



社會福利署

Social Welfare Department

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致：各殘疾人士院舍／康復服務單位主管

### 「本港發現一宗含有 H5N1 禽流感病毒的雞隻屍體樣本」通告

鑑於本港一個雞隻屍體樣本經測試後發現含有 H5N1 高致病性禽流感病毒，政府根據現行的禽流感應變計劃，宣布本港禽流感的應變級別由「戒備」提升至「嚴重」級別。衛生防護中心提醒各服務單位應加強感染控制措施，預防禽流感及其他呼吸道傳染病在單位內爆發。詳情請參閱隨函夾附由該中心發出的通告及由本署發出的「預防禽流感擴散指引」和相關附件。

如察覺出現流感／呼吸道傳染病徵狀的服務使用者增加，請盡早通知衛生防護中心（傳真：2477 2770，電話：2477 2772）及本署相關負責單位（詳見「預防禽流感擴散指引」內的支援／查詢電話）。

社會福利署署長

（ 郭李夢儀



代行 )

二零一一年十二月二十二日

副本呈送：

香港社會服務聯會總主任（復康服務）

香港私營復康院舍協會主席

本署檔號 Our Ref. : (36) in DH SEB CD 8/6/1 Pt. 27

各位院舍 / 宿舍主管 / 感染控制主任：

### **雞隻屍體樣本確定感染H5N1禽流感**

我們特函通知閣下於二零一一年十二月二十日在長沙灣臨時家禽批發市場發現的一個雞隻屍體樣本，經測試後發現含有H5N1高致病性禽流感病毒。政府現正追尋該隻死雞的來源。截至目前為止，本中心並未錄得相關的人類感染個案。

政府已把「流感大流行應變計畫」的架構下的應變級別由「戒備」提升至「嚴重」。

H5N1 禽流感病毒是甲型流感的一種，主要影響禽鳥類動物，但人類偶爾亦可透過與受感染的禽鳥近距離接觸而受感染。香港在一九九七年首次出現人類感染H5N1禽流感的個案。截至今天為止，香港錄得21宗人類感染H5N1禽流感的個案，當中包括一九九七年的18宗、二零零三年的2宗及二零一零年的1宗。

市民可採取以下措施預防禽流感：

- 應盡量避免接觸雀鳥和家禽及其糞便，因染病的雀鳥和家禽的糞便中可能會帶有病毒；
- 如曾接觸雀鳥或家禽及其糞便，要立刻用梘液和清水徹底洗手；
- 保持雙手清潔，並用正確方法洗手；
- 打噴嚏或咳嗽時應掩住口鼻，並用紙巾把痰或分泌物包好及妥善棄於有蓋垃圾桶內。其後用梘液和清水洗手；
- 增強身體抵抗力及實踐健康生活。均衡飲食、適量運動、充足休息，減輕壓力和避免吸煙，都是增強抵抗力的方法；
- 進食家禽肉類和蛋前應徹底煮熟；
- 保持良好的環境衛生；
- 確保室內空氣流通；
- 如身體不適，最好避免前往人多擠迫、空氣流通情況欠佳的公眾地方；
- 如出現發燒或呼吸道的徵狀，應立即向醫生求診。



另外，最近在學校檢獲兩隻感染H5N1禽流感的雀鳥屍體。我們亦藉此機會提醒院舍應採取適當措施處理雀鳥屍體。如欲了解詳細資料，可瀏覽網址：[www.chp.gov.hk/files/pdf/Handling\\_of\\_Dead\\_Birds\\_Chi.pdf](http://www.chp.gov.hk/files/pdf/Handling_of_Dead_Birds_Chi.pdf)

如發現員工或院友如出現發燒或流感樣病徵時，應建議他們儘早求醫。受影響的員工或院友應避免回到院舍。

如發現出現上呼吸道感染症狀或缺席的職員或院友人數增加，請通知本中心傳染病中央呈報辦公室(傳真號碼: 2477 2770，電話號碼: 2477 2772)，以便及早進行流行病學調查及防控措施。

有關更多禽流感的資料，可瀏覽衛生防護中心網頁 (<http://www.chp.gov.hk>)。

衛生署衛生防護中心總監



(張竹君醫生代行)

二零一一年十二月二十一日



衛生防護中心乃衛生署  
轄下執行疾病預防  
及控制的專業架構  
*The Centre for Health  
Protection is a  
professional arm of the  
Department of Health for  
disease prevention and  
control*

本署檔號 Our Ref. : (36) in DH SEB CD 8/6/1 Pt. 27

21 December 2011

Dear Manager / Infection Control Officer of Residential Care Home,

**Confirmation of a Chicken Carcass Sample  
with H5N1 Avian Influenza Infection**

We are writing to inform you that a chicken carcass sample taken from the Cheung Sha Wan Temporary Wholesale Poultry Market was tested positive of the highly pathogenic H5N1 avian influenza virus on 20 December 2011. The Government is tracing the source of the chicken carcass. No human cases have been detected in relation to this incident so far.

The Government has raised the influenza response level under the Framework of Government's Preparedness Plan for Influenza Pandemic from "Alert" to "Serious".

Avian influenza (H5N1) is one type of Influenza A viruses. It mainly affects birds and poultry. Occasionally, it can be transmitted to human if a person has close contact with infected birds/poultry. In Hong Kong, human H5N1 infection first reported in 1997. As of today, there were 21 human H5N1 infections reported, including 18 in 1997, 2 in 2003 and 1 in 2010.

