

09

團隊點滴
TEAM INSIGHTS





1 石澳居民守望相助，運用私家小艇協助其他居民接駁上精英號滅火輪。
Residents of Shek O watch over each other and use their private small boats to shuttle each other to the Fireboat Elite.

2 消防處人員架設臨時浮橋方便居民登船，並協助行動不便的居民撤離。
FSD members set up a makeshift pontoon to help residents and those with impaired mobility to board the boat and evacuate.

高級消防隊長伍頌然(中)、消防隊長袁家偉(右)及消防隊目黃德智(左)。
Senior Station Officer Ng Chung-yin (middle), Station Officer Yuen Ka-wai (right) and Senior Fireman Wong Tak-chi (left).

無懼惡劣天氣 協助居民撤離 Braving inclement weather to help residents evacuate

二零二三年九月七至八日，本港經歷世紀暴雨，石澳道因山泥傾瀉和路陷而需暫時封閉，令石澳對外陸路交通中斷。九月九日，消防處除了協助為居民運送物資外，更安排有需要的居民經水路撤離到市區，過程充分展現了部門的專業精神。

高級消防隊長伍頌然表示：「我和隊員抵達石澳時，由於撤離用的浮橋仍在運送途中，消防處和警方的快艇暫時無法靠近岸邊接載居民。全賴居民守望相助，運用私家小艇協助其他居民接駁到精英號滅火輪，令撤離行動得以順利完成。」

當日擔任潛水拯救車主管的消防隊長袁家偉憶述：「行動最大的挑戰是架設並穩固浮橋。潛水員需要帶同兩條100米長的繩索游到沙灘，將浮橋末端固定在沙灘上，並在水底設置多個25公斤重的鉛墜及船錨穩固橋體。我們其後反覆檢查海床的穩固點，確保浮橋安全才開放給居民使用。」

消防隊目黃德智補充：「當時天氣不穩，海面不時湧起大浪並下着雨，我們協助行動不便的居民經浮橋送上小艇時更要步步為營。看見居民最終平安登船撤離，正是我在工作上獲得的最大滿足感。」

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."

