



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium

Symposium I @ June 27, 3 - 4pm		
Themes	Code	Title
Active Ageing & Caregiving	S1	Promoting Successful Aging in Chinese Society - The Application and Benefits of Life Story Approach to Optimize Intergenerational Solidarity
Active Ageing & Caregiving	S3	Empowering Family Caregivers: A Call for Integrated Care with Innovation
Family and Child Protection	S5	Child Protection is Everyone's Responsibility: A Journey to Equip an Entire Organisation to Keep Children Safe
Health and Mental Health	S7	Application of Positive Psychology in Social Work Groups
Health and Mental Health	S9	Application And Research of Strengths Model Case Management in Hong Kong: Key Findings and Lessons Learnt
Family and Child Protection	S11	Indigenous Mom Reclaiming her Child Battling with Past Trauma and Addiction
Health and Mental Health	S13	Moving the boundaries: Co-creating an Innovative Online Crisis Support Services for Youth in Hong Kong

Symposium II @ June 28, 3 - 4pm		
Themes	Code	Title
Active Ageing & Caregiving	S2	The Substantiality of Care for Elderly with Depression: The Experience of the BLESSED Project
Creative and Integrative Practice	S4	Symposium on Gender-based Violence and Gender Equality Education
Health and Mental Health	S6	Social Worker-led Holistic Interdisciplinary Community-based End-of-life Care: Development, Implementation and Evaluation
Health and Mental Health	S8	Mental Health Social Work – Opportunities, Threats and Strategic Directions
Health and Mental Health	S10	Application of Mindfulness-based Intervention in Elderly Depression, Substance Abuse Relapse Prevention, and Caregiver Burden for Early Psychosis
Spirituality and Wellbeing	S12	Social Work: A Helping Profession as an Emotional Labor, a Neglected Concept
Creative and Integrative Practice	S14	Energizing and Transforming Organizations through Positive Organizational Initiatives



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

JUNE 27-29, 2019

**HONG KONG**

Grand Hall, HKU

## Symposium I

June 27, 2019 @3-4pm

### Symposium 1:

Promoting successful aging in Chinese society - the application and benefits of life story approach to optimize intergenerational solidarity

**Prof Alice Ming-Lin Chong** PhD., RSW, MH.

City University of Hong Kong

**Prof Wallace Chi-Ho Chan** PhD, RSW, FT

The Chinese University of Hong Kong

**Dr Angela Yee-Man Leung** PhD, MHA, BN, RN, FHKAN(Geron)

**Dr Justina Yat-Wa Liu** PhD, RN

The Polytechnic University of Hong Kong

**Dr Vivian Wei-Qun Lou** BEd, Med, MSW, PhD, RSW

The University of Hong Kong

This paper reports the use of life story approach to improve university students' attitudes toward older people in order to promote intergenerational solidarity. A total of 113 students of various Major studies in four universities in Hong Kong participated. Every two students were matched with an elder aged 60 or above for five intergenerational contacts. Students then designed a life story book in different presentation formats (e.g. book, DVD) for the elder. Students completed Kogan's Attitude toward Older People Scale (Kogan,1961) and Polizzi's Ageing Semantic Differential (Polizzi, 2003) before and after the project. Their scores were compared to those of a comparison group. Repeated ANOVA revealed significant improvement in scores of both scales in the post-test in the experimental group (all  $ps < 0.05$ ), but not in the comparison group. The life story approach was found effective in improving participants' attitudes toward elders, thus contributing to intergenerational solidarity.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 3:

### Empowering Family Caregivers: A Call for Integrated Care with Innovation

**Dr Vivian Wei-Qun Lou** BEd, Med, MSW, PhD, RSW

The University of Hong Kong

**Hui-Lei Chan**

Big Silver

**Ricky I.K. Lee**

Christian Family Service Centre

Family caregivers provide continuing care support to older adults with acute, transitional, and chronic impairments. Better support for family caregivers is associated with better health outcomes for frail older adults and the well-being of caregivers. This symposium comprises three presentations that, together, aim to present an integrated care-approach that could empower family caregivers in the community. The first paper reported on a survey of 427 dementia caregivers living in the community that focused on caregiver burden and positive aspects of caregiving. Seventy percent of the participants were members of the baby boom generation, and thirty percent were members of generation X. The findings showed that generation X participants were less likely to report positive aspects of caregiving and more likely to report a greater level of burden. The second paper reported on a media-initiated social innovation on the origins of the first caregiver magazine, Da Ren, in Hong Kong.

