

## **Verbal conflict between personnel of the HKPF and the FSD (Tuen Mun)**

In the nighttime, an ambulance of the FSD attended to an emergency ambulance call in Tuen Mun, and the ambulance personnel were then involved in a verbal conflict with the police officers at the scene. The management of both parties recognized that the frontline staff were facing tremendous stress working under such chaotic conditions. As a result of communication between the two departments immediately after the incident, mutual understanding was strengthened and the incident was properly settled. It is for sure that the two departments will continue to provide enhanced guidelines and support to their respective frontline staff in order to avoid any recurrence of such unpleasant incidents.

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