



**消除恐慌与歧视，
促进社区信任和友好**
**Eliminate panic and
discrimination to promote
community trust and friendship**

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China Federation of Social Workers—Volunteers of Epidemic Prevention Psychological Hotline on Ali Health Platform



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PART.1

警惕标签化

Beware of Labeling

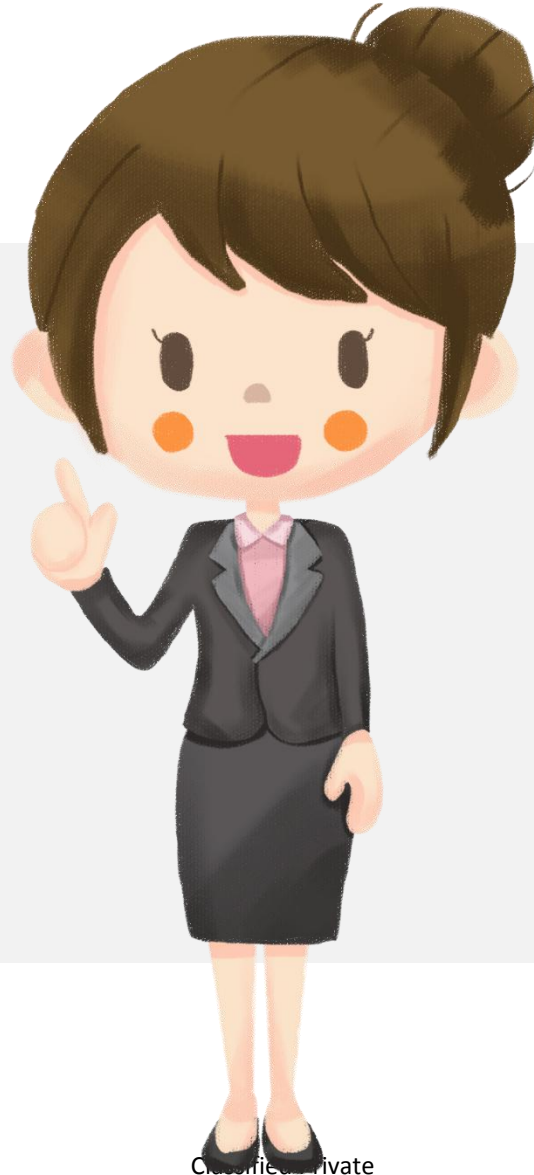
1.1 警惕标签化 Beware of Labeling

种族歧视 Racial discrimination



亚裔歧视 discrimination
against Asian

中国病毒 Chinese virus



地域歧视 Regional discrimination



各国互相提防
keep an eye on other countries

武汉病毒 Wuhan virus
对回国人员不友好
Be unfriendly to returnees

1.2 “不可接触的人” untouchable people



湖北迁出者
emigrants from Hubei



归国人员
returnees from overseas



外出工作 migrant workers
探亲返家 returnees

社交排斥
anti-social bonding
工作受挫
frustrated from work

留学人员 oversea students
商务人员 businessmen
旅游人员 tourism staff
海外劳工 oversea workers

情绪问题：焦虑、激惹
emotional problems : depression and
irritation
经济问题 economic problems
社交排斥 anti-social bonding
行为问题：难管理、抗拒隔离
behavioral problems : refuse to be
managed or quarantined



PART.2

应对策略：社会心理服务
strategy :
social psychological
service

应对策略：社会心理服务

strategy: social psychological service



社会心理服务：2018年12月中国国家卫生健康委等10个部委联合发文，说明社会心理服务的宗旨是动员多元的社会力量，促进心理健康，缓解社会矛盾，“培育自尊自信、理性平和、积极向上的社会心态”。 In December 2018, China's National Health and Health Commission and 10 other ministries and departments jointly issued a paper stating that the purpose of social psychological services is to mobilize diverse social forces, promote mental health and alleviate social conflicts, "cultivate self-esteem and self-confidence, rational and peaceful, positive social mentality. "



消除恐慌 地域歧视 临时性贫困
stop panic region temporary
discrimination poverty



PART.3

爱有戏的做法 I You She practice

社工-心理双师服务 Social Workers and Psychological Service Providers

提供社工师和心理咨询师的双师服务，既要消除恐慌歧视，也要解决脆弱人群的现实困境。 To provide both services , we should not only eliminate panic, discrimination, but also solve the realistic problems of vulnerable groups.



社会工作师
心理咨询师
双师服务

社群支持服务：建立“被标签化”人群的社群，开展支持性小组服务，促进与居民的信任与友好。
Community Support Services: To build a community of "tagged" people, develop supportive group services, and promote trust and friendship with residents.

热线咨询服务：为归国隔离人员提供政策咨询和心理咨询，缓解焦虑，配合隔离。
Hotline Consultation Service: To provide policy consultation and psychological consultation for the returnees, to alleviate anxiety and cooperate with isolation.

提供代理服务：采购、快递等生活服务。
Agency services: procurement, express delivery and other life services.

提供生活援助：为临时性贫困的归国务工人员提供隔离费用支持，安抚情绪。
Life support: To provide support to temporarily impoverished migrant workers for the cost of isolation and emotional comfort.

整合性的服务可快速作用于情绪和行为

The integrative service has a rapid impact on emotions and behaviors

心理咨询师

Psychological
counselors

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社会工作者

Social workers

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PART.4

群体帮扶案例

Community support cases

对临时性贫困归国务工人员援助



成都双流区慈善会在双流集中隔离酒店内调研海外务工人员的贫困情况。

根据调研情况，将对60位回国务工者提供援助。

Chengdu Shuangliu District charity investigated the poverty condition of overseas workers concentrated in the quarantine hotel in Shuangliu. According to the investigation, assistance will be provided for 60 returnees.

加强贫困独居老年群体防护



对独居困难老人进行健康教育，发放长期防疫的卫生包，里面有温度计、药品、口罩、手套、消毒剂和厨房卫生用品等。

Provide health education for the elderly living alone and distribute health kits of long-term efficacy to them, including thermometers, medicine, masks, gloves, disinfectors and kitchen health supplies.



谢谢参与!

Thanks for your participation!