

# 團隊點滴

## TEAM INSIGHTS



# 七號滅火輪協助撤離 離島區確診長者

第五波疫情期間，大量市民確診，消防處曾動用滅火輪協助撤離離島區的確診長者。二零二二年三月十一日，七號滅火輪團隊首次將26名居於長洲的確診長者運送到亞洲博覽館進行隔離和治療。

消防隊目邱嘉樂參與了當日行動，他憶述：「我們出發前先在船艙預留充足空間以放置抬床和輪椅，並固定好裝置。滅火輪到達長洲泊岸時須加倍繫穩，盡量減少空隙及搖晃。長者上船後，我們謹慎地駕駛，令船隻穩定航行，減低長者不適。」

消防隊目顏振安亦說：「當日乍暖還寒，一些長者被病痛和寒風折騰得聲淚俱下，令我甚為痛心。我們沿途極力安撫他們，並仔細監察他們的身體狀況，確保一切無恙。這次行動讓我明白到心理上的支持對長者尤其重要。」

消防員馮恩豪補充：「記得在航行途中，有長者感到侷促不安，甚至噁心，想除下口罩及鬆開安全帶。經了解後，我知道原來他們是對陌生環境感到緊張，當時便在船上與他們傾談，只要多關心他們，分散其注意力，便能令他們安心，最後行動順利完成。」



消防隊目顏振安(中)、消防隊目邱嘉樂(右)及消防員馮恩豪(左)。  
Senior Fireman Ngan Chun-on (middle), Senior Fireman Yau Ka-lok (right) and Fireman Fung Yan-ho (left).

## Fireboat 7 in action to evacuate confirmed elderly patients from Islands District

In view of the large number of confirmed cases during the fifth wave of the epidemic, the Fire Services Department deployed fireboats to help evacuate confirmed elderly patients from the Islands District. On March 11, 2022, the crew of Fireboat 7 conveyed for the first time 26 confirmed elderly patients residing in Cheung Chau to the isolation and treatment facility at AsiaWorld-Expo.

Senior Fireman Yau Ka-lok took part in the operation that day. "Before setting sail, we had made ample space in the cabin and fitted it with fastening devices for accommodating stretchers and wheelchairs," he recalled. "When we were docking at Cheung Chau, we had to tie the fireboat tighter than usual to narrow the gap between the vessel and the dock, and keep the vessel from swaying as much as possible. After boarding was complete, we sailed with great care to maintain stability and avoid causing discomfort to the elderly."

"It was not freezing but hardly warm that day. It was really heartrending to see some elderly in tears, battling illness and the elements. We did all we could to ease their minds and kept a careful eye on their physical conditions throughout the crossing to make sure they were safe and fine," said Ngan Chun-on, Senior Fireman. "The experience from this operation helps me understand that emotional support is particularly important for the elderly."

Fireman Fung Yan-ho added, "I remember some of them becoming ill at ease or even nauseated during the sail. They wanted to take off their masks and unbuckle themselves. After some chats, I understood that they were anxious about the unfamiliar surroundings, so I tried to keep the conversation going. By showing our care and diverting their attention, we were able to put their minds at ease and bring the operation to a successful conclusion."



七號滅火輪曾多次參與撤離確診長者的行動。  
Fireboat 7 takes part in a number of operations to evacuate confirmed elderly patients.

# 安達臣道天秤倒塌事故

二零二二年九月七日，秀茂坪安達臣道一個建築地盤發生嚴重工業意外，一個重近65噸的天秤突然倒塌，壓毀工地上多個貨櫃，導致三人死亡及六人受傷。

消防隊長彭樂笙是當日現場最初的總指揮，對事故的震撼場面仍歷歷在目：「當時遇到的最大挑戰是要盡快確定傷者人數，並不斷評估現場情況，確保同事安全。」他亦指出，恆常訓練及同事間的默契在這次救援行動發揮了很大作用。

同事在拯救過程中既要顧及自身安全，亦要爭分奪秒。消防隊目霍肇恒說：「我們於短時間內已將八名傷者從被壓至嚴重變形的貨櫃救出，但礙於肇事地盤只有一條狹窄的臨時樓梯通往地面，運送傷者有一定困難。幸好當時有具備高空拯救專隊資格和同事在場，利用電動上升器及抬床將傷者迅速運送到地面，交予救護同事治理。」

消防員羅仲恆則以坍塌搜救專隊隊員身分參與搜救行動，他說：「這次行動最大的困難是將倒塌的天秤分割並吊起，專隊同事經過六小時的努力，最終將被困者救出。」他表示會繼續努力裝備自己，為民解困。

## Crane collapse incident on Anderson Road

On September 7, 2022, a serious industrial accident occurred at a construction site on Anderson Road, Sau Mau Ping, in which a near-65-tonne tower crane suddenly collapsed onto and wrecked multiple containers at the site, killing three persons and injuring six others.

