

應急知識教育及
推廣工作
EMERGENCY
PREPAREDNESS
EDUCATION AND
PROMOTION



儘管二零二零年出現2019冠狀病毒病疫情，本處的應急知識教育和推廣工作，包括與教育局合辦的新課程，並沒有停下來。另外，配置了多項設備的全新應急準備教育巴士亦已準備就緒，透過互動方式推廣「應急三識」。

Despite the COVID-19 pandemic, emergency preparedness education and promotion, including the new courses collaborated with the Education Bureau, did not stand on still in 2020. Equipped with various devices, the new Emergency Preparedness Education Bus was also ready for deployment to promote the “three basic skills of emergency preparedness” through an interactive approach.

公眾教育設施

消防及救護教育中心暨博物館

設於消防及救護學院的消防及救護教育中心暨博物館，提供各式互動及多媒體資訊設施、展覽和體驗區，讓參觀者更深入認識消防處的發展及學習應急知識。中心自二零一六年啟用以來，已吸引逾208,200人參觀。

消防安全教育巴士

消防安全教育巴士設有互動火場模擬裝置，讓市民學習逃生技巧。這輛雙層巴士的上層布置為連接大堂和樓梯的普通住宅單位，參觀者可以在模擬火警中，體驗如何在濃煙密布的環境逃離火場。巴士下層則設有模擬滅火室、互動電腦及消防喉轆系統，訓練參觀者使用合適的滅火筒撲滅不同類型的火警。

消防安全教育巴士會到中小學校、社區中心、私人屋苑和公共屋邨作巡迴展覽，亦參與防火嘉年華、疏散演習及其他消防安全活動。二零二零年，消防安全教育巴士曾奉派參與五場展覽活動，接待1,033名參觀人士。

應急準備教育巴士

全新的雙層應急準備教育巴士配置了多項互動設備，讓市民同時學習「應急三識」，即「識滅火、識自救、識逃生」。巴士下層設有互動遊戲系統，讓參觀者學習如何選擇和使用合適的滅火筒撲滅不同類型的火警，以及借助模擬設備，學習如何使用喉轆系統。

- a 全新的雙層應急準備教育巴士配置了多項互動設備，讓市民同時學習「應急三識」。
The new double-deck Emergency Preparedness Education Bus is equipped with various interactive devices to enable the public to learn the “three basic skills of emergency preparedness”.
- b 公眾可透過消防及救護教育中心暨博物館的展覽，了解消防處的發展。
Exhibitions at the Fire and Ambulance Services Education Centre cum Museum enables members of the public to find out the development of the FSD.

上層則設有虛擬實境火場逃生遊戲系統，教導市民遇到火警時應如何應對。應急準備教育巴士會於二零二一年投入服務。

救護信息教育車

救護信息教育車到中小學校、社區中心、私人屋苑、公共屋邨、消防局和救護站等地點進行宣傳和教育活動。二零二零年，本處舉辦了合共17場社區外展覽，宣傳「慎用救護服務」、「讓路予救護車」及「仗義出手 性命得救」的信息。



Public Education Facilities

Fire and Ambulance Services Education Centre cum Museum

The Fire and Ambulance Services Education Centre cum Museum, located at the Fire and Ambulance Services Academy (FASA), offers a wide range of interactive and multimedia information facilities, exhibitions and experiences to enable visitors to gain a better understanding of the development of the FSD and knowledge about emergency preparedness. Since its opening in 2016, the centre has attracted more than 208,200 visitors.

Fire Safety Education Bus

The double-deck Fire Safety Education Bus enables members of the public to learn evacuation techniques through interactive fire situation simulation devices. Its upper deck is configured into the layout of a common residential unit with a lobby and staircases where visitors can experience fire escape from a simulated burning and smoke-filled environment. The lower deck is equipped with a firefighting simulation room, interactive computers and a hose reel system, which facilitate training in the use of appropriate types of fire extinguishers for different kinds of fires.

The bus is deployed to attend roving exhibitions at various primary and secondary schools, community centres, private

and public housing estates; fire safety carnivals; evacuation drills and other fire safety activities. In 2020, the bus has been deployed in five exhibitions and received 1,033 visitors.

