

個人護理及家居衛生手冊

Handbook for Personal and Household Hygiene



衛生防護中心
Centre for Health Protection



衛生署
Department of Health

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▶ 第一章 Chapter 1



簡介 Introduction

個人護理及家居衛生是日常生活的一部分。然而，大家沿用的處理方法是否正確呢？

這本手冊提供保持個人和家居衛生的實用建議，防止傳染病傳播。

Personal and household hygiene is part of our daily routines. However, do you know if we are using the correct methods?

This handbook provides practical advice for keeping ourselves and our homes clean so as to reduce the spread of infections.



▶ 第二章 Chapter 2

個人護理 Self Care



清潔衛生必須由個人做起，因此個人護理至為重要。

Hygiene and health begins with the individual.
Hence, self care is very important.

個人衛生

- 每天早晚刷牙
- 每天洗澡
- 每天或隔天洗髮
- 定期修剪指甲
- 每天更換衣物及內衣
- 定期清潔衣物及床上用品
- 不要共用牙刷、化妝品、剃刀、毛巾、梳子、髮刷及其他個人用品



Personal Hygiene

- Brush teeth in the morning and before bed at night every day
- Take bath daily
- Wash hair daily or on alternate day
- Keep nails short
- Change clothing and underwear daily
- Clean clothing and bedclothes regularly
- Do not share toothbrushes, cosmetics, razors, towels, combs, hair brushes and other personal items



手部衛生

保持手部衛生是防止疾病傳播最有效的方法。

甚麼時候應潔手？

- 在接觸眼、鼻及口前
- 進食及處理食物前
- 如廁後
- 當手被呼吸道分泌物染污時，如咳嗽或打噴嚏後
- 更換尿片或處理被污染的物件後
- 接觸動物、家禽或其糞便後
- 處理垃圾後
- 觸摸過公共物件，例如電梯扶手、升降機按鈕或門柄後
- 探訪醫院、院舍或護理病人之前後
- 任何時候當你發覺雙手骯髒



Hand Hygiene

Maintaining hand hygiene is the single most effective way to prevent the transmission of infection.

When to Perform Hand Hygiene?

- Before touching eyes, nose and mouth
- Before eating and preparing food
- After using the toilet
- When hands are contaminated by respiratory secretions, e.g. after coughing or sneezing
- After changing diapers or handling soiled items
- After touching animals, poultry or their droppings
- After handling garbage
- After touching public installing or equipment, such as escalator handrails, elevator control panels or door knobs
- Before and after visiting hospitals, residential care homes or caring for the sick
- Any time you find your hands are dirty

正確潔手 7 步驟，揉擦雙手最少 20 秒

7 Steps for proper hand hygiene, rub hands for at least 20 seconds



咳嗽禮儀

咳嗽時產生的飛沫，可能把病菌傳播，所以應注意咳嗽禮儀。

- 打噴嚏或咳嗽時應用紙巾覆蓋口鼻
- 把用過的紙巾棄置於有蓋垃圾箱內
- 打噴嚏或咳嗽後用梘液和清水徹底清潔雙手
- 當出現呼吸道感染病徵，應戴上外科口罩



Cough Manners

Maintain cough manners since coughing may generate droplets and spread infections.

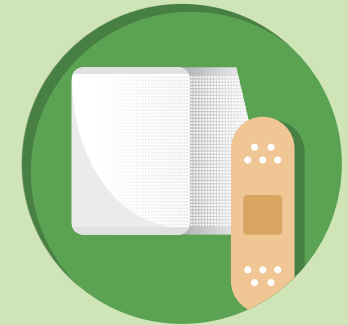
- Cover your nose and mouth with tissue paper when sneezing or coughing
- Dispose of soiled tissues into a lidded rubbish bin
- Wash hands thoroughly with liquid soap after coughing or sneezing
- Wear a surgical mask when having respiratory symptoms



傷口的處理

傷口有可能沾染病菌，必須小心處理。

- 用防水膠布或繃帶包紮破損的皮膚部位
- 保持傷口清潔及乾爽，膠布或繃帶應定時及在沾濕或弄污時更換
- 如出現感染症狀，如紅腫、疼痛及流膿時，應盡早求醫



Wound Care

Wounds may be contaminated by germs. Treat them with care.

