

Project Heaven's Floor

22.10.2021

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Overview + Background

Project *Heaven's Floor* intends to provide students of CUHK access to mental health and social support resources, filling in the gaps that the University has not met in its current capacity. Drawing upon current capacities offered, *Heaven's Floor* will synergize and incorporate initiatives already existing.

Currently, about 1 in 3 students in Hong Kong require mental health support. According to WHO, depression is one of the leading causes of illness and disability among teenagers, death by suicide is the third most common reason for teenagers to die and the consequences of not addressing mental health in adolescents extend to adult life, impacting the health of the adult population, limiting their contribution to society and detrimentally affecting their family.

While existing initiatives such as UPals in CUHK and Mind HK do provide social support and mental health first aid, there is an urgent demand for further and more comprehensive support for the students of Hong Kong.

Project Heaven's Floor will serve as a comprehensive pilot project in the Chinese University of Hong Kong (CUHK) as a proof-of-concept for the provision of social support and mental health first aid. Heaven's Floor will draw together existing social support offered through UPals, provide training through MindHk in Mental Health First Aid, reduce stigma in Mental Health issues and show that there are staff and students who are not only willing to respond to this need, but are well-equipped to do so as well.

Arguments for Implementation:

- 1 in 3 students within Hong Kong suffer from mental health difficulties. (SCMP)
- Approx. 21,000 students in CUHK, therefore approx 7,000 would have mental health challenges.
- 4.5:100,000 = number of psychiatrists to population.
- 330 working in the public sector.
- 61% of adults in HK suffer from poor mental well-being: 12,810 in equivalence of CUHK Students (Mind HK)
- 1/7 develop a common mental disorder in their lifetime: approx 3000 in equivalence of CUHK Students (Mind HK)
- The last *Student Mental Health Enhancement Programme* was conducted in '06-'07. Showing that there exists a vacuum in training for staff regarding the support of student mental health.

Goals, General

1. To bring to the student body the capacity to administer mental health first aid and low-intensity intervention.
2. To bring to the student body social support through broad-spectrum awareness, in-depth training and collective ownership.
3. To bring to the student body immediate access to not only mental health resources, but social support in as close proximity as possible.

Goals, In Detail

- offering a service that is close in proximity to students and staff .
- Increase in education and exposure.
- Destigmatization and normalization of students' mental health statuses and discussion thereof
- Easy implementation and rollout of resources.
- Effective training that qualifies students and staff to respond to the problem at hand.
- Integration of staff and students promotes cooperation and trust between the two parties.
- Buying time for students (primary focus) and staff (secondary focus) to get the help they need.
- Grassroots community and support structure building.
- Empowers students to meet their own needs.

Specifications

Project *Heaven's Floor* is an initiative that takes a multi-pronged approach in its outreach, ensuring effective cross-coverage of each individual vector so as to maximize efficacy and hit-probability. The vectors are as listed below:

The Vectors

1. Forum.


As Wu Yee Sun (WYS) college holds mandatory fora for its student body, they serve as an effective format for building inroads to the students. Further benefits are the 1 hour slot allotted, allowing sufficient exposure for the concepts within the anti-stigma talk to gain traction and be fully explained. Additionally, the Forum will serve as one of the points-of-entry within the pipeline to the workshop.

To Expound:

- The mandatory nature of fora makes exposure and entry into HF's forum offering more likely than an independent talk that would require more time carved out.
- The length of time allotted is advantageous in allowing proper education of HF materials.
- Q&A allows for in-depth answers for students and staff relating to their personal questions and needs.
- The forum, as with the dinner talk, is integral to inducting students and staff into the workshop. The forum will educate about the importance of Mental Health while simultaneously helping to reduce stigmatization and normalize these issues.