To prevent avian influenza, the following measures are advised:

- Avoid touching poultry, birds or their droppings, because they may carry the avian influenza virus;
- Wash hands thoroughly with liquid soap and water immediately in case of contact with poultry, birds or their droppings;
- Keep hands clean and wash hands properly;
- Cover nose and mouth while sneezing or coughing. Dispose sputum or secretions wrapped in tissue paper into rubbish bins with lids. Wash hands with liquid soap and water afterwards;
- Build up good body resistance and have a healthy lifestyle. This can be achieved through a balanced diet, regular exercise, adequate rest, reducing stress and no smoking;
- Poultry and eggs should be thoroughly cooked before eating;



- Maintain good environmental hygiene;
- Maintain good indoor ventilation;
- Avoid crowded places with poor ventilation if feeling unwell; and
- Seek medical advice if fever or respiratory symptoms develop.

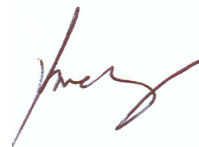
Separately, two bird carcasses with H5N1 avian influenza infection were found in schools recently. We would like to take this opportunity to remind institutions to take appropriate precautions in handling bird carcasses. You may wish to find the relevant details at [http://www.chp.gov.hk/files/pdf/Handling\\_of\\_Dead\\_Birds\\_Eng.pdf](http://www.chp.gov.hk/files/pdf/Handling_of_Dead_Birds_Eng.pdf)

Staff or residents who develop symptoms of fever or influenza-like illness should seek medical advice early. The affected staff and residents should avoid returning to the institution.

If you notice any increase in respiratory illnesses or absenteeism among your staff or residents, please report to our Central Notification Office (Tel: 2477 2772; Fax: 2477 2770) for immediate epidemiological investigations and outbreak control.

More information on Avian Influenza is available at CHP website (<http://www.chp.gov.hk>).

Yours faithfully,



(Dr SK Chuang)  
for Controller, Centre for Health Protection  
Department of Health



# 社會福利服務單位 預防禽流感擴散指引

此指引適用於提供訓練及照顧服務的日間中心，即幼兒中心、特殊幼兒中心、展能中心、庇護工場、精神病康復者訓練及活動中心、為視障人士而設的康復及訓練中心和長者日間護理中心。

各服務單位應保持警覺，密切留意社會福利署、衛生署及其他相關部門的最新指引，並制訂切合服務單位情況的應變措施。

社會福利署

二零零五年四月

(二零一一年十二月更新了有關網址、查詢電話及時間)

## 1. 公民教育 — 預防禽流感擴散，由服務單位做起

- 1.1 服務單位應向全體員工及服務使用者說明個人和環境衛生對預防傳染病，特別是預防傳染禽流感的重要性，指出如果禽流感在香港擴散會引致的嚴重後果，強調預防禽流感擴散是每一個市民應盡的社會責任，並鼓勵員工及服務使用者無論自己或家屬懷疑染上禽流感，必須即時求診，並通知有關的服務單位和衛生署。
- 1.2 在活動中加入預防傳染病／禽流感的有關課題，用多元化的學習方式，增加員工及服務使用者對這個問題的認識和關注。此外，應要求員工及服務使用者身體力行，注意個人和環境衛生，避免傳染，並把信息帶給親友。
- 1.3 安排講座或透過通訊，把上述信息傳達給員工、服務使用者及其家屬，並把衛生署及本署或其他有關機構印發的單張或有關資料，例如衛生署及本署的電話熱線及網址等，分發給他們。

## 2. 預防措施

- 2.1 服務單位應依據本署就預防禽流感擴散發出的最新指引及衛生署擬備的健康指引（這些資料可分別從本署網頁 [www.swd.gov.hk](http://www.swd.gov.hk)和衛生署網頁 [www.chp.gov.hk](http://www.chp.gov.hk)下載），制訂服務單位的預防傳染病及應變措施。服務單位應把這些措施通知全體員工及服務使用者，並應特別說明禽流感的病徵，指出如他們發熱，便不應出席活動及必須即時求診。服務使用者留在服務單位的期間如感到不適，特別是發熱及／或出現咳嗽和打噴嚏等呼吸道病徵，便應戴上口罩，避免參與室內或室外的集體活動；服務單位宜安排病者到獨立房間休息，而服務使用者的照顧者亦應戴上口罩。其後，服務單位最好安排這些服務使用者在家屬陪同下回家；如他們感到嚴重不適，則應送他們往附近醫院的急症室診治。員工如感到不適，服務單位應鼓勵他們

求診及留在家中休息。

- 2.2 服務單位應不時提醒員工和服務使用者留意自己及其他服務使用者的健康狀況，如有不適，應立即通知服務單位的主管。此外，亦須提醒員工及服務使用者不應與他人共用餐具或共享食物和飲料，以免受到感染。
- 2.3 服務單位應保持環境清潔及空氣流通。要經常打開窗戶；如用空調，應經常清洗隔塵網。員工及服務使用者常觸摸的物品和器材，應定期用一份家用漂白水混和99份清水拭抹，而金屬物品應以70%濃度酒精消毒。如服務單位安排車輛接送服務使用者，亦應同樣確保車廂清潔衛生。
- 2.4 洗手間應備梘液，不應用公共毛巾，並張貼指示，要求員工及服務使用者用梘液洗手，以防傳染。
- 2.5 舉行集體活動時，須考慮場地要空氣流通，不宜擠迫，並勸諭身體不適的員工及服務使用者避免參加活動。所有器材和遊戲組合使用後，應徹底清潔才收起或讓其他小組使用。
- 2.6 備存員工及服務使用者的病假記錄，以及預先徵求員工及服務使用者／家屬同意可披露個人資料，例如姓名及電話號碼，以備有需要時交衛生署調查及跟進。
- 2.7 遇有特別情況，例如有呼吸道感染病徵的員工／服務使用者人數不尋常地增加時，應立即通知衛生署衛生防護中心及本署的相關服務科／幼兒中心督導組（見第5.2段）。

