): \_\_\_\_\_
- (8) Expiry date of the current licence issued to the RCHE (dd/mm/yyyy): \_\_\_\_\_
- (9) Area of Floor Space<sup>2</sup> \_\_\_\_\_ m<sup>2</sup>
- (10) Existing service capacity:
- (a) Maximum number of residents permitted under the licence in respect of the RCHE:  
\_\_\_\_\_
- (b) Current number of residential care places: \_\_\_\_\_ (Total No.)  
☐ Subsidised: \_\_\_\_\_  
☐ Non-subsidised: \_\_\_\_\_
- (c) Number of residents on date of Application: \_\_\_\_\_ (Total No.)  
☐ Numbers in subsidised places: \_\_\_\_\_  
☐ Numbers in non-subsidised places: \_\_\_\_\_

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<sup>2</sup> Net Floor Area as defined in the “Code of Practice for Residential Care Homes (Elderly Persons) June 2024 (Revised Edition)”.

(11) Is each resident currently occupying an area of floor space not less than 9.5 m<sup>2</sup> ?

☐ Occupy 9.5 m<sup>2</sup> or above

☐ Not yet occupy 9.5 m<sup>2</sup>

(12) Total number of beds proposed for accommodating Voucher Holders at the Voucher Value as a ceiling price under the Service Agreement :

Total number: \_\_\_\_ (including \_\_\_\_ (Male), \_\_\_\_ (Female) and \_\_\_\_ (Gender not specified))

[Note: Applicant should submit a floor plan of the RCHE showing the location of all beds proposed for accommodating Voucher Holders at the Voucher Value as a ceiling price under the Service Agreement (with the bed numbers marked for identification purpose). Such floor plan will be included in the Service Agreement].

(13) Number of beds proposed for accommodating Voucher Holders at the Voucher Value as a ceiling price under the Service Agreement which are vacant as at the date of this application:

Total number: \_\_\_\_ (including \_\_\_\_ (Male), \_\_\_\_ (Female) and \_\_\_\_ (Gender not specified))

(14) Total number of beds proposed for accommodating Voucher Holders at Value higher than the Voucher Value under the Service Agreement :

Total number: \_\_\_\_ (including \_\_\_\_ (Male), \_\_\_\_ (Female) and \_\_\_\_ (Gender not specified))

[Note: Applicant should submit a floor plan of the RCHE showing the location of all beds proposed for accommodating Voucher Holders at Value higher than the Voucher Value under the Service Agreement (with the bed numbers marked for identification purpose). Such floor plan will be included in the Service Agreement].

(15) Number of beds proposed for accommodating Voucher Holders at Value higher than the Voucher Value under the Service Agreement which are vacant as at the date of this application:

Total number: \_\_\_\_ (including \_\_\_\_ (Male), \_\_\_\_ (Female) and \_\_\_\_ (Gender not specified))

(16) Any proposed change by reason of the Scheme in the internal layout, location or number of beds, operation arrangement which may be contrary to any of the licencing conditions in respect of the RCHE, any terms in any existing service contract, service agreement or Funding & Service Agreement made between the Government and the Applicant) :

☐ No

☐ Yes, please indicate the change(s) : \_\_\_\_\_

[Note: Where the answer to the above questions is “yes”, the Applicant is reminded to seek approval from the relevant authorities.]

(17) CCTV systems that have recording functions have been equipped and relevant policies and mechanism have been formulated for monitoring and viewing CCTV footage.

☐ No

☐ Yes

[Note: Applicant should comply with the requirements stipulated in Part C ‘Essential Service Requirements’ item (c) in Annex 2 of Service Specifications.]

### **Part 3**

(Subvented Homes and EA1 homes under the Enhanced Bought Place Scheme **are not required** to complete Part 3 and **not required** to submit the “Staff List” and “Staff Duty Roster”)

#### **Provision of staff by the Applicant at that RCHE is as follows -**

- (A) Information on staff currently employed at that RCHE is provided in the “Staff List”<sup>3</sup> in respect of that RCHE contained in the Appendix to this Application Form. In addition, also attach the latest “Staff Duty Roster”<sup>4</sup>.
- (B) Information on staff currently deployed by that RCHE through sub-contracting, if any, is provided as below-

Type of Staff	Name and Address of the Sub-contractor	Total working hours per week

(Use separate sheet if necessary)

[Note: Applicant should submit a copy of relevant agreement entered into between the Applicant and the sub-contractor as documentary proof.]

- (C) If the RCHE proposed by the Applicant as a RSP under the Scheme plans to admit residents by phases (applicable to RCHE only provide care and attention places), the Applicant may submit an “Enrolment Plan by Phases”, i.e. the RCHE will employ no. of staff based on projected total number of residents in different phases until the whole RCHE meets the staffing requirements in Part A of Annex I of Service Specifications in this “Invitation for Applications”. The RCHE must gradually employ the required types and working hours of staff in not exceeding 3 phases. SWD will consider whether the “Enrolment Plan by Phases” is reasonable, among all, in considering whether the RCHE can be accepted as a RSP. The Applicant should obtain the related form on “Enrolment Plan by Phases” from SWD.

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<sup>3</sup> Annex 3.2 of “Code of Practice for the Residential Care Homes (Elderly Persons) June 2024 (Revised Edition)”.

<sup>4</sup> According to paragraph 8.6 of Chapter 8 of the “Code of Practice for Residential Care Homes (Elderly Persons) June 2024 (Revised Edition)”, RCHE shall maintain the record of staff monthly duty roster.

