

09

团队点滴
TEAM INSIGHTS





1 石澳居民守望相助，运用私家小艇协助其他居民接驳上精英号灭火轮。
Residents of Shek O watch over each other and use their private small boats to shuttle each other to the Fireboat Elite.

2 消防处人员架设临时浮桥方便居民登船，并协助行动不便的居民撤离。
FSD members set up a makeshift pontoon to help residents and those with impaired mobility to board the boat and evacuate.

高级消防队长伍颂然(中)、消防队长袁家伟(右)及消防队目黄德智(左)。
Senior Station Officer Ng Chung-yin (middle), Station Officer Yuen Ka-wai (right) and Senior Fireman Wong Tak-chi (left).

无惧恶劣天气 协助居民撤离 Braving inclement weather to help residents evacuate

二零二三年九月七至八日，本港经历世纪暴雨，石澳道因山泥倾泻和路陷而需暂时封闭，令石澳对外陆路交通中断。九月九日，消防处除了协助为居民运送物资外，更安排有需要的居民经水路撤离到市区，过程充分展现了部门的专业精神。

高级消防队长伍颂然表示：「我和队员抵达石澳时，由于撤离用的浮桥仍在运送途中，消防处和警方的快艇暂时无法靠近岸边接载居民。全靠居民守望相助，运用私家小艇协助其他居民接驳到精英号灭火轮，令撤离行动得以顺利完成。」

当日担任潜水拯救车主管的消防队长袁家伟忆述：「行动最大的挑战是架设并稳固浮桥。潜水员需要带同两条 100 米长的绳索游到沙滩，将浮桥末端固定在沙滩上，并在水底设置多个 25 公斤重的铅坠及船锚稳固桥体。我们其后反覆检查海床的稳固点，确保浮桥安全才开放给居民使用。」

消防队目黄德智补充：「当时天气不稳，海面不时涌起大浪并下着雨，我们协助行动不便的居民经浮桥送上小艇时更要步步为营。看见居民最终平安登船撤离，正是我在工作上获得的最大满足感。」

From September 7 to 8, 2023, Hong Kong experienced a "once-in-a-century" rainstorm. Shek O Road was temporarily closed due to landslides and road subsidence, resulting in the land transport out of Shek O being cut off. On September 9, the Fire Services Department not only delivered supplies for the residents there, but also arranged for those in need to evacuate to the urban areas by water. The episode bore testament to the professionalism of the department.

Senior Station Officer Ng Chung-yin said, "When my team and I arrived in Shek O, the fire and police speedboats were waiting to approach the shore to pick up residents, as the pontoon needed for evacuation was still en route. The evacuation could eventually proceed smoothly, all thanks to the comradeship between residents, who used their private small boats to shuttle each other to the Fireboat Elite."

Station Officer Yuen Ka-wai, the Officer-in-charge of the Diving Tender, recalled, "The biggest challenge in the operation was to set up and secure the pontoon. Divers had to swim to the beach with two 100-metre-long ropes to fix the end of the pontoon onto the beach, and to drop multiple 25-kilogramme lead weights and anchors underwater to stabilise the body of the pontoon. We then checked the securing points on the seabed again and again to make absolutely sure that the pontoon was secure before opening it to the residents."

Senior Fireman Wong Tak-chi added, "The weather was unstable at the time, with rain showering down and the occasional rough waves crashing around us. We had to move gingerly, especially when helping residents with impaired mobility, across the pontoon onto the small boats. After all, being able to see the residents safely on board and evacuated was the most gratifying part of my job."

尖沙咀建筑地盘四级火警

二零二三年三月二日，尖沙咀中间道一个建筑地盘发生四级火警，历时超过九小时。当日天气干燥加上风势强劲，火势沿棚架极速蔓延至多个楼层，大量杂物从地盘高处坠下，火屑亦波及邻近多栋大厦，令灭火难度大增。

消防队长周桂春是火警发生初期的现场指挥，至今仍对火警的震撼场面印象深刻：「当时该栋建筑中楼宇布满建筑物料及危险品，亦有大量障碍物及未知的结构危机；幸好最后所有同事都能克服重重困难，平安离开事故现场。」

消防员马乐愉当日主要负责协助开设总入口指挥站，以及协调各指挥站的后勤工作。他回忆道：「我当日不断运送轻型手提泵到火场高层位置，以求尽快为水源加压，协助同事更有效地进行灭火工作。当时情况对我们的体能和意志均是重大的挑战，全凭大家竭尽所能，各施其职，最终扑灭火势。」

