

國立中山大學校園學生自我傷害三級預防工作實施要點

Guidelines on the Implementation of Three-Level Preventive Measures against Student Self-Inflicted Injury on Campus

107.6.6 本校106學年度第2學期第7次行政會議通過

Approved at the 7th Executive Meeting on June 6, 2018

111.3.30 本校110學年度第2學期第4次行政會議修正通過

Amended and approved at the 4th Executive Meeting on March 30, 2022

111.11.2 本校111學年度第1學期第5次行政會議修正通過

Amended and approved at the 5th Executive Meeting on November 30, 2022

一、 為有效推動本校校園學生自我傷害三級預防工作及減少校園自我傷害事件之發生，特訂定本要點。

I. These guidelines are formulated to effectively implement three-level preventive measures against student self-inflicted injury on campus to reduce such incidents.

二、 實施目標：

II. Implementation Goals:

(一) 完成編定全校性自我傷害三級預防工作計畫、建立並落實學生自我傷害三級預防工作模式，以及建立自我傷害之危機處理標準作業流程，以減少校園自我傷害事件之發生。

(1) completing a University plan of three-level preventive measures against self-inflicted injury, establishing and realizing a work model for the plan, and developing crisis management standard operating procedures, to minimize the occurrence of such incidents

(二) 發展與推動增進學生尊重生命、關懷生命、珍愛生命、展現正向積極生命意義、增加心理健康識能、因應壓力與危機管理，及對於自我傷害危機學生的賦能技巧之教學與活動，並提升校園內支持系統與環境安全。

(2) developing and promoting the education and activities which teach students to respect, care for, and appreciate life, to manifest positive meanings of life, to raise awareness of mental health, to cope with stress, and to manage crisis, as well as to enhance supporting systems and environmental safety on campus

三、 防治執行工作分初級預防、二級預防及三級預防

III. The task of preventive measures shall be divided into three levels.

(一) 初級預防：

(1) Level 1 Preventive Measures:

1. 配合教育部定期督導本校自我傷害三級預防工作。
 - i. cooperating with the regular supervision on the task by the Ministry of Education (MOE)
2. 整合本校資源，強化各處室合作機制。
 - ii. integrating available resources on campus and strengthening the coordination between offices
3. 建立校園危機應變機制，設立24小時校安通報求助專線，訂定自我傷害事件危機應變處理作業流程，並定期進行校安通報、自殺防治通報及身亡事件處理流程演練，宣導學生可利用相關資源。
 - iii. establishing a campus crisis response mechanism, setting up a 24-hour campus safety hotline, formulating an operational procedure of such crisis response, regularly practicing drills on safety reporting, suicide prevention reporting, and the procedure for handling death, as well as disseminating relevant resources to students
4. 鼓勵教師將多元智能和價值、心理健康促進和維護、壓力因應、提升問題解決力、挫折容忍力、負向思考和情緒之覺察、接納及調控策略、網路成癮與網路霸凌等網路不當使用、常見精神疾病與求助資源、憂鬱與自我傷害之危機處理、自助與助人技巧等相關議題納入課程計畫、融入教學課程及體驗活動。
 - iv. encouraging faculty to include the following topics into their curriculum design, lesson planning and learning activities: multiple intelligences and values, mental health promotion and maintenance, stress management, problem solving skills, frustration tolerance, awareness of negative thinking and emotion and the acceptance and adjustment strategies thereof, improper internet use (including internet addiction and cyberbullying), common mental illness with available resources for help, crisis management for depression and self-inflicted injury, and self-help and helping skills
5. 強化學校人員（導師、校安人員、專業輔導人員、校警等）熟悉校園事件處理流程對自我傷害辨識及危機處理知能。
- v. strengthening the university personnel's (mentors, campus security officers, professional counselors, campus security guards, etc.) familiarity with the handling procedure of campus incidents, identification of self-inflicted injury, and crisis management skills
6. 結合社團及社會資源辦理生命教育與自我傷害防治活動，強化

