

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

Functional Area - Home and Community Care

Title	Provide Emergency Support Services
Code	110869L4
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 comprehensively assess the elderly's conditions and needs, analyze their conditions and efficiently provide relevant targeted emergency support services, in order to assist them in their urgent needs according to the organization's policies and mechanisms.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on emergency support services</p> <ul style="list-style-type: none"> • Understand the organization's guidelines on providing emergency support services • Understand the organization's emergency support services and related information • 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 responsibilities ○ Duty rosters ○ Duty shift arrangements, etc. • Understand the elderly's needs for emergency support services, such as: <ul style="list-style-type: none"> ○ Emergency accommodation service ○ Emergency respite service ○ Emergency home care service ○ Emergency meal service ○ Emergency financial assistance, etc. • Understand the application details of emergency support services, such as: <ul style="list-style-type: none"> ○ Service target ○ Application form ○ Application procedures ○ Charges, etc. • Understand the elderly's background information and the reasons why they require emergency support services, such as: <ul style="list-style-type: none"> ○ Their carers can no longer attend to them, such as: physical aging, death or illness, etc. ○ Their carers are unsuitable, such as: the carer abuses the elderly, etc. ○ The carer needs to leave Hong Kong temporarily ○ The elderly's physical function declines drastically, such as: sudden illness, traffic accidents, falls, etc. <p>2. Provide emergency support services</p> <ul style="list-style-type: none"> • If you receive an elderly's call for help/inquiry during office hours, arrange the case to be handled by a social worker on or a case manager on duty • If the emergency hotline service is answered during non-office hours, the situation will be handled by the staff responsible for 24-hour emergency support services, according to the organization's administrative arrangements. For details, please refer to the "Refer the Elderly persons to Emergency Support Services" competency module

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	<ul style="list-style-type: none"> • Assess the elderly's needs for emergency support services using different methods, such as: <ul style="list-style-type: none"> ○ The elderly persons and their carers directly seek help or make enquiries ○ Access the elderly's case information ○ Relevant staff of the organization provides information on the elderly ○ Other related organizations provide information about the elderly, such as: medical social workers, etc. ○ Medical reports by medical professionals, etc. • Listen to the elderly's descriptions, collect relevant information, and analyze the criticality of their situation, 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. • Immediately visit the elderly's home to provide assistance • First calm the elderly's emotion, and explain the emergency support services and related content that will be arranged for them • According to the organization's procedures and guidelines on emergency support services, arrange appropriate emergency support services for the elderly persons • Regularly monitor the elderly's use of services and perform amendments when necessary • Document and appropriately preserve the information on the elderly's case <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Able to clearly understand the relevant information and the organization's execution procedures on emergency support services, in order to ensure that they operate proficiently 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 assess and analyze the elderly's conditions, and identify their needs, according to the organization's policies and mechanisms on emergency support services; and • Able to efficiently provide targeted emergency support services to the elderly persons, according to the organization's relevant services and administrative arrangements, and assist the elderly persons and their family members to deal with their emergency needs.
Remark	