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94年心理諮商輔導工作 輔訪紀事

2005 Guidance Visit Highlights of Psychological Counseling Guidance Task

為瞭解本署所屬機關（單位）年度各項心理諮商工作推展情形，筆者奉派自本（94）年10月12日至11月3日止，陸續輔訪了計27個單位，其中以北部地區巡防局、第三、四海巡隊、第二海岸巡防總隊、第一三、三二、六三、八一岸巡大隊、中部地區巡防局訓練大隊等9個單位表現較優。

在輔訪過程中，發現各機關（單位）一些共同的優點及缺點，提出來與大家分享，並希望藉由心輔人員的耕耘，讓心理諮商工作更邁進一大步。在共同性優點有下列幾點：

- 一、本署在實施「地區責任制」政策後，各地區巡防局均能將各巡防區副召集人納入於心理諮商研習及會報中，並適時提供相關心理諮商月刊、書籍及訊息，有效提昇同仁身心靈品質。
- 二、各機關（單位）對於所列管之特殊與一般輔導個案，都能依據「心理諮商輔導工作手冊」內容，並結合單位特性與勤

To understand the promotion situation of various psychological counseling tasks undertaken by units subordinate to the Coast Guard Administration (CGA) this year, the author was instructed to pay guidance visits to 27 units sequentially from October 12 to November 3, 2005. Of those units visited, nine units had better performance; they are the Northern Coastal Patrol Office, the third and fourth Maritime Patrol, the second Coastal Patrol Group, the 13th, 32nd, 63rd and 81st Coastal Patrol Battalions, and the Training Battalion of the Central Coastal Patrol Office.

During the process of my guidance visits, some common strong points and weak points were found in each unit. To share with the public, they are brought up as follows. It's hoped that psychological counseling tasks will be further bettered through psychological counselors' cultivation. First, the following are the common strong points:

- I. After the "area responsibility system" policy was implemented by CGA, all area Coastal Patrol Offices brought the deputy conveners of all patrol zones into the psychological counseling seminars and meeting and opportunely provided them with related psychological counseling monthly publications, books, and information to effectively upgrade our colleagues' physical and psychological quality.
- II. Concerning the special and general guidance cases filed for follow-up monitoring, all organs (units) can formulate related guidance measures per the "psychological counseling guidance workbook" content, and going with unit features and

務狀況，訂定相關輔導作為並貫徹執行，能協助各級機關首長（主官）瞭解人員動態。

- 三、本署撥發心理諮商專文、書籍、宣導資料、溫老師隨身備忘錄等，各級都能適時轉發、宣導及運用，使單位同仁能深切瞭解「溫老師」服務內容與聯繫方式。
- 四、各地區巡防局均已配發所屬心輔人員手機及辦理 0800 電話轉接，24 小時提供所屬同仁諮商輔導服務，能及時處理預防人員危安事件發生。
- 五、各機關（單位）能排定行程至所屬單位實施心理諮商巡迴教育，且訂閱心理諮商相關刊物及書籍，供所屬同仁參閱。
- 六、各機關（單位）結合轄區內各項心輔資源、如醫院精神科或心理衛生中心、學校心輔老師及民間機構資源，辦理心理諮商專題講演及研習，能提昇官兵心輔知能。

而在共同性缺失部分，在「心理諮商輔導工作手冊」已明訂各級機關（單位）各項具體作法，很高興看見各機關（單位）都能確依執行，惟仍有少數單位對於新進人員未逐一晤談、特殊個案研討會中對於個案昇（降）管情形未列入議程、心理評量表施測欠佳人員，複測情形也未落實，此外，輔導表格格式未適時更新修正等，這些缺失經實際輔導後均能立即改進。

另外在實際瞭解所屬機關（單位）執行心理諮商工作後，發現下列問題值得提出來探討：

- 一、海岸巡防總局所屬單位心輔官多為預官擔任，雖均能認真負責推動各項心理諮商工作，然受限於役期縮短，輪換頻繁，對於心輔官在經驗傳承及所屬單位人員掌握上稍嫌不足。另海洋巡防總局所屬各海巡隊，均由副隊長兼任心輔人員，並由內勤人員兼辦心理諮商輔導業務，囿於未具相關專業背景、人員不斷異動及兼辦情況下，對於心理諮商工作

duty conditions and thoroughly implement them to assist their chiefs (executives) to understand the dynamic state of their subordinates.

