

危机——疫情： 基本及实用层面心理上的支持

Crisis – epidemic:
Basic and practical aspects
of psychological support

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议程

Agenda

- 危机: 一般特性

Crisis: general aspects

- 什么是危机辅导?

What is crisis counselling?

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Ethical guidelines

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Goals of crisis counselling

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- 结构和阶段

Structure and phases

- 沟通:该做的和不该做的

Communication: do's and don'ts

危机：一般特性

Crisis: general aspects

危机的定义是……

Definition of crisis is....

将某一事件或情况
视为超出个人现有
资源和应对机制的
难以忍受的困难。

(James & Gilliland, 2001)

... a perception or experiencing
of an event or situation as an
intolerable difficulty that exceeds
the person's current resources
and coping mechanisms. (James
& Gilliland, 2001)

危机：发生了什么？

Crisis: what happens?

- 过度暴露于死亡
Overwhelming exposure to death
- 关心外面的家庭生活
Concerns about family life outside
- 失去现实感
Loss of sense of reality
- 对生活的矛盾看法
Ambivalent views on life
- 失去心爱的人
Loss of beloved ones
- 耻辱 Stigma
- 抑郁和创伤后应激障碍的症状
Symptoms of Depression and PTSD
- 应对策略 Coping Strategies

危机中的正常反应(初始时)

Normal reaction in crisis (on first sight)

急性反应: Acute responses:

- 无助 Helplessness
- 混乱 Confusion
- 不良/哭 Distressed/crying
- 激动尖叫 Screaming / agitated
- 焦虑、愤怒 Anxiety, Anger
- 冲击/换气过度 Shock / Hyperventilation
- 头晕和呼吸急促 Dizzy/shortness of
- 分散/不稳定呼吸 Scattered/erratic hh breath
- 腹部疼痛头痛 Abdominal pain Headaches
- 健忘、头痛 Forgetfulness / Headaches
- 颤抖 Shaking / trembling

人们会对危机做出反应

People will react/respond to crisis 1/2

身体症状: Physical symptoms like:

颤抖, 头痛, 感觉很累, 没有食欲, 疼痛
休克、昏厥、出汗和疲劳。

Shaking, headaches, feeling very tired, loss of appetite, aches and pains
shock, fainting, sweating, and fatigue.

情绪症状: Emotional symptoms like:

哭泣, 悲伤, 沮丧的情绪, 悲伤 Crying, sadness, depressed mood, grief
焦虑、恐惧 Anxiety, fear

“警惕”或“神经质” Being ‘on guard’ or ‘jumpy’

担心会有非常糟糕的事情发生 Worry that something really bad is going to happen

失眠, 噩梦 Insomnia, nightmares

人们会对危机做出反应(续)

People will react/respond to crisis 2/2

- 烦躁,愤怒,否认, Irritability, anger, denial,
- 责备自己或他人的创伤。 blame themselves or others for the trauma.
- 内疚,羞愧(如。幸存下来的, 或者没有帮助或拯救他人的)
Guilt, shame (eg. having survived, or for not helping or saving others)
- 困惑、情感麻木、感觉不真实或发呆
Confused, emotionally numb, or feeling unreal or in a daze
- 高度敏感 hypersensitive
- 显得孤僻或非常安静(不动) Appearing withdrawn or very still (not moving)
- 不回应别人, 根本不说话 Not responding to others, not speaking at all
- 定向障碍(如。不知道他们的名字, 来自哪里, 发生了什么事)
Disorientation (eg. not knowing their name, where they are from or what happened)
- 不能照顾自己和孩子 Not being able to care for themselves or their children
- 远离社交场合, 对社交活动缺乏兴趣。 withdrawal from social situations, and lack of interest in social activities.

什么是危机辅导？

What is crisis counselling?

危机辅导

Crisis counselling

- 不是心理治疗
not psychotherapy
- 专注于将事件的压力最小化
focused on minimizing stress of the event
- 提供情感支持和改善应对策略
providing emotional support and improving coping strategies
- 此时此地更具体
more specific in the here and now
- 支持个人对情况的反应
to support an individual's response to the situation
- 帮助恢复一些控制和掌控的感觉
to help to restore some sense of control and mastery
- 一般会持续几个星期
is generally lasting for a few weeks

危机辅导（续）

Crisis counselling

- 危机咨询：重点是危机的情感后果。

Crisis counseling: focus is the emotional consequences of a crisis.

