

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

Functional Area - Psychosocial and Spiritual Care

Title	Assist the Elderly Persons in Creating Life Stories
Code	110817L4
Range	This Unit of Competency is applicable to practitioners who provide counselling services in the elderly care service industry. The application requires performing skilled tasks in familiar and some new working environments, and its execution requires analytical and decision-making skills. Practitioners should be able to guide and integrate the elderly persons to consolidate their life experience, using the methods and techniques of reminiscence therapy, to assist them in creating life stories, according to the organization's guidelines and procedures on personal data management, in order to improve the elderly's affirmation on their lives.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on life stories</p> <ul style="list-style-type: none"> <li>• Understand the organization's procedures and practice manual on obtaining personal data</li> <li>• Understand the theory behind life stories: reminiscence therapy</li> <li>• Understand the purpose and effectiveness of life stories, such as: <ul style="list-style-type: none"> <li>○ Increase interaction and sharing with other people</li> <li>○ Increase joy and pride</li> <li>○ Strengthen the affirmation of their lives</li> <li>○ Reshape into positive attitudes, etc.</li> </ul> </li> <li>• Understand the skills and attitudes of communicating with the elderly persons</li> <li>• Understand the entire process and skills of making life stories</li> <li>• Understand the skills of writing life story plans and reviewing reports, such as: budget, etc.</li> <li>• Understand the "Personal Data (Privacy) Ordinance"</li> </ul> <p>2. Assist the elderly persons in creating life stories</p> <ul style="list-style-type: none"> <li>• Obtain the elderly's informed consent, have them sign the consent form, and agree to the use of their personal data, including texts, photos, etc., in the production of their life stories, according to the organization's procedures and guidelines on obtaining personal data</li> <li>• Establish good relationships with the elderly persons using appropriate communication skills and attitudes, in order to help collect their information and life experiences, such as: <ul style="list-style-type: none"> <li>○ Be patient, listen carefully, do not rush them</li> <li>○ Use direct and simple sentences</li> <li>○ Observe for non-verbal cues, such as: eye expressions, facial expressions, movements, sitting postures, etc.</li> <li>○ Use the appropriate voice and tone</li> <li>○ Show empathy, and understand their feelings</li> <li>○ Express optimism and positivity</li> <li>○ Respect, do not criticize, etc.</li> </ul> </li> <li>• Encourage the elderly persons to share their experiences at different stages of their lives, such as: <ul style="list-style-type: none"> <li>○ Childhood, such as: childhood toys, interesting incidents at school, friendship with their childhood friends, etc.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Adulthood, such as: working life, creating a family, taking care of their children, etc.</li> <li>○ Old age, such as: making their grandchildren happy, retirement life, gatherings with old friends, etc.</li> <li>○ Others, such as: hobbies, favorite food, life in their hometown, etc.</li> <li>● Utilize reminiscence therapy and other techniques to create the elderly's life stories, in order to achieve individual uniqueness, such as: <ul style="list-style-type: none"> <li>○ Guide the elderly persons to share their life experiences using different methods, such as: using an object, number, song, to associate with their memories or feelings</li> <li>○ The elderly persons have rich life experiences, so work with them to select one or two themes or life events that they most want to include in their life stories</li> <li>○ Utilize different auxiliary tools to create wonderful life stores, such as: photos, pictures, nostalgic objects, various computer fonts, picture frames, etc.</li> <li>○ Design the text according to the elderly's eyesight and preferences</li> <li>○ Maintain positive, respectful and caring attitudes when the elderly's experiences negative emotions when sharing their life experiences, in order to help them in reframing and appreciating their thoughts</li> </ul> </li> <li>● Review the elderly's life story with them upon completion, so that they are able to reorganize the important experiences of their lives and face themselves with certainty</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Maintain objective and caring attitudes, in order to establish and maintain good relationships with the elderly persons</li> <li>● Respect the elderly's autonomy so that they can create their own unique life stories</li> <li>● Comply with the "Personal Data (Privacy) Ordinance" when processing personal data</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>● Able to guide the elderly persons to consolidate their life experiences, and assist in creating their life stories, according to the organization's procedures and guidelines on obtaining personal information; and</li> <li>● Able to maintain appropriate attitudes, establish good relationships with the elderly persons, and improve their affirmation on their own lives after creating life stories.</li> </ul>
Remark	