周桂春补充：「在这次火警中，《事故现场指挥系统》充分发挥良好作用，各项任务有明确分工，进一步提升资源调配以至整体行动效率。」



No. 4 alarm fire at a Tsim Sha Tsui construction site



On March 2, 2023, a No. 4 alarm fire broke out and burned for more than nine hours at a construction site on Middle Road, Tsim Sha Tsui. Fanned by the dry air and strong wind that day, the fire rapidly engulfed the scaffolding and ripped through multiple floors of the under-construction skyscraper. Large amounts of debris rained down from the upper floors while many nearby buildings were affected by the embers, making it all the more difficult to battle the blaze.

Station Officer Chow Kwai-chun was the initial incident commander at the onset of the fire. He remembered the shocking scenes of the fire vividly, "The building under construction was stuffed with construction materials and dangerous goods, in addition to a large number of obstructing objects and unknown structural risks. Fortunately, all my colleagues overcame all difficulties and came out of the incident unscathed."

Fireman Ma Lok-yu was mainly responsible for assisting in the set up of the breathing apparatus main control and co-ordinating the logistics of all control points. He recalled, "I kept delivering light portable pumps to the upper fire ground in order to increase the water supply pressure as quickly as possible, which would help my colleagues maximise the fire extinguishing efficiency. The situation presented an enormous challenge to our physical and mental limits. It's all because of the dedication and concerted efforts of everyone involved that the fire was finally contained."

Chow added, "The Incident Command System was given full play in the fire incident. There was a clear division of work for every task, which enhanced the efficiency of resource deployment and the entire operation."

1 消防人员于地盘天台位置进行搜索行动。
Firefighters conduct search operation on the roof of the construction site.

2 火势由大厦顶层蔓延至中层，火屑四散导致附近多幢大厦被波及。
The blaze spread from the top of the building to the middle floors, and a number of nearby buildings were affected by the drifting embers.

消防队长周桂春(左)及消防员马乐愉(右)。
Station Officer Chow Kwai-chun (left) and Fireman Ma Lok-yu (right).





分秒必争 同心搜救

二零二三年十月四日，一名17岁男学生于马鞍山郊野公园一带失踪。消防处联同不同政府部门连日上山搜索，最终于十月十一日在近老鼠田坑的丛林寻获该名男生，幸好他并无大碍。

当日负责指挥搜索行动的助理消防区长周焯峰指：「尽管这次搜索行动受到台风『小犬』带来的狂风暴雨影响，曾一度被逼暂停，但救援行动争分夺秒，消防同事不断调整及优化行动部署，待天气稍为好转，立即重新展开搜索。」

高级消防队长颜昭华为攀山拯救专队的小队指挥，他忆述：「搜索行动最大困难是所获得的资讯相当有限，人员未能掌握失踪学生上山的路线。故此，攀山拯救专队出动无人机协助搜索，配合人工智能图像分析技术，希望提高找到失踪者的机会。」

消防队目杜源亦分享说：「我们得知失踪学生缺水缺粮多天，都怀着沉重的心情进行搜索。当我拨开长草发现该名男生的一刻，心中的喜悦和振奋实在是难以言喻。我确切感受到身为消防人员，我们可以失望，但不能绝望，因为我们正正是为别人带来希望的人。」



助理消防区长周焯峰(中)、高级消防队长颜昭华(右)及消防队目杜源(左)。
Assistant Divisional Officer Chow Cheuk-fung (middle), Senior Station Officer Ngan Chiu-wah (right) and Senior Fireman To Yuen (left).

Joint search and rescue efforts in a race against time

On October 4, 2023, a 17-year-old male student went missing in the vicinity of Ma On Shan Country Park. Joining forces with various government departments, the FSD searched in the mountains day after day and finally located the student in a dense wood near Lo Shue Tin Hang on October 11. Fortunately, he came out unscathed.

“Although the search was suspended for a time due to the squalls and downpours brought on by Typhoon Koinu, the rescue team wasted no time. Our fire personnel worked continuously to adapt and optimise the operation,” remarked Assistant Divisional Officer Chow Cheuk-fung who was in command of the search that day. “As soon as the weather picked up, we resumed our search.”

