Functional Area - Common

Title	Manage Impolite Behavior
Code	110918L4
Range	This Unit of Competency is applicable to practitioners who provide community care and support services in the elderly care service industry.The application requires performing skilled tasks in familiar and some new working environments, and its execution requires analytical and decision-making skills.Practitioners should be able to utilize appropriate techniques to prevent the elderly persons from continuing or escalating their impolite behaviors, according to the organization's guidelines on crisis management, in order to reduce the dangers in various aspects, and assist them in managing their needs and reducing problematic behaviors.
Level	4
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on the managing impolite behavior
	
	• Understand the organization's crisis management mechanism and practice manual
	• Understand the possibility of impolite behavior, such as:
	   o Caused by physical illness
	   o Personality
	   o Cultural difference
	• Understand the types of impolite behavior, such as:
	   o Verbal provocation
	   o Physical provocation
	   o Frivolity towards female staff, etc.
	• Understand the skills required to assess the elderly persons
	• Understand the impact of the elderly's impolite behavior on the operation of the service unit/center
	• Understand the intervention procedures and techniques for managing impolite behavior, such as: effective communication, listening, and counseling skills
	• Understand the content and importance of the follow-up work afterwards
	• Understand the skills of documenting and recording the case information
	
	2. Manage impolite behavior
	
	• Observe for the elderly's impolite behavior, and immediately assess the dangers of their behavior
	• Guide the elderly persons to other places with as few people as possible, or arrange other elderly persons to safe areas, according to the assessment of the degree of danger, in order to ensure the personal safety of other people and avoid shock
	• Establish simple, clear, non-threatening and executable bottom line for the elderly persons, so that they understand the consequences of their behavior and the responsibilities they need to bear, in order to prevent the behavior from escalating
	• If the elderly is indifferent to the established bottom line, continues to behave impolitely, or escalates the behavior, assess the immediate dangers to the elderly, other elderly persons or staff, and consider calling the police for help with the consent of the senior/supervisor. Arrange for other staff to assist in order to ensure everyone's safety while waiting for the police, and assist in providing information after the police arrives
	• If the elderly agrees with the established bottom line and is willing to comply with the instructions, immediately thank them for their cooperation and sooth their emotions so that they are able to calm down

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

Functional Area - Common

	• Assist the elderly in managing their needs, in order to prevent them from having similar behaviors, such as:
	   ○ Understand their conditions and assess their needs
	   ○ Perform appropriate follow-ups according to their needs, such as: referral to relevant community services
	 • Assess the impact of the elderly's impolite behavior on the operation of the service unit/center, and follow-up accordingly, such as:
	   ○ Damage to the environment or facilities of the service unit/center: follow-up according to the organization's relevant policies and guidelines
	   ○ Shock to other elderly persons or staff: assess the degree of shock and psychological impact, call an emergency meeting as needed to discuss the management mechanisms and labor distribution
	 • Document and store relevant data, and immediately report the case's progress to the senior/supervisor
	
	 3. Exhibit professionalism
	
	 • Handle the elderly's impolite behaviors, and ensure the safety of everyone in the service unit/center during the situation
	 • Accurately assess and manage the elderly's behavior and the dangers to the service unit/center

Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: • Able to comply with the organization's guidelines on crisis management and utilize appropriate techniques to prevent the elderly persons from continuing or escalating their impolite behaviors, and reduce the dangers of the behaviors; and • Able to assess and manage the elderly's needs and reduce their problematic behaviors.
Remark	