

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

Functional Area - Home and Community Care

Title	Assist in Handling the Elderly's Laundry Needs
Code	110861L2
Range	This Unit of Competency is applicable to frontline practitioners who provide home support services in the elderly care service industry. The application requires performing a range of tasks in predictable and structured working environments, and its execution requires understanding abilities and interpretation skills. Practitioners should be able to arrange suitable laundry services for the elderly persons, according to the organization's procedures and guidelines, and the elderly's laundry needs, in order to assist the elderly persons in washing and returning their clothes.
Level	2
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on laundry service</p> <ul style="list-style-type: none"> <li>• Understand the organization's procedures and guidelines on assisting in handling the elderly's laundry needs</li> <li>• Understand the organization's occupational safety and health guidelines</li> <li>• Understand the laundry service needs of the elderly persons</li> <li>• Understand the community resources related to laundry services</li> <li>• Understand the methods to pay fees for the elderly persons</li> <li>• Understand the purpose of the fee collection form</li> </ul> <p>2. Assist in handling the elderly's laundry needs</p> <ul style="list-style-type: none"> <li>• Bring the elderly's clothes to the service unit for cleaning or send them to laundry services according to the organization's procedures and guidelines</li> <li>• Remind the elderly persons to inspect their clothes, such as: <ul style="list-style-type: none"> <li>○ Check if accessories are left in the clothes</li> <li>○ Check if the clothes are damaged</li> <li>○ Check if the clothes need special treatment, such as: do not use hot water or dryer, etc.</li> </ul> </li> <li>• Collect the clothes that the elderly persons need to wash</li> <li>• Bring the clothes to the service unit for laundering, and record the quantity, weight and price, in order to calculate the monthly laundry charge</li> <li>• The elderly persons will be charged for the laundry if sent to laundry services, invite them to sign relevant documents to prove the amount and purpose of the staff receiving the fees, pay the related laundry services, and retrieve the laundry on behalf of the elderly persons, return their clothes together with the receipt</li> <li>• When sending laundry and returning clothes, protect yourself using different methods to avoid strains or injuries, according to the organization's occupational safety and health guidelines, such as: <ul style="list-style-type: none"> <li>○ Maintain the correct posture</li> <li>○ Protect the joints</li> <li>○ Use energy-saving methods, etc.</li> </ul> </li> <li>• Assist the elderly persons in returning their clothes along with the receipt</li> <li>• Store laundry receipts to protect the rights and interests of the elderly persons and the organization</li> </ul> <p>3. Exhibit professionalism</p>

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	<ul style="list-style-type: none"><li>• Assist in arranging suitable laundry services according to the elderly's laundry needs</li><li>• Comply with the organization's procedures and guidelines when providing services</li></ul>
Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: <ul style="list-style-type: none"><li>• Able to arrange suitable laundry services according to the elderly's laundry needs, and assist them in washing their laundry and returning their clothes.</li></ul>
Remark	