Senior Station Officer Ngan Chiu-wah, sector in-charge of the Mountain Search and Rescue Team (MSRT), recalled, “The greatest difficulty of the search operation lied in the fact that we couldn’t determine which route the student took to go into the hills as we had very limited information in hand. The MSRT therefore flew drones to assist with the search and used artificial intelligence tools to analyse the images so captured, hoping that this would increase the chances of locating him.”

Senior Fireman To Yuen added, “Knowing the missing boy had gone without water and food for days, we carried out the search with a heavy heart. The moment I brushed aside the tall grass and discovered him, I was overcome with ineffable joy and excitement. This makes me realise that, as firefighters, we can be disappointed but we must never despair, because we’re the ones who bring hope to others.”

1 消防处连日派员于马鞍山郊野公园一带的密林进行搜索。
The FSD deploys personnel to conduct a search in the dense woods of Ma On Shan Country Park, which lasts for days.

2 失踪男学生于失踪后第八日被寻回，消防人员为他加添保暖衣物。
The student is found after having gone missing for eight days. Fire personnel help him put on clothes to keep warm.

台风前后的义工之舞

A dance in the storm – the volunteers' labour of love

二零二三年九月一日，超强台风「苏拉」袭港，来自大澳消防局的义工队同事在风暴前后，全力协助居民应对风暴带来的威胁。

消防队目余骏安说：「我驻守大澳消防局近六年，与大澳居民已建立紧密关系。台风来袭前，我们与街坊保持密切联系，确保他们安全。」高级消防队长吴泽恒补充：「我们细心聆听每位居民的需求，并协助他们将重要的家具和电器搬到较安全的位置，以免被洪水淹没，尽量减低损失。」

在风暴过后，许多大澳居民的家园变得一片狼藉。有见及此，义工队组织队伍协助居民清理垃圾。消防员黄玉良称：「义工队帮助居民搬运并妥善安置家居用品，希望让他们感受到社区的温暖和关怀。」消防员邓东然有感而发：「居民向我们连声道谢，使我感到大澳虽然地处偏远，但充满人情味。我会继续站在前线，不遗余力保障市民生命财产。」

On September 1, 2023, Hong Kong was hit by Super Typhoon Saola. The Volunteer Team of Tai O Fire Station did everything they could, both before and after, to help the residents ride out the storm.

Senior Fireman Yu Chun-on said, "I've been stationed at Tai O Fire Station for nearly six years and formed very close ties with the Tai O residents. Before the typhoon hit, we kept in close contact with people in the neighbourhood to make sure they were safe." Senior Station Officer Ng Chak-hang added, "We listened carefully to each of their needs, and helped them move their valued household items and electrical appliances to safer locations to prevent from water damage and minimise loss as far as possible."

Many homes in Tai O were messed up after the typhoon wreaked havoc. Seeing this, the volunteers formed teams to help with the clean-up. Fireman Wong Yuk-leung said, "The Volunteer Team helped residents put back their household items properly, with the hope that they could feel the warmth and care of the community around them." Fireman Tang Tung-yin assured, "The residents were so grateful they didn't stop thanking us. This makes me feel that Tai O is filled with human touch despite its secluded location. I'm determined to stay on the frontline and give my all to protect the lives and properties of our citizens."

高级消防队长吴泽恒(左二)、消防队目余骏安(右二)、消防员邓东然(左一)及消防员黄玉良(右一)。
Senior Station Officer Ng Chak-hang (second left), Senior Fireman Yu Chun-on (second right), Fireman Tang Tung-yin (first left) and Fireman Wong Yuk-leung (first right).



大澳消防局义工队在台风来袭前协助大澳居民做好预防措施，减低水浸的影响。

The Volunteer Team of Tai O Fire Station helps the local residents take precautions against the typhoon and minimise the damage by flooding.

大量伤者事故检伤分流系统 Patient Tagging System for Multiple Casualties Incidents

消防处于二零二二年十一月推出「大量伤者事故检伤分流系统」，以电子化方式处理重大事故中伤者的资料，令参与救援的消防处人员及其他相关单位，如医院管理局及警务处等，可实时掌握现场伤者的资讯。

救护主任罗俪儿隶属救护总区行动支援组，曾协助该系统的研发、试行、培训及监察其运作指标。她介绍道：「意外现场瞬息万变，系统让救护人员、调派及通讯组同事及急症室医护人员等可实时取得现场伤者的资讯，迅速统筹行动及提升应变力。」

