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全国关怀热线四个月 接2.8万通求助电话

为在心理上对抗疫情，全国关怀热线于今年4月10日推出，这个24小时热线由近900名来自公共与私人机构，拥有心理辅导专长的志愿者经营。

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冠病疫情给未来带来前所未有的挑战和不确定性，导致许多国人的压力和焦虑加剧，全国关怀热线推出四个多月以来，接获近2万8000通求助电话。

卫生部兼通讯及新闻部高级政务部长普杰立医生昨天在线上新加坡正念大会致辞时指出，这些求助电话中，约有1万2000通交由训练有素的义工执行心理急救。

全国关怀热线于今年4月10日推出，这个24小时热线由近900名来自公共与私人机构，拥有心理辅导专长的志愿者经营。

普杰立说，人们在适应疫情下的新常态时，难免会感受到一定的压力和焦虑。

为此，配合新心相连（SG United）运动，文化、社区及青

年部和保健促进局正与合作伙伴携手为公众提供照顾情绪和心理健康的简单贴士，协助人们减轻心理负担。

政府在冠病疫情暴发之前，就关注国人的心理健康，并通过在2017年推出的新五年社区心理卫生总蓝图，与社区伙伴一起落实各项计划。

普杰立说：“不是因为我们知道全球大流行病即将来临，而是知道有一天会有这样的考验，我们需要让更多人在社区内共同实践和提供护理服务，以促进心理健康。”

总蓝图多管齐下，旨在加大宣导力度、及早辨识并给予心理疾病患者关怀与帮助，至今取得不错的进展。

截至去年12月，护联中心（AIC）已建立起由43个社区外展小组组成的网络，并培训了政

府机构和社区伙伴的2万4000多名前线人员，以辨识社区中的有心理健康需求者，并转介他们接受适当的服务。普通科医生也接受相关诊断培训。

当局截至去年已接触超过30万人，并为可能出现心理疾病或失智症的2万3000多人提供援助。

本届新加坡正念大会由慈善机构百仁中心和新加坡国立大学思学院（Residential College 4）联合举办，超过4500人报名参加了在昨天与今天举行的线上活动。

百仁中心总裁周荧矜副教授致开场白时说，培养正念可帮助人们认清不快乐的真正源头。“即使没有冠病，人们仍会面对失业、生病或失去亲人的时候。”

她认为，一件事的好坏是由心态去决定的，如果拒绝接受现实，就会陷入过往当中，裹足不前。“与其诅咒黑暗，不如点亮一根蜡烛，最好是越多越好。”

National CARE Hotline receives 28,000 calls for the last 4 months (English translation)

Zaobao, 23 August 2020

To help deal with mental resilience, the National CARE Hotline was started on 10 April this year. This 24-hour hotline is manned by near 900 volunteers with counselling expertise from the public and private sectors..

The COVID-19 pandemic has brought about unprecedented challenges and uncertainty, resulting in increased stress and anxiety in many Singaporeans. The National CARE Hotline has received close to 28,000 calls since it started four months ago.

Dr Janil Puthucheary, Senior Minister of State, Ministry of Health and Ministry of Communications and Information pointed out in his opening address at the virtual Singapore Mindfulness Conference 2020, that about 12,000 of these calls were channelled to the trained volunteers to administer psychological first aid.

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Dr Janil said as we adapt to a new normal, it is natural for all of us to feel some degree of stress and anxiety.

As part of SG United, the Ministry of Culture, Community & Youth and Health Promotion Board are working with partners to equip the public with simple tips to care for our emotions and mental wellbeing, and to support others who may be feeling emotional distress.

The government has been working on the mental health of the nation before the pandemic and launched the Community Mental Health Masterplan in 2017, working with community partners on the various initiatives.

Dr Janil said, "Not because we knew that a pandemic was coming along, but we knew there would be tests such as this, and we would need to enable many people to work together - a community of practice and a community of care to drive mental health."

The Community Mental Health Masterplan in 2017 through a holistic approach, aims to increase outreach, develop early detection processes and provide care and support to those living with mental health conditions in the community, and have made some good progress.

As of December 2019, the Agency of Integrated Care (AIC) has set up a network of 43 community outreach teams and trained over 24,000 frontline staff, to identify persons with mental health needs in the community so that they can be referred to appropriate support. The general practitioners have also received relevant training in diagnosis.

AIC has reached out to over 300,000 persons as a result and provided support for 23,000 who were at risk of developing mental health conditions or dementia, and needed some form of specialist intervention.