- 危机干预：一种即时和短期的心理护理，目标是在危机情况下帮助个人。

Crisis Intervention : an immediate and short-term psychological care aimed at assisting individuals in a crisis situation.

- 时长:15分钟- 2小时，频率1 - 3次。

Duration : from 15 minutes to 2 hours, frequency ranges from 1 to 3 times.

我们为什么要做危机咨询?

Why we do crisis counselling?

- 确保安全, 促进整体稳定 To ensure safety and promote overall stability
- 为个人提供情感支持 To provide emotional support for the individual.
- 解决问题并帮助个人获得可用的资源 To solve problem and assists individuals in obtaining available resources
- 恢复平衡 To restore equilibrium

咨询师的角色

Counsellor's role

1. 倾听问题 Listen to concerns
2. 评估安全需求 Assess safety needs
3. 保护来访者的权利和责任 Protect rights and responsibilities of client .
4. 建立良好的关系 Build a good relationship.
5. 一步一步地设定目标 Putting objectives, step by step
6. 在当下把问题说清楚 Speak clearly, in the present, about the problem.
7. 立即采取直接行动，恢复流动性和平衡 Take immediate, direct action to restore mobility and equilibrium.

危机辅导的要素

Elements of crisis counselling

1/3

1. 评估现状 Assessing the present situation

- 倾听来访者的需求，提问，确定个人需要什么来有效应对
listening to the client, asking questions and determining what the individual needs to cope effectively
- 定义问题，并将其作为共情、接受和支持的源泉。确保来访者的身体和心理安全。
define the problem and acting as a source of empathy, acceptance and support.
Ensure client safety, both physically and psychologically.

危机辅导的要素

Elements of crisis counselling

2/3

2. 提问 Questioning

- 封闭式的问题 Closed-ended questions
- 拥有感觉-否认声明 Owing feelings - Disowned statements
- 传达理解 Conveying understanding
- 价值判断 Value judgments
- 正强化 Positive reinforcement
- 共情、真诚、接受 Empathy, genuineness, acceptance

3. 教育 Education

- 提供有关他们目前的情况和他们可以采取的措施，以尽量减少损害 give information about their current condition and the steps they can take for minimize the damage

危机辅导的要素

Elements of crisis counselling

3/3

4. 提供支持 Offering Support

- 提供支持、稳定和资源 providing support, stabilization and resources.
- 积极倾听 Active listening.
- 非评判性支持，减少压力，改善应对 Nonjudgmental support, reduce stress, improve coping.
- 对支持你的人产生短暂的依赖 Develop a brief dependency on supportive people.

5. 发展应对策略 Developing Coping Skills

- 发展应对技能 develop coping skills.
- 探索解决问题的不同方法 explore different solutions to the problem.
- 练习减压技巧 Practicing stress reduction techniques.
- 鼓励积极思考 Encouraging positive thinking

伦理准则

Ethical guidelines

伦理准则

Ethical guidelines 1 / 2

应该做的事 Do's

- 真诚可信任

Be honest and trustworthy.

- 尊重一个人自己做决定的权利

Respect a person's right to make their own decisions.

- 要觉察到并抛开你自己的偏见

Be aware of and set aside your own biases and prejudices.

- 让人们清楚，即使他们现在拒绝帮助，他们仍然可以在未来获得帮助

Make it clear to people that even if they refuse help now, they can still access help in the future.

- 尊重隐私，对当事人的故事保密

Respect privacy and keep the person's story confidential, as appropriate.

- 根据个人的文化、年龄和性别适当行事

Behave appropriately according to the person's culture, age and gender.

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伦理准则

Ethical guidelines 2 / 2

不该做的事 **Don'ts**

- 不要利用你们的关系作为帮助

Don't exploit your relationship as a helper.

- 不要向别人要钱或帮忙

Don't ask the person for any money or favor for helping them.

