

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

Functional Area - Home and Community Care

Title	Develop Emergency Response Management Strategies
Code	110871L6
Range	This Unit of Competency is applicable to practitioners who are responsible for planning risk management work in the elderly care service industry. The application requires the demonstration of systematic expertise and coherent theoretical knowledge in a wide range of specialized technical, professional or managerial working environments, and its execution requires critical analysis, decision-making, integration and expansion skills. Practitioners should be able to understand the organization's policies on service operation, comply with the organization's policies on crisis management, and understand the knowledge and skills related to emergency response, reorganize and integrate the information to develop strategic emergency response management strategies, so that the organization effectively manages the measures related to emergency response.
Level	6
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on emergency response management</p> <ul style="list-style-type: none"> • Understand the organization's strategies and policies on service operation • Understand the organization's obligations and responsibilities to provide safe and reliable environments for its service operations • Understand the methods to integrate the organization's policies and practice manual on crisis management • Understand the methods to assess and judge the threats and emergencies that the organization may encounter, such as: <ul style="list-style-type: none"> ○ Natural disasters ○ Man-made disasters ○ Accidents, unexpected disasters, etc. • Understand the best methods to manage emergency response • Understand the methods to select the concepts, knowledge and skills for managing different emergencies • Understand the methods to assess the organization's policies and guidelines on media management • Understand the methods to determine the laws related to emergency response management and response measures, such as: <ul style="list-style-type: none"> ○ "Occupational Safety and Health Ordinance" ○ "Occupiers Liability Ordinance" etc. <p>2. Develop emergency response management strategies</p> <ul style="list-style-type: none"> • Integrate the organization's policies and practice manual on crisis management, and identify the threats and emergencies that require emergency response measures • Establish the goals for emergency response management, such as: <ul style="list-style-type: none"> ○ Minimize the chance of threats and emergencies ○ Minimize their impacts when they occur ○ Resume the organization's normal operations as soon as possible • Develop the scope of work in the four stages of contingency management according to the organization's policies on service operation, such as: <ul style="list-style-type: none"> ○ Prevention, such as: <ul style="list-style-type: none"> ▪ Develop regular maintenance plans for water and electricity systems ▪ Develop emergency drills, etc.

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	<ul style="list-style-type: none"> ○ Prepare, such as: <ul style="list-style-type: none"> ▪ Develop emergency response guidelines ▪ Regularly review and amend the guidelines ▪ Develop relevant staff training programs, etc. ○ Response, such as: <ul style="list-style-type: none"> ▪ Develop relevant manpower and resource deployment procedures ▪ Develop and coordinate internal and external support strategies, etc. ○ Recovery, such as: <ul style="list-style-type: none"> ▪ Develop assessment and handling mechanisms for the impact of emergency incidents on service operations ▪ Establish recovery teams ▪ File insurance claims to the insurance company according to the relevant laws, etc. ● Determine the organization's roles and responsibilities in the four emergency management stages, such as: <ul style="list-style-type: none"> ○ Senior management ○ Affected service operations supervisor ○ Related staff and resource deployment ○ Property/facilities management ○ Media management, etc. ● Considerations when developing emergency response management strategies, such as: <ul style="list-style-type: none"> ○ Command and control ○ Guarantee life safety ○ Protect property and facilities ○ Coordinating internal and external service units ○ Media relations ○ Recovery and recommence operations, etc. ● Develop relevant strategy training, strategy review and revision schedules <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Comprehensively assess the emergency response conditions, and seek professional advice, when necessary, in order to develop relevant strategies ● Ensure that the management strategy is completely and accurately developed and documented, and apply them to training
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to reorganize and consolidate data to develop emergency management strategies, according to the organization's policies on crisis management and service operations, as well as the knowledge on emergency response management.
Remark	