**TWGHs CEASE Crisis Centre**

CEASE Crisis Centre provides crisis intervention and support services which aim to serve victims of sexual violence and individuals/families encountering domestic violence or other family crises. Our comprehensive support services include 24-hour hotline service, outreaching service and short-term accommodation service.

1. **Service Objectives:**

**🟇**To help needy individuals and their families handle immediate crisis and disturbance for preventing deterioration of problems, and to link them to health care and/or social service units at an early outburst for providing effective and coordinated services.

**🟇**To assist and accompany victims of sexual violence to obtain appropriate medical, legal and counselling services, to protect victims from repeating their unpleasant experiences to minimize re-traumatization, and to enhance victims’ resilience.

1. **REGARDLESS of Age, Gender, Sexual Orientation and Race:**

**🟇**Victims of sexual violence

**🟇**Individuals or families encountering domestic violence, including victims of child abuse, spouse battering (including battered man), and elder abuse

**🟇**Individuals or families encountering other family crises who need a place for time-out or refuge

1. **Service Scopes:**

**🟇24-hour Hotline:**

The Hotline is manned by registered social workers on a 24-hour basis. Immediate risk assessment and counselling service are provided to victims of sexual violence and individuals/families encountering domestic violence or other family crises.

**🟇Outreaching Service:**

24-hour immediate outreaching service for victims of sexual violence is provided. Immediate outreaching service for victims of elder abuse is provided during non-office hours of Social Welfare Department.

**🟇Short – term Accommodation Service:**

Short-term accommodation, not exceeding 2 weeks, is provided to our service targets who are not suitable to go back home due to the crisis. During the stay, appropriate service, such as counselling and group treatment, are provided to assist the service users to recover from trauma and enhance their problem-coping skills

**🟇Referral and Support Services:**

Referrals to Social Welfare Department, Hospital Authority, Police or other relevant organizations are made for individuals or families in need for obtaining appropriate protection and services.

1. **Opening Hours:**

Round the clock service throughout the year is provided by registered social workers to persons in need.

1. **Fees:**

Free of charge

1. **Application for Services:**

Persons in need can call CEASE Crisis Centre 24-hours Hotline: 18281

1. **Termination of Services:**

Mutual agreement between service user and responsible social worker for case closing; service users can also request termination of service.

1. **Mail:**

6/F, TWGHs Wong Fung Ling Memorial Building, 12 Po Yan Street, Sheung Wan, Hong Kong

(Fwd. to CEASE Crisis Centre).

**Fax:**

27034111

**E-mail**

[ceasecrisis@tungwahcsd.org](mailto:ceasecrisis@tungwahcsd.org)

**Website:**

<http://ceasecrisis.tungwahcsd.org>

**Online Counseling:**

http://18281.tungwahcse.org

**Tung Wah Group of Hospitals**

**CEASE Crisis Centre**

**Crisis Intervention and Support Services**

ONE-STOP SERVICES

24-hour Professional Support by Registered Social Workers

**Service Mission**

**🟇**To care and concern victims’ various aspects of needs during and after the crisis

**🟇**To provide comprehensive care and concrete assistance to victims wholeheartedly

**🟇**To accompany victims during the recovery process and facilitate them to re-build confidence for facing the future

**We strive to provide the following services to victims of sexual violence**

**🟇**24-hour hotline service provided by registered social workers all year round

**🟇**Immediate risk assessment and counselling

**🟇**24-hour immediate outreaching and crisis intervention services to contact and support victims

**🟇**Assistance in liaising a follow-up service plan

**🟇**Coordination with hospitals for arranging medical examination and treatment, emergency contraception, tests on sexually transmitted diseases and other related medical follow-up

**🟇**Report of events to police arranged by designated social worker upon victim’s consent; accompany and support during the process of statement-taking and related legal proceedings

**🟇**Post-crisis trauma counselling service for victims and their family members

**🟇**Short-term accommodation service provided or referred for victims in need of a place for time-out or refuge

**🟇**Counselling service, for at least 6 months, provided for victims to enhance recovery and confidence

**We Emphasize:**

**🟇**Protection of privacy and confidentiality of victims

**🟇**Respect the self-determination and ensure the safety of victims

**🟇**Coordination and liaison with service units of health care, police, legal and other related services for minimizing the chance of repeating the unpleasant experiences by victims

**🟇**Empowerment of victims’ competencies for breaking the silence and ensuring the rights to have an independent, serene and safe life

**CEASE Crisis Centre Hotline of Supporting Service for Victims of Sexual Violence: 18281**