- Cover skin lesions or wounds with waterproof adhesive plasters or bandages
- Keep the skin lesions or wounds clean and dry, and change the adhesive plasters or bandages regularly or whenever it is wet or dirty
- Seek medical advice if the wound develops signs of infection such as redness, swelling, pains and oozing

生病的處理

- 如感覺身體不適，應盡早求醫
- 如有發燒或呼吸道感染症狀時，應戴上外科口罩，告知僱主，留在家中充分休息和多喝水
- 按照醫生處方服用藥物
- 避免接觸高危人士



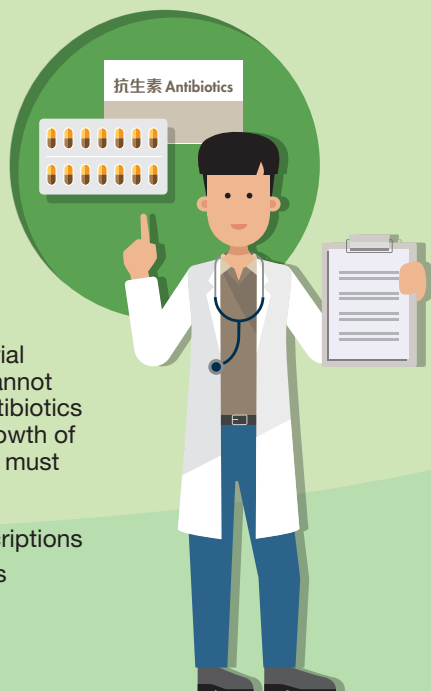
Care of illness

- Seek medical advice if feeling unwell
- Wear a surgical mask when having fever or respiratory symptoms, notify employer, stay at home for rest and drink plenty of water
- Take medication according to doctor's prescriptions
- Avoid contact with high-risk individuals

正確使用抗生素

抗生素是治療細菌感染的有效藥物，但並非「萬能藥」；例如抗生素不能治療傷風感冒，濫用抗生素還可能會引致副作用和助長細菌產生抗藥性；因此必須正確使用抗生素。

- 未經醫生處方，切勿自行服用抗生素
- 必須遵從醫生指示服用抗生素
- 切勿將抗生素給予他人或留待日後之用



Proper Use of Antibiotics

Antibiotics are effective drugs for treating bacterial infections, but they are not 'magic drugs' and cannot cure common colds and influenza. Misuse of antibiotics may also cause side effects and promote the growth of antibiotic resistance bacteria. Hence, antibiotics must be used properly.

- Do not take antibiotics without doctor's prescriptions
- Follow doctor's instructions to take antibiotics
- Never share antibiotics with others or leave them for later use

實踐健康生活模式

實踐良好的健康習慣，以增強抵抗力，促進身心健康。

- 不要吸煙和避免飲酒
- 恆常運動，並注意均衡飲食
- 作息定時，生活有序
- 保持心理健康



Adopting Healthy Lifestyle

Adopting healthy lifestyles can enhance immunity, as well as promote and maintain physical and mental health.

- Do not smoke and avoid drinking alcohol
- Perform regular exercise and maintain a balanced diet
- Keep regular daily routines and regimes
- Maintain mental health

▶ 第三章 Chapter 3

食物衛生 Food Hygiene

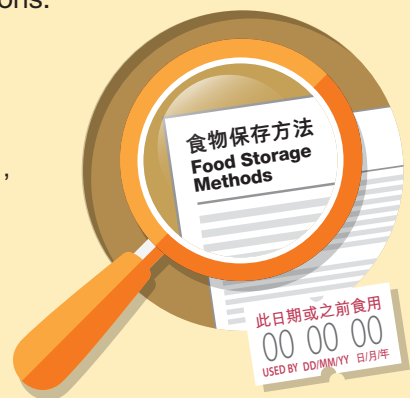


進食不潔食物會引致腸道傳染病，所以必須小心處理食物。

It is vital to handle food carefully as consuming unhygienic food can cause enteric infections.