Station Officer Pang Lok-sang was the initial Incident Commander that day and the shocking scenes remained fresh on his mind. He said, "The biggest challenge was to confirm as quickly as possible how many were injured, to keep evaluating the situation and make sure our colleagues were safe." He also pointed out that regular training and rapport among colleagues were instrumental in the rescue operation.

The crew had to race against time to carry out the rescue operation while not compromising their own safety. Senior Fireman Fok Siu-hang said, "We managed to pull eight victims out of the severely deformed containers within a short time, but having only one narrow makeshift staircase on the entire construction site that leads to the ground level made the transfer of casualties difficult. Fortunately, we had members from the High Angle Rescue Team at the scene who could use an electric lifting device and stretchers to rapidly convey the wounded to the ground level, where our ambulance colleagues took over to render medical care."

Fireman Law Chung-hang joined the rescue operation as a member of the Urban Search and Rescue Team. He recounted, "The biggest difficulty in the operation was to dismantle and lift the fallen crane. After working at it for six hours, our team was finally able to rescue those who were trapped." He said he would continue to better equip himself for the future in order to "save those in distress".

消防隊長彭樂笙(左)、消防隊目霍肇恒(中)及消防員羅仲恆(右)。  
Station Officer Pang Lok-sang (left), Senior Fireman Fok Siu-hang (middle) and Fireman Law Chung-hang (right).



消防人員在倒塌的天秤下搜索被困傷者。  
Fire personnel search for victims trapped beneath the collapsed crane.



## 元朗電纜橋火警

二零二二年六月二十一日，元朗發生了罕見的電纜橋火警。消防人員到場後，已見電纜橋的一邊陷入熊熊烈火之中，火勢蔓延速度極快，橋身很快已被烈火燒至倒塌。消防人員面對多條未確定是否已斷電的高壓電纜，大大增加了滅火難度。

高級消防隊長袁焯鋒與消防員王沛德分別為最初現場指揮及泵車司機。袁焯鋒說：「這場火警教人深刻難忘。除了因為同事合作無間，不畏艱辛地進行滅火工作外，部門亦首次採用能於惡劣環境中工作的滅火機械人，協助滅火，最終火勢受控，令我深深體會到引入高科技救援設備，能大幅減低消防同事面對的危險。」

