

## 服務質素標準九

### 9.1 社會工作服務各單位的安全政策

#### 1. 目的

此安全政策及相關的程序有以下目的：

- 1.1 確保所有社會工作服務單位的服務使用者、職員和訪客處身於安全及衛生的環境。
- 1.2 確保職員明瞭和遵守安全工作守則。
- 1.3 指導職員和服務使用者如何應付緊急事故。

#### 2. 理念

社會工作服務部致力確保所有探訪我們的單位、使用我們的設施或參與我們所舉辦活動的人士（服務使用者、職員、訪客）處身於安全的環境。

保持環境安全，人人有責。社會工作服務部的全體職員有責任以安全為行事的守則、遵守各安全政策及程序，以及在一旦發生緊急事故時，遵照指示行事，盡力減少不安全的情況。

#### 3. 政策

為使本服務單位達到最高的環境及安全標準，社會工作服務各單位承諾：

- 3.1 定期進行環境及安全評審，並實施解決有關問題的計劃
- 3.2 定期進行火警演習、疏散演習等安全程序
- 3.3 妥善維修有關設備，並訓練職員和服務使用者使用這些設備
- 3.4 定期檢討和修訂安全、衛生及預防傳染疾病的政策及程序
- 3.5 安排職員接受有關安全、衛生及預防傳染疾病政策及程序的訓練
- 3.6 存備文件記錄，並定期檢討有關文件，以減少潛在的危險

#### 4. 程序

社會工作服務各單位制訂下列安全、衛生及預防傳染疾病程序，並定期檢討。

檢討及更新日期：2023年11月2日

發佈：經各服務的總辦事處傳

檢討：根據服務質素標準2，政策會於有需要時或每年由社會工作服務部長或委派代表檢討。

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## SERVICE QUALITY STANDARD 9

### 9.1 SAFETY POLICY OF ALL SERVICE UNITS OF SOCIAL WORK SERVICES

#### 1. Purpose

The purpose of this policy and the associated procedures are as follows:

- 1.1 Ensure a safe and hygienic environment for service users, staff and visitors to all service units.
- 1.2 Ensure safe working practices are understood and followed by staff.
- 1.3 Provide guidance to staff and service users on appropriate action to be taken in the event of an emergency situation arising.

#### 2. Philosophy

All service units are committed to ensuring a safe environment for all people (service users, staff, and visitors) who visit or use the facilities or participate in the activities of the Service.

Safety is a shared responsibility and all staff has a duty to contribute to the safety of the environment by acting in a safe manner, adhering to policies and procedures and following instructions in the case of an emergency situation.

#### 3. Policy

In order to maintain the optimal environmental and safety conditions, all service units are committed to:

- 3.1 regular environmental and safety audits and implementation of problem resolution plans
- 3.2 regular practice of procedures such as fire and evacuation drills
- 3.3 equipment maintenance and training in the use of equipment
- 3.4 regular review and updating of policies and procedures on safety, hygiene and prevention of infectious diseases
- 3.5 staff training in policies and procedures relevant to safety, hygiene and prevention of infectious diseases
- 3.6 written documentation and hazard identification through regular review of the written documents

#### 4. Procedures

All service units have developed and regularly review the procedures on safety, hygiene and prevention of infectious diseases.

Date of Review and Revision: 2 November 2023

DISTRIBUTION: Circulate to all services via Head Office.  
 REVIEW: The policy will be reviewed on need basis or annually by the Director of Social Work Services or delegates as stated in SQS 2.