



Crossroads
Foundation
國際十字路會



Welcome to Crossroads

Information about volunteering

歡迎蒞臨國際十字路會

義工工作簡介

Crossroads Foundation

Crossroads Village · 2 Castle Peak Road · Tuen Mun, Hong Kong

國際十字路會 · 香港屯門青山公路2號

Phone / 電話: +852 2984 9309 · Email / 電郵: enquiries@crossroads.org.hk

www.crossroads.org.hk



歡迎蒞臨十字路會

我們歡迎你來到國際十字路會，
多謝你願意與我們同路前行。

Welcome to Crossroads!

We are so glad you'll be joining us at Crossroads Global Village. Thank you for taking the journey with us!



Watch "Our World is in Need" by David Begbie

國際十字路會的工作？

國際十字路會是一間在香港成立的非牟利機構，致力回應世界各地不同的需要，希望為破碎的世界，建構一個「十字路」交叉點，將有缺乏的人和能提供援助的人連結起來。為此我們提供了以下四類服務。

供求交匯處

十字路會收集來自各界的資助，再將物資分派給本港及世界各地有需要的人。

[閱讀更多](#)



Crossroads' Global Distribution
環球分派中心

Where need meets resource

We are donated excellent quality goods by business and private donors. We distribute these to people in need, in Hong Kong and around the world.

[Read more.](#)

合作創未來

「環球援手」是一項配對服務。透過網絡連繫，促成商業與慈善機構間的合作，將援手伸至世界每個角落。

[閱讀更多](#)



Crossroads' Global Hand
環球援手網絡

Partnering for a better world

Global Hand is a match-making service which links for-profit and non-profit organisations who want to partner to help meet global need. [Read more.](#)

設身處地 將心比心

全球各地有許多人都面對著貧窮、飢餓、戰爭、疾病、失明、惡劣的環境等帶來的挑戰。十字路會的X體驗活動，讓參加者短暫置身這些困境，從而學會設身處地、將心比心，顧念他人的需要。 [閱讀更多](#)



Crossroads' Global X-perience
環球X體驗

Stepping into another's shoes

We offer simulation x-periences in which participants step, briefly, 'into the shoes' of people facing global challenges: war, poverty, HIV vulnerability, blindness, environmental challenges, hunger, etc.

[Read more.](#)

公平貿易，公平世界

捐款援助固然能解一時之飢，但學會一技之長，則能解一生之困。環球工藝村和咖啡室售賣公平貿易產品，讓各地有需要的人能自食其力，賺取合理工資。

[閱讀更多](#)



Crossroads' Global Handicrafts
環球工藝村

Fair trade for a fairer world

Aid helps people today. An income helps them tomorrow. Global Handicrafts Market-place sells goods from people in need within Hong Kong, and around the world, on a fair trade basis. [Read more.](#)



6 VANS
of goods delivered
help to Hong Kong
residents daily

goods
distributed
internationally



goods
distributed in
Hong Kong



79,384

Community
volunteer hours

384

companies
donated products
in Hong Kong

6,501

community
volunteers

48

schools
volunteered
with us

54 nations

impacted through
our work



29
companies
participated
in simulations

11,355
students

participated in
simulations



Highlights 2017-2018
LIVES IMPACTED:
611,000



參與我們的義工工作

國際十字路會的工作人員大部分都是義工，我們本地及海外的全職團隊，亦絕大多數是義工。因此，若沒有義工們的參與和幫忙，我們實在無法完成服務工作。

我們很歡迎大家以團體形式一同來參與義工工作，如果當中有任何成員在健康或身體上需要特別關注，請預先告訴我們，好讓我們能更妥善安排各成員的義工工作內容。

為了讓團體的每位成員都能體驗到有意義又有工作效率的義工服務日，我們建議每次參與團體以不超過30人為限（不設下限）。如果是大型團體，我們可以另行設計合適的義工活動，但有時候我們需要將成員分拆為不同的小組，以分配合適的工作。

參與義工服務以外，我們亦歡迎你捐款支持義工日的各項運作安排。

學校團體

我們鼓勵學校組織團隊來參與義工工作，建議按 1 位老師或助理負責照顧 8 位學生的模式編排。我們每個部門只有一位負責經理，所以校方安排充足人手去照顧學生是很重要的。而同學參與團體義工工作須達14歲或以上。