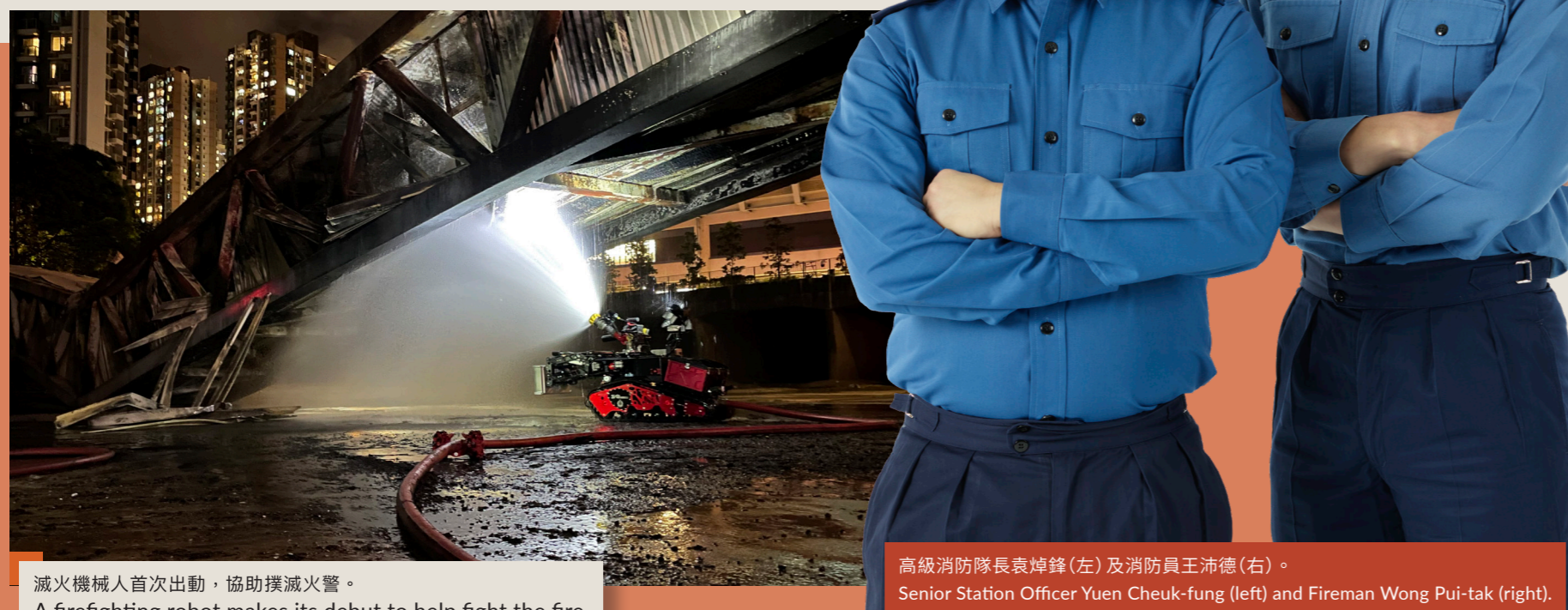
這次大火導致新界西北大停電，引發多宗如被困電梯的特別服務求助個案，來自各區的同事因此被調派到受影響地區執行救援行動。王沛德指：「事故使我深深地領略到『一方有難，八方支援』的道理。雖然當日的工作十分繁重，但能在大型緊急事故中『救災扶危，為民解困』，辛苦也是值得的。我們會繼續努力，做到最好，服務市民。」

## Cable bridge fire incident in Yuen Long

On June 21, 2022, a rare cable bridge fire incident happened in Yuen Long. On arrival at the scene, our fire personnel saw that one side of the cable bridge was engulfed in flames. The fire spread very rapidly and soon the bridge deck collapsed. Our fire personnel experienced extra difficulty in battling the blaze as they were uncertain whether or not the high-voltage power cables inside the bridge were still carrying an electric charge.

Senior Station Officer Yuen Cheuk-fung and Fireman Wong Pui-tak were the initial Incident Commander and the major pump driver respectively. Yuen said, "The fire incident left an indelible impression on us, not only for colleagues' seamless teamwork and perseverance in fighting the fire, but also because of the fact that the department's firefighting robot, which is capable of tackling adverse environments, debuted in the firefighting operation. When the fire was finally under control, I was deeply impressed by how the use of high-tech rescue equipment could greatly mitigate the risks faced by the fire personnel."

The fire caused power outage across the northwest of the New Territories, triggering an influx of special service calls involving incidents such as person shut in lifts. Colleagues from various districts were deployed to conduct rescue operations in the affected areas. Wong said, "After the incident, I fully realised what it was actually like 'when one place suffers misfortune, aid comes from all sides'. Even though it was a strenuous task, to be able to 'save those in distress and protect the community' in large-scale emergencies made our efforts completely worthwhile. We will continue to exert efforts and do our best to serve the public."



滅火機械人首次出動，協助撲滅火警。  
A firefighting robot makes its debut to help fight the fire.

高級消防隊長袁焯鋒(左)及消防員王沛德(右)。  
Senior Station Officer Yuen Cheuk-fung (left) and Fireman Wong Pui-tak (right).



助理消防區長盧偉斌(右)、救護隊目鄧永昌(中)及消防隊目(控制)梁迪琪(左)。  
Assistant Divisional Officer Lo Wai-pun (right), Senior Ambulanceman Tang Wing-cheong (middle) and Senior Firewoman (Control) Leung Dik-ki (left).

