



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

Psychological Services for Survivors & Helpers

Presented by
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Hospital Authority

✚ Medical Team of the Hospital Authority (with 2 doctors, 2 nurses and 2 clinical psychologists) was part of the HKSARG's Special Team to Manila

✚ Pre deployment Phase

- ✧ A HA staff was involved**
- ✧ Notification and need assessment**
- ✧ Preparation for deployment**
- ✧ Ready to go kit**

✚ Operation Phase

- 1. Planning: e.g. meetings with government personnel, collection of information, assessment of service needs, service planning**
- 2. Direct services: e.g. briefing to family members, contact & engagement, acute grief support**

- 3. Client advocate**
- 4. Liaison**
- 5. Consultation / advice**
- 6. Follow up plan**
- 7. Protection from media exposure**



Post Incident Support

1. For survivors/ relatives:

- ✧ **Individual crisis intervention services**
- ✧ **Assessment and psycho education session/ information to family members**
- ✧ **Coping with loss and change**

2. Injured Survivors and their Families:

- ✧ **Psychological services provided by 13 clinical psychologists in Prince of Wales Hospital, Tsang Kwan O Hospital, Tuen Mun Hospital, United Christian Hospital and Corporate Clinical Psychology Services of Hospital Authority**

3. For Staff of Hospital Authority

- ✧ **Activation of the Critical Incident Support Team (peer support services provided by trained staff volunteers)**
- ✧ **Crisis intervention planning meeting**
- ✧ **Crisis management briefings**
- ✧ **Individual/ group crisis intervention services**
- ✧ **Consultation services**

4. Other Dispatched Teams Members

- ✧ **Psycho educational materials**
- ✧ **Individual services**
- ✧ **Sharing session**

Reflections:

- ✧ **Application of the principles of Crisis Intervention**
- ✧ **Importance of prior preparation**
- ✧ **Leadership and experiences**
- ✧ **Organized operation**
- ✧ **Impact of media coverage**