

HONG KONG

FIRE SERVICES DEPARTMENT

Community Emergency Responder
Training Notes (Simplified Version)



HONG KONG FIRE SERVICES DEPARTMENT

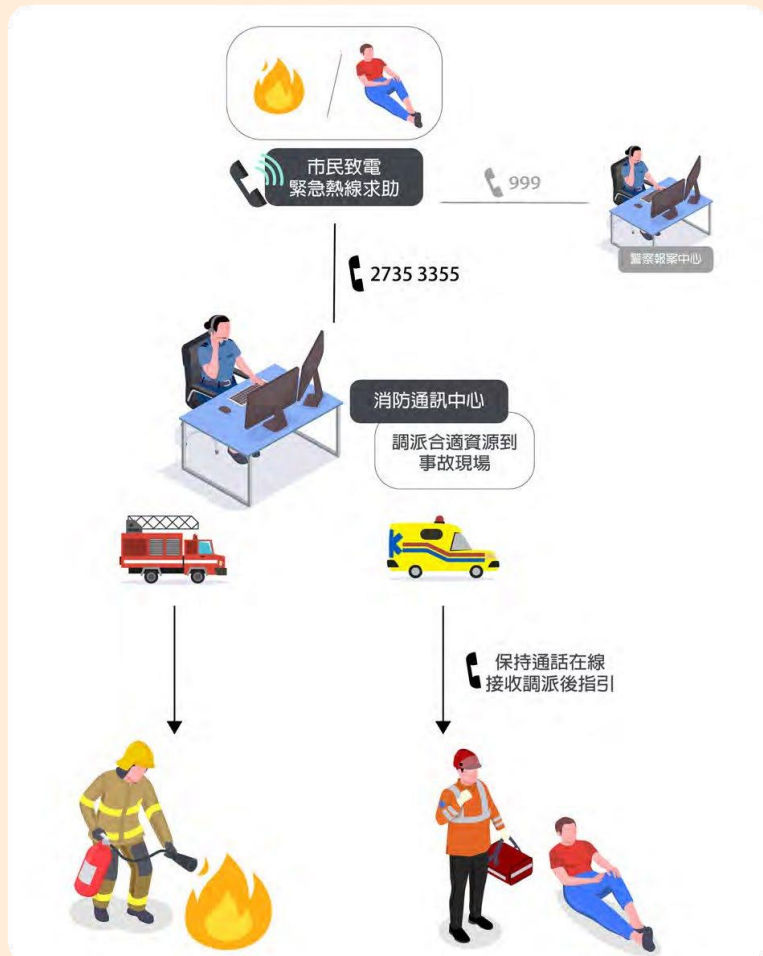
香 港 消 防 處

Reporting Skills / Post-dispatch Advice



Reporting Skills

A. Reporting Process



- Dialing 999 or Directly Calling the Fire Services Communications Centre (FSCC);
- State the situation at the scene, patiently answer the questions from the personnel of the FSCC;
- the personnel of the FSCC will dispatch appropriate resources to the accident scene; and
- if calling for an ambulance, do not hang up after answering the questions from the personnel of the FSCC, and pay attention to the dispatch instructions provided by that personnel.



B. Key Points Review

1. Remain calm when reporting, clearly state the detailed address. If on the roadside, in the countryside, or unsure of your location, check if there are any lamp post numbers, hiking distance markers, or fire hydrant (fire street well) numbers nearby; providing these numbers can also help determine the incident location;
2. Clearly and simply describe the situation at the scene; and
3. **Patiently** answer the questions from the personnel of the Fire Communications Center and pay attention to the instructions provided by that personnel.



