



香港城市大學  
City University of Hong Kong

## *University Announcement*

### **Notification on Emergency Response Unit (ERU) (14)**

Student and staff safety is a university's top priority. Since June, we have proactively approached students who have been arrested or injured because of the protests to offer assistance. The Emergency Response Unit (ERU) set up on 12 August in response to changing social circumstances co-ordinates various departments and provides staff and students with assistance. The University has also undertaken a number of measures such as operating a 24-hour hotline and offering temporary residential arrangements for students in need.

The University has also strengthened the existing counselling service for students. Starting from 6 September, the counselling service was extended to 24 hours a day for the next three months. Staff can continue to use the existing 24-hour personal consultation service.

At the same time, the University has prepared for the start of the new academic year. To ensure normal operations, we issued guidelines on class arrangements and management before the start of the school year. The University has also organised a series of events to enable a smooth transition for hall residents to campus and hall life, provided airport pickup services for non-local undergraduates and exchange students, and advised them about the latest situation in Hong Kong, in addition to other measures.

The ERU has received a number of positive comments on the assistance provided by the University. We would like to take this opportunity to thank our students and staff for their on-going support and assistance. The ERU will continue to monitor the situation and co-ordinate with different departments, and provide appropriate support to ensure campus safety and normal operations.

We must stress that the University always respects students' rights of expression in a peaceful and rational manner. But students are expected to act legally, and we will not tolerate any form of violence or vulgar speech.

Staff and students who are in need or who encounter special circumstances can contact the ERU through Professor Eric Chui, Dean of Students, and the Student Development Services team at [enquiry.eru@cityu.edu.hk](mailto:enquiry.eru@cityu.edu.hk). The ERU will continue to communicate directly with staff and students, and refer enquiries to the corresponding departments for appropriate assistance. In emergency situations, staff and students may call our 24-hour emergency hotline: 3442 8888.

Chairmen of the ERU,  
Professor Horace Ip Ho-shing, Vice-President (Student Affairs)  
Mr Sunny Lee Wai-kwong, Vice-President (Administration)

19 September 2019