3. 警覺措施 — 員工／服務使用者沒有出現病徵，但識別為在服務單位以外地方可能曾經接觸禽流感患者染病源頭／與禽流感患者有密切接觸\*（以衛生署衛生防護中心所訂定義為準）的人士

3.1 所有可能曾經接觸禽流感患者染病源頭／與禽流感患者有密切接觸的人士，會在最近一次接觸禽流感患者染病源頭／禽流感患者起，接受最多七天的隔離<sup>6</sup>。

3.2 服務單位應在單位內的當眼位置張貼告示，提醒員工及服務使用者，假如他們被識別為在服務單位以外地方可能曾經接觸禽流感患者染病源頭／與禽流感患者有密切接觸的人士，即使沒有出現病徵，亦須立即通知服務單位。服務單位應作出安排，使可能曾經接觸禽流感患者染病源頭／與患者有密切接觸的人士在接受隔離期間停止工作／參與服務單位的活動，而服務單位可把在這種情況下缺勤／缺席視作病假處理。如有需要，服務單位可透過該名員工／服務使用者向衛生署領取病假證明書，然後通知本署相關服務科／幼兒中心督導組。

3.3 服務單位如透過其他渠道得知有員工／服務使用者被識別為可能曾經接觸患者染病源頭／與患者有密切接觸的人士，應與有關的員工／服務使用者核實消息。在取得員工書面同意衛生

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\* 可能曾經接觸患者染病源頭的人士，是指可能曾經接觸疑似／證實人類感染個案中患者染病源頭的人士，包括在旅途中可能曾經接觸患者染病源頭的人士或家禽農場／市場／零售店的工人。接觸染病源頭的危險期需視乎個別個案而定。

曾與患者有接觸的人士，是指在感染期內曾經接觸疑似／證實人類感染個案中患者的人士；感染期指病徵出現前一天至病徵出現後七天（成人個案）或21天（12歲或以下兒童個案）的期間。

與患者有密切接觸的人士，是指曾與疑似／證實人類感染個案中患者有接觸的人士，而兩者的接觸屬危險接觸，包括曾經照顧患者，與患者同住，直接接觸過患者的呼吸道分泌物、體液及／或排泄物，或在一米內與患者有面對面的接觸。與患者有密切接觸的人士包括曾經照顧患者而沒有使用適當個人防護裝備的護理人員。

<sup>6</sup> 曾與病症有接觸的人士均須接受隔離。為控制禽流感，可能曾經接觸禽流感患者染病源頭／與禽流感患者有密切接觸的人士均須在監察期間接受隔離。

署向服務單位發放有關資料後，服務單位亦可向衛生署求證。其後，服務單位應依據上文第3.2段的規定採取行動。

- 3.4 通知全體員工、服務使用者及其家屬／照顧者，讓他們了解情況以釋疑慮。服務單位應發出以下兩封信件：

	對象	內容	備註
1.	接受隔離的服務使用者，或其家屬／照顧者	(1) 說明原因，並提醒他／她密切留意服務使用者的健康狀況。 (2) 說明服務單位可提供的支援服務。	信件樣本由本署提供（見附件一及二）。服務單位可斟酌實際情況，加以增刪、修訂。
2.	其他服務使用者及其家屬／照顧者	(1) 通知他們有關情況。 (2) 提醒他們採取預防呼吸道傳染病的措施。	

- 3.5 作為一項預防措施，服務單位應在可能曾經接觸患者染病源頭／與患者有密切接觸的人士接受隔離期間，清洗和消毒服務單位範圍及常用設施，第一次可使用一份家用漂白水混和49份清水清潔和消毒（金屬物品應以70%濃度酒精消毒），其後則每日用一份家用漂白水混和99份清水清潔和消毒。此外，服務單位亦應提醒全體員工及服務使用者採取上文第2段所述的預防措施。

- 3.6 服務單位應密切留意其他員工／服務使用者的健康狀況。任何員工或服務使用者如出現禽流感病徵，例如發熱或呼吸道病徵，便應戴上口罩，避免返回服務單位及即時求診。

- 3.7 員工及服務使用者如有精神或心理壓力，服務單位應加以輔導。

#### 4. 緊急措施 — 有員工／服務使用者被列作疑似或證實感染禽流感個案患者

4.1 如禽流感患者最近一次前往服務單位是在不足七天之前，衛生署會建議服務單位由患者最近一次前往該服務單位的日期起計，停止開放最多七天（如個別服務單位有需要，應與衛生署及本署商討局部開放服務單位的可能）

4.1.1 服務單位應向衛生署提供員工及服務使用者名單，以便追查接觸者。衛生署會進行評估，以確定他們屬哪一類人士，即可能曾經接觸患者染病源頭／與患者有密切接觸／與患者有社交接觸<sup>#</sup>的人士。