Guided by the Content, Input, Process and Products (CIPP) evaluation framework, the findings identified key pathways of empowerment including: enabling active participation, cultivating Key Opinion Leaders, and nurturing a learning community. This initiative was able to engage generation X caregivers and to give them positive experiences with enhanced competence. The third paper reported on a caregiver support intervention delivered by a team with multidisciplinary backgrounds including nursing, social work, and care work. A step-by-step protocol has been established based on a pilot program. Best practices include starting from providing instrumental care, nursing knowledge and skills coaching, a tech-assistant communication platform. The program was found to be effective in reducing the burden among older caregivers.

Both generation groups deserve support under the idea of integrated care by emphasizing strengthening caregiver-centred care and support through the promotion of a comprehensive delivery of quality service across the life-course.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## **Symposium 5:**

**Child Protection is Everyone's Responsibility: A Journey to Equip an Entire Organisation to Keep Children Safe**

**Chloe Banks**

Mother's Choice

With child abuse cases being reported in increasing numbers in Hong Kong, we must recognise that we each have a crucial role to play to keep children safe from abuse. At this critical time, how do we increase professionalism and build the capacity of our teams to understand their responsibilities to protect children from harm?

Mother's Choice is piloting cross-organisational child protection initiatives, a model designed around two core pillars of policy and training. The project's goal is to ensure these activities impact every area of the organisation, from the frontline to the operations teams. Building child protection policies in critical areas such as safe recruitment, client confidentiality, and marketing communications policies is a key step in minimising risks of harm to children. To bring these policies to life, Mother's Choice is piloting an innovative three-tier training program, including an eLearning for all staff and volunteers, covering how to identify, respond to, and report child abuse, and Code of Conduct standards that all teams are required to sign and uphold. In this workshop, we will share our journey in the design and implementation of this Child Protection pilot, from securing buy-in from leadership, working with legal teams to build robust policies, developing and launching interactive training, and measuring and evaluating the project's impact. In increasing professionalism in this area, we have the opportunity to impact every child Hong Kong.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 7:

### Application of Positive Psychology in Social Work Groups

**Dr Sylvia Yuk-Ching Kwok Lai** BSocSci, MSocSci., PhD.

**Remus Kai-Chun Kwok** RSW

**Eric MY Tsang**

City University of Hong Kong

With reference to Professor Martin Seligman, positive psychology is the study of subjective experiences, positive individual traits and programs that assist in improving an individual's quality of life while decreasing the incidence of psychopathology. This has led to a change from a pathological or deficiency orientation to a personal strength orientation. Positive psychology has enriched traditional approaches such as cognitive behavioural therapy and narrative therapy. Positive traits comprise six virtues. The virtues are derived from religion and philosophies of different cultures, namely, wisdom and knowledge, humanity, justice, temperance, transcendence, and courage. There are a total of 24 character strengths in the six virtues. Within wisdom and knowledge, there are love of learning, perspective, judgement, creativity, and curiosity. In humanity, there are love, kindness, and social intelligence. There are three elements in justice, i.e. teamwork, leadership, and fairness. Humility, prudence, forgiveness, and self-regulation are included in the virtue of temperance, while zest, bravery, honesty, and perseverance are incorporated in the virtue of courage. Lastly, transcendence includes the strengths of appreciation of beauty and excellence, spirituality, gratitude, humor and hope. Positive emotions, positive relationships, positive engagement, positive accomplishment, positive meaning are the key elements leading to a flourishing life.

