



Contact Information

Tel: 2522 4494 / 6256 6128

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Helping Hand - Flag Day Volunteer Guidelines

December 7, 2024 (Saturday)

Flag Selling Time: 7 AM - 12 PM (Volunteers are encouraged to sell flags for the entire duration or at least 2 hours)

Flag Selling Locations: Public streets and places in Hong Kong Island (excluding malls and private estates). Please spread out to different locations to avoid gathering too many volunteers in one place.

Flag Return Time: Please hand in the flag bag on or before 12PM at the selected HSBC collection point: (Shop 1, G/F, Site 4, Aberdeen Centre, Aberdeen/ China Insurance Group Building, 141 Des Voeux Road Central, Sheung Wan/ BL1, HSBC Main Building, 1 Queen's Road Central, Central/ Winner House, 306-316 King's Road, North Point/ Shops A,B,D,E & F, G/F and Shops 1.09 - 1.10, 1/F, Style House, Park Lane Hotel, 310 Gloucester Road, Causeway Bay/ LG01-3, Lower Ground Floor, The Westwood, 8 Belcher's Street, Sai Wan)

Organization Introduction: Helping Hand has been established in Hong Kong for over 45 years. It is a non-profit organization focused on elderly services and operates elderly homes. The association operates nine service units, including three Care Homes and three self-financed Housings for the Elderly, one Day Care Unit, one Holiday Center for the elderly and one Integrated Elderly Home in Zhaoqing, which serve the Hong Kong elderly and provide shelter for over 1,000 elderly people annually. Also, we provide community support services to approximately 40,000 elderly people each year. We believe that the elderly, who have made significant contributions to society, should be respected and have a fulfilling retirement.

Purpose of Flag Selling: This is one of our largest annual fundraising events. The funds raised on Flag Day will help to cover the operating costs of our care homes, that care for the needy elderly and organise a variety of activities for the residents, allowing them to live more satisfying, happier, and fulfilling lives.

Volunteer Insurance: Our organization has purchased "Group Personal Accident Insurance" for flag day volunteers.

Notice

- All flag-selling volunteers must hold a Hong Kong Identity Card.
- Volunteers under 14 years old must be accompanied by a parent/guardian, and the flag bag must be kept by the parent/guardian. During parent-child flag selling, the parent is responsible for holding the flag bag, and the child can help solicit donations and hand out flag stickers to donors.
- Please instruct donors on where to place coins and banknotes. It is recommended not to assist donors in placing donations into the flag bag to avoid suspicion of theft.
- Flag Day accepts "electronic donations," including PayMe and Alipay (include Alipay and AlipayHK). Donors can make donations simply by scanning the QR code on the flag bag. Volunteers, please ensure that the donation process is completed successfully.
- Volunteers should hand the flag sticker to the donor, who should then stick it on themselves.

- If someone requests to see the Flag Day public fundraising permit, politely direct them to scan the Social Welfare Department QR code on the flag bag sticker.
- Do not obstruct, disturb others, or block public places while selling flags, including but not limited to roads, public transport entrances/exits, escalator entrances/exits, and public stations. Choose a safe spot on the sidewalk for flag selling and pay attention to traffic safety to avoid accidents.
- Do not sell flags to passengers or drivers in vehicles or public transport to avoid obstructing traffic.
- Keep the flag bag safe and do not hand it over to others midway.

Flag Selling Materials

- Flag Bag and Strap
- Flag Stickers
- Volunteer Sticker to identify volunteer
- Flag Day Volunteer Guidelines

Dress Code

- All volunteers should maintain a neat appearance, wear casual clothing, and must wear the volunteer sticker.

Flag Selling Tips

- Be proactive, polite, and friendly when selling flags. You can say: "Good morning! I'm a volunteer for Helping Hand. We're raising funds to support elderly care services. Could you please help us by purchasing a flag today?"
- When someone donates, say: "Thank you so much for your support!"
- If someone refuses, do not be discouraged. Stay polite and invite the next passerby to buy a flag.
- Make the most of your time and actively sell all the flag stickers you have.



Handling Emergencies

- If you lose the flag bag, immediately call 6256 6128 to notify our staff, go to the nearest police station to file a report, and submit the report to Helping Hand for record.
- If volunteers are harassed while selling flags, report to our staff, who will assess and handle the situation. Seek police assistance if necessary.
- In case of an accident or any serious incident, seek police assistance immediately and notify our staff (tel: 6256 6128).

Inclement Weather Arrangement

- If Typhoon Signal No. 8 or above is hoisted, or a Black Rainstorm Warning is issued at 7 AM on Flag Day, the flag-selling activity will be canceled, and further arrangements will be announced.
- If Typhoon Signal No. 8 or above is hoisted, or a Black Rainstorm Warning is issued during the event, return the flag bag to the designated flag station safely and go home as soon as possible.
- Volunteers can decide to stop selling flags based on the weather conditions in their area but must notify the association and return the flag bag and stickers to the designated flag station as soon as possible.