## 守護香港國際機場的機場消防隊

機場消防隊肩負守護香港國際機場的使命，主要負責為機場及附近水域範圍發生的飛機事故提供滅火及緊急救援服務。

機場中消防局分隊主管盧偉斌深深明白到機場消防隊守護機場的責任非常重大。他說：「機場消防隊必須時刻保持警覺及處於最佳狀態，一旦發生飛機事故，我們須在兩分鐘內到達跑道上任何位置。另外，我們亦須在極短時間內處理來自航空交通管制塔及飛機師的大量信息，並即時作出精準的行動部署，當中作出的每一個決定均關乎機上數以百計乘客及機組人員的安危。」

救護隊目鄧永昌於二零二二年三月疫情高峰期時被調派駐守機場消防隊，他感慨道：「機場正正是守衛本港疫情的第一道防線。我們嚴防來自世界各地的疫情輸入，小心處理每一宗疑似或確診個案，將感染機會減至最低，務求減少對同事和市民的影響。」

機場搶救指揮室的工作亦有別於消防通訊中心。消防隊目(控制)梁迪琪指：「我們會收到機場各個單位來電，例如民航處指揮台及機場中央控制中心等。我們必須保持冷靜，將準確無誤的信息傳遞給前線人員，以便他們採取相應行動。」



機場消防隊的快速截擊車於日常操練中，模擬飛機起火以測試射水設施。  
A Rapid Intervention Vehicle of the Airport Fire Contingent tests the water jet during a simulated aircraft fire in a routine drill.



救護人員在跨部門飛機事故聯合演習中模擬進行傷者分流管理。  
Ambulance personnel engage in triage management during simulation of an aircraft incident in an inter-departmental exercise.

## The Airport Fire Contingent – guardians of the Hong Kong International Airport

Entrusted with the mission of safeguarding the Hong Kong International Airport (HKIA), the Airport Fire Contingent (AFC) is mainly responsible for providing firefighting and emergency rescue services in aircraft incidents at the HKIA and in its surrounding waters.

Lo Wai-pun, Watch Commander of the Airport Centre Fire Station, is well aware of the great responsibility of the AFC in safeguarding the HKIA. “All of us in the AFC are kept on our toes and in top form at all times. In case of an aircraft incident, we must be able to reach any location on the runways in two minutes,” he said. “We also have to process a large amount of information from the air traffic control tower and from pilots in extremely short period of time to make a prompt and precise deployment decision. Every decision made affects the safety of hundreds of passengers and aircrew members,” he added.

Senior Ambulanceman Tang Wing-cheong was deployed to the AFC during the peak of the COVID-19 epidemic in March 2022. “The airport served as the first line of defence against the epidemic. We upheld the barrier against the importation of COVID-19 cases from around the world and handled every suspected or confirmed case with great caution so as to minimise the risk of infection and lessen the impact on our colleagues and members of the public,” he recalled.

The role of the Rescue Control Room at the HKIA is different from that of the Fire Services Communications Centre. Senior Firewoman (Control) Leung Dik-ki remarked, “We receive calls from different airport units such as the Civil Aviation Department’s control tower cab and the Integrated Airport Centre. We have to remain calm and relay the information accurately to frontline personnel to facilitate corresponding actions.”



## 上下一心 攜手抗疫

## Concerted efforts to fight the virus

高級救護主任梁文浩(中)、救護總隊目謝仲恆(右)及救護隊目黃啟然(左)。  
Senior Ambulance Officer Leung Man-ho (middle), Principal Ambulance Officer Tse Chung-hang (right) and Senior Ambulance Officer Wong Kai-yin (left).

第五波疫情高峰時期，大量確診市民急需救護服務送院診治，救護人員站在抗疫最前線，首當其衝承受着巨大的心理及生理壓力。

At the peak of the fifth wave of the epidemic, a large number of infected persons required emergency ambulance service and conveyance to hospital for treatment. Being on the frontline of the fight against the epidemic, ambulance personnel bore the brunt and suffered from enormous stress both psychologically and physically.

高級救護主任梁文浩隸屬疫情控制及應變專隊，他說：「為應付大量緊急救護召喚需求，救護人員要長時間值勤，甚至取消休假，救護教官、救護主任及具備先遣急救員資格的消防人員均主動擔任前線救護工作，而救護學員亦協助執行後勤工作，為救護車進行消毒。」即使擔任不同崗位，同事都通力合作，克服重重難關，完成各種抗疫任務。

Senior Ambulance Officer Leung Man-ho worked on the Outbreak Control and Response Team (OCRT). "Ambulance personnel had to work very long shifts and even cancel their leave to cope with the large number of emergency ambulance calls. While Ambulance Instructors, Ambulance Officers and fire personnel qualified to perform First Responder duties took up frontline ambulance duties of their own accord, Recruit Ambulance Officers also rendered logistical support by helping disinfect the ambulances," he said. Colleagues in different roles had all worked hand in hand to ride out the difficulties and had accomplished a host of anti-epidemic tasks.

