

疫情中的公共心理服务

Public Psychological Services During Epidemic

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社区应对新冠肺炎国际网络

International Alliance for COVID-19 Community Response



IACCR秘书处

简介

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- 团体关系顾问，中国、以色列、美国团体关系会议体验与培训
- 团体专委会人际动力学组督导，2020年中灾协抗疫志愿者督导
- “成为团体带领者（BAG）”课程研发&授课&督导，10余年
- 北京交通大学 & 北京师范大学兼职团体咨询师
- 森林疗养师 & 培训师 & 督导
- 主管护理师，20多年三甲医院临床护理实践 & 临床带教经验



Welcome and Introduction

Tingli Zhou

Registered Counseling Psychologist, 17 years; Founder of LiveinGroup
Group Relations Consultant, heavily involve in Group Relations Conference
Supervisor in The Interpersonal Dynamic Group Section of DGCGT,CAMH
Founder & Supervisor for Being A Group-leader(**BAG**) Course ten more years
Group Counseling Psychologist, Private Practice in Beijing, also Part time in
Beijing Jiaotong university and Beijing Normal university
Forest Therapy & Trainer & Supervisor
Head Nurse in past two decades years (Retired now)





目录 Content

- 1 了解心理压力及特点 , Acknowledge Pressure Characteristics**
- 2 心理服务基本原则 , Basic Principle of Psychological Services**
- 3 心理援助&自我关照 , Psychological Assistance & Self-care**
- 4 建立系统服务流程与方法 , Establish a Systematic Service Process and Methods**



目标 Object

- 提供科学、系统、实用的人文关怀同时，关注自己的身心健康，避免共情疲劳。
- Provide scientific, systematic and practical humanistic care while paying attention to your own physical and mental health to avoid empathy fatigue.



1

了解大众心理压力及特点，
Acknowledge Pressure Characteristics



了解大众心理压力及特点

Acknowledge Pressure Characteristics

- 公众心理的特点：
 - ✓ 心理需求的广泛性； **The breadth of psychological needs**
 - ✓ 利益追求的共同性； **Commonality of interest pursuit**
 - ✓ 信息暗示的易受性； **Information implied susceptibility**
 - ✓ 行为模仿的普遍性； **Universality of behavior imitation**
 - ✓ 情绪感染的强烈性。 **Intensity of emotional contagion**



心理援助者的处境

The situation of psychological helpers

- 医院/社区内的感染风险, **risk of "cross-infection" in hospitals/community**
- 有限的医疗资源, **unable to be hospitalised due to the shortage of medical resources**
- 过度工作, **overworked**
- 共情疲劳, **Empathy fatigue**



了解压力状态下需求

Acknowledge the Demand Under Stress

- 事件突发: **Incident**

- ✓ 生命安全, **Safety**
- ✓ 信息准确, **Accurate information**
- ✓ 生存保障, **Survive**
- ✓ 情绪宣泄, **Emotional catharsis**

- 常态化: **Normalize**

- 和平时需求一致, **As same as daily life**



2

公共心理服务基本原则

Basic Principle of Public Psychological Services



公共心理服务基本原则

Basic Principle of Public Psychological Services

心理急救的涵义:

心理急救是指对心理遭受严重打击或需要支持的人提供人性化支持和切实帮助。

尽责地提供心理急救是指:

1. 尊重受助者的安全、尊严和权利。
2. 调整自己的行为以适应受助者的文化背景。
3. 了解其他紧急应对措施。
4. 照顾好自己。

- The meaning of psychological first aid:
 - ✓ Psychological first aid refers to the provision of humane support and practical assistance to people who have suffered a severe psychological blow or need support.
- Respect the safety, dignity and rights of recipients
- Adjust your behavior to suit the cultural background of the recipient.
- Learn about other emergency response measures.
- Take good care of yourself.



公共心理服务基本原则

Basic Principle of Public Psychological Services

准备

- » 了解危机事件。
- » 了解可获得的服务和支持。
- » 了解安全和治安问题。

● Preparations:

- ✓ Acknowledge crisis events
- ✓ Understand the available services and support Link
- ✓ Understand safety and security issues



公共心理服务基本原则

Basic Principle of Public Psychological Services

观察

- » 检查是否安全。
- » 检查明显急需基本需求的受助者。
- » 检查出现严重困扰反应的人。



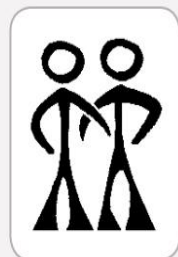
倾听

- » 接近需要支援的人们。
- » 询问他们的需求和担忧。
- » 倾听他们,帮助他们平静心绪。



联系

- » 帮助人们表达需求并联系相关服务。
- » 帮助人们应付问题。
- » 提供信息。
- » 联系亲人和社区方面的帮助。



● 3 L 原则: 3 L principles

✓ Look

✓ Listen

✓ Link

● 常态化: Normalize

➤ 和平时需求一致,

➤ As same as daily life



公共心理服务的目标

The Goal of Public Psychological Services

- 协助当事人渡过现有混乱
- 缩小危机负面影响的程度
- 恢复到危机前的功能与现实状况
- 减少今后创伤后应激障碍 PTSD 的出现
- 增加当事人成长的可能性, 学到新的应对方式技巧、增加生活选择