- III. All units at various levels can opportunely disseminate the psychological counseling monographs, books, guidance data, and Instructor WEN's memo pocketbook issued by the CGA for guidance and usage to make their rank and file able to understand well the service content and contact method of "Instructor WEN".
- IV. All area coastal patrol offices already provided their psychological counselors with cellular phones and 0800 free-call transfer to enable them to offer 24 hour counseling guidance service and to prevent in time possible public security incidents.
- V. All units at various levels have schedule for unit psychological counseling itinerant education, and subscribe publications and books related to psychological counseling for their colleagues' reference.
- VI. All units at various levels combine various psychological counseling resources such as psychological counseling instructors at hospital psychiatry, psychological health center or schools, and civilian organ resource with their own to conduct psychological counseling lectures and seminars to upgrade their rank and file's knowledge and capability in psychological counseling.

As to the common defects, all units at various levels did follow the various concrete actions expressly stipulated in the "psychological counseling guidance workbook". But a small number of units still didn't interview newcomers one by one, the progress of special cases was not listed in the agenda of the special case seminar, psychological evaluation measurement table examinees with low score were not re-examined, and forms of guidance sheet were not updated or revised in time. These defects were corrected and improved right after our actual guidance.

In addition, after actual understanding of the psychological counseling implementation in all units at various levels, we found the following problems deserved further discussion:

- I. Most of psychological counseling officers assigned to units subordinate to the Coastal Patrol Directorate General are reserve officers. Though all of them are zealous and dutiful to push various psychological counseling tasks, their experience hand-over to their successors and their understanding of unit personnel are limited by the shortened service term and frequent rotation. Besides, all psychological counseling officers in Maritime Patrols subordinate to the Maritime Patrol Directorate General concurrently serve as the deputy captain and desk personnel run psychological counseling guidance operation part-time, the psychological counseling tasks tend to be affected due to lack of professionalism, frequent rotations, and part-time nature.
- II. Some units' conduct of psychological counseling tasks is often affected by the guidance gap caused by the short-term interregnum when their psychological counselors are transferred to

易產生影響。

- 二、部分單位心輔人員遇調職、受訓及退伍時，常因人員未能及時銜接或由其他職務人員暫代，致出現短期空窗，形成輔導間隙，影響心理諮商工作執行。
- 三、各地區巡防局所屬單位均挑選所屬單位具熱心人員協助心理諮商工作推展，其名稱（心輔志工、心輔義工、心輔員、心輔小組、結緣編組、互助組）不一，常造成混淆。
- 四、本署外離島及偏遠地區單位分散且社會資源較缺乏，對於心理諮商工作推行及支援，相形較本島單位不易，人員遇狀況常需立即性協助，洋、岸總局及地區巡防局如未能適時支援及協助，心理諮商工作易肇生問題。
- 五、晤談是輔導最基本的工作，惟部分單位常因新進人員人數過多或心輔人員兼辦其他業務等影響，僅以團體實施宣教，而未逐一實施輔導晤談，失去與新進人員建立輔導關係及深入了解的機會，恐影響新進人員日後信賴心輔人員之虞。

針對上述各項問題，謹提出下列策進作法提供參考：

- 一、海岸巡防總局應指導所屬地區巡防局遴選心輔官，並儘可能由志願役軍官中遴派，如考量志願役軍官來源不足需由預官接任，則有賴地區巡防局心輔人員，藉由各項心理諮商巡迴宣教、研習及輔訪等集會時機，作經驗分享及經常教育，期能有效遂行心理諮商工作。另海洋巡防總局應藉由心理諮商宣教、研習及輔訪時機至基層瞭解實際狀況，指導並協助解決所屬問題，避免心理諮商工作流於形式。
- 二、各總局應指導各地區巡防局、海巡隊於平時建立所屬曾任心輔人員及儲備人員名冊，並事先掌握心輔人員離退時間及規劃接任人選，適時銜接使心理諮商工作得以接續輔導作為，服務所屬同仁。
- 三、結合所屬機關（單位）特性，推動心輔

other units, sent for training, or retire from the army; they are not relieved in time or only temporarily acted for by personnel of other task positions.

