

## Latest arrangements for Water Supplies Department's public services

In view of the latest situation of COVID-19, the Water Supplies Department (WSD) announced today (January 24) that the arrangements for the public services to be affected commencing tomorrow (January 25) and until further notice are as follows:

- \* The Customer Enquiries Centres (CECs) and the Document Management Centre (DMC) of the WSD will continue to be open with shortened opening hours from 10am to 4pm, Monday to Friday;
- \* Online application for the visiting sessions of the Guided Tours to Ex-Sham Shui Po Service Reservoir from March onwards, originally scheduled to open on February 4, will be postponed;
- \* The Guided Tours to Ex-Sham Shui Po Service Reservoir and the "Excursion with Water Save Dave" Visiting Programme for individuals and groups will continue to be cancelled; and
- \* The H2OPE Centre (Water Resources Public Education Centre) will continue to be closed.

In addition, to reduce social contact, members of the public are advised to minimise visiting the CECs and the DMC in person unless necessary. The public can file enquiries as well as requests for service through the Customer Services Hotline (2824 5000) or by email ([wsdinfo@wsd.gov.hk](mailto:wsdinfo@wsd.gov.hk)).

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## Special arrangements for subsidised welfare services and services of Social Welfare Department

In view of the latest local epidemic situation, the Government has announced that bureaux and departments can implement new special work arrangements having regard to their operational needs starting from tomorrow (January 25). A spokesperson from the Social Welfare Department (SWD) said today (January 24) that special arrangements for subsidised welfare services and services of the SWD will be implemented starting from tomorrow.

Details of the special arrangements from tomorrow onwards are as follows:

(1) All day care centres or units for the elderly, sheltered workshops, integrated vocational rehabilitation services centres, integrated vocational training centres, day activity centres and day care services attached to care and attention homes for severely disabled persons will remain open with scaled-down capacity (i.e. about 50 per cent attendance to sustain the rehabilitation and training needs of service users and to relieve the burden of carers).

(2) Apart from (a) and (j) which are provided as normal, the other services will be provided on a limited scale as stated below. Group activities may be conducted online, whereas mass programmes will be suspended. Services include:

- a. Residential care services;
- b. Integrated Family Service Centres (providing casework service);
- c. Integrated Services Centres (providing casework service);
- d. Short-term Food Assistance Service;
- e. Integrated Home Care Services (providing services including meals, escort, nursing, administration of medicine, assistance with personal hygiene and procurement of necessities);
- f. Enhanced Home and Community Care Services (providing services including meals, escort, nursing, administration of medicine, assistance with personal hygiene and procurement of necessities);
- g. Home Care Service for Persons with Severe Disabilities (providing services including escort, nursing, administration of medicine, assistance with personal hygiene and procurement of necessities);
- h. Integrated Support Service for Persons with Severe Physical Disabilities (providing services including escort, nursing, administration of medicine, assistance with personal hygiene and procurement of necessities);
- i. Visiting Medical Practitioner Service for Residential Care Homes;
- j. Hotline services;
- k. Specialised Co-parenting Support Centres; and
- l. Humanitarian Assistance for Non-refoulement Claimants.

Areas within the above service units designated for public use, such as resource corners and game corners, will temporarily be closed.

(3) Centre-based services subsidised by the SWD, such as district elderly community centres, neighbourhood elderly centres, social and recreational centres for persons with disabilities, district support centres for persons with disabilities, integrated children and youth services centres, children and youth centres, community centres, and integrated community centres for mental wellness, will only operate on a limited scale (such as provision of meal service through distributing meal boxes in some elderly centres and advising the elderly not to eat in groups inside the centres and provision of standardised care need assessment for elderly services) in order to reduce the risk of infection arising from the gathering of people. Group activities of the centres might be conducted online, whereas mass programmes and drop-in services will not be provided at this stage.

(4) Operators of pre-school rehabilitation services (including special child

care centres) may arrange appropriate modes of individual training, such as centre-based training, e-learning and home training, for service users having regard to the epidemic situation, service users' circumstances and their parents' preference.

(5) The SWD-subsidised multi-disciplinary outreaching support teams for the elderly and professional outreaching teams for private residential care homes for persons with disabilities will maintain their services, including visits to residential care homes or the provision of training and support services through other modes.

(6) For other services not covered by (1) to (5) above, non-governmental organisations operating them may decide whether to continue to provide them under their respective Funding and Service Agreements having regard to their circumstances.