- 不要做出虚假的承诺或提供虚假的信息

Don't make false promises or give false information.

- 不要夸大你的技能

Don't exaggerate your skills.

- 不要强迫别人帮忙，不要打扰别人，也不要咄咄逼人

Don't force help on people, and don't be intrusive or pushy.

- 不要强迫别人告诉你他们的故事

Don't pressure people to tell you their story.

- 不要和别人分享这个人的故事

Don't share the person's story with others.

- 不要根据一个人的行为或感受来评判他

Don't judge the person for their actions or feelings.

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危机辅导的目标

Goals of crisis counselling

总体目标

General Goal

- **减少情绪压力，保护危机受害者免受额外的压力**
To decrease emotional stress and protect the crisis victim from additional stress.
- **协助受害者组织和调动资源或支助系统，以满足独特的需要，并就造成危机的特殊情况达成解决办法**
To assist the victim in organizing and mobilizing resources or support system to meet unique needs and reach a solution for the particular situation that precipitated the crisis.

目标：更具体的

Goals: more specific

- 危机在多大程度上扰乱了一个人的生活？

How much the crisis has interrupted the person's life?

- 减少对家里其他人的干扰。

To reduce the disruption on others in the family.

- 为了稳定家庭状况，恢复到危机前的功能水平

is to stabilize the family situation and restore to their pre-crisis level of functioning.

- 有机会发展新的方式来理解、应对和解决问题

Opportunity to develop new ways of perceiving, coping, and problem-solving.

- 干预是有时间限制的

The intervention is time limited

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沟通目标

Communication goals 1 / 3

准备 Prepare

- 了解危机事件 Learn about the crisis event.
- 了解可用的服务和支持 Learn about available services and supports.
- 了解安全问题 Learn about safety and security concerns.

沟通目标

Communication goals 2 / 3

观察和倾听 **Look and listen**

- 观察安全 Observe for safety.
 - 观察有明显迫切基本需要的人 Observe for people with obvious urgent basic needs.
 - 观察有严重痛苦反应的人，倾听 Observe for people with serious distress reactions.
- Listen
- 与需要帮助的人联系 Make contact with people who may need support.
 - 询问人们的需求和担心 Ask about people's needs and concerns.
 - 帮助人们解决基本需求和获取服务 Help people address basic needs and access services.
 - 帮助人们解决问题，再次感到平静 Help people cope with problems., to feel calm again
- 提供信息 Give information
- 将人们与他们所爱的人和社会支持联系起来 Connect people with loved ones and social support

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技能与具体技术

Skills and specific techniques

评估问题

Assessment questions

- 发生了什么?(识别问题) What has happened? (Identification of problem)
- 涉及到哪些人? Who is involved?
- 原因是什么? What is the cause?
- 问题有多严重? How serious is the problem?
- 来访者如何受苦? How does the client suffer?
- 他觉察到了吗? Is he aware of this?
- 来访者需要什么? What is the client's need?

技能

Skills 1 / 2

- 能够通过保密和真诚来建立信任 Ability to create trust via confidentiality and honesty.
- 倾听并探索危机对来访者的意义 Listen and explore meaning of the crisis for the client
- 当来访者遇到困难时，能够以专注的方式倾听 Ability to listen in an attentive manner also when the client is under distress
- 少说话，为来访者提供交流的机会 Provide the individual with the opportunity to communicate by talking less.
- 注意语言和非语言的暗示 Attentive to verbal and non verbal cues.
- 愉快的，感兴趣的，语调 Pleasant, interested, intonation of voice
- 关注压倒性的危机的重要信息 Partialize the overwhelming nature of the crisis important information, appointments

技能

Skills 1 / 2

- 在面对面的情况下，保持良好的眼神交流、姿势和适当的社交距离
Maintaining good eye contact, posture and appropriate social distance if in a face to face situation.
- 结束的问题 ended questions.
- 确定优先级，一次解决一个问题 Prioritise and problem solve one issue at a time
- 请求许可，从不做假设 Asking permission, never acting on assumptions.
- 和来访者一起写一份行动计划，从最直接的问题和他们汇报的内容开始
Write a plan of action with the client starting with the most immediate issue and what they debrief
- 鼓励写日记或用日记来记录重要信息 Encourage keeping a journal or using a diary to record important information
- 鼓励和讨论自我照顾 Encourage and discuss self care

技能

Skills 12/ 2

- 使来访者表达的感情正常化 Normalise the feelings expressed by client
- 提供相关问题的信息。资源，危机的本质 Provide information on relevant issues eg. resources, nature of the crisis
- 参考他们过去解决问题的相关方法，能动性 Make referrals to relevant ways in which they have problem solved in the past. agencies.