## Part 4

### Documents Enclosed<sup>5</sup> (Please ✓ where applicable)

(a)	✓	Related Documents
1	<input type="checkbox"/>	One original hard copy of the completed Application Form
2	<input type="checkbox"/>	A copy of the current licence in respect of the RCHE issued by the Director of Social Welfare under the Residential Care Homes (Elderly Persons) Ordinance (Cap. 459)
3	<input type="checkbox"/>	A copy of document / certificate on the registration under Section 88 of the Inland Revenue Ordinance (Cap. 112) in respect of the Applicant
4	<input type="checkbox"/>	A copy of the Certificate of Incorporation issued by the Registrar of Companies in respect of the Applicant
5	<input type="checkbox"/>	A copy of the Business Registration Certificate issued by the Registrar of Companies in respect of the RCHE
6	<input type="checkbox"/>	Two (2) hard copies of floor plan of the RCHE showing the respective location of all beds proposed for accepting Voucher Holders under the Service Agreement (with the bed numbers and types of beds marked for identification purpose) with chop of company / organisation, applicant's name and signature (The floor plan should be at least A3 size and should have the stamp approval by Licensing Office)
7	<input type="checkbox"/>	Floor plan of the RCHE showing the location of CCTV system
8	<input type="checkbox"/>	*Staff List of Residential Care Home for the Elderly ( <b>Annex to Application Form</b> ) and Staff Duty Roster
9	<input type="checkbox"/>	A copy of the agreement(s) entered between the Applicant and its sub-contractor for the provision of staff specified in Part 3(B)
10	<input type="checkbox"/>	A copy of the training certificates or certificates awarded under "Recognition of Prior Learning" Mechanism under the Qualifications Framework in respect of the care workers who have completed a personal care worker training course or a health worker training course each of a duration not less than three full days provided by a training institution acceptable to SWD
11	<input type="checkbox"/>	A document of authorisation such as a power of attorney and/or a written resolution issued by the operator(s) to designate a person to make an application for the company/ organisation and to sign the Service Agreement with SWD (if applicable)
12	<input type="checkbox"/>	A copy of the latest Companies Registry Annual Return (Form NAR1) and Notice of Change of Company Secretary and Director (Appointment/Cessation) (Form ND2A) (if applicable)
13	<input type="checkbox"/>	A copy of the training certificate or certificates awarded under "Recognition of Prior Learning" Mechanism under the Qualifications Framework in respect of the physiotherapy assistants/occupational therapy assistants who have completed a physiotherapy assistant/occupational therapy assistant training course each of a duration not less than three (3) full days provided by a training institution acceptable to SWD
14	<input type="checkbox"/>	A copy of price list of non-subsidised bed fees

**\*Subvented Homes and EA1 homes under the Enhanced Bought Place Scheme (EBPS) are not required to submit**

<sup>5</sup> Applicant should submit all the required documents as stated above, unless otherwise specified. If the applicant could not submit the documents as required, it may lead to the delay in processing the application or the application might be refused.

**Upon initial screening of the documents in (a) above, the applicant has to submit the following documents according to the category of the RCHE for vetting:**

[Please prepare the following documents for submission as soon as possible in order to facilitate the application.]

(b)	Related Documents	Private RCHE	EA1 Home under EBPS	Contract Home
1	A copy of Staff Employment Contract	✓		✓*
2	RCHE photos	✓	✓	✓
3	RCHE photos showing the location of CCTV	✓	✓	✓
4	A copy of the technical proposal approved by Contract Management Section of SWD			✓
5	A copy of the Approval Letter from Contract Management Section of SWD			✓
6	A copy of the floor plan of the RCHE showing the location of subsidised place (A3 size)		✓	✓
7	A copy of the staff duty roster and staff attendance through sub-contracting (if applicable)	✓		✓
8	RCSV Form 11 – Proposal of additional service (if applicable)	✓	✓	✓
9	RCSV Form 15 – Information on fee charging	✓	✓	✓
10	Admission Agreement (For RCSV Scheme)	✓	✓	✓

\*Only submission of the contracts of the physiotherapist/occupational therapist related staff is required.



**Particulars of the Contact Person in Relation to the Application:**

**Name: (Chinese)** \_\_\_\_\_

**(English)** \_\_\_\_\_

**Post:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax number:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

[illegible]

Part II      Number of Staff

Post	Number	Post	Number
Home Manager		Social Worker	
Registered Nurse		Physiotherapist	
Enrolled Nurse		Occupational Therapist	
Health Worker		Dietician	
Care Worker		Others (Please specify):	
Ancillary Worker			
		<b>Total Number of Staff:</b>	

Operator/Home Manager of RCHE:

I understand the warning statement set out at the bottom of this page and confirm that the information contained in this Staff List is true and accurate.

Signature:

Name:

Post:

RCHE Stamp

**Note 1:** The operator/home manager of an RCHE shall report all staff employed to perform work in the RCHE on the date of report (including the relief staff).

**Note 2:**

Post		
HM: Home Manager	CW: Care Worker	PT: Physiotherapist
RN: Registered Nurse	AW: Ancillary Worker*	OT: Occupational Therapist
EN: Enrolled Nurse	SW: Social Worker	DT: Dietician
HW: Health Worker	Others (please specify):	

\*AW may include a cook, domestic servant, driver, gardener, watchman, welfare worker or clerk

**Note 3:**

Qualifications (may choose more than one item)		
(1) Licensing Requirement	(2) Other Certification	(3) Training Subsidy Scheme for Staff of Residential Care Homes
A1: Registered Nurse	B1: Care Worker Certificate	C1: Training for Home Managers (Course A) Certificate
A2: Enrolled Nurse		
A3: Certificate of Registered Health Workder	B2: Physiotherapist	C2: Training for Home Managers (Course B) Certificate
	B3: Occupational Therapist	
A4: First Aid Certificate	B4: Social Worker	C3: Advanced Training for Health Workers Certificate
A5: Certificate of Registered Home Manager/ Registered Home Manager (Provisional)		
		C4: Training for Care Workers Certificate

**Remarks:**

- (1) Please make copies of the front page for insufficient space, with the name, post and signature of the RCHE operator/home manager together with the RCHE stamp on each page.
- (2) An operator shall inform the Director of Social Welfare, in writing within 14 days, of any change in the employment of a home manager.
- (3) A home manager of an RCHE shall at least once every 3 months inform the Director of Social Welfare in writing of any change in the list of staff employed. The home manager shall report this staff list as at 31 March, 30 June, 30 September and 31 December every year to the Director of Social Welfare on or before the 5th day of April, July, October and January respectively.

**WARNING**

Under sections 21(6)(a) & 21(6)(c) of the Residential Care Homes (Elderly Persons) Ordinance, any person who furnishes any information which is false in a material particular and which he knows or reasonably ought to know is false in such particular commits an offence.