Emergency Preparedness Education Bus

The new double-deck Emergency Preparedness Education Bus enables members of the public to learn the “three basic skills of emergency preparedness”, namely “extinguish and prevent fires”, “help yourself and help others” as well as “escape and evacuate”, simultaneously through various interactive devices. Visitors can learn how to choose and use appropriate types of fire extinguishers for fighting different kinds of fires through an interactive game system and learn how to use a hose reel system with simulated equipment on the lower deck. The upper deck also installed with a virtual reality fire escape interactive game system which educates members of the public what to do in case of fire. The bus will be put into commission in 2021.

Ambulance Service Education Vehicle

The Ambulance Service Education Vehicle attends publicity and educational events at primary and secondary schools, community centres, private and public housing estates, fire stations, ambulance depots and so on. In 2020, a total of 17 outreaching displays were organised to convey the messages of “Use the ambulance service properly”, “Give way to ambulances” and “Your help can save a life”.



流動平台及社交媒體宣傳

流動應用程式

流動通訊科技日益進步，越來越多市民透過流動通訊裝置瀏覽政府的資訊和服務。本處的「香港消防處流動應用程式」及官方網站讓市民可以利用智能電話或平板電腦隨時隨地查看本處的最新資訊和服務，例如最新消息、即將舉辦的活動、職位空缺及最近的消防局／救護站的位置等。

此外，該應用程式內置「居安思危」、「臨危不亂」和「分秒必爭」三款流動遊戲，讓市民學習消防安全、防火和救護知識。該應用程式和三款流動遊戲一直十分受歡迎，除獲用家好評外，下載次數亦多。截至二零二零年年底，共有92,838名流動通訊裝置用戶安裝了該應用程式，另有逾22萬名用戶安裝了該三款流動遊戲。

Facebook 專頁及 YouTube 頻道

本處設立的 Facebook 官方專頁以「同享·共愛 安全香港」為主題，推廣「應急三識」。市民透過此網上平台，可以輕易學到和分享有關知識。專頁亦載有重大事故的最新消息和本處的資料。截至二零二零年年底，共有246,392名 Facebook 用戶追蹤本處的專頁。

由本處設計的虛擬人物「任何仁」，自從於本處 YouTube 頻道播出的一系列推廣「擊活人心」自動

心臟除顫器課程的短片中亮相後，大受網民歡迎。本處會繼續借助「任何仁」，以輕鬆手法在本處的 Facebook 專頁和 YouTube 頻道推廣應急知識，同時帶出「『敢』就救到人」的重要信息。

講座和資料錦囊

社區應急準備及消防安全講座

二零二零年，本處共舉行了12場社區應急準備講座，有1,237名分別來自不同的政府部門、公司和機構的人士參加。講座除了涵蓋一般應急準備概念，包括「及早計劃、作好準備、掌握資訊及參與善後」和「應急三識」，亦包括特定的安全指引，例如遇上熱帶氣旋、交通意外和山嶺事故等情況時應採取的做法。如市民提出要求，本處亦可為他們安排這類講座。本處又與教育局合作，在幼稚園和中小學校提供一系列社區應急準備課程。本處亦於二零二零年十二月在消防及救護學院和大型購物商場舉行講座和宣傳活動，向市民宣傳節日期間的消防安全信息。

應急避險外遊手冊

為提升大眾在外遊時應對自然災害、極端天氣情況、恐怖襲擊和其他事故的能力，本處編製了《應急避險外遊手冊》，向市民提供重要的應變措施和安全錦囊。由二零二零年六月起，手冊的內容亦收錄在保安局的「保安一站通」流動應用程式中，載於「外遊助理」之下的「外遊應急避險」新欄目，以供公眾閱覽。

c 消防處不時在部門 Facebook 以輕鬆手法推廣應急資訊。

The FSD adopts a lighthearted way of spreading information on emergency preparedness.

theme on “Make Hong Kong safe by like and share”, promotes the “three basic skills of emergency preparedness” and enables members of the public easily acquire and share such knowledge through the online platform. It also provides timely updates on major incidents and information about the department. By end of 2020, the page had 246,392 followers.

