

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

Functional Area - Common

Title	Handle Missing Elderly Persons
Code	110919L4
Range	This Unit of Competency is applicable to practitioners who provide clinical care 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 analyze the background information of the missing elderly according to the organization's policies and practice manual, remain in close contact with their family members, in order to assess and immediately handle the causes of the missing elderly persons.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on missing elderly persons</p> <ul style="list-style-type: none"> • Understand the methods to execute the organization's policies and guidelines on handling missing elderly persons • Understand the methods to demonstrate professional attitudes and behavioral ethics when handling the causes of missing elderly persons, such as: <ul style="list-style-type: none"> ○ Respect the elderly and staff, do not blame or criticize ○ Stay calm, analyze and handle incidents ○ Be empathetic, actively concern for the emotions of the elderly's family members and staff, etc. • Understand the methods to inspect, analyze and predict the basic information of the missing elderly persons, and their conditions before getting lost • Understand the techniques for assessing the factors that causes the elderly persons in getting lost • Understand the skills of maintaining close and good communication with the elderly's family members • Understand the process, methods and techniques of searching for the missing elderly persons • Understand the reporting mechanisms to the senior/supervisor • Understand the methods to inspect and analyze the records of the service unit's anti-wandering systems <p>2. Handle missing elderly persons</p> <ul style="list-style-type: none"> • Prepare detailed information about the elderly persons according to the organization's guidelines, such as: <ul style="list-style-type: none"> ○ Photos ○ Appearance descriptions ○ Medical history ○ Places frequently visited ○ Contact information, etc. • Assess the elderly's basic information and their conditions before getting lost, and identify locations where they might be found, such as: <ul style="list-style-type: none"> ○ The different stages of dementia can assist in confirming the elderly's cognitive and expression skills, etc. ○ The emotional states of the elderly persons could help in identifying the causes of the missing elderly

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	<ul style="list-style-type: none"> ○ The elderly's complaints could help in identifying the location of the missing elderly, such as: they wish to hike to a certain place, they miss certain foods, etc. ○ The elderly's thought patterns could help identify the elderly's travel routes, such as: they often remember about their past jobs, pick up their children from school, etc. ○ The items left by the elderly persons could help assess the distance they have traveled, such as: octopus, ID card, etc. ○ The elderly's needs, such as: going to the toilet, looking for food, etc. ● Utilize the organization's established search area and road map as a template, and search for the elderly persons according to the assessment results, and set a search time limit ● Initially narrow the search area to places close to the service unit, inquire with relevant people, and leave detailed information about the elderly persons, such as: <ul style="list-style-type: none"> ○ Managers and residents of the current or nearby housing estates ○ Staff who frequently visit shops ○ Exercise trails and nearby elderly persons and neighbors ○ Family doctor clinic and staff ○ Nearby bus and train stations, etc. ● If the search is unsuccessful, inform the elderly's family members about the missing elderly situation and that the search has been performed ● Find out from the elderly's family members and friends about the places which the elderly often visits, their own conditions, and whether the emotions and behaviors of the elderly persons are abnormal, which could help assess the causative factors and locations where they might stay, such as: <ul style="list-style-type: none"> ○ Sudden change in relationship with the family ○ Death of spouse ○ Sudden deterioration of health ○ Lost large amounts of money for no reason, etc. ● If the search is unsuccessful, immediately report to the police, there is no need to wait 24 hours after the discovery of the missing elderly, suggest or accompany the elderly's family members to bring a detailed information about the elderly persons to the police for help ● Attend to the mood of the family members, expand the search area, remind them to call relevant people to search for and leave detailed information about the elderly, such as: <ul style="list-style-type: none"> ○ Hospital staff, especially the ones they visit for follow-up consultations, to check for admission records ○ Contact public transport organizations to inquire about the records of the elderly using public transport ○ Search for the missing elderly persons through the internet, radio, newspapers and other multi-media platforms, etc. ● If the missing elderly is found, professionally and accurately perform the follow-up procedures, such as: <ul style="list-style-type: none"> ○ Discover the reason ○ Show your concern ○ Accompany the elderly ○ Remind the staff to pay more attention to the emotions and behaviors of the elderly ○ Improve the prevention of missing elderly persons ○ Write detailed records and appropriately store the information, etc. ● If the missing elderly is not yet found, keep in touch with the elderly's family members and actively attend to the family's emotions ● Clearly record the process, content and the search results of the missing elderly
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	<ul style="list-style-type: none"> • Report details of the missing elderly to the senior/supervisor <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Handle missing elderly persons according to the organization's policies and guidelines • Maintain professional attitudes during the process, in order to minimize the impact on the emotion of the elderly's family members • Remain in close contact with the elderly's family members, attend to their emotions and provide support
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to assess the conditions of the elderly persons, analyze the reasons, and handle missing elderly persons according to the organization's policies and guidelines; and • Able to professionally handle missing elderly persons, attend to their family members and staff, and follow-up on the case.
Remark	