Name of RCHE(NH): \_\_\_\_\_

Name of RCHE(NH): \_\_\_\_\_

Telephone \_\_\_\_\_ of \_\_\_\_\_

RCHE(NH): \_\_\_\_\_

Date of Report:    ☐ 31/3/20 \_\_\_\_\_    ☐ 30/6/20 \_\_\_\_\_    ☐ 30/9/20 \_\_\_\_\_    ☐ 31/12/20 \_\_\_\_\_

(dd/mm/yyyy)    Another date (please specify) \_\_\_\_\_

RCHE(NH) Stamp

Post:

No. of Beds on the Date of Report:

[illegible]

**Part II Number of Staff**

Post	Number	Post	Number
Home Manager		Social Worker	
Nurse-in-charge		Physiotherapist	
Registered Nurse		Occupational Therapist	
Enrolled Nurse		Dietician	
Health Worker		Others (Please specify):	
Care Worker			
Ancillary Worker		<b>Total Number of Staff:</b>	

Operator/Home Manager of RCHE(NH):

I understand the warning statement set out at the bottom of this page and confirm that the information contained in this Staff List is true and accurate.

RCHE(NH) Stamp

Signature:

Name:

\_\_\_\_\_  
| |

Post:

\_\_\_\_\_  
| |

**Note 1:** The operator/home manager of an RCHE(NH) shall report all staff employed to perform work in the RCHE(NH) on the date of report (including the relief staff).

**Note 2:**

Post		
HM: Home Manager	CW: Care Worker	PT: Physiotherapist
NIC: Nurse-in-charge	AW: Ancillary Worker*	OT: Occupational Therapist
RN: Registered Nurse	SW: Social Worker	DT: Dietician
EN: Enrolled Nurse		
HW: Health Worker	Others (please specify):	

\*AW may include a cook, domestic servant, driver, gardener, watchman, welfare worker or clerk

**Note 3:**

Qualifications (may choose more than one item)		
(1) Licensing Requirement	(2) Other Certification	(3) Training Subsidy Scheme for Staff of Residential Care Homes
A1: Registered Nurse	B1: Care Worker Certificate	C1: Training for Home Managers (Course A) Certificate
A2: Enrolled Nurse		
A3: Certificate of Registered Health Worker	B2: Physiotherapist	C2: Training for Home Managers (Course B) Certificate
	B3: Occupational Therapist	
A4: First Aid Certificate	B4: Social Worker	C3: Advanced Training for Health Workers Certificate
A5: Certificate of Registered Home Manager/ Registered Home Manager (Provisional)		
		C4: Training for Care Workers Certificate

- Remarks:**
- Please make copies of the front page for insufficient space, with the name, post and signature of the RCHE(NH) operator/home manager together with the RCHE(NH) stamp on each page.
  - An operator shall inform the Director of Social Welfare, in writing within 14 days, of any change in the employment of a home manager.
  - A home manager of an RCHE(NH) shall at least once every 3 months inform the Director of Social Welfare in writing of any change in the list of staff employed. The home manager shall report this staff list as at 31 March, 30 June, 30 September and 31 December every year to the Director of Social Welfare on or before the 5th day of April, July, October and January respectively.

**WARNING**

Under sections 21(6)(a) & 21(6)(c) of the Residential Care Homes (Elderly Persons) Ordinance, any person who furnishes any information which is false in a material particular and which he knows or reasonably ought to know is false in such particular commits an offence.

**Service Specifications**

**Part A - Definitions**

In the Service Specifications, except where the context otherwise requires, the following terms and expressions shall have the following meanings:-

“Area of Floor Space”	means the net floor area of the premises for the exclusive use of the RSP. In determining the Area of Floor Space per resident, the area of staff dormitory, open space, podium, garden, flat roof, bay window, staircase, column, walls, staircase hall, lift, lift landing, any space occupied by machinery for any lift, air-conditioning system or any similar service provided for the building, and any other area in the RSP which the Director of Social Welfare considers unsuitable for the purposes of an RCHE shall be disregarded.
“Contract Home”	has the meaning given to it in Clause 1.1 of the Service Agreement.
“Individual Care Plan” or “ICP”	means a plan which identifies a Voucher Holder’s care needs, and by which service strategies are developed and implemented to meet his needs and the effectiveness of such strategies should be reviewed and adjusted from time to time.
“registered medical practitioner”	means a person who is registered under the Medical Registration Ordinance (Cap. 161).
“Care and Attention Places”	means care and attention places provided by a residential care home which is classified as a “care and attention home” or “nursing home” and licensed under the Residential Care Homes (Elderly Persons) Ordinance (Cap. 459).
“Nursing Home Places”	means nursing home places provided by a residential care home which is classified as a “nursing home” and licensed under the Residential Care Homes (Elderly Persons) Ordinance (Cap. 459).
“Voucher Information System for the Elderly” or “VISE”	has the meaning given to it in Clause 1.1 of the Service Agreement.

**Part B - Voucher Services**

1. The Operator shall provide or make available to Voucher Holders of Care and Attention Places and/or Nursing Home Places through its RSP the following Voucher Services:-

- (a) accommodation within shared rooms including lighting, hot water and other utilities as well as furniture, furnishings, beddings and utensils as necessary for residential care;
- (b) at least three (3) meals a day, plus snacks; with adequate quantities and varieties, including the provision of soft meals to the Voucher Holders with swallowing difficulties, having regard to the health conditions, cultural and religious background and dietary needs;
- (c) basic and special nursing care such as monitoring of vital signs, administration and supervision of medication, management of wounds;
- (d) staff on duty 24 hours per day;
- (e) personal care service such as assistance with activities of daily livings;
- (f) rehabilitative services, including therapeutic exercise and treatment session, on either a group or individual basis twice per week, to maintain or improve their functioning;
- (g) regular visits by a registered medical practitioner, other than those from community geriatric assessment teams or clinics provided by the Government or the Hospital Authority;
- (h) social or recreational activities on regular basis to meet the social and recreational needs of Voucher Holders, to encourage them to pursue their interests, and to maintain their contacts with the community and families;
- (i) laundry service;
- (j) basic medical care services on a regular basis (applicable to Voucher Holders of Nursing Home Places only); and
- (k) social work services such as assessment, counselling, referrals and programme activities (applicable to Voucher Holders of Nursing Home Places only).

