

「校園·好精神」教師專業網絡 網上研討會

13-1-2023



捐助機構 Funded by



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust

主辦機構 Organised by



香港青年協會
the hongkong federation of youth groups



THE HONG KONG JOCKEY CLUB
Centre for Suicide Research
and Prevention
THE UNIVERSITY OF HONG KONG
香港大學滄生與生命研究及預防中心



Project Charter

Project Objectives

1. To equip teachers and staff to “read between the lines” and identify “alarming” words for suicidal risk
2. To empower the students to identify the warning signs of emotional and psychological distress of peers
3. To provide a user-friendly seeking help journey to potential students to reach Open Up service when in need
4. To increase the motivation of help seeking of the students when facing emotion distress

Major Deliverables

1. In-school promotion and education
2. Gatekeeper Training
3. Re-channel service demand through school-community-online network

Stakeholders

1. Students
2. School principals, Teachers, , Staffs, Parents
3. School Social Workers
4. IT and PR
5. Volunteers

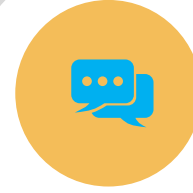
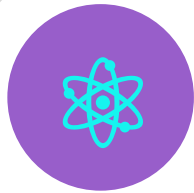
Project Major Deliverables

1. Gatekeeper Training

- Online and offline Training kits
- To equip to “read between the lines” and identify “alarming” words for suicidal risk
- To empower the students to identify the warning signs of emotional and psychological distress of peers

2. School and Student engagement activities

- In-school promotion and education booth
- To uprise the emotional awareness on self and peer



3. Re-channel Service Demand

3.1 Co-created Tailored referral mechanism

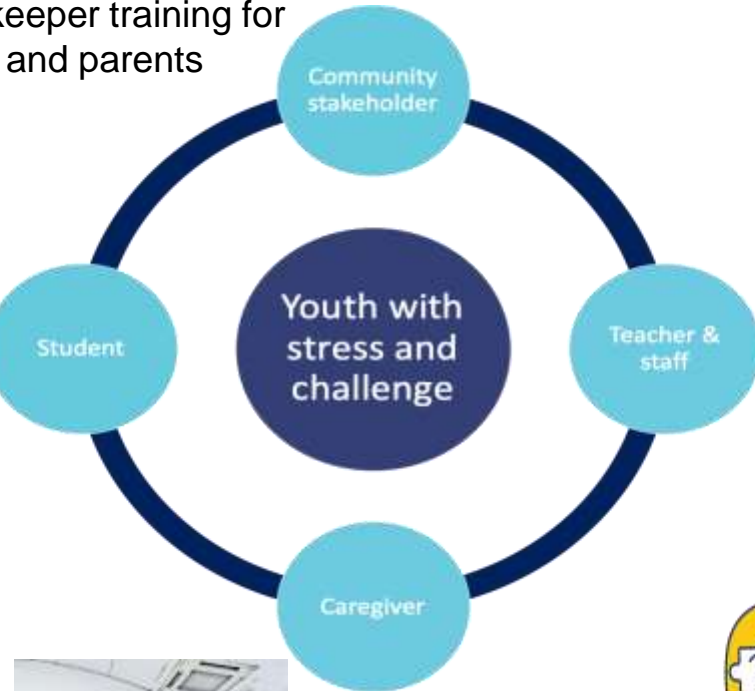
- Communication Channel Phase 1& 2
- Connected Care

3.2 Chat Widget & Web banner

- Increase the motivation of seeking help once facing emotion distress

Gatekeeper Training

More than 80 schools connect with Open Up for the Gatekeeper training for the teachers, students and parents



Feedback:

Student A: 「實用又有趣，原來情緒問題係可以由不同方面留意到」

Student B: 「好少人話我知可以從接納角度看待負面情緒」

Teacher C: 「準備充足，攤位有趣，能夠讓同學投入、引起話題，鼓勵到有需要學生求助」

守門人角色

關懷支持

- 主動關心青少年/朋輩
 - 聆聽說話
 - 尊重他們
- 留意與青少年相關議題
 - 掌握青少年潮流及心態
 - 留意青少年壓力及挑戰

危機識別

- 早期發現、早期介入
- 尋找受情緒困擾青少年/朋輩
- 及早協助他們
- 留意危機因子
- 保護有危機的青少年/朋輩

互相合作

- 守門人間的合作
 - 家校合作
 - 醫社合作
 - 服務轉介
- 議題持續發展
 - 舉辦研討會
 - 提供專業訓練及交流

School and Student engagement activities



Re-channel Service Demand

1. Chat Widget & Web banner



Website banner



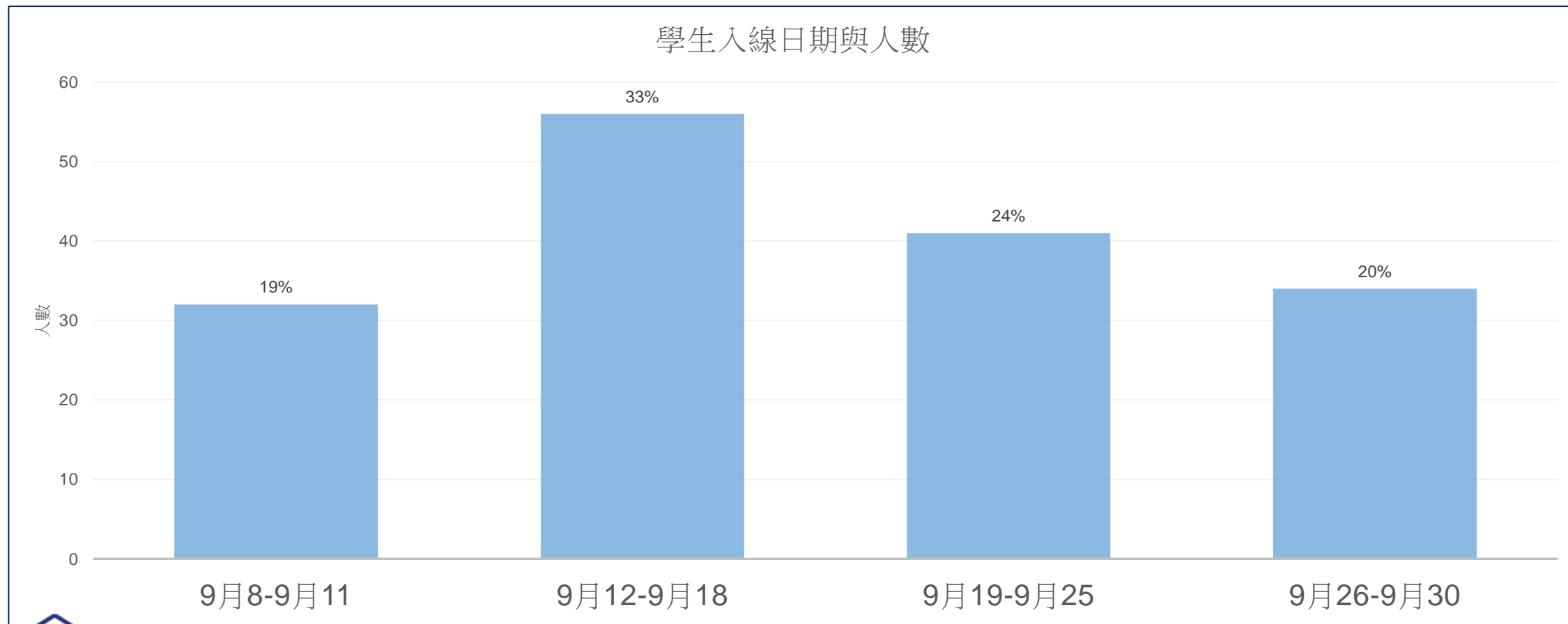
Chat Widget



Data Summaries

- One pilot school joined our chat widget service
- Students can access Open Up directly through a popup Open Up chat box on their school website
- **279** students engaged Open Up via the chat widget in two months (Sept 7 to Dec 26 22)