Research showed that use of character strengths can help promote positive emotions, positive relationships, and positive engagement. In this workshop, participants will be guided to be aware of their signature character strengths, explore other strengths and learn to apply the strengths appropriately and innovatively. Participants will learn activities related to perspective, creativity, love, kindness, social intelligence, teamwork, forgiveness, self-regulation, gratitude, hope, perseverance, etc. Adopting the experiential learning approach, participants can also learn how to lead the clients to attain the state of flow, have a sense of accomplishment, and explore the meaning of life.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 9:

### Application and Research of Strengths Model Case Management in Hong Kong: Key Findings and Lessons Learnt

**Prof Samson Tse** PDOT(Dis), PGDipSocSc Massey, MSc(Dis), PhD, AFHKPCA, ACounS

The University of Hong Kong

**Eppie Wan** BSW, PgD (mental health), RSW

Tung Wah Group of Hospitals

Case management is the bread and butter of social work, however, integrating strengths perspective and empowerment approach into the practice is easier said than done. Strengths Model Case Management (SMCM) was developed by the University of Kansas, School of Social Welfare in the mid-1980's as a response to traditional deficit-oriented approaches. The Strengths Model is both a philosophy of practice and a set of tools and methods designed to enhance recovery for individuals with mental health conditions and/or addiction problems. The Model uses the following tools as the chief method of delivering service and ensuring the integrity of the interventions: Strengths Assessment, Personal Recovery Plan, Strengths-based Group Supervision (and other methods such as field mentoring), and Fidelity Review. Thus far, SMCM is the only system with a valid fidelity measure (ensuring it is truly strength-based) and clear documentation of intervention tools. A research unit titled SMART (Strengths Model Application, Research and Training) was established in 2016 at the Department of Social Work and Social Administration, The University of Hong Kong based on a dynamic and productive partnership with Baptist Oi Kwan Social Service, Caritas Hong Kong and Tung Wah Group of Hospitals since 2012.

This practice/ research-focused workshop has two objectives: 1. We will describe the SMCM practice and examine the challenges to implementing SMCM in Hong Kong in particular, from a cultural perspective for instance, how the topic of strength is introduced in the conversation with service user. 2. We will also evaluate the potential implications of strengths-based practice on recovery-oriented services for people with lived experience of mental illness. To date, we have gathered data from quasi-experimental study (completed), randomized controlled trial (in the final stage, funded by General Research Fund, Research Grants Council, Hong Kong), in-depth semi-structured interviews, nominal groups, and field observations of SMCM sessions.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 11:

### Indigenous Mom Reclaiming Her Child Battling with Past Trauma and Addiction

**Timothy Lee** MSW, RSW

Alberta Children's Services - Calgary Region

Alberta Children Services adopts a model of intervention that utilizes collaboration, family expertise and harm reduction to address the multiple barriers of families while honoring their strengths and natural supports. Barriers and challenges continue to exist. These include family members' past trauma, parents' disabilities, mental health concerns, addiction.

This presentation will explore common interventions used and services available for an indigenous mother and her infant son who were involved with child protection. The family was involved with Children's Services due to issues of parental addiction, special needs and mental health. The mother was a child in care. Regretfully, at young age, she was being alienated from her culture, language and community. As a result of uprooting, this mother suffers from spiritual poverty which landed her for years of addiction. This mother was diagnosed with Fetal Alcohol Spectrum Disorder but she has strong desire to break cycle. This presentation will show how this mom seeks for healing and well being through spiritual support and re-connection with her heritage.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 13:

Moving the Boundaries: Co-creating an Innovative Online Crisis Support Services for Youth in Hong Kong

**Prof Paul Siu-Fai Yip** BSc, PhD, DCS

**Dr Lynn Tang** PhD, Mphil, BA

HKU Centre for Suicide Research and Prevention

**Ken Ngai** BSc, PgD, MSc, MBA, LLM

The Hong Kong Federation of Youth Groups

**Shirley Chow**

Caritas Hong Kong

Suicide is the leading cause of death for youth in Hong Kong. Help-seeking patterns among youth have shifted away from traditional suicide hotlines to social messaging and text-based channels. Multiple agencies, including service providers, university research centre and IT experts, co-created the Jockey Club Online Youth Emotional Support “Open Up” which offers the first 24/7 operated online-crisis support service targeting youth between 11-35 years old in Hong Kong. Open Up aims to engage at-risk youth who do not seek help from conventional services and connect them with appropriate services, increase their awareness of mental health issues and improve their willingness to seek help. This symposium reflects on the achievements and challenges encountered in its first year of service with sharing from the perspectives of different partners.

