



# 僱員支援計劃

## EMPLOYEE ASSISTANCE PROGRAMME (EAP)

共建身心平衡，提升工作潛能

**BUILDING RESILIENCE, ENHANCING PERFORMANCE**

# 機構簡介

浸信會愛羣社會服務處（2010年之前名為浸會愛羣社會服務處），由香港浸信會聯會於1978年授權香港浸會大學（前身為香港浸會學院）籌辦，並在1982年正式成立。機構初期主要在灣仔區及港島區提供社會服務。經過40多年的發展，服務已遍佈港九新界不同地區。

我們致力將信仰與專業揉合，提供全人關懷，並努力開拓與時俱進的創新服務。為配合社會上不同的需要，我們以地區為本，為幼兒至長者提供多元化的服務，包括兒童、青少年及家庭綜合服務、長者綜合服務、精神健康綜合服務、培訓及就業服務、臨床心理及輔導服務、幼兒學校、餐飲服務及扶貧項目等。

機構於2009年根據公司條例正式成為獨立法人團體（擔保有限公司），並獲稅務局按稅務條例批准成為豁免繳稅的慈善機構。

## INTRODUCTION

Established in 1982, Baptist Oi Kwan Social Service (BOKSS) was founded by Hong Kong Baptist University (formerly known as the Hong Kong Baptist College) under the commission of the Baptist Convention of Hong Kong in 1978. We first provide community services in Wan Chai district and Hong Kong Island. With over 40 years of development, we have progressively expanded our social services across various districts in Hong Kong.

We are committed to incorporating Christian belief into professional social work to provide holistic care services and strive to develop innovative services with new ideas. In view of ever-changing needs in society, we provide a wide range of district-based services for infants to elderly, including Integrated Children, Youth and Family Services, Integrated Elderly Services, Integrated Mental Health Services, Training and Employment Services, Clinical Psychological and Counselling Services, Pre-Primary School, Catering, Poverty Alleviation, etc.

In 2009, BOKSS was incorporated under the Hong Kong Companies Ordinance (a company limited by guarantee) and is one of the tax-exempted charitable institutions under the Inland Revenue Ordinance.

# 服務介紹

僱員支援計劃是關懷員工的貼心服務。本處透過一站式諮詢熱線、面談輔導、講座、工作坊、培訓活動及危機處理等，協助僱員面對工作、個人成長、社交及家庭生活上所遇到的困難和問題，促進僱員身心健康發展，從而提升工作效能及增加對公司歸屬感。

本處的專業心理輔導服務擁有超過20年經驗，團隊包括臨床心理學家、藝術治療師、註冊社工、心理輔導員等專業人士，為企業提供專業心理支援服務。

## About The Service

The Employee Assistance Programme (EAP) is a service that prioritises supporting employees. With a wide array of services including enquiry hotline, counselling sessions, workshops, training activities, and crisis management, we support employees in overcoming work-related challenges and personal growth. We strive to support the overall growth of employees by focusing on their physical and mental health, which in turn improves their work performance and strengthens their connection to the organisation.

Our professional counselling services have over 20 years of experience. Our team includes clinical psychologists, art therapists, registered social workers, and counsellors to provide professional psychological support services to corporations.



# 服務內容 Content



## 1. 諮詢熱線 Enquiry Hotline

為員工提供電話諮詢服務，初步了解他們的需要和情況，協調預約輔導服務。服務時間為星期一至六，早上9時至晚上9時。

We offer telephone counselling services to employees to understand their needs and situations and schedule counselling appointments. The operating hours are from 9:00 AM to 9:00 PM, on Monday to Saturday.

## 2. 輔導服務 Counselling Service

為員工提供實體面談或線上視像輔導，輔導範疇包括工作、個人情緒、社交和家庭等。

We provide in-person or online video counselling services for employees, addressing a range of counselling topics including work-related issues, personal emotions, social interactions, and family matters.

## 3. 工作坊及員工培訓 Workshops & Trainings

按企業需要，為員工度身訂做線上線下的培訓講座、工作坊或體驗活動，促進員工的身心健康、建立和諧工作間。

We offer customised online and offline training, seminars, workshops, and experiential activities to meet the organisation's needs, with the goal of enhancing employee well-being and creating a positive work environment.

## 4. 危機管理 Crisis Management

為企業提供即時的協助和支援，幫助員工應對突發事件或危機情況，協助企業制定和實施危機應變計劃，以及處理員工的心理創傷和壓力。

We offer prompt assistance and support to organisations, aiding employees in managing unforeseen events or crisis situations. We help organisations create and execute crisis management strategies, as well as support employees dealing with psychological trauma and stress.

# 講座、工作坊及員工培訓主題

## Topics of Seminars, Workshops and Staff Training

各類主題旨在提升員工的身心健康、個人發展及職場技巧，並建立和諧工作間。具體的主題和內容可以根據企業的需求和目標進行定制。

Different topics improve employees' physical and mental well-being, personal growth, and working abilities while fostering a harmonious work environment. Themes and content can be customised for organisations.