貯存食物

- 向衛生可靠的持牌店鋪購買食物
- 把食物貯存在適當的溫度及留意貯存期限，食用時應留意食物標籤
- 在雪櫃保鮮格內，以有蓋或密封的容器貯存食物，以免生的食物與即食食物或熟食互相接觸
- 即食食物或熟食存放在上層；生的肉類、家禽及海產則放在下層，以防汁液滴在其他食物上
- 避免貯存過多食物，以確保雪櫃內的冷空氣流通
- 熟食及容易腐壞的食物須在2小時內放進雪櫃



Food Storage

- Buy food from hygienic and reliable licensed shops
- Keep food at proper temperature and pay attention to expiry date. Read the food label and follow directions when consumption.
- Store food in a covered or sealed container to avoid contact between raw food and ready-to-eat or cooked food
- Store raw meat, poultry and seafood below ready-to-eat or cooked food to prevent their juices from dripping onto other food
- Avoid overstocking the refrigerator so as to maintain circulation of cold air
- Refrigerate cooked and perishable foods within 2 hours



處理食物

- 在處理及準備食物前，及處理生的食物後須徹底洗手
- 分開處理及準備生、熟及即食食物，應使用不同的刀及砧板，以防止交叉污染
- 在進食前把食物徹底煮熟，以確保食物安全
- 如有需要保留吃剩的飯菜，應加以冷藏並盡快食用。在進食前應先檢查食物，並將食物徹底翻熱，不應翻熱超過一次
- 棄置變質的食物，並棄掉保存在雪櫃內超過3天的剩餘食物



Food Handling

- Wash hand thoroughly before handling and serving food, and after handling raw food
- Handle raw and cooked or ready-to-eat food with separate knives and chopping boards to prevent cross-contamination
- Cook food thoroughly before consumption to ensure food safety
- If keeping leftover food is necessary, refrigerate it properly and consume it as soon as possible. Inspect the food and reheat it thoroughly before consumption. Do not reheat food more than once
- Dispose any spoiled food items, and dispose of leftovers that have been kept in the refrigerator for more than 3 days



請瀏覽食物安全中心網頁獲取更多實用的資訊：
https://www.cfs.gov.hk/tc_chi/consumer_zone/safefood_all/five_keys.html

Please visit the Centre for Food Safety website for more practical tips:
https://www.cfs.gov.hk/english/consumer_zone/safefood_all/five_keys.html

▶ 第四章 Chapter 4

家居衛生 Household Hygiene



清潔的環境不但可以減少病菌傳播，還可令居住環境更舒適。
A clean environment can make your home more comfortable and reduce the spread of communicable diseases.

一般環境清潔

- 最少每星期徹底清潔家居一次，可使用 1 比 99 稀釋家用漂白水（以 10 毫升 5.25% 次氯酸鈉家用漂白水混和於 990 毫升清水內）清潔非金屬表面，待 15 至 30 分鐘後，再用清水清洗；金屬表面則可用 70% 酒精清潔消毒
- 應經常清洗常觸摸的地方，如門柄或電話，清洗的次數可因應物件的使用次數而定
- 清潔應該從較乾淨的地方開始，再伸展到骯髒的地方
- 在完成清潔工作後應立即洗手

General Environmental Cleansing

- Clean your home thoroughly at least once per week. For non-metallic surface, you may use 1 in 99 diluted household bleach (mixing 10 ml of bleach containing 5.25% sodium hypochlorite with 990 ml of water), leave for 15 - 30 minutes and then rinse with water. For metallic surface, disinfect with 70% alcohol
- Clean frequently touched areas, such as door knobs or common telephone. The cleaning frequency depends on the number of usage
- Start cleaning from cleaner areas then gradually progress to dirty areas
- Wash hands immediately after finishing the cleansing work