Youth can instantly message with counsellors through web portal and popular social media platforms. Connectedness care through text messages is used to engage with help seekers to facilitate referral of services where appropriate. Service, IT and evaluation teams work closely to improve the efficiency and effectiveness of the service. Online training courses for volunteers are developed and real-time suicide risk level for triage and automated case summary are under development using machine learning. Evaluation is incorporated in a dynamic manner to provide quick feedback to service operators and IT team to enhance service delivery. Online crisis support counselling will be demanded by an even broader population in the near future. Achievements and challenges of ‘Open Up’ as a unique cross-agency service will be discussed in terms of the use of technology, frontline services and training, online and offline collaboration, embedded evaluation and the partnership model. Discussions will have implication for using technology to develop similar services for other at-risk groups in Hong Kong and overseas.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium II

June 28, 2019 @3-4pm

### Symposium 2:

The Substantiality of Care for Elderly with Depression: The Experience of the BLESSED Project

**Dr Sandra Oi-Ngor Cheung** PhD, MASW

**Dr Tabitha Yin-Ling Ng**, PhD, MA (SW), RSW

Hong Kong Shue Yan University

**Louisa Wai-Man Yip** RSW

Baptist Oi Kwan Social Service

In Hong Kong, depression is popular in the elderly but given less attention as the depressive symptoms among elders are understood as 'normal'. The BLESSED Project - a pioneer integrated day care programme is specifically for discharged elderly depressed patients and their caregivers starting from the pre-discharge stage. It aims at meeting the public health challenge from a void of tailor-made community day care service for the discharged elderly with depression. This medical-social collaborative project accommodates users' medical, psychological, and social needs. Individual interviews for the users and focus group interviews for the caregivers, and staff involved in this project were conducted. Evidences showed that the users enhanced a sense of capability of managing physical health and happiness resulting from the commencement of a structured life pattern. They expanded their social engagement through the activities with volunteers, staff, and other users. The project also released the family members' stress and caring duties. It allowed them both the mental space and time to deal with personal affairs and join self-nurturing activities. The caregivers regarded their relationship with the elders improved and family conflicts reduced. The family engagement increased accordingly. The users were aware of the pros of changing and intended to change, hence, at the stage of Contemplation. However, due to financial constraint, some users quitted or reduced the number of service day after having completed the 6-month funded project. Through the follow-up calls, some found boredom and powerlessness due to the absence of a structured life schedule and peers. The caregivers reported an increase in stress since they gave more time to accompany the elders. The six-month intervention could not support the elderly with depression to progress to further stages of change. The authors argue the substantiality of care for supporting them involve in one's family, peer group, and community.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 4:

### Symposium on Gender-based Violence and Gender Equality Education

**Linda Wong** MA, RSW

RainLily

**Dr Raymond Tam** PhD, MASW, BASW

Hong Kong Polytechnic University

**Doris Yuen-Hung Fok** MSW, RSW

Association Concerning Sexual Violence Against Women

**Dr Raees Begum Baig** BSW, PhD

The Chinese University of Hong Kong

#metoo campaign around the world in 2017 has exposed a big loophole in the legal help-seeking situation for sexual violence victims, for example, disbelief and lack of knowledge of sexual violence in the complaint system, endured myths towards rape and sexual violence and more to come – in which victims turn to unconventional way to tell their stories. The symposium include 4 studies, the first one will illustrate some essential service data, which RainLily frontline workers collected from our service users, which is also the richest data in Hong Kong in revealing the landscape of sexual violence in Hong Kong in the past 18 years. The second one is an evaluation project focused on the outcome of a Prevention and Empowerment Project for Girls & Boys, a set of pre-workshop questionnaires and post-workshop questionnaires was designed to measure the changes within the students. The third study focuses on the influence of six social locations including gender, race, culture, religion, migration status and education, on shaping gender and GBV perceptions of minority girls in a transnational social system. The last study aims to gain more knowledge about the girls of the ethnic groups' understanding of and experiences on gender-based violence in Hong Kong. Based on the above findings and discussion, the following recommendations are proposed for combating the GBV. (1) To provide gender education in schools and communities. (2) To construct a supportive environment for women and girls. (3) To render cultural sensitivity training to service providers, police and prosecutors, etc. (4) Specialized teams for handling GBV for ethnic groups.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 6:

