

危機應變，防患未然

Managing crises and anticipating uncertainties

隨著不斷轉變的社會需要，本會服務單位所面對的危機和突發事故亦隨之而增加。為增強職員對處理危機和應對突發事故的能力，本會於2020年7月邀請了宏智領導培訓中心創辦人及企業教練馮炳全博士為職員進行危機處理訓練，並根據本會預防、危機事件緊急處理和事後跟進及改善等機制提供意見。

本會社區精神健康服務應用相關的知識，制定「危機處理手冊」，採用危機處理中的2P+2R框架，在預防(Prevention)、預備(Preparedness)、應變(Response)和復原(Recovery)四方面設立相關程序，讓職員學習識別高危因素；了解各職級職員在處理危機時的角色和責任；掌握應對危機時的臨場技巧；安排事後跟進；以及利用行動後學習(AAR)手法檢討處理危機的過程。

此外，本會亦設立了「危機事件演習」機制，在中途宿舍和精神健康綜合社區中心每年進行一次危機事故演習，以提升職員對處理危機事故的應變能力。

本會將檢視社區精神健康服務應用「危機處理手冊」的執行情況，以應對不同危機的出現。



In response to the evolving societal needs, the Society has to enhance service units' capacity in handling crises and emergencies. In this connection, a crisis management training session was organized to equip staff with knowledge in developing protocols on preventing crisis and handling emergencies, as well as its follow-up and improvement procedures.

The Society's Community Mental Health Services has adopted related knowledge, setting out a "Crisis Management Manual" that is structured with the 2P+2R crisis management framework. Procedures were established according to the four steps: Prevention, Preparedness, Response and Recovery. With this Manual in place, high-risk factors were identified; procedures and tiers of handling were clearly stated principles and practical skills in handling crises were established; follow-up and the After Action Review (AAR) evaluation processes were developed.

In parallel with the Manual, a regular drill mechanism is also set up so as to enhance our staff's ability in handling crisis.

The Society will review and draw the experience from practicing the manual to cope with different crisis facing the Society.

