

# Hong Kong Well UK 英國心泉

## Service Agreement for Webcam-Based Online Triage Assessment

**Note: Please read the Service Agreement carefully and sign in the English version.**

請小心閱讀本協議，並於英文版協議下方簽署作實。

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### **1. Terms of Service**

- 1.1 By accepting Hong Kong Well UK's offer for webcam-based online session, you agree that our service is governed by the law of the country in which counsellors/ therapists / psychologists are based, irrespective of the country in which the clients reside. Any disputes or disagreements arising from the provision of services under this engagement will be dealt with accordingly.
- 1.2 Counsellors / Therapists / Psychologists are collectively referred to as "Practitioners" in the terms and conditions stated hereafter.
- 1.3 Our online service to clients in the UK will be conducted in Cantonese.
- 1.4 The child seeking support is required to attend a triage assessment with our practitioner. If needs arisen, parents will also be invited to attend simultaneously to facilitate a thorough assessment in some aspects.

### **2. Privacy**

- 2.1 The triage assessment (with parents if needed) will be conducted via the **ZOOM / TEAMS / GOOGLE MEET** which is generally considered a secure, confidential and reliable video software platform. Please familiarize yourself with the technical information provided and prepare for the session so that you are ready to start on time.
- 2.2 Although Hong Kong Well UK aims to provide the highest practical levels of client confidentiality protection by using end-to-end encryption and only utilizing services that are Health Insurance Portability and Accountability Act (HIPAA) compliant, we regret that we are unable to guarantee complete confidentiality under all circumstances. Monitoring or intrusion by state agencies or by computer service providers operating under state direction may in certain jurisdictions pose a threat to client confidentiality. If you feel that you may be at risk, you may wish to consider receiving our service through other alternative ways.
- 2.3 Online meeting platforms are typically designed to share information with others and often ask you to trade convenience for confidentiality. If you are concerned about your privacy, we would suggest that you only use private secured networks whenever possible and avoid shared connections. Please also turn off or disable any unnecessary applications, particularly those that may frequently connect to the internet and ensure that your computer is regularly checked for computer viruses and spyware.

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2.4 Further information about online security can be found on the Information Commissioner's Office Website: <https://ico.org.uk/for-the-public/online/>

2.5 The triage assessment should take place in a private setting to ensure that conversations will not be overheard. If our practitioners deem the setting to be not sufficiently private, the assessment session will be terminated; and fees may still be charged if this assessment is later required again. Recording sessions without the explicit consent of both the practitioners and the clients will be considered a breach of this service agreement, resulting in the termination of this service.

### 3. Donation & Payment Arrangement

3.1 Hong Kong Well UK is a community interest company (CIC), aiming to help in the mental well-being of children and young people migrated to the UK from Hong Kong and to provide counselling for them in their native language, Cantonese.

3.2 All of our practitioners have obtained years of experiences in their professional practices in Hong Kong and in the UK. They are willing to offer their time and expertise to assist children and young people who are suffering from mental health issues. Therefore, some time slots may be limited.

3.3 We will not charge fees at present for those services not funded by the government or other external organizations. However, we suggest our clients making donation of £30 for each case in order to maintain the volunteer-based services. If you have issues making the donations, please let us know.

3.4 Here is a link to make your donation before your triage assessment <https://hongkongwell.uk/support-us/>. All donation is non-refundable.

3.5 In the event that you will NOT be attending the arranged triage assessment, you are required to inform us of your absence by email to our service team at [service@hongkongwell.uk](mailto:service@hongkongwell.uk) and the responsible practitioner 24 hours in advance. In case you fail to give us 24 hours' prior notice of absence, you are required to pay Hong Kong Well UK the full cost of the triage assessment.

3.6 Should the triage assessment conclude that counselling or other service is needed, our practitioner or case advisor will discuss with you the details including the number of counselling sessions required at the end of the assessment or at another appointment.

### 4. Technical Problems

Should either party experience technical difficulties, we endeavour to contact the client straight away; and/or try to reconnect the client online as soon as possible. If the session has been disconnected more than 15 minutes in overall due to technical problems on the side of our practitioner, we will offer to supplement this time. If this is not possible in that session, we may arrange a make-up session.

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### **5. Clinical Emergency**

5.1 Hong Kong Well UK's webcam-based online triage assessment is aimed at helping clients to manage their emotional wellbeing and relationship with others. It cannot deal with clinical emergency.

5.2 In any cases of clinical emergency, severe distress, and other more urgent mental health difficulties, clients must contact their GP, the local medical emergency services, and/or any other local services as appropriate. When we are extremely concerned with the health and safety issues of our clients, we may report to their local GP, the police or other related authorities.

