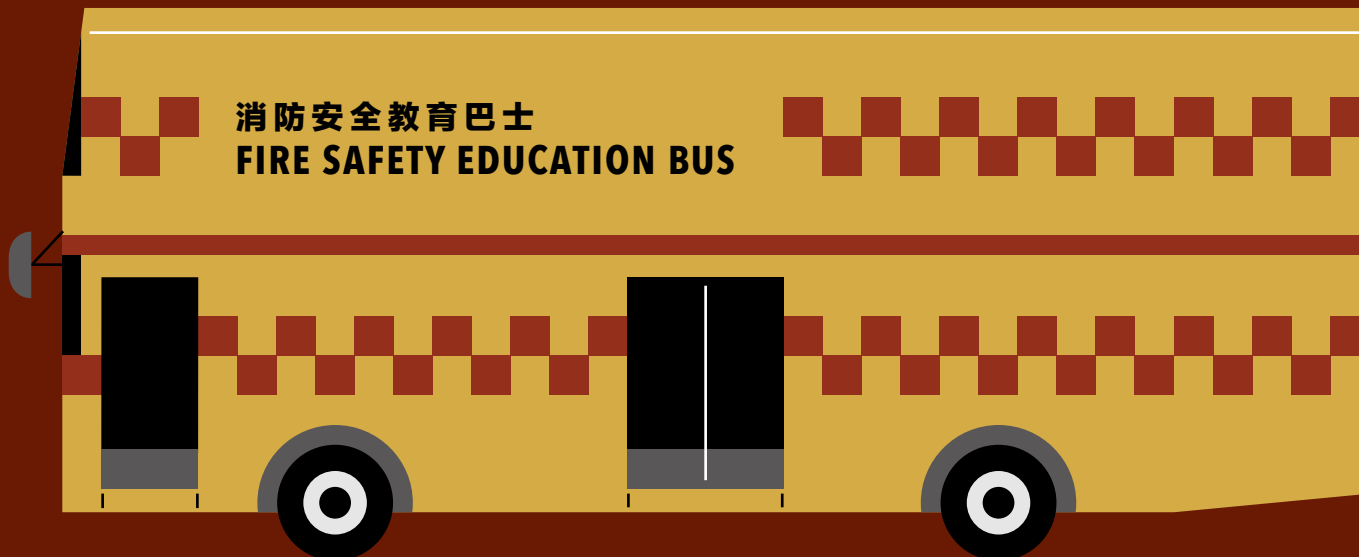
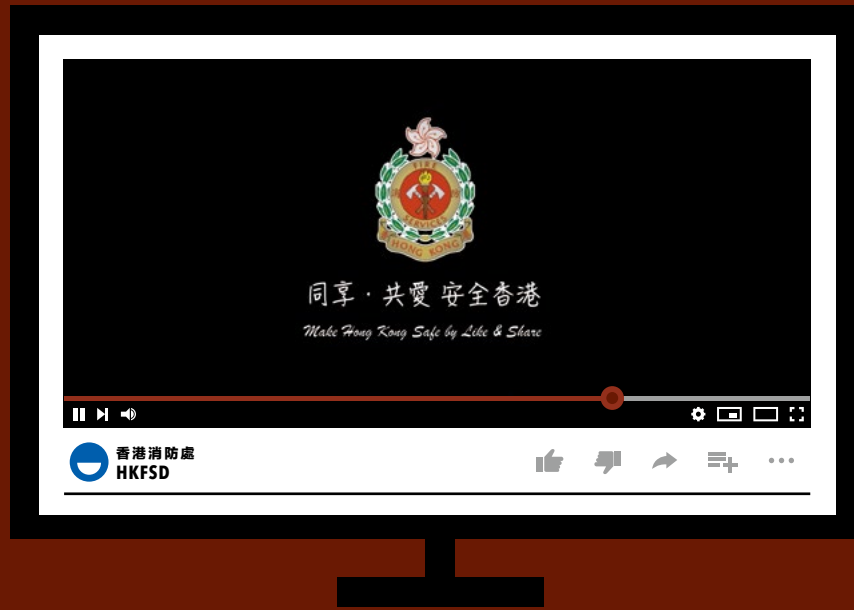
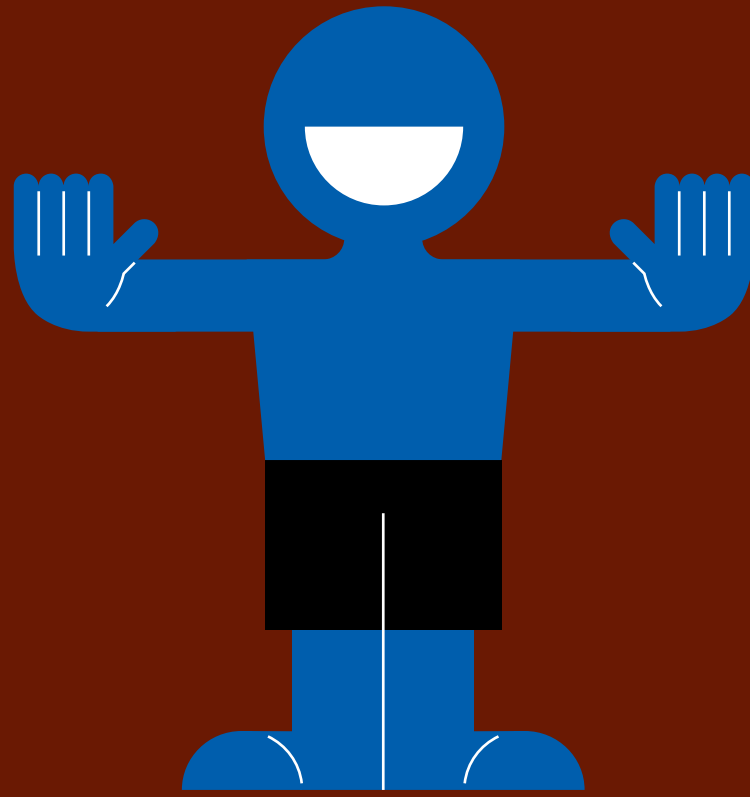


