

团队点滴 TEAM INSIGHTS



七号灭火轮协助撤离 离岛区确诊长者

第五波疫情期间，大量市民确诊，消防处曾动用灭火轮协助撤离离岛区的确诊长者。二零二二年三月十一日，七号灭火轮团队首次将26名居于长洲的确诊长者运送到亚洲博览馆进行隔离和治疗。

消防队目邱嘉乐参与了当日行动，他忆述：「我们出发前先在船舱预留充足空间以放置抬床和轮椅，并固定好装置。灭火轮到达长洲泊岸时须加倍系稳，尽量减少空隙及摇晃。长者上船后，我们谨慎地驾驶，令船只稳定航行，减低长者不适。」

消防队目颜振安亦说：「当日乍暖还寒，一些长者被病痛和寒风折腾得声泪俱下，令我甚为痛心。我们沿途极力安抚他们，并仔细监察他们的身体状况，确保一切无恙。这次行动让我明白到心理上的支持对长者尤其重要。」

消防员冯恩豪补充：「记得在航行途中，有长者感到局促不安，甚至恶心，想除下口罩及松开安全带。经了解后，我知道原来他们是对陌生环境感到紧张，当时便在船上与他们倾谈，只要多关心他们，分散其注意力，便能令他们安心，最后行动顺利完成。」



消防队目颜振安(中)、消防队目邱嘉乐(右)及消防员冯恩豪(左)。
Senior Fireman Ngan Chun-on (middle), Senior Fireman Yau Ka-lok (right) and Fireman Fung Yan-ho (left).

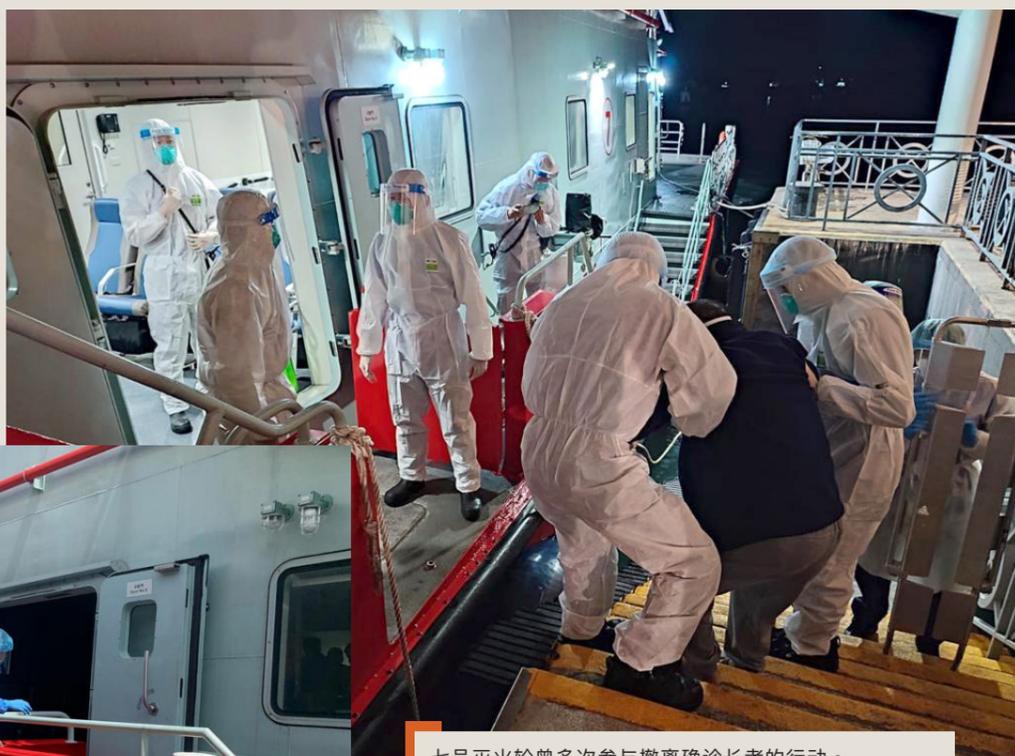
Fireboat 7 in action to evacuate confirmed elderly patients from Islands District

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."



七号灭火轮曾多次参与撤离确诊长者的行动。
Fireboat 7 takes part in a number of operations to evacuate confirmed elderly patients.

