

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Workplace Safety
Skills Standard Title	Response to Emergency and Accidents
Skills Standard Descriptor	Response to emergency and accidents in accordance to Workplace Safety and Health (WSH) procedures
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-AAO-WS-2002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Definition of Emergency and Accidents. • Accidents may occur in certain situations, which may include (not limited to): ○ Transport and transfer of clients i.e. road accident. ○ Personal safety while on site visitation i.e. workplace emergency happen at home care. ○ Workplace violence or criminal acts • The difference between health-threatening emergency and non-health-threatening emergency. ○ Examples of health-threatening emergency: pandemic outbreak, haze, medical emergencies etc. ○ Examples of non-health threatening emergency: terrorist threat/attack etc. • Cause of major emergency, which may include (not limited to): ○ Large uncontained fire ○ Explosion ○ Significant toxic release ○ Serious injury or fatality ○ Major road accidents ○ Medical emergencies ○ Terrorist attack • Composite of Emergency Management Team and the responsibilities of each member. • Classes of fire: ○ Class A: caused by combustible materials such as wood, paper, cloth, plastics, rubber and other organic materials ○ Class B: caused by flammable liquids and gas, solvents, thinners, paints, varnishes etc. ○ Class C: caused by gas stove ○ Class D: caused by flammable metals, like potassium, sodium, lithium, zirconium and titanium ○ Class E: caused by cooking oil and fats, such as vegetable oils, animal oils, fats and cooking equipment • Types of fire extinguishers: ○ Water and foam

	○ Carbon dioxide ○ Dry chemical ○ Wet chemical ○ Clean agent ○ Dry powder ○ Water mist ○ Cartridge operated dry chemical • Ways to prevent fire. • The consequences of contamination. • Fire evacuation plans in accordance to the Singapore Civil Defence Force's evacuation planning guidelines. • Types of emergency response facilities, which may include (not limited to): ○ Emergency operations centre ○ Command centre ○ Joint information center ○ Manned operations area ○ Technical support center ○ Operations support center • Types of equipment and materials used for different emergency responses, which may include (not limited to): ○ Jump bag ○ Bag valve mask ○ Medications bag ○ ECG monitor with defibrillator ○ Incubators ○ Ventilators ○ Infusion pumps and syringe drivers ○ Cervical collar • Name of emergency services organizations / service providers. • Minimum stock requirements for masks and Personal Protective Equipment (PPE) as recommended by MOH guidelines. • Organizational structure of the incident command system. • Organizational policies and procedures in relating to ○ Emergency response exercise ○ Dealing with emergencies. ○ Activate emergency services ○ Equipment and materials for emergency response ○ Fire and pandemic ○ Fire evacuation plan ○ Emergency Management Team ○ Fire extinguisher inspection ○ Dealing with spillages ○ Dealing with client that have had cardiac arrests and heart attacks ○ Incident command system ○ Seek verification on instructions from qualified healthcare personnel
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	• Provisions of National Infection Prevention and Control Guidelines for Long Term Care Facilities (2018), which may include (not limited to): ○ Use of Personal Protective Equipment (PPE) ○ Dealing with emergency caused by infection • Relevant legal and/or industrial requirements in relation to support response to emergency and accidents, which may include: ○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore) ○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore) ○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council) ○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health) ○ Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff ○ Ministry of Health Pandemic Readiness Response Guidelines ○ Ministry of Home Affairs and Singapore Police Force Guidelines in event of terrorist attacks
Ability <i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	The ability to: • Prepare emergency respond facilities and equipment in accordance to the organizational policies and procedures. • Use equipment and materials required for workplace emergency responses in accordance to organizational policies and procedures. • Activate emergency services in accordance to organizational policies and procedures. • Participate in organizational emergency response in accordance with the organizational policies and procedures. • Response to emergency and accidents according to WSH policies and procedures. • Acquire and seek verification on instructions from qualified healthcare personnel in accordance to the organisational policies and procedures. • Reinstate all tools and equipment used in relation to response to emergency and accidents (e.g. cleaning, replacement of consumables etc) • Check to ensure serviceability of the machines used in responding to emergency and accidents. • Clean work areas (e.g. floor, bed, furniture etc) at the end of the process.
Person Centred Care <i>This refers to</i>	Underlying principles: • Treating clients with dignity and respect by being aware of the

<i>having a person centred care mind set to drive the care giver to respect and recognise the decisions/choices of the person they are taking care of.</i>	supporting personal perspectives, values, beliefs, culture and preferences; respecting their privacy while encouraging independence of the individual; and listening to each other and working in partnership to design and deliver services
Performance Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Response to emergency and accidents in accordance to Workplace Safety and Health (WSH) procedures