

## Emergency Services

Located within the sub-tropical region, Hong Kong experiences both extreme wet and dry seasons which can result in anything from floods to fire. Each year, an average of about six tropical cyclones affect this 1 100 square kilometres region. Although tropical cyclones can bring torrential rain, flooding and landslides, Hong Kong has learned to protect, recover and rebuild.

A comprehensive warning system relayed through the media keeps the public informed. As the danger increases, emergency services agencies swing into action at once.

**Emergency Monitoring and Support Centre** is activated when major emergencies or natural disasters happen or are likely to happen. It monitors the response of the emergency and support services, and provides support to these services. It briefs the Chief Executive and senior officials on developments and disseminates central government policy decisions and advice.

**Home Affairs Department**, through its 18 District Offices, ensures that assistance is provided to victims of disasters. District Offices co-ordinate actions for relief arrangements, including the provision of temporary shelters and cash assistance. For major incidents, the District Office will co-ordinate the setting up of an inter-departmental help desk at the scene or at hospitals to provide relief and other services.

The department's network of emergency co-ordination centres ensures continuous feedback of local conditions to the Government. The department also provides a round-the-clock telephone enquiry service to the public when Tropical Cyclone Warning Signal No.3 or above is issued, or when a Red Rainstorm Warning Signal, Black Rainstorm Warning Signal, or Landslip Warning is issued by the Hong Kong Observatory.

**Hong Kong Observatory** provides weather forecasts, warnings of severe weather and other meteorological and geophysical services for the public, shipping, aviation, industrial and engineering sectors. Signals are issued to warn the public as tropical cyclones approach. Warnings or special announcement are also issued for rainstorms, landslips, floods in the northern New Territories, thunderstorms, strong monsoon, frost, cold and very hot weather, and fire danger. They are delivered and broadcast through a variety of dissemination channels, including the Observatory's website (<http://www.weather.gov.hk/> and <http://www.hko.gov.hk/>), mobile app 'MyObservatory', the 187-8200 Dial-a-weather service, press, radio, TV, YouTube, Twitter, Weibo, and WeChat social-networking websites. The Observatory also monitors environmental radiation levels, storm surge, earthquake and tsunami. A tsunami warning or information bulletin will be issued if a tsunami is expected to affect Hong Kong.

**Hong Kong Police Force** operates a 999 emergency telephone system located in three command and control centres which are manned 24 hours a day to receive reports of emergencies throughout Hong Kong. Patrolling

police officers, police vehicles or police launches maintain a direct link with command and control centres via radio systems, which enable the immediate deployment of officers to handle reported emergencies. In some cases, police launches will be deployed to assist in ferrying injured or sick persons from outlying islands to hospitals in the urban area. Close liaison is maintained between the Police Command and Control Centres and the Fire Services Communications Centre. Requests for services of ambulance and fire officers will be referred to the Fire Services Department without delay.

**Information Services Department** is the main link between the Government and the public. During tropical cyclones, major disasters or any other emergency, ISD will activate its Combined Information Centre to disseminate the latest information on the situation and government responses to the media round the clock.

**Marine Department**, through its Vessel Traffic Centre, monitors and manages marine traffic within Hong Kong waters. Its Maritime Rescue Co-ordination Centre provides search and rescue services in the international waters of the South China Sea north of Latitude 10° North and west of Longitude 120° East. Both Centres are operating 24 hours a day, and comply with all standards and obligations of related international Conventions.

**Fire Services Department** is responsible for extinguishing fires and carrying out rescues in emergencies. It also provides emergency ambulance services for the sick and the injured. The Department has up-to-date fire-fighting and rescue appliances and paramedic equipment. Contingency plans for dealing with disasters such as aircraft crashes, major fires, chemical incidents, landslips and floodings, etc, are at hand and are regularly reviewed. Its Communications Centre, manned round the clock, is linked to all fire stations, fireboat stations, ambulance depots, hospitals and other emergency services.