考虑下列事项

Consider the following

1/3

- 解决基本需求和服务-例如食物、水、住所和卫生设施
Address basic needs & access services – eg. food, water, shelter and sanitation.
- 将人们与特殊需要的特殊服务联系起来——**母亲**与需要喂养婴儿，卫生保健问题
Link people with specific services for special needs – mother with young baby needing to be fed, health care concerns
- 肯定人们应对当前形势的能力
Affirm people's ability to cope with the current situation
- 给他们实际的建议，以满足他们自己的需要
Give practical suggestions for them to meet their own needs
- 鼓励人们使用“积极的”应对策略。充足的休息，与家人共度时光，适当的自我照顾，做一些活动来放松，找到安全的方法来帮助处于危机中的其他人
Encourage people to use their 'positive' coping strategies – eg. Enough rest, spending time with family, adequate self care, doing activities to relax, finding safe ways to help others in the crisis

考虑下列事项

Consider the following

2/3

- 劝阻“消极”的应对策略。吸毒、酗酒、吸烟;整天睡觉;一直工作, 没有休息;远离朋友和家人;自我忽视;从事暴力活动等。

Discourage ‘negative’ coping strategies –

eg. Taking illicit drugs, alcohol or smoking; Sleeping all day; Working all the time without rest; Isolated from friends and families; Self neglect; engaging in violence, etc.

- 提供信息: 在危机情况下可能会有谣言。为受影响的人群提供信息可能会有用, 这样每个人都能听到相同的信息

Give information: There may be rumors in crisis situation. Might be useful to give information to the groups of affected people so that everyone hears the same message

- 提供有关事件的信息, 他们的家庭, 他们的安全, 他们的权利, 以及如何获得他们需要的支持。

Give information on the event, their families, their safety, their rights, and how to access support they need.

- 如果你不知道所有的信息, 不要编造信息或给错误的保证, 而是告诉他们, 你将找到它, 并遵循它或引导他们找到地方/人

If you do not know all the information do not make up information or give false reassurance instead tell them that you will find out about it and follow it through or guide them to the place/pers

考虑下列事项

Consider the following

3/3

- 联系你爱的人，获得社会支持 Connect with loved ones and social support
- 那些在危机后获得良好社会支持的人比那些感觉自己没有得到良好支持的人处理得更好
People with good social support after a crisis cope better than those who feel they were not well supported.
- 将人们与所爱的人联系起来并给予支持是很重要的一部分
Linking people with loved ones and support is an important part
- 让家人团聚，让孩子和父母在一起
Keep families together and keep children with their parents.
- 如果祈祷，宗教帮助人们与他们的精神信仰连接
If prayers, religious practice helps someone link them with their spiritual community.
- 帮助受影响的人们团结起来互相帮助
Help bring affected people together to help each other.
- 探索支持系统和问题 Explore support systems and issues

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- 情绪宣泄：当来访者谈论情绪激动的事情时，所发生的情感释放。

Catharsis: The release of feelings that takes place as the client talks about emotionally charged areas.

- 澄清：鼓励来访者更清楚地表达某些事件之间的关系。

Clarification: Encouraging the client to express more clearly the relationship between certain events.

- 建议：影响一个人去接受一个想法或信念，特别是护士可以帮助的信念，那个人最终会感觉更好。并解释说人的情绪是对危机的正常反应。限制破坏性行为

Suggestion: Influencing a person to accept an idea or belief, particularly the belief that the nurse can help and that person will in time feel better. And Explain that the person's emotions are a normal reaction to the crisis. Set limits on destructive behaviours

- 强化行为:给予来访者对适应性行为的积极回应

Reinforcement of behavior: Giving the client positive response to adaptive behavior.

