

Ocean Park Conservation Foundation, Hong Kong (OPCFHK)
8.5 Hong Kong Island Region Flag Day
Notes to Volunteers

Enquiry and Emergency contact: 3923 2534

Dear Volunteers,

Thank you for volunteering for the Flag Day! Please read through the following information carefully.

About the Organiser

Ocean Park Conservation Foundation, Hong Kong (OPCFHK) is a charitable trust dedicated to promoting and participating in practical and effective wild life conservation effort in Asia through collaboration in partnerships, fundraising, scientific research and education projects with an emphasis on Chinese white dolphins and giant pandas, as well as their habitats.

Objective

Donation raised will be allocated to support our initiatives in the local marine mammal stranding response programme, scientific projects of local species and local community education programmes.

With the theme of “Say No to Disposable Plastics, Save Our Oceans”, a collection of flag stickers of six animal species is specially designed to be sold on the Flag Day.

Details of Flag Day

Date: August 5, 2017 (Saturday)
Time: 7:30 a.m. – 12:00 noon.
Location: Hong Kong Island region
Collection of flag bag: In Advance - July 29 and 30, 11:00 a.m. to 6:00 p.m., at Room 1001A, 10/F, One Hysan Avenue, Causeway Bay, OR
On Flag Day - August 5, 7:30 a.m. to 10:00 a.m., at your designated flag station stated in the email
Return of flag bag: before 12:00 noon, return flag bags and the remaining flag stickers to your designated flag station stated in the email.

NOTE: Sale of flag stickers in public places is permitted only for the time and date specified in the permit granted by Social Welfare Department. Volunteers who collect the flag bags on July 29 and 30, please ONLY do flag selling on August 5, from 7:30 a.m. to 12:00 noon in Hong Kong Island Region.

Preparation

1. Dress code: casual and neat. In order to let our volunteers know more about the features of some animal species, we have created drawings of the species that adult volunteers may use to work with their kids to make some lovely animal hats. Please [click HERE](#) to download the drawings and find the samples of upcycling hats to make your own specially designed costumes.
2. Please get enough rest before the day, have breakfast before flag selling and bring sufficient drinking water.
3. Due to the hot and wet weather in summer, please avoid exposing yourself to the sun in prevention of heat stroke. Drink plenty of water or other energy drinks for the replenishment of body water and electrolytes.
4. Stay tuned to the weather forecast and bring your hat and umbrella when necessary.

Collection of Volunteer Pack

Every volunteer will receive the following materials:

Briefing Note	1 pc	Flag Sheet	7 sheets (168 flags)
Flag Bag	1 pc	Volunteer Sticker	1 pc

You may request for flag bag straps from the staff at flag station if needed.

Please check on the spot to ensure you receive every item listed above. There is a numbered label placed below the entry slot for coins on the flag bag. Please report immediately to the staff at the flag station if your flag bag is damaged or not in good condition. Please sign your name on the "Flag Bag Collection Record Form" for our record and make sure that the number on the label of your bag matches that on the Record Form that you have signed. **No transfer of flag bag amongst volunteers is allowed.**

Flag Selling

1. All volunteers must be 14 years old or above. Volunteer aged below 14 must be accompanied by at least an adult (parent or guardian), who will be responsible for the flag bag.
2. Please sell flags in your allocated area and avoid forming clusters of volunteers to maximize contact with pedestrians.
3. Please do not sell flags to drivers or passengers in a moving vehicle.
4. Please do not sell flags near bus, minibus, and taxi stops in avoidance of inconvenience caused to the passengers.
5. Please be mindful of your own personal safety. Do not sell flags in places that may cause potential danger (e.g. stairs, pavements with construction work, etc.). Please keep the place clean.