快速应变急救车主管见习救护主任张其俊说：「救护指挥官在现场处理救援工作时，能够从系统仪表板中查看经整合的资料，从而了解现场的整体情况，以便更有效安排救护资源治疗和分流伤者至不同医院。」

救护队目黄文诺担任急救医疗电单车主管，他补充：「系统可让前往增援的救护人员预先知悉伤者数量及情况，亦设有预设选项及语音输入功能，记录并传送伤者的伤势及基本资料，减少笔录及口述汇报的时间，让前线救护人员能更集中为伤者提供适切的治疗。」

The FSD launched the Patient Tagging System for Multiple Casualties Incidents (PTS-MCI) in November 2022 to enable the electronic processing of information on casualties during major incidents. The system allows members of the FSD and other parties involved in rescue operations, such as the Hospital Authority and the Hong Kong Police Force, to access information about the casualties on scene in real time.

Ambulance Officer Law Lai-yi from the Operational Support Unit of the Ambulance Command assisted in various stages of the PTS-MCI's system development and implementation process, including research and development, product trial, training, and monitoring of the system's operational indicators. "The situation at incident scenes can be highly volatile. The system allows ambulance personnel, colleagues in the Mobilizing and Communication Group, and medical professionals in accident and emergency departments to obtain real-time information about the casualties on scene, thereby enhancing the efficiency in coordinating the operation for and the responsiveness to the incident," she said.

Cheung Ki-chun, Probationary Ambulance Officer and supervisor of Rapid Response Vehicle, stated, "When conducting rescue operations on scene, ambulance incident officers can refer to the PTS-MCI dashboard for consolidated information and get a comprehensive overview of the situation. This makes them more effective in allocating ambulance resources to provide treatment and in triaging patients to different hospitals."

Senior Ambulanceman Wong Man-lok, supervisor of Emergency Medical Assistant Motorcycle, added, "The system informs reinforcement ambulance personnel en route to incident scenes of the number of casualties and their conditions. It also comes with default options and a voice input function which can be used to record and transmit basic information about the injured as well as details on their injuries. This slashes the time frontline ambulance personnel spend on written and oral reporting, and allows them to focus on providing suitable treatment to the injured."



1



1 大量伤者事故检伤分流系统操作便利，有助参与救援的各单位实时掌握现场伤者的资讯。

The Patient Tagging System for Multiple Casualties Incidents is easy to use and enables different parties involved in the rescue to obtain real-time information about the casualties on scene.

2 前线救护人员扫描检伤分类卡上的二维码，即可将伤者情况记录到大量伤者事故检伤分流系统。

Frontline ambulance personnel only need to scan the QR code on the triage cards to record information about the conditions of casualties on the Patient Tagging System for Multiple Casualties Incidents.

救护主任罗俪儿(中)、见习救护主任张其俊(右)及救护队目黄文诺(左)。
Ambulance Officer Law Lai-yi (middle), Probationary Ambulance Officer Cheung Ki-chun (right) and Senior Ambulanceman Wong Man-lok (left).

消防处楼宇改善支援中心成立 就旧式楼宇的消防安全提供一站式支援 Building Improvement Support Centre established to provide one-stop support services relating to fire safety of old buildings

旧式楼宇和订明商业处所的业主和占用人在处理消防安全指示的要求时，往往会遇到不少疑难。有见及此，消防处于二零二三年十二月十八日成立消防处楼宇改善支援中心，为这些业主和占用人提供一站式支援服务。

高级消防队长区显龙和消防队目梁家民在日常处理旧式楼宇个案的时候，经常会接触到不同业主和占用人，亦明白他们面对的困难。梁家民表示：「我在巡查时发现很多业主在收到消防安全指示后，都会因为不清楚应如何处理而感到非常彷徨。」区显龙则指出：「尽管现时已有各种便利措施协助业主和占用人处理指示，但在出席业主会议和审批图则的过程中，我们了解到有不少消防安全改善工程延误的个案，均是因为有关业主误解法例要求而导致的。」

区显龙和梁家民相信支援中心正正可以协助市民解决上述问题，因为支援中心的同事会由业主及占用人收到指示开始，直至工程完成并符合法例要求为止，在每个阶段均为他们提供所有适切的支援。

Owners and occupiers of old buildings and prescribed commercial premises often encounter considerable difficulties in complying with the requirements of Fire Safety Directions. In view of this, the FSD established the Building Improvement Support Centre (BISC) on December 18, 2023 to provide one-stop support services for them.