- 支持防御: 鼓励使用健康的、适应性的防御，并劝阻那些不健康或适应不良的防御

Support of defenses: Encouraging the use of healthy, adaptive defenses and discouraging those that are unhealthy or maladaptive.

- 提升自尊: 帮助来访者重拾自我价值感。例如:你是一个非常坚强的人，能够一直处理好家庭的事情

Rising self esteem: Helping the client regain feelings of self worth e.g;- you are very strong person to be able to manage the family all the time.

- 解决方案的探索: 研究解决当前问题的其他方法

Exploration of solution: Examining alternative ways of solving the immediate problem.

结构和阶段

Structure and phases

第一阶段：评估 Phase I. Assessment

- 请这个人描述一下危机 Ask the individual to describe the crisis.
- 确定何时发生 Determine when it occurred.
- 个人的身体和精神状态 the individual's physical and mental status.
- 如果尝试以前的应对方法，结果如何？ If previous coping methods were tried, what was the result?
- 如果尝试新的应对方法，结果如何？ If new coping methods were tried, what was the result?



第一阶段： 评估 **Phase I. Assessment**

- 评估自杀或他杀的可能性、计划和手段 Assess suicide or homicide potential, plan, and means.
- 评估支援系统是否足够 Assess the adequacy of support systems
- 确定危机前的功能水平。评估常见的应对方法、可用的支持系统和解决问题的能力 Determine level of precrisis functioning. Assess the usual coping methods, available support systems and ability to problem solve.
- 评估个人对个人优势和局限的认知 Assess the individual's perception of personal strengths and limitations.

第二阶段 干预 Phase II Intervention:

- 面对现实的方法。此时此地 reality oriented approach. In the here and now.
- 与正在经历恐慌焦虑的人呆在一起 Remain with the individual who is experiencing panic anxiety.
- 通过无条件的接受、积极的倾听和关注眼前的需求来建立快速的工作关系 Establish a rapid working relationship by showing unconditional acceptance, by active listening, and by attending to immediate needs.
- 不要对情况进行冗长的解释或合理化解释; 营造真情实感的氛围 Discourage lengthy explanations or rationalizations of the situations; promote an atmosphere for verbalization of true feelings.

第二阶段 干预 Phase II Intervention:

- 严格限制攻击性、破坏性的行为。在高度焦虑的情况下，行为可能是冲动和退行的。从一开始就确定什么是可以接受的，什么是不可以接受的，保持一致性。Set firm limits on aggressive, destructive behaviors. At high levels of anxiety, behavior is likely to be impulsive and regressive. Establish at the outset what is acceptable and what is not, maintain consistency.
- 阐明个人面临的问题。专家通过描述他/她对问题的看法，并将其与个人对问题的看法进行比较。Clarify the problem that the individual is facing. The expert does this by describing his/her perception of the problem and comparing it with the individual's perception of the problem.
- 帮助个人确定是什么导致了危机。Help the individual determine what he or she believes precipitated the crisis.

第三阶段 评估 Phase III. Evaluation :

- 是否发生了积极的行为变化? Have positive behavioral changes occurred?
- 个体是否发展出了更适应的应对策略? 它们有效吗? Has the individual developed more adaptive coping strategies? Have they been effective?
- 个人是否通过洞察他或她对危机情况的反应而从经验中成长? Has the individual grown from the experience by gaining insight into his or her responses to crisis situations?

第三阶段 评估 Phase III. Evaluation :

•个人是否相信他或她可以在未来的压力情况下以健康的适应来防止危机的发展?

Does the individual believe that he or she could respond with healthy adaptation in future stressful situations to prevent crises development?

•这个人能描述出一个处理压力的行动计划吗? Can the individual describe a plan of action for dealing with stressors similar to the one that participated this crisis?