2. Dinner Talks

WYS college also holds mandatory dinners with informative talks for its student body. These talks give ample time and chance for ensuring exposure. An additional benefit is the attendance of faculty, giving opportunities to build relationships, increase awareness and develop support networks among the staff and students and within the student body itself. Dinner Talks will focus on broaching the concept of mental health first aid, offering students and faculty a look into the Project and create an environment open to the discussion of mental health, with the intention of reducing stigma. The Dinner talks too, will serve as one of the points-of-entry within the pipeline to the workshop.



-Similar to the forum above, the mandatory nature again is advantageous for exposure and entry, having the forum and dinner as compulsory for students, significantly improves exposure to the project.

-The social nature of dinner talks may provide an additional advantage in allowing a more relaxed environment to discuss the HF materials

-Q&A again is good for in depth exposure to said materials and for addressing concerns, needs and questions of students and staff.

-The dinner talk as well as the forum above is integral in induction and education.

3. The Workshop


A core component of Project *Heaven's Floor*, the workshop is designed to give students a greater depth of sensitivity and understanding towards themselves and those they help. Furthermore, it will equip students with not only the technical knowledge of how to administer mental health first aid, but through practicals and role-playing, it will aid students in supporting their peers through challenging situations and build resilience. This will build capacity in the student body to not only take better care of themselves, but disarm stigma and grow support. Furthermore, the workshop will also take time to train faculty members alongside student participants for the purpose of future integration; this is with the understood caveat that staff and students will have segments of training where separation is necessary as certain training elements may differ due to position.

4. 1-1 Coffee with Company/Trading Tea-Time

Heaven's Floor accepts that broader approaches will not work for all students, hence the offering of one-on-one sessions for members of the student body. The Coffee with Company/Trading Tea-Time (CwC/TTT) will be offered in information packets from the Dinner Talks and Fora and will also be individually advertised. These sessions serve not only to offer students a chance to confide in and seek support from trained peers, while the presence of allocated session areas are a reminder to the student body that help is ever-present and no one is denied the chance to access *Heaven's Floor*.

To expound:

1. The primary purpose for cwc/ triple T is for bridging the gap between informal peer to peer outreach/ support and formal institutional psychiatric care with trained staff and



students that can not only effectively triage student-clients regarding their mental health needs but also provide a touchstone of relational contact, a support person to go through the process of seeking professional help with, someone to help prolong or stabilise said student-client until help can be had and at core, a friendly face.

2. Heaven's floor accepts that such duties go beyond what an average peer may be expected to do and may place high expectations on those going through the training scheme. A support structure of staff trained by H.F and/or a professional counselor is vital to address the needs of the student-clients and the student- supporters themselves. The immense dearth of support resources means that H.F graduates will be entering an environment where there is much demand and scarce supply. CwC/ triple T will be an important test-bed for the efficacy of H.F training, serving also as a measure for the pace of operations and pace of personnel requirements.
3. The secondary purpose of CwC/ triple T, is to act as a platform for outreach purposes and data gathering. Regardless of the initial performance of trainees, while the ultimate, immediate and primary goal is indeed individualised peer support; perhaps equally important is the data, all of which will inform future training cycles, information to provide during talks, needs of students that could be better met, and triage and interpersonal protocols.

5. Support Platform.

With the implicit knowledge that a service is only as good as its service providers, we understand the role that those who offer the CWC/ TTT sessions will require support themselves, a sounding board for difficult situations as well as guidance. This will be crucial, especially during seasons of higher strain such as examination periods. Additionally, the members constituting the support platform will be able to provide greater accountability to the system through regular supervision and re-upping/upskilling on training when required.



Additional Vectors

1. Low Intensity Intervention Training

While it is ultimately the goal of Heaven's Floor to provide care that is as comprehensive as possible to the student body, LIIT, unlike MHFA, requires a time commitment that many volunteers may not be able to give. Thus, while H.F would like to integrate LIIT into its workshop segment, overall it may indeed be more practical instead to offer it in parallel to the workshop and subsequent peer-counseling service.

Were the need for rollout of H.F less urgent, and were the time commitment not such a barrier for volunteers, LIIT would be mandatory. As such, while a solution is being sought out, H.F intends to offer LIIT as supplementary training in the interim.