While the aforementioned arrangements will continue until further notice, the special service arrangements of aided child care centres will remain until February 7 as all kindergartens as well as primary and secondary schools will suspend face-to-face classes until February 7. Service operators should keep their service users informed of the latest arrangements and provide suitable personal protective equipment for their staff having regard to the relevant guidelines issued by the Centre for Health Protection of the Department of Health. They should step up measures to prevent communicable diseases, including keeping the premises hygienic and clean, requiring service users and staff to wear masks and to wash hands with alcohol-based hand rub, and enhancing measures on the screening of body temperature.

Regarding the SWD's own services, the SWD's service units providing direct public services for members of the public will maintain their provision of emergency services and essential services. Departmental hotline services will be in operation as normal. Other services such as those of Integrated Family Service Centres and Social Security Service Units will continue to be open to the public. The Integrated Family Service Centres will provide casework service as well as group work service on a limited scale, with extended hours of service to be provided through telephone. For social security applications, relevant application forms are also provided next to the drop boxes of Social Security Field Units and can be downloaded from the SWD's website ([www.swd.gov.hk](http://www.swd.gov.hk)). Completed forms can be returned to the relevant Social Security Field Units by post, fax or email or through drop boxes of the Social Security Field Units. After receiving the applications, the staff of the Social Security Field Units will contact applicants for processing their applications. For enquiries, please call the staff on duty during office hours.

Service users are advised to call the hotline number 2343 2255 for details of the service provision. To reduce the risk of infection arising from the gathering of people, service users are advised to contact the staff of service units by telephone in advance, so that interviews can be scheduled as appropriate. All visitors must wear masks, have their body temperature checked and maintain social distancing.

Meanwhile, the SWD has strengthened infection control at all service units. Staff will be reminded to take necessary infection control measures. The SWD also appealed to workers of the sector to get vaccinated as soon as possible in order to protect themselves as well as their family, colleagues and service users. They should also undergo testing at an appropriate juncture.

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## **Suspicious website related to Dah Sing Bank, Limited**

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) wishes to alert members of the public to a press release issued by Dah Sing Bank, Limited relating to a suspicious website, which has been reported to the HKMA. A hyperlink to the press release is available on the [HKMA website](#).

The HKMA wishes to remind the public that banks will not send SMS or e-mails with embedded hyperlinks which direct them to the banks' websites to carry out transactions. They will not ask customers for sensitive personal information, such as login passwords or one-time password, by phone, email or SMS (including via embedded hyperlinks).

Anyone who has provided his or her personal information, or who has conducted any financial transactions, through or in response to the website concerned, should contact the bank using the contact information provided in the press release, and report the matter to the Police by contacting the Cyber Security and Technology Crime Bureau of the Hong Kong Police Force at 2860 5012.

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## **Appeal for information on missing woman in Kwun Tong (with photo)**

Police today (January 24) appealed to the public for information on a woman who went missing in Kwun Tong.

Yu Cho-kwan, aged 72, went missing after she was last seen at a bus travelling along 1 Trademart Drive towards Lam Tin yesterday (January 23).

Her family made a report to Police on the same day.

She is about 1.65 metres tall, 54 kilograms in weight and of medium build. She has a long face with yellow complexion and short straight grey black hair. She was last seen wearing a red jacket, a yellow long-sleeved shirt, blue trousers and pink shoes.

Anyone who knows the whereabouts of the missing woman or may have seen her is urged to contact the Regional Missing Person Unit of Kowloon East on 3661 0316 or email to [rmpu-ke-2@police.gov.hk](mailto:rmpu-ke-2@police.gov.hk), or contact any police station.



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## [Latest arrangements for Town Planning Board Secretariat's public services](#)

The following is issued on behalf of the Town Planning Board:

In view of the latest local epidemic situation and the special work arrangements for government employees, the Town Planning Board (TPB) announced today (January 24) that starting from tomorrow (January 25), members of the public can place their submissions made under the Town Planning Ordinance in the drop-in box located at the TPB Secretariat's reception counter on the 15th floor of North Point Government Offices during office hours (9am to 5pm, Monday to Friday). Other counter services will be suspended until further notice.

Members of the public can make enquiries through the telephone hotline (2231 4810) or email ([tpbpd@pland.gov.hk](mailto:tpbpd@pland.gov.hk)), and can visit the TPB's website ([www.info.gov.hk/tpb](http://www.info.gov.hk/tpb)) for statutory planning information.