## **Part C -Essential Service Requirements**

1. The Operator shall ensure that its RSP shall:-
  - (a) meet the staffing requirements as specified in **Appendix I** ;
  - (b) provide each resident Area of Floor Space of at least 9.5 square metres;
  - (c) install closed-circuit television (CCTV);<sup>6</sup>
  - (d) allow Voucher Holders to take up only residential care places that are not being subsidised by the Government;
  - (e) participate in the Service Quality Group Scheme coordinated by the SWD;
  - (f) formulate, implement and review an Individual Care Plan for each Voucher Holder in accordance with the Guidelines as set out in **Appendix II**;
  - (g) through appropriate channels, including the website of the Operator and the RSP, premises of the RSP and any other channels as directed by the Government Representative, make available to the public:-
    - (i) information on the RSP, including but not limited to the staffing level, services, price list on fee charging items, facilities and equipment available at the RSP;
    - (ii) up-dated information on the Voucher Services, including the total number of beds accepting Voucher Holders and the bed vacancy;
  - (h) subject to availability of beds, provide Voucher Services to any Voucher Holder seeking to procure Voucher Services at its RSP;
  - (i) continue to provide Voucher Services to a Voucher Holder whose health condition deteriorates to a higher care level after admission until suitable alternative residential care has been arranged for the Voucher Holder; and
  - (j) save where the Voucher Holder voluntarily requests to be discharged, not discharge or cease to provide Voucher Services for any Voucher Holder after his admission except with the written consent of the Government Representative.

## **Part D – On Case Admission and Discharge**

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<sup>6</sup> The RCHE shall be equipped with CCTV systems that have recording functions, and they shall comply with the Guidance on CCTV Surveillance and Use of Drones issued by the Privacy Commissioner for Personal Data, to determine the scope and extent of the surveillance and consider installing the CCTV systems at locations such as public areas, interview rooms, entrance and exits so as to protect personal privacy. The Operator shall formulate policies and mechanisms for monitoring and viewing CCTV footage. This includes clearly defining the staff responsible and time intervals for real-time CCTV monitoring, the staff responsible for viewing CCTV footage, and how and when to extract CCTV footage; and making clear records for review and checking by SWD representatives.



1. The Operator shall verify the information of the Voucher Holder concerned and submit the admission details of the Voucher Holder via VISE.
2. The Operator shall submit the discharge information of the Voucher Holder via VISE.

#### **Part E – Discharge**

1. A Voucher Holder shall not be discharged by the Operator except:-
  - (a) where the Voucher Holder or his immediate family voluntarily requests for his discharge from the RSP; or
  - (b) on death of the Voucher Holder.
2. Save where a Voucher Holder is earlier discharged under paragraph 1 above, a Voucher Holder shall be deemed to be discharged from the RSP:-
  - (a) after continued absence from a RSP following:-
    - (i) a leave of absence of 30 consecutive days other than due to hospitalisation; or
    - (ii) an absence of 60 consecutive days due to hospitalisation; or
  - (b) the Voucher Holder refuses or otherwise fails to allow the Operator to collect from him the appropriate Service Fee under paragraph 1(a) of Part G hereof.
3. The Operator shall not open up the residential care place taken up by a Voucher Holder for new intake until the date of his discharge or deemed discharge.

#### **Part F – Notification to Government Representative**

1. The Operator shall notify the Government Representative in respect of the RSP any one (1) of the following events within two (2) working days after the occurrence of such event:-
  - (a) admission of any new Voucher Holder for Voucher Services, whereupon the Operator shall verify the information of the Voucher Holder concerned and submit the admission information of the Voucher Holder via VISE;
  - (b) discharge or deemed discharge of any Voucher Holder from Voucher Services under Part E hereof, whereupon the Operator shall submit the discharge information of the Voucher Holder via VISE; and
  - (c) death of or voluntary withdrawal from the Scheme by any Voucher Holder, whereupon the Operator shall submit the discharge information of the Voucher Holder via VISE.

## **Part G – Fee Charging**

### ***Service Fee***

1. The Operator shall –
  - (a) on admission and thereafter on the first day of each month collect from each Voucher Holder the appropriate Service Fee<sup>7</sup> and issue to him an official receipt;
  - (b) not charge a Voucher Holder in respect of the Voucher Services provided by its RSP any fees or charges other than the appropriate Service Fee; and
  - (c) subject to paragraph 4 of this Part G, not give any Voucher Holder directly or indirectly any rebate or refund, in cash or in kind, of the Service Fee payable or paid by the Voucher Holder and the subsidy payable or paid by the Government.
2. The Service Fee to be collected from each Voucher Holder in a month shall be adjusted on a pro rata basis if:-
  - (a) the Voucher Holder's admission to the RSP does not take place on the first day of the month; and/or
  - (b) the Voucher Holder's discharge or deemed discharge (under Part E) from the RSP does not take place on the last day of the month.
3. The adjusted Service Fee shall be rounded down to the nearest integer.
4. Any over-payment of Service Fee by a Voucher Holder arising from his early discharge or deemed discharge from the RSP under Part E shall be refunded by the Operator to the Voucher Holder as soon as practicable or in any event no later than 3 months after the date of discharge or deemed discharge.
5. For the RSP which is a Contract Home, the add-on service arrangement provided by the Contract Home shall meet the corresponding requirements in the Government contract awarded to the Operator through open tendering.

### ***Additional Services & Consumable Items, etc.***

6. Notwithstanding anything contrary herein contained, the Operator may charge Voucher Holders:-

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<sup>7</sup> With reference to Table on Co-payment Levels

- (a) for non-essential services outside the scope of Voucher Services such as additional physiotherapy / occupational therapy, upgraded dormitory (e.g. single-room/double-room dormitory), acupuncture, Chinese medicine and massage services provided to Voucher Holders at their request and subject to the following –
- (i) the total charges in respect of such services for any one Voucher Holder in a calendar month shall not exceed 150% of the full Voucher Value for the time being in force;
  - (ii) For Voucher Holders opted for upgraded dormitory, on admission and thereafter on the first day of each month collect from each Voucher Holder the appropriate additional service fee and issue to him an official receipt;
  - (iii) The additional service fee to be collected from each Voucher Holder in a month shall be adjusted on a pro rata basis if:-
    - the Voucher Holder's admission to the RSP does not take place on the first day of the month; and/or
    - the Voucher Holder's discharge or deemed discharge (under Part E) from the RSP does not take place on the last day of the month.
  - (iv) The adjusted additional service fee shall be rounded down to the nearest integer; and
  - (v) Any over-payment of additional service fee by a Voucher Holder arising from his early discharge or deemed discharge from the RSP under Part E shall be refunded by the Operator to the Voucher Holder as soon as practicable or in any event no later than 3 months after the date of discharge or deemed discharge.
- (b) on a reimbursement basis, for consumable items, such as diapers, formula milk, medical/surgical appliances, and incidental charges, such as transportation fees, escort service fees, which are outside the scope of Voucher Services subject to the following -
- (i) the items are to meet the special needs of individual Voucher Holders;
  - (ii) Voucher Holders and their family members must be allowed the option to buy the items or procure the services on their own;
  - (iii) the fees and expenses shall be charged on a cost-recovery basis, which shall not include administrative fee and shall not be detrimental to the interests of Voucher Holders;
  - (iv) notices containing a price list of all the items and channels for making enquiries/complaints about the additional fees and expenses shall be clearly displayed in a conspicuous place in the premises of the RSP;
  - (v) the Operator shall explain to Voucher Holders, their family members and any persons responsible for the Voucher Holders the fee-charging items and the additional fees and expenses on or before the admission of the Voucher Holders to the RSP;