**Government Flying Service (GFS)** provides a wide range of flying services, including 24-hour search and rescue coverage, support to the law enforcement agencies, emergency medical services, fire fighting and support to other government departments. It also provides emergency services to aircraft within the Hong Kong Flight Information Region and vessels within the search and rescue area of the Hong Kong Maritime Rescue Coordination Centre.

**Hospital Authority (HA):** HA manages 42 public hospitals and institutions, of which 17 of them provided Accident & Emergency (A&E) services. According to the HA Three-tier Emergency Command Structure, the HA Head Office Major Incident Control Centre, which coordinates the HA's overall response to the incident, will deploy Medical Team to the incident scene to provide essential medical treatment and triage to patients according to number and severity of the injury.

**Auxiliary Medical Service (AMS)**, consisting of 4 799 volunteers, is responsible for augmenting the regular medical and health services. All members are trained in first aid, paramedic care, disaster medicine, control of infectious diseases and inoculation. Their duties include providing paramedic treatment to the injured at the scene and conveying them to hospitals in times of emergency and natural calamities; rendering inoculation service to the public to prevent epidemics; and caring for patients in acute or convalescent hospitals. In the unlikely event of a nuclear accident, members will also be charged with the responsibility of manning the monitoring centres and scanning points and carrying out the decontamination process.

**Civil Aid Service (CAS)** is an auxiliary emergency relief organisation consisting of over 3 500 members. It provides assistance to the Government in the event of natural disasters and other emergencies. The CAS Mountain Search and Rescue Company is responsible for searching and rescuing people who are lost, missing or injured in the mountains of Hong Kong. In addition to emergency operations including vegetation fire-fighting, flood and landslide rescues, typhoon manning and oil pollution control at sea, the CAS also assists the Government in setting up and managing quarantine centres for the control of communicable diseases and managing crowds in large public events. In case of a radiation leak incident, the CAS will be deployed to collect and deliver air samples to the Hong Kong Observatory and help evacuate people.

**Transport Department**, through the Emergency Transport Coordination Centre (ETCC), is responsible for liaising with other departments and public transport operators on traffic and transport arrangements and disseminating traffic and transport information during both the unplanned events such as serious traffic and transport disruptions, rainstorms, tropical cyclones and the planned events such as public processions, commissioning of new transport infrastructures, major sports/festive events.

ETCC operates 24 hours daily and under three different modes depending on the scale and severity of the incident. Normally, ETCC is operated at the level of Tier One Response (Normal ETCC Operation) on a 24-hour basis to handle minor traffic and transport incidents. The operation of ETCC will be escalated to Tier Two Response (i.e. Fixed Mode ETCC Operation) in case of small-scale planned events, serious road or tunnel incidents and serious or widespread disruption of public transport services. Additional staff will be deployed at ETCC during Fixed Mode ETCC operation. The operation of ETCC will be escalated to Tier Three Response (i.e. Joint Steering Mode Operation) to handle large-scale planned events or major incidents that warrant high level steer and co-ordination among departments.

**Highways Department** clears and repairs public roads, removes dangerous boulders and landslips on roadside slopes along public roads, and provides support for containment and removal of oil spill pollution on beaches and foreshores.

**Architectural Services Department** is responsible for the maintenance of government buildings and facilities. In the event of threat of damage, or actual damage, arising from fire, accident or storm, the department provides advice and emergency protection and/or repair services under its maintenance responsibility on a 24-hour basis.

An Emergency Centre will be activated when Tropical Cyclone Warning Signal No. 8 or above is in force or in times of heavy rainfall or under other emergencies. It receives reports of damage or distress from building occupants, and to arrange temporary repairs to those buildings and facilities under the department's maintenance responsibility until the storms or other disasters subside. Thereafter, full repairs or remedial works are done as soon as possible.

**Buildings Department** provides a 24-hour emergency service to the public on emergencies affecting the safety of private buildings. This service maintains close liaison with the police command and control centres. Professional officers are on duty to deal with reports and inspections are normally made within three hours.

