

Selective Placement Division of the Labour Department

Provides Free Recruitment Service for Employers

August 2016

Career Experience Sharing

Persons with intellectual disability have lower intellectual capacity and may need more time to adapt to their work. However, after adaptation, their work capability and attitude not only are on a par with those of the able-bodied counterparts but also bring positive motivation to them. In addition, they are very friendly and sincere and do not like to change jobs. All these attributes make them the stable and reliable human resources of the company.

Mr Tsang runs a frozen meat company that requires a lot of manpower to process and package frozen meat. Due to the monotonous work nature, the company has all along been encountering difficulties in recruiting and retaining adequate staff, hence posing a big obstacle to their business development. Mr Tsang incidentally learned that persons with intellectual disability were receptive to taking up simple and repetitive jobs. He considered this strength fully matched the manpower needs of his company. He then contacted the employment consultant of the Selective Placement Division (SPD) of the Labour Department in the hope of finding the right persons for the packaging work. Upon learning about the job requirements, the employment consultant referred several candidates to him. Ah Chun, with mild intellectual disability, was one of them.

Ah Chun was previously engaged in supported employment responsible for handling simple tasks in a stationery shop. Her family wanted her to acquire more job skills so that she could live within her means in future. Completely new to the job of frozen meat packaging, Ah Chun found herself at a loss in the beginning. Fortunately, the company assigned a mentor to guide her through patiently, from teaching her the basics to making demonstrations on each and every step of work. The work, though not too difficult, involved quite a number of steps. Ah Chun initially did not cope with the procedures in food packaging very well. She needed constant reminders from colleagues on the

sequence of packaging to get her jobs accomplished. The employer Mr Tsang subsequently decided with Ah Chun's supervisor on a work adjustment plan so that Ah Chun could pick up job skills in a gradual approach, beginning with easier tasks to the more complicated ones later, thereby facilitating her grasping of the work procedures.

Ah Chun has been working in the company for almost half a year now. She said, "In the lack of relevant work experience, I was frustrated at my slower pace of adaptation in the beginning. It was at the encouragement of my family, colleagues, employer and employment consultant that I regained my confidence and perseverance. Now I have settled down well in the job. I will spare no efforts in working diligently to repay my employer for his care and accommodation."

Mr Tsang held Ah Chun's current performance in high regard. He said, "When Ah Chun joined the company, she was indeed quite slow in adapting to the work. The company at first doubted if the job suited her or not. Fortunately, upon some work adjustments, Ah Chun began to show improvements. Now she can handle the whole food packaging procedures independently and we feel comfortable leaving work in her good hands. Another unexpected advantage of employing Ah Chun is the positive impact on other staff. Ah Chun's diligence and perseverance in face of difficulties has made them cherish their jobs more."

Mr Tsang considers persons with intellectual disability competent in a variety of work and particularly good at performing highly repetitive tasks. They do not easily get bored and will follow the procedures patiently. Mr Tsang subsequently created several vacancies to give them more job opportunities.

Ah Chun's story reveals that what persons with disabilities lack is not work capability but an opportunity to unleash their potential. Once given suitable job opportunities, they are of comparable standard as their able-bodied counterparts. The understanding and accommodation of employers and colleagues is conducive to their integration into the new environment and realisation of their full potential. They can also serve as stable and reliable human resources for the company in the business development, thereby creating a

win-win situation. If you have job vacancies for persons with disabilities, please feel free to contact SPD.

如欲閱覽本通訊中文版，請登入網頁: www.jobs.gov.hk/isps.

Ways of Getting Along with Employees with Disabilities –

People with Intellectual Disability

Intellectual disability can be classified into three degrees of severity which reflect the level of intellectual impairment.

(a) Mild	intelligence quotient (IQ) level: from 50 to 69;
(b) Moderate	IQ level: from 25 to 49;
(c) Severe	IQ level: below 25

Intellectual disability can be caused by brain damage at birth, inheritance, malnutrition and accidents resulting in serious damage to brain cells. Although people with intellectual disability have lower intellectual capacity and are slower in acquiring knowledge and skills, intellectual disability is neither a disease nor a mental illness which requires medication to cure. In Hong Kong, most of the persons with intellectual disability are at mild level. With proper education and training, they can take care of themselves and work independently. The following are some tips on how to get along with employees with intellectual disability:

- Some of the persons with intellectual disability are weaker in expression and comprehension, one must be patient, straight to the point and exact in his words when communicating with them. After some time of mutual adjustment and adequate acquaintance, one should not have much difficulty in communicating with them in daily contact.
- Give instructions to employees with intellectual disability patiently. As far as possible, make demonstrations of your requests, show them every step and let them have a try to see if they understand your instructions.
- Company rules, statutory regulations on safety and hygiene should be carefully explained to them. Devise a work orientation programme to familiarise themselves with the working environment and operation of the company.
- Do not underestimate their capabilities. Their problem solving ability can be enhanced with proper guidance and learning opportunities.
- Do not reprimand them severely when they make mistakes, state your specific requirements and give them a chance for correction. Like all other people, they also need recognition and praise. Therefore, they should be given proper encouragement

and praise for good performance, which will definitely enhance their enthusiasm for work and job satisfaction.

