

Hong Kong Satir Center for Human Development
The Practice Guidelines in Counseling and Supervision Service

I. Preamble

1. The Hong Kong Satir Center for Human Development aims to promote professionalism in counseling and supervision using Satir Model. In pursuance to our Code of Ethics, we adhere to practices so as to construct a high standard of professional services to our clients and supervisees.

II. Definitions

2. The Center means the Hong Kong Satir Center for Human Development.
3. Counselor includes Senior Counselors, Counselors and Counselors-in-training.
4. Supervisor includes Senior Supervisors, Supervisors and Supervisors-in-training.
5. Client means user of counseling service.
6. Counseling means individual, couple, family and group counseling or therapy.
7. Supervisee means user of supervision service.

III. Practice Guidelines

Professional Qualification

8. We counselors and supervisors shall have acquired appropriate professional qualification and membership when practicing counseling and supervision in the Center.
Specifically we shall:

- 8.1 inform our clients and supervisees the kind of professional qualifications and membership we acquired when being asked;
- 8.2 agree to the Center to release our professional qualifications and membership to whoever inquires for the purpose of seeking counseling and supervision;
- 8.3 provide verification for our professional qualifications and membership when being asked;
- 8.4 remind our supervisees to comply with each of the foregoing.

Relationship with Client and Supervisee

9. We counselors and supervisors shall contain the relationship with our clients and supervisees as far as possible only to a professional context.
Specifically we shall:

- 9.1 avoid dual relationship with our clients, especially under no circumstances to have sexual or intimate relationship with our clients and supervisees when the therapeutic relationship is on-going;
- 9.2 avoid dual relationships such as providing therapy to supervisees or providing supervision to clients;
- 9.3 advise our supervisees to seek for therapy from other counselors in case of need;
- 9.4 dual relationships also include, but are not limited to, borrowing money from clients and supervisees, engaging in a business venture with clients and supervisees;
- 9.5 usually contact our clients and supervisees through the Center;
- 9.6 unless in exceptional circumstances, avoid any electronic correspondence, telephone call or other contact with our clients and supervisees when the therapeutic relationship is on-going and the

correspondence is out of the context of therapy or supervision.

Confidentiality and Consent

10. We counselors and supervisors shall uphold the confidentiality rule at all times.
Specifically we shall:

- 10.1 explain to our clients and supervisees the “Service Agreement” in the beginning of our services;
- 10.2 invite our clients and supervisees to acknowledge the acceptance of the “Service Agreement” by signing;
- 10.3 cease any service when our client and supervisees refuse to accept the terms of “Service Agreement”;
- 10.4 disclose no information on the clients and supervisees or the case, to a third party unless with written consent from our clients and supervisees;
- 10.5 in case of emergency, danger to a person, unethical practice of the supervisees, report such to the Center even without consent from the clients and supervisees;
- 10.6 when receiving an order from court or government agency for production of case record, promptly notify our clients and supervisees and provide necessary information as legally required;
- 10.7 record any disclosure details in the case file.

Maintaining and Safeguarding Records

11. We counselors and supervisors shall maintain proper record of our interview and safeguard the records with our utmost care.
Specifically we shall:

- 11.1 make accurate record of an interview;
- 11.2 keep all records in case files stored in the Center;
- 11.3 under no circumstance remove any content from the case file or the file from the Center;
- 11.4 submit an interview record and worksheet for safekeeping as stipulated by the Center;
- 11.5 take all precaution not to put down information that might lead to the identification of our clients and supervisees in the interview record and worksheet;
- 11.6 take extra precaution to prevent unauthorized access to our computers or other electronic storage media when such devices contain any case information;
- 11.7 destroy all case information stored in our possession including computer record when the case is closed or the supervision ends;
- 11.8 for supervisor, to access the supervision case file for risk assessment, only when need arises;
- 11.9 document our decisions to terminate a case or dismiss supervisees.

Video and Audio Recording

12. We counselors and supervisors shall only video or audio record our interviews for professional purpose.
Specifically we shall:

- 12.1 invite our clients and supervisees to sign an agreement to the video and audio recording an interview;

- 12.2 keep the signed agreement in the case file as a proof of consent to video and audio recording;
- 12.3 use the video and audio recording only according to the terms of the signed agreement;
- 12.4 safeguard the video and audio records in an utmost careful manner so as to prevent unauthorized access to such records;
- 12.5 destroy the video and audio records when the case is closed or the supervision ends.

Remuneration

- 13. We counselors and supervisors shall accept remuneration from the Center, as agreed on service contract.

Specifically we shall:

- 13.1 take no money directly from our clients and supervisees;
- 13.2 whenever possible refrain from accepting any gifts including “laisee” from our clients and supervisees. Only in unavoidable circumstances, accept food or gift of the value HK\$50 or less. If the value is over HK\$50, refer the gift to the Center for disposal;
- 13.3 accept no barter service in exchange of our professional services;
- 13.4 reimburse traveling expenses for voluntary service according to the scale set down by the Center.

Conflict of Interest

- 14. We counselors and supervisors shall avoid conflict of interest.

Specifically we shall:

- 14.1 restrain from promoting personal trade activities, e.g. giving out personal name cards to our clients and supervisees;
- 14.2 restrain from referring other professionals such as private medical, legal or insurance practitioners to our clients and supervisees;
- 14.3 recommend referral to outside counseling and supervision services according to a list of professional bodies and health services hotlines provided by the Center;
- 14.4 release information that may lead to conflicts of interest between a third party and the Center.

Professional Conduct

- 15. We counselors and supervisors shall uphold our professional conduct at all times.

Specifically we shall:

- 15.1 attend interviews punctually as scheduled;
- 15.2 inform the Center for re-scheduling as early as possible.

Supervision

- 16. We counselors and supervisors shall take supervision or supervision-on-supervision as a mean to improve our professional ability.

Specifically we shall:

- 16.1 take at least one session of supervision for every 10 sessions of counseling conducted by ourselves;

16.2 take at least one session of supervision-on-supervision for every 10 sessions of supervision conducted by ourselves.