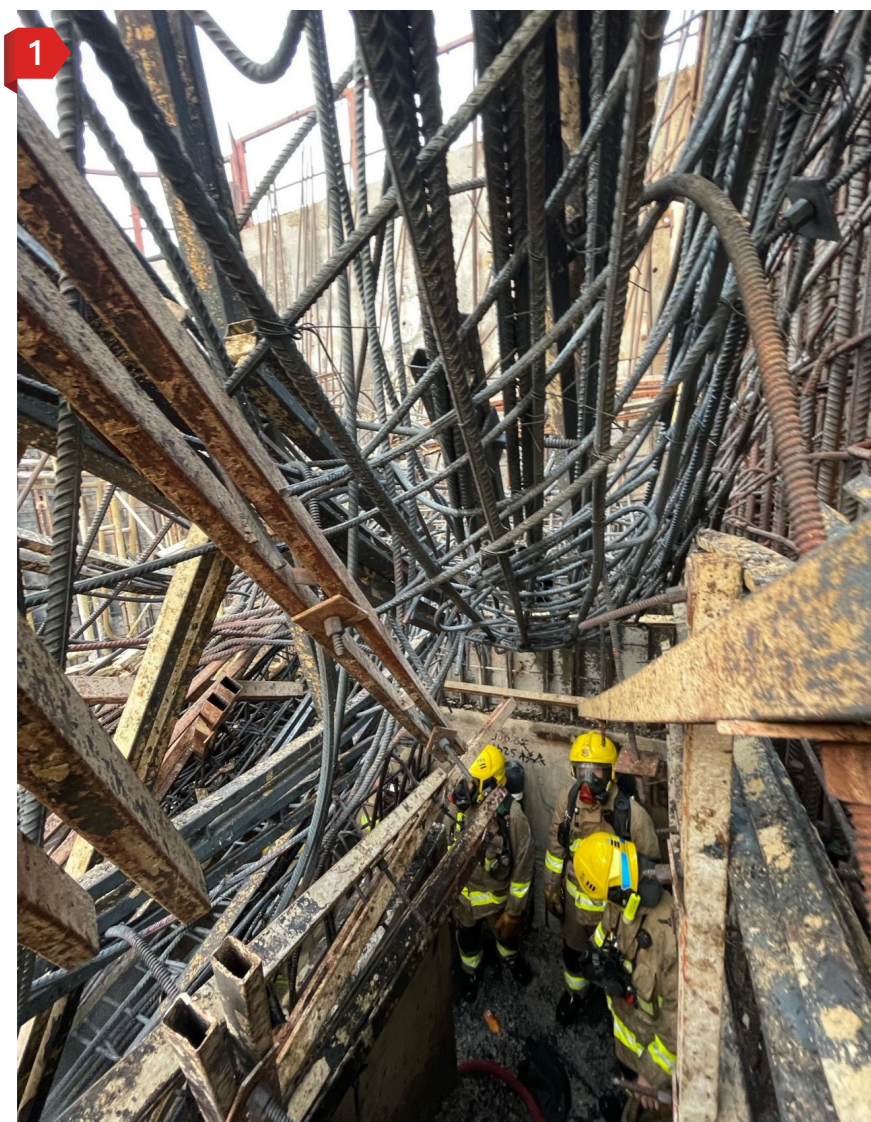
尖沙咀建築地盤四級火警

二零二三年三月二日，尖沙咀中間道一個建築地盤發生四級火警，歷時超過九小時。當日天氣乾燥加上風勢強勁，火勢沿棚架極速蔓延至多個樓層，大量雜物從地盤高處墮下，火屑亦波及鄰近多棟大廈，令滅火難度大增。

消防隊長周桂春是火警發生初期的現場指揮，至今仍對火警的震撼場面深刻難忘：「當時該棟建築中樓宇佈滿建築物料及危險品，亦有大量障礙物及未知的結構危機；幸好最後所有同事都能克服重重困難，平安離開事故現場。」

消防員馬樂愉當日主要負責協助開設總入口指揮站，以及協調各指揮站的後勤工作。他回憶道：「我當日不斷運送輕型手提泵到火場高層位置，以求盡快為水源加壓，協助同事更有效地進行滅火工作。當時情況對我們的體能和意志均是重大的挑戰，全憑大家竭盡所能，各施其職，最終撲滅火勢。」

周桂春補充：「在這次火警中，『事故現場指揮系統』充分發揮良好作用，各項任務有明確分工，進一步提升資源調配以至整體行動效率。」



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 消防人員於地盤天台位置進行搜索行動。
Firefighters conduct search operation on the roof of the construction site.

2 火勢由大廈頂層蔓延至中層，火屑四散導致附近多幢大廈被波及。
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.

消防隊長周桂春(左)及消防員馬樂愉(右)。
Station Officer Chow Kwai-chun (left) and Fireman Ma Lok-yu (right).





分秒必爭 同心搜救

二零二三年十月四日，一名17歲男學生於馬鞍山郊野公園一帶失蹤。消防處聯同不同政府部門連日上山搜索，最終於十月十一日在近老鼠田坑的叢林尋獲該名學生，幸好他並無大礙。

當日負責指揮搜索行動的助理消防區長周焯峰指：「儘管這次搜索行動受到颱風『小犬』帶來的狂風暴雨影響，曾一度被逼暫停，但救援行動爭分奪秒，消防同事不斷調整及優化行動部署，待天氣稍為好轉，立即重新展開搜索。」

高級消防隊長顏昭華為攀山拯救專隊的小隊指揮，他憶述：「搜索行動最大困難是所獲得的資訊相當有限，人員未能掌握失蹤學生上山的路線。故此，攀山拯救專隊出動無人機協助搜索，配合人工智能圖像分析技術，希望提高找到失蹤者的機會。」

消防隊目杜源亦分享說：「我們得知失蹤學生缺水缺糧多天，都懷着沉重的心情進行搜索。當我撥開長草發現該名學生的一刻，心中的喜悅和振奮實在是難以言喻。我確切感受到身為消防人員，我們可以失望，但不能絕望，因為我們正正是為別人帶來希望的人。」



助理消防區長周焯峰(中)、高級消防隊長顏昭華(右)及消防隊目杜源(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 消防處連日派員於馬鞍山郊野公園一帶的密林進行搜索。
The FSD deploys personnel to conduct a search in the dense woods of Ma On Shan Country Park, which lasts for days.

2 失蹤男學生於失蹤後第八日被尋回，消防人員為他加添保暖衣物。
The student is found after having gone missing for eight days. Fire personnel help him put on clothes to keep warm.

