

Tai Po Fire Emergency Appeal **Community Support Desperately Needed**
Please stand with us to bring warmth and hope to the affected families



Education Kit –
No. 5 Alarm Fire in Tai Po
29 November 2025

No. 5 Alarm Fire in Tai Po 2025

- The Fire Services Department (FSD) received reports at 2.51pm on 26 November 2025 that a fire broke out at Wang Fuk Court in Tai Po. Fire services personnel arrived speedily at 2.56pm and discovered that the scaffolds outside the building had caught fire, and that the fire had spread to the interior and other buildings.
- Firefighting and rescue operations began immediately. The fire was upgraded several times and reached No. 5 alarm at 6.22pm on 26 November 2025.
- The fire had caused multiple casualties.
- The HKSAR Government's Emergency Monitoring and Support Centre was activated immediately and officers from relevant departments closely monitored the situation in real time, co-ordinating efforts to strive to alleviate the impact of the fire.

Source: (HKSAR Press Release)

<https://www.info.gov.hk/gia/general/202511/27/P2025112700078.htm>

Latest Situation of No. 5 Alarm Fire in Tai Po 2025 (As of 5pm 28 November 2025)

- As of 5pm on 28 November 2025, 128 persons were certified dead and 79 injured¹.
- During the incident, a total of 467 assistance requests concerning missing persons have been received. Some of these cases are duplicates, and the whereabouts of approximately 200 individuals remain unknown¹.
- As of 27 November 2025, 720 residents are staying at the nine temporary shelters².

Source: (HKSAR Press Release)

1. <https://www.info.gov.hk/gia/general/202511/28/P2025112800616.htm> (Chinese Only)

2. <https://www.info.gov.hk/gia/general/202511/28/P2025112800763.htm> (Chinese Only)

Psychological Well-being after Critical Incidents

Psychological Well-being after Critical Incidents

These are common reactions to critical incidents. Different people may have different manifestations:

行為反應 Behavioral

畏縮、迴避他人、發愣、與人爭辯等
Withdrawal, avoiding people,
arguing with people, etc.



失眠、疲累、頭痛、肌肉緊張等
Difficulty in falling or staying
asleep, fatigue, headache,
muscle tension, etc.



生理反應 Physical

情緒反應 Emotional

驚訝、哀傷、絕望、失望、憤怒、緊張等
Shock, grief, fear, frustration, anger, anxiety,
etc.



腦海重覆事件、混亂、難以集中等
Intrusive image, confusion, memory
loss, poor concentration, etc.



認知反應 Cognitive

對大部份人來說，自然的應對方法有助逐漸減弱壓力反應。
For many people, natural coping strategies can help gradually
reduce the stress reactions.

Psychological Well-being after Critical Incidents

How to take care of yourself?

👍 有助適應的行為 Adaptive Coping Strategies



- ◎ 維持正常的生活作息，包括七至九小時的睡眠時間
Maintain daily routine with adequate rest, including 7 to 9 hours of sleep per day.
- ◎ 保持健康飲食，多吃蛋白質和碳水化合物，少吃咖啡因與尼古丁
Maintain a healthy diet, increase the intake of protein & carbohydrates, and decrease the intake of caffeine and nicotine.
- ◎ 投入生活，建立有益身心的興趣和恆常的運動習慣，積極工作
Develop healthy lifestyle and hobbies. Do exercise often and be involved at work.
- ◎ 當你準備好時，與信任的人傾訴，互相分享感受，或參與互助團體
Share your feelings when you feel ready to do so or participate in mutual support groups.
- ◎ 與能支持你的人多花時間相處
Spend time with people who can support you.

Psychological Well-being after Critical Incidents - How to take care of yourself?

👍 有助適應的行為 Adaptive Coping Strategies



👎 無助適應及不應做的行為 Maladaptive Coping Strategies

- ◎ 因為不希望使別人擔心或苦惱而沉默不語
Keep everything to yourself because you don't want to upset others.
- ◎ 使用酒精或藥物來嘗試協助適應
Use alcohol or drugs to cope with stress.
- ◎ 以過度工作來逃避面對負面情緒
Work excessively to block out your negative feelings.
- ◎ 迴避與家人朋友接觸
Avoid contact with your family or friends.
- ◎ 等到自己壓力過大或過累，以至於無法全然從別人的支持中獲益
Wait until you are suffering from burnout and cannot benefit from others' support.

Psychological Well-being after Critical Incidents

- How can I support others in need?

可嘗試 You should

- ◎ 找一個不受干擾的時間和地點談話
Find an uninterrupted place and appropriate time to talk.
- ◎ 表示有興趣聆聽、專注和給予關心
Show your interest, attention, and care.
- ◎ 尊重對方的反應和應對方式
Respect their reactions and coping strategies.
- ◎ 認同對方處理問題時的能力
Acknowledge their strengths in handling problems.
- ◎ 協助對方了解沉重的壓力可能需要花一段時間才能解決
Facilitate them to understand that it might take time to process the intense emotions and stress.