(Myer & James, 2005; Thompson, 2004)

- Assist the client to get through the existing chaos.
 - Reduce the extent of the negative impact of the crisis.
 - Restore to the pre-crisis function and reality.
 - Reduce the appearance of post-traumatic stress disorder.
 - Increase the possibility of the client' s growth, learn new coping styles and skills, and increase life choices
-
- Instillation of hope, 希望重塑
 - Universality, 普遍化
 - Imparting information, 传递信息



3

心理援助&自我关照 Psychological Assistance & Self-care



心理援助与自我需求

Psychological assistance and self-needs

- 助人自助, **Help others to help themselves**
 - ✓ 助, 人自助, **Help oneself**
 - ✓ 助人 ≠ 代替, **Helping is not equivalent to replacing**
- 自我需求, **self needs**
 - ✓ 助人的目的, **The purpose of helping others**
 - ✓ 承认局限性, **Acknowledge limitations**



自我关照 , Self Care

- 资源整合与分配, **Resource integration and Guided allocation.**
 - ✓ 一方面, 收集各种线上心理支持资源, **On one hand, gather all available online mental support resources;**
 - ✓ 另一方面, 对心理问题进行分类, **On the other hand, categorize different levels of mental health problems.**



自我关照原则

Principle of Self Care

- 分清角色与职责, **Distinguish roles and responsibilities**
- 考虑个人健康和对家庭带来的压力, **Consider personal health and stress on the family**
- 诚实的问自己: 是否做好了准备? **Ask yourself honestly: Are you ready?**
- 健康的工作和生活习惯, **Healthy work and life habits**
- 保持工作边界, **Keep working boundaries**
- 具有系统思维, **Have system thinking**
- 休息和复原, **Rest and recovery**
- 接受督导, **Accept supervision**



系统化思维 , system thinking

人类是在两个相互依赖的系统之间相互作用的背景下看待和体验世界的。

Human experience is viewed in the context of interaction between two interdependent systems.

个人系统 the individual person system:

生物的
biological

生理的
physiological

认知的 cognitive

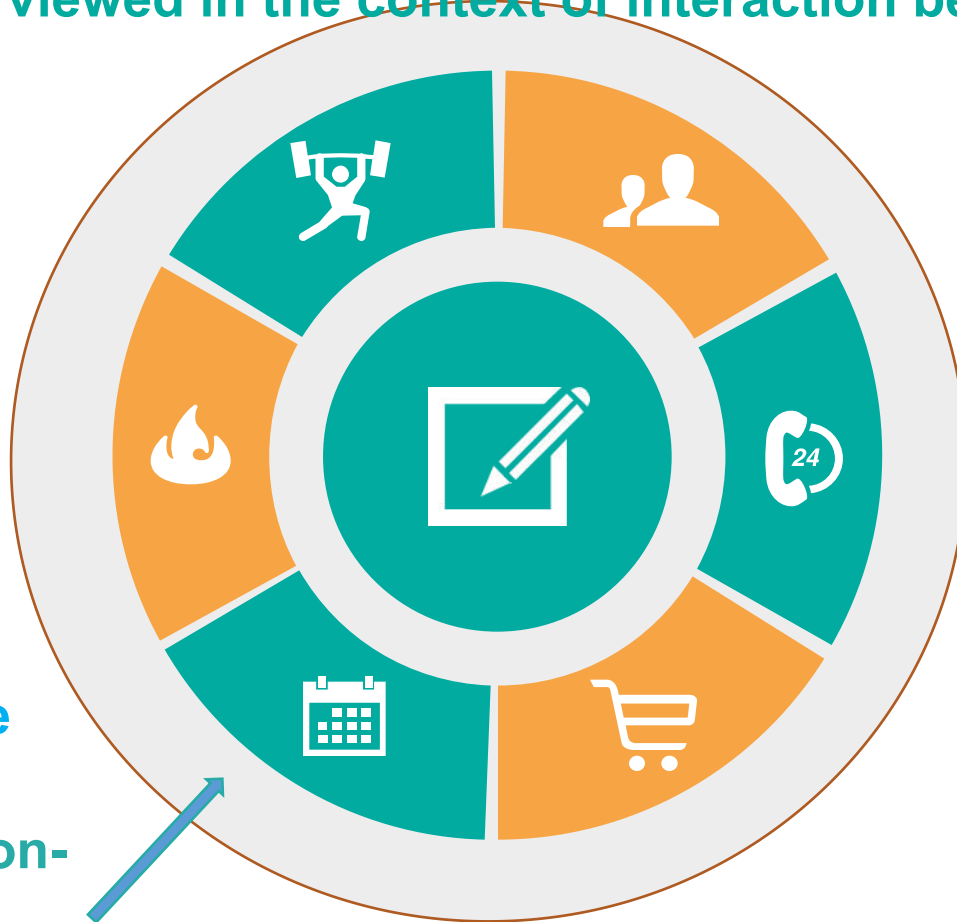
个人体验到的世界 The Person-Experiential World System