4.1.1.1 如有員工被識別為可能曾經接觸患者染病源頭／與患者有密切接觸的人士，因而須接受隔離，服務單位應安排他們在隔離期間停止工作。

4.1.2 通知全體員工、服務使用者及其家屬／照顧者，讓他們了解情況以釋除疑慮。服務單位應發出以下兩封信件：

信件	對象	內容	備註
1.	在家中接受隔離的服務使用者，或其家屬／照顧者	(1) 說明原因，並提醒他／她密切留意服務使用者的健康狀況。 (2) 說明服務單位可提供的支援服務。	信件樣本由本署提供（見附件一及三）。服務單位可斟酌實際情況，加以增刪、修訂。

<sup>#</sup> 與患者有社交接觸的人士，是指曾與患者有接觸但不符合與患者有密切接觸人士定義的人士。

信件	對象	內容	備註
2.	其他服務使用者及其家屬／照顧者	(1) 通知他們有關情況。 (2) 提醒他們留意服務使用者的健康狀況。如留意到他們有任何禽流感的病徵，應建議他們求診和通知服務單位及衛生署。	

4.1.3. 服務單位應按上文第3.5段所述指引，清洗和消毒服務單位範圍和常用設施。

4.1.4 提醒全體員工及服務使用者在服務單位暫停開放期間，如他們出現任何禽流感病徵，應立即通知服務單位及衛生署，並戴上口罩和就診。當衛生署認為服務單位適合重新開放後，服務單位仍應避免讓不適的員工或服務使用者，尤其是有發熱、咳嗽等病徵的人士返回服務單位。

4.1.5 員工及服務使用者如有精神或心理壓力，服務單位應加以輔導。

4.1.6 如衛生署認為有需要延長服務單位停開期，該服務單位應視乎情況所需，通知本署相關服務科／幼兒中心督導組、服務使用者及其家屬／照顧者。

4.2 如染上禽流感的員工或服務使用者停止返回服務單位已超過七天，而服務單位內其他人士均沒有禽流感病徵，服務單位可照常開放。

4.2.1 服務單位可照常開放，但應密切留意員工及服務使用者的健康狀況，如情況有異，應立即通知衛生署及本署相

關服務科／幼兒中心督導組。

- 4.2.2 服務單位應按衛生防護中心的指示，清洗和消毒服務單位範圍及常用設施。此外，服務單位亦應提醒全體員工及服務使用者採取預防措施。
- 4.2.3 通知全體服務使用者及其家屬／照顧者有關情況，藉以釋除他們的疑慮，同時提醒家屬／照顧者要注意服務使用者的健康狀況。
- 4.2.4 遇有特別情況，服務單位如欲暫停開放，應與衛生署及本署相關服務科／幼兒中心督導組討論有關情況。

## 5. 支援／查詢

### 5.1 衛生署

衛生防護中心	: 2477 2772
衛生防護中心網頁	: <a href="http://www.chp.gov.hk">www.chp.gov.hk</a>
中央健康教育組 (衛生署24小時健康教育錄音熱線)	: 2833 0111
衛生署網頁	: <a href="http://www.dh.gov.hk">www.dh.gov.hk</a>

### 5.2 社會福利署

24小時社會福利署電話熱線	: 2343 2255
幼兒中心督導組查詢電話	: 2835 2016
家庭及兒童福利科查詢電話	: 2892 5177
青年及感化服務科查詢電話	: 2892 5130
康復及醫務社會服務科查詢電話	: 2891 6379
安老服務科查詢電話	: 2892 5400

(各服務科／幼兒中心督導組接聽查詢時間：

星期一至五：上午8:45 - 下午1:00

下午2:00 - 下午6:00)

社會福利署網頁	: <a href="http://www.swd.gov.hk">www.swd.gov.hk</a>
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## 由服務單位向須接受隔離 的服務使用者或其家屬／照顧者發出的信件樣本

<姓名>先生／女士：

根據衛生署的規定，在人類感染禽流感個案中，被識別為可能曾經接觸患者染病源頭／與患者有密切接觸\*的人士，必須接受隔離。現促請你遵守這項指示。在接受隔離期間，務請留意<自己／你的服務使用者與收信人的關係>的健康狀況，如發現有呼吸道感染病徵，特別是發熱，請立即通知本服務單位（電話號碼：\_\_\_\_\_）和衛生署（電話號碼：\_\_\_\_\_ [由衛生防護中心的負責人提供]）。

<如適用的話，請說明服務單位可提供的支援服務類別。>  
如有查詢，請致電<服務單位電話號碼>與<負責職員>聯絡。

<服務單位名稱>主任

<主任姓名><簽署>

二零零五年\_\_\_\_\_月\_\_\_\_\_日

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\* **可能曾經接觸患者染病源頭的人士**，是指可能曾經接觸疑似／證實人類感染個案中患者染病源頭的人士，包括在旅途中可能曾經接觸患者染病源頭的人士或家禽農場／市場／零售店的工人。接觸染病源頭的危險期需視乎個別個案而定。

**曾與患者有接觸的人士**，是指在感染期內曾經接觸疑似／證實人類感染個案中患者的人士；感染期指病徵出現前一天至病徵出現後七天（成人個案）或21天（12歲或以下兒童個案）的期間。

**與患者有密切接觸的人士**，是指曾與疑似／證實人類感染個案中患者有接觸的人士，而兩者的接觸屬危險接觸，包括曾經照顧患者，與患者同住，直接接觸過患者的呼吸道分泌物、體液及／或排泄物，或在一米內與患者有面對面的接觸。與患者有密切接觸的人士包括曾經照顧患者而沒有使用適當個人防護裝備的護理人員。