Data Summaries

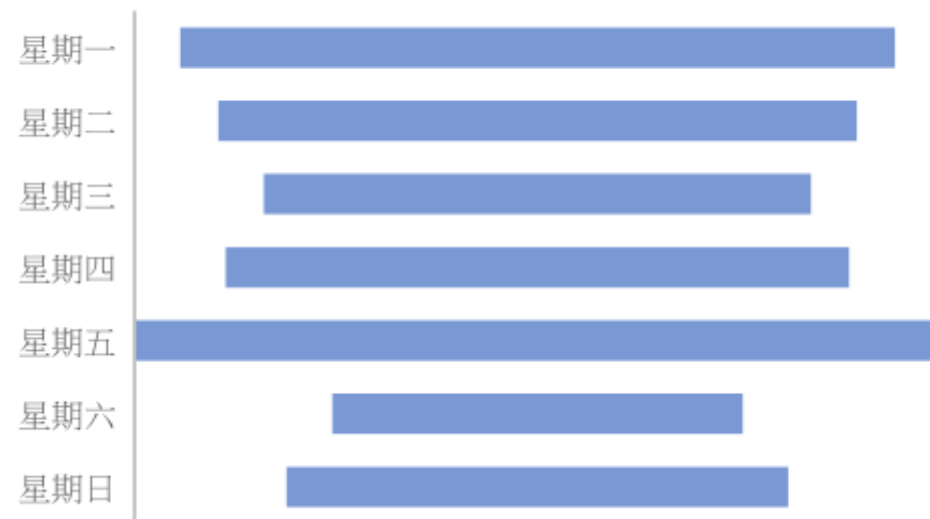


Data Summaries

學校學生入線時間與人數



星期與人數



2. School Communication Channel

Background	Presenting Problem(s)	Follow up
F/ 15/ F2	Suicidal thoughts and self harm	Co-work with School Social Workers
F/ 12/ F1	Self harm	
F/ 16/ F4	Self harm, suicide	
M/18/F4	Depression , Self harm , suicide	

3. 開學期間限定心事台 – New School Year 2022

Date: 25/8/2022 – 30/9/2022

Target: All Primary & Secondary School

- Daily chat was raised to 98 chats, around a **20% increased**
- A total of **589 primary and secondary students** sought help from Open Up in Sept (raised by **24%** compared to the last month.)
- The top four concerns of students in the chat were **peer relationships, mental stress, physical health and study**
- **High-Risk chats increased by 37%** (by AI detected)
- Develop close cooperation with the school to monitor the risk levels of the student
- A total of **17 high-risk cases** refer to School Social workers to follow up



Statistics

	Overall Statistic (Sept)	Primary & Secondary Students
Incoming (Accepted TOS)	6730 Chats	
Compared with last 2 months	8/2022 (+12.4%, Aug) 7/2022 (+22.7% (July))	
Valid Chat	2936 Cases	598 cases
Average Daily Chat	98	20
Additional Manpower	+64% (Aug) +55% (July)	



Main Concerns

Main concerns	Compared with last month
Social issues (School, COVID-19 vaccine)	+50%
Sex related	+38%
Peer relationship	+31%
High risk chats	+37%

	8/2022	9/2022	raised
Relationship	170	187	+10%
Mental health	138	155	+12.3%)
Physical health	23	30	+30.4%)
Wellbeing	16	22	
Study	78	75	



**Word Cloud
(25/8-30/9)**

Connected Care

A bridge between Online to Offline Services

Crisis

lower risk



Emergency Service

Referral- f2f service

Follow-up on Open Up

e.g. HK Fire Services Department, HK Ambulance Services, HK Police Force

e.g. School Social Work
Youth Outreaching Team
Cyber Youth Support Team
Integrated Children and Youth Services Centre
Mental Health Service
Integrate Family Service Centre

e.g. Single session Therapy

Preparation & Future Collaboration

- ✓ 24/7 Synchronous
- ✓ Text message
- ✓ Anonymity
- ✓ Autonomy



- ◆ Chat Widget & Website Banner
- ◆ School Communication Channel
- ◆ In-school promotion and education
- ◆ Gatekeeper Training



MOBILE



FAX



PHONE



E-MAIL



They are
**OUR YOUTH &
OUR FUTURE**

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Thank You!