2. The College Group

While not as critical as the Workshop component, having a social support group within the college enables the project to reach the student body in their immediate environs, allowing *Heaven's Floor* unparalleled access to those who might need help. Allocating each college its own designated group, this format exists not only as a continuation to the workshop, but as a point of access to social support and mental health resources to the student body on a regular basis. The group also serves as a social point of contact for those who may not be ready for the degree of commitment the Workshop requires and gives support to those who have gone past the 1-1 Coffee with Company/ Trading Tea-Time sessions.

3. Gift Bags.

While perhaps easily dismissed as an obligatory offering of goodwill by other initiatives, *Heaven's Floor* takes into account every available vector as an outreach opportunity. These Gift Bags will consist of an environmentally friendly drawstring bag that contains not only an informative pamphlet on the nature of *Heaven's Floor*, but a cookie from Cookie DPT, contact information to avail the student to *Heaven's Floor* and other student support services including crisis lines, and a stress ball.



Where MIND HK fits in all this.

Heaven's Floor was never designed to operate without partners. Indeed, this specific iteration of H.F is tailored to work with MIND HK products, in particular, with COOLMINDS and LIIT.

At core, H.F was inspired by the concept of mental health first aid, which it came into contact with through MIND HK. As such, while H.F does indeed seek to create a more bespoke offering for the students of CUHK, the following are the elements from MIND HK H.F seeks to integrate:

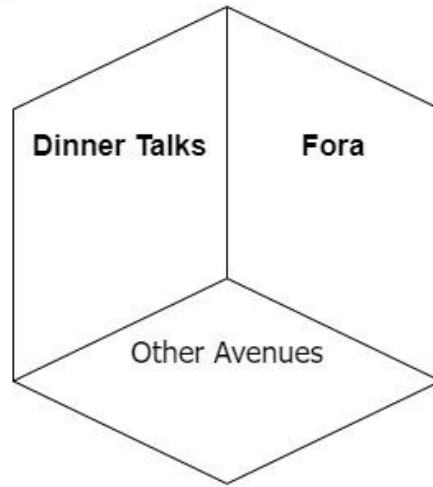
MIND HK

- MHFA (Standard) (ENG&CN)
- Low Intensity Intervention Training (LIIT)

COOLMINDS

- Student Mental Health Workshop //Repackaged for university students.
- Student Anti-Stigma Workshop 2.0// either separate or meshed with the above workshop depending on timeline.
- Educator Training Workshop.

Pipeline for Heaven's Floor



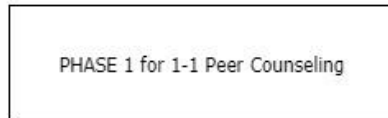
Pipeline into Workshop

While the Dinner Talks and Fora held by Wu Yee Sun College are the primary intended points-of-entry for H.F's workshop, other avenues such as word of mouth, social media or even flyers as points-of-entry are possible.

Workshop

MHFA

Peer Counseling Stage

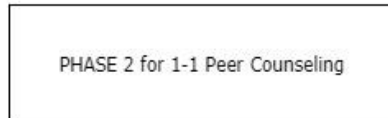


Low-Key Implementation

PHASE 1 implementation of H.F will start through advertising in the College, Social Media and word of mouth, thus opening itself to grow organically through established social circles and communities where ideally, trainees will have a recognized presence in.

A Training in Parallel

Given the time commitment required for LIIT training, Heaven's Floor as an initiative understands that not all faculty and staff will be able to commit to also including LIIT training into their schedules.



Full Implementation

PHASE 2 will be where Heaven's Floor will announce itself as an official service available to the student body.

However, given that H.F does intend to offer not only crisis response, but also long term care to members of the student body; LIIT training will be offered at points in the course of H.F so that all trainees may have the opportunity to access this resource. In the interim, it will be offered after initial training for those ready to commit.