沟通:要做什么, 不要做什么

Communication: Do`s and Don`t`s

不要说和不要做的事情

Things NOT to say and NOT to do 1 / 2

- 不要强迫别人讲述他们的故事 Don't pressure someone to tell their story.
- 不要打断或催促别人讲述故事 Don't interrupt or rush someone's story.
- 不要给出你对对方情况的看法，只是倾听 Don't give your opinions of the person's situation, just listen.
- 如果你不确定这样做是否合适，就不要触碰对方 Don't touch the person if you're not sure it is appropriate to do so.
- 不要评判他们做了什么，没有做什么，或者他们的感受。不要说“你不应该有这种感觉。或“你能活下来应该感到幸运。” Don't judge what they have or haven't done, or how they are feeling. Don't say... " You shouldn't feel that way. " or " You should feel lucky you survived.
- 不要编造你不知道的事情。 Don't make up things you don't know.
- 不要使用太专业的术语 Don't use too technical terms.

不要说和不要做的事情

Things NOT to say and NOT to do 12/ 2

- 不要告诉他们其他人或你的故事 Don't tell them someone else's or your story.
- 不要谈论你自己的烦恼 Don't talk about your own troubles.
- 不要做出虚假的承诺或虚假的保证 Don't give false promises or false reassurances.
- 不要觉得你必须为他们解决所有的问题 Don't feel you have to try to solve all the person's problems for them.
- 不要剥夺一个人的力量和能够照顾自己的感觉 Don't take away the person's strength and sense of being able to care for themselves.
- 不要向别人要钱或帮忙 Don't ask the person for any money or favour for helping them
- 不要强迫别人帮忙，不要打扰别人，也不要咄咄逼人
Don't force help on people, and don't be intrusive or pushy

有帮助的要做的事情

Helpful Do's

- **真诚可信任** Be honest and trustworthy
- **对你知道的和不知道的要诚实** Be honest about what you know and don't know.
- **让他们知道你在听** Let them know you are listening: eg.
- **点头或说“嗯……”** Nod your head or say 'hmm...'
- **要意识到并抛开你自己的偏见** Be aware of and set aside your own biases and prejudices
- **让人们清楚，即使他们现在拒绝帮助，他们仍然可以在未来获得帮助。**
Make it clear to people that even if they refuse help now, they can still access help in the future.
- **找一个安静的地方谈话，尽量减少外界的干扰**
Find a quiet place to talk, and minimize outside distraction
- **和对方靠近，但要根据对方的年龄、性别和文化保持适当的距离**
Stay near the person but keep an appropriate distance depending on their age, gender & culture
- **承认这个人的长处以及他们是如何帮助自己的。** Acknowledge the person's strengths and how they have helped themselves.


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The background of the slide is a light gray color with a dense, repeating pattern of small, white, line-art icons. These icons represent a wide variety of concepts including technology (laptops, smartphones, Wi-Fi), communication (speech bubbles, mail, social media), business (charts, graphs, lightbulbs), and general life (hearts, houses, shopping bags).

资源

Ressources

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应对的四个步骤

Four steps to Coping

事实问题 Fact question

介绍你自己 Introduce yourself

告诉我们悲剧发生时你在哪里 Tell us where you were when the tragedy occurred

想法问题 Thought question

当你意识到发生了什么的时候，你的第一个想法是什么？What was your first thought when you realized what had happened?

感觉问题 Feeling question

你最糟糕的感觉是什么？What was your worst feeling?

评估的问题 Assessment question

现在什么能让你感觉更安全？What would help you feel safer right now?

干预 Interventions

- 提供结构 Provide structure
- 保持冷静 Stay calm
- 加强安全措施 Reinforce safety and security
- 要有耐心 Be patient
- 根据需要减少类工作量 Reduce class workload as needed
- 做一个积极的倾听者 Be an active listener
- 对语言和文化需求敏感 Be sensitive to language and cultural needs
- 设定现实的视角 Set realistic perspectives
- 不评判 Be nonjudgemental
- 化解愤怒 Defuse anger
- 不容忍消极或残忍的行为 Do not tolerate negative or cruel behavior
- 减少直接的提醒 Reduce immediate reminders





Source: Ginsburg, K. R., and Jablow, M. M. (2015). *Building resilience in children and teens: Giving kids roots and wings* (3rd edition). Elk Grove Village, IL: American Academy of Pediatrics.

