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

Functional Area - Management

Title	Provide Comfortable Environments
Code	110831L1
Range	This Unit of Competency is applicable to practitioners who provide frontline services in the elderly care service industry.The application requires performing routine and repetitive tasks in clearly defined and highly structured working environments, and its execution requires knowledge and understanding abilities.Practitioners should be able to organize the organization's environment and facilities, in order to provide comfortable environment, so that the elderly's personal safety and privacy are protected.
Level	1
Credit	1 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on comfortable environments
	
	• Understand the organization's procedures and guidelines on organizing the environment and facilities
	• Understand the related service user quality's standards and practice manual
	• Understand the definition of comfortable environments
	• Understand the conditions that provide comfortable environments, such as:
	   o Possess private space, such as: using the toilet
	   o Wheelchair accessible and safe environment
	   o Cordial atmosphere
	   o Unlimited activities
	   o Respect and protect privacy, such as: meeting with caseworkers, etc.
	   o Avoid violation, etc.
	• Understand the scope of the organization's responsibility, in order to provide comfortable environments, such as:
	   o Lobby/hall
	   o Corridor/passages
	   o Toilet
	   o Bedrooms, etc.
	
	2. Provide comfortable environments
	
	• Organize the relevant environment and facilities, paying attention to comfort as well as the elderly's safety, according to the organization's procedures and guidelines, such as:
	   o Perform daily cleaning, keep the place tidy and avoid slipper floors
	   o Keep passages clear by removing obstacles, debris or wires, etc.
	   o Place furniture in suitable locations to avoid obstructing daily activities
	   o Environment layout should enable simple activities
	   o Ensure air circulation and regularly clean the air-conditioning system
	   o Moderate indoors temperature and humidity
	   o Provide adequate lighting
	   o Install handrails at appropriate locations and provide signs that are easily read with large fonts, for easy identification by the elderly persons
	   o Provide wheelchair accessible areas for the elderly persons to park or place wheelchairs
	   o Improve the environment, such as: plating green plants, and regularly taking care of them
	   o Provide a safe place for the elderly persons to store their personal belongings (this item is applicable to Day Care Centres for the Elderly)

Functional Area - Management

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- o Provide suitable furniture and facilities, such as: high-backed chairs (this item is applicable to Day Care Centres for the Elderly)
- o Furniture and equipment must comply with statutory safety standards, etc.
- Create friendly and harmonious environment to increase the elderly's sense of security, such as:
  - o Maintain friendly attitudes
  - o Allow the elderly persons to use personal items under safe conditions
  - o Encourage the elderly persons to express their opinions and personal feelings
  - o Show concern for the elderly persons
  - o Provide quality service
  - o Respect and protect personal privacy
  - o Avoid all inappropriate behaviors, such as: violations, etc.
- Adjust the design of the environment, and utilize facilities to ensure that the organization provides a safe and comfortable environment for the elderly persons even under special circumstances, such as:
  - o During peak seasons of influenza or communicable diseases, undertake the corresponding preventive measures, such as:
    - ▪ Focus on improving hygiene and the cleaning frequencies
    - ▪ Provide personal protective equipment, and remind the correct use of them, such as: masks, disinfectants, etc.
    - ▪ Maintain appropriate social distancing, such as: adjust seats at the dining hall, etc.
  - o Undertake adequate protective measures during the renovation periods, such as:
    - ▪ Use barriers to block dust
    - ▪ Appropriately utilize rooms to block noise
    - ▪ Temporarily use other units to provide services, etc.
  - o Arrange the environment together with the elderly persons during festivals, in order to increase their sense of belonging to the center

3. Exhibit professionalism

- Able to empathize, understand the needs of the elderly persons, and design and create a safe and comfortable environment for them

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<td>Assessment Criteria</td>
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The integrated outcome requirements of this Unit of Competency are:

- Able to organize the environment and facilities, according to the organization's procedures and guidelines, in order to create cordial and harmonious atmospheres, and provide comfortable environments for the elderly persons.

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