颱風前後的義工之舞

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

二零二三年九月一日，超強颱風「蘇拉」襲港，來自大澳消防局的義工隊同事在風暴前後，全力協助居民應對風暴帶來的威脅。

消防隊目余駿安說：「我駐守大澳消防局近六年，與大澳居民已建立緊密關係。颱風來襲前，我們與街坊保持密切聯繫，確保他們安全。」高級消防隊長吳澤恆補充：「我們細心聆聽每位居民的需求，並協助他們將重要的家具和電器搬到較安全的位置，以免被洪水淹浸，儘量減低損失。」

在風暴過後，許多大澳居民的家園變得一片狼藉。有見及此，義工隊組織隊伍協助居民清理垃圾。消防員黃玉良稱：「義工隊幫助居民搬運並妥善安置家居用品，希望讓他們感受到社區的溫暖和關懷。」消防員鄧東然有感而發：「居民向我們連聲道謝，使我感到大澳雖然地處偏遠，但充滿人情味。我會繼續站在前線，不遺餘力保障市民生命財產。」

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."

高級消防隊長吳澤恆(左二)、消防隊目余駿安(右二)、消防員鄧東然(左一)及消防員黃玉良(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).



大澳消防局義工隊在颱風來襲前協助大澳居民做好預防措施，減低水浸的影響。

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



大量傷者事故檢傷分流系統 Patient Tagging System for Multiple Casualties Incidents

消防處於二零二二年十一月推出「大量傷者事故檢傷分流系統」，以電子化方式處理重大事故中傷者的資料，令參與救援的消防處人員及其他相關單位，如醫院管理局及警務處等，可實時掌握現場傷者的資訊。

救護主任羅儷兒隸屬救護總區行動支援組，曾協助該系統的研發、試行、培訓及監察其運作指標。她介紹道：「意外現場瞬息萬變，系統讓救護人員、調派及通訊組同事及急症室醫護人員等可實時取得現場傷者的資訊，迅速統籌行動及提升應變力。」

快速應變急救車主管見習救護主任張其俊說：「救護指揮官在現場處理救援工作時，能夠從系統儀表中查看經整合的資料，從而了解現場的整體情況，以便更有效安排救護資源治療和分流傷者至不同醫院。」

救護隊目黃文諾擔任急救醫療電單車主管，他補充：「系統可讓前往增援的救護人員預先知悉傷者數量及情況，亦設有預設選項及語音輸入功能，記錄並傳送傷者的傷勢及基本資料，減少筆錄及口述匯報的時間，讓前線救護人員能更集中為傷者提供適切的治療。」

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 大量傷者事故檢傷分流系統操作便利，有助參與救援的各單位實時掌握現場傷者的資訊。

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 前線救護人員掃描檢傷分類卡上的二維碼，即可將傷者情況記錄到大量傷者事故檢傷分流系統。

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.

救護主任羅儷兒(中)、見習救護主任張其俊(右)及救護隊目黃文諾(左)。
Ambulance Officer Law Lai-yi (middle), Probationary Ambulance Officer Cheung Ki-chun (right) and Senior Ambulanceman Wong Man-lok (left).

消防處樓宇改善支援中心成立 就舊式樓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

舊式樓宇和訂明商業處所的業主和佔用人，在處理消防安全指示的要求時，往往會遇到不少疑難。有見及此，消防處於二零二三年十二月十八日成立消防處樓宇改善支援中心，為這些業主和佔用人提供一站式支援服務。

高級消防隊長區顯龍和消防隊目梁家民在日常處理舊式樓宇個案的時候，經常會接觸到不同業主和佔用人，亦明白他們面對的困難。梁家民表示：「我在巡查時發現很多業主在收到消防安全指示後，都會因為不清楚應如何處理而感到非常徬徨。」區顯龍則指出：「儘管現時已有各種便利措施協助業主和佔用人處理指示，但在出席業主會議和審批圖則的過程中，我們了解到有不少消防安全改善工程延誤的個案，均是因為有關業主誤解法例要求而導致的。」

區顯龍和梁家民相信支援中心正正可以協助市民解決上述問題，因為支援中心的同事會由業主及佔用人收到指示開始，直至工程完成並符合法例要求為止，在每個階段均為他們提供所有適切的支援。

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.



高級消防隊長區顯龍(左)及消防隊目梁家民(右)。
Senior Station Officer Au Hin-lung (left) and Senior Fireman Leung Ka-man (right).



