



香港城市大學  
City University of Hong Kong

## University Announcement

### Notification on Emergency Response Unit (ERU) (11)

In view of the recent development in Hong Kong and the start of the new academic year, students and staff might find a need for professional counselling service to relieve emotional stress. The University has made a special effort to strengthen existing counselling service for students. In the coming three months, this service will be extended to 24 hours a day. Details are as below:

- Within office hours: Please call 3442 8478 to make an appointment for a face-to-face-meeting with a University counsellor or walk-in for counselling at Student Development Services at 6/F Bank of China (Hong Kong) Complex.
- Outside office hours: Starting tomorrow (6 September), please call 5117 7807 on weekdays after 5:30 p.m. and any time on weekends.

Staff can continue to use the existing 24-hour personal consultation service through the hotline 2721 3939. For more information, please log into the intranet:  
<http://www.cityu.edu.hk/hro/stafflan/benefit/employee/ppcs/home.asp>

For members of staff who want to refer students to meet counsellors, please log into the intranet for details:  
[https://www.cityu.edu.hk/sds/web/stafflan/counsell\\_support\\_staff\\_referral.shtml](https://www.cityu.edu.hk/sds/web/stafflan/counsell_support_staff_referral.shtml)

All of the above counselling services are provided by professional counsellors free of charge. All information will be kept strictly confidential.

Staff and students who are in need or who encounter special circumstances can contact the ERU through Professor Eric Chui, Dean of Students, and the Student Development Services team at [enquiry.eru@cityu.edu.hk](mailto:enquiry.eru@cityu.edu.hk). The ERU will continue to communicate directly with staff and students, and refer enquiries to the corresponding departments for appropriate assistance. In emergency situations, staff and students may call our 24-hour emergency hotline: 3442 8888.

Chairmen of the ERU,  
Professor Horace Ip Ho-shing, Vice-President (Student Affairs)  
Mr Sunny Lee Wai-kwong, Vice-President (Administration)

5 September 2019