

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

Functional Area - Common

Title	Provide Escort Services
Code	110927L2
Range	This Unit of Competency is applicable to frontline practitioners who provide home care services in the elderly care service industry. The application requires performing a range of tasks in predictable and structured working environments, and its execution requires understanding abilities and interpretation skills. Practitioners should be able to utilize the relevant knowledge and skills to provide safe escort services, according to the organization's procedures and guidelines, as well as the elderly's needs.
Level	2
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on escort services</p> <ul style="list-style-type: none"> • Understand the organization's procedures and guidelines on escort services • Understand the organization's guidelines on occupational safety and health • Understand the purpose of escort services, such as: <ul style="list-style-type: none"> ○ Safely escort the elderly persons to from their destination • Understand the various aspects on the elderly's condition, and the assistance they require, such as: <ul style="list-style-type: none"> ○ Chronic disease ○ Mobility ○ Cognitive ability ○ Mental status ○ Medications, etc. • Understand the relevant service content and their required skills • Understand the transportation resources to help escort the elderly, such as: <ul style="list-style-type: none"> ○ Rehabus ○ Accessible hire car service ○ Wheelchair accessible taxi, such as: diamond cab, SynCab, etc. ○ Special vehicles arranged by the organization, etc. • Understand what the elderly persons need when traveling, such as: <ul style="list-style-type: none"> ○ Identification documents ○ "Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones" ○ Mobility aid/wheelchair ○ Pocket medications ○ Water and food ○ Adequate money ○ Related items, such as: reading glasses, follow-up consultation slip, bank books, ATM cards, shopping carts, etc. • Understand the safety measures for escorting elderly persons with special needs, such as: <ul style="list-style-type: none"> ○ Prevent the elderly persons with dementia from getting lost ○ Take precautions against falls in elderly persons with limited mobility, etc. <p>2. Provide escort services</p> <ul style="list-style-type: none"> • Understand the elderly's conditions and needs from the senior/supervisor, and prepare related materials according to the organization's procedures and guidelines on escort services, such as: support belts, mobility aids, etc.

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	<ul style="list-style-type: none"> • Arrange transportation suitable for the elderly persons in advance, according to their destination and physical conditions • Help the elderly inspect if they have brought all the necessary items • Utilize appropriate knowledge and the correct skills to provide escort services according to the elderly's physical conditions, in order to ensure their safety, such as: <ul style="list-style-type: none"> ○ Understanding of community facilities, utilize wheel-chair accessible passages and facilities as much as possible ○ Skills for using mobility aids and assisting the elderly in their use ○ Supporting skills ○ Transferring and lifting skills ○ Skills for using wheelchairs, etc. • Ensure self-protection to avoid strains or injuries when providing services, according to the organization's occupational safety and health guidelines, such as: <ul style="list-style-type: none"> ○ Maintain the correct posture ○ Use energy conserving techniques, etc. • Take appropriate safety measures during the escort service, do not leave the elderly unattended during the entire process • In case of emergencies, timely report the elderly's condition to the senior/supervisor • Report the elderly's condition and the process of the escort service to the senior/supervisor in a timely manner <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Comply with the organization's procedures and guidelines when performing escort services • Ensure that the elderly persons are attended to during the entire process, and returns home safely • Clarify the elderly's purpose for travel, and assist in completing the activity
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to provide escort services according to the organization's procedures and guidelines, as well as the elderly's needs, and utilize appropriate knowledge and the correct skills to ensure their safety; and • Able to safely escort the elderly persons to and from their destinations, and assist in completing their activities, in order to improve their sense of self-efficacy.
Remark	