學生成為自殺防治生命守門人，增加自我傷害危機辨識與處理及自我賦能、網路成癮及網路霸凌等網路不當使用議題之防治知能和學生求助資源運用。

- vi. integrating student clubs with community resources to organize life education and self-inflicted injury prevention activities, such as strengthening students to become gatekeepers for suicide prevention, enhancing students' self-inflicted injury crisis identification and handling skills, improving their abilities in self-empowerment, preventing issues regarding improper internet use (such as internet addiction and cyberbullying), and utilizing help resources
- 7. 建置專屬網頁，整合自我傷害及危機處理有關的資源提供線上搜尋及運用。
- vii. establishing a dedicated webpage for easy access to information integrating self-inflicted injury prevention with crisis response
- 8. 進行建物防墜安全檢查，針對校園建物（如高樓之頂樓、中庭，及樓梯間），設置預防性安全設施（安全網、監視及警報系統設置）、生命教育文宣及求助專線之宣導資訊。
- viii. conducting safety inspection on campus buildings (such as the top floor of high-rise buildings, atrium, and stairways), installing preventive safety devices (safety nets, surveillance systems, and alarm systems), and disseminating information about life education and helpline contacts
- 9. 建立友善的校園氛圍，提供教職員工正向積極的工作態度訓練
- ix. creating a friendly campus atmosphere and providing faculty and staff with trainings on maintaining a positive work attitude

(二) 二級預防：

(2) Level 2 Preventive Measures:

- 1. 利用電腦管理系統建立學生輔導資料庫，隨時掌握輔導動態，統計分析之資料提供政策與工作方針之參考。
 - i. establishing a student counseling database to consistently monitor counselling information and utilizing data from statistical analysis as a reference for policy making and work guidelines
- 2. 實施每年度全校性新生心理測驗篩檢高關懷學生，並與導師合作，共同照護新生篩檢之高關懷學生，必要時轉介輔導。
 - ii. conducting annual university psychological assessment of new students to identify those requiring close attention, collaborating with mentors to provide the said students with care, and arranging referral

to counselling when necessary

3. 針對特殊狀態或心理發展特殊需求學生提供主動關懷。
- iii. proactively providing care to students with special situations or specific requirements based on their psychological development
4. 提升導師、校安人員、同儕、教職員工、家長之憂鬱與自殺風險度之辨識與危機處理能力，對所發現之高關懷學生提供進一步個別或團體諮商輔導。
- iv. enhancing the abilities of mentors, campus security officers, student peers, faculty, staff, and parents in identifying and handling depression and suicide risk and providing the identified students with advanced individual or group consulting services
5. 整合校外專業人力（如：精神科醫師、臨床心理師、諮商心理師、社工師等）到校服務。
- v. integrating external professionals (such as psychiatrists, clinical psychologists, counseling psychologists, social workers, etc.) into on-campus services

(三) 三級預防：

(3) Level 3 Preventive Measures:

1. 建立「國立中山大學學生自我傷害防治處理機制流程」。
 - i. establishing the “Student Self-Inflicted Injury Handling Procedures”
2. 發生自我傷害危機事件時依據「國立中山大學精神疾病及自我傷害個案危機處理流程」進行事件之通報、現場處理與追蹤輔導。
 - ii. conducting reporting, on-site handling, tracking, and counselling services in accordance with the “Crisis Management Procedures for Mental Illness and Self-Inflicted Injury Cases” in the event of self-inflicted injury incidents
3. 安排自殺企圖者進行心理諮商與治療預防再次自殺；與家長聯繫提供說明、情緒支持與預防再自殺教育；提供受到影響的個人或群體心理衛生教育及團體輔導。
- iii. arranging psychological counselling and treatment for those attempting suicide to prevent the second attempt, contacting their parents with explanations, emotional support, and education on suicide prevention, and providing mental health education and group counselling for affected individuals and parties
4. 自殺身亡事件依「國立中山大學學生自殺或意外死亡處理處理流程」進行個案處理，含說明（校內外公開說明、媒體等）、家屬聯繫、教育輔導與各層級哀傷輔導、機會教育降低自殺模仿效