1 消防處成立樓宇改善支援中心，就遵從及提升舊式樓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 業主及佔用人如在遵辦消防安全指示時遇到疑難，除了親臨消防處樓宇改善支援中心外，亦可致電支援中心熱線查詢。

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.



從監管者到培訓者： 消防處如何提升行業專業發展

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

為了提升樓宇消防裝置及設備的工程質素，消防處不僅扮演監管者的角色，同時也擔任促進行業專業發展的培訓者。消防處在消防及救護學院內新建成消防裝置訓練設施，為「消防裝置技術員自願認證計劃」的參加者提供實地課程及實踐訓練，務求提升業界的專業知識、技術及價值觀。

消防設施監督課高級消防隊長戴浚華是其中一名課程策劃者，他表示：「消防處旨在指導從業員更清晰地了解相關法規及部門的要求，使他們更注重每項工序的細節，從而提升工程質素。」

擔任課程導師的消防隊目張展基說：「學院的消防裝置訓練設施能模擬消防裝置在滅火救援行動時可能出現的狀況，讓從業員親身體驗保養不當的消防裝置所導致的嚴重後果，從而明白應時刻保持嚴謹和專業的態度。」

此外，課程也為部門提供了連繫業界的平台。消防隊目倫漢威稱：「學員非常熱衷於與導師交流並分享工作經驗，讓我們能更深入地了解業界的需要，持續優化課程內容，以配合行業發展。」



高級消防隊長戴浚華(中)、消防隊目張展基(右)及消防隊目倫漢威(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 消防處為有意成為消防裝置技術員的業界舉辦認證課程，促進行業專業發展。
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 消防及救護學院新設消防裝置訓練設施，為業界提供實地訓練。
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.



消防通訊中心每一名人員均已受訓，可向緊急救護服務召喚者提供調派後指引。
All officers of the Fire Services Communications Centre are trained to provide post-dispatch advice to emergency ambulance service callers.

高級消防隊長(控制)林凱欣(中)、消防隊目(控制)郭書敏(左)及消防隊目(控制)張肇鋒(右)。
Senior Station Officer (Control) Lam Hoi-yan (middle), Senior Firewoman (Control) Kwok Shu-man (left) and Senior Fireman (Control) Cheung Siu-fung (right).

調派後指引 「保持在線聽指引 跟住做就救到人」 Post-dispatch advice “Stay on Line, Save a Life”

現時消防通訊中心人員會即時向緊急救護服務召喚者提供全面而適切的急救指引——調派後指引，在救護人員到場前協助穩定傷病者情況，並紓緩傷病者和召喚者的緊張和憂慮。

消防隊目(控制)張肇鋒憶述一次難忘經歷：「我曾接獲一宗緊急求助，指一名孕婦即將在家中分娩。我身為男士，又是第一次接觸分娩個案，不禁緊張起來。我深呼吸一下，隨即跟着調派後指引堅定地向孕婦給予指引。後來，電話另一端傳來嬰兒的哭聲，隨之而來的是孕婦家人的歡呼聲。那一刻，我覺得嬰兒的哭聲成了世界上最美好的聲音。」

消防隊目(控制)郭書敏亦有協助該個案，她說：「家屬的喜悅及連聲道謝，讓我感到無比暖意。這次經歷讓我深刻體會到即使我不在現場，但也能夠透過調派後指引，切實地幫助有需要的人。」

消防處不時檢討調派後指引，以確保服務質素。質素改善組高級消防隊長(控制)林凱欣指出：「我們每日隨機抽取個案作檢定，並為同事提供指導和訓練，務求每一位同事給予的指引均符合國際標準。此外，如我們遇到醫學上的問題，都會諮詢部門醫務總監的專業意見，大大提升了救護服務的質素。」

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.”

守護生命 無分國界

Protecting lives beyond boundaries

二零二三年二月六日，土耳其東南部近敘利亞邊境發生黎克特制七點八級大地震，造成嚴重破壞，無數建築物倒塌，死傷枕藉。香港特別行政區政府於二月七日晚上接獲土耳其駐香港總領事館要求協助當地救災，並於短時間內組成一行59人的特區救援隊，帶同兩隻搜救犬，於二月八日啟程前往災區參與搜救工作。

救援隊到達地震重災區之一哈塔伊省後迅速展開搜救工作，高級消防隊長（災難應變救援）江嘉豪表示：「雖然救出生還者的機會看來渺茫，但各成員依然本着不分國界、救災扶危的精神，鏗而不捨地把握每一絲希望。」這次境外救援行動歷時九日，救援隊共出動269人次，搜索超過40棟倒塌的建築物，範圍超過28,000平方米，並成功從瓦礫堆中救出四名倖存者。