An Emergency Control Centre is activated when Tropical Cyclone Warning Signal No. 8 or Black Rainstorm Warning Signal is issued or in times of other disasters. It co-ordinates expeditious professional services to deal with dangerous buildings, hillsides, scaffolding and signboards.

**Civil Engineering and Development Department** decides, in liaison with Hong Kong Observatory, when a Landslip Warning should be issued and cancelled. It maintains a 24-hour service to advise government departments on immediate or potential danger due to landslides and on measures to deal with them. In the capacity of the Government's regulator, the department also assists in dealing with emergencies related to the manufacture, transport, storage and use of explosives.

If an aircraft crashes into the sea, the department provides divers and floating equipment to assist in conducting salvage operation.

**Drainage Services Department** is responsible for clearing and repairing blocked or damaged public sewers and stormwater drains, and for ensuring the satisfactory operation of sewage treatment plants, sewage and stormwater pumping stations.

An Emergency Control Centre will be activated when Special Announcement on Flooding in the Northern New Territories, Red or Black Rainstorm Warning, Pre-No. 8 Tropical Cyclone Special Announcement or Tropical Cyclone Signal No. 8 or above is issued, or under other emergencies. It ensures prompt attention to flooding incidents or other emergency situations.

**Electrical and Mechanical Services Department** ensures the availability of emergency power, lift and other electrical and mechanical services to public buildings and provides equipment, recovery vehicles and floodlights for salvage and clearance operations.

**Water Supplies Department** is responsible for the provision of potable and flushing water supplies. It has round-the-clock standby emergency teams and on-call staff to handle emergency incidents relating to water supplies. In emergencies, it isolates and repairs damaged water mains; and provides temporary water supply and fire-fighting water.

**Social Welfare Department** provides emergency relief for victims of disasters. Teams are deployed to disaster scenes to register victims and to provide urgent cooked meals (or cash grant in lieu of cooked meals) and relief articles as soon as possible.

The department is vested with the responsibility for approving grants and making payments in respect of grants for death and personal injuries under the Emergency Relief Fund. A cadre of clinical psychologists

and social workers will be mobilised to provide emotional and other welfare support services to those in need.

**Housing Department** provides transit accommodation for the homeless as a result of emergency or natural disaster and arranges eligible persons for subsequent rehousing. In an emergency, a communication centre is activated, linking duty teams to field staff to guide operations while co-ordinating with other services.

**Agriculture, Fisheries and Conservation Department** obtains reports on damage or loss to fishing boats or gear, fish ponds and mariculture rafts or stocked fish, farm stock or crops, and stockhousing on farm buildings. It relays up-to-date information to the media through the Information Services Department. When Tropical Cyclone Warning Signal No.8 is issued, its emergency tree felling teams assist in clearing blocked roads.

Immediately after a disaster, the department assesses damage and processes applications from farmers, fishermen and fish culturists for grants from the Emergency Relief Fund. It also fights hill fires in country parks and assists in locating people lost in hilly areas.

**Hong Kong St John Ambulance Brigade** has over 7 000 volunteers and 16 ambulances which are stationed at three depots in Hong Kong, Kowloon and the New Territories respectively to provide free emergency ambulance service around-the-clock. The emergency ambulance service telephone numbers is 1 878 000. Trained volunteer members provide first-aid and allied services at the scene or public gatherings as required.

**Hong Kong Red Cross - Local Disaster Relief & Psychological Support Service** keeps a stock of 2 000 clothing bundles, 1 200 jackets and sweaters, 200 quilts and blankets, 2 000 towels and daily necessities for immediate distribution to those made homeless by disasters. In a major disaster, the organization mobilizes trained psychological first aiders and psychologists to render psychological support services to the people affected immediately.

**Hong Kong Red Cross Blood Transfusion Service** is managed by the Hospital Authority and provides all local hospitals with fully tested blood and blood components derived from some 1 100 required units of blood donated by voluntary non-remunerated donors daily on average. Round-the-clock service is available for emergency blood supply through all hospital blood banks.

