

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

Functional Area - Management

Title	Execute Emergency Guidelines
Code	110857L3
Range	This Unit of Competency is applicable to practitioners who provide their services in the elderly care service industry. The application requires performing a broad range of tasks in familiar and some unfamiliar working environments, and its execution requires analytical skills. Practitioners should be able to understand the emergency handling guidelines developed by the organization, and execute the corresponding work and response measures, according to the nature of the emergencies, in order to protect the organization's operations and personal safety.
Level	3
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on managing emergencies</p> <ul style="list-style-type: none"> • Understand the emergency handling guidelines developed by the organization, such as: purpose, staff positions and responsibilities, handling procedures, aftermath work, etc. • Understand the professional attitudes and behavioral ethics that should be adopted when executing the guidelines, such as: <ul style="list-style-type: none"> ○ Keep calm ○ Stay on the job ○ Maintain good work efficiency, etc. • Understand the nature of emergencies that the organization may face, such as: <ul style="list-style-type: none"> ○ Natural disasters ○ Man-made disasters ○ Accidents, disasters, etc. <p>2. Execute emergency guidelines</p> <ul style="list-style-type: none"> • Understand the purpose of the guidelines and strictly comply with its principles when executing emergency guidelines, such as: <ul style="list-style-type: none"> ○ Prioritize the safety of life ○ Minimize the impact of emergencies on the organization's operations/service ○ Resume the organization's normal operation as soon as possible • When the organization encounters an emergency; follow the emergency guidelines to perform the suitable emergency response, such as: <ul style="list-style-type: none"> ○ Identify the nature of the emergencies and perform corresponding contingency measures ○ Perform duties according to the established/allocated jobs ○ Perform work according to the established action plans and procedures ○ Maintain professional attitudes during the process, in order to appease the affected people, etc. • After completing the emergency handling procedures; accurately and clearly record the entire process, and submit it to the senior/supervisor for review and storage purposes • According to the organization's guidelines and the laws; perform regular repairs and maintenance of water and electricity systems, as well as keeping the organization's environment clean and tidy, in order to prevent the occurrence of related emergencies • Regularly conduct emergency drills to ensure that the staff and elderly persons understand the procedures and contingency measures when emergencies occur • Conduct regularly staff training to ensure that they understand the concepts, knowledge and skills to handle emergencies

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Able to understand the content of the guidelines and strictly comply with them• Prioritize personal safety when executing the guidelines
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Able to understand the emergency handling guidelines developed by the organization, and execute contingency measures, according to the nature of the emergencies, in order to protect the organization's operations and personal safety; and• Able to perform preventive measures and staff training, in order to reduce the chance of emergencies.
Remark	