- III. Some units subordinate to area Coastal Patrol Offices choose zealots of their unit to help promoting the psychological counseling tasks; their titles (psychological counseling volunteers, psychological counseling chivalrous workers, psychological counselors, psychological counseling team, Buddhist charity organizations, and mutual-aid teams) are not unified, tending to be confusing.
- IV. Some of CGA's units located on off-shore and outlying islands or in obscure regions scattering over a wide area have much less social resource when compared with those on Taiwan proper, so the promotion of and support for their psychological counseling tasks are more difficult. Whenever they need immediate assistance, the Maritime Patrol Directorate General, the Coastal Patrol Directorate General, and area Coastal Patrol Offices must be able to provide support and help in time, otherwise their psychological counseling tasks tend to cause problems.
- V. Interview is the most fundamental task of guidance, however some units often only adopt collective guidance but not the guidance Interview one by one because the number of newcomers is too great or their psychological counselors have to be charged with other functions. This would definitely cause psychological counselors to lose opportunity of setting up guidance relations with and thorough understanding of newcomers, thus affecting newcomers' trust in psychological counselors in the days to come.

In response to the above-mentioned problems, the following improvement plans are put forward for reference:

- I. The Coastal Patrol Directorate General should guide its area Coastal Patrol Offices in the selection of psychological counseling officers; as many as possible volunteer officers shall be picked for those positions. If the source of volunteer officers is not enough and those positions have to be taken by reserve officers, psychological counseling personnel of area Coastal Patrol Offices should conduct experience sharing and constant education through various psychological counseling itinerant promos, workshops, and guidance visits to help their subordinate units to effectively implement psychological counseling tasks. As for the Maritime Patrol Directorate General, it should send psychological counseling personnel to the front-line units to understand their actual conditions through psychological counseling promos, workshops, and guidance visits so as to prevent the psychological counseling tasks from being formalistic.
- II. Two Directorates General should guide area Coastal Patrol Offices and Maritime Patrols to prepare a roster of those persons who used to be psychological counseling personnel or reserve personnel and control the time of their discharge or retirement and plan their candidates in advance; in-time relief can ensure that psychological counseling tasks can continue to

志工制度，將其統稱「心輔志工」，並藉由志工培訓等相關作為，協助本署心理諮商工作之推展。

四、針對外離島及偏遠地區，各總局及地區巡防局應納入重點單位，透過心理諮商巡迴宣教、研習及輔訪時機指導及協助，並提供相關資源及建立聯繫互動機制，期使面對人員問題能即時輔導及掌握，落實心理諮商工作。

五、各機關（單位）依「心理諮商輔導工作手冊」，對於新進人員應落實晤談建立關係，並初步了解人員到單位身心反應等問題，以提供主官參考，遇身心狀況不佳人員，訂定後續輔導作為給予適時協助，使其能適應單位生活，防患於未然。

此次的基層輔訪，有感於各級心輔同仁對工作的全心投入，無任感佩。誠摯希望來年我全體心輔從業人員都能百尺竿頭，更進一步，為維護海巡同仁心理健康戮力以赴。

（本文作者任職於海巡署人事處）

provide guidance to serve their colleagues.

III. Matching with units' features, psychological counseling volunteer system should be promoted; and the titles of those volunteers should be unified as "psychological counseling volunteer". Actions related to the development and cultivation of those volunteers should be taken to assist the promotion of CGA's psychological counseling tasks.

IV. Two Directorates General and area Coastal Patrol Offices should list those units located on off-shore and outlying islands or in obscure regions as point units and provide related resources and establish the contact interaction mechanism through various psychological counseling itinerant promos, workshops, and guidance visits to make them able to guide and control personal problems in time to carry out psychological counseling tasks effectively.

V. All units at various levels should act on the "psychological counseling guidance workbook" to interview newcomers and set up relations with them. An initial understanding of newcomers' physical and psychological reactions should be provided to units' head for reference. Whenever persons with abnormal physical and psychological conditions are found, they should be given in time the follow-up guidance formulated in advance by the unit to ensure that they can adapt to the unit's life style. This is a care taken in advance to avoid trouble.

Through this grass-roots guidance visit, it seems to me that our psychological counseling personnel are all immersed in their tasks. It is my sincere hope that they will strive for further progress next year to ensure the psychological health of our colleagues.

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