國際十字路會內有超過10個不同部門專門負責處理物資捐贈，下列為相關的工作內容：

- **將捐贈物資分類和包好。** 這是我們處理部門最重要的工作，當中又分為玩具部、家品部、衣物部和書籍部。 另外，團體亦可以舉辦物資回收活動。
- **翻新維修：**包括髹油、園藝、美化和修繕工作。
- **體力工作：**這類工作會和我們的運送部門和傢俬部門合作，因為他們的日常工作很需要體力，例如預備準備運送的傢俬、裝載或卸下貨櫃和物資等等。

注意：我們會在裝載或卸下物資貨櫃時拍照，以讓贊助單位出版和記錄使用，因此如果你不希望在這些相片裡出現，請預先告訴我們。

Volunteer with us!

Almost all Crossroads' staff are volunteers, including our full-time team, serving both locally and internationally. We simply couldn't do the work we do without our volunteers!

We welcome groups to visit and help out in various activities around our site. If anyone has physical concerns it is helpful to know of these prior to the event, and we will always do our best on the day to place group members appropriately.

To ensure that everyone has a meaningful and productive day, our suggested group size for a "general volunteering" type of service is 25-30max (there is no minimum) and we are able to tailor activities for larger groups. We may need to split large groups into smaller groups and allocate tasks accordingly.

Although volunteering is generally free, you are welcome to give an optional donation towards the operational costs of your day with us.

School groups

We encourage schools to bring a ratio of one teacher/assistant per eight students for supervision. We usually have only one manager operating in each department and they will require help to supervise the students. Our age guideline for group volunteering is 14 years and above.

We have more than 10 different departments dealing with goods donations here at Crossroads. Some of the tasks involved include:

- **Sorting and packing donated goods:** This is the main task in our processing departments (e.g. toys, household goods, clothing, and book departments). Groups can also run [collection drives](#) for wanted goods.
- **Renovations:** Includes activities such as painting, gardening, landscaping and maintenance.
- **Heavy work:** The work involved in our shipping and furniture departments can often include heavy work (e.g. preparing furniture for shipments, loading containers, and unloading trucks).

Please note: We take pictures for all our container loadings for publication and feedback to sponsors. Notify us if you do not want your pictures taken when participating in loading a container.

安排你在國際十字路會參與的時段

以下是我們建議的義工服務時間表，但亦可以按照你的要求或限制，盡量配合你的需要。

全日的義工服務

- 09:45 抵達，小休和登記
- 10:00 簡介
- 10:30 義工工作時段
- 13:00 午飯（詳情請看下面資料）
- 14:00 義工工作時間
- 16:30 工作分享，參觀公平貿易商店和咖啡室
- 17:00 離開（自行決定時間）

早上義工服務

- 09:45 抵達，小休和登記
- 10:00 簡介
- 10:30 義工工作時間
- 12:30 工作分享，參觀公平貿易商店和咖啡室
- 13:00 離開（自行決定時間）

下午義工服務

- 13:45 抵達，小休和登記
- 14:00 簡介
- 14:30 義工工作時間
- 16:30 工作分享，參觀公平貿易商店和咖啡室
- 17:00 離開（自行決定時間）

注意：我們的開放時間為星期二至六上午10時至下午5時(星期日、一及公眾假期休息)，請預先通知你計畫參與義工服務的日期和時段，以便安排。

實用資訊

- 午餐：**國際十字路會附近就是黃金海岸商場，那裡有各式各樣的餐飲選擇，例如麥當勞和中菜餐廳。你亦可租用我們的房間進食午餐，並自行訂購餐食。
- 要帶備甚麼？**參加者切勿穿著露趾鞋，並請穿著合宜的戶外衣服，以表示對國際十字路會內不同文化的尊重。（切勿穿著短褲、短裙或吊帶衣服）

- 此外，建議參加者攜帶以下物品：
- 驅蚊劑
 - 防曬用品
 - 個人水瓶（十字路會內有多處可供補給飲用水的地方）
 - 適量金錢（十字路會內有公平貿易商店和咖啡室）

- 雨具：**如果天氣預報當天會有雨，我們建議參加者帶備雨具。若遇著下雨天，活動會安排在室內進行。

- 颱風安排：**國際十字路會在T1和T3颱風下如常開放，但若天文台宣佈T8即將懸掛，我們會暫停開放，亦建議所有參加者盡快離開返家。此外，十字路會在黃色和紅色暴雨警告訊號生效期間仍然繼續開放，但當黑色暴雨警告訊號生效時就會暫停開放。

- 交通方法：**為了幫助你能更好規劃行程，相關資訊可在簡介尾頁查看。

Manage your time at Crossroads

Below is the suggested schedule for a typical service day, but please feel free to let us know if we can adapt this to better meet your requirements.