Reporting Skills / Post-dispatch Advice

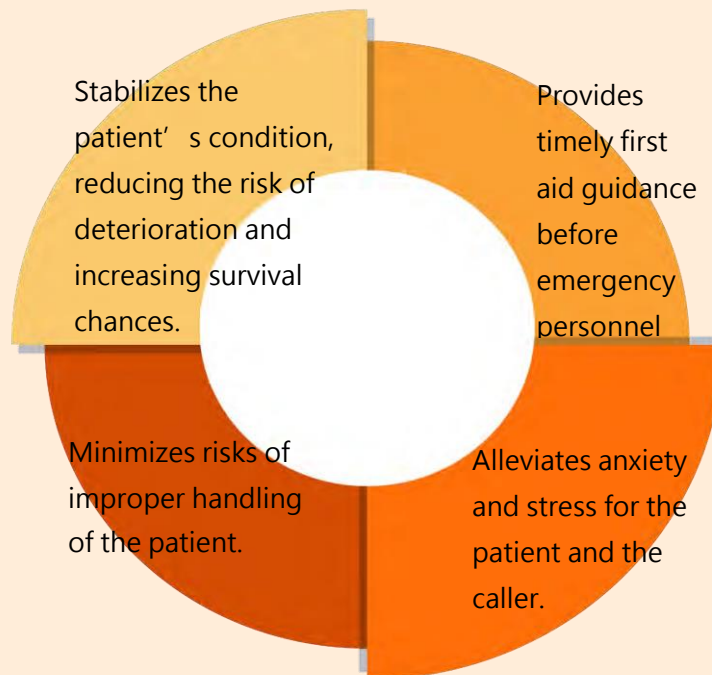


Post-dispatch Advice (PDA)

To optimize the arrangement of emergency ambulance services, personnel at the FSCC will provide comprehensive and appropriate guidance to the emergency ambulance service caller immediately after dispatching an ambulance, based on the category of the patient's injuries or condition, to help stabilize the patient's situation.

The guidance provided by the PDA system covers more than 30 types of injuries and medical conditions, including trauma, choking, coma, cardiac or respiratory arrest.

A. Advantages of PDA



B. Service Level

Providing PDA **will not affect the current service commitment**, which is that 92.5% of emergency ambulance service calls can be handled within the target response time of 12 minutes.

- To ensure the quality of this service, personnel at the FSCC have received specialized training and hold valid **emergency medical dispatcher certificates**, enabling them to provide guidance to callers according to the governance procedures of the International Academy of Emergency Dispatch;
- do not need to remember any classifications or steps; and
- Personnel at the FSCC will ask about the injuries/conditions step by step and provide guidance.
- Carefully listen to the questions;
- Calmly respond; and
- Follow the PDA, which will not affect ambulance services.

Callers only need to...



Mountain Safety



Introduction / Purpose

Recognize the potential dangers of mountain activities, the difficulties of rescue, and the appropriate actions to take in different situations, to help build confidence in responding to incidents, promote self-rescue methods, and encourage proactive assistance to those in need during emergencies.



Potential Dangers

Weather; Terrain; Getting lost; Wildlife/Insects



Critical Situations in the Mountains

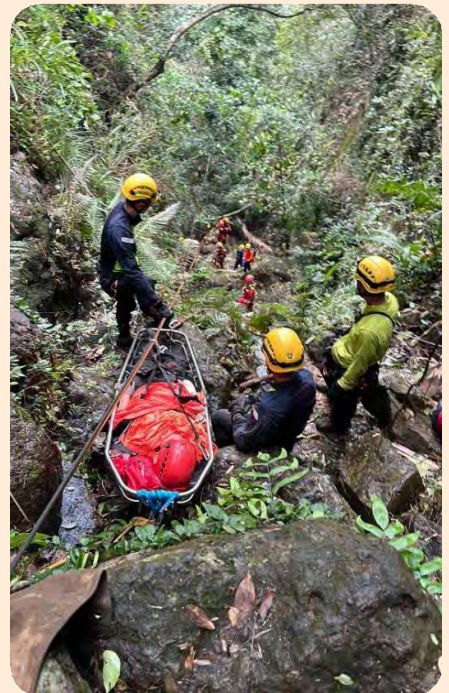


A. Communication:

- In remote mountainous areas, **phone network reception is poor**, making it difficult to call for help. It is hard to convey an accurate location to rescuers.

B. Search and rescue of the injured:

- The terrain is rugged and difficult to navigate, making rescue time-consuming. Evacuation from the mountain may require professional equipment or assistance from professionals.



▲ Professional equipment or assistance from professionals for evacuation from the mountain

Mountain Safety

c. Basic First Aid in the Mountains

1. Heat Stroke

☀ When someone is suspected of having heat stroke, one should:

- Stay calm, immediately call 999 to summon an ambulance;
- Move the patient to a cool place;
- Use a wet towel to wipe their body to lower their temperature; and
- Let them drink water to replenish fluids.

☀ Precautions:

- Do not use alcohol to wipe the patient to lower their temperature;
- And **do not let them eat or drink** until they fully regain consciousness.