### 身心健康 Holistic Health

#### 「身心抗逆」壓力管理 "Resilience: Stress Management"

在面對工作壓力下，認識個人的身心反應，並學習有效的應對方法，從而提升面對逆境的能力。  
This training addresses work-related stress by helping employees recognise their physical and mental reactions and learn coping skills.

#### 「自助安眠」改善睡眠 Improve the Quality of Sleep

香港有不少人面對失眠問題，了解失眠的成因並分享有效的處理方法。  
Many Hong Kong citizens suffer from insomnia. This programme explains insomnia and provides ways to improve the quality of sleep.

#### 「靜觀生活」活在當下 Mindful Living

靜觀讓我們與自己的身心重新連繫，善巧地應對生活中的壓力和挑戰，在紛亂中尋回安穩。  
Mindfulness helps us reconnect with our body and mind, manage life's challenges, and find peace in chaos.

#### 「抒情畫意」藝術治療 Expressive Art

透過藝術學習觀察內心的習性，提昇自主感及自我接納。  
Art assists employees in reflecting on their inner inclinations, developing a sense of independence, and fostering self-acceptance.

#### 「筋骨鬆一鬆」消除疲勞 Stretching Exercise

透過練習各式伸展及毛巾操舒展整個身體，教導員工預防因肌肉過分繃緊而引發的痛症。  
Employees learn stretches and towel exercises to reduce muscle tension ache by stretching and relaxing the body.

#### 「有營飲食」提升免疫力 Nutritious Diet: Boosting Immunity

從飲食入手提升免疫力，分享營養與快樂及睡眠的關係，幫助你工作更醒神。  
Starting with eating, this approach examines how nutrition, happiness, and sleep strengthen immunity. It helps employees focus on tasks.

# 講座、工作坊及員工培訓主題

## Topics of Seminars, Workshops and Staff Training

### 身心健康 Holistic Health

#### 「疏通經絡」中醫調理 Meridian Clearing: Traditional Chinese Medicine Adjustment

從中醫角度了解經絡穴位與情緒的關係，透過穴位按摩來疏通不適的情緒，提升正氣。  
Using traditional Chinese medicine to explore meridian acupoints and emotions. Using acupressure massage on precise spots reduces emotional pain and boosts energy.

#### 「理財要健康」理財與精神健康的關係 Money Mental Health

提高員工對理財和精神健康的關注，改善理財習慣和態度，預防財務問題對精神健康的惡性循環。  
Increase employees' financial management and mental health knowledge, encourage healthier financial habits and mindsets, and stop the cycle of financial problems and mental illness.

### 和諧工作間 Harmonious Workplace

#### 「職場溝通」提升人際關係 Workplace Communication: Enhancing Interpersonal Relationships

了解職場小禁忌，學習反映式溝通，提升員工自我的溝通能力。  
This training promotes workplace etiquette, reflective communication, and self-communication to improve employee positive interactions.

#### 「分秒必爭」時間管理學 Every Second Counts: Time Management

了解時間管理的重要性，為工作、生活、生涯做好計劃和管理。  
This programme highlights the significance of time management and educates employees on how to efficiently plan and manage their work, life, and career.

#### 「拆解衝突」共建和諧工作間 Deconstructing Conflict: Building a Harmonious Workplace

認識衝突類型和原因，學習處理衝突的重要原則。  
Understanding different conflict types and causes and mastering key conflict resolution principles.

#### 「增Team 樂趣」建立團隊 Team Building

學習在團隊中互相欣賞，共同解難，為企業提昇競爭力。  
Learning to value each other's contributions and work together as a team to overcome obstacles boosts the organisation's ability to succeed.

#### 「共同成長」建立梯隊 On-job mentoring

為部門中層員工提供培訓，學習如何管理團隊，為未來做準備。  
Providing training for mid-level employees to learn how to manage teams and prepare for future leadership roles.

#### 「正向office」打造正向文化 Positive office; positive culture

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# 講座、工作坊及員工培訓主題

## Topics of Seminars, Workshops and Staff Training

### 和諧工作間 Harmonious Workplace

#### 「職場共融」 多元工作間 Workplace Inclusion: Embracing Diversity

了解多元文化種族、殘疾人士、復康人士在辦公室的需要，打造共融工作間。

Fostering an inclusive workplace requires understanding the requirements of diverse cultures, ethnicities, individuals with disabilities, and rehabilitation employees.

### 關顧員工家庭 Caring for Employees' Families

#### 「抱緊我」 兩性關係 "Hold Me Tight": Intimate Relationships

認識負向的互動循環，了解愛的連結，減低因個人情緒或壓力對各方面的影響。

Understanding negative interaction cycles, delving into the connection of love, and how emotions and stress affect relationships.

#### 「照顧者日常」 Become a Carer

辨識照顧者身份，了解認知障礙症、過渡活躍症、自閉症的狀況，為作為照顧者做好準備。

Appreciating the importance of carers, being aware of cognitive impairments, hyperactivity disorders, and autism, and equipping carers for their duties.

