Emotional:

Lose temper easily and feel distressed

Biological:

Low appetite, and low energy level
Difficult to fall asleep
Difficult to concentrate

Behavioural:

Does not like to make contact with people Seek emotional support

(Problems are transient; may last for several hours to a few days)



MODERATE

Problems exist for vo consecutive weeks or longer)



Emotional:

Experience strong setback
Feel exhausted and cannot maintain daily routine
Lose interest in routine activities, hobbies and studies, etc
Experience self-blame and self-derogation
Emotionally confused
Feel helpless and hopeless

Biological:

Disturbances in diet and sleep Suffer from somatic diseases, e.g. headache, chest pain, stomachache, and palpitating heartbeat

Behavioural:

Disconnect with social contact Slow or unstable in motor action Act aggressively or violently Abuse alcohol and drugs

Emotional:

Feel desperate

Behavioural:

Express suicidal thoughts, or a wish to disappear Abandon precious items End a long and important relationship

SEVERE

(Problems exist for two consecutive weeks or above)



STEP 2 How to help?

11LD

Do's

✓ Listen patiently
 ✓ Encourage him/her to talk
 ✓ Be understanding and
 discuss solutions together

Don'ts

x Judge and criticize x Neglect his/her feelings

MODERATE

Do's

Non-verbally:

- √ Listen actively
- √ Accept his/her feelings
- √ Show your understanding directly to make him/her feels supported
- √ Be calm, objective, positive and open-minded to explore problems and solutions
- √ Respect his/her needs and values

Verbally:

- √ Encourage him/her to participate in more social gatherings
- √ Provide practical help in daily life
- √ Invite or accompany him/her for a walk, go shopping, watching movies or exercising
- √ Encourage him/her to seek professional help

Don'ts

- x Impose your own values and opinions
- x Criticize his/her thinking

SEVERE

Do's

- ✓ Pay serious attention to his/her
 Suicidal thoughts (he/she is sending out signal to seek help)
- √ ASk about his/her suicidal thoughts and plans directly (specific plan indicates stronger risk)
- √ Stay with your friend to avoid him/her being alone
- √ Encourage him/her to Seek professional help e.g doctors or counsellors

Don'ts

- x Criticize the suicidal thoughts
- x Promise to keep confidential
- x Say "yes" to inappropriate request, e.g. taking care of his/her family

Seek professional help

- It may be difficult to rely on personal effort to help someone with severe emotional disturbance.
- Alongside with keeping calm, offering active listening, be supportive, you should encourage your friend to seek professional help, e.g. from counsellors, medical doctors, psychologists or social workers etc.
- In addition, you can help him/her to collect relevant information regarding the professional services, or even accompany him/her to seek these services.



Pay attention to your own emotional condition

- Sometimes, your distressed friends may have some unreasonable requests or behaviors. Naturally, you may feel exhausted, helpless and even blaming yourself for not doing enough.
- You should acknowledge your limitations and that you have already offered your best.
- While you are helping your friends, you can also seek advice from your family, close friends, professors, hostel staff and other professionals.
- If possible, you should try to contact the family of the person concerned to ensure his/her safety, as well as to reduce your pressure.



Seeking Help at CUHK

Office of Student Affairs 3943 7208 Student Counselling & Development Service

College Dean of Students' Office

hung Chi College	3943 8009
lew Asia College	3943 7609
nited College	3943 7575
haw College	3943 7363
Iorningside College	3943 1406
.H. Ho College	3943 4776
.W. Chu College	3943 1801
/u Yee Sun College	3943 3942
ee Woo Sing College	3943 1504

University Health Service 3943 6422 **Security Unit (Emergency Number)** 3943 7999

Community Resources (

outhline"	2777 8899	
cial Welfare Department Hotline	2343 2255	
icide Prevention Services	2382 0000	
e Samaritan Befrienders Hong Kong	2389 2222	
JHK 24 Hour Emotional Support Hotline	5400 2055	

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Student Counselling and Development Service
Office of Student Affairs

How to help your emotionally disturbed friends?