**有員工／服務使用者被識別為可能曾經接觸患者染病源頭／與患者有密切接觸的人士時，致所有其他服務使用者及其家屬／照顧者的信件樣本**

各位服務使用者／家屬／照顧者：

我們得悉本服務單位有一名員工／服務使用者，在人類感染禽流感個案中，被識別為可能曾經接觸患者染病源頭／與患者有密切接觸的人士\*。為了防止疾病在單位內擴散和確保其他人的健康和 safety，衛生署已要求該名人士接受隔離以及停止返回服務單位，直至〈日期〉為止。與此同時，我們已按衛生署的指示，採取預防措施以加強服務單位的清潔工作。

現再次呼籲各位服務使用者及家屬／照顧者採取下列預防禽流感感染的措施：

- 避免接觸活雀鳥或家禽或其糞便，因為它們可能帶有禽流感病毒；
- 在接觸活雀鳥或家禽或其糞便後，應立即用梘液和水徹底洗手；
- 家禽和蛋應徹底煮熟後才食用；

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\* 可能曾經接觸患者染病源頭的人士，是指可能曾經接觸疑似／證實人類感染個案中患者染病源頭的人士，包括在旅途中可能曾經接觸患者染病源頭的人士或家禽農場／市場／零售店的工人。接觸染病源頭的危險期需視乎個別個案而定。

**曾與患者有接觸的人士**，是指在感染期內曾經接觸疑似／證實人類感染個案中患者的人士；感染期指病徵出現前一天至病徵出現後七天（成人個案）或21天（12歲或以下兒童個案）的期間。

**與患者有密切接觸的人士**，是指曾與疑似／證實人類感染個案中患者有接觸的人士，而兩者的接觸屬危險接觸，包括曾經照顧患者，與患者同住，直接接觸過患者的呼吸道分泌物、體液及／或排泄物，或在一米內與患者有面對面的接觸。與患者有密切接觸的人士包括曾經照顧患者而沒有使用適當個人防護裝備的護理人員。

- 注意均衡飲食，定時運動，有足夠休息，減輕壓力和避免吸煙，以增強身體的抵抗力；
- 保持良好的個人衛生習慣，打噴嚏、咳嗽和清潔鼻子後要洗手；
- 保持空氣流通；
- 避免前往人煙稠密的地方；如有需要前往人煙稠密的地方，逗留期間應戴上口罩；
- 如有呼吸道感染病徵，特別是發熱，應盡早求診和戴上口罩。

如欲查詢更多有關禽流感的資料，請致電2833 0111（衛生署熱線）或2343 2255（社會福利署熱線）。

<服務單位名稱>主任

<主任姓名><簽署>

二零零五年\_\_\_\_月\_\_\_\_日

有員工／服務使用者被列作疑似／證實感染禽流感個案患者  
時，致所有其他服務使用者及其家屬／照顧者的信件樣本

各位服務使用者和家屬／照顧者：

我們於\_\_\_\_\_月\_\_\_\_\_日收到衛生署通知，本服務單位的一名〈員工／服務使用者〉被列作〈疑似／證實〉感染禽流感個案患者。該名人士最近一次曾於〈日期〉到本服務單位。

為避免禽流感在本單位擴散，衛生署指示本單位由即日起停止開放至最早〈日期〉為止，以渡過禽流感的七天潛伏期。本單位將於監察期屆滿後重新開放。與此同時，我們已依照衛生署的指示，消毒單位內所有範圍。

在單位停止開放期間，服務使用者如有任何呼吸道感染病徵，特別是發熱，應立即求診和戴上口罩。如發現以上病徵，請通知本單位（電話號碼：\_\_\_\_\_）及衛生署（電話號碼：\_\_\_\_\_ [由衛生防護中心的負責人提供]）。

本單位與衛生署會繼續密切留意單位內員工及服務使用者的健康狀況，並於\_\_\_\_\_月\_\_\_\_\_日上／下午\_\_\_\_\_時在〈地點〉舉辦健康講座，向員工及服務使用者提供健康指導，讓他們了解事件及獲得最新的資料。

<服務單位名稱>主任

<主任姓名><簽署>

二零零五年\_\_\_\_\_月\_\_\_\_\_日

## **Guidelines on the Prevention of the Spreading of Avian Influenza in Social Welfare Service Units**

"These guidelines apply to day centres providing training and care, i.e. child care centres, special child care centres, day activity centres, sheltered workshops, training and activity centres for ex-mentally ill, rehabilitation and training centre for the visually-impaired and day care centres for the elderly."

All service units should stay alert, be aware of the latest guidelines given by Social Welfare Department, Department of Health and other relevant departments, and draw up their own contingency measures pertinent to their setting.

Social Welfare Department

April 2005

(Updated in December 2011 as regards relevant websites, enquiry numbers and service hours)

## **1. Civic Education – Prevention of the Spreading of Avian Influenza Starts with the Service Units**

- 1.1 Service units should explain to all staff and service users the importance of personal and environmental hygiene in preventing infectious diseases, in particular the infection of avian influenza. State the serious consequences of the spreading of avian influenza in Hong Kong. Emphasize the fact that preventing its spread is the social responsibility of everyone in the community, and encourage the staff and service users to consult their doctors promptly and notify the service units concerned and Department of Health (DH) in case of any suspected case of avian influenza.
- 1.2 Include relevant topics on the prevention of infectious disease / avian influenza in activities. Adopt diverse learning modes to enhance awareness and concern among staff and service users. They should be reminded to put their knowledge into practice and to heed personal and environmental hygiene in order to avoid infection, and furthermore, convey the message to relatives and friends.
- 1.3 Disseminate the message to staff, service users and their family members through seminars or newsletters, and distribute to them leaflets or relevant materials published by the DH and Social Welfare Department (SWD) or other organisations concerned. Service users and their family members should be provided with such information as the hotline numbers and websites of DH and SWD, etc.