應。

- iv. managing suicide cases in accordance with the “Student Suicide or Accidental Death Handling Procedures,” which involves explanations (through internal and external public announcement and media), contacting the family, offering educational counselling and grief counselling at individual levels, and implementing a prevention and awareness campaign through such incidents in order to mitigate the risk of suicide imitation
- 5. 視自我傷害危機事件性質依教育部「校園安全及災害事件通報作業要點」、衛生福利部「自殺防治通報轉介流程」進行通報與轉介。
- v. reporting and making referral depending on the nature of the self-inflicted injury incidents in accordance with MOE’s *Guidelines on Reporting of Campus Safety and Disastrous Events* and the “Suicide Prevention and Referral Procedures” from the Ministry of Health and Welfare
- 6. 持續對受到自傷事件影響的個人、團體、教師同仁、家屬等提供協助，必要時亦針對專業遺族 (如輔導老師與專業輔導人員) 提供心理諮商與治療。
- vi. consistently providing assistance to individuals, groups, faculty, family members affected by the self-inflicted injury incidents and offering counselling services or treatments to professionals (such as mentors or professional counselors) when necessary
- 7. 建立學校和區域醫療衛生網絡、自我傷害防治資源的雙向聯繫、銜接，及共照機制，提供個案學習不中斷之資源連結，亦建立學校與當地社政單位、勞政單位之雙向聯繫。
- vii. establishing a bilateral contact, connection, collaborative mechanism between the University and local healthcare networks as well as self-inflicted injury prevention resources, to ensure the continuity of resource sharing and establishing bilateral communication between the University and local social and labor authorities
- 8. 本校各級防治執行工作之權責單位與分工如附表。
- viii. Details of the individual units responsible for tasks of preventive measures at different levels are stipulated in the Appendix.

四、 本要點所需經費由各單位自行編列

IV. Funding for conducting works stipulated in these guidelines shall be budgeted by individual units.

五、 本要點經行政會議通過，陳請校長核定後實施，修正時亦同

V. These guidelines are approved by the Executive Meeting and the President before implementation. Amendments to these guidelines shall follow the same procedure.

國立中山大學校園學生自我傷害三級預防工作 權責單位與分工

(一) 初級預防

1. 目標：增進學生心理健康，免於自我傷害。
2. 策略：增加保護因子，降低危險因子。
3. 行動方案：

主責單位		行動方案
學務處	處本部	1. 督導本校實施本要點。 2. 整合校內資源，強化組織運作與協助各單位合作。
	校園與職涯發展組	1. 建立校園危機應變機制，設立 24 小時通報求助專線。 2. 透過宣導，強化學生的校園安全教育、意外事件防範的處理與防治機制。 3. 辦理新生家長說明會與家長建立良好的溝通與合作關係，建立協助學生的支持網絡。 4. 與總務處合作，共同維護校園安全的改善與防護工作。
	諮商與健康促進組	1. 辦理各項促進心理健康之活動（促進全人健康、正向思考、衝突管理、情緒管理及壓力管理等）。 2. 辦理提升全校教職員學生輔導知能之活動（情緒、生涯、兩性、多元族群、壓力調適等）。 3. 辦理「自我傷害防治」活動，提升本校師生對自我傷害之認識與處理。 4. 結合社團及社會資源辦理生命教育與自我傷害防治活動。 5. 透過平日的輔導工作，對各類諮詢者（導師、家長、學生等）進行自我傷害認識與處理之教育宣導。 6. 透過各類導師會議，提升導師輔導學生與危機處置知能。 7. 整合校內外自我傷害防治及危機處理有關的資源，提供線上搜尋及運用。 8. 與本校管理公佈欄或電子公告等單位合作，設計生命教育與自我傷害防治文宣廣告張貼。 9. 定期檢視本校自我傷害危機處理流程，並視需要召集相關單位進行演練。

教務處	1. 鼓勵教師將生命教育融入課程，提升學生抗壓能力（堅韌性與問題解決能力）與危機處理、及自我傷害之自助與助人技巧。 2. 開設生命教育相關課程。
總務處	1. 針對校內危險空間（高樓、樓梯間等）進行改善與維護，建立意外預防的安全網。 2. 定期檢視相關安全設施（保全系統、安全系統、緊急求救鈕）確保系統之正常運作。 3. 提升校警危機處理能力。
人事室	1. 建立友善的校園氛圍，提供教職員正向積極的工作態度訓練。 2. 辦理並鼓勵教職員工參與相關研習，提升自傷危機的處理能力。

（二）第二級預防

1. 目標：早期發現、早期介入，減少自我傷害發生或嚴重化之可能性。
2. 策略：高危險群篩選，即時介入。
3. 行動方案：

執行單位		行動方案
各院系所		透過與學生接觸的機會（如：生活觀察、導師時間、授課等）掌握學生動態，辨識學生是否有自傷或傷人之虞，必要時得轉介輔導。
學務處	校園與職涯發展組	透過校園安全通報系統隨時掌握本校學生動態，透過輔導約談，辨識學生是否有自傷或傷人之虞，必要時得轉介輔導。
	諮商與健康促進組	1. 透過個別諮商輔導過程隨時掌握來談學生輔導動態，並將統計分析資料提供政策與工作方針之參考。 2. 實施全校性新生心理測驗篩選高關懷學生，進行填答統計與結果分析，並列冊追蹤關懷。 3. 與導師合作，共同照護新生篩檢之高關懷學生，必要時轉介輔導。 4. 與國際處合作，隨時掌握外籍生、僑生、陸生狀況，關懷高關懷之境外生，必要時得轉介輔導。

