

Resumption of reception counter service of Office of The Ombudsman

The following is issued on behalf of the Office of The Ombudsman:

The Office of The Ombudsman today (August 22) announced that the Office will resume reception counter service from August 24 (Monday), in view of the latest situation of COVID-19. Face-to-face meetings with a Duty Officer or case officers must be made by prior appointment.

Members of the public who wish to lodge complaints or make enquiries are encouraged to contact the Office through other means (i.e. email, fax, hotline, voice message and online form).

All visitors by prior appointment are required to wear surgical masks and undergo body temperature checks before entering the Office. Those with a fever or flu symptoms will be advised to leave immediately and seek medical assistance.

The special precautionary measures will be lifted when conditions permit.

FEHD strives to enhance cleaning and disinfection and anti-rodent work in markets (with photos/videos)

â€‹The Food and Environmental Hygiene Department (FEHD) said today (August 22) that the FEHD has adopted multiple measures to enhance anti-epidemic work in its markets, including stepping up cleaning and disinfection work, and will pursue targeted anti-rodent operations and proactively encourage market stall tenants to complement such efforts, so as to maintain the cleanliness and environmental hygiene of markets (including stall areas and communal areas). In addition, the FEHD will invite stakeholders like private market operators to participate in joint operations, in order to make concerted efforts to step up the cleaning and disinfection and anti-rodent work in their markets and the surrounding public places.

In view of the severe epidemic situation, the FEHD has progressively arranged for around 60 of its markets to close an hour earlier for additional deep cleaning and disinfection since mid-July as a precautionary measure. With the full support of the Electrical and Mechanical Services Department

(EMSD), the FEHD has installed body temperature checking system in 36 markets with a high patronage rate and has arranged for checking of body temperature of market patrons by FEHD staff using hand-held or standing-type thermometers in some markets. The FEHD and the EMSD have made concerted efforts to improve the air ventilation in some markets and has installed standalone air coolers at some markets with regard to circumstances on the ground. In addition, the FEHD, in collaboration with the EMSD, has launched a trial scheme since late July to place two moveable air purifiers equipped with high-efficiency particulate (HEPA) air filters at Pei Ho Street Market.

To enhance the effectiveness of epidemic prevention, the FEHD has progressively installed automatic dispensers in toilets in its markets, and sensor-type toilet seat sanitisers in their toilet cubicles. Anti-microbial coating will also be applied to the communal areas and facilities of markets with a high patronage rate in phases starting from next week.

In addition, the FEHD has also enhanced anti-rodent measures in public markets, and has conducted a three-month intensive anti-rodent operation in some markets progressively, during which market staff will thoroughly clear the refuse and clean the passageways and drains in the markets every night after the markets are closed so as to eliminate the food sources of rodents. Plentiful traps are also placed in market areas extensively in the small hours in order to strengthen rodent control. The FEHD will proactively encourage market stall tenants to complete such efforts, including clearing of their disused articles and put their goods (especially food items) in proper storage, so that the cleanliness and environmental hygiene of stall areas and communal areas could be maintained.

To further strengthen the anti-rodent work in markets and other places, District Environmental Hygiene Offices of the FEHD will approach relevant stakeholders progressively, inviting them to initiate joint anti-rodent operations. Apart from covering markets under the FEHD, private market operators will also be invited by the FEHD to participate, in order to assure the public that the market continues to be a good place for buying daily necessities and food items. Other government departments will also be invited by the FEHD to conduct joint operations at venues under their purview and the surrounding public places, so as to achieve synergy effect in strengthening the work on environmental hygiene. In addition to the cleaning and anti-rodent work, the Pest Control Advisory Section will also provide professional advice on rodent control.

The FEHD initiated a relevant operation at its Tai Shing Street Market on August 21, and in collaboration with LINK mounted a joint operation at LINK's Sau Mau Ping Market and the neighbouring areas on August 22. Apart from deep cleaning and placing traps to strengthen rodent control in markets, there is also proactive discussion with market stall tenants on the arrangements for handling pig carcasses upon their arrival at the markets. The FEHD will progressively launch relevant operations in markets of other districts.

The FEHD issued advisory letters on August 14 to operators and permit holders of meat delivery vans of Sheung Shui Slaughterhouse and Tsuen Wan

Slaughterhouse, reminding them to adopt appropriate measures to ensure that the food animal carcasses and offal are properly protected from pest contamination during their delivery to shops.

According to the Food Business Regulation (Cap 132X), any person engaged in the transportation of food animal carcasses and offal shall adopt appropriate measures to protect the food from risk of contamination or deterioration. Offenders are liable to prosecution and a maximum fine of \$10,000 and imprisonment for three months. The FEHD will step up inspection and prosecutions will be instituted against relevant food business operators for violation of the regulation. The food business licences of repeated offenders would be cancelled by the FEHD.