安达臣道天秤倒塌事故

二零二二年九月七日，秀茂坪安达臣道一个建筑地盘发生严重工业意外，一个重近65吨的天秤突然倒塌，压毁工地上多个货柜，导致三人死亡及六人受伤。

消防队长彭乐笙是当日现场最初的总指挥，对事故的震撼场面仍历历在目：「当时遇到的最大挑战是要尽快确定伤者人数，并不断评估现场情况，确保同事安全。」他亦指出，恒常训练及同事间的默契在这次救援行动发挥了很大作用。

同事在拯救过程中既要顾及自身安全，亦要争分夺秒。消防队目霍肇恒说：「我们于短时间内已将八名伤者从被压至严重变形的货柜救出，但碍于肇事地盘只有一条狭窄的临时楼梯通往地面，运送伤者有一定困难。幸好当时有具备高空拯救专家资格的同事在场，利用电动上升器及抬床将伤者迅速运送到地面，交予救护同事治理。」

消防员罗仲恒则以坍塌搜救专家队员身分参与搜救行动，他说：「这次行动最大的困难是将倒塌的天秤分割并吊起，专家同事经过六小时的努力，最终将被困者救出。」他表示会继续努力装备自己，为民解困。

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".

消防队长彭乐笙(左)、消防队目霍肇恒(中)及消防员罗仲恒(右)。
Station Officer Pang Lok-sang (left), Senior Fireman Fok Siu-hang (middle) and Fireman Law Chung-hang (right).



消防人员在倒塌的天秤下搜索被困伤者。
Fire personnel search for victims trapped beneath the collapsed crane.



元朗电缆桥火警

二零二二年六月二十一日，元朗发生了罕见的电缆桥火警。消防人员到场后，已见电缆桥的一边陷入熊熊烈火之中，火势蔓延速度极快，桥身很快已被烈火烧至倒塌。消防人员面对多条未确定是否已断电的高压电缆，大大增加了灭火难度。

高级消防队长袁焯锋与消防员王沛德分别为最初现场指挥及泵车司机。袁焯锋说：「这场火警教人深刻难忘。除了因为同事合作无间，不畏艰辛地进行灭火工作外，部门亦首次采用能于恶劣环境中工作的灭火机械人，协助灭火，最终火势受控，令我深深体会到引入高科技救援设备，能大幅减低消防同事面对的危险。」

这次大火导致新界西北大停电，引发多宗如被困电梯的特别服务求助个案，来自各区的同事因此被调派到受影响地区执行救援行动。王沛德指：「事故使我深深地领略到『一方有难，八方支援』的道理。虽然当日的工作十分繁重，但能在大型紧急事故中『救灾扶危，为民解困』，辛苦也是值得的。我们会继续努力，做到最好，服务市民。」

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."



灭火机械人首次出动，协助扑灭火警。
A firefighting robot makes its debut to help fight the fire.

高级消防队长袁焯锋(左)及消防员王沛德(右)。
Senior Station Officer Yuen Cheuk-fung (left) and Fireman Wong Pui-tak (right).



助理消防区长卢伟斌(右)、救护队目邓永昌(中)及消防队目(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).

守护香港国际机场的机场消防队

机场消防队肩负守护香港国际机场的使命，主要负责为机场及附近水域范围发生的飞机事故提供灭火及紧急救援服务。

机场中消防局分队主管卢伟斌深深明白到机场消防队守护机场的责任非常重大。他说：「机场消防队必须时刻保持警觉及处于最佳状态，一旦发生飞机事故，我们须在两分钟内到达跑道上任何位置。另外，我们亦须在极短时间内处理来自航空交通管制塔及飞机师的大量信息，并即时作出精准的行动部署，当中作出的每一个决定均关乎机上数以百计乘客及机组人员的安危。」

救护队目邓永昌于二零二二年三月疫情高峰期时被调派驻守机场消防队，他感慨道：「机场正正是守卫本港疫情的第一道防线。我们严防来自世界各地的疫情输入，小心处理每一宗疑似或确诊个案，将感染机会减至最低，务求减少对同事和市民的影响。」

机场抢救指挥室的工作亦有别于消防通讯中心。消防队目(控制)梁迪琪指：「我们会收到机场各个单位来电，例如民航处指挥台及机场中央控制中心等。我们必须保持冷静，将准确无误的信息传递给前线人员，以便他们采取相应行动。」



机场消防队的快速截击车于日常操练中，模拟飞机起火以测试射水设施。
A Rapid Intervention Vehicle of the Airport Fire Contingent tests the water jet during a simulated aircraft fire in a routine drill.



救护人员在跨部门飞机事故联合演习中模拟进行伤者分流管理。
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 携手抗疫

Concerted efforts to fight the virus

高级救护主任梁文浩(中)、救护总队目谢仲恒(右)及救护队目黄启然(左)。
Senior Ambulance Officer Leung Man-ho (middle), Principal Ambulanceman Tse Chung-hang (right) and Senior Ambulanceman Wong Kai-yin (left).