		5. 整合校外之專業人員（如：精神科醫師等）資源到校服務。
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（三）第三級預防

1. 目標：預防自殺未遂者與自殺身亡的周遭朋友或親友模仿自殺，及自殺未遂者的再自殺。
2. 策略：建立危機處理標準作業流程。
3. 行動方案：

執行單位		行動方案
秘書室		1. 設立發言人，對內外訊息發佈之單一窗口。 2. 媒體因應，提供記者接待。 3. 統一發放新聞稿，持續掌握媒體動態。 4. 提供法律諮詢服務。
學務處	處本部	啟動危機處理小組。
	校園與職涯發展組	提供學生平安保險、急難救助、行為獎懲、請假處理等協助。
	諮商與健康促進組	1. 自殺企圖或自殺未遂者就醫期間與精神科保持聯繫，並提供必要之心理諮商；個案離院後持續心理諮商並協助生活適應，預防再次自殺。 2. 與家長聯繫進行預防教育。 3. 與系所合作，提供受到影響的個人或團體心理衛生教育與團體輔導，並掌握潛在高關懷學生名單，提供系所進一步關懷，視需要轉介諮健組。 4. 持續搜集自傷事件相關訊息，做為輔導工作或政策參考。 5. 提供受傷者緊急醫療救護與休息安置
教務處		協助課務相關事宜。
各院系所		1. 關懷自殺企圖或自殺未遂學生學業狀況，安排導師和同學聯繫，課務調整與安排同儕支持等。 2. 與諮健組合作辦理班級哀傷輔導與安撫學生情緒，視需要轉介諮健組。 3. 持續對受到自傷事件影響的學生提供關懷，並宣導重視生命與尋求資源的觀念。

國際處	1. 受傷者為非本國籍學生時，提供相關手續之辦理。 2. 國際事務跨國行政協助與相關社群聯繫。
總務處	1. 針對校內發生之自傷危機事件重新檢視校內危險空間（高樓、樓梯間等）進行改善與維護，建立意外預防的安全網。 2. 視事件性質通報長官，啟動危機處理小組。 3. 協助醫療、警政、司法流程進行問題處理 4. 提供緊急臨時住宿安排

Responsibilities and Coordination of Individual Units for Three-Level Preventive Measures against Student Self- Inflicted Injury on Campus

I. Level 1 Preventive Measures

(1) Goal: promoting mental health of students and avoiding self-inflicted injury

(2) Strategy: increasing preventive factors and decreasing risk factors

(3) Implementation:

Units in Charge		Actions
Office of Student Affairs	Main Office	1. supervising the implementation of the <i>Guidelines on the Implementation of Three-Level Preventive Measures against Student Self-Inflicted Injury on Campus</i> 2. integrating available resources on campus, strengthening the team work, and coordinating between offices
	Student Life and Career Development Division	1. establishing a campus crisis response mechanism and setting up a 24-hour campus safety hotline 2. promoting and enhancing both education on students' awareness of campus safety and accident prevention & response mechanisms 3. organizing orientation sessions for parents of new students to establish good communication and cooperative relationships, and establishing a supporting and assisting network for students 4. collaborating with the Office of General Affairs to collectively maintain and improve the campus safety
	Counseling and Health Service Division	1. organizing activities for mental health (such as promotion of the holistic health, positive thinking, management of conflict, emotion, and stress, etc.) 2. organizing activities to increase the counseling competence of faculty, staff, and students (covering aspects of emotion, careers, gender relations, multiculturalism, stress adjustment, etc.)