6. Please do not sell flags in private areas (e.g. private housing estates).
7. Please take note of the special arrangements in the following locations:
 - Public housing estates
 - Flag selling is allowed in public housing estates in Hong Kong Island region (full list in Appendix I), but **not allowed** in the estate shopping malls or inside any of the estate buildings.
 - MTR Stations
 - Only designated volunteers wearing a permit will be allowed to sell flags inside the MTR stations. Other volunteers please do not sell flag stickers at any MTR stations.
8. There are two entry slots for donation on the flag bag: the circular one is for coins and the crescent one is for notes. Please indicate the corresponding slot to the flag buyers so that the slots would not get blocked due to improper use.
9. If you find any damage to the bag or the slots are blocked, please immediately proceed to the designated flag station for a replacement and do not attempt to repair it yourself.
10. Whether to make any donation is voluntary and please do not insert the money into the flag bag for the flag buyers to avoid suspicion. Please do not give pressure to potential flag buyers nor cause any disturbance to the pedestrian. Your decent manners are highly appreciated.
11. If the flag bag is already full, or too heavy for you to carry, please return it to the designated flag station and you may request for another flag bag before 11:00 a.m. to continue selling flag stickers and the second flag bag will need to be returned by 12 noon.
12. If your share of flag stickers is sold out, you may ask for extra flag sheets from the flag station and continue selling but please note that all flag bags must be returned by 12:00 noon.
13. Please do not waste any flag stickers, play with them or stick them on public properties.
14. If you feel unwell during the flag stickers selling activity, please stop selling and, if possible, return the flag bag to the designated flag station. An alternative is to seek help from OPCFHK staff by calling 3923 2534.
15. If you fail to return the flag bag to the designated flag station by 12:00 noon, we are required to report the case as loss of flag bag to the police (according to relevant government regulations).
16. If you cannot participate in the event as planned due to an emergency or sickness, please inform OPCFHK staff as soon as possible by calling 3923 2534. Please keep the flag bag and flag stickers safely, and return them to OPCFHK office in the Ocean Park within five working days. We are required to report the case as loss of flag bag to the police in case the bags are not retrieved on time.

Reference: Examples of lines inviting a pedestrian to buy flag

Case 1: The person is in a hurry

Volunteer: Good morning. Would you like to buy a flag sticker to support wildlife conservation and Ocean Park Conservation Foundation, Hong Kong?

(after selling the flag)

Volunteer: Thank you for your support!

Case 2: The person is not in a hurry

Volunteer: Good morning. Would you like to buy a flag sticker, and support Ocean Park Conservation Foundation, Hong Kong's local conservation efforts?

(You may go on to explain further about the purpose of this event, if situation allows.)

(After selling the flag)

Volunteer: Thank you for your support in wildlife conservation!

Case 3: The person is not willing to buy the flag sticker

(after the person says no)

Volunteer: Thank you for your time.

*** Please be pleasant and ask people with a smile**

Handling Questions/Complaints

1. Simple question: What does the OPCFHK do?

Simple Answer: OPCFHK works on conservation of Asian wildlife, protection of endangered species and their habitats. The donation raised today will go to support our efforts in the local marine mammal stranding response programme, scientific projects of local species and local community education programmes.

(You may refer to the webpages below for more information:

<http://goo.gl/XsML8f>

<http://goo.gl/M8Hpn0>

<https://goo.gl/e43d5b>)

Mission: OPCFHK is dedicated to promote and participate in practical and effective wildlife conservation effort in Asia, through collaboration in partnerships, fundraising, scientific research and education projects. Protection of the Chinese white dolphin, giant panda and their habitats are some of our top priorities.