The virtual character created by the FSD “Anyone” has gone viral on the Internet since its debut in a series of promotion videos on AED Courses “Press to shock – Save a life” on the FSD YouTube Channel. The department continues to take “Anyone” to publicise the messages on emergency preparedness via its Facebook page and YouTube Channel in a light-hearted manner and bring out the important message that “Anyone” can save lives as long as he or she dares to do what is advised.

Talks and Tips

Community Emergency Preparedness and Fire Safety Talks

In 2020, a total of 12 community emergency preparedness talks were delivered to 1,237 participants of different government departments, companies and organisations. The talks covered concepts of general preparedness, including “plan early, be prepared, be informed and get involved”, the “three basic skills of emergency preparedness” and specific safety guidelines, such as course of actions in tropical cyclone, traffic accidents, hiking and so on. The talks were also available for the public upon request. The department has also collaborated with the Education Bureau to provide a series of community emergency preparedness courses for kindergartens, primary and secondary schools. To promote fire safety messages to the public during festive seasons, talks and promotional activities were also held at the FASA and large shopping arcades in December 2020.

Safety Tips for Travellers Booklet

To strengthen the general public’s capabilities in responding to natural disasters, extreme weather conditions, terrorist attacks and other incidents in outbound travel, a booklet entitled “Safety Tips for Travellers” booklet has been published to provide members of the public with contingency measures and safety tips. The content of the booklet was incorporated into a new section named “Travel Safety Tips” under “Travel Assistant” in “Safeguard HK”, a mobile application launched by the Security Bureau, for public access in June 2020.

Promotion on the Mobile Platform and Social Media

Mobile Applications

With the advancement of mobile technology, it has become increasingly prevalent for the public to access information and services from the Government through mobile devices. The Hong Kong Fire Services Department Mobile Application (FSD App) and official website provide the public with access to the latest FSD information and services, such as news and upcoming events, vacancies and the nearest fire station/ambulance depot, through smartphones or tablets anytime and anywhere.

In addition, the three built-in mobile games, namely “Live safe, be watchful”, “Stay calm and collected” and “Catch time, save life”, provide learning platforms to the public on fire safety, fire prevention and ambulance aid. The FSD App and the three mobile games have been receiving good responses in terms of users’ comments and numbers of apps download. By end of 2020, a total of 92,838 mobile device users installed the FSD App while more than 220,000 users installed the three mobile games.

Facebook and YouTube

The department’s official Facebook page, launched with a



推廣消防安全的計劃

消防安全大使計劃

消防安全大使計劃旨在為社會各界有志成為消防安全大使的志願人士提供訓練，以便他們在社區傳遞防火信息，提高市民的消防安全意識。截至二零二零年年底，共有170,842人受訓成為消防安全大使。為進一步推動這項計劃，本處在全港18區成立消防安全大使名譽會長會。二零二零年，本處共委任了391名社區領袖為名譽會長。

本處於二零二零年十二月舉辦消防安全大使「應急三識」揮春書法比賽，藉此推廣「應急三識」。優勝作品會用以製作本處二零二一年農曆新年的揮春。

樓宇消防安全特使計劃

樓宇消防安全特使計劃訓練物業管理人員、樓宇業主和住客成為樓宇消防安全特使，協助向其樓宇的住客傳遞消防安全信息；舉報火警危險或違規情況；確保消防裝置效能良好和保養得宜；以及協助籌辦居民火警演習和消防安全活動。截至二零二零年年底，共有10,120人受訓成為特使，當中783人為少數族裔人士。