At this point each volunteer is fully equipped to triage and administer Mental Health First Aid.



MIND HK Info Sheet

10.01.2022

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Chan, Henry -	MIND HK, Training Coordinator
Kong, Melissa -	MIND HK, Development and Partnerships Manager
Lee, Nicole -	MIND HK, <i>Coolminds</i> Project Manager
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Overview

MIND HK is a “registered S88 charity (91/16471) committed to improving awareness and understanding of mental health in Hong Kong. We provide online resources and support, based on global best practice, to empower anyone experiencing a mental health problem.”

More specifically, they are one of the prime providers of Mental Health First Aid (MHFA) training in Hong Kong. In addition to this, they run programs that provide capacity building in the realm of dealing with the dearth of mental health resources in Hong Kong.

Stated Goals

1. **Change:** To educate around mental health and remove the associated stigma
2. **Act:** To collaborate, innovate, create and research to ensure the best mental health for all in Hong Kong
3. **Guide:** To make Hong Kong a global leader and regional model for public mental health

Programs in brief

Coolminds

A youth mental health initiative led jointly by KELY Support Group and Mind HK, two S88 NGOs based in Hong Kong. Since its inception in 2018, Coolminds has sought to improve youth mental health through training, making clinically-verified resources available, spreading awareness of stigma and how to combat it, and providing students aged 14-24, parents and teachers a shared mental health language and literacy.

- Trained 5,434 young people, 921 parents and 620 educators in youth mental health literacy using bespoke training materials grounded in international best practice including videos and interactive activities. From these training sessions, 63% students, 68% parents and 70% educators have indicated an increase in their mental health literacy, with over 50% of parents and 70% of educators reporting feeling more confident in their ability to start a conversation around mental health.
- Held two Youth Mental Health Summits engaging around close to 400 youth attendees across 55 schools in Hong Kong.
- Created the Coolminds website, offering open access resources to Hong Kong's youth, with over 42,000 users, including over 160 blog articles written by young people, 37 resources written by local and international experts and a navigation portal on how to seek help in Hong Kong.
- Piloting Coolminds App to better signpost young people to mental health support and resources across Hong Kong, as well as a second resource to engage parents and younger children.
- Ensured youth are at the forefront of everything we do with over 50 local and international youth engaged within our Youth Advisory and Operations Committees.

Training workshops are **free** and available in both English or Cantonese with the delivery option of face-to-face or ZOOM webinar in a holistic whole-school package for 1) students 2) parents and 3) educators, hoping to raise awareness within the school community.

Mental Health First Aid (MHFA) Standard Course

An internationally recognised and accredited qualification. Just like physical health first aid, mental health first aid teaches practical ways to manage mental health symptoms and crises. Participants will gain a sound knowledge of a wide range of mental health diagnoses, ways to assess and directly help those experiencing a mental health problem, and how to effectively refer them to further support. MHFA courses are available in English or Cantonese.

Mental Health First Aid (MHFA) will cover:

- Basic knowledge about common mental health problems and related crisis situations
- What you can provide as a lay person and when and where to get help
- MHFA Action Plans
- Intervening and managing mental health emergencies as a first responder like Panic attacks, Suicide, Self-harm and Addictions
- Identify the resources available in the local community

Completion of this MHFA training will lead to being internationally certified in MHFA. A certificate will be awarded to participants with **FULL** attendance. All of our training courses are delivered by Mind HK staff or Mental Health Professionals. **The minimum age for attendance is 18.**

***ADDENDUM: MIND HK believes that the *Coolminds* workshops would better serve as a preface for those with little prior knowledge regarding mental health as MHFA is considered as an advanced in-depth workshop).**

Format of Training:

1. Face-to-face (24pax, HKD28000)
 - a. 12hrs total (seperated into 2 days, 6hrs each)
2. Online version (15pax, HKD20000)
 - a. Part A - 5-7 hours of online self-learning (over 1-2 weeks)
 - b. Part B - 2 virtual sessions over Zoom with our MHFA trainers (2.5hrs each)

MHFA (Youth) Course

Nearly identical to the standard version, also an internationally recognised and accredited qualification. Difference lies in the fact that this training course is geared towards those who are or will be dealing with youth, thus includes basic knowledge of adolescent mental health problems and related crisis situations. Thus, this course is particularly suitable for social workers, parents, teachers, people with work needs or other interested parties.