心理的 psychological

个人体验到的环境系统
personally experienced environment system:

物理环境
physical environment

社会环境
social environment



4

建立系统服务流程和方法

**Establish a Systematic Service Process
and Methods**



服务方式 , Service Methods

- 网络一对一心理支持与陪伴
One-on-one psychological Online support and companionship
- 网络支持团体
Online support group
- 心理科普、讲座
Psychoeducation 、 lectures
- 督导（同行支持）
Supervision (peer support)



服务流程 , Service Process

- 心理援助热线设置, Offering psychological help through hotline setting:
 - 服务群体, Target groups
 - 志愿者值班时间, Volunteer Duty Hours
 - 负责人, Who is on duty?
 - 反馈机制, Feedback process
 - 转介机制, Referral process
 - 合作部门, Cooperation Department



LiveinGroup 的公益服务介绍

Introduction to LiveinGroup' s public service

◆网络公益心理服务：Online **public service**

- 一对一服务， One on one
- 团体支持， Group support
- 公益督导：， Supervision
- 公益讲座， Lectures
- 参与项目， Involve in the project



公益网络一对一心理支持与陪伴

One-on-one psychological support and companionship in public welfare network

- 微信一对一心理支持与陪伴：
 - One-on-one psychological support and companionship on Wechat
- 1、医护群体：Health Care Groups:
 - 2、病患&患者家属群体：Patients and families:
 - 3、留学生群体：Overseas students:



网络团体心理支持与陪伴

Online group psychological support and companionship

- 网络支持陪伴团体（公益）：

Online Support and Companion Group (non-profit):

- 1、武汉中南医院医护群体：

Health workers in Wuhan Zhongnan Hospital

- 2、心理咨询师同行： Psychological consulors

- 3、大众： Public people

- 4、海外留学生群体： Chinese oversee students



网络团体心理支持与陪伴

Online group psychological support and companionship

- 参与其他机构组织的公益网络支持团体（少量费用）：

Participate in public welfare online support groups organized by other organizations (with a few cost):

- 1、普通大众 Public people
- 2、企业/警察/社工群体：Enterprises/ Police/ Social workers:
- 3、医护人员：抗疫护士 Health Workers : frontline nurses
- 4、心理咨询师同行：Psychological counselors



心理科普、讲座和督导（同行支持）

Psychoeducation、lectures and supervision (peer support)

- 心理科普：书写微信公众号文章——
- Popularization of psychological knowledge: write articles posted in WeChat Official Account
- 面向大众含病患群体的心理科普文章与音乐
- Articles and music on psychological knowledge for public including the mentally disabled
- 面向医护人员的心理科普文章与音乐
- Articles and music on psychological knowledge for medical staff



心理科普、讲座和督导（同行支持）

Psychoeducation、lectures and supervision (peer support)

- 心理讲座：
- Lectures on psychology:
- 面向医护群体的情绪管理讲座
- lecture on emotion management for medical workers
- 面向社区工作者的压力管理讲座
- lecture on stress management for community workers
- 面向留学生群体的情绪管理讲座
- lecture on emotion management for overseas students
- 面向热线志愿者的自我照顾讲座
- lecture on self care for hotline volunteers



心理科普、讲座和督导 Psychoeducation、lectures and supervision

- 督导，Supervision

- ✓ 对于热线志愿者开展一对一支持，志愿者接线期间遇到紧急情况直接和督导联系

Provide one-on-one support for hotline volunteers. Volunteers connect with supervisors directly during hotline emergency

- ✓ 在心理援助热线项目中为热线志愿者开展团体督导

Supervise all the hotline volunteers in projects of psychological assistance hotlines



成果交流 , Outcome Exchange

- 国际交流
- International exchange



The screenshot displays a Zoom meeting in progress. The main window shows a presentation slide titled "Supervisory Relationship From the System Perspective" by Tingli Zhou, Beijing, China. The slide includes the LiveinGroup logo and the IICCS (International Interdisciplinary Conference on Clinical Supervision) logo. The slide content includes a "Welcome and Introduction" section and a "Main Points" section with a list of bullet points. The Zoom interface shows three participants: Tingli Zhou (Beijing, China), Katharine Carter, and Dr. Amanda Joh... (partially visible). The bottom of the screen shows the Zoom status bar with various icons and a QR code.



成果交流，Outcome Exchange

- 国内交流，National exchange





感谢大家！保持联系！
Thanks & Keep In Touch

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