



Seminar on Psychological Care: Lessons Learnt from the Manila Hostage Incident

馬尼拉人質事件心理支援服務研討會

Time: 0930 to 1300

Date: 9 October 2010 (Sat.)

Venue: Rayson Huang Theatre, The University of Hong Kong

日期: 二零一零年十月九日(星期六)

時間: 上午九時三十分至下午一時

地點: 香港大學黃麗松講堂

Co-organizers:

Hong Kong Red Cross

Division of Clinical Psychology, Hong Kong Psychological Society

Department of Psychology, The University of Hong Kong

合辦機構: 香港紅十字會, 香港心理學會臨床心理學組, 香港大學心理學系

SEMINAR ON PSYCHOLOGICAL CARE: Lessons Learnt form the Manila Hostage Incident

Care for Those Impacted by the Manila Incident – The Role of SWD

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Outline

- My work and my role
- Support provided by SWD in the Manila Hostage Incident:-
 - In the Philippines
 - In Hong Kong
- Learning from the experience.



My work and role

- HKSAR Government – Support for Hong Kong residents overseas
 - Social Welfare Department
 - Welfare support
 - Psychological/ Emotional support
- My work: oversees the service of Clinical Psychologists (CPs) in SWD – the reason I am here.



My work and role

- My role in the seminar:
 - to relate my colleagues' experience
 - Learning points: from a a macro level.



Support Provided by SWD

- **In Manila**

- 23/8 the incident
- 24/8 early morning, team assembled and left for Manila
- 1 Senior Clinical Psychologist
- 1 Clinical Psychologist
- 1 Chief Social Work Officer



Actual Work in Manila (Cont'd)

- **CRISIS INTERVENTION – in actuality: IMPROVIZATION**
- One special team to support each family.
- Goal: full support for survivors and their families in all aspects – whatever they need.
- Company, consolation, practical assistance, advocating and protecting their rights.



Actual Work in Manila (Cont'd)

- The work included:
 - Visiting the injured at hospitals
 - Accompany family members to identify the bodies
 - Facilitate ventilation of emotions
 - Help them to understand their family members' or their own reactions and situations
 - Help them to understand their rights (e.g. to privacy)



Actual Work in Manila (Cont'd)

- Consultation, professional advice
 - Help medical personnel, other helpers and family members to understand the mental states of the survivors & their needs & how to support them. (e.g. breaking news to young survivors.)



Actual Work in Manila (Cont'd)

- Teach relaxation to the injured
- Facilitate communication between the injured and their family members
- Liaison between helpers as well as family members in Manila and Hong Kong, to coordinate the support work.



Actual Work in Manila (Cont'd)

- **In Hong Kong**
 - **Survivors and their family members who cannot go to Manila to help**
 - **Other Hong Kong residents**



Actual Work in Manila (Cont'd)

- **For survivors and their family members**
 - **24/8 Social workers of SWD started outreaching to each family**
 - **To provide immediate practical assistance (e.g. care for young children at home, immediate financial assistance.)**



Actual Work in Manila (Cont'd)

- **For survivors and their family members**
 - **Keep family members company, provide emotional support (picking up at airport, receiving of the bodies, identification of bodies at the mortuary, treatment arrangement in the hospitals.)**



Actual Work in Manila (Cont'd)

- **For survivors and their family members**
 - **Later stage: coordinate and help manage the donations, offer of assistance from various sources, funeral arrangements, long term financial problems)**
 - **Referral for further professional assistance if warranted.**



Actual Work in Manila (Cont'd)

- **For other Hong Kong Residents**
 - Back up the HKRC & HKPS Hotline
 - 7/700 +/- calls referred to SWD for priority CP follow-up treatment.
 - Crisis Management Briefing (CMB) for staff of the travelling agency involved.
 - Public education through the media: help them to make sense of their psychological reactions and management.



A glimpse of the actual experience...



社署職員

陪家屬認屍互動慰問

首次擔任雷霆救兵，社會福利署總社會工作主任劉婉明，一心想着到馬尼拉扶持死傷者家屬，到頭來卻是家屬反過來關顧她的心理狀況；短短 42 小時內盡了生死痛悲，在回航的包機上，社署臨床心理學家陳偉光腦海只盤旋着：「浮生若夢，回家真好」八個大字。

救援要長遠跟進

放工返家途中才得悉要出動，劉婉明記得，首件要執拾的行李是手提電話充電器。政府的團隊各有分工，她主要負責向香港的同事報告各家屬最新情況。陪同家人到殮房認屍一刻，她需要向家屬提出安慰、忠告，結果是部份家屬反過來問她：「怕唔怕？」「佢哋係需要幫助嘅人，但係都好識得關顧番身邊嘅人」。劉婉明說，事發後傳媒不斷追訪，現在是時候給予生還者和家屬一點私人空間，讓哀傷過渡。

專責為傷者、家屬提供「心理急救」，陳偉光說，最困難是如何向家屬發放「壞消息」。「邊個話界小朋友知

菲島慘劇港善後團隊談感受： 浮生若夢 回家真好



Lessons Learned

- Need to continue optimization of protocols/working guidelines in emergency relief overseas:
 - Collaborations between different professionals
 - Collaborations between different departments
- Develop a mechanism for more efficient formation of the response team and preparations before departure.



Lessons Learned (Cont'd)

- Preparation of the potential response team members: mental health, emotional stability, stress tolerance
- Ability to be flexible and to deal with uncertainties creatively.



Lessons Learned (Cont'd)

- Do not forget the resilience of the victims and their self-healing power.
- Know your limits and yet be willing to put them aside.
- Overall: satisfactory work but there is always room for improvement.



The background of the slide is a light blue-tinted image. It shows a hand holding a pen, poised to write on a newspaper. A pair of round-rimmed glasses is resting on the newspaper in the lower-left quadrant. The overall aesthetic is professional and academic.

The End

Thank you!

