

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

Functional Area - Common

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| Title | Develop Guidelines for Managing Emergencies |
| Code | 110912L5 |
| Range | This Unit of Competency is applicable to practitioners who are responsible for crisis management planning 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 comply with the organization's policies on crisis management, understand the knowledge on crisis management, and develop guidelines in response to various emergencies, to ensure that the staff can calmly and skillfully manage incidents, ensure personal safety, and reduce the impact of the emergencies on the organization. |
| Level | 5 |
| Credit | 2 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Relevant knowledge on managing emergencies</p> <ul style="list-style-type: none"> • Understand the organization's policies and practice manual on crisis management • Understand the importance of developing guidelines for managing emergencies on the organization's operations • Understand the methods to investigate the emergencies that the organization often face, such as: <ul style="list-style-type: none"> ○ Natural disasters, such as: typhoons, floods, fires, etc. ○ Man-made disasters, such as: violence in workplace ○ Unexpected disasters, such as: power outages, communication interruptions, computer system failures, etc. • Understand the knowledge and skills of managing different emergencies • Understand the methods to determine the priorities of managing emergencies, such as: <ul style="list-style-type: none"> ○ Protect life ○ Prevent and minimize harm to people ○ Protect property ○ Prevent and minimize the impact on service operations ○ Recover and re-operate as soon as possible • Understand the methods to check the relevant laws and regulatory requirements for managing various emergencies • Understand the methods to integrate the organization's policies and guidelines on media management <p>2. Develop guidelines for managing emergencies</p> <ul style="list-style-type: none"> • Develop corresponding management guidelines according to the types of emergencies that the organization frequently faces • Develop roles and responsibilities for command and control of emergencies according to the organization's crisis management policies and staffing • Develop necessary action plans and procedures to manage emergencies, such as: <ul style="list-style-type: none"> ○ Manage incidents, such as: <ul style="list-style-type: none"> ▪ Deployment of manpower, resources and facilities ▪ Protect personal safety and evacuate when necessary ▪ Prevent the worsening of the incident ▪ Reduce the impact of the incident on the organization's operations ▪ Coordinate internal and external response actions, etc. |

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| | <ul style="list-style-type: none"> ○ Manage communications, such as: <ul style="list-style-type: none"> ▪ Notify the people involved of the risks that they are facing ▪ Report to the senior according to the organization's management structure ▪ Notify relevant people and service units/centers ▪ Notify the media about the incident when necessary, according to the organization's media management policies and guidelines ○ Manage organization operations/service operations, such as: <ul style="list-style-type: none"> ▪ Suspend the service of the involved service unit/center and commence the service continuation plan, in order to continue the operation of key services ▪ Suspend the organization's involved operations and maintain the most basic operations of other services ▪ Arrange limited-service operations in other service units/centers, etc. ● Set recovery teams as needed, and develop appropriate actions for the recovery of operations, such as: <ul style="list-style-type: none"> ○ Assess casualties ○ Assess property damage ○ Assess service operations that have been suspended due to emergencies ○ Recovery service operation plans, etc. ● Keep accurate records of all decisions and actions throughout the emergency ● Provide relevant training on the guidelines of managing emergencies to ensure that the staff understands the purpose of the guidelines, the roles and duties of different staff in the event of an incident, and that they are able to strictly comply with them ● Regularly review and update the content of the guidelines <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Ensure that the purpose and content of the guidelines complies with the organization's crisis management policies ● Develop guidelines that complies with the relevant laws and regulatory requirements in response to various emergencies |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to develop guidelines in response to various emergencies according to the knowledge and the organization's policies on crisis management; and ● Able to develop relevant staff training programs to ensure that the staff understands the management procedures, ensure personal safety, and reduce the impact of emergencies on the organization. |
| Remark | |