

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 following Home Affairs Department (HAD) District Help Desk Hotline from 9am to 6pm, Monday to Friday. HAD will verify the identity of home confinees before referring the cases to the Social Welfare Department (SWD):

Hong Kong Island

- | | |
|--|-----------------------|
| <input type="checkbox"/> Central and Western | 2852 4377 / 5516 7589 |
| <input type="checkbox"/> Eastern | 2886 6534 / 6278 0215 |
| <input type="checkbox"/> Southern | 2553 3130 / 9375 0772 |
| <input type="checkbox"/> Wan Chai | 6157 3763 / 5175 3194 |

Kowloon

- | | |
|--|-----------------------|
| <input type="checkbox"/> Kowloon City | 2621 3400 / 9155 1767 |
| <input type="checkbox"/> Kwun Tong | 2756 0665 / 6020 7078 |
| <input type="checkbox"/> Sham Shui Po | 2150 8134 / 6105 7821 |
| <input type="checkbox"/> Wong Tai Sin | 9617 0211 / 6416 0901 |
| <input type="checkbox"/> Yau Tsim Mong | 2399 2139 / 2399 6949 |

New Territories and Islands

- | | |
|-------------------------------------|-----------------------|
| <input type="checkbox"/> Islands | 6310 4691 / 6038 8325 |
| <input type="checkbox"/> Kwai Tsing | 2494 4500 / 2494 4531 |
| <input type="checkbox"/> North | 2675 1600 / 6131 9976 |
| <input type="checkbox"/> Sai Kung | 3740 5360 / 5569 6973 |
| <input type="checkbox"/> Sha Tin | 2158 5388 / 5506 3470 |
| <input type="checkbox"/> Tai Po | 2658 4040 / 3427 9087 |
| <input type="checkbox"/> Tsuen Wan | 2414 2144 / 4610 3167 |

- Tuen Mun
- Yuen Long

2451 3055 / 9848 2905

2470 1119 / 2470 1129

Headquarters

2835 1473

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
November 2020