- (vi) the Operator shall conduct periodic consultation and regular review with Voucher Holders, their family members and any persons responsible for the Voucher Holders on the arrangement of the fee-charging items and the pricing thereof; and
  - (vii) the Operator shall inform Government Representative, Voucher Holders, their family members and any persons responsible for the Voucher Holders for any change of fees and charges in writing at least 30 days in advance of the effective date of implementation.
7. The Operator shall not charge a Voucher Holder for any item in respect of which Care Supplement Subsidy is payable or will be payable by the Government.

#### **PART H - Care Supplement**

1. The Operator must provide Voucher Holders receiving Care Supplement Subsidy that is assessed as eligible by public medical officers of hospitals/clinics under Department of Health or Hospital Authority with care supplements in accordance with the provisions in **Appendix III**.

#### **PART I – Contingency Plan**

1. The Operator shall develop a contingency plan to ensure the uninterrupted provision of Voucher Services during emergency situations (including outbreak of an epidemic and hazards such as fire) or when there are difficulties for RSP in providing any of the Voucher Services. The back-up services/support as set out in the contingency plan must meet all requirements of the Service Agreement.
2. The Operator shall inform SWD as soon as possible when the contingency plan is activated.

#### **PART J - Gender mainstreaming**

The Operator shall complete and submit to the Government Representative:-

- (a) Part I of the “Gender Mainstreaming Checklist” (in the form set out in **Appendix IV**) within two (2) months from the date of this Service Agreement; and
- (b) Part II of the “Gender Mainstreaming Checklist” (in the form set out in **Appendix V**) within two (2) months from the first anniversary of the commencement date of this Service Agreement.

#### **PART K – Evaluation of the Scheme**

The Operator shall provide such assistance with respect to the evaluation of the Scheme as may be required by the Government.

## **Appendices to Service Specifications**

Appendix IA– Staffing Requirement for RSP under the Scheme  
(Applicable to Care and Attention Places)

Appendix IB – Staffing Requirement for RSP under the Scheme  
(Applicable to Nursing Homes Places)

Appendix II – Guidelines on the formulation and implementation of Individual  
Care Plan (ICP) for Voucher Holders

Appendix III – Care Supplement

Appendix IV – Part I of the Gender Mainstreaming Checklist

Appendix V – Part II of the Gender Mainstreaming Checklist

## Appendix IA

### Staffing Requirement for RSP under the Scheme (Applicable to Care and Attention Places)

The Operator shall ensure that the RSP under the Scheme shall at all times during the Contract Period comply with the following:

1. Minimum staffing level based on the government's calculation of bed number of entire RCHE as set out in **Part A** or the minimum staffing levels as approved by the Government as set out in **Part B**; and
2. The training requirements for Care Workers as set out in **Part C**.

#### **Part A : Minimum staffing requirement based on the government's calculation of bed number of entire RCHE** (on the basis of each staff working 8 hours per day and 6 days per week)

Total number of beds \ Type of Staff	25	50	75	100	125	150	175	200	300
Home Manager <sup>8</sup>	1	1	1	1	1	1	1	1	1
Registered Nurse <sup>9</sup>	0	0	1	1	1	1	1	1	1
Enrolled Nurse <sup>10</sup> or Registered Nurse	1.5	2.5	3.5	4	5	6	7	8	12
Physiotherapist/ Occupational Therapist <sup>11 12 13</sup>	0.25	0.5	0.75	1	1.25	1.5	1.75	2	3
Health Worker <sup>14</sup> or Registered Nurse or Enrolled Nurse	1.5	2.5	3.5	4	5	6	7	8	12
Care Worker <sup>15</sup>	6	10	16	20	26	30	36	40	60
Ancillary Worker <sup>16</sup>	8	8	9	11	13	15	17	20	28
<b>Total No. of Staff</b>	<b>18.25</b>	<b>24.5</b>	<b>34.75</b>	<b>42</b>	<b>52.25</b>	<b>60.5</b>	<b>70.75</b>	<b>80</b>	<b>117</b>

<sup>8</sup> Home Manager shall fulfil the requirement under Cap. 459A Residential Care Homes (Elderly Persons) Regulation.

<sup>9</sup> Registered nurse refers to registered nurse under the Nurse Registration Ordinance (Cap.164).

<sup>10</sup> Enrolled nurse refers to enrolled nurse under the Nurse Registration Ordinance (Cap.164).

<sup>11</sup> Physiotherapist/occupational therapist refer to physiotherapist/occupational therapist under the Supplementary Medical Professions Ordinance (Cap.359).

<sup>12</sup> Deployment of physiotherapy assistant (PTA)/occupational therapy assistant (OTA) in lieu of PT/OT is acceptable on the condition that the minimum number of PT/OT requirement exceeds 0.5. The Home shall also strictly observe the manpower ratio of one (1) PT/OT to two (2) PTAs/OTAs. In case the minimum number of PT/OT requirement exceeds one (1), 50% of the PT/OT requirement may be substituted by PTA/OTA(s). For example, where two (2) PTs/OTs are stipulated, one (1) PT/OT may be substituted by two (2) PTAs/OTAs. Where the number of PT/OT is stipulated at below two (2), the corresponding numbers of PTA/OTA substitution are set out in the table below.

<sup>13</sup> PTA/OTA must have completed a physiotherapy assistant / occupational therapy assistant training course of a duration not less than three (3) full days provided by a training institution acceptable to the Government.

<sup>14</sup> Health Worker refers to health worker registered under the Residential Care Homes (Elderly Persons) Regulation (Cap.459, sub. leg. A).