心理急救

Psychological first Aid

- 不是心理学报告 NOT Psychological debriefing
- 没有获得创伤经历和丧失的细节
NOT obtaining details of traumatic experiences and losses
- 不治疗 NOT treating
- 没有标记或诊断 NOT labeling or diagnosing
- 没有咨询 NOT counseling
- 这不是只有专业人士才能做的事情
NOT something that only professionals can do

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内在资源

Internal resources

- 对情况的认知重新评估 Cognitive reappraisal of a situation
- 对当前生活事件的现实感知 Realistic perception of current life events
- 强烈的自我概念和自尊 Strong self-concept and self-esteem
- 自我控制和自我效能感 Self-control and self-efficacy
- 对未来的积极评价 Positive appraisal of the future

外在资源

External resources

- 获得医疗服务 Access to medical care
- 家庭和社会支持网络 Family and social support network
- 治疗联盟与护理团队 Therapeutic alliance with the care team
- 心理治疗和精神药理学支持 Psychotherapeutic and psychopharmacological support
- 支持有关保密性的问题 Support with issues regarding confidentiality
- 获得社会服务 Access to social services

危机小组评审

Crises team review

- 回顾所采取的危机行动和所需的服务 Review the crisis actions taken and services needed
- 确定干预措施的优缺点 Identify strengths and weaknesses of interventions
- 审查和监控转介来访者的状态 Review and monitor status of referred clients
- 确认那些没有返回医院的人 Identify people who have not returned back to hospital
- 优先干预活动 Prioritize intervention activities
- 制定行动计划并跟踪 Establish action plan and follow up

员工会议

Staff meeting

- 为员工提供最新的信息和情况说明 Provide current information and fact sheets for staff
- 讨论与危机相关的问题 Discuss issues or problems related to the crisis
- 帮助危机小组评估员工、学生或家长的需求 Help crisis team assess needs of staff, student, or parents
- 通知教职员每日的学校时间表和行动计划 Inform staff regarding daily school schedule and action plan
- 告知员工学校和社区危机干预服务的可用性和位置 Inform staff regarding the availability and location of school and community crisis intervention services
- 解释后续行动 Explain follow-up actions
- 如有需要，修订行动计划 Revise action plan if needed



CORONA VIRUS

Myths and Facts

Myths

Corona is the most dangerous virus that exists.

I will die if I am diagnosed with the Corona virus.

I need to buy a hazmat suit and a n95 mask to stay protected.

We all need to panic and blame China for this emergency. I should also make insensitive jokes about international students.

I should believe everything I read online about Corona virus because it is all factually checked and written without any bias.

Facts

The common flu kills 60 times more people annually than Corona.

Only 2% of cases have reported deaths and most of these deaths were associated with weaker immune systems (e.g. old age).

Washing hands and sneezing into elbows is the best practice.

The panic and hysteria that's happening is fueled by racism and xenophobia, not evidence or practicality. Nothing justifies being rude to others.

Misinformation and racism is more dangerous than any virus; check for references and look for evidence, not ideology.

<https://truthout.org/articles/the-flu-poses-a-for-greater-threat-to-americans-than-the-coronavirus-from-china/>
https://www.youtube.com/watch?v=e1B1jPGbamU&fbclid=IwAR3po072JJlpml83SHle8AjV4I3x4J2ojKG_J8vB47zVU-ddGYdc5mYahE
https://www.appropedia.org/images/d/d4/Handwashing_-_the_Sammelweis_lesson_forgotten.pdf?fbclid=IwAR2ZgOvcYbOSDdeHg42QODQfgkioN5MBXhd9vkkYAtLeqUa5KChrymmAWNA
https://www.chinadaily.com.cn/a/202001/21/W55e269c47a310128217272B9e.html?fbclid=IwAR3rNH0KJauQ_T3929QopNRgC2mISO6JolAzbOknEZ5nHtoMsLEdUMSWEHl
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<https://www.nytimes.com/2020/01/30/world/asia/coronavirus-chinese-racism.html>

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