应急知识教育及
推广工作
EMERGENCY
PREPAREDNESS
EDUCATION AND
PROMOTION



尽管二零二零年出现2019冠状病毒病疫情，本处的应急知识教育和推广工作，包括与教育局合办的新课程，并没有停下来。另外，配置了多项设备的全新应急准备教育巴士亦已准备就绪，透过互动方式推广「应急三识」。

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.

公众教育设施

消防及救护教育中心暨博物馆

设于消防及救护学院的消防及救护教育中心暨博物馆，提供各式互动及多媒体资讯设施、展览和体验区，让参观者更深入认识消防处的发展及学习应急知识。中心自二零一六年启用以来，已吸引逾208,200人参观。

消防安全教育巴士

消防安全教育巴士设有互动火场模拟装置，让市民学习逃生技巧。这辆双层巴士的上层布置为连接大堂和楼梯的普通住宅单位，参观者可以在模拟火警中，体验如何在浓烟密布的环境逃离火场。巴士下层则设有模拟灭火室、互动电脑及消防喉轆系统，训练参观者使用合适的灭火筒扑灭不同类型的火警。

消防安全教育巴士会到中小学校、社区中心、私人屋苑和公共屋村作巡回展览，亦参与防火嘉年华、疏散演习及其他消防安全活动。二零二零年，消防安全教育巴士曾奉派参与五场展览活动，接待1,033名参观人士。

应急准备教育巴士

全新的双层应急准备教育巴士配置了多项互动设备，让市民同时学习「应急三识」，即「识灭火、识自救、识逃生」。巴士下层设有互动游戏系统，让参观者学习如何选择和使用合适的灭火筒扑灭不同类型的火警，以及借助模拟设备，学习如何使用喉轆系统。

上层则设有虚拟实境火场逃生游戏系统，教导市民遇到火警时应如何应对。应急准备教育巴士会于二零二一年投入服务。

救护信息教育车

救护信息教育车到中小学校、社区中心、私人屋苑、公共屋村、消防局和救护站等地点进行宣传和教育活动。二零二零年，本处举办了合共17场社区外展览，宣传「慎用救护服务」、「让路予救护车」及「仗义出手 性命得救」的信息。



a 全新的双层应急准备教育巴士配置了多项互动设备，让市民同时学习「应急三识」。

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 公众可透过消防及救护教育中心暨博物馆的展览，了解消防处的发展。

Exhibitions at the Fire and Ambulance Services Education Centre cum Museum enables members of the public to find out the development of the FSD.