救護隊目黃啟然是疫情控制及應變專隊的其中一員，他指：「專隊主要負責協調與疫情相關的特別行動、訂定感染控制指引、追蹤接觸者及監察救護車消毒質素，務求保障市民及前線人員的職業安全健康，並協助社會切斷病毒傳播鏈。」

As a member of the OCRT, Senior Ambulance Officer Wong Kai-yin explained, "Our team's duty was mainly to coordinate special operations related to the epidemic, formulate infection control guidelines, trace contacts and assure the quality of disinfection of ambulances, with the aim of safeguarding the occupational safety and health of our citizens and frontline personnel, and cut the virus transmission chains in the community."

隸屬特別支援隊的救護總隊目謝仲恆則說：「我們主要負責與其他相關機構協調，護送殘疾人士及長者往返社區隔離設施、暫託中心及院舍。縱使疫情嚴峻，我們仍然緊守崗位，日以繼夜照顧高危群組，以免他們受到感染。」

Principal Ambulance Officer Tse Chung-hang of the Special Support Unit said, "We were mainly responsible for coordinating with relevant organisations to transfer persons with disabilities and the elderly to and from community isolation facilities, holding centres and residential care homes. In the face of the severe outbreak, we held fast to our duty, working round-the-clock to take care of people in the high-risk groups and protect them from infection."



疫情高峰時期，救護主任職系同事亦主動協助擔任前線救護工作。  
At the peak of the epidemic, Ambulance Officers voluntarily take up frontline ambulance duties.



高級消防隊長袁梓峰(左)及消防隊目葉兆佳(右)。  
Senior Station Officer Yuen Tsz-fung (left) and Senior Fireman Ip Siu-kai (right).

樓宇改善課人員協助業主進行消防安全改善工程。  
Personnel from the Building Improvement Divisions help owners of old buildings carry out fire safety improvement works.

## 多管齊下提升舊式樓宇 消防安全

執行《消防安全(建築物)條例》從來不是容易的工作，業主普遍不會主動認識《條例》的要求和跟進處理，當消防人員與他們接觸時，部分更會表現得極不耐煩。儘管如此，同事仍懷着協助市民提升消防安全的初心和為民解困的信念，鍥而不捨地嘗試用不同方法與業主聯繫，希望為他們提供協助。

樓宇改善課高級消防隊長袁梓峰與消防隊目葉兆佳曾經處理過一宗印象深刻的個案。袁梓峰說：「有一位年長業主最初對消防同事非常抗拒，經過我們多年的努力和堅持，慢慢與她建立信任，讓她敞開心扉。她表示自己沒有能力支付工程費用，亦不明白如何遵從消防安全指示，時常擔心會被檢控而夜不能眠。」同事遂把握機會向她詳細解說，令她釋除疑慮，最後，她更游說其他業主成立業主立案法團，並申請「消防安全改善工程資助計劃」。

消防同事一直提供專業意見，為該大廈的業主解決技術問題，最終完成消防改善工程。葉兆佳指：「這次成功的經驗令我非常難忘，亦給予我勇氣和信心，去將更多『不可能』變成『可能』。」

## Upgrading fire safety standards of old buildings through a multi-pronged approach

Enforcing the Fire Safety (Buildings) Ordinance is never an easy task. Owners of old buildings do not usually take the initiative to acquaint themselves with or take follow up action on the requirements of the Ordinance. Some of them can get very irritable when our fire personnel approach them. But regardless of this, we stay true to our commitment to enhancing fire safety and saving those in distress in the community. Persevering in our role, we continue to go out of our way to reach out to the owners and offer them help.

Senior Station Officer Yuen Tsz-fung and Senior Fireman Ip Siu-kai of the Building Improvement Divisions remembered very well a case they once handled. Yuen recalled, "Our initial contact with an elderly owner was met with strong resistance. But then we stayed the course and our years of hard work paid off. We were gradually able to build trust with her, and she opened her heart to share her thoughts with us. She told us that she could not afford the works and had no idea how to comply with the fire safety directions. Often the worry of being prosecuted kept her up at night." Our colleagues seized the opportunity to explain the requirements to her in detail to help ease her concerns. In the end, she even convinced the other owners of the building to form an owners' corporation and apply for subsidy under the Fire Safety Improvement Works Subsidy Scheme.

