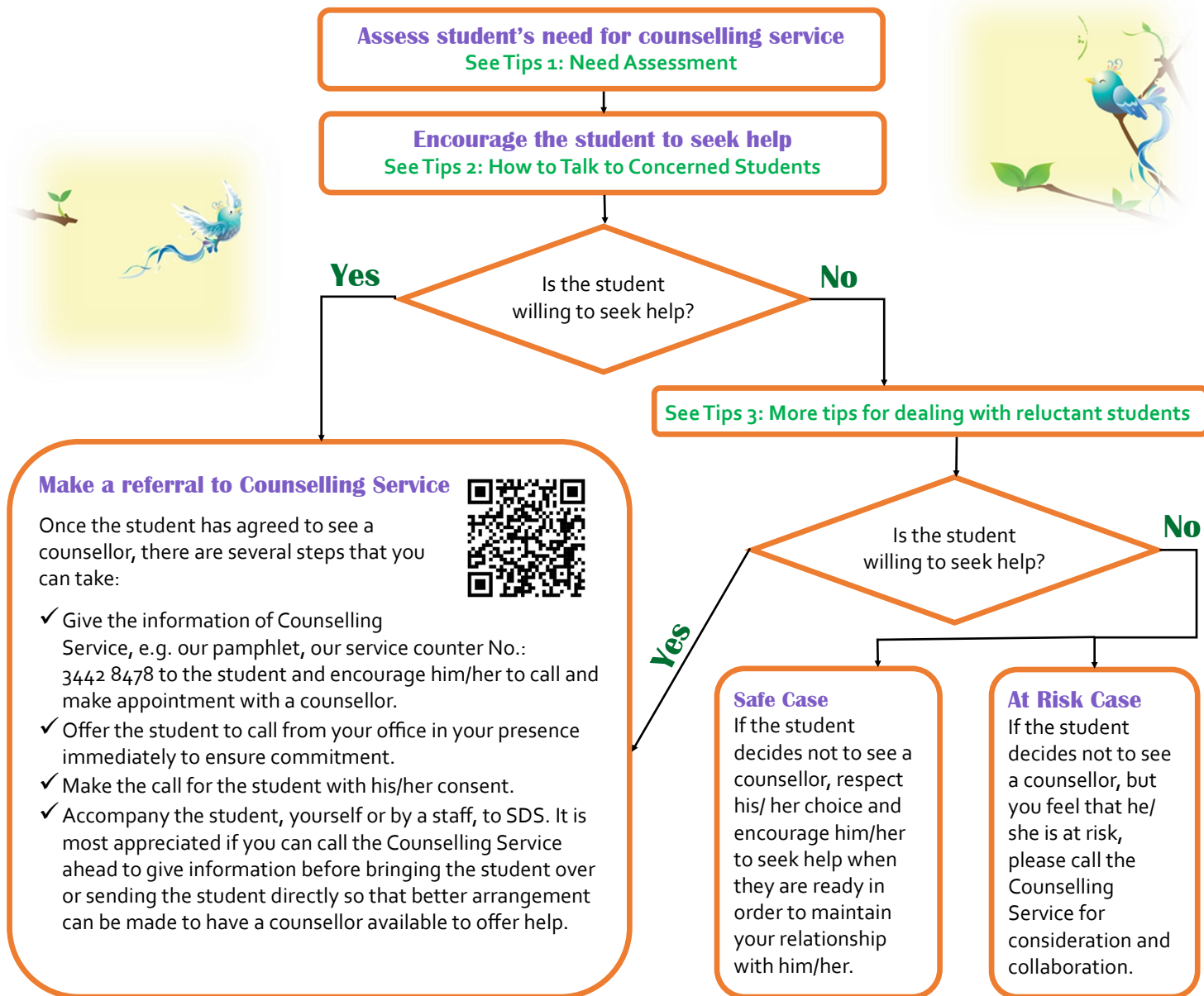


How to Refer Students to Counselling Service

Prepared by Counselling Service

You may consider referring a student to counselling when you believe he/she has a problem that goes beyond your area of knowledge, expertise or experience. Since you may have frequent contacts with your students daily, you are in an ideal position to identify students in distress.



