

Service arrangements of "StayHomeSafe" hotline and Home Support Supplies Delivery Service of Home Affairs Department during tropical cyclone

The "StayHomeSafe" hotline (183 3019) of the Home Affairs Department (HAD) will maintain normal service while the Strong Wind Signal No. 3 is in force (service hours are between 7am and 11pm). As regards the Home Support Supplies Delivery Service (HSSDS), COVID-19 infected persons or their close contacts who are under home isolation or home quarantine and who have urgent needs for basic daily necessities and food but cannot make their own arrangements (e.g. persons with chronic diseases, persons with disabilities, singleton elderly persons or families with children, in need of food at home, etc), please call the "StayHomeSafe" hotline as soon as possible while Signal No. 3 is in force.

In case the Gale or Storm Signal No. 8 is issued by the Hong Kong Observatory, the services of the "StayHomeSafe" hotline and the HSSDS will be suspended. Callers may choose to leave a telephone voicemail message at the "StayHomeSafe" hotline or call the HAD Emergency Co-ordination Centre at 2572 8427 to leave a message with the duty officers. Requests will be followed up upon resumption of the "StayHomeSafe" hotline service. If Signal No. 8 is lowered at or before 8pm, the hotline service will resume as soon as possible on the same day. Otherwise, the service will resume at 7am on the following day, or in about two hours after the cancellation of Signal No. 8 (whichever is later).