



STEP 2
How to help?

MILD

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



Step 3 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.



Step 4 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
Student Counselling & Development Service 3943 7208

College Dean of Students' Office

Chung Chi College	3943 8009
New Asia College	3943 7609
United College	3943 7575
Shaw College	3943 7363
Morningside College	3943 1406
S.H. Ho College	3943 4776
C.W. Chu College	3943 1801
Wu Yee Sun College	3943 3942
Lee Woo Sing College	3943 1504

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

Community Resources

"Youthline" 2777 8899
Social Welfare Department Hotline 2343 2255
Suicide Prevention Services 2382 0000
The Samaritan Befrienders Hong Kong 2389 2222
CUHK 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?



中大有晴
SUNSHINE AT CUHK