Senior Station Officer Au Hin-lung and Senior Fireman Leung Ka-man come into contact with these owners and occupiers frequently in their day-to-day handling of cases involving old buildings and thus have gained an understanding of the challenges they face. Leung said, "During the inspections, I noticed many owners were at a loss for what to do after receiving the Fire Safety Directions." Au pointed out, "Although there are various facilitation measures to help these owners and occupiers to react in response to the Directions, we have come to understand, when attending owners' meetings and vetting the plans, that many cases of delay in fire safety improvement works are due to the owners' misunderstanding of the legal requirements."

Au and Leung are confident that the BISC can help members of the public address the aforementioned issues. The BISC provide these owners and occupiers with every support that is necessary at each stage, from the moment the Directions are received until the works are complete and in compliance with the legal requirements.



高级消防队长区显龙(左)及消防队目梁家民(右)。
Senior Station Officer Au Hin-lung (left) and Senior Fireman Leung Ka-man (right).



1 消防处成立楼宇改善支援中心，就遵从及提升旧式楼宇消防安全的法例要求，提供一站式支援。

The FSD establishes the Building Improvement Support Centre to provide one-stop support services relating to the improvement of fire safety of old buildings to comply with legal requirements.

2 业主及占用人如在遵办消防安全指示时遇到疑难，除了亲临消防处楼宇改善支援中心外，亦可致电支援中心热线查询。

Owners and occupiers who encounter difficulties in complying with Fire Safety Directions may either visit the FSD Building Improvement Support Centre (BISC) in person or call the BISC hotline for enquiries.



从监管者到培训者： 消防处如何提升行业专业发展

From regulator to trainer: how the FSD ramps up the industry's professional development

为了提升楼宇消防装置及设备的工程质素，消防处不仅扮演监管者的角色，同时也担任促进行业专业发展的培训者。消防处在消防及救护学院内新建成消防装置训练设施，为「消防装置技术员自愿认证计划」的参加者提供实地课程及实践训练，务求提升业界的专业知识、技术及价值观。

消防设施监督课高级消防队长戴浚华是其中一名课程策划者，他表示：「消防处旨在指导从业员更清晰地了解相关法规及部门的要求，使他们更注重每项工序的细节，从而提升工程质素。」

担任课程导师的消防队目张展基说：「学院的消防装置训练设施能模拟消防装置在灭火救援行动时可能出现的状况，让从业员亲身体验保养不当的消防装置所导致的严重后果，从而明白应时刻保持严谨和专业的态度。」

此外，课程也为部门提供了连系业界的平台。消防队目伦汉威称：「学员非常热衷于与导师交流并分享工作经验，让我们能更深入地了解业界的需要，持续优化课程内容，以配合行业发展。」



高级消防队长戴浚华(中)、消防队目张展基(右)及消防队目伦汉威(左)。
Senior Station Officer Tai Tsun-wa (middle), Senior Fireman Cheung Chin-kei (right) and Senior Fireman Lun Hon-wai (left).

In its endeavour to enhance the quality of the works of fire service installations and equipment (FSIs) in buildings, the FSD not only plays the role of a regulator, but also a trainer to advance the industry's professional development. By offering a programme comprising on-site courses and practical training to participants of the Voluntary Recognition Scheme for FSI technicians at the Fire and Ambulance Services Academy (FASA)'s newly built FSI training facilities, the FSD hopes to elevate the level of professional knowledge, skills and work ethic in the industry.

"The FSD aims to provide guidance to practitioners so that they can have a clearer understanding of what is required of them by the relevant laws and regulations and by the FSD, and pay more attention to the details of each work procedure. This helps improve the quality of the works," said Tai Tsun-wa, Senior Station Officer of the Fire Protection Facilities Supervision Division, who was one of the course designers of the programme.

"The FSI training facilities at FASA can simulate different scenarios of how FSIs may be affected during firefighting operations, which will give the practitioners a taste of the grave consequences of poorly-maintained FSIs," programme instructor Cheung Chin-kei, Senior Fireman, remarked. "They will then come to realise why it is imperative to keep a rigorous and professional attitude at all times."

Moreover, the programme serves as a platform for the FSD to connect with the industry. Senior Fireman Lun Hon-wai said, "The trainees are very keen on sharing and exchanging their work experience with the instructors. This helps us gain a deeper insight into the needs of the trade, and thus make continuous improvements to the programme to support the industry's development."



