

Hong Kong Christian Service Employee Development Service / Four Dimensions Consulting Limited

Professional Personal Consultation and Counselling (PPCC) Service / Work-Life Coaching Service

Service Users' Guidelines

Please read this Users' Guidelines thoroughly so that you can have a better understanding of the PPCC service / Work-life balance coaching service. Should there be any enquiry, please feel free to consult the responsible counsellor. You are encouraged to read this guideline before the interview begins.

Introduction

Counselling is a **cooperative process** in which the service users have to take **initiative and** be willing to **pay effort** to deal with their difficulties and to achieve their intended goals. The counsellors will act as a **facilitator**, assisting the service users with their professional knowledge and skills.

Formats and Operation of PPCC

- ♦ **Office Interviews** – counsellors will use different counselling approaches and techniques to assist the service users;
- ♦ Counsellors and the service users need to work together to formulate the treatment plan, including the goals of the users in the counselling process; number of interviews and duration of intervention, etc;
- ♦ The number and frequency of interviews required **depend on the nature of the problems and its urgency**. Generally speaking, the length of each interview is about **one hour**. The schedule of the interviews will be more frequent initially and will be adjusted accordingly as the situation improves;
- ♦ Interviews will be arranged between 9:00 a.m. and 10:00 p.m. for Mondays to Fridays, and between 9:00 a.m. and 6:00 p.m. for Saturdays;
- ♦ If it is deemed necessary, the counsellors, with the consent of the service users, may invite the users' family members to attend the interviews.

Qualification of the Counsellors

All of our counsellors are social workers, professionally trained counsellors or clinical psychologists, with Bachelor or Master Degrees. Some of them have also received professional training in specialized areas, such as family therapy, Neuro-Linguistic Programming (NLP), professional coaching, mental health and crisis intervention, etc. With such rich training and experiences, our counsellors are clinically skilled in acquiring a thorough understanding of the users' personal and family needs, psychological development, career development, interpersonal relationship and mental wellbeing.

Target Groups and Charges of the Service

- ◆ Only the employees of the companies who have the service agreements with Employee Development Service or Four Dimensions Consulting Limited are entitled to use the PPCC service.
- ◆ For some companies, their designated employees and dependants can also enjoy the service free of charge in accordance with the terms and conditions of the service agreements;
- ◆ In order to safeguard your entitlement to this service, please ***do not disclose the hotline number to other people who are not included in the service target groups***. Your cooperation is always appreciated.
- ◆ Services and referrals made outside the agreement will be charged separately.

Languages

Counselling is normally conducted in Cantonese. Some of our counsellors also provide services in Putonghua or English.

Access to Service

Service user may call our hotline to request an appointment, and briefly state the concerns. Upon your request, our Case Management Team will assign an appropriate counsellor, who will then contact the service user and arrange an interview.

Obligations of Service Users

- ◆ ***Please be punctual.*** The responsible counsellor should be notified of any change and cancellation of the appointment ***at least 24 hours before the appointment.***
- ◆ If the service user ***fails to show up within 15 minutes*** from the scheduled time, the interview will be cancelled automatically. Both parties should rearrange another interview at a later time.

- ◆ At the first counselling session, the service user is encouraged to fill in a “Pre-counselling Assessment Form” for record.
- ◆ When the first session and the whole counselling service have come to an end, the service user will be invited to fill in a “Service Evaluation Questionnaire” for our reference and service improvement.

Confidentiality

To protect the privacy of the service users, our service strictly follows the professional guidelines for implementation of Personal Data (Privacy) Ordinance and will keep the personal data of the service users and the contents of interviews in **strict confidence**. The information will not be disclosed without the consent of the service users, except for the following situations:

- ◆ A Court Order has been issued and demands for personal data of the service user concerned; or
- ◆ The service user is found exhibiting high suicidal risk or likely doing harm to others.

The counsellor will, as far as possible, inform the service user that s/he will provide or has provided the related information to the third party. If the counsellor cannot inform the service user in advance, s/he will inform the service user afterwards as soon as possible. However, if this procedure is perceived as increasing the possibility of injury to the service user or others, the counsellor can decide to omit it.

The counsellor should seek the service user's written consent before making use of the content of interview for external professional intervention. Please be assured that giving consent or not will not affect the provision of service.

Termination of Service

The service will be terminated under the following circumstances:

- ◆ The service user's problems have been improved or the goals of counselling have been achieved; or
- ◆ The service user requests for termination of service or refuses to receive the service; or
- ◆ Certain conditions have changed (e.g. resignation, imprisonment or immigration, etc.) that hinder the provision of the services; or
- ◆ The counsellor loses contact with the service user for **2** consecutive months; or
- ◆ The service user has been referred to other organizations and further follow up service from our end is no longer needed.

If necessary, the service user may approach our PPCC service for assistance in future.

Relationship between the Service user and the Counsellor

The professional counselling relationship is a goal-driven relationship, with definite time frame. Although the service user may discuss in-depth feelings with the counsellor, their relationship is not friendship, but a professional working relationship. Such working relationship will come to an end upon service termination. Hence, the service user and counsellor relationship is confined to professional contacts only. Please do not invite the counsellor to your personal social activities.

Gifts and Remuneration

According to the Prevention of Bribery Ordinance, both the Counsellor and the service user are prohibited to accept from or provide to the opposite party or their relatives any money or other advantages, including gifts and feasts, etc.

Suggestions and Compliments

Your opinions/comment about the service is highly valued. Please direct your praises or suggestions to the counsellor, or you may contact our General Manager by phone or by mail. Your opinions will certainly provide great assistance and encouragement to us.

Handling of Complaints

If you do not satisfy with the counselling service provided, you are encouraged to discuss with your counsellor first, exploring areas and means for improvement. If you still find it dissatisfactory, you may contact our General Manager Ms. Natalie CHEUNG, at **2731 6238**, for comment and suggestions.

Address and Contact Numbers of the Office

Address : 7/F, 33 Granville Road, Tsim Sha Tsui, Kowloon.

Telephone : 2731 6350

Fax Number : 2724 3703

E-mail : edsinfo@hkcs.org or info@fourdimensions.org

Website : <http://eds.hkcs.org> or <http://www.fourdimensions.org>

Notice on the Collection of Personal Data

Please read this notice carefully before providing personal data to the Service.

Purposes of collecting personal data

The personal data you provided will be used for the provision of suitable services, e.g. service application, assessment of the service required, individual and family counselling, service monitoring, staff supervision, research, service reporting, and referral making, etc. The provision of personal data is voluntary. Yet, failure to provide sufficient personal data may make us unable to provide appropriate services to you. Please make sure that the data you provided are accurate. If there is any change in the data, please inform us.

Transfer of personal data

The personal data you provided will be recorded and kept confidential, but may be disclosed and/or transferred to the following persons or organizations, if needed:

- ♦ the parties or persons to whom you have agreed to disclose your personal data, say, for assessing your application for other services;
- ♦ the court by court order; or
- ♦ any party who needs to know your personal data where there is a high suicidal risk or risk of harm to others.

Access and correction of personal data

Except for those exempted by the Personal Data (Privacy) Ordinance, you have the rights of access to and correction of your personal data held by the Service. You can apply for a copy of the data held by the Service, following the proper procedure laid down by the Hong Kong Christian Service and with the payment of fees.

Enquiries

Should there be any enquiry on personal data collection, please contact our General Manager Ms. Natalie CHEUNG:

Telephone: 2731 6350

Address: 7/F, 33 Granville Road, Tsim Sha Tsui, Kowloon.