## **2. Precautionary Measures**

- 2.1 Service units should draw up precautionary and contingency measures on the basis of the latest guidelines issued by SWD on the prevention of the spreading of avian influenza as well as the health advices issued by DH (such information can be downloaded from the Homepage of SWD and DH: [www.swd.gov.hk](http://www.swd.gov.hk) and [www.chp.gov.hk](http://www.chp.gov.hk)). All staff and service users should be informed of these measures and in particular be advised of the symptoms of avian influenza. It should be highlighted that, if fever develops, they should not attend activities and must consult their doctors immediately. If the service users are unwell, especially having fever and / or respiratory symptoms such as coughing, sneezing, while they are attending the service unit, they should wear a mask, avoid participating in indoor or outdoor group activities, be sent to an isolated place for rest, carers for these service users should also wear a mask. These service users should then be sent home preferably

accompanied by a family member or to the Accident and Emergency Department of a nearby hospital (if seriously ill) and consult a doctor. For staff, they should be sent home and consult their doctor.

- 2.2 Service units should always remind their staff and service users to be aware of their own physical condition as well as other users'. If they are unwell, they should inform the supervisors of the service unit immediately. Staff and service users should also be reminded not to share tableware, food and drinks with others to avoid infection.
- 2.3 Maintain good cleanliness and ventilation in the service units. Windows should be kept open. Air filters should be cleaned frequently for air-conditioned environment. Objects and equipment frequently touched by staff and service users should be wiped with 1 part of household bleach solution diluted in 99 part water regularly. Metal objects should be disinfected with 70% alcohol. If a vehicle is used to carry service users, good cleanliness and sanitation of the vehicle compartment should be ensured as well.
- 2.4 Liquid soap should be provided in the toilets. Public towels should not be used. Notices should be posted inside the toilets requiring staff and service users to use liquid soap for hand washing to avoid infection.
- 2.5 In organising group activities, good ventilation of the venue should be taken into account. Crowdedness should be avoided. Staff and service users who are unwell should be advised to avoid participating in the activities. Clean all equipments and game sets thoroughly before putting away or used by other groups.
- 2.6 Keep an up-to-date sick leave record of staff and service users and obtain the prior consent of staff and service users / family members for the release of personal data, such as names and telephone numbers to DH for investigation and follow-up action as and when necessary.
- 2.7 In case of an unusual increase in the number of staff / service users having respiratory tract infection symptoms, the Centre for Health Protection (CHP) of DH and the relevant Service Branches / Child Care Centres Advisory Inspectorate of SWD should be notified immediately (see Paragraph 5.2).

### 3. Alert Measures – Staff / Service Users Display No Symptom But Identified to be Collaterals / Close Contacts\* (as defined by CHP / DH) of Avian Influenza Patients Outside the Service Units

- 3.1 All Collaterals / Close Contacts will be put under confinement<sup>δ</sup> for up to 7 days since last exposure to the same source of infection as the case / last contact with the avian influenza patient respectively.
- 3.2 Service units should post a notice at prominent locations to remind their staff and service users to inform the units immediately if they, even when they display no symptom, are identified to be Collaterals / Close contacts with avian influenza patients outside the service units. Service units should facilitate the Collaterals / Close Contacts in staying away from work / activities of the service units during the confinement period. Such absence can be recorded as sick leave by the service unit and, if necessary, sick leave certificate can be obtained from DH through the staff / service user concerned. The unit should then notify the respective Service Branches / Child Care Centres Advisory Inspectorate of SWD.
- 3.3 If a service unit has learned from other channels that its staff / service users are identified to be Collaterals / Close Contacts, the unit should confirm the information with the staff / service user concerned. The unit may also approach DH for confirmation with written consent from the staff for DH to release the relevant information to the unit. The unit should then take action in accordance with Paragraph 3.2 above.
- 3.4 Inform all staff, service users, their family members / carers of the situation. By doing so, their anxieties may be relieved. The service unit should issue two letters:

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\* **Collaterals** are people who are at risk of exposing to the same source as the probable / confirmed human case. They may include travel collaterals or co-workers in poultry farm / market / retail outlet. The period of at risk of exposing to the source will be decided on a case-by-case basis.

**A Contact** is defined as a person who had been in contact with the probable / confirmed human case during the infectious period i.e. from 1 day before onset of symptoms to 7 days after onset of symptoms if the case is an adult or to 21 days if the case is child  $\leq$  12 years of age.

**Close Contacts** of the probable / confirmed human case are defined as a Contact who had risky exposures including having cared for, lived with or had direct contact with the respiratory secretions, body fluids and / or excretions of the case, or had face-to-face (within 1 metre) contact of the case. Close Contacts include care workers who had taken care of the case without appropriate personal protective equipment (PPE).

<sup>δ</sup> Confinement applies to people who have been exposed to an illness. For avian influenza control, Collaterals / Close Contacts are put under confinement during the surveillance period.

