

Integration into the Community

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「樓宇消防安全特使」計劃

為提高市民對樓宇消防安全的意識，本處於二零零八年八月分別在灣仔、油尖旺、九龍城及沙田四個地區試行「樓宇消防安全特使」計劃。

在計劃下，物業管理人員、大廈業主及住客會受訓為特使，以提高所屬大廈的消防安全標準。特使負責在所屬大廈內協助宣傳防火信息、舉報火警危險、確保所屬大廈的消防設備效能良好和保養妥善，以及協助籌辦居民參與的火警演習和防火活動。截至二零零八年年底，共有54名特使受過相關訓練。

「消防安全大使」計劃

消防安全大使計劃訓練來自社會不同界別的志願人士成為消防安全大使。截至二零零八年年底為止，共有96 324名市民受訓成為消防安全大使。為了深化消防安全大使計劃，消防處在全港18區均成立了消防安全大使名譽會長會，共委任了278名社區領袖為名譽會長。

「打鐵趁熱」宣傳活動

「打鐵趁熱」宣傳活動旨在加強向市民進行消防安全宣傳及教育。地區發生火警後，前線消防人員會藉此機會隨即在該區推廣消防安全教育，趁着附近居民對火警記憶猶新，加強他們的防火意識。

Building Fire Safety Envoy Scheme

To enhance public awareness of fire safety in buildings, a trial Building Fire Safety Envoy Scheme was launched in August 2008 in four districts, namely, Wan Chai, Yau Tsim Mong, Kowloon City and Sha Tin.

Property management staff, owners and occupiers of buildings are trained as envoys to enhance the fire safety standard of their buildings. They help disseminate fire safety messages to occupants of their buildings, report fire hazards or irregularities, ensure the effectiveness and proper maintenance of their buildings' FSIs, and assist in organising fire drills and fire safety activities for the residents. At the end of 2008, a total of 54 envoys were trained.

Fire Safety Ambassadors Scheme

Fire Safety Ambassadors (FSA) Scheme aims at training volunteers from various sectors of the community to become FSAs. Up to the end of 2008, a total of 96 324 people were trained as FSAs. To add impetus to the scheme, FSA Honorary President Associations were established in all 18 districts, and a total of 278 community leaders were appointed as Honorary Presidents.

Hot Strike Campaign

The Hot Strike Campaign aims at strengthening the publicity and education on fire safety in the community. Frontline fire personnel take the opportunity to promote fire safety education at the scene immediately in the aftermath of a fire with a view to enhancing the awareness of fire safety in the neighbourhood while their memory of the fire is still fresh.



(上) 消防安全大使名譽會長會就職典禮
(Above) The inauguration ceremony of FSA Honorary President Association



(左) 救護總長麥桂培嘉許一名成功拯救心臟停頓病人的救心先鋒
(Left) Chief Ambulance Officer, Mr Mak Kwai-pui, praises a heart saver for saving the life of a man suffering from heart attack

「救心先鋒」計劃

本處在二零零七年開始推行「救心先鋒」計劃，向多個機構及界別的職員，提供簡易心臟去顫器使用法課程，當中包括物業管理公司、酒店、老人院、政府樓宇、機場及鐵路公司等。截至二零零八年年底，已有超過2 500名合資格使用心臟去顫器人士，獲委任為「救心先鋒」。

Heart Saver Scheme

The Department has launched the Heart Saver Scheme since 2007 to provide training on the use of public access defibrillators to staff of organisations in various sectors, including property management companies, hotels, elderly homes, government premises, airport and the rail company. At the end of 2008, more than 2 500 qualified persons were appointed as Heart Savers.

公眾聯絡小組

公眾聯絡小組由30名來自社會各階層的市民組成。除了有助促進消防處與市民的聯繫，使市民更了解本處的工作以及理想、使命和目標外，公眾聯絡小組還加強本處與社區的伙伴關係，使本處在執行工作時更為暢順。

過往多年，小組成員經常在總部總區消防總長主持的定期會議上，提供有建設性的意見和建議。

顧客服務

二零零八年，香港社會服務聯會連續第二年向消防處頒授「同心展關懷」資格，確認本處在鼓勵義務工作、聘用弱勢人士、建立伙伴關係，以及樂於捐助等各方面的出色表現。

消防處在二零零八年獲得香港優質顧客服務協會頒授優質顧客服務大獎銀獎。獎項旨在肯定和嘉許機構及其僱員在顧客服務方面的出色表現，並且提倡以客為本的精神。獎項足證本處不斷努力提供優質服務。

消防處義工隊

消防處義工隊由約600名軍裝與文職人員組成，為社區提供服務以及幫助有需要的人士。全隊年內合共參與義工活動超過38 000小時。義工隊亦推行「火後服務」計劃，在火災後迅速協助有經濟困難的人士，免費復修他們受火災損毀的居所。這項服務自二零零六年九月推行以來，義工隊已協助11個家庭復修他們受火警損毀的居所。

Public Liaison Group

The Public Liaison Group comprises 30 members of the public from all walks of life. The Group helps in fostering good community relations and promoting better understanding by the public of the Department's work as well as its vision, mission and objectives. It also enables the Department to strengthen its partnership with the community in carrying out its work.

Over the years, members of the Group have offered constructive ideas and suggestions to the Department in its regular meetings chaired by the Chief Fire Officer (Headquarters).

Customer Services

During the year, FSD was awarded the title of 'Caring Organisation' by the Hong Kong Council of Social Service for the second consecutive year in recognition of its exemplary performance in encouraging voluntary services, employing disadvantaged people, and in establishing partnership and enthusiasm for donations.

In 2008, the Department won the Silver Award in the Customer Service Excellence Award Scheme organised by the Hong Kong Association for Customer Service Excellence. The award aims to give recognition to organisations and their employees for their outstanding achievements in customer service and to promote a customer-oriented culture. The award demonstrates the continual efforts of the Department in striving for service excellence.

Fire Services Volunteers

The Fire Services Volunteer Team has recruited about 600 members comprising uniformed and civilian staff to serve the community and help people in need. More than 38 000 service hours have been contributed by the volunteers. The Team also operates a Post-fire Service scheme to provide prompt assistance to people with financial difficulties by restoring their damaged units in the aftermath of fires at no cost. They have assisted 11 families in rebuilding their homes damaged by fire since the scheme has been launched in September 2006.

大澳於六月發生水浸事故後，義工隊協助居民清除居所的泥濘及雜物碎屑，並協助他們恢復正常生活。

義工亦參與非政府機構及慈善機構所舉辦的志願活動，並積極參與將於本港舉行的2009東亞運動會多項義工計劃。

After a flooding occurred at Tai O in June, the team assisted the residents to clear mud and debris from their homes and help them resume their normal life.

The Volunteers also take part in the voluntary activities organised by non-governmental and charity organisations. They have also been actively participating in various volunteer programmes of the 2009 East Asian Games to be held in Hong Kong.



(上) 經濟發展局局長劉吳惠蘭(左)頒發「優質顧客服務卓越大獎」予消防處
(Above) Secretary for Commerce and Economic Development, Mrs Rita Lau(left), presents the Customer Service Excellence Award to FSD

(下) 消防義工隊提供火後服務
(Bottom) F.S. Volunteer Team provides Post-fire Service