

## Service suspension of Foreign Domestic Helpers Section on the third floor of the Immigration Tower on August 14

Immigration Department (ImmD) today (August 13) said that in relation to a COVID-19 non-locally preliminary confirmed case who had visited the third floor of the Immigration Tower today, the Government exercised the power under the Prevention and Control of Disease (Compulsory Testing for Certain Persons) Regulation (Cap. 599J) and published in the Gazette a compulsory testing notice, which requires any person who had been present on the third floor of the Immigration Tower during the period from 8.00am to 11.00am on August 13 to undergo a COVID-19 nucleic acid test. The Foreign Domestic Helpers Section at the relevant premises will suspend service tomorrow (August 14). Public services of the office will be resumed on Monday (August 16).

In accordance with the advice from the Centre for Health Protection (CHP), the ImmD has completed thorough cleaning and sterilisation, and arranged all staff of the office to undergo COVID-19 testing. For enquiries during the closure of the office, please contact the ImmD by calling the enquiry hotline 2111 8436 during office hours.

To tie in with the disease prevention measures and reduce the flow of people, the ImmD appeals to applicants who are not required to visit its offices in-person for applications, they should submit their applications online, by mobile application or by post, etc. Members of the public are advised to make use of the ImmD's dedicated "Online Services for Foreign Domestic Helpers" webpage at [www.immd.gov.hk/fdh](http://www.immd.gov.hk/fdh) or the ImmD mobile application to submit visa applications for foreign domestic helpers (FDHs), notification of premature termination of employment contract, etc. through online means. The ImmD has also introduced the Smart Renewal service that enables persons who submit applications online or by post for visas for further employment of FDHs (i.e. contract renewal, completion of remaining period of current contract, or deferral of return to the place of origin in accordance with the special arrangement amid the COVID-19 pandemic) to, upon approval of their applications, pay the visa fee through various means and collect the visas by post, so as to spare them the need to attend an office of the ImmD for going through the formalities, which is both convenient and time-saving while reducing travelling and contributing to the efforts to fight the virus together.

During the situation of COVID-19 infection, the department has been strictly implementing various disease prevention measures, including measuring the body temperature of and providing alcohol-based handrub to all persons before their entry into the building, providing employees with masks and other protective equipments, requiring employees to wear masks when performing duties, and stepping up the cleaning and sterilising measures for the working environment.

The department will continue to maintain close liaison with the CHP, actively co-operate with CHP's quarantine arrangements. It has also reminded its staff to pay attention to personal hygiene and stay vigilant. Staff have been reminded to seek medical advice and inform the department as soon as possible if feeling unwell.