Social Worker-led Holistic Interdisciplinary Community-based End-of-life Care: Development, Implementation and Evaluation

**Dr Amy Yin-Man Chow** BsocSc, MSocSc, RSW, CT  
The University of Hong Kong

Funded by the Hong Kong Jockey Club Charities Trust, the Jockey Club Community End-of-Life Care Project developed, implemented and evaluated three different models of community end-of-life care between 2016 and 2018. These three models were led by social workers and supported the psychosocial needs of patients with advanced illnesses as well as their families. This symposium will describe three different models of community EoLC programmes by non-profit social service agencies in Hong Kong as well as the evaluation of these models. All organizations collaborated with hospital partners to provide community-based EoLC to families with older people with advanced illnesses, with unique foci. While emphasizing the partnerships with the health care system, these social care units strengthen psychosocial care in the community. Models include the volunteer-based model, assisted family-care model and patient empowerment model. A standardized comprehensive outcome and impact evaluation were carried out. Adopting mixed methods, assessments with older adults, family caregivers, and volunteers are implemented through pre-post-followup questionnaires as well as post-service qualitative interviews. Changes in symptoms, mental health, caregiving burden, quality of life, general health and complicated grief are assessed. Based on the experiences in the first three years, an integrated model was introduced for further testing. The symposium will also include the sharing of this new integrated model.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 8:

Mental Health Social Work – Opportunities, Threats and Strategic Directions

**Dr Siu-Man Ng** RCMP, RSW, PhD

The University of Hong Kong

**Angus Lam** RSW; **Hui Ning Tai** RSW; **Peter Ho** RSW

Mental Health Social Work Chapter, Hong Kong Social Workers Association

With a history of over a hundred years, mental health social work (MHSW) is one of the oldest specializations in the social work profession. Initially MHSW was largely hospital-based. Following the breakthrough in the pharmaceutical treatments for severe mental illnesses (SMI) in the 1960's, community mental health services have been rapidly developing. In parallel, MHSW ventured into the community and pioneered many innovative service models. The scope of MHSW also gradually expanded to common mental disorders (CMD) and the promotion of mental well-being.

In Hong Kong, the development of psychiatric rehabilitation services for persons with chronic SMI took off in the 1960's. Since the turn of century, more new resources were diverted to services for CMD. In 2010, the government reorganized the fragmented services into 24 Integrated Community Centres for Mental Wellness (ICCMW), with an ambitious aim of providing one-stop mental health service at the neighbourhood level. As a result of service expansion, the number of mental health social workers has been steadily increasing over the past few decades.

However, the specialization of MHSW in Hong Kong is lagging behind the rapid pace of service expansion. To drive the specialization of MHSW, the MHSW Chapter under the Hong Kong Social Workers Association was established in 2014. This symposium will critically examine the opportunities and threats ahead, and deliberate on the strategies to achieve our goal.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## **Symposium 10:**

Application of Mindfulness-based Intervention in Elderly Depression, Substance Abuse Relapse Prevention, and Caregiver Burden for Early Psychosis