Letter	Target	Content	Remarks
1.	The service user who is put under confinement or his / her family member / carer	(1) State the reason and remind him / her to keep close watch of the service user's health condition. (2) State the support the service unit could provide.	Sample letters are provided by SWD (Annexes 1 and 2). Adjustments can be made according to the actual situation at the discretion of the service units.
2.	Other service users and their family members / carers	(1) Inform them of the situation. (2) Remind them to take precautionary measures to prevent respiratory tract infections.	

3.5 As a precautionary measure, while the Collaterals / Close contacts are being under confinement, the service unit may cleanse and disinfect the unit premises and commonly used equipment using 1 part of household bleach solution diluted in 49 part water for the first time (Metal objects should be disinfected with 70% alcohol) and thereafter 1 part of household bleach solution diluted in 99 part water daily. All staff and service users should also be reminded to follow the precautionary measures under paragraph 2.

3.6 The service unit should keep a close watch on the health condition of other staff / service users. If any staff or service users develop symptoms of avian influenza, such as fever or respiratory symptoms, they should wear a mask, stop attending the units and seek medical help promptly.

3.7 The service unit should provide counselling to staff and service users who bear mental or psychological stress.

#### **4. Contingency Measures – Staff / Service Users Become Probable or Confirmed Avian Influenza Cases**

4.1 If the last day of stay of the avian influenza patient at the service unit is less than 7 days, DH will advise the service unit to suspend operation for up to 7 days since the avian influenza patient last stayed at the service unit (if so needed, individual service unit may discuss with DH and SWD on the possibility of partial opening of the service unit)

4.1.1 The service unit should facilitate DH in contact tracing by providing a

list of staff and service users. DH will conduct an assessment to define if they are Collaterals / Close Contacts / Social Contacts<sup>#</sup>.

4.1.1.1 If some staff members are identified to be Collaterals / Close Contacts and have to be put under confinement, the service unit should facilitate them in staying away from work during the confinement period.

4.1.2 Inform all staff, service users, their family members / carers of the situation. By doing so, their anxieties may be relieved. The service unit should issue two letters:

Letter	Target	Content	Remarks
1.	The service user who is put under home confinement or his / her family member / carer	(1) State the reason and remind him / her to keep close watch of the service user's health condition. (2) State the support the service unit could provide.	Sample letters are provided by SWD (Annexes 1 and 3). Adjustments can be made according to the actual situation at the discretion of the service units.
2.	Other service users and their family members / carers	(1) Inform them of the situation. (2) Remind them to keep watch of the health condition of the service users. Advise them to consult the doctors and inform the service unit and DH if any symptom of the illness is observed.	

4.1.3 The service unit should cleanse the unit premises and commonly used equipment according to paragraph 3.5.

4.1.4 Remind all staff and service users that during the period when the service is suspended, they should inform the service unit and DH without delay, wear a mask, and seek medical treatment accordingly if there are any symptoms of the illness. When DH considers it appropriate to reopen the service unit, staff or service users who are sick, especially those with symptoms such as fever and cough, etc., should still be discouraged from returning to the service unit.

4.1.5 The service unit should provide counselling to staff and service users

<sup>#</sup> **Social Contacts** are Contacts but do not fit the definition of Close Contacts.

who bear mental or psychological stress.

- 4.1.6 If DH considers it necessary to extend the period of suspension, the service unit should inform the concerned Service Branch / Child Care Centres Advisory Inspectorate of SWD and service users as well as their family members / carers as appropriate.
- 4.2 If the infected staff member or service user last stayed at the service unit more than 7 days ago, and no other person in the service unit displays symptoms of the disease, the service unit may stay open as usual.
    - 4.2.1 The service unit may stay open as usual but the health condition of all staff and service users should be closely monitored. If the situation changes, DH and the relevant Service Branches / Child Care Centres Advisory Inspectorate of SWD should be notified immediately.
    - 4.2.2 The service unit should cleanse and disinfect the unit premises and commonly used equipment as instructed by CHP. All staff and service users should be reminded to take precautionary measures.
    - 4.2.3 Inform all service users and their family members / carers of the situation so that their anxieties may be relieved. Family members / carers should also be reminded to be alert of the physical condition of the service users.
    - 4.2.4 In the event of special circumstances where service unit intends to suspend its operation, it should discuss with DH and the relevant Service Branches / Child Care Centres Advisory Inspectorate of SWD.

## 5. Support / Enquiries

### 5.1 Department of Health

The Centre for Health Protection (CHP) : 2477 2772

Website of CHP : [www.chp.gov.hk](http://www.chp.gov.hk)

Central Health Education Unit : 2833 0111  
(24-hour pre-recorded health education hotline  
of DH)

Website of DH : [www.dh.gov.hk](http://www.dh.gov.hk)

### 5.2 Social Welfare Department

SWD 24-hour hotline : 2343 2255

Enquiry telephone number of Child Care : 2835 2016  
Centres Advisory Inspectorate

Enquiry telephone number of the Family and : 2892 5177  
Child Welfare Branch

Enquiry telephone number of the Youth and : 2892 5130  
Corrections Branch

Enquiry telephone number of the Rehabilitation : 2891 6379  
and Medical Social Services Branch

Enquiry telephone number of the Elderly : 2892 5400  
Branch

(Service hours of enquiry telephone services of the Service Branches / Child  
Care Centres Advisory Inspectorate:

Monday to Friday: 8:45 am - 1:00 pm  
2:00 pm - 6:00 pm)

Website of SWD : [www.swd.gov.hk](http://www.swd.gov.hk)

**(Sample Letter from the Service Unit to the Service User Who is Put Under  
Confinement or his / her Family Member / Carer )**

<Date>

Dear Sir / Madam,

Any person who is identified to be a Collateral / Close Contact\* of a human case of avian influenza is required by the Department of Health to be put under confinement. I urge you to comply with the direction. During the confinement period, you should keep in view of <your / relationship between the service user and the recipient of this letter> physical condition, and inform us (Telephone No. ) and the Department of Health (Telephone No. ) promptly if any symptom of respiratory tract infections, in particular fever, is noticed.