If tenants or agents of FEHD market stalls are convicted for four times within 12 months for breaching any provision under the Ordinance or its subsidiary legislation, the FEHD may terminate its tenancy agreement. In addition, according to the FEHD's current policy of "warning letters", if any tenant has been issued a cumulative total of three warning letters for breaching any of the terms and conditions of the tenancy agreement within six months, the FEHD will terminate its tenancy agreement. If the offence committed is considered of a serious nature by the FEHD (despite being convicted only once), or the breach of the terms and conditions of the tenancy agreement is considered of a serious nature, the FEHD will also consider immediate termination of the tenancy agreement.

The FEHD also issued letters on August 17 to licensed fresh provision shops selling fresh meat and public market stall tenants selling meat, reminding them to abide by the relevant requirements.

From August 13 to 21, the FEHD has conducted 16 blitz operations against fresh provision shop licensees/persons-in-charge and public market stall tenants selling meat. Of these, the prosecution procedures have been initiated for 9 cases.

The spokesman said that the FEHD attaches importance to the hygienic condition of public markets. In addition to the regular cleaning work in the daytime, market service contractors also conduct thorough cleaning in all markets after the markets are closed every day. During the epidemic, the FEHD has already stepped up cleaning and disinfection of communal areas and facilities in the markets, including toilets, escalators, elevators and stair handrails, with diluted household bleach regularly every day. Disinfectant hand sanitisers are also placed at market areas for public use.

The FEHD will arrange for the following 12 public markets on Hong Kong Island, in Kowloon and the New Territories to be closed an hour earlier at 7pm for deep cleaning and disinfection in the coming few days as a precautionary measure:

August 23 (Sunday)

Wan Chai Market

Haiphong Road Temporary Market

Pei Ho Street Market

Kwu Tung Market Shopping Centre

August 24 (Monday)

Centre Street Market

Sai Ying Pun Market

Fa Yuen Street Market

Sha Tau Kok Market

August 25 (Tuesday)

Po On Road Market

Ngau Chi Wan Market

Lam Tei Market

Kam Tin Market

During the period, the FEHD staff will thoroughly clean and disinfect communal areas and facilities in the markets, and call for co-operation of market tenants to conduct cleaning and disinfection at their respective stalls, with a view to improving the overall hygiene condition of the markets and eliminating the food sources and hiding places of rodents. In addition, the FEHD will carry out deep cleaning work on the periphery of the markets and nearby streets. The cleaning and disinfection work is expected to last about four hours.

The FEHD will closely monitor the situation of its markets and continue to enhance cleaning and disinfection work as well as anti-rodent measures when necessary so as to maintain environmental hygiene and safeguard the health and safety of tenants and the public.





Missing man in Tin Sum located

A man who went missing in Tin Sum has been located.

Lai John, aged 79, went missing after he was last seen at his residence at Jat Min Chuen on August 18. His family made a report to Police on August 20.

The man was located on Muk Hung Street, Ngau Tau Kok last night (August 21). He sustained no injuries and no suspicious circumstances were detected.

Response to untrue report on Castle Peak Bay Immigration Centre by individual media

The Immigration Department (ImmD) responded again on August 21 the untrue report on the Castle Peak Bay Immigration Centre (CIC) by an individual media and expressed deep regrets over it.

The ImmD repeatedly stressed that the department has all along strictly followed the relevant provisions under the Immigration (Treatment of Detainees) Order (The Order), Cap. 115E laws of Hong Kong to ensure that the detainees are treated fairly and properly.

In accordance with the Order, all detainees at the CIC can be visited by relatives and friends. During the visits, detainees at the CIC can receive hand-in articles including food (e.g. chocolate and crackers), daily necessities, private clothes, magazine, etc. The CIC should provide adequate food to the detainees at CIC free of charge.

At present, there were 11 detainees at the CIC who continued to opt for not collecting meals provided by the CIC. According to the records of the ImmD, a handful of them had once stopped consuming milk tea, milk and water provided by the CIC but all of them have now resumed taking the beverages. ImmD staff have been closely monitoring the health condition of the detainees concerned. The medical professionals on duty around the clock have conducted medical examinations for them, which include measuring their weight on daily basis and blood glucose levels on alternate days. So far, most of the detainees' blood glucose levels are normal and they are emotionally stable.