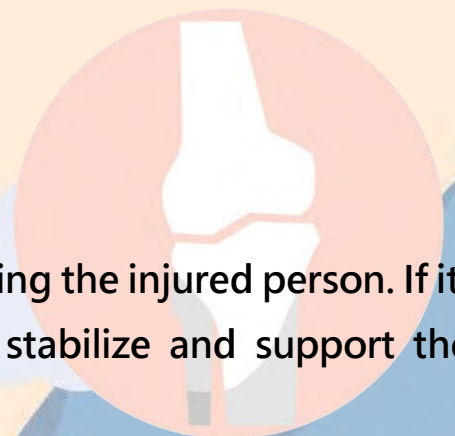
Signs and Symptoms of Heat Exhaustion and Heat Stroke



2. Fractures

General principles for handling fractures:

- Stay calm, immediately call for help;
- Unless there is danger at the scene, avoid moving the injured person. If it is necessary to move the injured person, first stabilize and support their injured limb;
- Perform basic wound care for the injured; and
- Send the injured person to the hospital for treatment as soon as possible.



Mountain Safety



3. Bee Sting

Treatments

1. Remove the stinger left in the skin as soon as possible. It can be pulled out with tweezers or scraped off with a card.
2. If there are no suitable tools available, carefully pull out the stinger with your hand, making sure to hold the stinger's handle to **avoid squeezing the venom sac**.
3. Rinse the wound with clean water.
4. Apply a cold compress to the affected area to relieve pain and reduce swelling.



If severe symptoms occur (for example: difficulty breathing), seek medical attention immediately.

4. Unconsciousness

Unconsciousness can be caused by various factors, including trauma, stroke, and diabetes complications. The patient's tongue may fall back and block the airway, leading to choking, so the following steps must be taken immediately:



Don't

- Elevate the patient's head with a pillow or other object.
- Sit the patient up.
- Feed the patient food or drink.



Do

- Stay calm and call 999.
- **Turn the patient onto their side** to allow saliva and vomit to flow out of their mouth.
- Loosen any tight clothing around the patient's neck, chest, and waist.
- Cover the patient with a blanket or clothing to keep them warm.
- Stay with the patient until the ambulance arrive.



Drowning / Trapped by water



Introduction / Purpose

How to respond when encountering an accident of drowning / being surrounded by water.

A. Places where drowning accidents are likely to occur:

- Low-lying areas in bad weather
- Beaches, swimming pools, rivers, streams, or ponds
- Seaside, coastal areas, or piers



B. Activities where trapped by water accidents are likely to occur:



Drowning / Trapped by water



Difficulties in Rescue

- High Winds and Rough Waves / Bad Weather
- Insufficient Physical Strength
- Distance of Drowning / Water-Surrounded Individuals
- Roads Flooded



Strategies and Plans

Actions to Take When Discovering Someone Drowning / Being Surrounded by Water:

- Stay Calm;
- Quickly call 999 for help from a safe location, and **provide as accurate an address or last known location of the incident, number of people involved, and other useful information** (characteristics of the drowning person, activities being conducted at the time of the accident, etc.);And
- Calmly follow the instructions of the rescue personnel.

Accurate address or last known location of the incident, number of people involved, and other useful information.



Traffic Accident



Difficulties in Rescue

Lack of Professional Knowledge and Skills

Citizens are not professional firefighters and lack the professional knowledge and skills to handle traffic accidents, such as not knowing how to assess the condition of the injured or how to bandage and immobilize the injured, nor do they know how to use firefighting devices and equipment.

Lack of Experience

Citizens may not have experience in handling traffic accidents, and when faced with emergencies, they may feel panicked and may even make incorrect judgments.

Lack of Safety Awareness

The scene of a traffic accident may be fraught with dangers, such as oil leaks, electrical leaks, and fires. Citizens must have safety awareness in order to participate in rescue efforts to avoid accidents.



Traffic Accident



Quick Guide

Phase One: Assess the Scene

- Ensure your own safety and observe if there are any other dangerous factors .
- Check the injured person's consciousness, breathing, and pulse.
- Dial 999 to report and inform the operator of the situation at the scene.

Phase Two: Conduct Preliminary Rescue

- If conscious, calm their emotions.
- If unconscious, place their head in a horizontal position to keep their airway clear.
- If bleeding, immediately use a tourniquet or clean gauze to stop the bleeding.
- If the injured person has a fracture, use a splint or other items to stabilize the injury.



