

**THE UNIVERSITY OF HONG KONG**  
**FACULTY OF SOCIAL SCIENCES**

**Symposium on Online Text-based Emotional Support Services in Hong Kong**

**Programme**

Date: Wednesday July 6, 2022

Time: 9:30am – 12:30pm (HKT)

Venue: Social Sciences Chamber, 11/F, The Jockey Club Tower, Centennial Campus,  
HKU or via Zoom

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<b>TIME</b>	<b>PROGRAMME</b>
9:30am	Opening Remarks by Mr. Chan Wai Leung Head of Youth & Community Service Caritas Hong Kong Jockey Club Online Youth Emotional Support, Open Up
10:20am	Symposium on Online Text-based Emotional Support Services in Hong Kong  Risk Management in Online Context  Guest Speakers: Ms. Sharon Choi Project Manager Caritas Hong Kong Jockey Club Online Youth Emotional Support, Open Up  Ms. Rachel Kwok The Samaritan Befrienders Hong Kong  Mr. Leon Yue Senior Manager Suicide Prevention Services

	<p>Miss Sandy Ku Program Manager Suicide Prevention Services</p> <p>Ms. Lam Sin Ting Rita Senior Supervisor (Community-based Service) Youth Outreach</p> <p>Ms. Lai Wing Lam Natalie Team Leader Youth Outreach</p> <p>Panelist: Dr Christian Chan Associate Professor Department of Psychology The University of Hong Kong</p> <p>Moderator: Professor Paul Yip</p>
11:00am	Break
11:05	<p>Volunteer Training and Management</p> <p>Guest Speakers:</p> <p>Ms. Hsu Siu Man Deputy Executive Director The Hong Kong Federation of Youth Groups Jockey Club Online Youth Emotional Support, Open Up</p> <p>Ms. Rachel Kwok The Samaritan Befrienders Hong Kong</p> <p>Mr. Leon Yue Senior Manager Suicide Prevention Services</p>

	<p>Miss Sandy Ku Program Manager Suicide Prevention Services</p> <p>Ms. Lam Sin Ting Rita Senior Supervisor (Community-based Service) Youth Outreach</p> <p>Ms. Lai Wing Lam Natalie Team Leader Youth Outreach</p> <p>Panelist: Dr Christian Chan</p> <p>Moderator: Professor Paul Yip</p>
11:45	<p>Practice Wisdom in Handling Frequent/Difficult Users</p> <p>Guest Speakers:</p> <p>Mr. Lui Hong Chung Humphrey Team Leader The Boys' &amp; Girls' Clubs Association of Hong Kong Jockey Club Online Youth Emotional Support, Open Up</p> <p>Ms. Rachel Kwok The Samaritan Befrienders Hong Kong</p> <p>Mr. Leon Yue Senior Manager Suicide Prevention Services</p> <p>Miss Sandy Ku Program Manager Suicide Prevention Services</p>

	<p>Ms. Lam Sin Ting Rita Senior Supervisor (Community-based Service) Youth Outreach</p> <p>Ms. Lai Wing Lam Natalie Team Leader Youth Outreach</p> <p>Panelist: Dr Christian Chan</p> <p>Moderator: Professor Paul Yip</p>
12:25pm	<p>Concluding Remarks Professor Paul Yip</p>