Work arrangements in times of typhoons and rainstorms

Hong Kong is frequented by tropical cyclones (commonly known as “typhoons”) and rainstorms during the summer months. It is essential that employers and employees should take prompt and necessary action to ensure that practical and reasonable work arrangements are in place. These would help prevent unnecessary disputes and confusion, maintain good labour-management relations, and ensure employees’ safety and the smooth operation of organisations. Employers should take note of the following points:

Key points of work arrangements

- Take prime consideration to employees’ safety in the workplace and during the journey to and from work.
- Observe the statutory liabilities and requirements under the Occupational Safety and Health Ordinance, Employees’ Compensation Ordinance, Employment Ordinance and Minimum Wage Ordinance.
- Consult and involve employees in working out prior work arrangements and contingency measures.
- Make realistic and critical assessment of staff requirements and only require those staff who are absolutely essential to report for duty when Typhoon Warning Signal No. 8 or above or Black Rainstorm Warning is in force.
- Be flexible in handling cases of employees failing to report for duty or resume work on time due to genuine difficulties.

Laying down matters to be included in work arrangements

Employers should work out in consultation with employees the work arrangements and contingency measures, and ensure that all employees are informed of the work arrangements through staff handbooks or regular circulation of notices. Depending on the job nature and operational requirements of individual employer, work arrangements in times of typhoons and rainstorms should cover rules regarding:

- report for duty;
- resumption of work;
- release from work; and
- calculation of working hours and wages.

For details, please refer to the Code of Practice in Times of Typhoons and Rainstorms compiled by the Labour Department

(<http://www.labour.gov.hk/eng/public/wcp/Rainstorm.pdf>).

Enquiry Hotline : 2717 1771 (this hotline is handled by “1823”)

Labour Department’s Homepage : <http://www.labour.gov.hk>

Support Programme for Employees with Disabilities” of the Social Welfare

Department

Persons with disabilities may have restricted mobility, but their work abilities are not necessarily affected. If a company provides them with suitable assistive devices and a barrier-free workplace where necessary, they can also work like their able-bodied counterparts and give full play to their potential. To support the employment of persons with disabilities, the Social Welfare Department (SWD) has launched the Support Programme for Employees with Disabilities (SPED) which provides employers of persons with disabilities with a one-off subsidy in respect of each employee with disabilities for procurement of assistive devices and/or workplace modifications, such as accessories or adaptive equipment for computers, optical magnifying devices, hearing and assistive devices, Braille products and installation of handrails, so as to facilitate employees with disabilities in discharging their duties at the workplace and to enhance their work efficiency. The subsidy is basically capped at a maximum support level of \$20,000 for each employee with disabilities. A grant up to \$40,000 may be considered by the Committee for deserving cases for which the price of a single item of assistive device and its essential accessories being applied for has exceeded \$20,000.

Applicants of the SPED must be employers of persons with disabilities. They should be nominated and referred by the following referring organisations:

- (a) non-governmental organisations (NGOs) operating SWD-subsented vocational rehabilitation services;
- (b) NGOs running training courses for persons with disabilities or persons recovering from work injuries with the funding support of the Employees Retraining Board;
- (c) the Selective Placement Division of the Labour Department;
- (d) the Vocational Training Council; or
- (e) the SPED Administrator (Po Leung Kuk).

SWD will invite SPED applications at quarterly intervals. Employers should submit the completed application form in duplicate, together with quotations from at least two suppliers for each item, to SWD via the referring organisations. Po Leung Kuk is

commissioned by SWD to serve as the SPED Administrator and make assessments and recommendations on the applications. For more details, the information note and SPED application form, please visit and download from the SWD homepage at http://www.swd.gov.hk/en/index/site_pubsvc/page_rehab/sub_listofserv/id_sped/.