Format of Training:

This is available only at Face-to-face delivery, 14hrs total (seperated into 2 days, 7hrs each).

Youth Wellbeing Practitioner (YWP)

(YWP) or Low Intensity Intervention Training (LIIT) is based on an Acceptance and Commitment Therapy framework and is similar to a guided self-help approach, where practitioners will work with the youth through a manual to develop skills to improve psychological flexibility.

Project aim is to train up 50 practitioners to deliver free, low-intensity interventions to youth aged 12-24 experiencing mild to moderate mental health problems. The practitioners will undergo a training block in July/August 2022 and then will go onto their placements from September 2022 to June 2023, where they will be assigned to schools and NGOs to work a maximum of 3 days a week.

Timeline:

Jan - Mar 2021	Confirm project partners & establish committees
Jun 2021	Soft launch (YWP recruitment, & host organization outreach)
Nov 2021	Official launch
Jan 2022	Close YWP recruitment for shortlisting & interviews Continue securing host organization partnerships
Jul/Aug 2022	YWP training
Sep 2022	YWP starts placements at host organizations
Jun 2023	End of YWP placements

In-Depth Examination of Programs

Coolminds Workshop, Student (1 Hr per Part)

Part 1: Introductory

- What is mental health?
 - Definition of good mental health
 - Factors affecting mental health
 - Mental health continuum
 - Facts and statistics of mental health in HK
- Stress and mental health
 - Top stressors of youth
 - Stress Bucket model
- Stigma around mental health
 - Definition of stigma
 - Myths and facts about mental health
 - Effects of stigma
 - Barriers to help-seeking
 - Destigmatization
- Self-care tips
 - Self-care tools
- Where and how to seek help
 - Resources and hotlines available locally

Part 2: Intermediate

- Review of Part 1
- Self-care tools and stress management
 - Healthy lifestyle
 - Sleep hygiene
 - Building sleep awareness
 - Mindfulness
- Help-seeking behaviours
 - Who to talk to and what to talk about
 - Different types of healthcare professionals
- Be a friend's "guardian angel"
 - Role as a friend
 - Starting conversations
 - Peer support skills
 - Self-compassion

Part 3: Advanced

- Effect of stress
 - Good vs. bad stress and their effects on the body
- Common mental health conditions
 - Anxiety
 - Depression
 - PTSD (optional)

Coolminds Workshop, Parent/Guardian (1.5 Hr per Part)

Part 1: Introductory

- What is mental health?
 - Good mental health definition
 - Factors affecting mental health (bio-psycho-social model)
 - Teenage brain (biological factor)
 - Stress (Stress Bucket model)
 - Stressors of youth in HK (data from our focus groups and local research)
- COVID-19 and mental health
 - Stats on local youth mental health during COVID
- Common mental health situations and their symptoms with case studies
 - Anxiety
 - Depression
 - Unhelpful coping strategies e.g. substance abuse and self-harm
- Where to get help in HK
 - Resources and hotlines available locally

Part 2: Advanced

- How to talk to teenagers in need
 - Tips for parenting skills
 - Tips for chatting with struggling teens with active listening prompts/ conversation starters
 - Role play practice
- Stigma around mental health
 - Stigma in HK and how to reduce it
- How to promote mental health at home
 - Tips for parents
 - Useful mental wellness tools for parents to do with teenagers
- Self-care tips for parents
 - Grateful journal
 - Healthy lifestyle goals setting
 - Breathing exercise

Coolminds Workshop, Educator (1.5 Hr per Part)