FSD colleagues had been providing professional advice to the owners of that building to help them resolve the technical issues, and eventually brought the fire safety improvement works to completion. "This successful experience left an imprint on my mind and gave me the courage and confidence to make the impossible possible," said Ip Siu-kai.

## 加快驗收 便利市民



消防處籌組「抗疫設施驗收小隊」，加快驗收社區隔離設施的消防裝置及設備。  
The Fire Services Department forms Anti-epidemic Facilities Acceptance Inspection Teams in order to accelerate FSI acceptance inspections for community isolation facilities.

第五波疫情期間，本港迅速興建多個社區隔離設施，而這些設施的消防裝置及設備均須合乎消防規定。消防處透過整合各單位人手及資源，籌組額外七支「抗疫設施驗收小隊」，務求在最短時間內完成驗收有關設施的消防裝置及設備，讓設施盡早投入服務。消防隊目鄺永強及助理屋宇裝備督察梁卓聲憶述：「我們有次在滂沱大雨下到有關設施進行驗收工作，雖然大家身上沾滿雨水及泥濘，但最終仍能如期完成驗收工作。」

另一方面，部門特別設立了「驗收專項工作組」，專責處理公營房屋的消防裝置及設備驗收工作。工作組與房屋署緊密合作，提供諮詢及支援服務，將驗收時間大幅縮減。高級消防隊長曹廣慈表示：「雖然驗收過程緊迫及充滿挑戰，但同事抱着以人為本的精神，傾盡全力，希望為加快公營房屋供應出一分力。」

此外，部門亦配合將軍澳 — 藍田隧道及將軍澳跨灣連接路項目發展，組成了專責隊全力協助驗收。屋宇裝備督察賴志偉表示：「項目涉及複雜的消防裝置及設備，幸好我們在驗收過程中克服各種難題，令隧道及連接路能如期通車，紓緩區內的交通擠塞問題，令我們深感專責隊的辛勞都是值得的。」

## Accelerating acceptance inspection for convenience of the public

During the fifth wave of the epidemic, a number of community isolation facilities were built expeditiously in Hong Kong, wherein the fire service installations and equipment (FSI) were subject to fire services requirements. The Fire Services Department, by pooling manpower and resources from various units, formed seven additional Anti-epidemic Facilities Acceptance Inspection Task Force in order to complete FSI acceptance inspections for these facilities within the shortest time possible to allow their early opening. Senior Fireman Kwong Wing-keung and Assistant Building Services Inspector Leung Cheuk-sing recalled, "Once we were conducting FSI acceptance inspection in a facility in heavy rain. Despite being drenched with rain and splattered with mud, we managed to complete the acceptance inspection as scheduled."

On the other hand, the department has specially set up an Acceptance Inspection Task Force dedicated to handling FSI acceptance inspections for public housing. The Task Force has worked closely with the Housing Department (HD) and provided HD with advisory and support services, which has resulted in a significant reduction of the inspection time. "In spite of the urgency and challenges throughout the inspection process, our fellow colleagues remained people-oriented and did all they could in the hope of helping expedite public housing supply," said Senior Station Officer Tso Kwong-chi.

Moreover, the department has formed a dedicated team to provide full support in the FSI acceptance inspection for the Tseung Kwan O – Lam Tin Tunnel and Cross Bay Link, Tseung Kwan O projects. "The projects involved complicated FSI," Building Services Inspector Lai Chi-wai said. "Fortunately, we were able to overcome all sorts of difficulties during the course of inspection, such that the Tunnel and the Link could be commissioned on schedule to ease the traffic congestion in the district. We know the team's hard work had paid off."



高級消防隊長曹廣慈(右二)、屋宇裝備督察賴志偉(左二)、消防隊目鄺永強(右一)及助理屋宇裝備督察梁卓聲(左一)。  
Senior Station Officer Tso Kwong-chi (second right), Building Services Inspector Lai Chi-wai (second left), Senior Fireman Kwong Wing-keung (first right) and Assistant Building Services Inspector Leung Cheuk-sing (first left).