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”.



流动平台及社交媒体宣传

流动应用程序

流动通讯科技日益进步，越来越多市民透过流动通讯装置浏览政府的资讯和服务。本处的「香港消防处流动应用程序」及官方网站让市民可以利用智能电话或平板电脑随时随地查看本处的最新资讯和服务，例如最新消息、即将举办的活动、职位空缺及最近的消防局/救护站的位置等。

此外，该应用程序内置「居安思危」、「临危不乱」和「分秒必争」三款流动游戏，让市民学习消防安全、防火和救护知识。该应用程序和三款流动游戏一直十分受欢迎，除获用家好评外，下载次数亦多。截至二零二零年年底，共有92,838名流动通讯装置用户安装了该应用程序，另有逾22万名用户安装了该三款流动游戏。

Facebook 专页及 YouTube 频道

本处设立的 Facebook 官方专页以「同享·共爱 安全香港」为主题，推广「应急三识」。市民透过此网上平台，可以轻易学到和分享有关知识。专页亦载有重大事故的最新消息和本处的资料。截至二零二零年年底，共有246,392名 Facebook 用户追踪本处的专页。

由本处设计的虚拟人物「任何仁」，自从于本处 YouTube 频道播出的一系列推广「击活人心」自动

心脏除颤器课程的短片中亮相后，大受网民欢迎。本处会继续借助「任何仁」，以轻松手法在本处的 Facebook 专页和 YouTube 频道推广应急知识，同时带出「『敢』就救到人」的重要信息。

讲座和资料锦囊

社区应急准备及消防安全讲座

二零二零年，本处共举办了12场社区应急准备讲座，有1,237名分别来自不同的政府部门、公司和机构的人士参加。讲座除了涵盖一般应急准备概念，包括「及早计划、作好准备、掌握资讯及参与善后」和「应急三识」，亦包括特定的安全指引，例如遇上热带气旋、交通意外和山岭事故等情况时应采取的做法。如市民提出要求，本处亦可为他们安排这类讲座。本处又与教育局合作，在幼稚园和中小学校提供一系列社区应急准备课程。本处亦于二零二零年十二月在消防及救护学院和大型购物商场举行讲座和宣传活动，向市民宣传节日期间的消防安全信息。

应急避险外游手册

为提升大众在外游时应对自然灾害、极端天气情况、恐怖袭击和其他事故的能力，本处编制了《应急避险外游手册》，向市民提供重要的应变措施和安全锦囊。由二零二零年六月起，手册的内容亦收录在保安局的「保安一站通」流动应用程序中，载于「外游助理」之下的「外游应急避险」新栏目，以供公众阅览。

c 消防处不时在部门 Facebook 以轻松手法推广应急资讯。

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



推广消防安全的计划

消防安全大使计划

消防安全大使计划旨在为社会各界有志成为消防安全大使的志愿人士提供训练，以便他们在社区传递防火信息，提高市民的消防安全意识。截至二零二零年年底，共有170,842人受训成为消防安全大使。为进一步推动这项计划，本处在全港18区成立消防安全大使名誉会长会。二零二零年，本处共委任了391名社区领袖为名誉会长。

本处于二零二零年十二月举办消防安全大使「应急三识」挥春书法比赛，藉此推广「应急三识」。优胜作品会用以制作本处二零二一年农历新年的挥春。

楼宇消防安全特使计划

楼宇消防安全特使计划训练物业管理人、楼宇业主和住客成为楼宇消防安全特使，协助向其楼宇的住客传递消防安全信息；举报火警危险或违规情况；确保消防装置效能良好和保养得宜；以及协助筹办居民火警演习和消防安全活动。截至二零二零年年底，共有10,120人受训成为特使，当中783人为少数族裔人士。