**Dr Herman Hay-Ming Lo** PhD, MSW, AcounS, AFHKPCA

**Sunny Ho-Wan Chan** BSC(HONS)OT  
Hong Kong Polytechnic University

**Dr Cherry Hau-Lin Tam** PhD, MSW, RSW  
City University of Hong Kong

Recently more initiatives based on mindfulness-based intervention have been used in different social work settings. In these symposium three researchers shall present their recent projects about how mindfulness training has responded to the diverse service needs in social work practice. The first presentation is a pilot, randomized controlled study on elderly depression. 45 older adults aged 60 or above with depressive features were recruited and were randomly assigned to three different conditions, Mindfulness-based Intervention group, Health Qigong group, and waitlist control group. Participants in the mindfulness group showed better improvements than other two groups in reducing depressive mood and most other outcome measures after the intervention. The second presentation is a randomized controlled trial on mindfulness approach in relapse prevention for young psychotropic substance abusers. The effectiveness of the Mindfulness-Based Relapse Prevention Programme (MBRP) was evaluated against the Cognitive Behavioural Based Programme (CBT). Assessments were conducted at the pre- and post-intervention, and the 4th month follow-up. Results found that the MBRP programme was significant

In reducing young drug abusers' frequency of drug use and drug craving. Participants reported significant improvement in observing and describing their body sensations, feelings and thoughts. The third presentation is a pilot, mixed methods study on a mindfulness-based family psychoeducation for caregivers of young adults with psychosis. The study integrated a quasi-experimental group design with a participatory action research approach called Photovoice. 36 caregivers were recruited and significant improvements in caregiver perceived stress, positive caregiving experience, and emotional awareness as part of interpersonal mindfulness. The Photovoice approach provided additional insights about how caregivers encountered their stress, become more mindful of their pleasant moments, and their attachments to ideal conception of family and recovery. Implications to research and practice will be discussed in the symposium.



# International Conference on

Change and Innovation for a Better World:  
The Future of Social Work Profession

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## Symposium 12:

### Social Work: A Helping Profession as an Emotional Labor, a Neglected Concept

**Dr Steve Fu-Fai Fong** DSW, MSc, RSW

Fu Hong Society

**Dr Paulina Chi-Ying Kwok** DSW, MSW, MFT, SEP, FOT, CST, RSW

Private Practitioner

**Dr Tsan-Kuen Leung** DSW, RSW

Caritas Social Work Services

Social welfare services are a range of human services aiming to fulfil the needs, enhance the strengths and potentials, and promote the social and emotional wellbeing of the service users. It is characterized by the intensive face-to-face and emotional interactions, which can be perceived as job demand rather than only as a medium to achieve work tasks between social work employee (employees) and their service users. In this regard, employees working in the welfare sector should be considered as physical, mental, intellectual as well as an “emotional labor”. Employees are required to face the work pressure from heavy workload, demands from service users/ families, and administrative requirements; they are also expected to induce positive emotion, express caring and empathy in their interactions with service users as well as to control emotions that conform to social and professional norms. While the wellbeing of the users and the quality of services are highly emphasized; little concern is paid on the impact of repeated emotional control/ suppression, the management of workplace emotions as well as organizations’ display rules for employees to manage their motional expression in order to achieve the service goals. In this workshop, speakers from family/casework, rehabilitation and elderly service settings will explore the concept of “emotional labor” and discuss its importance and consequences in service provision with the participants through lectures and group discussion. It aims at arousing the concern of “emotional labor” at different levels of social service management. Employees should acquire skills to regulate their emotions induced by work and maintain their emotional wellness; service unit should develop a mutual support network among the colleagues; agency management should provide regular training and support to the employees; and the concept of “emotional labor” should be further studied and discussed in professional development, agency management and social work education.



# *International Conference on*

**Change and Innovation for a Better World:  
The Future of Social Work Profession**

**JUNE 27-29, 2019**

**HONG KONG**

Grand Hall, HKU

## **Symposium 14:**

**Energizing and Transforming Organizations through Positive Organizational Initiatives**

**Nancy Lo** BSSc (SW), MSSc, MSSC, RSW

Four Dimensions Consulting Limited

Hong Kong Christian Service (HKCS) is the first organization pioneering Employee Assistance Programme (EAP) in Hong Kong. Since 1991, it has launched its Employee Development Service (EDS) to serve employees in their workplace. Over the years, EDS has built up extensive experience in EAP services including professional personal consultation and counseling, employee development and training, management consultation as well as critical incidents stress management. With the changing needs of the business environment, the service has evolved from an “assistance” nature to a “wellness” service model.