

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

FHB(FE)111

Question Serial No.

2346

Head: 49 Food and Environmental Hygiene Department Subhead (No. & title):

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene

Director of Bureau: Secretary for Food and Health

Question:

The Department has put in place the Access Co-ordinator and Access Officer Scheme as from 1 April 2011 to enhance barrier-free access to venues / buildings under its management. Regarding the venues / buildings under the management of the Department such as public markets and toilets, please advise this Committee on the effectiveness of the Scheme and the improvement measures taken.

Asked by: Hon. LI Fung-ying

Reply:

With effect from April 2011, the Food and Environmental Hygiene Department (the Department) has designated an Access Co-ordinator to facilitate co-ordination of accessibility issues within the Department. Moreover, an Access Officer has also been appointed for each venue / facility to handle accessibility issues at the venue.

Major duties of the Access Officer include, amongst others, conducting regular audit checks; taking timely follow-up action as required to ensure the provision of suitable barrier-free facilities and avoid undue alterations or obstructions to the barrier-free access; offering assistance to persons with disabilities to facilitate their access to the venue and using the services and facilities therein; making recommendations on improvements of barrier-free access; providing assistance to persons with disabilities at the venue; and handling public enquiries and complaints regarding accessibility issues for the venue.

Since April 2011, the Department has promulgated the contact information of the Access Co-ordinator and Access Officers of respective venues / buildings, including public markets and toilets, under our management in our departmental website and venues. Training has been arranged for staff to enhance their awareness of accessibility issues. In addition, a retrofitting programme covering about 720 premises and facilities, including public markets, cooked food centres, cemeteries, columbaria, toilets, offices, etc. is in place to improve barrier-free accessibility. The retrofitting works covers provision of / improvement to accessible toilets, accessible lifts, access routes, tactile signs/guide paths, visual fire alarm systems, assistive listening systems, international symbols of accessibility, etc.

With the implementation of this Scheme, we have enhanced the day-to-day management of barrier-free facilities in our venues, collaborated with the works departments in the retrofitting programme and raised the

awareness of venue staff in facilitating access by persons with disabilities to the venues and use of the services and facilities therein.

Signature _____
Name in block letters Clement LEUNG
Post Title Director of
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Date 1.3.2012