空氣流通

- 確保室內空氣流通
- 定期清洗空調系統隔塵網
- 應根據製造商的指示清洗空調系統
- 清除可能成為真菌滋生的水源，尤其是通風系統內的積水



Ventilation

- Maintain good indoor ventilation
- Clean air filters of air-conditioning system regularly
- Clean air-conditioning systems according to the manufacturer's instructions
- Remove potential water sources that may encourage fungal growth, especially stagnant water in ventilation systems

防止積水

- 確保冷氣機底盤沒有積水
- 經常更換花瓶裡的水
- 避免使用花盆底盤
- 在換水時清洗花瓶
- 緊蓋貯水器皿



Prevent accumulation of Stagnant Water

- Ensure air-conditioner drip trays are free of stagnant water
- Change water in vases regularly
- Avoid using saucers underneath flower pots
- Clean vases properly after changing of water
- Cover water containers tightly



廚房衛生

- 妥善存放食物
- 保持煮食爐具清潔
- 定期清潔抽氣扇及抽油煙機
- 雪櫃要定期清潔，並確保保鮮格維持在攝氏 4 度或以下；冰格則維持在攝氏零下 18 度或以下



Hygiene in Kitchen

- Store food properly
- Keep kitchen utensils clean
- Clean ventilation fan and range hood regularly
- Clean the refrigerator regularly and ensure the refrigerator is kept at or below 4°C and freezer is at or below -18°C

廁所衛生

- 每天至少清洗廁所一次
- 用清潔劑擦淨坐廁的邊緣、座位及廁板，再用水沖洗，然後抹乾
- 每星期把約半公升的清水注入每一排水口 (U 型隔氣口)。去水管如漏水或淤塞，或排水口發出臭氣，應立即安排合資格技工檢查及維修
- 如廁時要注重衛生，先將廁板蓋上才沖廁水，以免散播病菌

Hygiene in Toilet

- Clean toilet at least once a day
- Wipe the rim, seat and lid of the toilet bowl with detergent, rinse with water and then wipe dry
- Pour about half a litre of water into each drain outlet (U-traps) once a week. If drains and pipes leak or are blocked, or foul odour comes out from drain outlets, arrange immediate repair by qualified technician
- After using the toilet, close the toilet lid before flushing, so as to avoid spreading of germs

衣物處理

- 分開處理、搬運及存放清潔和骯髒的衣物
- 小心處理及盡量減少晃動骯髒的衣物，以防污染環境
- 定期更換床單

Handling of Linens and Clothing

- Handle, transport and store clean linens or clothing separately from the dirty ones
- Handle dirty linens or clothing with care and minimise agitation to prevent environmental contamination
- Change bed linen regularly



垃圾處理

- 蓋好垃圾箱
- 每天至少清理垃圾箱一次
- 棄置垃圾袋前，先把袋口綁緊
- 處理垃圾後要徹底清潔雙手

Wastes Disposal

- Cover garbage bins with lids
- Empty garbage bins at least once daily
- Tie up rubbish bag securely before disposal
- Wash hands thoroughly after handling garbage



寵物護理

- 每天清理寵物便盤
- 適當拾起及棄置寵物的排泄物
- 接觸寵物或處理牠們的排泄物後要徹底清潔雙手

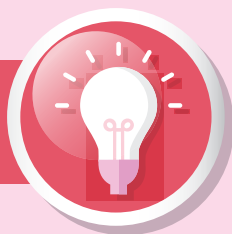
Care for Pets

- Clear pet litter box or tray daily
- Pick up and dispose of pet faeces properly
- Wash hands thoroughly after touching pets or handling their excreta



▶ 第五章 Chapter 5

實用提示 Practical Tips



稀釋漂白水及安全問題

Dilution of Bleach and Safety Issues

漂白水是一種次氯酸鈉溶液，是有效的家居消毒劑。不過，不正確處理漂白水會減低其消毒效能或造成意外，因此我們必須小心和正確使用。

Bleach, an aqueous solution of sodium hypochlorite, is an effective household disinfectant. However, improper handling of bleach can reduce its effectiveness or cause accidents. We should handle it carefully and properly.



