

## FAQs of Our Current Service Arrangements

Q : What are the current opening hours of your Support Centres?

A : Please call us on our Helpline 3656 0800 for comfort and professional advice – from Monday to Saturday, 9:00am to 5:00pm. If you wish to visit us, please make an appointment between 10:00am to 4:00pm.

Q: What are the class/ programme arrangements due to the current situation? When will the programmes be held again?

A : All the programmes due to run or commence in February to April 2020 have been suspended. Our staff will contact you regarding cancellations or reschedule if you have enrolled in any programmes during this period of time. We'll review the situation from time to time and will announce when we plan to resume our programmes.

Q What should I do if I want to visit your centre and talk to one of your counsellors?

A : Just simply call us on our Helpline 3656 0800, our staff will help you make an appointment for you to come and see us.

Q : I want to buy milk powder, is the service still available at the Support Centre?

A : Yes, please call us on 3656 0800. Our team will be delighted to help you. Call to place your pre-order for the type of powder and quantity; our staff will then compile the order and will inform you to collect at a schedule time.

Q : Do any of the Support Centres sell face masks?

A : No, our Support Centre does not sell face masks.