

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

Functional Area - Common

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| Title      | Meal Distribution (Elderly's Home)   |
| Code       | 110893L1   |
| Range      | This Unit of Competency is applicable to frontline practitioners who provide home support 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 for home support services, the elderly's dietary needs, 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's diet and food hygiene</p> <ul style="list-style-type: none"> <li>• Understand the organization's guidelines and procedures for home support services on distributing meals</li> <li>• Understand the basic dietary needs of the elderly</li> <li>• Understand the special needs and arrangements of individual elderly meals, such as: diabetic meals, mushy meals, etc.</li> <li>• Understand the basics of food hygiene, such as: <ul style="list-style-type: none"> <li>○ Food storage temperature and time</li> <li>○ Do not cough, sneeze, etc., facing food</li> </ul> </li> <li>• Understand the basics of allocating meals, such as: <ul style="list-style-type: none"> <li>○ Ensure the environment is clean and tidy</li> <li>○ Keep the meal containers clean</li> <li>○ Pay attention to personal hygiene, wear gloves, masks and caps when distributing meals</li> </ul> </li> <li>• Understand the basic knowledge of distributing meals to the elderly's home, such as: <ul style="list-style-type: none"> <li>○ Number of meals to be distributed daily, list of elderly persons and driving route</li> <li>○ The senior/supervisor's daily instructions on meal arrangements for the elderly, etc.</li> </ul> </li> <li>• Understand the methods to handle special circumstances</li> </ul> <p>2. Meal distribution (elderly's home)</p> <ul style="list-style-type: none"> <li>• Distribute meals and portions according to the procedures of home support services, dietary needs and special circumstances of the elderly, such as: <ul style="list-style-type: none"> <li>○ Distribute meals according to the menu adjusted by the senior/supervisor according to the elderly's health conditions</li> <li>○ Check the elderly's meal record book to understand the special circumstances of the meal distribution, such as: the elderly canceled the meal service due to follow-up consultation, the elderly will suspend the meal service for a period of time due to traveling or hospital admission, etc.</li> </ul> </li> <li>• Perform sufficient preparations before meal distribution, such as: <ul style="list-style-type: none"> <li>○ Arrange the meal containers, and ensure that there are sufficient numbers of meals to be distributed</li> <li>○ Check with the list of the elderly persons receiving meal services, to ensure that the meals can be distributed accurately</li> <li>○ Understand the information on driving/distribution routes, and arrange meals in the order of distribution, etc.</li> </ul> </li> </ul> |

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|                     | <ul style="list-style-type: none"> <li>• 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"> <li>○ Depart the bus at the designated time for meal distribution</li> <li>○ Ensure that the temperature of the meal is appropriate</li> <li>○ Ensure the hygiene meets the standards</li> <li>○ Ensure the accurate distribution of meals</li> <li>○ Distribute according to the established order, etc.</li> </ul> </li> <li>• After the meal is distributed, retrieve the meal containers to ensure that there are enough meal containers to continue providing meal services</li> <li>• After completing meal distribution, return to the service unit/center and record the work</li> <li>• Methods to manage special circumstances during meal distribution, such as: <ul style="list-style-type: none"> <li>○ Unanswered doorbell: first call the elderly to check if they are at home, then check with the estate's management office if they know the whereabouts of the elderly. Immediately report the situation to the senior/supervisor if the elderly still cannot be found, so that they can perform appropriate follow-up on the situation, ensure their safety, and continue distributing meals to the next on the list to avoid delays</li> <li>○ The elderly did not eat the last meal: discover the reason and observe if the elderly is unwell. Initially record the situation if the situation is not urgent. Immediately report to the senior/supervisor if the situation is urgent, in order to obtain their instructions for further actions</li> </ul> </li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Divide work tasks, cooperate, and understand the work of different staff positions to improve work efficiency</li> <li>• Distribute meals to the elderly persons accurately and efficiently according to the relevant procedures</li> <li>• Be keenly observant when distributing meals, identify the elderly's special needs and provide timely reports to the senior/supervisor</li> </ul> |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Able to distribute meals according to the organization's procedures and guidelines for home support services, and accurately distribute meals according to the elderly's dietary needs; and</li> <li>• Able to follow the arrangements of the senior/supervisor to safely and accurately deliver meals to the elderly, and report special circumstances to the senior/supervisor in a timely manner.</li> </ul>  |
| Remark              |  |