稀釋及使用漂白水的步驟

- 先開窗，令空氣流通
- 漂白水會刺激黏膜、皮膚及呼吸道，所以稀釋及使用漂白水時須佩戴適當個人防護裝備，如手套及膠圍裙
- 稀釋時要用冷水，因為熱水會令漂白水成分分解，失去效能
- 家用漂白水含 5.25% 次氯酸鈉。正確地稀釋漂白水以達到合適的濃度，方法如下：



▶ 一般家居清潔 -

1 份漂白水加 **99** 份清水
(如以 10 毫升漂白水混和於 990 毫升清水內)



▶ 消毒被嘔吐物、排泄物或分泌物污染的表面或物件 -

1 份漂白水加 **49** 份清水
(如以 10 毫升漂白水混和於 490 毫升清水內)



▶ 消毒被血液污染的表面或物件 -

1 份漂白水加 **4** 份清水
(如以 10 毫升漂白水混和於 40 毫升清水內)

- 用湯匙或量杯準確地量度所需漂白水的份量
- 若使用的漂白水中次氯酸鈉濃度高過或低於 5.25%，所用份量便要相應調整
- 消毒完的物品和環境，應以清水沖洗及抹乾
- 完成消毒後，把清潔用具浸於稀釋漂白水中 30 分鐘，用清水沖洗乾淨，才可再次使用
- 最後用梘液洗手，用乾淨毛巾或抹手紙徹底抹乾雙手

Procedures of diluting and using bleach

- Open windows to ensure good ventilation
- Put on appropriate Personal Protective Equipment (e.g. gloves & plastic apron) when diluting or using bleach as it irritates the mucous membranes, the skin and the airway
- Mix bleach with cold water as hot water decomposes the active ingredient of bleach and renders it ineffective
- Bleach containing 5.25% sodium hypochlorite. Properly dilute the bleach to achieve the appropriate concentration as follows:



► For general household cleaning –

1 part of bleach in **99** parts of water
(e.g. mixing 10 ml of bleach with 990 ml of water)



► For surfaces or articles contaminated with vomitus, excreta and secretions –

1 part of bleach in **49** parts of water
(e.g. mixing 10 ml of bleach with 490 ml of water)



► For surfaces or articles soiled with blood –

1 part of bleach in **4** parts of water
(e.g. mixing 10 ml of bleach with 40 ml of water)

- Use a tablespoon or measuring cup for accurate measurement of the amount of bleach added
- Make adjustments to the amount of bleach added if its concentration of sodium hypochlorite is above or below 5.25%
- Rinse disinfected environment and articles with water and wipe dry
- Soak cleaning tools in diluted bleach for 30 minutes and then rinse thoroughly before reuse
- Finally, wash hands with liquid soap and dry hands thoroughly with a clean towel or paper towel

注意事項

避免

- 避免用於金屬、羊毛、尼龍、絲綢、染色布料及油漆表面
- 不要與其他家用清潔劑一併使用，以免降低其消毒效能及產生危險的化學作用

儲存

- 未經稀釋的漂白水在陽光下會釋出有毒氣體，所以貯存於陰涼、有遮蔽及兒童接觸不到的地方
- 漂白水會隨著時間而分解，為確保其消毒功能，應購買近期製造的漂白水和避免過量儲存
- 經稀釋的漂白水應該在準備後 24 小時內使用。因存放時間越長，分解量越多

急救護理

- 避免接觸眼睛。如果漂白水濺入眼睛，須立即以清水沖洗最少 15 分鐘和向醫生求診



Special notes:

Avoid

- Avoid using bleach on metals, wool, nylon, silk, dyed fabric and painted surfaces
- Do not use bleach together with other household detergents as this reduces the effectiveness in disinfection and causes dangerous chemical reactions