Phase Three: Assist Scene Management

- Use a splint or other items to stabilize the injury.
- If it is safe for yourself, assist in directing traffic at the scene.
- Assist the police in conducting an investigation at the scene and provide relevant information.

Things to Note When Dealing with Traffic Accident Victims:

Do not move the injured person

Do not feed the injured person food or drink

Do not take any actions beyond your capabilities to rescue the injured person, such as lifting or moving vehicles with the help of others at the scene.

Do not remove any items from the injured person without permission





Post-Crisis Stress Reactions (B.E.S.T.)

Once experiencing a crisis, the behavior, emotions, physiology, and cognition of affected individuals may exhibit varying degrees of stress reactions.

Common stress reactions are as follows:



- Avoidance
- Staring blankly
- Dissociation
- Crying without reason



- Astonishment
- Sadness
- Anger
- Guilt



- Insomnia / Nightmares
- Changes in appetite
- Rapid breathing
- Muscle tension



- Constantly recalling / Repeating details of the incident
- Decreased memory and attention
- Negative thoughts
- Significant changes in worldview.



Psychological Support After a Crisis Incident

Principles of Psychological First Aid Action (The 3Ls)

- Situations that have occurred and are occurring
- Safety and security risks
- Immediate basic/practical needs and emotional responses of affected individuals

LOOK

觀察

LISTEN

聆聽

- Listen attentively, accept the feelings of the distressed person
- Help the distressed person to calm down
- Understand the needs and concerns of the distressed person

- Resolve practical problems
- Contact relatives and assist affected individuals in obtaining social support/services and other help.

LINK

連結

Reference Materials and Literature:

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2. Wang, L., Norman, I., Xiao, T., Li, Y., & Leamy, M. (2021). Psychological First Aid Training: A Scoping Review of Its Application, Outcomes and Implementation. *International journal of environmental research and public health*, 18(9), 4594.
3. Hong Kong Red Cross Psychological First Aid Four-Day Workshop, 27/2/2023 to 2/3/2023, Psychological Support Services, Hong Kong Red Cross.

Fire Service Installation and Equipment



Common Fire Service Installation and Equipment in Buildings

- Fire hydrant/hose reel system
- Fire alarm system
- Emergency lighting
- Portable hand-operated approved appliance
- Fire detection system
- Smoke stop door
- Exit sign
- Visual advisory system
- Sprinkler system



Portable hand-operated approved appliance

In the early stages of a fire, if firefighters have not yet arrived at the scene, individuals present can, under safe conditions, use appropriate manually operated portable equipment, such as fire blankets, fire extinguishers, and sand buckets, to attempt to extinguish the fire themselves, preventing the fire from spreading and avoiding greater losses.



Simplified Fire Extinguisher



Fire Blanket



The "2023 Fire (Devices and Equipment) (Amendment) Regulations" (the "Amendment Regulations") came into effect on November 1, 2023, facilitating citizens to set up portable firefighting equipment at home, such as fire extinguishers and fire blankets, so that when a fire alarm occurs, citizens can extinguish the fire as early as possible, thereby enhancing overall home fire safety.

Currently, some simple fire extinguishers (i.e., extinguishers less than 1 liter/kilogram) that meet industry standards have been recognized by the Fire Services Department and can be sold or supplied in Hong Kong.

Compared to general fire extinguishers, simple fire extinguishers are lighter and more compact, making them easier to set up and use at home. If these extinguishers are set up by individuals at home, the relevant statutory maintenance responsibilities can be exempted.

Actions to Take and Evacuation Procedures in Case of Fire Alarm

When the fire alarm sounds

- Stay or leave — decide for yourself.
- Once you hear the fire alarm and learn of a fire, it is best to leave as soon as possible, but in some situations, it may be necessary to stay inside your residence.
- Whether you stay or leave, you must decide quickly and take protective measures to avoid inhaling smoke.



Deciding to Leave the Building

If you notice smoke seeping into your home through the door cracks, do not open the door; take protective measures inside to avoid inhaling smoke.