# 科技應用提效率 專隊並肩顯團結

二零二二年八月三日，粉嶺軍地北村一個貨倉發生三級火，煙火特遣隊和坍塌搜救專隊奉召前往現場協助滅火及救援工作，並向現場指揮官提供滅火及救援策略建議。整個行動持續超過兩星期，專隊與前線同事合作無間，在大型挖掘機清理現場的同時，搜索可能的被困者。

火警現場是一個由鋅鐵搭建的貨倉，面積達60米乘60米。高級消防隊長(煙火特性訓練) 溫仲衡憶述：「當時現場火光熊熊，濃煙不斷冒出，構築物可能隨時倒塌。為安全起見，我們出動了滅火機械人協助滅火，亦首次利用無人機作高空偵察，並製作地圖及立體模型，以協助同事制定滅火及救援策略。」

高級消防隊長(坍塌搜救) 李思元補充：「因為當時災場結構大範圍受損，並有倒塌危機，我們迅速利用新式重型金屬支撐桿，支撐並穩固現場構築物，以保障同事安全。」

這次火警有賴專隊在行動中各自發揮所長，令整個滅火及救援行動得以有效及安全地完成。

# Operation efficiency boosted with technology and specialised teams' collaborative effort

On August 3, 2022, a no. 3 alarm fire broke out at a warehouse at Kwan Tei North Tsuen, Fanling. The Compartment Fire Specialists and the Urban Search and Rescue Team were called out to the scene to assist in the firefighting and rescue operation and to advise the Incident Commander on firefighting and rescue strategies. The whole operation lasted for more than two weeks, during which the specialised teams worked closely with the frontline personnel to search for victims who might be trapped while cleaning up the scene with a large excavator.

The fire scene was a warehouse built of galvanised iron, with an area of 60 metres by 60 metres. "Raging flames and dense smoke kept billowing out from the scene. The building structures might collapse at any time. For the sake of safety, we sent out a firefighting robot to help fight the blaze. And, for the first time, we used an unmanned aircraft for aerial surveillance, and produced maps and three-dimensional models to help our colleagues formulate firefighting and rescue strategies," Wan Chung-hang, Senior Station Officer (Compartment Fire Behaviour Training) recalled.

Senior Station Officer (Urban Search and Rescue) Li Sze-yuen added, "As the building structures were extensively damaged and in danger of collapse, we swiftly shored up and secured them with a new type of heavy-duty metal props to safeguard the safety of our colleagues."

Thanks to the support of the specialised teams who brought into play their respective expertise during the process, the whole firefighting and rescue operation was completed effectively and safely.



坍塌搜救專隊使用重型金屬支撐桿，穩固有倒塌危機的構築物。  
The Urban Search and Rescue Team secures building structures which are in danger of collapse using heavy-duty metal props.



消防人員利用無人機評估現場的搜索及清理進度。  
Fire personnel assess the progress of searching and clean-up work at the scene using an unmanned aircraft.



高級消防隊長(坍塌搜救) 李思元(左)及高級消防隊長(煙火特性訓練) 溫仲衡(右)。  
Senior Station Officer (Urban Search and Rescue) Li Sze-yuen (left) and Senior Station Officer (Compartment Fire Behaviour Training) Wan Chung-hang (right).



消防隊長(控制) 魏錦良(中)、消防總隊目(控制) 嚴巧宜(右)及消防隊目(控制) 謝依霖(左)。  
 Station Officer (Control) Ngai Kam-leung (middle), Principal Firewoman (Control) Yim Hau-yi (right) and Senior Firewoman (Control) Tse Yee-lam (left).

## 優化調派程序 秉持專業精神

第五波疫情期間，調派及通訊組經歷了前所未有的衝擊。駐守消防通訊中心的消防隊長(控制) 魏錦良表示：「當時我們接獲海量的求助召喚，加上部分同事染疫，令人手變得相當緊絀。同事除了取消休假及在休班時額外當值，流動指揮車及特勤支援隊亦全力提供支援。我們當時只想到大家一定要迎難而上，群策群力，一起度過難關。」

當時部門實施了臨時應變措施，例如在「調派後指引」新增「新型冠狀病毒病」的傷病種類，令危急的傷病者能得到優先處理。消防隊目(控制) 謝依霖憶述：「面對疫情不斷變化，我們亦要更新行動指引作出調派。『調派後指引』不但能即時協助穩定傷病者的情況，亦可提醒前線人員穿上適當的防護裝備。雖然我們不是走到最前線，但仍能為抗疫出一分力！」

消防總隊目(控制) 嚴巧宜補充：「調派及通訊組同事富歸屬感和使命感，是我們執行抗疫工作的最大動力。我們致力為市民提供優質服務，亦希望更多市民明白『保持在線聽指引 跟住做就救到人』的重要性。」