Storage

- Undiluted bleach liberates a toxic gas when exposed to sunlight, thus store in a cool, shaded place and out of reach of children
- Bleach decomposes with time. To ensure its effectiveness, purchase recently produced bleach and avoid over-stocking
- Use diluted bleach within 24 hours after preparation as decomposition increases with time if left unused

First aid

- Avoid touching the eyes. If bleach gets into the eyes, immediately rinse with water for at least 15 minutes and consult a doctor

手部衛生

當雙手有明顯污垢或被血液、體液沾污、如廁後或更換尿片後，應用梘液及清水潔手。如雙手沒有明顯污垢時，可用含 70-80% 酒精搓手液潔淨雙手。



1 手掌
Palms

2 手背
Back of hands

3 指隙
Between fingers

4 指背
Back of fingers

Hand Hygiene

It is advised to clean hands with liquid soap and water when hands are visibly dirty or visibly soiled with blood and body fluid, after using the toilet or changing the diapers. When hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub is also an effective alternative.



5 拇指
Thumbs

6 指尖
Finger tips

7 手腕
Wrists

用梘液和清水潔手

- 開水喉弄濕雙手
- 加入梘液，用手擦出泡沫
- 最少用二十秒揉擦手掌、手背、指隙、指背、拇指、指尖及手腕，揉擦時切勿沖水
- 用清水將雙手徹底沖洗乾淨
- 用乾淨毛巾或抹手紙徹底抹乾雙手
- 雙手洗乾淨後，不要再直接觸摸水龍頭，可先用抹手紙包裹著水龍頭，才把水龍頭關上
- **注意**
 - ▶ 切勿與人共用毛巾或抹手紙
 - ▶ 抹手紙用後應妥為棄置



用酒精搓手液潔手

- 把足夠分量的酒精搓手液倒於掌心
- 揉擦手掌、手背、指隙、指背、拇指、指尖及手腕
- 揉擦最少 20 秒直至雙手乾透

Clean Hands with Liquid Soap and Water

- Turn on the water tap and wet hands
- Apply liquid soap and rub hands together to make a soapy lather
- Away from the running water, rub the palms, back of hands, between fingers, back of fingers, thumbs, finger tips and wrists. Do this for at least 20 seconds.
- Rinse hands thoroughly under running water
- Dry hands thoroughly with either a clean cotton towel or a paper towel
- The cleaned hands should not touch the water tap directly again. Use a paper towel to wrap the faucet before turn it off
- **Please note:**
 - ▶ Never share towels or paper towels
 - ▶ Dispose of used paper towel properly

Clean Hands with Alcohol-based Handrub

- Apply a palmful of alcohol-based handrub
- Rub the palms, back of hands, between fingers, back of fingers, thumbs, finger tips and wrists
- Rub for at least 20 seconds until the hands are dry

佩戴口罩

佩戴口罩前和脫下口罩前、後都必須潔手。凡呼吸道受感染的患者、需要照顧呼吸道受感染患者的人士、或在流感大流行/高峯期時進入醫院或診所的人士，都應佩戴外科口罩，以減低疾病傳播的風險。

- 口罩需緊貼面部：
 - ▶ 大部份外科口罩由三層物料組成，外層防液體飛濺，中層作為屏障阻擋病菌，內層吸收佩戴者釋出的濕氣和水分。使用者必須依照生產商建議使用外科口罩，包括如何存放及佩戴口罩（如分辨外科口罩的前後）。一般而言，有顏色/摺紋向下的一面向外，有金屬條的一邊向上
- 1 如選用綁帶式外科口罩，將綁帶繫於頭頂及頸後；如選用掛耳式外科口罩，把橡筋繞在耳朵上，使口罩緊貼面部
- 2 拉開外科口罩，使口罩完全覆蓋口、鼻和下巴
- 3 把外科口罩的金屬條沿鼻樑兩側按緊，使口罩緊貼面部



