

明愛青少年及社區服務

服務質素標準 12

12.5 服務安排更改通知程序文件

1. 原則

- 1.1 凡影響服務安排之改變，無論是已預計的或突發的情況下發生，負責職員應在一星期前或合理的最快時間內以合適的渠道，通知受影響的服務使用者及有關人士；並在情況許可下提供其他合適的服務選擇。

2. 程序

- 2.1 在舉辦活動或課程前，如有需要更改活動、日期、時間、地點、收費、對象或導師等，活動或課程負責職員須在一星期前或合理的最快時間內以合適的方法，（例如：通告、書面、電郵、電話或傳媒廣播等方式）通知參加者有關改動之因由。
- 2.2 若事出突然(例如: 停電)，時間不足夠或未能通知服務使用者有關取消會面的決定或活動之更改，服務單位需要安排當值職員，向服務使用者解釋情況；並在可能的情況下，通知服務使用更改後的最新資料。
- 2.3 當遇到以上提及的活動資料更改情況，課程或活動負責職員必須把有關更改在一星期前或合理的最快時間內通知部門內或相關部門之職員，以及中心詢問處職員，儘量一致地回應活動改動後之所有查詢。
- 2.4 任何特別安排，如同工營或職員外出處理緊急事故等等，需要於某個時段暫停服務時，單位主管須在一星期前或合理的最快時間內通知各職員，在一星期前或合理的最快時間內派發／擺放／張貼單張或通告，以使區內有關團體或服務使用者能儘早知道有關安排。
- 2.5 若服務單位因搬遷或其他原因，需更改地址或電話時，必須一星期前或合理的最快時間內派發/擺放/張貼單張或通告，以便區內有關團體、服務單位或服務使用者能儘早知道有關安排。

Caritas Youth and Community Service

Service Quality Standard 12

12.5 Notification Procedure of Change in Service Arrangement

1. Principle

- 1.1 In case of change in service arrangement, whether it is planned or happened as emergency, the staff in charge should inform the affected service users/related parties through an appropriate channel one week in advance or within the shortest, reasonable time. If situation permitted, suitable alternative service options should be provided.

2. Procedure

- 2.1 Before the programme or course is held, if there is any change in the activity/date/time/venue/charge/target participants/instructor, the staff in-charge should notify the participants through an appropriate channel (such as notice, correspondence, email, telephone, or media broadcast, etc) one week in advance or within the shortest, reasonable time.
- 2.2 If it is an emergency (e.g. power outage), and there is insufficient time to notify service users on the cancellation or change in the meeting/activity, the service unit has to arrange a staff on duty to explain to the service users of the situation, and if possible, any updated arrangement of the service.
- 2.3 In the cases of activity change, the staff in charge of the course/programme should notify the department staff or staff of related department and the Centre's Enquiry Office staff one week in advance or within the shortest, reasonable time to answer related enquiries in consistence.
- 2.4 If the service has to be suspended for a period of time due to special arrangements such as co-workers camp or dealing with emergency, the unit head/social work supervisor needs to notify all staff one week in advance or within the shortest, reasonable time. Notice or leaflets have to be delivered/placed/put up one week in advance or within the shortest, reasonable time to notify the service users or related groups in the district.
- 2.5 If the service unit changes the address or telephone number for relocation or other purpose, notice or leaflets have to be delivered/placed/put up one week in advance or within the shortest, reasonable time to notify the service users and related groups and service units in the district.