Effective from 3 May 2021

Note for Compulsory Quarantine

During the quarantine period, you are advised to:

- Observe good personal and environmental hygiene in accordance with the attached information package;
- Minimize contact with family members and friends; and
- Fill in the attached checklist for recording body temperature and symptoms daily. If you are in need of a thermometer, please make your request to the staff of Port Health Division of the Department of Health (DH).

If you stay at home under quarantine, you should ask your co-living family members or friends and relatives to acquire your basic daily necessities and/or food for you. For friends and relatives not living together, they should deliver these items to your door but they should not enter your home to reduce the risk of them being exposed to infection. If you stay at a hotel/guesthouse or university hostel, you should acquire what you need through the staff of the hotel/guesthouse or university hostel. You should avoid having close contact with anyone.

If home confinees are genuinely incapable of arranging their daily necessities and/or food, please contact the Home Affairs Department (HAD) Help Desk Hotline at 2835 1473 from 9am to 6pm, Monday to Friday except public holidays. HAD will verify the identity of home confinees before referring the cases to the Social Welfare Department (SWD):

Upon receipt of referrals from HAD, SWD will assess and render assistance based on the genuine needs of home confinees. To ensure proper use of public resources including items provided and manpower, SWD will refuse unreasonable requests.

If home confinees are in need of assistance from SWD to provide daily necessities and/or food, please note the following:

1. SWD will only provide assistance to home confinees who do not have co-living family members or friends and relatives and who genuinely cannot meet their basic needs on their own. SWD will only provide designated basic daily necessities and/or food on a reasonable and justifiable basis.

2. SWD will not provide the aforementioned assistance before HAD has verified the identity of home confinees and makes referrals to SWD.

3. After SWD has received HAD’s referrals and confirmed the needs of home confinees, it takes time for SWD to make arrangements in providing the aforementioned support services.

For medical enquiries, please call DH at 2125 1133 (for inbound travellers from the Mainland, Macao and Taiwan) / 2125 1999 (for inbound travellers from overseas). For
emergency situation, please call 999.

For points to note for quarantine for inbound travellers, you may visit https://www.coronavirus.gov.hk/eng/inbound-travel.html

Department of Health
May 2021