- Check the main door of your unit; if no smoke is seeping in, you can slightly open the door to check the situation outside.
 - If you see smoke outside the door or feel heat, immediately close the door and take protective measures.
 - If the corridor is clear of smoke, leave the unit as quickly as possible; take the three essentials for escape: keys, mobile phone, and a wet towel, remember to close the door, and then leave the building via the nearest staircase.
- Do not carry large or heavy items.
- Do not use the elevator.
- Be careful when pushing open the smoke stop door of the staircase.
 - If there is no smoke, you can leave the building via that staircase.
 - If you see smoke, do not use that staircase to leave; try to find another staircase for escape; otherwise, return to your unit and take protective measures to avoid inhaling smoke.



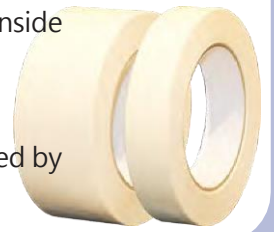
Upon Reaching the Stairwell

- Do not carry large or heavy items.
- Do not use the elevator.
- Be careful when pushing open the smoke door of the staircase.
- If there is no smoke, you can leave the building via that staircase.
- If you see smoke, do not use that staircase to leave; try to find another staircase for escape; otherwise, return to your unit and take protective measures to avoid inhaling smoke.



If Staying in the Unit

- To prevent smoke from entering the room, use tape to seal the gaps around the front door, and block the bottom of the door with a wet towel; the ventilation holes or air ducts inside the room should also be treated this way.
- To avoid inhaling smoke, protective measures should be taken until rescued or notified by firefighters that it is safe to leave (this may require waiting for a period of time). °



If Staying in the Unit

If a period of time has passed after the fire alarm has sounded, do not attempt to leave the unit. The longer the fire has been burning, the higher the chance that smoke will spread to the stairs and corridors, making the situation outside the unit more dangerous.

- If smoke is still entering the room:
 - Call "999" to inform the fire department of your location, then move to a room not affected by smoke, close the door, and immediately seal the gaps with tape and a wet towel, and open the window to let fresh air into the room.
 - Wave a brightly colored object on the balcony or by the window to let rescuers know your location.
 - Keep your body as close to the ground as possible, as the air near the ground contains less smoke.
 - Follow the instructions of the rescuers.

Remember: Fire Safety Starts with You

- Understand the design of the building you live in.
- Know the direction and route of the fire escape, and be prepared for emergency evacuation at any time.
- Prepare a fire escape plan and designate a meeting point after evacuation.
- After leaving the burning building, do not return unless firefighters indicate that the scene is safe and you have permission from the police.



火警逃生

要帶逃生三寶

手提電話、濕毛巾及門匙

In case of fire, don't forget
Mobile phone, wet towel & door keys



發現有人暈倒該怎辦？

1 檢查患者是否人事不省

患者如對聲音及痛楚均無反應，便是人事不省。



2 致電 999 要求旁人拿取AED



3 檢查呼吸

用10秒檢查患者胸部有沒有明顯起伏



4 施行心肺復甦法

按壓口訣：「快！狠！準！」
快：速度一秒兩下
狠：深度5至6厘米
準：位置準確



5 跟從除顫器指示

「開」機
「貼」上電極片
「電」擊

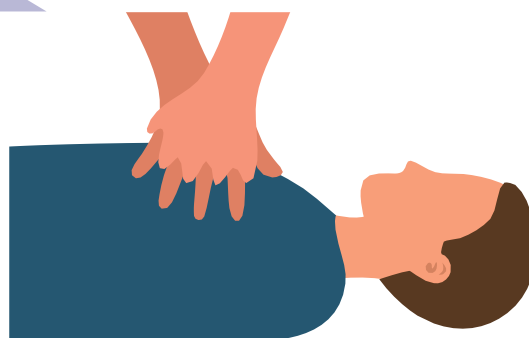


Using AED Procedures



Compression-Only CPR (COCPR)

- When performing CPR, the rescuer can choose to perform traditional CPR (including chest compressions and artificial respiration) or perform Compression-only CPR.
- If performing COCPR, it means providing continuous chest compressions to the patient.



Location of AED

- The locations of AEDs in Hong Kong are distributed in various places, including recreational facilities, subway stations, and some shopping mall customer service centers, etc.
- If you need to know the specific location of the nearest AED, you can use the official FSD Apps or iAM Smart Apps, which has shortcuts to find the nearest AED location based on the user's current location.



立即上「AED 搵得到」
網上資訊平台了解更多
For more information, please visit
www.hkfsd.gov.hk/aed