第五波疫情高峰时期，大量确诊市民急需救护服务送院诊治，救护人员站在抗疫最前线，首当其冲承受着巨大的心理及生理压力。

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.

高级救护主任梁文浩隶属疫情控制及应变专队，他说：「为应付大量紧急救护召唤需求，救护人员要长时间值勤，甚至取消休假，救护教官、救护主任及具备先遣急救员资格的消防人员均主动担任前线救护工作，而救护学员亦协助执行后勤工作，为救护车进行消毒。」即使担任不同岗位，同事都通力合作，克服重重难关，完成各种抗疫任务。

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 Ambulancemen 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.

救护队目黄启然是疫情控制及应变专队的其中一员，他指：「专队主要负责协调与疫情相关的特别行动、订定感染控制指引、追踪接触者及监察救护车消毒质素，务求保障市民及前线人员的职业安全健康，并协助社会切断病毒传播链。」

As a member of the OCRT, Senior Ambulanceman 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."

隶属特别支援队的救护总队目谢仲恒则说：「我们主要负责与其他相关机构协调，护送残疾人士及长者往返社区隔离设施、暂托中心及院舍。纵使疫情严峻，我们仍然坚守岗位，日以继夜照顾高危群组，以免他们受到感染。」

Principal Ambulanceman 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."



疫情高峰期时，救护主任职系同事亦主动协助担任前线救护工作。
At the peak of the epidemic, Ambulance Officers voluntarily take up frontline ambulance duties.



高级消防队长袁梓峰(左)及消防队目叶兆佳(右)。
Senior Station Officer Yuen Tsz-fung (left) and Senior Fireman Ip Siu-kai (right).

楼宇改善课人员协助业主进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.

多管齐下提升旧式楼宇 消防安全

执行《消防安全(建筑物)条例》从来不是容易的工作，业主普遍不会主动认识《条例》的要求和跟进处理，当消防人员与他们接触时，部分更会表现得极不耐烦。尽管如此，同事仍怀着协助市民提升消防安全的初心和为民解困的信念，锲而不舍地尝试用不同方法与业主联系，希望为他们提供协助。

楼宇改善课高级消防队长袁梓峰与消防队目叶兆佳曾经处理过一宗印象深刻的个案。袁梓峰说：「有一位年长业主最初对消防同事非常抗拒，经过我们多年的努力和坚持，慢慢与她建立信任，让她敞开心扉。她表示自己没有能力支付工程费用，亦不明白如何遵从消防安全指示，时常担心会被检控而夜不能眠。」同事遂把握机会向她详细解说，令她释除疑虑，最后，她更游说其他业主成立业主立案法团，并申请「消防安全改善工程资助计划」。

消防同事一直提供专业意见，为该大厦的业主解决技术问题，最终完成消防改善工程。叶兆佳指：「这次成功的经验令我非常难忘，亦给予我勇气和信心，去将更多『不可能』变成『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.

加快验收 便利市民



消防处筹组「抗疫设施验收小队」，加快验收社区隔离设施的消防装置及设备。
The Fire Services Department forms Anti-epidemic Facilities Acceptance Inspection Teams in order to accelerate FSI acceptance inspections for community isolation facilities.

第五波疫情期间，本港迅速兴建多个社区隔离设施，而这些设施的消防装置及设备均须合乎消防规定。消防处透过整合各单位人手及资源，筹组额外七支「抗疫设施验收小队」，务求在最短时间内完成验收有关设施的消防装置及设备，让设施尽早投入服务。消防队目邝永强及助理屋宇装备督察梁卓声忆述：「我们有次在滂沱大雨下到有关设施进行验收工作，虽然大家身上沾满雨水及泥泞，但最终仍能如期完成验收工作。」

另一方面，部门特别设立了「验收专项工作组」，专责处理公营房屋的消防装置及设备验收工作。工作组与房屋署紧密合作，提供咨询及支援服务，将验收时间大幅缩减。高级消防队长曹广慈表示：「虽然验收过程紧迫及充满挑战，但同事抱着以人为本的精神，倾尽全力，希望为加快公营房屋供应出一分力。」

此外，部门亦配合将军澳—蓝田隧道及将军澳跨湾连接路项目发展，组成了专责队全力协助验收。屋宇装备督察赖志伟表示：「项目涉及复杂的消防装置及设备，幸好我们在验收过程中克服各种难题，令隧道及连接路能如期通车，纾缓区内的交通挤塞问题，令我们深感专责队的辛劳都是值得的。」

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."



高级消防队长曹广慈(右二)、屋宇装备督察赖志伟(左二)、消防队目邝永强(右一)及助理屋宇装备督察梁卓声(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).

