

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

Functional Area - Home and Community Care

Title	Refer the Elderly Persons to Emergency Support Services
Code	110867L4
Range	This Unit of Competency is applicable to practitioners who provide district and home support 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 deal with cases of assistance/inquiry received externally during office hours according to the organization's emergency response measures, assess the criticality of the elderly's condition and analyze the need for referral to emergency support services, and appropriately refer them as needed.
Level	4
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on referral to emergency support services</p> <ul style="list-style-type: none"> • Understand the organization's guidelines on providing of emergency support services • Understand the organization's procedures and guidelines on providing referral services • Understand the organization's emergency response measures • Understand the skills to assess the elderly's needs for emergency support services • Understand the organization's relevant administrative arrangements, such as: <ul style="list-style-type: none"> ○ Staff arrangements on 24-hour emergency support services ○ Staff responsibilities, etc. • Understand the community resources that provide 24-hour emergency support services, such as: <ul style="list-style-type: none"> ○ Tung Wah Group of Hospitals, CEASE Crisis Centre, Crisis Intervention and Support Services ○ Caritas Family Crisis Line and Education Center ○ Hong Kong Samaritan Befrienders Hong Kong ○ Suicide Prevention Services, Suicide Prevention Hotline and Life Cherishing Hotline ○ Social Welfare Department hotline, etc. • Understand the community resources that provide emergency support services, such as: <ul style="list-style-type: none"> ○ Emergency accommodation service ○ Emergency respite service ○ Emergency home care service ○ Emergency financial assistance ○ Emergency medical assistance, etc. • Understand the application details of emergency support services, such as: <ul style="list-style-type: none"> ○ Service target ○ Application form ○ Application procedures ○ Service scope ○ Charges, etc. <p>2. Refer the elderly persons to emergency support services</p> <ul style="list-style-type: none"> • If you receive an elderly's call for help during office hours; arrange the case to be handled by a social worker on or a case manager on duty. For details, please refer to the "Provide Emergency Support Services" competency module • If the emergency hotline service is answered during non-office hours, it will be handled according to the organization's administrative arrangements

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	<ul style="list-style-type: none"> • Upon receiving an elderly's call for help, carefully listen to the details mentioned and collect relevant information, such as: <ul style="list-style-type: none"> ○ Description of the incident ○ Whether the elder is injured ○ People involved in the incident ○ Background information on the elderly, etc. • Analyze the elderly's criticality, and make corresponding referrals based on the information provided, such as: <ul style="list-style-type: none"> ○ If their personal safety is threatened; recommended the elderly to call 999 to seek emergent assistance from the police or ambulance ○ If there is no immediate danger, but they wish to temporarily leave their homes; it is recommended to refer the elderly persons to the 24-hour emergency support service that suits their needs ○ For long-term financial, care, living arrangements, etc.; it is recommended to refer the elderly persons to other emergency support services ○ If the elderly persons only wish to express their feelings, or have someone to listen to their opinions, etc.; arrangements can be made on a case-by-case basis, etc. • If the elderly is in a critical situation; immediately refer them to a suitable 24-hour emergency support service • If the elderly is in a safe condition; immediately provide appropriate counseling to soothe their emotions, provide support, and arrange suitable staff to follow-up on their needs on a case-by-case basis the next day • On the day following the referral of the elderly to a 24-hour emergency support service, immediately report the situation to the senior/supervisor, and discover the elderly's condition and the related arrangements from the elderly and staff in charge of the referral service • Document and appropriately preserve the information on the elderly's case <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure adequate manpower and information to handle help/inquiry cases outside office hours • Understand the resources and related information on 24-hour emergency support services in the community, to ensure that instant referrals can be made when necessary • Ensure that the elderly's needs for emergency support services can be dealt with promptly
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to deal with cases of assistance/inquiries received externally during office hours according to the organization's emergency response measures; • Able to make an assessment based on the elderly's situation, analyze their conditions and the need for referral to emergency support services; and • Able to refer the elderly persons to appropriate emergency support services according to the organization's procedures and guidelines on referral services.
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