



## 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 from the Manila Hostage Incident

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## Profile of Callers to the “Psychological Support Hotline Service”



Bonnie SO  
Hong Kong Red Cross  
9 October 2010

## Psychological Support Hotline Service Centre for the Manila Hostage Incident

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- Service Day: 24 – 28 August 2010
  - Total no. of calls received: **736**
  - Total no. of man-time of volunteer: **195** (including HKRC Psychological First-aiders and HK Psychological Society's clinical psychologists)
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# Findings of the Callers

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## SEX

- <b>Female</b>	:	<b>491</b>	<b>(67%)</b>
- Male	:	175	(24%)
- Missing	:	70	(10%)

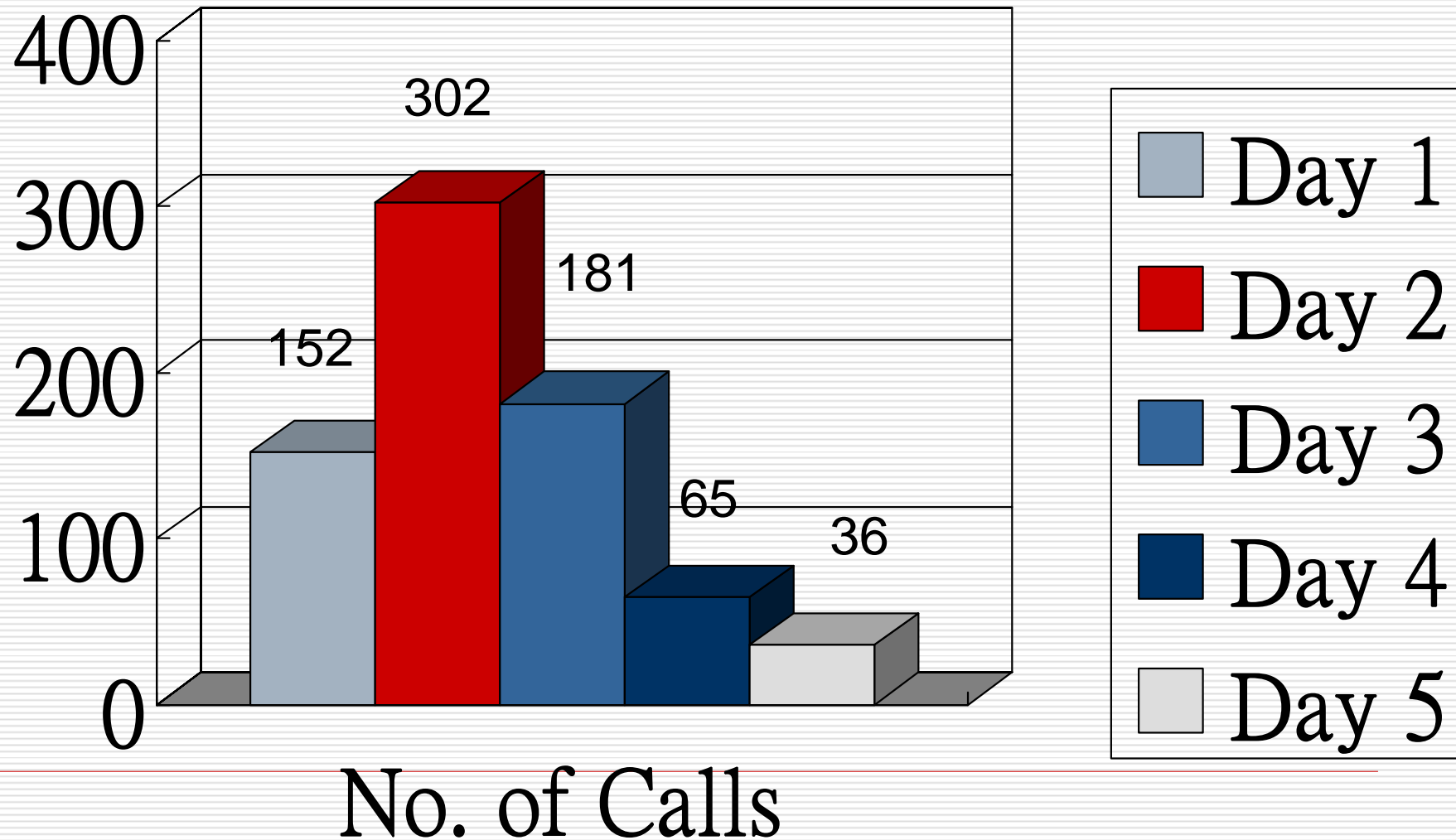
## AGE

- Child	:	11	(2%)
- Adolescent	:	20	(3%)
- <b>Adult</b>	:	<b>526</b>	<b>(71%)</b>
- Elderly	:	25	(3%)
- Missing	:	154	(21%)

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# No. of Calls by Day

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# Findings of the Callers

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## MENTAL HISTORY

- Have using psychological treatment: 57 (8%)

## CALLER TYPES:

Affected by the news	511 (69%)
People who want to express opinions to the Philippines or HK Govt	37 (5%)
Family members / friends of the victims	29 (4%)
Want to offer help or advice	25 (3%)

# Findings of the Callers

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## PRESENTING CONCERN

Sadness directly resulted from the incident	427 (58%)
Sleep problem	196 (27%)
Anger	112 (15%)
Worry, anxiety over own, significant others' safety	89 (12%)
Sadness of previous experience triggered by the incident	79 (11%)
Eat problem	61 (8%)

# Crosstabs

## Age Group and Presenting Concern

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### **Elderly (N=25)**

- Anger (25%)
- Sadness of previous experience triggered by the incident (25%)

### **Adult (N=526)**

- Sadness directly resulted from the incident (62%)
- Sleep problem (29%)

### **Adolescent (N=20)**

- Sadness directly resulted from the incident (50%)
- Worry, anxiety over own, significant others safety (30%)

### **Children (N=11)**

- Sleep problem (55%)
  - Eat problem (27%)
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# Crosstabs

## Caller Type and Presenting Concern

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### **Family members / friends of victims (N=29)**

- Anger (17%)
- Sadness directly resulted from the incident (82.8%)
- Sleep problem (21%)

### **Affected by News (N=511)**

- Anger (16%)
- Sadness directly resulted from the incident (75%)
- Sleep problem (35%)

### **Old/ current clients of some counseling services (N=57)**

- Anger (12%)
- Sadness directly resulted from the incident (54%)
- Sleep problem (21%)

### **Who want to express opinion to the Philippines or HK Govt (N=37)**

- Anger (57%)
  - Sadness directly resulted from the incident (32%)
  - Sleep problem (22%)
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# Conclusions

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- ❑ Psychological Support Service for the Public in time of critical incident is needed
  - ❑ Service should be available within short period of time
  - ❑ Professional involvement is important
  - ❑ Division of responsibilities of volunteers and professionals
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**THANK YOU!**

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