1 消防处为有意成为消防装置技术员的业界举办认证课程，促进行业专业发展。
The FSD organises a training programme for industry practitioners who intend to be recognised as fire service installation technicians in order to advance the industry's professional development.

2 消防及救护学院新设消防装置训练设施，为业界提供实地训练。
The new fire service installation training facilities at the Fire and Ambulance Services Academy designated for the provision of on-site training to the industry.



消防通讯中心每一名人员均已受训，可向紧急救护服务召唤者提供调派后指引。
All officers of the Fire Services Communications Centre are trained to provide post-dispatch advice to emergency ambulance service callers.

高级消防队长(控制)林凯欣(中)、消防队目(控制)郭书敏(左)及消防队目(控制)张肇锋(右)。
Senior Station Officer (Control) Lam Hoi-yan (middle), Senior Firewoman (Control) Kwok Shu-man (left) and Senior Fireman (Control) Cheung Siu-fung (right).

调派后指引 「保持在线听指引 跟住做就救到人」 Post-dispatch advice “Stay on Line, Save a Life”

现时消防通讯中心人员会即时向紧急救护服务召唤者提供全面而适切的急救指引——调派后指引，在救护人员到场前协助稳定伤病者情况，并纾缓伤病者和召唤者的紧张和忧虑。

消防队目(控制)张肇锋忆述一次难忘经历：「我曾接获一宗紧急求助，指一名孕妇即将在家中分娩。我身为男士，又是第一次接触分娩个案，不禁紧张起来。我深呼吸一下，随即跟着调派后指引坚定地孕妇给予指引。后来，电话另一端传来婴儿的哭声，随之而来的是孕妇家人的欢呼声。那一刻，我觉得婴儿的哭声成了世界上最美好的声音。」

消防队目(控制)郭书敏亦有协助该个案，她说：「家属的喜悦及连声道谢，让我感到无比暖意。这次经历让我深刻体会到即使我不在现场，但也能够透过调派后指引，切实地帮助有需要的人。」

消防处不时检讨调派后指引，以确保服务质素。质素改善组高级消防队长(控制)林凯欣指出：「我们每日随机抽取个案作检定，并为同事提供指导和训练，务求每一位同事给予的指引均符合国际标准。此外，如我们遇到医学上的问题，都会咨询部门医务总监的专业意见，大大提升了救护服务的质素。」

Today, it is a standard practice of the Fire Services Communications Centre (FSCC) to provide post-dispatch advice (PDA) to emergency ambulance service callers. Before the ambulance crew arrives at the scene, such comprehensive and appropriate first-aid advice helps stabilise the conditions of the patient and alleviates the stress and anxiety of both the patient and the caller.

Senior Fireman (Control) Cheung Siu-fung recounted an unforgettable incident. “Once I received an emergency call for assistance. The case involved a pregnant woman who was about to go into labour at home. I got nervous, as that was the first time I, a man, ever dealt with a childbirth call. I took a deep breath and gave her the needed instructions according to the PDA protocols with a steady voice. Later on, I heard a baby’s cry from the other end of the line, followed by the family’s roar of jubilation. To my ears, the baby’s cry at that instant was the most melodious sound on earth.”

Senior Firewoman (Control) Kwok Shu-man also assisted in the case. She said, “It warmed my heart to feel the joy of the family and be on the receiving end of gratitude. That experience convinced me that even though I may not be at the scene, by giving PDA, I can still practically help people in need.”

For quality assurance, the FSD reviews the PDA given from time to time. Lam Hoi-yan, Senior Station Officer (Control) of the Quality Improvement Unit, remarked, “In order to ensure that the advice given by each and every one of our dispatchers are up to international standards, we examine the cases on a daily basis by random-sampling, and we provide appropriate guidance and training to our colleagues. Moreover, whenever we encounter medical issues, we consult the department’s Medical Directors for professional advice, and this has greatly enhanced the quality of our ambulance service.”

