



香港都會大學  
HONG KONG  
METROPOLITAN  
UNIVERSITY

學生事務處  
Student Affairs Office

# Student Counselling Services

FOR STAFF REFERENCE



## HOW TO DETECT STUDENTS WITH COUNSELLING NEEDS?



### Warning signs that require your attention:

- Prolonged (2 weeks or more) emotional distress which impacted everyday life.
- Past emotional / mental distress or experience.
- Changes in behaviour.
- Increased lateness for lectures and in submitting work.
- Not attending lectures.
- Appearing more tired than usual.

### What you may do when it exists?



#### 1. LISTEN ATTENTIVELY

- In suitable time and place
- With non-judgmental attitudes
- With patience
- Acknowledge his / her distress before expressing your opinions




## 2. REFERRAL

- Although it is good to support others, a referral for counselling could be considered when the student's problems go beyond your own experience, or when you feel he/ she needs more help than you can offer.
- Introduce the topic of counselling by saying like:  
"You sound very upset about your study problem. Student who felt similarly have been helped by talking to a counsellor. How would you feel about that?"  
  
"I am here to help and support, but it seems that counselling could benefit you more than what I could offer. Could we seek the help from counsellors?"

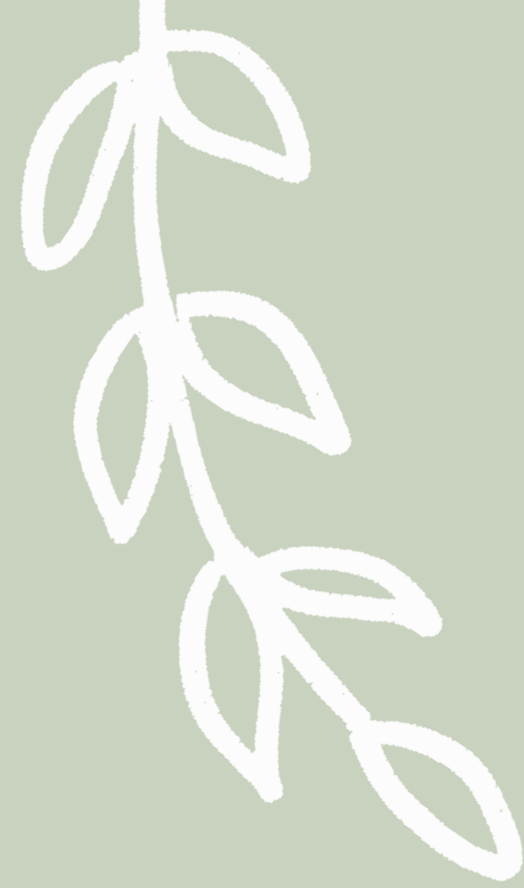


### 3. BRIEFLY INTRODUCE THE COUNSELLING SERVICE TO THE STUDENT

- Inform students on how to make an initial appointment
- Schedule an appointment for students with his/her consent
- Accompany the student to the counselling service if needed



If student refuses a referral to counselling, you could explore his/ her difficulties and discuss the situation with a counsellor without disclosing student's identity. We will provide you with some general advice on how to handle various types of situation, and what to watch out for.



# FAQS ABOUT THE SERVICE

## 1. DOES THE PROBLEM HAVE TO BE A SERIOUS ONE TO SEE A COUNSELLOR?

No. Many personal, relationship- or academic-related problems can be helped through counselling. Seeing a counsellor is about making a positive choice to get the help that students need.

## 2. WILL THE COUNSELLOR TELL ANYONE ABOUT THE PROBLEMS?

The counselling we offer is confidential, which means counsellors will not discuss the situation with anyone outside the Service, unless we have the consent to do so.

Confidentiality will be broken if there are legal or statutory obligations to disclose, or if there is a risk of serious harm to the student or to others.

## 3. WHAT IF MORE HELP IS NEEDED THAN THE SERVICE CAN PROVIDE?

If longer-term therapy or specialist help is needed, referrals can be made via the counsellor to agencies or services in the community. Counsellors would also discuss these options with students if this seems the best way forward.

# STUDENT COUNSELLING SERVICES



2768 6856 / 2768 6205 / 2768 6646



sao\_scs@hkmu.edu.hk



C0509, Main Campus

Service Hours:

Mondays to Fridays

930am to 530pm

STUDENTS WHO NEED EMOTIONAL SUPPORT OUTSIDE SERVICE HOURS MAY ACCESS COMMUNITY-BASED HOTLINE SERVICES:

- The Samaritan Befrienders Hong Kong at (852) 2896 0000 (24-hour)
- Suicide Prevention Service at (852) 2382 0000 (24-hour)
- Open up: round-the-clock counselling at Whatsapp / SMS: (852) 9101 2012 (24-hour)
- Caritas Family Crisis Support Centre Hotline Service at (852) 18288 (24-hour)