<sup>15</sup> Care Worker refers to any person deployed by the Operator to render personal care to residents at the RSP

<sup>16</sup> Ancillary Worker refers to any person, other than a Care Worker, Health Worker or Registered Nurse/Enrolled Nurse, deployed by an Operator for performing duties including those of a cook, domestic servant, driver, gardener, watchman, welfare worker or clerk.

Number of PT/OT requirement	Number of PT/OT that may be substituted by PTA/OTA (s)	Number of substituted PTA/OTA (s)
0.75	0.25	0.5
1	0.5	1
1.25	0.625	1.25
1.5	0.75	1.5
1.75	0.875	1.75

The number of PT/OT or PTA/OTA expressed in decimal points shall be counted proportionally based on the number of hours of service to be performed by 0.5 PT/OT or PTA/OTA (as applicable) (on the basis of each staff working 8 hours per day and 6 days per week).

### **Part B: Minimum staffing levels as approved by the government**

- 1 If the RSP under the Scheme is a Contract Home<sup>17</sup>, the Operator must ensure that the RSP will at all times during the RSP contract period meet the minimum staffing requirements as set out in the Government contract awarded through open tender in order to provide services, except physiotherapist / occupational therapist of not less than the specified hours per week of service<sup>18</sup>; or
- 2 The RSP must meet the staffing requirement as stated in the “Enrolment Plan by Phases” based on the admission plan of the RCHE as approved by the Government during the RSP contract period.

### **Part C : Training Requirement for Care Workers**

The Operator shall ensure that its RSP shall maintain a team of Care Workers at least 75% of whom must:

- have completed a personal care worker training course provided by a training institution acceptable to the Government Representative of a duration of not less than three (3) full days; or
- have received relevant certificate according to the “Recognition of Prior Learning” mechanism under the Qualifications Framework; or
- have completed a health worker training course provided by a training institution acceptable to the Government Representative.

<sup>17</sup> RCHE providing residential care services for elderly persons under a Government contract awarded through open tender.

<sup>18</sup> Specified hours per week of service according to the entire home capacity: 48 hours (76 to 100 places), 60 hours (101 to 125 places), 72 hours (126 to 150 places), 84 hours (151 to 175 places), 96 hours (176 to 200 places), 108 hours (201 to 225 places) and 120 hours (226 to 250 places).

## **Staffing Requirement for RSP under the Scheme (Applicable to Nursing Homes Places)**

The Operator shall ensure that the RSP under the Scheme shall at all times during the Contract Period comply with the following:

1. Minimum staffing level as set out in **Part A** or the minimum staffing levels as approved by the Government as set out in **Part B**; and
2. The training requirements for Care Workers as set out in **Part C**.

### **Part A: Minimum Staffing Requirement**

- If the RSP under the Scheme is a residential care home classified as a “nursing home” and licensed under the Residential Care Homes (Elderly Persons) Ordinance (Cap. 459), the Operator must ensure that the RSP will at all times during the RSP contract period meet the minimum staffing requirements as set out in the section of employment of staff of the “Code of Practice for Residential Care Homes (Nursing Homes) for the Elderly” issued by the Social Welfare Department in order to provide services. Social worker<sup>19</sup> and physiotherapist / occupational therapist should not be less than the specified hours per week of service<sup>20</sup>.

### **Part B: Minimum staffing levels as approved by the government**

- If the RSP under the Scheme is a Contract Home<sup>21</sup>, the Operator must ensure that the RSP will at all times during the RSP contract period meet the minimum staffing requirements as set out in the Government contract awarded through open tender in order to provide services, except physiotherapist / occupational therapist of not less than the specified hours per week of service<sup>22</sup>; or

### **Part C : Training Requirement for Care Workers**

The Operator shall ensure that its RSP shall maintain a team of Care Workers at least 75% of whom must:

- have completed a personal care worker training course provided by a training institution acceptable to the Government Representative of a duration of not less than three (3) full days; or
- have received relevant certificate according to the “Recognition of Prior Learning” mechanism under the Qualifications Framework; or
- have completed a health worker training course provided by a training institution acceptable to the Government Representative.

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<sup>19</sup> Social worker refers to social worker who is directly employed by the Operator on a full-time basis (no less than 44 actual working hours per week, normally excluding meal break).

<sup>20</sup> Specified hours per week of service according to the entire home capacity: 48 hours (76 to 100 places), 60 hours (101 to 125 places), 72 hours (126 to 150 places), 84 hours (151 to 175 places), 96 hours (176 to 200 places), 108 hours (201 to 225 places) and 120 hours (226 to 250 places).

<sup>21</sup> RCHE providing residential care services for elderly persons under a Government contract awarded through open tender and is classified as a “nursing home” and licensed under the Residential Care Homes (Elderly Persons) Ordinance (Cap. 459).

<sup>22</sup> Specified hours per week of service according to the entire home capacity: 48 hours (76 to 100 places), 60 hours (101 to 125 places), 72 hours (126 to 150 places), 84 hours (151 to 175 places), 96 hours (176 to 200 places), 108 hours (201 to 225 places) and 120 hours (226 to 250 places).



### Guidelines on the formulation and implementation of ICP for Voucher Holders

Individual Care Plan (ICP) refers to the plan that is the outcome of the assessment process which identifies the individual Voucher Holder's needs, sets the goals and objectives of the Voucher Services, and the tasks and services required to be carried out. The following guidelines should be maintained in compiling the ICP:

1. Upon admission of a Voucher Holder who is newly-admitted to an RSP, the RSP shall assess and document each Voucher Holder's immediate care needs (e.g. nutrition, nursing, medication) and risk factors (e.g. allergies, dysphagia, falls) within 24 hours.
2. Choice, opportunity, privacy and dignity should all be acknowledged to achieve optimum quality of life for each Voucher Holder.
3. In order to meet the needs of the individual Voucher Holder comprehensively, it is essential to document accurate and relevant information alongside realistic and achievable goals as follows -

A comprehensive ICP should be formulated within one (1) month of admission of individual Voucher Holder, and should conduct the first review in six (6) months after the dates of formulating the first ICPs. It should be regarded as a record of both ongoing care tasks and specific goals agreed for the care of individual Voucher Holder. Inter-disciplinary assessment should include professional input from the nursing and para-medical staff or social worker. A comprehensive ICP should be agreed following the inter-disciplinary assessment on the needs of the individual Voucher Holder. It should reflect the outcome of discussion between RSP, Voucher Holder, his designate and/or carers. The ICP should be clearly understood by all parties concerned, and be available and responsive to the Voucher Holders' needs. It should be short, clear, jargon-free and achievable.