「打鐵趁熱」宣傳活動

三個行動總區於二零二零年共舉辦了34次「打鐵趁熱」活動。舉辦這項活動的目的，是要加強社區的消防安全宣傳和教育。每當火警過後，前線消防人員會

把握時機，在附近居民仍然對火警記憶猶新的時候，在事故現場進行消防安全教育，以提升他們的消防安全意識。

幼兒消防安全教育

幼兒消防安全教育計劃旨在培養學前兒童良好的消防安全觀念。計劃由自願參與的消防處屬員擔任消防安全教育員，以生動的講解方式，向幼稚園學童傳遞消防安全信息。目前約有730名已受訓的消防安全教育員具備主持消防安全講座的資格。二零二零年，本處為幼稚園舉辦了22場消防安全講座，共有3,218名學童參加，獲得的評價十分正面。

長者消防安全教育

本處在公共屋邨舉行巡迴展覽，向屋邨的長者住戶推廣消防安全教育，又在各區長者中心舉行消防安全講座。

少數族裔消防安全教育

本處與本地組織聯繫，為少數族裔人士安排消防安全大使和樓宇消防安全特使訓練課程，提升他們的消防安全意識。截至二零二零年年底，本處為外籍家庭傭工開辦了24次消防安全大使課程及21次心肺復甦法／自動心臟除顫器課程，分別有983人和1,155人接受訓練。

d 消防處為幼稚園舉辦消防安全講座，向學童傳遞消防安全信息。

The FSD organises fire safety talks for kindergartens to educate children on fire safety.

e 消防處向少數族裔人士派發防火小冊子，提升他們的防火安全意識。

The FSD distributes fire safety pamphlets to ethnic minorities to strengthen their fire safety awareness.



activities for the residents. By end of 2020, a total of 10,120 BFSEs were trained, including 783 members of ethnic minorities.

Hot Strike Campaign

In 2020, a total of 34 Hot Strike activities were organised by the three operational commands. The campaign is aimed at strengthening the publicity and education on fire safety in the community. Frontline fire personnel take the opportunity to provide fire safety education at the scene right after a fire, with a view to enhancing nearby residents' fire safety awareness while the fire is still fresh in their memory.

Programmes on Fire Safety

Fire Safety Ambassador Scheme

The Fire Safety Ambassador Scheme sets out to provide training for volunteers from various sectors who wish to become Fire Safety Ambassadors (FSAs) to disseminate fire protection messages and promote fire safety awareness in the community. By end of 2020, a total of 170,842 persons were trained as FSAs. To add impetus to the scheme, the FSA Honorary President Associations have been established in all 18 districts, and a total of 391 community leaders have been appointed as the Honorary Presidents in 2020.

To promote the “three basic skills of emergency preparedness”, a Fai Chun Calligraphy Competition for FSAs was held in December 2020. Winning pieces will be adopted for the Chinese New Year couplets produced by the FSD for 2021.

Building Fire Safety Envoy Scheme

The Building Fire Safety Envoy Scheme trains property management staff, owners and occupants of buildings as Building Fire Safety Envoys (BFSEs). The BFSEs help disseminate fire safety messages to occupants of their buildings, report fire hazards or irregularities, ensure effectiveness as well as proper maintenance of FSIs, and assist in organising fire drills and fire safety

Fire Safety Education in Kindergartens

The Fire Safety Education in Kindergartens Programme is designed to develop pre-school children's good fire safety concepts through vivid presentations delivered by voluntary Fire Safety Educators recruited from the FSD members. About 730 trained educators have been qualified to conduct fire safety talks. In 2020, a total of 22 fire safety talks were delivered with 3,218 children attended. Responses from the kindergartens have been very positive.

Fire Safety Education for the Elderly

To further promote fire safety education for the elderly in public rental housing estates, the department has conducted roving exhibitions in public housing estates. Fire safety talks have also been held at elderly centres in different districts.

Fire Safety Education for Ethnic Minorities

The department liaised with local organisations to arrange FSA and BFSE training courses for ethnic minorities to strengthen their fire safety awareness. By end of 2020, 24 FSA courses and 21 CPR/AED courses for foreign domestic workers were conducted and a total of 983 and 1,155 participants received the FSA and CPR/AED training respectively.



f 消防處在校園舉辦心肺復甦法訓練課程，以教育學生施行心肺復甦法。

The FSD organises CPR training programme in campus to educate students on the use of CPR.