守护生命 无分国界

Protecting lives beyond boundaries

二零二三年二月六日，土耳其东南部近叙利亚边境发生黎克特制七点八级大地震，造成严重破坏，无数建筑物倒塌，死伤枕藉。香港特别行政区政府于二月七日晚上接获土耳其驻香港总领事馆要求协助当地救灾，并于短时间内组成一行59人的特区救援队，带同两只搜救犬，于二月八日启程前往灾区参与搜救工作。

救援队到达地震重灾区之一哈塔伊省后迅速展开搜救工作，高级消防队长(灾难应变救援)江嘉豪表示：「虽然救出生还者的机会看来渺茫，但各成员依然本着不分国界、救灾扶危的精神，锲而不舍地把握每一丝希望。」这次境外救援行动历时九日，救援队共出动269人次，搜索超过40栋倒塌的建筑物，范围超过28,000平方米，并成功从瓦砾堆中救出四名幸存者。

消防总队目苏志安及署理消防总队目刘伟康指：「养兵千日，用在一时，救援工作得以顺利及安全完成绝非侥幸，有赖各队员一直未雨绸缪及坚守岗位。」助理消防区长(灾难应变救援)文家平表示：「灾难应变救援队定必继续发挥专业精神及与时俱进，成为一支更优秀的救援团队，为香港市民服务。」

A massive earthquake measuring 7.8 on the Richter scale rocked the southeast of Türkiye near the Syrian border on February 6, 2023. Widespread damage was inflicted, levelling countless buildings and causing heavy casualties. Responding to the request for assistance with disaster relief from the Turkish Consulate General in Hong Kong in the evening of February 7, the Hong Kong Special Administrative Region Government assembled a 59-strong search and rescue team within a short period of time. On February 8, the team, bringing along two search and rescue dogs, set off for the quake-stricken areas to join the search and rescue effort.

After arriving in Hatay Province, one of the hardest hit areas, the search and rescue team immediately got down to work. Senior Station Officer (Disaster Response and Rescue) Kong Ka-ho recalled, "The chances of finding survivors might look slim, but our commitment to saving lives knew no boundaries. We summoned our strength and pressed on without losing hope." During this nine-day overseas mission, the team made 269 search and rescue sorties and combed through more than 40 collapsed buildings, covering an area of over 28,000 square metres, and successfully rescued four survivors under the debris.

Principal Fireman So Chi-on and Acting Principal Fireman Lau Wai-hong said, "It's the moment when the years of training finally paid off. The fact that we were able to complete the rescue operation smoothly and safely had nothing to do with luck, but everything to do with the well preparedness of all team members and their steadfast commitment to duty." Assistant Divisional Officer (Disaster Response and Rescue) Man Ka-ping remarked, "The Disaster Response and Rescue Team shall continue to strive ahead with professionalism and establish itself as an even better rescue team to serve the citizens of Hong Kong."



- 1 特区救援队成员于倒塌的建筑物上搜索生还者。
The Hong Kong Special Administrative Region search and rescue team scours for survivors among the debris of collapsed buildings.
- 2 特区救援队队员来自不同职系，于各自的岗位协助搜救工作。
Members of the Hong Kong Special Administrative Region search and rescue team, who are from different grades, assist in the search and rescue work in their designated positions.

助理消防区长文家平(左二)、高级消防队长江嘉豪(右二)、消防总队目苏志安(左一)及署理消防总队目刘伟康(右一)。
Assistant Divisional Officer Man Ka-ping (second left), Senior Station Officer Kong Ka-ho (second right), Principal Fireman So Chi-on (first left) and Acting Principal Fireman Lau Wai-hong (first right).

价值导向计划 2.0 —— 使命与超越 Value-driven-Actions Campaign 2.0 “Mission and Transcendence”

消防处心理服务组于二零二一年推出「消防处价值导向计划」（简称VdA），举办了结合部门理想和使命、正向心理学及创意元素的工作坊，向属员推广消防处核心价值，是持续的大型训练计划。

VdA 1.0获得同事正面回响，有见及此，心理服务组与香港话剧团合作，用了一年多时间筹备VdA 2.0，制作原创互动剧场《信物》，主题为「使命与超越」，把同事有血有泪的经历和工作点滴呈现在舞台上。制作团队希望借着剧本所引起的共鸣，以及互动剧场所带动的个人反思，把部门的理念和使命深深地刻在观众脑海。VdA 2.0于二零二三年九月首演，截至二零二四年三月底共举办了19场，参与同事和家属超过3,400人。

部门的临床心理学家张晶凝分享道：「从构思、计划到实行，没想过我们脑里的创意真的会实现！非常感谢同事的支持和好评！」同为临床心理学家的何欣说：「看到同事们在互动剧场中积极投入及他们的欢笑和泪水，相信大家也被《信物》的力量触动。希望更多同事能前来观赏及体验！」

In 2021, the Psychological Services Unit (PSU) of the FSD launched the Value-driven-Actions Campaign (VdA), a department-wide ongoing training programme under which workshops embedding the departmental vision and mission, positive psychology and creative elements were held, to promote the core values of the FSD to its members.