### **6. Required Information and Procedure**

6.1 You will be required to provide us with details of your local medical practitioner and the school attending to facilitate our future referral, if necessary, after our online therapy service.

Before the initial session:

- you as a new client will be asked to complete a referral form, as far as possible if available, at least 24 hours prior to a consultation appointment. It is a form telling us who has referred you to our service and whether this referrer will continue to follow up further after our service.
- please ensure that you have our appointment email with details on how to access the booked session at hand.
- please launch the Zoom or other online platforms' application and login a few minutes prior to the scheduled start time of the session.

6.2 In a triage assessment, our practitioner will explore your current difficulties and discuss with you or the parents in case of clients aged under 16 on how to proceed. We want to ensure that your situation is best suited for an online therapy. However, in case online therapy is not suitable, we will recommend or signpost you to more appropriate alternatives.

### **7. Confidentiality**

7.1 Hong Kong Well UK adheres to professional principles of confidentiality. We would not disclose your information to a third party without your consent, except in situations when we are extremely concerned about the safety of you and other people including but not limited to the following:

- Cases of child abuse e.g. sexual/physical abuse and neglect of children, which may be reported to the police or safeguarding hub.
- Cases of clinical emergency e.g. committing suicide, mental disturbance that caused others harm, which may be reported to the police or urgently referred to GP and/or crisis team.

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- Cases involving criminal prosecution which may be reported to related official authorities.

7.2 Please refer to our safeguarding policy and privacy notice at <https://hongkongwell.uk/safeguarding-policy/> and <https://hongkongwell.uk/cic-privacy-notice/>.

7.3 If you attend the triage assessment as a family, we would normally assume information be shared among you all. If you have any questions about confidentiality, you can discuss with the practitioner assigned to you.

## 8. Engaging with CAMHS & Other Resources

Hong Kong Well UK aims to offer our services effectively to alleviate the emotional disturbance of the clients. If you have been referred to or have engaged with CAMHS, school or other agencies for the triage assessment, you should contact our service team at [service@hongkongwell.uk](mailto:service@hongkongwell.uk) immediately. Failing to do so may jeopardize your chance of getting CAMHS service or those from other sources in future.

## 9. Boundaries of Assessment

9.1 A triage assessment session is offered according to the time as scheduled. If you need to reschedule the session, please liaise with our practitioner and our service team at [service@hongkongwell.uk](mailto:service@hongkongwell.uk).

9.2 While the online framework provides a sense of ad-hoc connection, it is not appropriate to engage with our practitioner through social networks out of the session hours. Enquiries outside of the sessions should be made through our service team at [service@hongkongwell.uk](mailto:service@hongkongwell.uk).

## 10. Feedback Forms and Outcome Monitoring

We seek to gather feedback about the effectiveness of our services, and you may be asked to complete a questionnaire after the triage assessment. We will send you an email with links and be grateful if you can complete the questionnaire accordingly. Your answers will also be collated anonymously. If you have any questions about this form, please speak to our practitioners.

## 11. Access to Your Data

Hong Kong Well UK is obliged with the Information Commissioner and all personal data is processed and maintained in accordance with the Data Protection Act 2018. For further information, please contact our service team by email to [service@hongkongwell.uk](mailto:service@hongkongwell.uk).

## 12. Feedback and Complaints

If you are unhappy with the triage assessment that you have received; or with any other aspect of your contact with Hong Kong Well UK, it may be helpful that you discuss this

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with your referrer in the first instance. You can also contact our administration team at [contact@hongkongwell.uk](mailto:contact@hongkongwell.uk).

### **Declaration**

1. The principal parent / main carer must sign this Service Agreement on behalf of the child seeking support if he / she is aged below 16.
2. If the child seeking help is aged 16 – 17, either the child or principal parent / main carer (if agreed by the child) should sign this Service Agreement.
3. By signing this Service Agreement, you confirm the following:
  - I agree to the terms and conditions of this Service Agreement.
  - As the principal parent / main carer, I have discussed with the child concerned and sign on his / her behalf.

### **For Child Aged Below 16**

This agreement must be signed by Principal Parent / Main Carer on behalf of the child:

Signature : \_\_\_\_\_

Print Name: \_\_\_\_\_

Date : \_\_\_\_\_

### **For Child Aged 16 - 17**

This agreement can be signed by the child; or signed by the Principal Parent / Main Carer on behalf of the child:

Signature : \_\_\_\_\_

Print Name: \_\_\_\_\_

Relationship with the child concerned if signed by the Principal Parent / Carer:

\_\_\_\_\_

Date : \_\_\_\_\_

(We accept electronic signature.)

-End-

(Revised on 22 Dec 2024)