

Helping hand 傾心熱線 心靈同行

Sun Hung Kai Properties provides staff with counselling services and psychological support through its 'Hearty Hotline'

新鴻基地產的「傾心熱線」，為旗下員工提供輔導服務和心理支援。



Hong Kong is notorious for its fast-paced lifestyle and long working hours, making it difficult for people to spend quality time with family and friends. But neglecting to maintain effective family and social relationships can have a negative effect on one's overall quality of life.

Hotline for emotional wellbeing

Some people may think such negativity recedes over time, and that there is no need to seek help from a third party to improve their emotional state. However, if such problems are not addressed properly, the results can be severe – in some cases leading to a major depressive disorder and other physical or psychological problems. Therefore, to promote the psychological well-being of its staff, Sun Hung Kai Properties

has commissioned Four Dimensions Consulting to run the "Hearty Hotline", a platform where staff members and their family, including spouses and children, can find support through personal counselling and coaching services.

The Hearty Hotline provides 24/7 one-on-one confidential phone-in counselling services covering a wide spectrum of issues. Of all the cases received through the hotline, about a quarter are related to family issues, followed by work and emotional problems, according to Tracy Fung, a clinical psychologist at Four Dimensions Consulting. The hotline also offers access to work-life information on topics such as children's education, elderly homes and overseas domestic helpers.

Follow-up for individual cases

The Hearty Hotline serves as a gateway to full-fledged support for those needing psychological assistance. The hotline counsellors can arrange additional appointments with the appropriate experts as needed, from a clinical psychologist to a marriage counsellor or a social worker.

"Our hotline counsellors are equipped with professional training and an academic background in social work or psychology," Fung says. "Following the call, we sort cases that may need following up by professionals and pass them on accordingly. For example, we have enlisted professional help from clinical psychologists or sought the intervention of marriage counsellors."

If necessary, some cases coming through the Hearty Hotline are passed on to institutions for further evaluation and therapy. "We used to receive calls about difficulties in parenting. After the initial counselling, we have identified concentration problems in the child. The cases were then passed on to the Department of Health for further action," Fung says.

Balancing work and life

As work problems are second only to family issues, the Hearty Hotline also offers one-on-one services by an in-house work-life coach. "The scope of work-life issues is wide. It includes how to cope with changes in working conditions, how to be happier and how to sleep well, as well as maternity coaching for pregnant women and their families," Fung says.

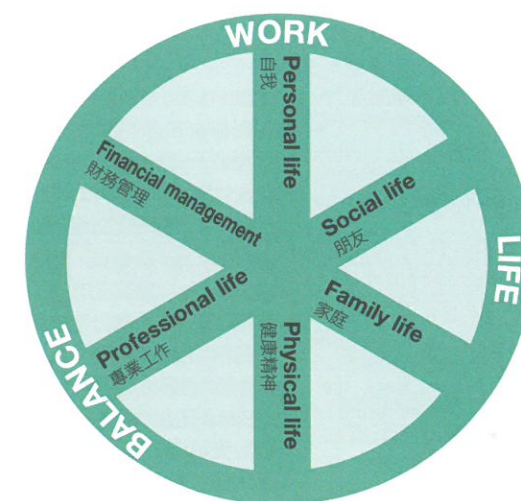
Recognising the importance of timely and proactive counselling services, the Hearty Hotline arranges regular sessions at the workplaces of Sun Hung Kai Properties' staff, allowing them to have a soothing, intimate and reassuring conversation with an individual who can help them to regain a stress-free, work-life balance.

The pillars of a balanced life

A balanced life is a happy one. If the scales are tipped, life runs less smoothly, and stress and depression may follow. The ideal balanced lifestyle can be achieved by an understanding of the six pillars of life. They include:

工作生活的平衡

生命就如車輪，要有平衡的轉動才可順利滾動，正如要保持生活中各方的平衡，生活才會愉快。相反，若有一個或多於一個方面失去平衡，壓力和不快便有機會隨之而來。要於工作和生活之間取得平衡，必先要了解生活中六大支柱的發展，包括：



(Source: Four Dimensions Consulting) (資料由富達盟信顧問提供)

香港生活節奏急速，不少人工作時間長，作息時間不穩，與家人朋友相處的時間更似乎成為了成功的代價。而除了工作外，家庭、社交等方面處理不濟，亦可能會構成負面情緒，生活質素大大下降。

負面情緒 影響身心健康

也許，有不少人認為負面情緒會隨時間消逝，自己亦能解決，毋須尋求外界援助；但其實負面情緒若然得不到恰當處理，後果可能不堪設想，嚴重的甚至會導致憂鬱症，並衍生出更多生理和心理的健康問題。為照顧員工於心靈上的需要，新鴻基地產自2007年1月起，便委託富達盟信顧問有限公司設立「個人諮詢及輔導服務」——「傾心熱線」，為旗下員工及家人（包括配偶和子女）提供傾訴心事、舒壓解困的平台。

「傾心熱線」為24小時的電話熱線服務，讓有需要的新鴻基地產員工和家人，與輔導員一對一傾談，內容會絕對保密。「傾心熱線」的服務範圍多元化，富達盟信顧問有限公司臨床心理學家馮嘉妍指出，在致電尋求援助的人士當中，涉及家庭問題的個案約佔四分之一，其次則是工作問題和情緒及精神困擾。除了尋求輔導外，亦有不少致電人士是為了索取工作生活資訊，如子女升學、尋找老人院、招聘外傭等，「傾心熱線」對此亦不吝提供。

分流跟進個別個案

「傾心熱線」服務其實只是向求助者伸出援手的第一步。熱線輔導員會因應需要，為致電者安排預約服務，讓他們與相關的專業人士，諸如臨床心理學家、婚姻治療師、社工等專業人士面談。馮嘉妍解釋：「熱線輔導員均受過專業訓練，全部都有社工或心理學知識背景。經電話傾談後，我們會把需要跟進的個案進行分流，再由不同領域的專業人士跟進，如有些個案需要約見臨床心理學家進行心理諮詢，而有關夫婦爭執的問題，則交由婚姻治療師處理。」

如有需要的話，「傾心熱線」的專家亦會把個案轉介至有關機構再作評估及治療。馮嘉妍舉例說：「過往亦曾有父母因在教導子女上感到困難而求助於「傾心熱線」，與父母完成初步諮詢後，得知小朋友的問題是基於專注力不足，於是我們便把他轉介至衛生署，以尋求進一步的協助。」

工作生活指導

既然工作問題為僅次於家庭問題的負面情緒來源，「傾心熱線」的團隊亦特別安排工作生活指導教練，提供針對性的一對一指導，馮嘉妍補充：「工作生活的範疇廣泛，如如何面對工作上的轉變、如何可更快樂、提升睡眠質素，以至為員工或家人作好產前產後適應等內容。」

另外，「傾心熱線」亦了解到諮詢及輔導服務要主動伸出援手的重要性，故亦定期安排專業輔導員到新鴻基地產公司，提供駐場諮詢服務，方便公司員工直接找輔導員一對一談心，舒緩生活中的種種憂慮，步向平衡無壓的人生。