「打铁趁热」宣传活动

三个行动总区于二零二零年共举办了34次「打铁趁热」活动。举办这项活动的目的，是要加强社区的消防安全宣传和教育。每当火警过后，前线消防人员会

把握时机，在附近居民仍然对火警记忆犹新的时候，在事故现场进行消防安全教育，以提升他们的消防安全意识。

幼儿消防安全教育

幼儿消防安全教育计划旨在培养学前儿童良好的消防安全观念。计划由自愿参与的消防处属员担任消防安全教育员，以生动的讲解方式，向幼稚园学童传递消防安全信息。目前约有730名已受训的消防安全教育员具备主持消防安全讲座的资格。二零二零年，本处为幼稚园举办了22场消防安全讲座，共有3,218名学童参加，获得的评价十分正面。

长者消防安全教育

本处在公共屋村举行巡回展览，向屋村的长者住户推广消防安全教育，又在各区长者中心举行消防安全讲座。

少数族裔消防安全教育

本处与本地组织联系，为少数族裔人士安排消防安全大使和楼宇消防安全特使训练课程，提升他们的消防安全意识。截至二零二零年年底，本处为外籍家庭佣工开办了24次消防安全大使课程及21次心肺复苏法/自动心脏除颤器课程，分别有983人和1,155人接受训练。

d 消防处为幼稚园举办消防安全讲座，向学童传递消防安全信息。

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

e 消防处向少数族裔人士派发防火小册子，提升他们的防火安全意识。

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 消防处在校园举办心肺复苏法训练课程，以教育学生施行心肺复苏法。

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

推广救护服务、心肺复苏法及自动心脏除颤器计划

「慎用救护服务」教育讲座

校园教育计划下的「慎用救护服务」教育讲座旨在教育学生慎用紧急救护服务的重要性，并增进他们的一般急救知识，务求令他们在掌握内容后，可进而将信息传达给父母及家人。截至二零二零年年底，本处为幼稚园和中小学校举办了合共973场讲座，吸引超过16万名参加者。

「击活人心」心肺复苏法及自动心脏除颤器课程

本处开办「击活人心」心肺复苏法及自动心脏除颤器课程，旨在提高公众意识，以即时向心脏骤停人士施援。课程向市民提供施行心肺复苏法和使用自动心脏除颤器的全面训练。截至二零二零年年底，本处开办了813个课程，共有16,892人参加。

心肺复苏法及自动心脏除颤器教育讲座

心肺复苏法及自动心脏除颤器教育讲座提供心肺复苏法和自动心脏除颤器的简单基本训练。截至二零二零年年底，本处为公众开办了191场讲座，共有7,276人参加。

爱心校园—心肺复苏法训练计划

为鼓励学生和教职员在紧急情况下，向心脏骤停的患者施以复苏法，本处推出爱心校园—心肺复苏法训练计划，教授和推广使用心肺复苏法，并讲解即时施行心肺复苏法的重要性。截至二零二零年年底，本处举办了245次训练，共有12,503名学生参加。

救心先锋计划

本处委任市民为「救心先锋」，鼓励他们主动向心脏骤停的患者施以援手。计划一直广受社会支持，截至二零二零年年底，共有11,749名合格人士获委任为「救心先锋」。

推广活动（截至2020年年底）

Promotion activities (By end of 2020)

1 「慎用救护服务」教育讲座 "Use the Ambulance Service Properly" Education Talks	160,023	参加者 persons attended
2 「击活人心」心肺复苏法及 自动心脏除颤器课程 "Press to shock - Save a life" CPR and AED Courses	16,892	参加者 persons attended
3 心肺复苏法及 自动心脏除颤器教育讲座 Educational Lectures on CPR and AED	7,276	参加者 persons attended

4 爱心校园— 心肺复苏法训练计划 CPR Training Programme in Campus	12,503	参加者 persons attended
5 救心先锋计划 Heart Saver Scheme	11,749	获委任 「救心先锋」 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.