4. The design of the ICP should include the following information -
  - (a) needs as assessed in respect of individual Voucher Holders;
  - (b) on-going care record, e.g. clinical and routine tasks necessary for the comfort, health, safety and well-being of individual Voucher Holders, etc., which may be a running record;
  - (c) check-list of all treatment and appointments, e.g. physiotherapist, occupational therapist, optician, dentist, chiropodist, etc.;
  - (d) specific goal to achieve the desired outcome of each service or treatment given which

should be measurable and time-defined, and subject to regular review. Each goal should aim to improve a particular function or aspect of the individual Voucher Holder's quality of life. Outcome indicators should be specific for measuring the effectiveness of the goals set;

- (e) information about how, when, why, and by whom the agreed services are to be delivered; and
- (f) comments or observations on progress, or changes in the individual Voucher Holder's abilities, functions or circumstances which should be dated and signed.

5. The RSP shall designate a staff to co-ordinate and monitor the ICP and the name of the staff should be recorded in the ICP. He should be made known and accessible to the Voucher Holders.
6. Good partnership among the Voucher Holder, family, friends, and professionals is necessary to facilitate the continuity of care. ICP is an active tool and will change as the needs of the Voucher Holder change. Changes in the goals and actions of the ICP should involve the Voucher Holder, and where appropriate, his designate and/or carers in the decision.
7. The process of care planning is one of continuing re-assessment of information about the Voucher Holders. **ICP review should take place not less than once every year to incorporate information and advice from all relevant parties and formulate a new ICP.** As far as possible, ICP should also be reviewed shortly after the occurrence of any clinical incidents or significant changes in his/her condition so that appropriate treatment and preventive measures can be implemented duly. The review should invite all parties involved in the formulation of the ICP, including the carers, if applicable.
8. For each Voucher Holder, agreement should be reached as to the frequency at which the relevant ICP will be formally reviewed and updated. At each ICP review, the date for the next review should be determined and recorded in the ICP according to the individual's needs and circumstances, but should not be longer than twelve (12) months from the previous review.
9. ICP should be available, made known to and understood by all staff who may play a part in carrying out the care plan.
10. ICP should also be available to the Social Welfare Department for monitoring purpose.

### Care Supplement

1. The Operator must in each month provide Voucher Holders receiving Care Supplement Subsidy (Category 1a, Category 1b, Category 2 or Category 3) care supplements in accordance with the following table:

Subsidy Category	<b><u>Care Supplements to be provided by the Operator</u></b>
1a	Formula milk or special nutritional food/drink as prescribed by medical practitioners (high rate).
1b	Formula milk or special nutritional food/drink as prescribed by medical practitioners (low rate).
2	At least six pieces of diapers per day or such larger quantity as may be prescribed by medical practitioner. Panty-shape diapers and diaper insert pad are also included.
3	Any of the following medical consumable items as prescribed by medical practitioner: (a) Ryles' tubes and related accessories (b) Thickener (c) Colostomy bags, stoma bags and related accessories (d) Foley, urine bags and related accessories (e) Renting oxygen concentrator / BiPAP / CPAP machine and related accessories for other home use medical appliances (f) Dressing materials (g) Glucose control or blood sugar monitoring (h) Injection needles, handrub solution, aqueous habitane or 0.9% NaCl, sterile swab sticks, medipore wound pad, sterile gauze pad, paper face mask, colostomy bag, cotton waist bag and related accessories for Continuous Ambulatory Peritoneal Dialysis (i) Other medical consumable item(s)

2. The Operator must provide at least once every 12 months Voucher Holders receiving Care Supplement Subsidy (Category 4) care supplement in accordance with the following table:

Subsidy Category	<b><u>Care Supplement to be provided by the Operator</u></b>
4	Arrange for medical examination to be conducted on the Voucher Holder in accordance with section 34 of the Residential Care Homes (Elderly Persons) Regulation, Cap. 459A

## Part I of the Gender Mainstreaming Checklist

### Gender Mainstreaming Checklist for Non-governmental Organisations in the Social Welfare Sector

(for completion upon award of project)

Gender mainstreaming is a global strategy advocated by the United Nations (UN) for the promotion of women's advancement and gender equality. It seeks to ensure that women and men have equitable access to, and benefit from, society's resources and opportunities, with the aim of achieving women's advancement and gender equality.

For promoting the application of gender mainstreaming, an NGO is, upon award of a Social Welfare Department (SWD) project, required to complete and return Part One of the Gender Mainstreaming Checklist for conducting gender assessment on the project design and implementation. After the completion of the project, the NGO has to complete and return Part Two of the Gender Mainstreaming Checklist for conducting a gender assessment on the monitoring, evaluation and review of the project. (Note: If the project is completed within one year, the NGO has to complete and return Part Two of the Gender Mainstreaming Checklist after completion of the project. If the project takes more than one year for completion, the NGO has to complete and return Part Two of the Gender Mainstreaming Checklist after the first year of implementation of the project.)

The Checklist is an analytical tool containing a set of simple questions to assist the officer-in-charge of the project in applying gender mainstreaming concepts, as well as considering the different needs and perspectives of both genders in a more systematic way during the process of design, implementation, and monitoring, etc., of the project.

### **General Information**

Title of the project:

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Objective and main content of the project:

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Groups/persons likely to be benefited:

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Officer-in-charge:

(Name)

(Post Title)

(Name of Organisation)

(Tel No)

(Fax No)

**I.            Design**

**Y/N/NA\***

***Compilation and analysis of gender information***

1. Have sex-disaggregated data on the major beneficiaries been collected and considered? ☐
2. Do the data show gender differences in respect of the following factors?
- age ☐
  - disabilities ☐
  - education ☐
  - employment status ☐
  - ethnic origin ☐
  - family role ☐
  - income group ☐
  - residence status ☐
  - others (please specify: \_\_\_\_\_) ☐
3. Please provide a summary of such data on the above.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

***Considering specific needs of both genders***

4. Have specific needs of women and men been identified, considered and integrated in the project design? ☐
5. Does the project require any specific reference to women and men? ☐

\* If “Yes”, please fill “Y” in the box; if “No”, please fill “N” in the box; if “not applicable”, please fill “NA” in the box.