伸手助人協會 - 賣旗義工須知

2024 年 12 月 7 日 (星期六)

聯絡資料

電話: 2522 4494

電話: 6256 6128

Whatsapp:

6256 6128



賣旗時間：早上 7 時至中午 12 時期間

(義工請盡量於整段時間內賣旗或服務不少於 2 小時)

賣旗地點：港島區 - 公共街道及公眾地方 (商場、私人屋苑除外)

請分散於不同地點賣旗，避免多位義工聚在一起

交還旗袋詳情：中午 12 時前交還至選定的 HSBC 旗站

(香港仔中心第一期地下 2 號舖/ 德輔道中 141 號中保集團大廈/ 皇后大道中 1 號地庫/ 北角英皇道 306-316 號雲華大廈地下/ 香港銅鑼灣告士打道 310 號柏寧酒店 1 樓 1.09-1.10 號舖/ 香港西環卑路乍街 8 號西寶城地下低層 1-3 號舖)

機構簡介：伸手助人協會在香港成立超過 45 年，是一家專注於長者服務並營運安老院舍的非牟利機構。伸手助人協會共有 9 個服務單位，其中有 3 家護老院和 3 家老人之家，1 間長者日托中心，1 間長者度假中心及 1 間位於肇慶為香港長者服務的綜合院舍，每年為逾 1000 名長者提供安居之所，連同社區支援服務每年為約 4 萬名長者提供服務。我們相信，長者過去為社會建設貢獻良多，故應受人尊重，樂享豐盛晚年。

賣旗目的：這是本會最大的年度籌款活動之一。賣旗日所籌得的善款將大大支持我們安老院的營運開支，為有需要的長者提供長期安穩的棲身之所，並為院友舉辦不同的活動，讓他們有機會過上更滿足、更愉快、更有意義的生活。

義工保險：本會已為賣旗義工購買「團體意外保險」。

注意事項

- 所有賣旗義工必須持有香港居民身份證。
- 未滿 14 歲的賣旗義工，必須由家長/監護人陪同，旗袋必須由家長/監護人保管。親子售旗時，由家長負責手持旗袋，小朋友可協助呼籲捐款及為捐款者遞上旗紙。
- 請向捐款者指示硬幣和紙幣投放處，建議盡量不要協助捐款者投放善款入旗袋，避免犯偷竊之嫌。
- 賣旗接受「電子捐款」，包括：PayMe 和 Alipay (包括香港支付寶和內地支付寶)。捐款者只需掃描旗袋上的二維碼 (QR code) 即可進行捐款。義工請留意捐款是否順利完成。
- 如有公眾人士要求查閱賣旗日公開籌款許可證，請禮貌地指示有關人士掃描旗袋貼紙社署的 QR Code。
- 建議義工將旗子交到善長手上，由善長自行貼上。

- 賣旗時不得阻礙、滋擾他人或阻塞公眾地方，包括但不局限於馬路、各公共交通出入口、扶手電梯出入口、公共車站。請選擇行人路上安全地點進行賣旗活動，注意交通安全，以免發生意外。
- 請勿向車輛或公共交通上的乘客或司機賣旗，以免妨礙及阻塞交通。
- 請小心保管旗袋，切勿中途交予他人。

賣旗物資

- 旗袋及肩帶
- 旗紙
- 義工證明貼紙
- 賣旗義工須知

服飾要求

- 所有義工需注意儀容整潔，建議穿著輕便服裝，並必須貼上義工證明貼紙。

賣旗技巧

- 賣旗時要主動，並保持禮貌及友善，可說：「早晨！先生 / 小姐，我地為伸手助人協會籌款，係做長者服務嘅，請幫手買支旗呀！」
- 對方捐款時說：「多謝您嘅支持！」
- 如遭對方拒絕，不要氣餒，保持禮貌，再邀請下一位途人買旗
- 請儘量把握時間，積極將手上旗紙售完



突發事件之處理

- 如遺失旗袋，請立即致電 6256 6128 通知總會職員，並前往就近警署備案，並提交報案紙予伸手助人協會存檔。
- 賣旗時義工如受到滋擾，請向總會職員報告，由他們作出評估和處理，有需要時可尋求警方協助。
- 如遇上意外或任何嚴重事故，請立即向警方尋求協助，並通知總會職員 (電話：6256 6128)。

惡劣天氣下的安排

- 如賣旗當日早上七時懸掛八號或更高風球，或發出黑色暴雨警告，賣旗活動將會取消，有關安排將另行通知。
- 活動進行期間懸掛八號或更高風球，或發出黑色暴雨警告，在安全的情況下，請按照「交還旗袋」程序將旗袋交還至所屬旗站，然後盡快回家。
- 各義工可視乎身處地區天氣狀況，決定終止賣旗，但必須通知本會及儘快把旗袋及旗紙還回所屬的旗站。