#### 「認識長者」 Understand the Elders

認識長者常見疾病、情緒狀況、日常照顧技巧及社區資源，減低在職照顧者的壓力。

Exploring common ageing ailments, mental well-being, caregiving practices, and local support systems to reduce stress for working carers.

#### 「親職教養」 親子關係 Parenting Education: Parent-Child Relationship

雙職父母忙於工作，又要處理子女各樣狀況，教養壓力容易影響工作表現，學習建立溫馨的親子關係。

Working parents must balance work and child-related difficulties. Parenting stress can impair work performance. Learn how to build a friendly parent-child bond.

#### 「認識SEN」 Learn about SEN

了解特殊學習兒童的需要，在管教上更能事半功倍。

Understanding the needs of children with special educational needs can significantly enhance the effectiveness of parenting.

#### 「理財訓練」 從小開始 Financial Training for kids

幫助家長為子女從小建立正確的理財觀念，一同為未來做準備。

Assisting parents in teaching their children about financial concepts at a young age and planning for the future together.

#### 「生涯規劃」 Career Planning

認識多元化的工作發展，以及了解子女特性，一同規劃未來的每一步。

Exploring various career paths and understanding your children's unique traits to plan their future collaboratively.

# 講座、工作坊及員工培訓主題

## Topics of Seminars, Workshops and Staff Training

### 個人成長 Personal Growth

#### 「性格多面睇」 Self-understanding

以不同測試了解個人及員工的特質，學習如何應對及欣賞他人。

Applying different assessments (MBTI, DISC, Enneagram) to understand the characteristics of employees, discovering how to react to and value others.

#### 「社會關懷」 服務社區 Be a Volunteer

認識義工服務，學習應對技巧，了解社區需要及資源，實踐助人自助的精神。

Exploring volunteer service, developing response skills, recognising community needs and resources, and embracing the spirit of helping others and self-help.

#### 「面對離別」 生命教育 Life and Death Education

如何面對親友、寵物的離開，學會處理哀傷，走出傷痛的陰霾。

How to handle the passing away of loved ones and pets and navigate through grief to find healing and peace.

#### 「閒情逸緻」 趣味小手工 Enjo the Leisure Moments

忙裡偷閒，學習製作不同小手工，陶冶性情，讓自己放鬆一下。

Stepping away from the hustle and bustle of daily life, learning new crafts, taking care of oneself, and enjoy the relax moment.

#### 「退居幕後」 規劃退休生活 Prepare for Retirement

如何適應退休生活，為自己的退休生活好好規劃一下。

Plan for a happy retirement is needed, and learn how to adapt the retirement life.





# 線上支援 Online Support

## Re:Fresh 線上精神健康自助平台

### Re:Fresh E-platform

浸信會愛羣社會服務處推出「Re:Fresh線上精神健康自助平台」，為市民帶來從生活形態出發的情緒健康線上自助體驗，可隨時隨地將自我照顧融入日常習慣，預防情緒危機。本處參考美國生活形態醫學會及美國國家健康研究所的研究，精心挑選六大切實可行的健康目標，並提供各種深入淺出的專家建議，鼓勵市民保持平衡的生活模式，讓追求情緒健康變得更輕鬆。

Baptist Oi Kwan Social Service has introduced the "Re:Fresh E- Platform", providing the public with an interactive online self-help programme for emotional well-being tailored to their lifestyle. It enables people to easily incorporate self-care practices into their daily schedules, no matter where they are, in order to avoid emotional breakdowns. Based on studies conducted by the American College of Lifestyle Medicine and the National Wellness Institute, the programme chooses six achievable health objectives and offers expert guidance to help people maintain a well-rounded lifestyle, making it easier to prioritise emotional well-being.



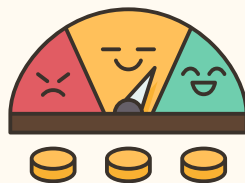
人際關係  
Interpersonal Relationships



工作與財務管理  
Work & Financial Management



個人成長  
Personal Development



情緒管理  
Emotion Management



運動與健康  
Exercise and Health



休息與睡眠  
Rest and Sleep

### 3大自助模式 3 Ways to Help Yourself

- 1** 自助課程 Courses at your own pace  
由臨床心理學家、醫生、營養師、靜觀導師等專家編寫。配合有趣的互動設計，可輕鬆自學。另設真人指導的半自助課程，專注個別所需。  
Developed by clinical psychologists, doctors, nutritionists, mindfulness instructors, and others. They have fascinating designs and are easy to master. Customised semi-guided courses with real-time support are also offered.
- 2** 線上工作坊 Online Workshops  
導師實時在線開講，60分鐘滋養身心。  
Online instructors provide one-hour interactive lessons on mental and physical health.
- 3** 靈感之源 Insights  
由金句到文章，將知識深入淺出，為市民提供多方面精神健康相關資訊。  
Offer quotes, articles, and other information to assist individuals better understand mental health.

# 了解更多詳情

## Contact us For Inquiries

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