消防總隊目蘇志安及署理消防總隊目劉偉康指：「養兵千日，用在一時，救援工作得以順利及安全完成絕非僥倖，有賴各隊員一直未雨綢繆及堅守崗位。」助理消防區長（災難應變救援）文家平表示：「災難應變救援隊定必繼續發揮專業精神及與時並進，成為一支更優秀的救援團隊，為香港市民服務。」

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 特區救援隊成員於倒塌的建築物上搜索生還者。
The Hong Kong Special Administrative Region search and rescue team scours for survivors among the debris of collapsed buildings.
- 2 特區救援隊隊員來自不同職系，於各自的崗位協助搜救工作。
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.

助理消防區長文家平（左二）、高級消防隊長江嘉豪（右二）、消防總隊目蘇志安（左一）及署理消防總隊目劉偉康（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).

價值導向計劃 2.0 —— 使命與超越 Value-driven-Actions Campaign 2.0 “Mission and Transcendence”

消防處心理服務組於二零二一年推出「消防處價值導向計劃」（簡稱 VdA），舉辦了結合部門理想和使命、正向心理學及創意元素的工作坊，向屬員推廣消防處核心價值，是持續的大型訓練計劃。

VdA 1.0 獲得同事正面迴響，有見及此，心理服務組與香港話劇團合作，用了一年多時間籌備 VdA 2.0，製作原創互動劇場《信物》，主題為「使命與超越」，把同事有血有淚的經歷和工作點滴呈現在舞台上。製作團隊希望藉着劇本所引起的共鳴，以及互動劇場所帶動的個人反思，把部門的理念和使命深深地刻在觀眾腦海。VdA 2.0 於二零二三年九月首演，截至二零二四年三月底共舉辦了 19 場，參與同事和家屬超過 3,400 人。

部門的臨床心理學家張晶凝分享道：「從構思、計劃到實行，沒想過我們腦裡的創意真的會實現！非常感謝同事的支持和好評！」同為臨床心理學家的何欣說：「看到同事們在互動劇場中積極投入及他們的歡笑和淚水，相信大家也被《信物》的力量觸動。希望更多同事能前來觀賞及體驗！」

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 演員的真摯演出令在座同事和家屬深受打動。
Colleagues and their family members in the audience are deeply moved by the authentic performance.
- 2 入場觀眾會獲發精美的「信物」。
The audience is given a fine "keepsake" as a souvenir.

臨床心理學家張晶凝(左)及臨床心理學家何欣(右)。
Clinical Psychologist Crystal Cheung (left) and
Clinical Psychologist Joyce Ho (right).



走訪學習 融入消防 Making home at FSD – familiarisation tour

二零二三年三月至五月，行政科得到各總區協助，安排新加入消防處的文職同事到訪不同單位，以期更快更好地了解部門的運作，從而提供有效的行政支援。

二級行政主任麥曉琳表示：「在剛加入消防處時，我有機會參觀消防通訊中心及機場消防隊，並登上海上救援局的指揮船和觀看救援演習。這兩次體驗讓我了解到飛機及海上事故的救援工作，以及調派及通訊組的職責與最新發展，有助我在工作時與不同崗位的同事溝通，並更快適應和掌握消防處的行政工作。」

曾參觀沙田消防局及救護站和消防及救護學院的二級法定語文主任陳梓希憶述：「我看到多種救援車輛和訓練設備，又學會心肺復甦法和使用自動心臟除顫器，還有機會試穿重近四公斤的『黃金戰衣』，感受一下消防人員工作的辛勞。這兩次學習體驗不單令我大開眼界，更讓我日後翻譯或審閱有關內容的文稿時更加得心應手。」

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.

1 調派及通訊組人員為文職同事介紹工作範疇和最新發展。
Personnel of the Mobilizing and Communication Group shares the Group's work and latest developments with civilian staff.

2 文職同事試穿「黃金戰衣」，感受消防人員工作的辛勞。
Civilian staff try on the "Gold Suit" to get a first-hand experience of the hardships of fire personnel at work.

二級行政主任麥曉琳(左)及二級法定語文主任陳梓希(右)。
Executive Officer II Wendy Mak (left) and Official Languages Officer II Adrian Chan (right).