Full Day volunteering

- 09:45 Arrival, toilet break, name tags
- 10:00 Introduction
- 10:30 Volunteering
- 13:00 Lunch (please see note below)
- 14:00 Volunteering
- 16:30 Debriefing and time to visit our fair trade shop & Café
- 17:00 Departure (as desired)

Morning volunteering

- 09:45 Arrival, toilet break, name tags
- 10:00 Introduction
- 10:30 Volunteering
- 12:30 Debriefing and time to visit our fair trade shop & Café
- 13:00 Departure (as desired)

Afternoon volunteering

- 13:45 Arrival, toilet break, name tags
- 14:00 Introduction
- 14:30 Volunteering
- 16:30 Debriefing and time to visit our fair trade shop & Café
- 17:00 Departure (as desired)

***Please note:** Our working days are from Tuesdays to Saturdays, 10am-5pm. We are closed on Sunday, Monday and public holidays. Please let us know which session and which date/dates are suitable for your group to attend Crossroads so that we can book you in our calendar.*

Practical Information

- Lunch:** The Gold Coast Shopping Mall is located across the street, and offers a wide selection of restaurants, including McDonalds and Chinese restaurants. You can also book one of our rooms ahead of time and order your own lunch.
- What to bring?** Please do make sure each participant is wearing closed toe shoes and appropriate outdoor clothing to respect the various cultures represented on site. ***Please note:** no short shorts/miniskirts or spaghetti straps*

- Additionally, each participant should make arrangements for:
- Mosquito repellent
 - Sun/Rain protection, as needed
 - Personal water bottle, which can be refilled at various stations around the site
 - Some money for purchasing products in the Fair Trade Café and Shop (optional)

- Wet Weather Plan:** We encourage volunteers to bring wet weather gear if rain is forecast, but unless advised otherwise, you will be based indoors if weather is wet.

- Typhoon Policy:** Crossroads remains open during T1 and T3 Typhoon signals. When it is likely that a T8 or above signal will be hoisted, we will close, and advise volunteers to head home. Additionally, we remain open during an Amber and Red Rainstorm, but close when a Black Rainstorm signal is hoisted.

- How to find us:** To help you plan your journey, please see the last page of this booklet.





Check out our [GoodCity App](#) for fast & easy donations of goods within Hong Kong!

使用我們的[GoodCity](#)應用程式，可以在香港又快又輕鬆地捐贈物資。



捐贈物資：

如果你想捐贈物資給香港或世界各地有需要的人，我們非常樂意收集質素良好的物資，再分配到本港和各地。我們需要大家捐贈物資，你可以按我們的「[最急需的物資](#)」表捐贈，也可以與我們聯絡了解詳情。

舉辦回收活動

你可以舉辦回收活動，收集得來的物品，能幫助生活在香港貧窮線下的家庭，[詳情請瀏覽網頁或聯絡我們。](#)



支持公平貿易：

你希望透過每次的購物，幫助生活在貧窮中的人們獲得自力更生的力量嗎？環球工藝村可以讓你的購物變得更有意義！如有需要，我們很樂意為團體安排特別的開放時間，亦可將環球工藝村帶到去你的活動中。



Double your impact – donate goods:

Would you like to donate goods located in Hong Kong or elsewhere in the world? We take high-quality goods and redistributes them to people in need, locally and internationally. We need a regular supply of all kind of goods. You can refer to our list of "[most needed items](#)" or just talk to us directly.

Run a collection drive

You can also organise a "[collection drive](#)". The items you collect can be a huge gift to the many families in Hong Kong who are living below the poverty line. For full information, please go to our website or contact us.

Support fair trade:

Do you want to empower people in poverty by buying their products? Global Handicrafts is offering you an opportunity to 'shop with a purpose' all year round. We are happy to open our shop for special group bookings or even bring our Handicrafts stall to your event.