**Resources**

6. Have resources been allocated to address the identified needs of women, if any?

☐**Considering impact on women**

7. Will women or any sub-groups of women be affected differently from men by this project?

☐

If yes, in a positive or negative way?

Positive / Negative^

8. Will this project, in any way (directly and indirectly, in the short, medium and long-term):

- (a) reduce discrimination to women;
- (b) promote / prejudice^ women's advancement;
- (c) protect the rights of women;
- (d) strengthen women's decision-making role;
- (e) increase women's access to and control of resources;
- (f) contribute towards empowerment of women;
- (g) assist women who intend to enter the labour market in working (full-time or part-time);
- (h) make women more willing to participate in volunteering work;
- (i) assist women with caring responsibilities in taking care of her families (e.g. elderly, children, etc.);
- (j) any other way, e.g. (\_\_\_\_\_)

☐☐☐☐☐☐☐☐☐☐

If "yes" in any item above, please elaborate:

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^ Please delete as appropriate

9. Will there be any restrictions or limitations, even of a temporary nature, imposed on women (or sub-groups of women) by this project?

Y/N/NA\*

☐

If yes, please elaborate:

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## **II. Implementation**

### ***Public education and promotion***

10. Through what means is this project promoted?

- (a) printed materials  
(b) mass media  
(c) exhibition  
(d) talk / seminar / workshop  
(e) others (please specify: \_\_\_\_\_)

☐  
☐  
☐  
☐  
☐

11. Has the promotional content been presented in a gender-sensitive manner?

☐

### ***Gender-sensitive language***

12. Is gender sensitive language used throughout the promotion materials?

☐

### ***Impact on women***

13. Have women or any sub-groups of women been affected differently from men during the implementation process, e.g. eligibility, level of benefits, accessibility, or availability of support facilities? If yes, please elaborate:

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14. Have there been any special measures to address women's needs during the implementation process?  
If yes, please elaborate:

Y/N/NA\*

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**Relevant Website**

Gender Mainstreaming Website:

[https://www.hyab.gov.hk/Gender\\_Mainstreaming/tc/index.html](https://www.hyab.gov.hk/Gender_Mainstreaming/tc/index.html)

Please return the completed Checklist to the Social Welfare Department office responsible for awarding the project.

## Part II of the Gender Mainstreaming Checklist

### **Gender Mainstreaming Checklist for Non-governmental Organisations in the Social Welfare Sector**

**(for use after completion of project or  
after the first year of implementation of project)**

Gender mainstreaming is a global strategy advocated by the United Nations (UN) for the promotion of women's advancement and gender equality. It seeks to ensure that women and men have equitable access to, and benefit from, society's resources and opportunities, with the aim of achieving women's advancement and gender equality.

For promoting the application of gender mainstreaming, an NGO is, upon award of a Social Welfare Department (SWD) project, required to complete and return Part One of the Gender Mainstreaming Checklist for conducting gender assessment on the project design and implementation. After the completion of the project, the NGO has to complete and return Part Two of the Gender Mainstreaming Checklist for conducting a gender assessment on the monitoring, evaluation and review of the project. (Note: If the project is completed within one year, the NGO has to complete and return Part Two of the Gender Mainstreaming Checklist after completion of the project. If the project takes more than one year for completion, the NGO has to complete and return Part Two of the Gender Mainstreaming Checklist after the first year of implementation of the project.)

The Checklist is an analytical tool containing a set of simple questions to assist the officer-in-charge of the project in applying gender mainstreaming concepts, as well as considering the different needs and perspectives of both genders in a more systematic way during the process of design, implementation, and monitoring, etc., of the project.

#### **General Information**

Title of the project:

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Objective and main content of the project:

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Groups/persons likely to be benefited:

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Officer-in-charge:

_____	(Name)
_____	(Post Title)
_____	(Name of Organisation)
_____	(Tel No)
_____	(Fax No)

**I. Monitoring**

Y/N/NA\*

***Compilation and analysis of gender information***

1. Have sex-disaggregated data and indicators (qualitative and quantitative) been collected or compiled to monitor the process and outcome of this project?

☐

**II. Evaluation and review**

2. When, and how, the evaluation of the design, implementation and outcome of this project was conducted / would be conducted^?

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***Gender analysis of the impact on women***

3. Have sex-disaggregated data and indicators (qualitative or quantitative) been analysed in the evaluation process?

☐

4. Does the analysis show gender differences in respect of the following factors?

- age
- disabilities
- education
- employment status
- ethnic origin
- family role
- income group
- residence status
- others (please specify: \_\_\_\_\_)

☐  
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☐

If “yes” in any item above, please elaborate:

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\* If “Yes”, please fill “Y” in the box; if “No”, please fill “N” in the box; if “not applicable”, please fill “NA” in the box.

^ Please delete as appropriate

5. Whether the project, in any way (directly and indirectly, in the short, medium or long-term), resulted / would result<sup>^</sup> in : Y/N/NA\*

- |   |                          |
|---|--------------------------|
| (a) reducing discrimination to women;   | <input type="checkbox"/> |
| (b) promoting / prejudicing <sup>^</sup> women's advancement;   | <input type="checkbox"/> |
| (c) protecting the rights of women;   | <input type="checkbox"/> |
| (d) strengthening women's decision-making role;   | <input type="checkbox"/> |
| (e) increasing women's access to and control of resources;  | <input type="checkbox"/> |
| (f) contributing towards empowerment of women;  | <input type="checkbox"/> |
| (g) assisting women who intend to enter the labour market in working (full-time or part-time);                  | <input type="checkbox"/> |
| (h) making women more willing to participate in volunteering work;  | <input type="checkbox"/> |
| (i) assisting women with caring responsibilities in taking care of her families (e.g. elderly, children, etc.). | <input type="checkbox"/> |
| (j) any other way, e.g. (_____)   | <input type="checkbox"/> |

If "yes" in any item above, please elaborate:

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6. Have there been any restrictions or limitations imposed on women or sub-groups of women? If yes, please elaborate: ☐

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<sup>^</sup> Please delete as appropriate

**Relevant Website**

Gender Mainstreaming Website:

[https://www.hyab.gov.hk/Gender\\_Mainstreaming/tc/index.html](https://www.hyab.gov.hk/Gender_Mainstreaming/tc/index.html)

Please return the completed Checklist to the Social Welfare Department office responsible for awarding the project.