

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Unit of Competency is applicable across different functional areas

Title	Manage Cases of Sudden Death
Code	106227L5
Range	This Unit of Competency is applicable to employees in elderly care service industry working on management level. This Competency involves sophisticated thinking and ability to make correct judgment. Employees are required to assess the impact of the case of sudden death to family of the deceased, staff, other elderly service users and the entire operation according to relevant procedures and guidelines of the institution, coordinate all accessible resources to support family of the deceased, staff and other elderly service users, so as to minimize the negative impacts caused by the incident.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on managing sudden death case</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand relevant procedures and guidelines of the institution regarding managing cases of sudden death • Understand the relevant services and resources available in the community, such as: <ul style="list-style-type: none"> ○ Social Welfare Department ○ Resources available in the institution, for example, social workers, and psychologists ○ Social service organizations that provide psychological counselling services ○ The Births and Deaths General Register Office/The Death Registry ○ Funeral homes • Understand the ways to provide emotional support • Understand the impact of the death cases on staff and family of the deceased • Understand relevant procedures and guidelines of the institution regarding contacts with the media <p>2. Manage sudden death case</p> <p>Be able to</p> <ul style="list-style-type: none"> • Perform measures according to the policies, procedures and guidelines of the institution regarding management of sudden death cases, such as: <ul style="list-style-type: none"> ○ Deploy staff to call ambulance ○ Perform resuscitation to the suspected deceased ○ Escort the suspected deceased to hospital • Confirm the information of the deceased, understand the course of events and people involved, such as: <ul style="list-style-type: none"> ○ Identity of the deceased ○ Personal information of the deceased, for example, age, gender, family background and status of social life ○ Details of the incident ○ List of staff and elderlies who have a close relationship with the deceased • If the death case belongs to an accidental death, understand whether there were similar incidents in the organization as references for formulation of standard measures on similar cases in future • Inform the person-in-charge of the institution or supervisor according to the severity of the incident, and allow institution to provide support, such as: <ul style="list-style-type: none"> ○ Provide counselling service and support

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	<ul style="list-style-type: none"> ○ Draft responses to the media enquiries ● Call a crisis response committee meeting as soon as possible to discuss case management and follow-up procedures. The agenda should include: <ul style="list-style-type: none"> ○ Latest news of the incident ○ Assess the impact of the incident on elderly service users, staff, parents and operation of the institution ○ Assess the need of seeking external assistance or community support ○ Determine the extent, range, target and workload distribution of the crisis management measures ● Perform the tasks as outlined by the crisis response committee, and contact the relevant community resources for assistance, including <ul style="list-style-type: none"> ○ Arrange meeting with the media and respond to enquiries ○ Handle police enquiries ○ If an inquest is required for the death case, provide full cooperation ○ Visit the family of the deceased and provide support ○ Manage relatives' and external enquiries ○ Announce the death of the deceased ○ Provide support to other elderly service users and staff, for example, arrange briefing, staff general meeting and arrange meetings with counsellor ○ Identify elderlies and staff members who are frustrated by the incident, and provide individual emotional support ● Evaluate the incidence management and response measures, such as: <ul style="list-style-type: none"> ○ Hold staff meeting, discuss the arrangement of incident management, the difficulties faced and room for improvement ○ Collect staff opinions on the response measures of the incident through survey, analyse the results and recommend ways to improve the response measures ● If the death involves an accident, evaluate the cause of accident, formulate a solution and follow-up plan to tackle the cause, in order to prevent the recurrence of similar event <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Assess and determine correctly the impact of incident on service users and staff and provide immediate management ● Explain the incident to the media as soon as possible, prevent individual staff from criticizing the case on media without prior permission, prevent the building up of a media hype, in order to prevent negative impact on the image of the institution.
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to perform relevant measures in managing case of sudden death, according to the policies, procedures and guideline of the institution regarding managing sudden death cases; ● Ability to assess the impact of the incident, provide appropriate support, and hold crisis response committee meeting to formulate crisis management measures; and ● Ability to evaluate the effectiveness of relevant measures, identify any room for improvement, and enhance the efficiency in handling similar events in future.
Remark	