

## Case HKPS-CC-20230926 – Disciplinary Action

Ms. HO Yuen Chee (Ms. HO), after full investigation by a Discipline Board (“DB”) in 2024 (Case No. HKPS-CC-20230926) conducted in accordance with the 2021 By-Laws of the Hong Kong Psychological Society (“HKPS”), was found to have contravened the following sections of the Code of Professional Conduct (2012) (“the Code”) of HKPS while being a Graduate Member:

Breach	Statement of the breach and particulars	Sections of the Code referred
1st	<p><b>Failing to terminate psychological services that yielded no benefit and failing to seek consultation and supervision when necessary:</b></p> <p>Ms. HO, as a counsellor, saw the client for a total of 6 sessions between October 2022 and January 2023 but did not terminate the service even though she was unable to help the client. Ms. HO claimed that she had planned and intended to seek consultation from her supervisor. However, there was no evidence that it happened until Ms. HO was notified of the complaint and a board was formed to investigate the matter.</p>	4.7 & 4.9
2nd	<p><b>Failing to refrain from practice and seek professional assistance when there were health-related or other personal problems that may impair her professional competence:</b></p> <p>Ms. HO continued providing counselling service to the client even when she had admitted to the client that she was stricken with illness and other personal problems. Yet there was no evidence that she had sought any professional assistance.</p>	4.12, 4.13 and 4.14
3rd	<p><b>Failing to terminate a consulting relationship when the client is not benefitting, failing to help the client find alternative assistance, and failing to ensure the client continues under care until</b></p>	3.5.7 and 5.3.1

	<p><b>responsibility is assumed by another professional:</b></p> <p>The transfer out of the client handled by Ms. HO was irresponsible and unprofessional. Ms. HO should have carefully considered the client’s potential reactions and feelings and made more comprehensive preparations for the transfer, rather than notifying the Complainant over the phone. Also, the information on the transfer provided to the client was inadequate and unclear.</p>	
4th	<p><b>Failing to maintain clear boundaries, avoid multiple relationships, and clarify her roles and potential conflicts of interest to the client, while exploiting the relationship to fulfil her personal needs even after the formal termination of the professional relationship:</b></p> <p>Ms. HO’s late-night telephone calls to the client, the callous sending of a questionnaire over WhatsApp messaging, and the personal sharing were completely inappropriate and unprofessional. The sending of the questionnaire was solely for Ms. HO’s own benefit and served no therapeutic purpose.</p>	3.5.1, 3.5.2, 3.5.3 and 3.5.4

**Sanction:**

Members of the Discipline Board unanimously agreed that the most severe sanction should be imposed to safeguard the public interest. The Discipline Board’s findings and recommendations that Ms. HO be expelled from HKPS were endorsed by the Council of HKPS effective date as of 31 December 2024.