## Optimising mobilising protocol and upholding professionalism

During the fifth wave of the epidemic, the Mobilising and Communications Group (MC) experienced unprecedented challenges. “We were receiving gazillions of distress calls, and on top of that, some of our colleagues got infected, leaving us woefully understaffed. While our colleagues cancelled their leave and worked extra off-duty shifts, the Mobile Command Unit and Tactical Support Unit also rendered us all-out support. The only thing in our mind at that time was to pull together and press on,” Ngai Kam-leung, Station Officer (Control) of the Fire Services Communications Centre (FSCC) remarked.

The department implemented provisional contingency measures, such as adding “COVID-19” to the types of injuries and sicknesses covered by the “post-dispatch advice (PDA)” service, so that critical cases could be given priority. “In the face of the ever-evolving epidemic, we also needed to update our operational guidelines for mobilisation. Through the PDA, not only can we help stabilise a patient’s condition immediately, but we can also remind frontline personnel to wear appropriate protective equipment. We may not be at the forefront of the fight against the epidemic, but we can still contribute to it,” recalled Senior Firewoman (Control) Tse Yee-lam.

Yim Hau-yi, Principal Firewoman (Control) added, “Our colleagues in the MC have a strong sense of belonging and mission, and that is what motivates us the most in confronting the epidemic. We are committed to providing quality services to the public, and we hope that more people can understand the importance of the message ‘Stay On Line, Save a Life.’”

# 同心協力 對抗疫情

處長指揮室成立的目的是應對2019冠狀病毒病第五波疫情，透過統籌及靈活調配資源，確保可分流處理緊急及非緊急救護服務。

助理消防區長文家平主要負責管理處長指揮室的日常運作。他說：「疫情反覆，我們要隨機應變，不斷搜羅各方面資源，並與相關部門緊密聯繫，務求在最短時間把確診者送往最適切的地方進行隔離或治理。」

高級消防隊長林國鴻補充說：「在疫情最嚴峻的時候，每天都有上萬名市民確診，大量確診市民為免同住家人受感染而向我們求助。縱使面臨前所未有的挑戰，但我們一直堅守崗位，希望為市民解決困擾。」

對高級消防隊長林恩喬來說，最難忘的莫過於消防處設立的「社交媒體平台」。當中的WhatsApp平台，初期為全人手操作，單日累計超過5,000個對話。他指：「我們24小時無間斷地回應廣大市民的查詢，以及為有需要人士安排接載服務。為更有效地應對大量查詢，我們設計了『自動回覆機械人』，充分運用資訊科技，務求更有效地分配資源。」

## Confronting the epidemic with concerted action

Established to cope with the fifth wave of the COVID-19 epidemic, the Director's Command Post (DCP) coordinated and flexibly deployed resources to ensure effective screening and handling of cases requiring emergency and non-emergency ambulance service.

Assistant Divisional Officer Man Ka-ping was mainly responsible for overseeing the daily operation of the DCP. "Given the volatility of the epidemic, we had to think on our feet, trawl for various resources continuously and liaise with relevant departments frequently, so that the confirmed patients could be conveyed in the shortest time possible to the most suitable facility for isolation or treatment," he said.

Senior Station Officer Lam Kwok-hung added, "There were tens of thousands of confirmed cases every day at the peak of the epidemic. A large number of infected persons asked for our help as they did not want their live-in family members get infected. Despite the unprecedented challenges, we remained steadfast in our duty, striving to help people in distress."

To Senior Station Officer Lam Yan-kiu, nothing was more memorable than the experience with the social media platform set up by the department. The WhatsApp platform was operated manually at the initial stage, with over 5,000 conversations taking place every day. He said, "We worked round-the-clock to answer enquiries from the public and arrange conveyance service for those in need. To tackle the huge amount of enquiries more efficiently, we turned to information technology and created the WhatsApp chatbot to better optimise resource allocation."



助理消防區長文家平(中)、高級消防隊長林國鴻(左)及高級消防隊長林恩喬(右)。  
Assistant Divisional Officer Man Ka-ping (middle), Senior Station Officer Lam Kwok-hung (left) and Senior Station Officer Lam Yan-kiu (right).



軍裝及文職同事上下一心，處理大量市民查詢。  
Uniformed and civilian members work in concert to handle the large number of public enquiries.