

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

Functional Area - Home and Community Care

Title	Develop Guidelines for the Provision of Emergency Support Services
Code	110870L5
Range	This Unit of Competency is applicable to practitioners who are responsible for developing policies on clinical care service and crisis management in the elderly care service industry. The application requires the demonstration of in-depth expertise or theoretical knowledge in a range of technical, professional or managerial working environments, and its execution requires careful thinking, critical analysis and decision-making skills. Practitioners should be able to understand the organization's policies and guidelines on crisis management, understand the information related to service provision, analyze and integrate data and develop guidelines for the provision of emergency support services, to ensure that appropriate emergency support services can be efficiently provided to the elderly persons.
Level	5
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"> <li>• Understand the organization's policies and practice manual on crisis management</li> <li>• Understand the organization's procedures and guidelines on service provision</li> <li>• Understand the purpose of establishing guidelines for providing emergency support services</li> <li>• Understand the appropriate professional attitudes when providing emergency support services, such as: <ul style="list-style-type: none"> <li>○ Balancing the elderly's autonomy with the protection of their personal safety</li> <li>○ Maintain efficiency when contacting cases and providing services, etc.</li> </ul> </li> <li>• Understand the organization's administrative arrangements on providing emergency support services</li> <li>• Understand the relevant information provided by emergency support services as a template for developing guidelines</li> </ul> <p>2. Develop guidelines for the provision of emergency support services</p> <ul style="list-style-type: none"> <li>• Develop guidelines on administrative arrangements for the provision of emergency support services according to the organization's policies on crisis management, such as: <ul style="list-style-type: none"> <li>○ Dispatcher's mobile phone system</li> <li>○ Emergency service staff's 24-hour shift rotation arrangements</li> <li>○ Time limit for the first contact with a case after receiving call for help/inquiry</li> <li>○ Document and appropriately preserve the case data, etc.</li> </ul> </li> <li>• Develop guidelines for the provision of emergency support services according to the organization's procedures and practice manual on service provision, such as: <ul style="list-style-type: none"> <li>○ Service provision workflow</li> <li>○ Skills for assessing elderly's service needs</li> <li>○ Skills for analyzing the elderly's criticality</li> <li>○ Understand the latest and relevant community resources and related information</li> <li>○ Understand the relevant laws, such as: "Emergency Relief Fund Ordinance", "Personal Data (Privacy) Ordinance", etc.</li> </ul> </li> <li>• Develop staff training programs to ensure that they understand and strictly comply to the guidelines and related responsibilities</li> <li>• Establish mechanisms to regularly review the conditions and effectiveness of the guidelines, identify areas of improvements, and amend them accordingly</li> </ul>

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Prioritize the development of guidelines based on the elderly's interests and safety</li> <li>• Review the content of the guidelines and make adjustments in a timely manner, according to the needs of the elderly persons and changes in the society</li> </ul>
<p>Assessment Criteria</p>	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Able to understand the information related to emergency support services, coordinate with the organization's policies on crisis management and service provision, and develop simple and easy-to-understand guidelines; and</li> <li>• Able to train the staff to understand and comply with the emergency support service guidelines.</li> </ul>
<p>Remark</p>	