

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

Functional Area - Management

Title	Assist in Dealing with the Elderly's Interpersonal Issues
Code	110833L3
Range	This Unit of Competency is applicable to practitioners who provide their services in the elderly care service industry. The application requires performing a broad range of tasks in familiar and some unfamiliar working environments, and its execution requires analytical skills. Practitioners should be able to understand the elderly's current interpersonal issues, assess and identify the core and cause of their problems, utilize good communication skills and appropriate methods to assist in dealing with their interpersonal problems, according to the organization's guidelines and procedures, in order to ease their troubles.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on the elderly's interpersonal relationships</p> <ul style="list-style-type: none"> • Understand the importance of good interpersonal relationships for the elderly persons, such as: <ul style="list-style-type: none"> ○ Reduce mental stress ○ Stabilize mood ○ Increase satisfaction of life ○ Create positive self-image ○ Improve independence ○ Improve adaptability, etc. • Understand the methods to deal with conflicts • Understand the methods and skills of establishing good communication • Understand the methods and techniques of solving interpersonal issues • Understand the elderly's common interpersonal issues when using services, such as: <ul style="list-style-type: none"> ○ Different living habits ○ Different opinions or tension arising from the use of the center's facilities ○ Cultural difference ○ Behavioral problems caused by mental disorders and dementia ○ Different opinions on the techniques of different staff, etc. • Understand the organization's guidelines and procedures on dealing with interpersonal issues • Understand the common behavioral problems and treatment methods for elderly persons with mental disorders, dementia and depression • Understand the elderly's personality and interpersonal interactions <p>2. Assist in dealing with the elderly's interpersonal issues</p> <ul style="list-style-type: none"> • Execute actions and measures to prevent conflicts among the elderly persons, such as: <ul style="list-style-type: none"> ○ Provide clear guidelines for the use of the center's facilities ○ Educate the elderly persons to get along with each other positively ○ Educate the elderly persons on the methods to get along with others with different needs, etc. • Utilize different methods to learn about the elderly's interpersonal relationships, such as: <ul style="list-style-type: none"> ○ Observe the elderly's condition during service usage or activity participation ○ Talk with the elderly persons ○ Check with other staff, etc. • If you learn about negative relationships between the elderly persons; reconcile/negotiate with the consent of the relevant elderly persons; if they are unwilling

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	<p>to deal with the situation, the staff must monitor to the situation, such as: try to avoid arranging them in neighboring seats, and seek for staff assistance as needed, in order to reduce the chance of outbursts</p> <ul style="list-style-type: none"> • When conflicts arise among elderly persons; identify the core and causes of the problem, and seek appropriate solutions, such as: <ul style="list-style-type: none"> ○ When disagreements on the use of the center's facilities arise; include the use of the relevant facilities in the service user representative meeting for the rational discussion between the representatives and staff, in order to reach a consensus ○ Try to solve interpersonal problems caused by cultural differences or different living habits; establish communication and tolerance, and at the same time, incorporate appropriate rewards to positively reinforce ideal behaviors and penalize undesirable behaviors, in order to gradually improve their good behaviors ○ When the elderly persons with mental disorder or dementia bothers other people; refer to a doctor for medication amendment or medical professional for non-pharmaceutical therapy, in order to reduce behavioral problems ○ If the elderly persons have opinions on the staff's techniques or handling methods; follow-up the situation by inspecting the situation with the relevant staff at a later time, and respond to the elderly's opinions as needed, etc. • If the elderly's interpersonal issue is still unresolved or difficulties are met when trying to solve them; refer these issues to social workers to provide them with counselling services • Document the process of dealing with the elderly's interpersonal problems, and review the effectiveness for future follow-up and reference purposes <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Assist in the elderly's interpersonal issues fairly and impartially • Maintain respectful and considerate attitudes when handling with issues
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to identify and analyze the core and causes of the elderly's interpersonal issues, utilize good communication skills and appropriate methods to help deal with them, in order to ease their troubles.
Remark	