

# LegCo Panel on Welfare Services visits call centre of Care-On-Call Service under Senior Citizen Home Safety Association (with photos)

The following is issued on behalf of the Legislative Council Secretariat:

The Legislative Council (LegCo) Panel on Welfare Services visited the call centre of Care-On-Call Service (call centre) under Senior Citizen Home Safety Association (SCHSA) today (February 8) to learn more about its services.

During the visit, Members first received a briefing by the representatives of SCHSA on its services, including the 24/7 Care-on-Call Service which provides emergency aid, integrated care, health management and daily living assistance, as well as the EasyHome Services which provides medical escort, home care, house cleaning and rehabilitation services. They went on to exchange views on how to leverage technology and innovative, client-centred approaches to ease the pressure and challenges that come with aging and to facilitate aging in place.

Members then visited the call centre and Care Call Programme Centre. They also observed the training on EasyHome Services in the Innovation Lab to understand the actual operation of their services.

Members who participated in the visit were the Panel Chairman Revd Canon Mr Peter Douglas Koon Ho-ming, Panel members Ms Lam So-wai, Mr Andrew Lam, Mr Chan Pui-leung and Mr Tang Ka-piu; as well as non-Panel members Dr Johnny Ng and Mr Edward Leung.