Emergency Numbers

24-HOURS SECURITY/EMERGENCY CONTACTS

Main Campus 3442 8888
Student Residence 3442 1999
Off Campus 999

DURING OFFICE HOURS

Counselling Service, SDS, CityUHK

Tel: 3442 8478

6/F, Bank of China (Hong Kong) Complex

AFTER OFFICE HOURS

CityUHK Security Office

Tel: 3442 8888

Caring Hotline Service for CityUHK Students

(on weekdays after 17:30, Saturdays, Sundays, and public holidays)

Tel: 5117 7807

The Nearest Emergency Ward of Public Hospital

Caritas Medical Centre 明愛醫院

111 Wing Hong Street, Shamshuipo, Kowloon

Tel: 3408 7911 (main line)

CRISIS LINES (24 hrs)

1) The HK Health Bureau's Mental Health Support Hotline

情緒通 精神健康支援熱線

Tel: 18111

2) The Samaritan Befrienders Hong Kong

Tel: 2389 2222 (Cantonese)/ Tel: 2389 2223 (English)

3) The Samaritans

Tel: 2896 0000 (Multilingual)

4) The Suicide Prevention Service Hotline 生命熱線

Tel: 2382 0000 (Cantonese)

Tips 1: Need Assessment

It is important to engage the students as early as possible to prevent the problems from getting worse. Below are the common distress signs that you may look for:

- ☆ Marked and sudden decline in the quality of academic work; frequent absence from class; failure in submitting assignments; lacking motivation or concentration
- ☆ Prolonged depressive symptoms such as tearfulness, weight loss, apathy and loss of interest in a lot of things, self-blame, lacking energy and falling asleep in class
- ☆ Excessive worry and indecisiveness
- ☆ High irritability, angry or violent outbursts
- ☆ Withdrawn and isolated from others
- ☆ Demonstrating bizarre and strange behavior or speech
- ☆ Talk of suicide, self-harm directly or indirectly, expression of hopelessness



Tips 2: How to Talk to Concerned Students

- ☆ Show your concern to the student by telling him/her what you observed
- ☆ Listen non-judgmentally (avoid critical comments or questioning) with interest and care. Don't be afraid to ask the student directly whether he/she feels themselves not functioning well or have thoughts of harming themselves or others.
- ☆ Give the student a sense of hope that things can improve with some help.
- ☆ Introduce the resources available on campus, e.g. Counselling Service to the student.
- ☆ If the student decides not to see a counsellor, respect his/ her choice and encourage him/her to seek help when they are ready in order to maintain your relationship with him/her.



Tips 3: More tips for dealing with reluctant students

- ☆ If the student rejects the idea, you can show your care by asking about their concerns for seeing a counsellor.
- ☆ If the student has misunderstanding about counselling, you can explain to the student that counsellors meet with students with different kinds of concerns and reassure the student that it is normal to experience some problems during the college years.
- ☆ Assure the student that asking for help is a sign of strength rather than weakness.
- ☆ Assure the student that counselling is confidential and it has nothing to do with their academic record.
- ☆ Sometimes a student is relieved to learn that they can meet with a counsellor on a one-time basis. So you may suggest the student to try it once to see how things go.



Tips 4: Other points to note when making referral

A. Academic Support to Students

Sometimes, students need academic support more than psychological counselling for their distress. And it may be more effective for you to work with the student rather than referring them to counselling. Therefore your willingness to listen to them non-judgmentally is very important.

B. Confidentiality

To facilitate rapport and trust building between the student and the counsellor, it is important for the university community to understand that the counselling sessions conducted with the student at SDS are kept strictly confidential. The responsible counsellor will ask the student for a written authorization with specific purpose and content before releasing the information to the third party.

C. Safety Concern

Contact Security at 3442 8888 or send the student to the emergency if you deem there is imminent danger or escort the student to Counselling Service if they are willing to. Remain calm, communicate your care and concern to the student and listen to the student non-judgmentally.