推廣救護服務、心肺復甦法及自動心臟除顫器計劃

「慎用救護服務」教育講座

校園教育計劃下的「慎用救護服務」教育講座旨在教育學生慎用緊急救護服務的重要性，並增進他們的一般急救知識，務求令他們在掌握內容後，可進而將信息傳達給父母及家人。截至二零二零年年底，本處為幼稚園和中小學校舉辦了合共973場講座，吸引超過16萬名參加者。

「擊活人心」心肺復甦法及自動心臟除顫器課程

本處開辦「擊活人心」心肺復甦法及自動心臟除顫器課程，旨在提高公眾意識，以即時向心臟驟停人士施援。課程向市民提供施行心肺復甦法和自動心臟除顫器的全面訓練。截至二零二零年年底，本處開辦了813個課程，共有16,892人參加。

心肺復甦法及自動心臟除顫器教育講座

心肺復甦法及自動心臟除顫器教育講座提供心肺復甦法和自動心臟除顫器的簡單基本訓練。截至二零二零年年底，本處為公眾開辦了191場講座，共有7,276人參加。

愛心校園—心肺復甦法訓練計劃

為鼓勵學生和教職員在緊急情況下，向心臟驟停的患者施以復甦法，本處推出愛心校園—心肺復甦法訓練計劃，教授和推廣使用心肺復甦法，並講解即時施行心肺復甦法的重要性。截至二零二零年年底，本處舉辦了245次訓練，共有12,503名學生參加。

救心先鋒計劃

本處委任市民為「救心先鋒」，鼓勵他們主動向心臟驟停的患者施以援手。計劃一直廣受社會支持，截至二零二零年年底，共有11,749名合資格人士獲委任為「救心先鋒」。

推廣活動 (截至 2020 年年底)

Promotion activities (By end of 2020)

1 「慎用救護服務」教育講座 "Use the Ambulance Service Properly" Education Talks	160,023	參加者 persons attended
2 「擊活人心」心肺復甦法及 自動心臟除顫器課程 "Press to shock - Save a life" CPR and AED Courses	16,892	參加者 persons attended
3 心肺復甦法及 自動心臟除顫器教育講座 Educational Lectures on CPR and AED	7,276	參加者 persons attended

4 愛心校園— 心肺復甦法訓練計劃 CPR Training Programme in Campus	12,503	參加者 persons attended
5 救心先鋒計劃 Heart Saver Scheme	11,749	獲委任 「救心先鋒」 Heart Savers appointed

Programmes on Ambulance Service, CPR and AED

"Use the Ambulance Service Properly" Education Talks

The "Use the Ambulance Service Properly" Education Talk under the School-based Education Programme is aimed at educating students on the importance of proper use of the emergency ambulance service and enhancing their general first aid knowledge. It is hoped that the students in return can also convey the message to their parents and family members. By end of 2020, a total of 973 talks were organised for kindergartens, primary schools and secondary schools. More than 160 thousands children have attended.

"Press to shock - Save a life" CPR and AED Courses

To raise public awareness of providing prompt assistance to persons suffering from sudden cardiac arrest, the department has organised "Press to shock - Save a life" CPR and AED courses to provide comprehensive training to members of the public on performing CPR and using AED. By end of 2020, a total of 813 courses were conducted with 16,892 persons attended.

Educational Lectures on CPR and AED

Educational Lectures on CPR and AED offer simple and basic training of CPR and AED. By end of 2020, 191 lectures were organised for the public with 7,276 participants.

CPR Training Programme in Campus

The CPR training programme in campus aims to teach and promote the use of CPR, explain the importance of prompt application of CPR, and encourage students as well as staff to apply resuscitation to cardiac arrest patients in emergency situations. By end of 2020, 245 programmes were organised with a total of 12,503 students attended.

Heart Saver Scheme

The department encourages members of the public to proactively offer assistance to patients who suffer cardiac arrest through appointing Heart Savers in the community. The scheme has received favourable public support. By end of 2020, a total of 11,749 qualified persons were appointed as Heart Savers.