

衛生指引願遵守，預防措施必定有

上下努力齊同心，環境安全又衛生

天天清潔加記錄，人多地點更留神

衛生設備不會缺，你我使用得放心

空氣流通處處是，蟲鼠污垢不再現

消毒服務一站式，顧客員工更舒適

院友員工都探熱，發現徵狀速診治

護理程序倍小心，保護衣物裝備先

口罩洗手清潔服，人人一定做得到

床位之間保距離，傳染疾病可遠離

員工培訓不可少，持之以恆利將見

衛生常識倍增加，養成習慣最緊要

衛生標示到處見，同心合力齊抗炎

溝通拉近人與人，彼此關懷心連心



## 社會福利 (包括長者、兒童及青少年、復康、社區服務中心等)

「老者安之，少者懷之」。我們為不同階層市民提供社會福利服務，推行社會保障，為有需要人士提供援助。我們承諾緊守崗位，關懷社群，團結社會力量，一起行動，同心實踐「衛生約章」。

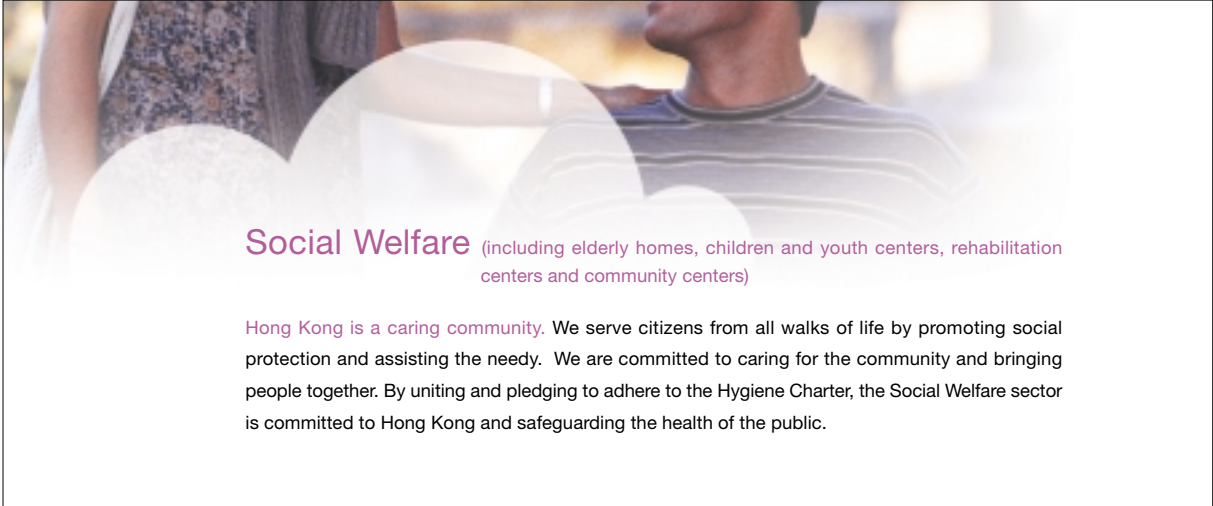
### 疫情時期

- 按衛生當局發出的指引，制定預防及處理傳染病之應變措施，並定期作出評估
- 在出入口處，放置用1:99稀釋家用漂白水浸透的地毯；並為有需要的訪客提供口罩
- 員工留意自己的身體狀況，於上班前自行探熱並加以記錄，如有任何身體不適狀況，盡快求診，並向僱主報告
- 員工於當值期間，正確地配戴口罩及用視液清洗雙手。照顧每一位院友/中心使用者後，亦正確地用視液洗手，並在需要時配戴手套
- 每天替院友/中心使用者量度及記錄體溫，如發現有任何異常表現或傳染病的徵狀，立刻通知負責人，盡快求醫治理
- 每天用1：99稀釋家用漂白水加強清潔及消毒院舍/中心，並保存每次清潔記錄。將較多人士接觸的地方界定為清潔重點，例如出入口、扶手欄、升降機、按鈕、起居室、工作間及治療室等
- 每天用1：99稀釋家用漂白水清潔洗手間，特別留意洗手盆、水龍頭、廁所、坐廁；在沖廁前先蓋上廁座蓋板，避免污水濺出；每天用稀釋家用漂白水灌入排水口
- 所有專用車輛每天加強用1：99稀釋家用漂白水清潔消毒車廂，特別注意冷氣隔塵網、車廂扶手、座椅、安全帶等；為保持車廂內空氣流通，微開車窗
- 提供足夠的視液、抹手紙和腳踏式有蓋垃圾桶，供院友/中心使用者、訪客和員工使用

