

危急事故往往突如其來，無論是災難、意外或人為襲擊，除了會對生命安全構成威脅，對人的身、心及精神上所造成的影響和創傷也是不容忽視。

Critical incidents, including disasters, accidents and terrorist attacks are always unpredictable, and can cause great physical, emotional, psychological distress, or harm.

## 危急事故後有什麼壓力反應？ What are the stress reactions to critical incidents?

經歷危急事故後，壓力反應可以以不同方式呈現，以下都是常見的壓力反應。

These are common reactions to critical incidents. Different people may have different manifestation.

### 行為反應 Behavioral

畏縮、迴避他人、發愣、與人爭辯等  
withdrawal, avoiding people, arguing with people, etc.

失眠、疲累、頭痛、肌肉緊張等  
difficulty in falling or staying asleep, fatigue, headache, muscle tension, etc.

### 生理反應 Physical

### 情緒反應 Emotional

驚訝、哀傷、絕望、失望、憤怒、緊張等  
shock, grief, fear, frustration, anger, anxiety, etc.

腦海重覆事件、混亂、難以集中等  
intrusive image, confusion, memory loss, poor concentration, etc.

### 認知反應 Cognitive

對大部份人來說，自然的應對方法有助逐漸減弱壓力反應。  
For many people, natural coping strategies can help gradually reduce the stress reactions.

## 如何照顧自己？ How to take care of yourself?

### 有助適應的行為 Adaptive Coping Strategies



- 維持正常的生活作息，包括七至九小時的睡眠時間  
Maintain daily routine with adequate rest, including 7 to 9 hours of sleep per day.
- 保持健康飲食，多吃蛋白質和碳水化合物，少吃咖啡因與尼古丁  
Maintain a healthy diet, increase the intake of protein & carbohydrates, and decrease the intake of caffeine and nicotine.
- 投入生活，建立有益身心的興趣和恆常的運動習慣，積極工作  
Develop healthy lifestyle and hobbies. Do exercise often and be involved at work.
- 當你準備好時，與信任的人傾訴，互相分享感受，或參與互助團體  
Share your feelings when you feel ready to do so or participate in mutual support groups.
- 與能支持你的人多花時間相處  
Spend time with people who can support you.

## 無助適應及不應做的行為 Maladaptive Coping Strategies

- 因為不希望使別人擔心或苦惱而沉默不語  
Keep everything to yourself because you don't want to upset others.
- 使用酒精或藥物來嘗試協助適應  
Use alcohol or drugs to cope with stress.
- 以過度工作來逃避面對負面情緒  
Work excessively to block out your negative feelings.
- 迴避與家人朋友接觸  
Avoid contact with your family or friends
- 等到自己壓力過大或過累，以至於無法全然從別人的支持中獲益  
Wait until you are suffering from burnout and cannot benefit from others' support.

## 如何幫助你身邊有需要的人？ How can I support others in need?

### 可嘗試 You should

- 找一個不受干擾的時間和地點談話  
Find an uninterrupted place and appropriate time to talk.
- 表示有興趣聆聽、專注和給予關心  
Show your interest, attention, and care.
- 尊重對方的反應和應對方式  
Respect their reactions and coping strategies.
- 認同對方處理問題時的能力  
Acknowledge their strengths in handling problems.
- 協助對方了解沉重的壓力可能需要花一段時間才能解決  
Facilitate them to understand that it might take time to process the intense emotions and stress.

## 如何幫助你身邊有需要的人？ How can I support others in need?

### 應避免 You should not

- ◎ 急著告訴對方他會好起來，或是他應該要「忘記它」  
Urge to tell them that they will be okay, or they should "forget it".
- ◎ 當對方應對壓力比不上你，就認為對方是懦弱或誇大問題  
Perceive others as weak or exaggerating their problems because they are not coping as well as you do.
- ◎ 只討論自己的經歷而不傾聽對方的故事  
Focus on the discussion of your story instead of listening to theirs.
- ◎ 沒有細心聆聽對方及理解他們的擔憂而急於提供建議  
Give advice without listening to and clarifying the concerns of them.
- ◎ 阻止對方主動討論他感到困擾的事情  
Stop people from talking about what is bothering them.
- ◎ 告訴對方他已經很幸運，因為他的情況並不是最壞  
Tell them that they are lucky for that they are not in the worst situation.

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不過有些人如果曾經歷過一些危急事故，可能會發展出較嚴重的心理問題，如創傷後壓力症、抑鬱症或焦慮症等情況。

However, some people may develop severe psychological problems after encountering critical incidents, such as Post-Traumatic Stress Disorder, Depression and Anxiety disorders.

常見徵狀 Common Symptoms:

- ◎ 侵入性的回憶及與危急事故有關的噩夢  
Intrusive thoughts, memories, vivid nightmares and flashbacks about the incident.
- ◎ 迴避與災難或危急事故相關的地方、人物、話題及事物  
Avoiding places, people and things that are related to the incident.
- ◎ 激烈的身體反應和過度警覺  
Intense physical reactions and being hypervigilant.
- ◎ 失眠、食慾不振、異常疲倦、無法專注  
Difficulty in falling or staying asleep, poor appetite, poor attention and fatigue.
- ◎ 對身邊事物或生活突然失去興趣  
Loss of interests to life or the things that you enjoy before.
- ◎ 大部份時候情緒低落  
Depressed mood most of the days.
- ◎ 對某些事物或情況產生過度恐懼或焦慮  
Excessive fear or anxiety towards specific objects or situations.

若以上情況持續兩至三周或更長的時間，影響你的日常生活和工作；或你反覆想到死亡、有自殺念頭，你應向專業人員（如社工、臨床心理學家）尋求協助。你亦可諮詢你的家庭醫生。

If the above conditions persist for 2 – 3 weeks or longer and affect your daily functioning and work, or you have recurrent thoughts of death or suicidal ideation, please consult professionals, such as social workers, clinical psychologists, or your family doctors for further assistance.



香港紅十字會  
HONG KONG RED CROSS



## 經歷危急事故後的心理健康 Psychological Well-being after Critical Incidents



地址 Address 西九龍海庭道十九號  
香港紅十字會總部  
社區關懷服務部心理支援服務  
Hong Kong Red Cross Headquarters  
Psychological Support Service  
Community Care Service Department  
19 Hoi Ting Road, West Kowloon, Hong Kong

電話 Tel (852) 2514 2280

傳真 Fax (852) 3103 4010

電郵 Email [psp@redcross.org.hk](mailto:psp@redcross.org.hk)

網址 Website <http://www.redcross.org.hk/tc/psychological/introduction.html>