更多參與的機會

如你想令你的義工服務日更有意義，請選擇以下項目。詳情請電郵至engagement@crossroads.org.hk 查詢

Plus your Day!

If you want to deepen the impact of your volunteering day, top it up with one of the following options.

For more information please contact engagement@crossroads.org.hk



預約環球X體驗及義工服務日

如果你想感受義工服務日與體驗活動的獨特和震撼，我們建議你參加國際十字路會的「環球X體驗」！當中，你不會只是聆聽和觀看全球議題的演講，而會確實地代入那些有需要人士的生活。

我們提供的體驗活動包括戰亂生活、愛滋病、失明、饑餓、食水資源、貿易不公平、貧窮等國際性議題。超過200,000位學生、公司團隊、社區組織、家庭和個人已經參與過我們的體驗活動。請你立即行動，[報名參加！](#)

Experience global issues from the inside – book a simulation:

At Global X-perience you do not watch a video or listen to a presentation about global issues instead we invite you to take a few steps 'in the shoes' of people in need.

We offer [experiential programmes](#) on **conflicts, HIV/AIDS, blindness, hunger, water access, inequality in trade and the complex global range of issues that hold billions in poverty**. Over 200,000 people including students, business teams, community groups, families and individuals have already participated in our simulation programme.

[Book your own experience now!](#)

捐款：

你的捐款可以推動國際十字路會去幫助更多人的動力，你可以選擇定期捐款，或以企業名義捐款，又或是舉辦籌款活動，[這都可以支持我們的經濟需要。](#)

貨櫃贊助

另一個可以將你的義工服務日和捐款結合的方法，就是「貨櫃贊助」。我們大約每星期都會運送滿載物資的貨櫃，到世界各地有需要的學校、醫院、診所、社區中心、有兒童的家庭、需要災後救援的地方等等。多年以來，我們已經將不同企業和公司捐出的貴重物資，如辦公室傢俬、醫療用具、電腦、文儀用品以及其他物品，一一重新分配到各地有需要的單位。[想了解更多關於「贊助貨櫃」詳情，請瀏覽網站或聯絡我們。](#)



Become a sustaining donor:

Your donations are the engine that allows Crossroads to help others. Become a sustaining donor, hold a fundraiser or make a corporate donation to help us cover our [financial needs](#).

Sponsor a container

We load shipments almost every week to send around the world to support schools, hospitals, clinics, community centers, children's homes, disaster relief efforts and more. Over the years many of the valuable items we have distributed have been donated by companies, including office furniture, medical equipment, computers, stationery, and many other unique products. Read more about "[sponsoring a container](#)" on our website or contact us directly.

你的付出可以改變生命。

無論是在香港還是世界各地，你的義工服務都會為生活在貧窮、戰爭和殘疾的人們，帶來改變的力量。很感謝你的幫忙，讓我們可以為兒童和長者，甚至由個人至社區層面都能提供改善未來的協助，以下是一些可行的支援行動：

SPONSORSHIP & VOLUNTEERING HELP FOR SCHOOL IN ZAMBIA

Dubai Ports World (DP World), as its name suggests, knows almost everything there is to know about getting goods from A to B. When they, therefore, chose to sponsor a shipment to Zambia, it made sense to them, and certainly to us, to volunteer staff to load the container as well. One of our partners in Zambia received a massive capital injection of goods for their education project, including a large quantity of school provision that raised the bar in their community school to the point where they now qualify to be an examination centre for the region (pictured right).



SPONSORSHIP & VOLUNTEERING DISASTER RESPONSE AFTER TYPHOON IN HONG KONG

At 95, Mrs Kan has seen many chapters of Hong Kong's history. She lives alone in Tai O, a traditional fishing village, by a river, lined with rickety wooden homes on stilts. When the fierce winds of Typhoon Hato swept through, in August 2017, Tai O was a vulnerable target. Its population is largely older people, these days, as many of the younger generation have moved closer to the city. So Mrs Kan and her elderly neighbours rely on each other in times of need, not always easy given their advanced age and limited mobility. When this massive storm hit, the community watched in fear as flood waters rose higher and higher, damaging their homes, their appliances and their furniture. Initially, it seemed impossible to replace what the storm had damaged. Mrs Kan lost a washing machine and a fridge.