科技应用提效率 专队并肩显团结

二零二二年八月三日，粉岭军地北村一个货仓发生三级火，烟火特遣队和坍塌搜救专队奉召前往现场协助灭火及救援工作，并向现场指挥官提供灭火及救援策略建议。整个行动持续超过两星期，专队与前线同事合作无间，在大型挖掘机清理现场的同时，搜索可能的被困者。

火警现场是一个由镀锌铁搭建的货仓，面积达60米乘60米。高级消防队长(烟火特性训练)温仲衡忆述：「当时现场火光熊熊，浓烟不断冒出，构筑物可能随时倒塌。为安全起见，我们出动了灭火机械人协助灭火，亦首次利用无人机作高空侦察，并制作地图及立体模型，以协助同事制定灭火及救援策略。」

高级消防队长(坍塌搜救)李思元补充：「因为当时灾场结构大范围受损，并有倒塌危机，我们迅速利用新式重型金属支撑杆，支撑并稳固现场构筑物，以保障同事安全。」

这次火警有赖专队在行动中各自发挥所长，令整个灭火及救援行动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.



坍塌搜救专队使用重型金属支撑杆，稳固有倒塌危机的构筑物。
The Urban Search and Rescue Team secures building structures which are in danger of collapse using heavy-duty metal props.



消防人员利用无人机评估现场的搜索及清理进度。
Fire personnel assess the progress of searching and clean-up work at the scene using an unmanned aircraft.



高级消防队长(坍塌搜救)李思元(左)及高级消防队长(烟火特性训练)温仲衡(右)。
Senior Station Officer (Urban Search and Rescue) Li Sze-yuen (left) and Senior Station Officer (Compartment Fire Behaviour Training) Wan Chung-hang (right).



消防队长(控制) 魏锦良(中)、消防总队目(控制) 严巧宜(右)及消防队目(控制) 谢依霖(左)。
Station Officer (Control) Ngai Kam-leung (middle), Principal Firewoman (Control) Yim Hau-yi (right) and Senior Firewoman (Control) Tse Yee-lam (left).

优化调派程序 秉持专业精神

第五波疫情期间，调派及通讯组经历了前所未有的冲击。驻守消防通讯中心的消防队长(控制) 魏锦良表示：「当时我们接获海量的求助召唤，加上部分同事染疫，令人手变得相当紧绌。同事除了取消休假及在休班时额外当值，流动指挥车及特勤支援队亦全力提供支援。我们当时只想到大家一定要迎难而上，群策群力，一起度过难关。」

当时部门实施了临时应变措施，例如在「调派后指引」新增「新型冠状病毒病」的伤病种类，令危急的伤病者能得到优先处理。消防队目(控制) 谢依霖忆述：「面对疫情不断变化，我们亦要更新行动指引作出调派。『调派后指引』不但能即时协助稳定伤病者的情况，亦可提醒前线人员穿上适当的防护装备。虽然我们不是走到最前线，但仍能为抗疫出一分力！」

消防总队目(控制) 严巧宜补充：「调派及通讯组同事富归属感和使命感，是我们执行抗疫工作的最大动力。我们致力为市民提供优质服务，亦希望更多市民明白『保持在线听指引 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.’”

同心协力 对抗疫情

处长指挥室成立的目的是应对2019冠状病毒病第五波疫情，透过统筹及灵活调配资源，确保可分流处理紧急及非紧急救护服务。

助理消防区长文家平主要负责管理处长指挥室的日常运作。他说：「疫情反覆，我们要随机应变，不断搜罗各方面资源，并与相关部门紧密联系，务求在最短时间把确诊者送往最合适的地方进行隔离或治理。」

高级消防队长林国鸿补充说：「在疫情最严峻的时候，每天都有上万名市民确诊，大量确诊市民为免同住家人受感染而向我们求助。纵使面临前所未有的挑战，但我们一直坚守岗位，希望为市民解决困扰。」

对高级消防队长林恩乔来说，最难忘的莫过于消防处设立的「社交媒体平台」。当中的WhatsApp平台，初期为全人手操作，单日累计超过5,000个对话。他指：「我们24小时不间断地回应广大市民的查询，以及为有需要人士安排接载服务。为更有效地应对大量查询，我们设计了『自动回覆机械人』，充分运用资讯科技，务求更有效地分配资源。」

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."



助理消防区长文家平(中)、高级消防队长林国鸿(左)及高级消防队长林恩乔(右)。
Assistant Divisional Officer Man Ka-ping (middle), Senior Station Officer Lam Kwok-hung (left) and Senior Station Officer Lam Yan-kiu (right).



军装及文职同事上下一心，处理大量市民查询。
Uniformed and civilian members work in concert to handle the large number of public enquiries.