2. If you encounter other questions, you can cordially redirect the enquirers to our staff by calling 3923 2534, or encourage them to visit our website at www.opcf.org.hk

3. If you encounter any complaint, please inform the person in charge of the flag station.

Return of Flag Bags

1. All volunteers must return their flag bags and other items in the Volunteer Pack to the designated flag station before 12:00 noon.
2. If you cannot return the flag bag on time as required for any reason, please call 3923 2534 to inform the staff of OPCFHK.
3. When volunteer return the flag bag to the designated station, it will be checked to ensure it is in a good condition. After checking, the volunteer is required to sign his/her name on the Flag Bag Return Record Form.
4. Each volunteer will receive:
 - a. Friends of the Foundation free membership application form
 - b. One Ocean Park admission ticket Buy-1-get-1-free coupon

In addition, every volunteer will receive an electronic Participation Certificate via email within two weeks after the Flag Day.

5. If you need the official verification from OPCFHK on your volunteer service record, please bring along the record book/sheet with you. The person in charge of the flag station will sign to endorse the record. You may also make a request to the OPCFHK staff after Flag Day.

Arrangement on Adverse Weather

1. On the day, if Tropical Storm Warning Signal No. 1 or Amber Rainstorm Warning Signal is hoisted by the Hong Kong Observatory, the event will go on as planned.
2. If Tropical Storm Warning Signal No. 3, Red or Black Rainstorm Warning Signal is hoisted at or after 6:00 a.m., the event will be suspended until the time when the warning signal(s) is (are) lowered or removed. If it is cancelled due to Tropical Storm Warning Signal No. 3, Red or Black Rainstorm Warning Signal, please return the flag bags to the flag stations under a safe condition as soon as possible. In the case of Black Rainstorm Warning Signal, volunteers enrolled via corporate/group/organisation/school will return the flag bags and flags to your company/group/organisation/school on the next working day. OPCFHK staff will contact your organisation later for the return of these materials. For individual volunteers enrolled via OPCFHK website, please keep the flag bags and flags with you safely and OPCFHK staff will contact you and you will be asked to return the flag bag to OPCFHK office in the Ocean Park on or before August 14, 2017. If Tropical Storm Warning Signal No. 3 (or above), Red or Black Rainstorm Warning Signal is hoisted at or after 8:00 a.m., the event will be cancelled. If the signal is lowered to Tropical Storm Warning Signal No. 1 or Amber Rainstorm Warning Signal before 8:00 a.m., the event will be held as planned.
3. In case of adverse weather, please try to sell flags in covered area. You may decide to stop selling flags with consideration on your personal safety. In such case, please return the flag bag and flags to the flag station first.
4. Please stay tuned to the latest update on the weather and pay attention to the announcement on OPCFHK Facebook ("OPCFHK").

Emergency

1. In case of an emergency (including but not limited to injury, loss of flag bag, etc.), please inform OPCFHK staff by calling 3923 2534 or seek help from the persons in charge at the flag stations.
2. In case of any serious incident (including but not limited to robbery of the flag bag), your personal safety is always our top priority. Please contact the police by calling 999, and then report the incident to OPCFHK by calling 3923 2534 when the robber has left.

OPCFHK thank you for your support!

Appendix I 附件一

List of Public Housing Estates for Flag Selling Activities in Hong Kong Island Region

可進行賣旗活動之香港島區公共屋邨列表

Ap Lei Chau Estate 鴨利洲邨	Oi Tung Estate 愛東邨
Chai Wan Estate 柴灣邨	Sai Wan Estate 西環邨
Hing Man Estate 興民邨	Siu Sai Wan Estate 小西灣邨
Hing Tung Estate 興東邨	Tin Wan Estate 田灣邨
Hing Wah (I) Estate 興華一邨	Tsui Lok Estates 翠樂邨
Hing Wah (II) Estate 興華二邨	Wah Fu (1) Estate 華富(一)邨
Hong Tung Estate 康東邨	Wah Fu (2) Estate 華富(二)邨
Ma Hang Estate 馬坑邨	Wan Tsui Estate 環翠邨
Model Housing Estate 模範邨	Yue Wan Estate 漁灣邨
Yiu Tung Estate 耀東邨	Shek Pai Wan Estate (the open plaza near Pik Yuen House) 石排灣邨(碧園樓側露天廣場)