< if applicable please add here the types of support the service unit can provide>

In case of enquiry, please contact <the responsible staff> at <telephone number of the service unit>.

Yours sincerely,

<Signature of Supervisor>

Supervisor, <Name of Service Unit>

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\* **Collaterals** are people who are at risk of exposing to the same source as the probable / confirmed human case. They may include travel collaterals or co-workers in poultry farm / market / retail outlet. The period of at risk of exposing to the source will be decided on a case-by-case basis.

**A Contact** is defined as a person who had been in contact with the probable / confirmed human case during the infectious period i.e. from 1 day before onset of symptoms to 7 days after onset of symptoms if the case is an adult or to 21 days if the case is child  $\leq$  12 years of age.

**Close Contacts** of the probable / confirmed human case are defined as a Contact who had risky exposures including having cared for, lived with or had direct contact with the respiratory secretions, body fluids and / or excretions of the case, or had face-to-face (within 1 metre) contact of the case. Close Contacts include care workers who had taken care of the case without appropriate personal protective equipment (PPE).

**(Sample Letter to All Other Service Users and their Family Members / Carers  
When a Staff Member / Service User is Identified to be a Collateral / Close Contact)**

<Date>

Dear Service Users / Family Members / Carers,

One of our staff members / service users is identified to be a Collateral / Close Contact\* of a human case of avian influenza. To avoid the possible spread of the disease and to ensure the health and safety of others, <he / she> has been required by the Department of Health to be confined and stay away from the unit till <Date>. At the same time, we have taken precautionary measures to strengthen the sanitary work in the unit in accordance with the advice of the Department of Health.

I would like to take this opportunity to remind all service users and family members / carers to take the following precautionary measures to prevent avian influenza infections:

- Avoid touching live birds or poultry or their droppings since they may carry the avian flu virus
- Wash your hands thoroughly with liquid soap and water immediately if you have been in contact with live birds or poultry or their droppings
- Cook poultry and eggs thoroughly before eating
- Build up good body immunity by having a proper diet, regular exercise and adequate rest, reducing stress and avoiding smoking
- Maintain good personal hygiene, and wash hands after sneezing, coughing or cleaning the nose
- Maintain good ventilation
- Avoid visiting crowded places with poor ventilation; where necessary wear a mask during the visit
- Consult a doctor and wear a mask promptly if you develop symptoms of respiratory infections, in particular fever.

In case you want to know more about avian influenza, please call 2833 0111 (Hotline of Department of Health) or 2343 2255 (Hotline of the Social Welfare Department).

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\* **Collaterals** are people who are at risk of exposing to the same source as the probable / confirmed human case. They may include travel collaterals or co-workers in poultry farm/ market/ retail outlet. The period of at risk of exposing to the source will be decided on a case-by-case basis.

**A Contact** is defined as a person who had been in contact with the probable / confirmed human case during the infectious period i.e. from 1 day before onset of symptoms to 7 days after onset of symptoms if the case is an adult or to 21 days if the case is child ≤ 12 years of age.

**Close Contacts** of the probable / confirmed human case are defined as a Contact who had risky exposures including having cared for, lived with or had direct contact with the respiratory secretions, body fluids and / or excretions of the case, or had face-to-face (within 1 metre) contact of the case. Close Contacts include care workers who had taken care of the case without appropriate personal protective equipment (PPE).

Yours sincerely,

*<Signature of Supervisor>*  
Supervisor, *<Name of Service Unit>*

**(Sample Letter to All Other Service Users and their Family Members/Carers  
When a Staff Member/Service User Becomes a Probable/Confirmed Avian Influenza Case)**

<Date>

Dear Service Users and Family Members / Carers,

We were informed by the Department of Health on <Date> that one of our <staff members / service users> becomes <Probable / Confirmed> Avian Influenza Case. <His / Her> last day of stay at our service unit was on <Date>.

To avoid spread of the disease in our service unit, the Department of Health advises us to suspend operation with immediate effect till <Date> the earliest, given the seven-day incubation period of avian influenza. We will resume service when the surveillance period is over. At the same time, we have disinfected all areas in the premises according to the instruction of the Department of Health.

I would also like to take this opportunity to advise all service users to consult a doctor and wear a mask promptly if there are any symptoms of respiratory tract infections, in particular fever, during the suspension period. Please inform us (Telephone No.

) and the Department of Health (Telephone No. [ to be provided by the responsible officer of CHP ] ) if any such symptom is detected.

We will, in collaboration with the Department of Health, continue to monitor closely the physical condition of our staff and service users. A talk will be held in <Place> at <Time> on <Date>, to provide staff and service users with health guidance so that they may have a better understanding on the issue and obtain up-to-date information of the incident.

Yours sincerely,

<Signature of Supervisor>

Supervisor, <Name of Service Unit>