- 當進行會濺起或噴出血液、體液、分泌物或排泄物的程序時，穿著保護衣物
- 院友／中心使用者每次進食後的餐具，徹底清潔及消毒
- 為減少傳染病擴散的機會，適當地安排院舍／中心的工作區，例如分成數個工作區，安排指定員工在任何更期於同一區工作。若清潔員工需要到不同工作區工作，到另一個工作區前，會先消毒工具並更換保護衣物及徹底洗手
- 為減低院友之間交叉感染的機會，盡量避免調動院友所屬床位；床與床之間盡量保持足夠距離（如1米）
- 若懷疑患有傳染病的院友／中心使用者，即送往醫院治療。院舍／中心會與衛生署及社會福利署商討有關院舍/中心開放事宜，而對接觸過患者之員工，會進行觀察
- 有需要時，確定患有傳染病的院友，出院後，安排一個獨立房間供該院友隔離十天，以作觀察。期間進出及照顧有關院友的人士，會穿戴適當保護衣物
- 院友懷疑或證實染上傳染病，附近院友的床位盡量不作調動
- 盡量打開窗戶，加強清洗冷氣及抽風系統，確保院舍／中心內空氣流通

### 持久目標

- 經常檢視和修訂院舍／中心的清潔及消毒程序，例如兒童中心玩具、訓練工具等，並嚴謹地執行
- 加強員工對健康醫療的認識
- 活動中加入預防傳染病和有關健康課題，用多元化的學習活動方式，增加員工對個人衛生、健康、預防疾病的認識
- 培訓員工貫徹落實有關健康及預防傳染病的各項措施
- 員工身體力行，注意個人衛生，避免傳染，並把訊息帶給親友



## Social Welfare (including elderly homes, children and youth centers, rehabilitation centers and community centers)

Hong Kong is a caring community. We serve citizens from all walks of life by promoting social protection and assisting the needy. We are committed to caring for the community and bringing people together. By uniting and pledging to adhere to the Hygiene Charter, the Social Welfare sector is committed to Hong Kong and safeguarding the health of the public.

### High-risk period

- Develop contingency measures to prevent and handle communicable diseases in line with guidelines from the health authorities and conduct regular assessment.
- Equip access points with sterilizing facilities, including floor mats soaked with diluted household bleach (1 part bleach mixed with 99 parts water), face masks.
- Staff should monitor their own health condition. Staff should check their body temperature before reporting for duty. If a staff is feeling unwell, he/she should consult the doctor and inform the employer immediately.
- Don a face mask and wash your hands with liquid soap when on duty and after taking care of residents. Wear gloves when necessary.
- Check and record the body temperature of every resident on a daily basis. If a resident exhibit symptoms of communicable diseases, advise care workers and consult the doctor immediately.
- On a daily basis clean and disinfect indoor and commonly used facilities such as access points, handrails, lifts, switches and lift buttons, living rooms, working places and therapy rooms, using diluted household bleach (1 part bleach mixed with 99 parts water). Keep records of cleaning sessions.
- On a daily basis, clean and disinfect toilets with diluted household bleach (1 part bleach mixed with 99 parts water). Pay special attention to sinks, faucets, toilets and toilet lids. Toilet lids should be down before flushing to avoid splashing.
- All special transportation vehicles should be cleaned and disinfected with diluted household bleach (1 part bleach mixed with 99 parts water) on a daily basis. Pay special attention to dust-filters, handrails and seats in the compartments. Keep windows open to ensure a regular flow of fresh air.
- Provide liquid soap, disposable tissue paper in bathrooms, trash bins with lids for residents, visitors and staff.

## 社會福利 Social Welfare

- In the event of the handling of health procedures that are likely to generate splashes or sprays of blood, body fluids, secretions and/or excretions from residents, protective clothing should be worn at all times.
- Clean and disinfect eating utensils after every meal.
- To reduce risks of communicable disease, assign staff to handle special fixed tasks. For example, designate a staff to work in the same area despite different shifts. Where appropriate, cleansing staff have to disinfect all their tools and replace protection outfits before shifting to another area.
- Avoid moving beds and maintain a minimal distance of one meter in between two beds to reduce the chance of cross contamination.
- Hospitalize suspected cases of infection immediately. The center should review with Department of Health and Social Welfare Department on its access and visitation policies and put the staff who was in touch with the patient under observation.
- Deploy 10-day quarantine measures for the affected resident after discharge from hospital. Staff and visitors who come in contact with the affected resident should wear protective gear at all times during the 10-day quarantine.
- If there are suspected/infected cases, the person next to the infected resident should not be relocated.
- Maintain good ventilation. Keep windows open, wash dust-filters and exhaust fans frequently, to ensure a regular flow of fresh air.

### Long-term objectives

- Regularly assess the effectiveness of cleaning and disinfecting measures, such as the cleaning of toys and training tools in child centers, and make changes accordingly.
- Enhance employees' knowledge about health.
- Raise the awareness of prevention of communicable diseases, personal hygiene and health through various activities and interactive training programs.
- Promote ongoing training and encourage staff to adhere strictly to preventative measures against communicable disease.
- Be a good role model to friends and relatives by setting up good examples in personal hygiene and prevention of infectious diseases.