Her neighbour, Mr Kwan, is 87 years old. He, like her, lives alone and since suffering a stroke, has had trouble moving around. "The water went above my knees," he recalls. "I was not able to move, and some of my neighbours called the fire department to help me." Thankfully, he was rescued, but he lost his fridge, washing machine and most of his furniture.

Crossroads ran a campaign to source electrical goods and other needed support. The response was immediate and overwhelming! Several businesses and individuals leaped to help, offering to fund or supply what we needed. When our team went out to Tai O to deliver and install the goods, residents recognised our red Crossroads t-shirts calling out, "Thank you, thank you!" as our volunteers pushed heavy appliances along the small lanes.



Mrs Kan herself was pleased to see her washing machine and fridge replaced. Mr Kwan, and other neighbours also received electrical goods and our staff helped install and connect them (pictured right).

As well as Tai O, we were also pleased to support Kar Wo Lei Tsuen, a village right next door to Crossroads' site, where people suffered storm damage to homes and possessions.



Your service changes lives!

No matter if you look at Hong Kong or around the world, your volunteer service changes lives for those struggling with poverty, conflicts or disabilities. Thanks to your help, we are able to help children and elderly, individuals and whole communities create a better future. A few examples are listed below.



CORPORATE DONATION COMPUTER CLASSES FOR INDIA'S POOR

At 22, Musharif should have been excited about a life ahead of him, but he felt he was going nowhere. His family had tried to survive on his father's minimal salary as a rickshaw driver. They lived in a poor part of Pune, India, where Musharif dropped out of school early and started earning a minimal income in a mechanic's workshop.

While Musharif was feeling trapped in Pune, an investment company, in a nearby part of India, had 27 computers to get rid of, some of them very high-end. They reached out to Crossroads' Global Hand, and we helped match them to an NGO which serves the poor in India. They used these computers to help set up a computer school that now offers high quality training at very low cost. Musharif's friend told him of the course. He enrolled and did so well that he was offered a job in a tech company, became a team leader, received a pay rise within four months. "I sincerely believe that the IT school has changed my life completely," he says.

We love Musharif's story: one small opportunity, driven by one company's decision not to trash their computers, can be the key to breaking the poverty cycle for a grassroots family.

SPONSORSHIP & VOLUNTEERING HELP FOR ORPHANS IN MOLDOVA

We love to be a voice for people in hardship that rarely get global attention, such as Moldova's orphanages. Meeting their many needs is costly and hard working NGOs do their best to give shelter, food, medicine and education along with emotional support. 'Extras', such as toys, can be harder. We were blown away, then, when toy company Hasbro offered us an entire shipping container filled with toys. We were the more so when they sent 8 of their own staff to help load it. And off it went to Moldova!



CORPORATE DONATION CLOTHING FOR RURAL VILLAGE IN CHINA

It's amazing to picture two worlds coming together. On the one hand, a village in the mountains of western China sees rural farmers needing warmth against the cold, but struggling with high prices. On the other hand, on the east coast, a manufacturer has 15,000 excess items, superb in quality, which they want to go to a good home. (This manufacturer prefers anonymity.) Both sides check each other out and realise this is a match made in heaven.

Short story: We in Crossroads do not only receive goods donated inside Hong Kong. We see them placed in other parts of Asia, Africa, Europe and more. We have seen 190,000 lives reached, this year, through goods available outside Hong Kong. So, if you have items anywhere in the world, please let us know and we'll see if we can find more 'matches' that will be strategic and life-giving.



GOODS DONATION KAZAKHSTAN: DISABILITY

"This is the only English centre programme in our city where people with disabilities can study English," said our partners in Shymkent, Kazakhstan. We shipped furniture and other goods to help equip this centre which gives young people from grassroots families, and those with disabilities, access to English language lessons in an exceptionally supportive, caring environment.



聯絡我們

國際十字路會

香港屯門青山公路2號

電話: +852 2984 9309

電郵: volunteer@crossroads.org.hk

www.crossroads.org.hk

Contact us

Crossroads Foundation

Crossroads Village, 2 Castle Peak Road, Tuen Mun, Hong Kong

Phone: +852 2984 9309

Email: volunteer@crossroads.org.hk

www.crossroads.org.hk



Directions to Crossroads Village 國際十字路會 指示圖

