



Hong Kong Red Cross' Sharing on Psychological Support Service Innovations

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What Do We Do?

- Shall We Talk (SWT) is a by-appointment only psychological consultation program
- Established in July 2019 in response to social unrest
- Initially served people who were affected by social unrest --> expanded to people affected by the outbreak of COVID-19
 - 1st phase from Jul 2019 to Jan 2020
 - 2nd phase from Feb 2020 – present

How Do We Do It?

Interested Party

People can request our service by

- (1) Texting us at WhatsApp / Telegram
- (2) Calling us
- (3) Submitting an online form

Hong Kong Red Cross - Psychological Support

PSS receives a request and proceeds to contact the client for the 1st consultation session.

Client can choose either phone or in-person consultation

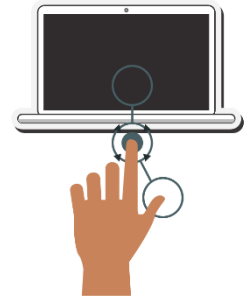
PSS will provide up to four consultation sessions or more/less, depends on the status of the client

If PSS identifies the need to refer out a client, client's consent will be obtained and PSS will facilitate the referral process



How Do We Do It During Pandemic?

- Incoming request would be received by our staff and the first face-to-face session (usually) will then be arranged
- But, how to do it when we were being advised to stay home/practise social distancing? When volunteers were unable to come to HQ?
- Remote SWT
 - Phone
 - Virtual support – video conferencing





14-day Well-being Diary

Affected by the outbreak of COVID-19, some of us might have to stay at home for a long period while some might be under quarantine. This 14-day well-being diary provides you with some daily activities as a reference to make your everyday life more fulfilling.



Daily Activities

Setting Small Goals



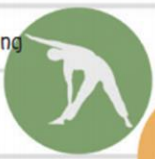
My Thoughts and Feelings



My Spiritual Oasis



Get My Body Moving



I am an Artist



Do You Still Remember Me?



Fun Family Games

Relearning Old Skills

I am a Bookworm

Day 2

My Thoughts and Feelings
We come across different people and things - both good and bad - in everyday life. These experiences may change how we look at things and handle them. Thinking about your past can be a good way to better understand yourself.

My feeling(s) is/are _____

My bodily sensation(s) is/are _____

A difficult moment/event in the past: _____

How did I _____

How did the experience/difficulties affect _____

Mood of the day: _____
Please fill in the hearts below to indicate your mood today.
very bad (1 heart), very good (10 hearts)

♥♥♥♥♥♥♥♥♥♥

Day 6

My feeling(s) is/are _____

My bodily sensation(s) is/are _____

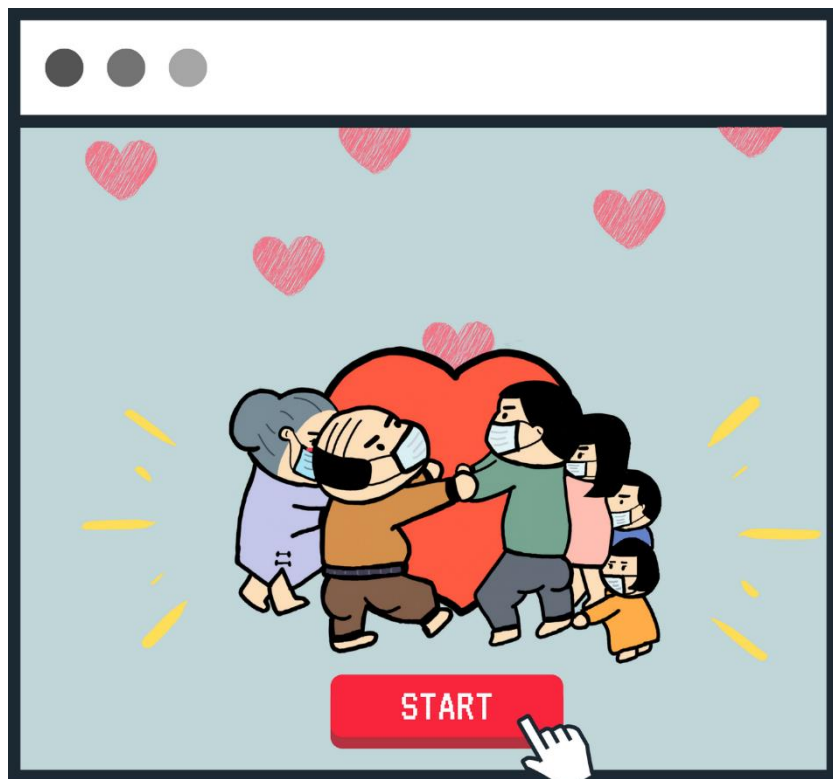
Do You Still Remember Me?
Is there anyone whom you have not been in touch with for a while? Family members? Friends? You can take this opportunity to make a call or send a text message to reach out to them, see if they are doing well and update each others' current lives. By doing so, you can feel more connected to people.

How I feel after completion: _____

Mood of the day: _____
Please fill in the hearts below to indicate your mood today.
very bad (1 heart), very good (10 hearts)

♥♥♥♥♥♥♥♥♥♥





PSYCHOLOGICAL COPING
DURING DISEASE OUTBREAK
- FAMILIES -

香港紅十字會心理支援服務
HONG KONG RED CROSS PSYCHOLOGICAL SUPPORT SERVICE

香港紅十字會
HONG KONG RED CROSS
中國紅十字會分會 Branch of the Red Cross Society of China

Colour filling

Number of players: at least 1
Materials: Colour pencils
Instruction: Turn this picture into something colorful and lively, and remember to frequently wash your hands for at least 20 seconds!

WASH YOUR HANDS FOR 20 SECONDS

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Finish



Go back to space number 21

Say one way of releasing your stress or caring for yourself and then you can go forward 1 space



Give a high five to everyone on the table

Say one thing that you appreciate about yourself



Briefly describe one unforgettable experience involving the person sitting to your right

Go back 1 space

Swap chip positions with the one which is closest and in front of you

Choose a person and say one thing that you feel grateful for him/her



Skip your next turn to roll the dice

Go back 1 space



Tell others how you feel right now

Go back to space number 3



Give a shoulder massage to a person you choose (for at least 10 seconds)

Name one of the strengths of the person sitting to your left



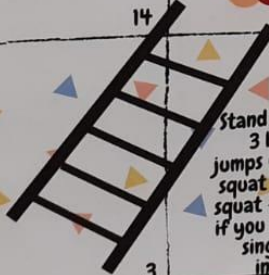
Skip your next turn to roll the dice



Roar like a lion

START

Say one thing that you appreciate about each person



Stand up and do 3 burpee jumps (push up -> squat -> jump -> squat -> push up) if you can (if not, sing a song instead)

Give a hug to or shake hands with the person sitting next to you (either on your left or right)

Go forward 3 spaces

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Find Us Here!

- Our PSS's page for COVID-19:
https://www.redcross.org.hk/en/covid_pss.html