Part 1: Introductory

- What is mental health?
 - Good mental health definition
 - Factors affecting mental health (bio-psycho-social model)
 - Teenage brain (biological factor)
 - Stress (Stress Bucket model)
 - Stressors of youth in HK (data from our focus groups and local research)
- COVID-19 and mental health
 - Stats on local youth mental health during COVID
- Common mental health situations and their symptoms with case studies
 - Anxiety
 - Depression
 - Unhelpful coping strategies e.g. substance abuse and self-harm
- Where to get help in HK
 - Resources and hotlines available locally

Part 2: Advanced

- How to talk to students in need
 - Educator's role in school
 - Tips for chatting with struggling students with active listening prompts/ conversation starters
 - Role play practice
- Stigma around mental health
 - Stigma in HK and how to reduce it
- How to promote mental health at home
 - Group discussion
 - Tips for schools
 - Useful classroom exercises for educators to do with students
- Self-care tips for educators
 - Grateful journal
 - Healthy lifestyle goals setting
 - Breathing exercise



How the *Youth Wellbeing Practitioner* program can fit into *Heaven's Floor*

Initial phase:

Mind HK will provide trained practitioners to CUHK to deliver free and early intervention to students. Heaven's Floor will only be required to liaise with the CUHK Wellness and Counseling Center to implement the programme. Host organizations need to have suitable venues for intervention and an on-site mental health practitioner who can conduct the initial case assessment and triage, as well as ad-hoc support for our practitioners. You can implement this at CUHK across all colleges, not just Wu Yee Sun. This will generate a larger sample size and can help build your case for more mental health support at CUHK, and to implement a programme like this at the university.

This opportunity will enable Heaven's Floor to trial the effectiveness of the YWP programme at CUHK with no financial costs incurred by the university or Heaven's Floor.

Post-trial phase:

Heaven's floor can provide individuals from the university to join the next wellbeing practitioner cohort. Upon completion of training, they can then deliver the service back to students at the university.

- Psychological wellbeing practitioner (PWP) pilot programme - The adult version of YWP, with interventions designed for service users 18+.
 - Scheduled training period for PWPs: Jan 2023.
 - Scheduled start of placement period for PWPs: February 2023.

Comments and Concerns from MIND HK

Coolminds

"All workshops are split into different levels varied by depth, with interactive activities, case studies, role plays and group discussions. Our schedule is very flexible - please let us know by email your preferred date, time, delivery format and target group size, and we will help book the workshop for you."

YWP

"Unlike training workshops, the implementation of a low-intensity intervention programme at CUHK will need a larger population of service users. This will help to gauge what the demand level is like across the university, and as you mentioned yourself, with the lack of mental health support, it is best that we open this up to more people who may be eligible to ensure those who need access to support are able to get it, and will not be excluded due to the certain college they are in. If you would like to implement this, I suggest that you bring this collaboration idea to the management team at CUHK's Wellness and Counseling Center. Having their support will be extremely beneficial to implementing Heaven's Floor."

-More information about being a YWP programme host organization:

<https://www.mind.org.hk/youth-low-intensity-intervention-programme-host-organisations/>

-For CUHK Wellness and Counseling Center to sign up as a host organization:

<https://www.cognitofrms.com/MindHK/HostOrganisationApplicationLowIntensityInterventionForYoungPeople> 參與機構報名表格青少年簡短情緒支援計劃

Questions from MIND HK to Address immediately

What's the timeline for the overall Heaven's Floor project? Perhaps a gantt chart to show when the different components are implemented?

What has the feedback/support been like from the university on the Heaven's Floor project idea? Are there any areas of concern?

What are the future plans for this project after the first round of implementation?

What is the timeline, target numbers/KPIs, scale that we are looking at?

Is this a one year project or 2-3years, up for renewal?

(Population size of project? Greater detail required, assured commitment from the school representative. Desire/need a liaison from the university. Imagery for pipeline, understanding of resources required, workable dates and times, what bureaucracy needs to be navigated?)