- 佩戴外科口罩後，應避免觸摸口罩。若必須觸摸口罩，在觸摸前、後都要徹底潔手
- 在脫下外科口罩時，應盡量避免觸摸口罩向外部分，因這部分可能已沾染病菌
- 將脫下的外科口罩棄置於有蓋垃圾箱內，然後立即潔手
- 適時更換口罩。一般而言，外科口罩不可重複使用。另外，口罩如有破損或弄污，應立即更換

Wearing a Mask

Always perform hand hygiene before putting on a mask, and before and after taking off one. People should wear a mask when they have respiratory infection; when taking care of patient with respiratory infection; or when visiting clinics or hospitals during pandemic or peak season for influenza in order to reduce the spread of infection.

- The mask should fit snugly over the face:
 - ▶ Most surgical masks adopt a three-layer design which includes an outer fluid-repelling layer, a middle layer serving as a barrier against germs, and an inner moisture-absorbing layer. Wearer should follow the manufacturers' recommendations when using surgical mask, including proper storage and procedures of putting on mask (e.g. determine which side of the surgical mask is facing outwards). In general, the coloured side / the side with folds facing downwards of the mask should face outwards with the metallic strip uppermost
 - 1 For tie-on surgical mask, secure upper ties at the crown of head. Then secure lower ties at the nape. For ear-loops type, position the elastic bands around both ears so that the mask fits snugly over the face
 - 2 Extend the surgical mask to fully cover mouth, nose and chin
 - 3 Mould the metallic strip over nose bridge so that the mask fits snugly over the face
- Avoid touching the mask after wearing. Otherwise, hand hygiene should be performed before and after touching the surgical mask
 - When taking off the surgical mask, avoid touching the outside of the mask as it may be covered with germs
 - After taking off the surgical mask, discard it into a lidded rubbish bin and perform hand hygiene immediately
 - Change mask timely. In general, surgical mask should not be reused. Replace the mask immediately if it is damaged or soiled



▶ 第六章 Chapter 6

嘔吐物及其他受污染物件的處理

- 如清潔過程有機會接觸體液，例如嘔吐物、痰涎、尿液、糞便、血液等，可先戴上即棄手套及外科口罩
- 先以即棄抹巾清除可見的污垢
- 如物件表面被嘔吐物、痰涎或排泄物污染，可用 1 份 5.25% 家用漂白水加 49 份清水稀釋之消毒液消毒
- 要擴大清潔範圍，伸延至污染位置邊緣起兩米範圍由外至內清理。待 15 至 30 分鐘後再用清水沖洗
- 如物件表面被血液污染，可用 1 份 5.25% 家用漂白水加 4 份清水稀釋之消毒液消毒，待 10 分鐘後再用清水沖洗

Handling of Vomitus and Other Soiled Objects

- Consider wearing disposable gloves and surgical mask if the cleaning involves contact with body fluids, such as vomitus, spits, urine, faeces, blood etc.
- Use highly absorbent disposable towels to clean up the soiled surfaces first
- If the object surface is soiled with vomitus, spits, urine or faeces, disinfect with 1 part of household bleach (5.25%) in 49 parts of water
- Clean the soiled area extensively. Start cleaning at least 2-metres away from the edge of the soiled area. Gradually progress from outside to inside. Leave for 15 to 30 minutes, and then rinse with water
- If the object surface is soiled with blood, disinfect with 1 part of household bleach (5.25%) in 4 parts of water, leave for 10 minutes and then rinse with water



總結 Conclusion

日常生活上，大家必須注意個人及環境衛生，才可以有效預防疾病，保障健康。

To prevent diseases effectively and protect our health, we should always keep close watch on personal and environmental hygiene in daily life.



如欲知道其他健康資訊，請

- 瀏覽衛生防護中心網站 www.chp.gov.hk
- 衛生署健康教育專線 **2833 0111**

For more health information, please

- Visit the Centre for Health Protection Website www.chp.gov.hk
- Call the Health Education Infoline of the Department of Health **2833 0111**