In view of the positive response received, the PSU launched the VdA 2.0. Taking more than a year of preparation along with the Hong Kong Repertory Theatre, the VdA 2.0 features an original interactive theatre production under the theme Mission and Transcendence, which brings to life the daily musings and stories of blood, sweat and tears of our colleagues. The production team hopes that the play will strike a chord with the audience, and the interaction will inspire self-reflection, to the extent that the FSD's vision and mission will be etched on their memory. The VdA 2.0 debuted in September 2023 with more than 3,400 colleagues and their family members partaking in over 19 shows as at end-March 2024.

Clinical Psychologist Crystal Cheung shared, “Throughout the process from brainstorming, planning to execution, we had never thought our ideas would turn into reality! I am so grateful to our colleagues for their support and favourable feedback.” Clinical Psychologist Joyce Ho remarked, “The enthusiasm, laughter and tears of our colleagues who were deeply immersed in the interactive theatre said a lot about the power of the play. I hope more and more colleagues will come to enjoy and experience the performance!”



- 1 演员的真挚演出令在座同事和家属深受打动。
Colleagues and their family members in the audience are deeply moved by the authentic performance.
- 2 入场观众会获发精美的「信物」。
The audience is given a fine “keepsake” as a souvenir.

临床心理学家张晶凝(左)及临床心理学家何欣(右)。
Clinical Psychologist Crystal Cheung (left) and
Clinical Psychologist Joyce Ho (right).



走访学习 融入消防 Making home at FSD – familiarisation tour

二零二三年三月至五月，行政科得到各总区协助，安排新加入消防处的文职同事到访不同单位，以期更快更好地了解部门的运作，从而提供有效的行政支援。

二级行政主任麦晓琳表示：「在刚加入消防处时，我有机会参观消防通讯中心及机场消防队，并登上海上救援局的指挥船和观看救援演习。这两次体验让我了解到飞机及海上事故的救援工作，以及调派及通讯组的职责与最新发展，有助我在工作时与不同岗位的同事沟通，并更快适应和掌握消防处的行政工作。」

曾参观沙田消防局及救护站和消防及救护学院的二级法定语文主任陈梓希忆述：「我看到多种救援车辆和训练设备，又学会心肺复苏法和使用自动心脏除颤器，还有机会试穿重近四公斤的『黄金战衣』，感受一下消防人员工作的辛劳。这两次学习体验不单令我大开眼界，更让我日后翻译或审阅有关内容的文稿时更加得心应手。」

1 调派及通讯组人员为文职同事介绍工作范畴和最新发展。
Personnel of the Mobilizing and Communication Group shares the Group's work and latest developments with civilian staff.

2 文职同事试穿「黄金战衣」，感受消防人员工作的辛劳。
Civilian staff try on the "Gold Suit" to get a first-hand experience of the hardships of fire personnel at work.

With support from various commands, the Administration Branch arranged a familiarisation tour for the newly joined civilian staff to visit different units of the FSD from March to May 2023 to enable them to better and more quickly understand the department's operation, and, in turn, provide effective administrative support.

Wendy Mak, Executive Officer II, said, "When I first joined the FSD, I had the opportunity to visit the Fire Services Communications Centre and the Airport Fire Contingent, where I was invited onboard the command boat at the Sea Rescue Berth and watched the rescue exercise. These experiences have given me an insight into the aviation and maritime rescue operations, as well as the duties and latest developments of the Mobilizing and Communication Group, which has helped me to communicate with colleagues in different roles, and to get acquainted more quickly with the administrative work of the department."

Adrian Chan, Official Languages Officer II, visited Sha Tin Fire Station and Ambulance Depot and the Fire and Ambulance Services Academy. "I saw various rescue appliances and training equipment, and I learnt how to perform cardiopulmonary resuscitation and use an automated external defibrillator. I also had a chance to put on the firefighting protective suit that weighs nearly four kilogrammes, commonly known as the 'Gold Suit', which gave me a glimpse into the hardships that fire personnel face at work. These learning experiences not only opened my eyes, but also enriched my background knowledge for the work I now do in translating or vetting related content," he recounted.

二级行政主任麦晓琳(左)及二级法定语文主任陈梓希(右)。
Executive Officer II Wendy Mak (left) and Official Languages Officer II Adrian Chan (right).