The Order also provides that if a detainee at the CIC complains of suffering from sickness or injury, the detainee should be provided with adequate medical attention at the CIC. At present, the medical service in the CIC is provided by an independent recognised medical organisation through an outsourced contract. The medical officer in the CIC has all along provided appropriate medical treatment to detainees, including prescription of the required medication, in strict accordance with the Code of Professional Conduct for the Guidance of Registered Medical Practitioners by the Medical Council of Hong Kong and by his own professional knowledge. If necessary, on the advice of the duty medical officer in the CIC, the detainee concerned will immediately be sent to a public hospital for further examination and receiving appropriate medical treatment. The detainee sent to the hospital will only be discharged after medical examination and the hospital will provide a detailed medical report on his health condition.

Meanwhile, based on the professional judgment of the duty medical officer in the CIC, the ImmD will immediately arrange the person in need to

be sent to a hospital for medical consultation. As for the news report alleging that a detainee was forcibly sent to a hospital and received nutrition injection, the ImmD pointed out that these allegations are completely non-existent and total neglect of health and life safety of the person concerned. If the person concerned requests the hospital to conduct medical examination on the alleged injury, the ImmD will not and cannot obstruct so. Any person who alleges to have been treated violently under detention, he or she may immediately lodge a complaint with the ImmD or report to the Police for assistance. The ImmD and the concerned enforcement department will handle the complaints in compliance with the prevailing laws in a serious and fairly manner.

In addition, detainees at the CIC may request to meet his lawyer and attend official visit. In fact, under the circumstances of not affecting the operation of the CIC, the ImmD has recently arranged several meetings with the detainees on the request of some Legislative Council members. Any detainee who alleges to have been treated unreasonably under detention, he may lodge a complaint with the Office of The Ombudsman, justices of peace or the ImmD. The complaints will be handled in a serious manner in compliance with the prevailing laws and procedures. Despite the current pandemic, the fortnightly visits by justices of the peace are still ongoing such that detainees in the CIC will have ample chances to make complaints.

The ImmD expressed deep regrets and strongly condemned anyone who has repeatedly fabricated groundless and unfair accusations, alleged that the ImmD staff has inhumanely treated the detainees. These allegations were void of objective facts and justifications to challenge the legality of the detention decision having no regard to the fact that some of the detainees may pose security risks to the community.

[CHP reminds public on precautions against heat stroke during very hot weather](#)

The Centre for Health Protection (CHP) of the Department of Health (DH) today (August 22) reminded members of the public, particularly those undertaking outdoor activities, to take heed of necessary measures against heat stroke and sunburn in very hot weather.

"The public should carry and drink plenty of water to prevent dehydration while engaging in outdoor activities," a spokesman for the CHP said.

"Those engaged in strenuous outdoor activities should avoid beverages containing caffeine, such as coffee and tea, as well as alcohol, as they

speed up water loss through the urinary system," the spokesman explained.

"The obese, the sick, including those with heart disease or high blood pressure, the old and the young are more vulnerable to heat-related illnesses. They should pay special attention," the spokesman added.

The public should adopt the following precautions:

- Wear loose and light-coloured clothing to reduce heat absorption and facilitate sweat evaporation and heat dissipation;
- Avoid vigorous exercise and prolonged activities like hiking or trekking as heat, sweating and exhaustion can place additional demands on the physique;
- Perform outdoor activities in the morning or late afternoon;
- For indoor activities, open all windows, use a fan or use air-conditioning to maintain good ventilation; and
- Reschedule work to cooler times of the day.

If working in a hot environment is inevitable, introduce shade in the workplace where practicable. Start work slowly and pick up the pace gradually. Move to a cool area for rest at regular intervals to allow the body to recuperate.

The public should also note the latest and the forecast Ultraviolet (UV) Index released by the Hong Kong Observatory (HKO). When the UV Index is high (6 or above):

- Minimise direct exposure of the skin and the eyes to sunlight;
- Wear long-sleeved and loose-fitting clothes;
- Wear a wide-brimmed hat or use an umbrella;
- Seek a shaded area or put on UV-blocking sunglasses;
- Apply a broad-spectrum sunscreen lotion with a Sun Protection Factor (SPF) of 15 or above. Apply liberally and reapply after swimming, sweating or toweling off; and
- While using DEET-containing insect repellents for personal protection against mosquito-borne diseases, apply sunscreen first, then insect repellent.

If symptoms develop, such as dizziness, headache, nausea, shortness of breath or confusion, rest and seek help immediately, and seek medical advice as soon as possible.

The public may obtain more information from the DH's Health Education Infoline (2833 0111), [heat stroke](#) page and [UV radiation](#) page; the HKO's Dial-a-Weather (1878 200), latest [weather and forecast](#), [UV Index](#) and weather information for [hiking and mountaineering](#); and [press releases](#) of the Labour Department on precautions against heat stroke for outdoor workers and their employers when the Very Hot Weather Warning is in force.