應避免 You should not

- ◎ 急著告訴對方他會好起來，或是他應該要「忘記它」
Urge to tell them that they will be okay, or they should “forget it”.
- ◎ 當對方應對壓力比不上你，就認為對方是懦弱或誇大問題
Perceive others as weak or exaggerating their problems because they are not coping as well as you do.
- ◎ 只討論自己的經歷而不傾聽對方的故事
Focus on the discussion of your story instead of listening to theirs.
- ◎ 沒有細心聆聽對方及理解他們的擔憂而急於提供建議
Give advice without listening to and clarifying the concerns of them.
- ◎ 阻止對方主動討論他感到困擾的事情
Stop people from talking about what is bothering them.
- ◎ 告訴對方他已經很幸運，因為他的情況並不是最壞
Tell them that they are lucky for that they are not in the worst situation.

Psychological Well-being after witnessing Critical Incidents

Psychological Well-being after witnessing Critical Incidents

After witnessing a critical incident, especially scenes that are terrifying or gruesome, people may experience various stress responses, such as insomnia or repeatedly recalling the images in their mind. These responses are also common.



You should

- Take care of yourself and talk to others
- Engage in stress-relief activities



If negative emotions persist for more than a few weeks, please seek help from a professional.

When you or others are feeling emotionally agitated, you can try doing the exercise together.

Breathing Exercise



When feeling emotionally agitated, try using breathing exercises to calm yourself.

Seek Help from the Professionals

Shall We Talk Psychological Support Service

- “Shall We Talk” Psychological Support Service is open to public
- Our service aims to provide assistance to anyone who are disturbed by critical incidents like industrial incident, serious accident or family tragedy. People in need may call or send messages to WhatsApp 5164 5040 to make appointment. The Psychological Support Services of the HKRC are handled by Professional Clinical Psychologists and trained Psychological Support Service volunteers.

HKRC Shall We Talk Psychological Support
Service

Phone/ WhatsApp: 5164 5040



Learn More

Building Fire

Cause of Fire





火警發展速度超乎你想像！

Speed of fire development far beyond your imagination !



ONLY
4
minutes



Hazards of Fire



Hot smoke



Toxic gas



Oxygen
Deficiency



High
Temperature and
flame



Property
destruction

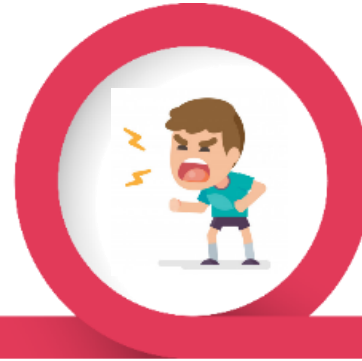
If a fire breaks



Keep
calm



Activate
fire alarm



Notify
others



Call
"999"

When hearing the alarm, Action immediately

If there is fire outside the door → Stay indoors

- Close the door and seal the gaps with tape or a wet towel
- Signal for help from a window or balcony (wave a towel or hang a bedsheet)

If you decide to evacuate → Prepare quickly

- Use the back of your hand to check if the door handle is hot
- Bring your emergency kit, mobile phone, keys, and a wet towel
- Make sure the hallway is smoke-free before leaving the unit, and close the door behind you
- Use the stairs to evacuate — do not use the elevator

If the staircase is filled with smoke → Find another way out

- Immediately switch to another stairwell
- If you encounter thick smoke, crawl close to the ground, as the air is fresher near the floor
- If there is no way out, return to your unit or knock on another unit's door to seek temporary shelter

If your clothes catch fire...

What should you do?



Stop moving



Drop to the ground
and cover the face



Roll on the ground

If smoke is blocking your way...

What should you do?

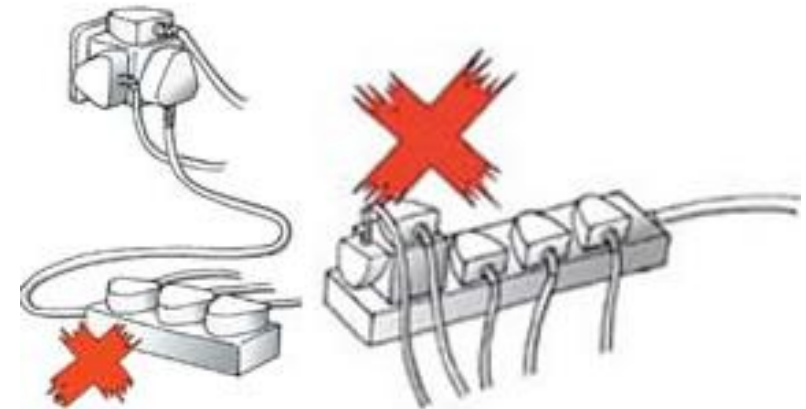


- Cover your mouth and nose with wet towel
- Crawl along on the floor



Home Fire Safety Tips

-
- Don't smoke in bed
 - Be careful with candles and open flames
 - Keep an eye on the stove while cooking
 - Don't place flammable items near the stove
 - Regularly check appliances for safety
 - High-wattage devices should have their own outlet.
 - Plug only one power strip or adapter into each outlet.
 - Avoid charging devices when home alone



Evacuation routes and contingency plans

- **Develop a fire escape plan and reserve a meeting point**
- **Participate in lectures and fire drills**
- **Be familiar with the escape routes**
- **Make sure the escape routes are not blocked by debris (including corridors and stairs)**
- **Make sure the exit doors are unlocked**
- **Keep the smoke-proof doors closed**



3 Steps for Disaster Preparedness

1

Be vigilant, know the risks and be prepared



Pay attention to news and understand the risks

2

Make an emergency plan



Identify a safe meeting point in case of emergencies

3

Prepare an Emergency Kit



Be ready to leave the accident scene

Emergency Kit



Why do we need to prepare an emergency kit?