		3. organizing activities of self-inflicted injury preventive measures to raise the awareness and handling capability of faculty and students 4. integrating student clubs and community resources to organize activities for life education and self-inflicted injury prevention 5. educating and promoting the awareness and handling of self-inflicted injury to individuals (mentors, parents, and students) through regular counseling work 6. enhancing mentors' counseling abilities and crisis management skills through various mentor meetings 7. integrating resources related to self-inflicted injury and crisis management for online searching and utilization 8. designing and posting promotion materials on life education and self-inflicted injury prevention with relevant units in charge of bulletin management and electronic announcements 9. regularly reviewing the crisis management procedures for self-inflicted injury and conducting drills with relevant units when necessary
Office of Academic Affairs		1. encouraging faculty to integrate life education into their curriculum to bolster students' resilience to stress (perseverance and problem-solving abilities) and crisis management skills, as well as skills of self-help and helping others regarding self-inflicted injury 2. offering courses related to life education
Office of General Affairs		1. improving and maintaining areas of potential hazards on campus (such as high-rise buildings and stairways) and also installing safety nets to prevent accidents 2. periodically inspecting relevant safety facilities (such as security systems, safety devices, and emergency call buttons) to ensure their proper functioning 3. strengthening the crisis management capabilities of the campus security guards

Office of Personnel Services	1. creating a friendly campus atmosphere and offering faculty and staff training on cultivating a positive work attitude 2. organizing and encouraging faculty and staff to participate in relevant workshops to enhance their crisis management skills in handling self-inflicted injury
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II. Level 2 Preventive Measures

- (1) Goal: achieving early detection and intervention to prevent the number of instances of self-inflicted injury, or to mitigate the seriousness of occurred instances
- (2) Strategy: identifying students in need of close attention and providing immediate support
- (3) Implementation:

Units in Charge		Actions
College/Institute/Department		staying attuned to students' dynamics through interacting with them (daily interaction, mentor hour discussion, in class observation, etc.), identifying signs of self-inflicted injury or harm to others and making referrals to counseling when necessary
Office of Student Affairs	Student Life and Career Development Division	utilizing the campus safety reporting system to stay attuned to the dynamics of students, conducting counseling sessions to identify signs of self-inflicted injury or harm to others and making referrals to counselling when necessary
	Counseling and Health Service Division	1. staying attuned to the dynamics of students who receive individual counseling, and utilizing statistical analysis of counseling data as a reference for policy making and work guidelines 2. conducting annual university psychological assessments of new students to identify those requiring close attention, and analyzing the assessment data to list potential students in need with follow-up care

		3. collaborating with mentors to provide identified students with care and making referrals to counseling when necessary 4. collaborating with the Office of International Affairs to stay attuned to the dynamics of international students, overseas Chinese students, and students from China, providing care to those in need of close attention, and making referrals to counseling when necessary 5. integrating external professionals (such as psychiatrists) into on-campus services
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III. Level 3 Preventive Measures

- (1) Goal: preventing the second suicide attempt and the imitation of suicide by friends or family members of those attempting or committing suicide
- (2) Strategy: establishing a crisis management standard operating procedure
- (3) Implementation:

Units in Charge		Actions
Office of the Secretariat		1. appointing a spokesperson as the sole contact for both internal and external information dissemination 2. handling media inquiries and facilitating interactions with journalists 3. ensuring consistency of press releases and staying attuned to media information 4. offering legal consultation services
Office of Student Affairs	Main Office	activating the crisis management team
	Student Life and Career Development Division	providing assistance including student safety insurance, emergency support, issuing merits and demerits, and handling leaves of absence
	Counseling and Health Service Division	1. maintaining communication with the psychiatric unit during hospitalization following suicide attempts and offering psychological counseling as needed; offering ongoing counseling support to

		facilitate life adjustment and prevent further attempts upon discharge 2. contacting parents for preventive education 3. collaborating with departments/institutes to offer mental health education and group counseling to affected individuals or groups, identifying potential students in need of close attention to individual units for further support, and making referrals to the Counseling and Health Service Division as needed 4. continuously gathering information related to self-inflicted injury incidents as a reference for policy making and work guidelines 5. offering emergency medical care and temporary accommodation to the injured
Office of Academic Affairs		assisting in academic-related matters
Individual Colleges/Departments/Institutes		1. attending to the academic performance of the student attempting suicide, arranging communication with the mentor, making adjustment of affected courses, and arranging peer support 2. collaborating with Counseling and Health Service Division to provide class grief counseling and emotional support and making referrals when necessary 3. providing ongoing care to students affected by self-inflicted injury and advocating the importance of life caring and seeking available resources
Office of International Affairs		1. handling relevant matters if the injured is an international student 2. offering cross-border administrative support and staying connected with relevant communities
Office of General Affairs		1. reviewing and further improving areas of hazards (high-rise buildings, stairways, etc.) and further securing safety nets after incidents

	2. reporting to supervisors based on the nature of the incident and activating the crisis management team 3. assisting in handling issues related to the medical, police, and judicial processes 4. arranging temporary emergency accommodation
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