

Arrangements on use of "LeaveHomeSafe" mobile app at FEHD venues starting from November 1

To follow up on the Government's latest anti-epidemic measures, the Food and Environmental Hygiene Department (FEHD) announced today (October 29) that, starting from November 1 (Monday), members of the public will be required to use the "LeaveHomeSafe" mobile application to scan the "LeaveHomeSafe" venue QR code before they are allowed to enter the FEHD's offices and indoor facilities (including public markets, hawker bazaars and cooked food markets).

A spokesman for the FEHD said, "Under the new arrangement, persons who are aged below 12 or aged 65 or above, and those with disabilities that render use of the app difficult, are required to complete a prescribed form to register their names, the first four digits or letters of their identification documents, their contact numbers and the date and time of their visits. They are also required to present relevant identification documents for verification by the staff on-site. The staff on-site will also verify the contact numbers by making phone calls on the spot."

Taking into consideration factors such as operational needs, actual situations and target customers, the FEHD will make the following special arrangements at some of its venues:

(1) Members of the public are not required to use the app before entering the FEHD's columbaria, gardens of remembrance, cemeteries, Gardens of Forever Love, refuse collection points, public bathhouses and public toilets. The "LeaveHomeSafe" venue QR codes are still available at the venues for visitors' voluntary use, with a view to facilitating epidemiological investigations when necessary.

(2) Persons who are unable to use the app (such as those without smartphones) may complete the visitor registration form at the FEHD's crematoria and offices for application of burial services as an alternative of using the app.

The spokesman reminded members of the public, other than the abovementioned special arrangements, the requirements on the use of the app will be implemented at the FEHD's other offices and indoor facilities from November 1. As it takes time for the public to get used to the new measures, especially for its public markets, hawker bazaars and cooked food markets, the FEHD will focus on education and publicity, and offer technical support to those in need during the initial stage of the implementation of the requirement.

During the teething period, should individuals have genuine difficulties in using the app, the FEHD will handle it with a pragmatic and sensitive

approach, such as allowing them to complete the visitor registration form as an alternative. As it will take time to register and verify personal particulars of the exempted persons, their waiting time for entering the venues may be lengthened. Also, they are required to maintain social distancing. The FEHD appeals for the understanding and co-operation of the members of the public.

The spokesman stressed that strictly enforcing the requirement of using the "LeaveHomeSafe" app and stepping up the verification of personal particulars can help the conduct of epidemiological investigations to protect the safety of members of the public and stakeholders of the premises. The FEHD calls on members of the public to download and use the app as soon as possible and appeals for their proactive co-operation with the staff on-site in respect of the directives given, so as to work in concert to minimise the risk of virus transmission.