

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

Functional Area - Common

Title	Meal Distribution (Service Unit)
Code	110892L1
Range	This Unit of Competency is applicable to practitioners who provide catering services in the elderly care service industry. The application requires performing routine and repetitive tasks in clearly defined and highly structured working environments, and its execution requires knowledge and understanding abilities. Practitioners should be able to distribute meals to the elderly persons safely, accurately and efficiently, according to the organization's procedures and guidelines, the rules and regulations of the elderly canteen, and the work arrangements of the senior/supervisor.
Level	1
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on the elderly diet, food hygiene and elderly canteens</p> <ul style="list-style-type: none"> • Understand the organization's guidelines and procedures for distributing meals • Understand the basic dietary needs of the elderly • Understand the basics of food hygiene, such as: <ul style="list-style-type: none"> ○ Food storage temperature and time ○ Raw and cooked food should be handled separately ○ Do not cough, sneeze, etc., facing food • Understand the rules and operations of the elderly canteen, such as: <ul style="list-style-type: none"> ○ The start and end time of meals ○ Seating arrangements for the elderly ○ Choice of meals for the elderly ○ Special arrangements for the canteen, e.g., festive food ○ Handling of special circumstances of the elderly, e.g., the elderly is late, absent, etc. • Understand the basic knowledge of allocating and distributing meals, such as: <ul style="list-style-type: none"> ○ Ensure a hygienic environment ○ Ensure dishes are clean ○ Pay attention to personal hygiene, use of surgical gloves, masks and caps when distributing meals ○ Appropriate use of auxiliary tools to ensure occupational safety, e.g., heat-resistant gloves, food tongs, scissors, etc. ○ The correct use of kitchen facilities, e.g., water heaters, dining carts, blenders, etc. <p>2. Meal distribution (service unit)</p> <ul style="list-style-type: none"> • Appropriately distribute meals and portions according to the dietary needs of the elderly, such as: <ul style="list-style-type: none"> ○ Allocate the required portion size according to the doctor's or dietitian's instructions ○ Allocate special meals to patients with chronic diseases, e.g., chronic kidney disease, chronic liver disease, diabetes, gout, etc. ○ Pay attention to necessary foods and foods to avoid for different chronic diseases • Prepare various needs in the dining hall before distributing meals, such as: <ul style="list-style-type: none"> ○ Seat placement ○ Distribution of tableware

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	<ul style="list-style-type: none"> ○ Check the meal reservation records for the elderly, etc. ● Distribute meals to the elderly according to the guidelines of the organization, and the rules and work procedures of the elderly canteen, such as: <ul style="list-style-type: none"> ○ Distribution of meals at designated times ○ Ensure that the temperature of the meal is appropriate ○ Ensure the hygiene meets the standards ○ Ensure safe distribution of meals ○ Distribute meals according to the established order ○ Distribute meals according to the seat and meal choices of the elderly ○ Appropriate meal size additions ○ Distribute additional food e.g., on special days, etc. ● After the meal is distributed, record the attendance of the elderly persons, if an elder who has ordered a meal did not attend, call the elder immediately to understand the situation, and decide on the meal management ● When there is an incident during meal distribution, e.g., an elder expresses dissatisfaction on the meal size or complains about the food's taste, etc., maintain good customer service and immediately report the situation to the senior/supervisor for follow-up and improvement, etc. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Divide work tasks and distribute food utensils efficiently ● Distribute meals to the elderly persons accurately according to their dietary needs ● Provide good customer service when distributing meals to the elderly
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to distribute meals to the elderly persons safely, accurately and efficiently, according to the guidelines and procedures of the organization, dietary needs of the elderly persons; and ● Able to understand the operation of the elderly canteen, follow the work arrangements of the senior/supervisor, and maintain good customer service to encourage joyous dining of the elderly.
Remark	