Source: Social Welfare Department

Highlight of Job Seekers with Disabilities

Hong Kong

- MAK. Resides in Chai Wan. Secondary 4 standard. Moderate hearing impaired. Able to handle face-to-face communication. Familiar with computer operations and typing. Has experience as account clerk and messenger. Looks for any jobs. (Ref: 12985)
- CHENG. Resides in Chai Wan. Secondary 5 standard. Autism. Has experience as Office Assistant. Familiar with Microsoft Office, Chinese and English Typing. Looks for Office Assistant jobs. (Ref: 14851)
- MA. Resides in Sai Wan. Secondary 3 standard. Mild limping. Has rich experience as Property Maintenance Technician. Looks for Property Maintenance Technician job. (Ref: 16946)
- FUNG. Resides in Chai Wan. Graduated from the Mechanic Stream of Technical College. Stiffness of left fingers. Familiar with Chinese and English typing, Excel and Internet. Has experience as amenities assistant. Looks for clerical jobs. (Ref: 19335)
- CHAN. Resides in Shau Kei Wan. Post-secondary standard. Ex-mentally ill. Familiar with computer operations, Chinese and English typing. Has experience as accounts clerk. Looks for general clerk jobs. (Ref: 24544)
- SZE. Resides in North Point. University degree holder. Suffers from congenital heart disease. Has rich experience as Clerk. Possesses LCCI Intermediate, typing skills and general computer knowledge. Looks for clerical jobs at Hong Kong Island. (Ref: 26037)
- CHUI. Resides in Aberdeen. Secondary 5 standard. Visually impaired (Totally blindness). Looks for Telephone Operator and Customer Services Clerk jobs. (Ref: 27627)
- LEUNG. Resides in Ap Lei Chau. Secondary 6 standard. Ex-mentally ill. Familiar with Chinese and English Typing. Looks for Typist, Clerk and Office Assistant jobs. (Ref: 28087)
- CHUNG. Resides in Chai Wan. Secondary 3 standard. Intellectual disability. Has experience as Store Assistant. Looks for any kinds of job. (Ref: 28252)

Kowloon

- CHENG. Resides in Tai Kok Tsui. University standard. Walks with crutches. Has

experience as accountant. Familiar with computer operation and typing. Looks for clerical jobs. (Ref: 2165)

- YUEN. Resides in Mong Kok. Secondary 3 standard. Visually impaired. Has experience as Messenger / Office Assistant. Looks for Messenger / Office Assistant, Delivery Worker, Storeworker jobs. (Ref: 6470)
- WU. Resides in Lam Tin. Secondary 5 standard. Hearing impaired. Has experience as Clerk. Familiar with Chinese & English Typing. Looks for Computer Operator, Office Assistant, Storeworker jobs. (Ref: 22626)
- TSANG. Resides in Lok Fu. Secondary 5 standard with good typing skills. Ex-mentally ill. Has experience as Data Processor and Clerk. Looks for part time Accounting/Book-keeping Clerk, General Office Clerk, Data Processor jobs. (Ref: 23555)
- LAI. Resides in Shek Kip Mei. Secondary 3 standard. Looks for Telephone Operator, Packer, Baker jobs. (Ref: 28180)
- WONG. Resides in Tsz Wan Shan. Secondary 6 standard. Autism. Looks for Security Guard, Messenger / Office Assistant, Amenities Assistant jobs. (Ref: 28311)

New Territories

- CHAU. Resides in Kwai Chung. Secondary 5 standard. Prosthesis at right wrist. Able to carry light goods. Familiar with computer operations. Has experience in clerical jobs in logistics industry. Looks for clerical jobs. (Ref: 8500)
- WONG. Resides in Tai Po. LCCI Certificate holder. Graduated in TI (Course of Contractor's Account). Wheelchair user. Has experience as Accounting/Book-keeping Clerk. Possesses Basic Computer Operation Knowledge including Chinese Typing. Looks for Accounting/Book-keeping Clerk jobs. (Ref: 17080)
- LUI. Resides in Yuen Long. Severely visual impaired. Holder of Bachelor of Science (IT) and IVE diploma in Computer Studies. Has experience as computer tutor and business development accessibility technology specialist. Looks for computer programmer/analyst or software development specialist jobs. (Ref: 17630)
- LEE. Resides in Kwai Chung. Secondary 3 standard. Brain damage / disease. Looks for General Assistant jobs. (Ref: 18868)
- HUI. Resides in Tin Shui Wai. Secondary 6 standard. Slow learner. Looks for Card/

Leaflet Distributor jobs. (Ref: 26359)

- TANG. Resides in Kam Tin. Post-graduate standard. Ex-mentally ill. Looks for Merchandiser/Buyer, Executive Officer jobs. (Ref: 28189)
- LEUNG. Resides in Kwai Chung. Secondary 6 standard. Intellectual disability. Looks for Card/ Leaflet Distributor, Cleaner jobs. (Ref: 28402)
- CHAN. Resides in Tuen Mun. University degree holder. Attention Deficit / Hyperactivity Disorder. Looks for Accountant and Administrative Officer/Management Executive jobs. (Ref: 28426)
- PAN. Resides in Tsuen Wan. Secondary 3 standard. Hearing impaired. Looks for baker jobs. (Ref: 28431)

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