- Accidents are sudden and unpredictable
- Short reaction and escape time
- Insufficient supply of personal necessities (such as Medicine and Glasses)



Personal needs



Glasses



Medicine



Toy



Baby product



Feminine hygiene product



Cash/Octopus Card



Key



Phone & Power Bank

緊急聯絡資料 Emergency Contact			
姓名 Name	(中文)	(English)	
身份證號碼 ID No.		電話號碼 Phone No.	
住址 Home Address			
緊急聯絡人姓名 Emergency Contact Name	身份證號碼 ID No.	電話號碼 Phone No.	關係 (例如: 母子/父子) Relationship (e.g. Mother, Father)

緊急服務 Emergency Service: 999 消防處查詢及投訴熱線 Fire Department Hotline: 2723-0787

Emergency contact information card

Towel



Torch



Whistle

First aid Kit



Water



Food



ID Card Copy



- Backpack
- Large capacity
- Waterproof and lightweight

逃生包

EMERGENCY KIT



- 01** Prepare in advance
- 02** Place in accessible place
- 03** Family members know
- 04** Check regularly

What Can We Do?

What can we do?

1. Continued Care for the Impacted

In addition to the immediate priorities of search and rescue operations, the medium- and long-term needs of affected individuals—such as temporary resettlement, provision of essential living supplies, and subsequent reconstruction and recovery efforts—will require sustained support from all sectors. We kindly urge everyone to maintain ongoing attention and care for those impacted.

2. Share Accurate Disaster Relief Information to Ensure Aid Reaches Those in Need

Please refrain from forwarding unverified or incorrect information, and stay attentive to official, authoritative updates.



What can we do?

3. Equip yourself and prepare for disasters to help those in need

We can proactively enhance our response capabilities. By learning disaster response knowledge, participating in drills, and creating emergency plans, we can respond to emergencies with greater confidence and be capable of helping others at critical moments.

4. Support HKRC and humanitarian work



Hong Kong Red Cross' s Actions (As of 3pm 27 November 2025)

- Deployment of 112 person-times of staff and volunteers, with 1,401 person-times of affected people reached.
- At 5pm on 26 November 2025, HKRC established an Emergency Operation Centre and has since been providing first-aid, emergency health services and psychosocial support at six temporary shelters. HKRC staff and volunteers are working 24 hours to assess the quick-evolving situation and provide real-time response. Completed distribution of 200 blankets, 200 pillows, 410 personal hygiene kits, 200 mattresses and 100 portable power banks.
- Activation of hotline service (5164 5040) from 26 November 8.30pm. Staff and volunteers deployed to provide mental health and psychosocial services.

Hong Kong Red Cross' s Actions (As of 3pm 27 November 2025)

- HKRC has maintained close communication with Social Welfare Department, Home Affairs Department, Department of Health and the Health Bureau.
- HKRC has launched an Emergency Appeal, seeking designated donations until 10 December 2025. Various corporations and foundations have indicated intention of support. Humanitarian efforts require everyone's support!
- HKRC will keep assessing the social need to deliver emergency relief and post-disaster recovery service.

Tai Po Fire Emergency Appeal

Please stand with us to help affected families through emergency and recovery phases.

Bank Transfer:

- HSBC 567-650155-023
- HASE 267-175123-002
- BOC 012-806-00003231
- BEA 015-514-40-472999

• Online donation:

- https://s.redcross.org.hk/TPFEA_fb
- FPS: Hong Kong Red Cross FPS ID 164279317
- Alipay HK :
<http://link.redcross.org.hk/donatealipay>
- PayMe :
<http://link.redcross.org.hk/donatepayme>

- Please send the screen capture of donation transaction history for FPS, Alipay and PayMe with name, telephone number, address, donor ID (if any) and mark "TPFEA9890" to relief@redcross.org.hk.
- Designated Donation Period: From now until 10 December 2025

What can we do?

With everyone in the community responding to crises and emergencies together and leaving no one behind, it is easier for the community to recover.

A background illustration showing a diverse group of people of various ages and ethnicities holding hands in a circle, symbolizing community support and unity. The scene is set outdoors with grass and a soft, warm light.

Enquiries:

Humanitarian Education Centre, Hong Kong Red Cross

Office Hour: Mon - Fri : 10am - 1pm, 2pm - 6pm

Contact number: 2507 7740

Email address: hec@redcross.org.hk

Address: 7/F, Hong Kong Red Cross Headquarters, 19 Hoi Ting Road, West Kowloon



人道教育中心
HUMANITARIAN
EDUCATION CENTRE