

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Resilience and Self-Care
Skills Standard Title	Respond calmly to stress
Skills Standard Descriptor	Respond calmly to stress and seek guidance and support on dealing with stress.
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-IIS-RSC-2001-1
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 stress at work • Stress response and mechanism ○ Trigger Event/Thought + Perception + Response = Stress • Types of Stress ○ Negative stress (e.g. distress) ○ Positive stress (e.g. no pain no gain, growth challenges) ○ Eustress • Sources of Stress: ○ Competence and job scope do not match ○ Diversified workforce ○ Performing routine tasks in timely manner ○ Unmet / unmatched expectations of clients and family members ○ Dissatisfactions, complaints ○ Abuse by client ○ Circle of influence • Signs of too much stress, which may include (not limited to): ○ Low energy (with or without insomnia) ○ Easily irritable or moody ○ Sense of loss of control ○ Inability to focus on work ○ Increasingly disorganised ○ Sudden appetite changes (either increase or decrease) ○ Frequent medical illness (e.g. viral and bacterial infections, fevers) ○ Unexplained pain not linked to medical outcomes (e.g. headaches, stomach aches, body aches) • Effects of excessive or prolonged stress, which may include (not limited to): ○ Burnout ○ Disengagement from work ○ Disengagement from life ○ Development of chronic health issues ○ Development of mental health issues • Types of major personal and work-related causes of stress, which may include (not limited to):

	○ Major life events (Social Readjustment Rating Scale) ○ Resilience (or lack thereof) ○ Time Management ○ Perceived workload vs. Actual workload ● Ways to assess stress levels, which may include (not limited to): ○ Stress Management Assessment ○ Time Management Assessment ○ Anger Management Assessment ○ Evaluation of Self-coping mechanism ○ Social Readjustment Rating Scale ○ Procrastination Survey ○ Personal resilience and Locus of Control (e.g. Lewin's Force Field Theory) ● Stress management strategies and tools, which may include (not limited to): ○ Enactive, proactive, and reactive strategies ○ Managing and eliminating stressors (work redesign, prioritizing, goal setting, and small wins) ○ Developing resilience ○ Practice stress reducing exercises (breathing, muscle relaxation, role play, situational re-enactment) ○ Withdrawing from incident ○ Counselling by supervisor ○ Open sharing. ○ Informal chit chat ○ Organisational helping resources (e.g. access to HR manager and supervisor) ● Stress-related health issues requiring supervisors and professional help, which may include (not limited to): ○ Depression, mental breakdown, self-harming behaviours, etc. ○ Helping resources available organisation e.g. access to HR manager and supervisor, informal chit chats, etc. ● Organisational policies relating to: ○ Staff welfare and benefits ○ Staff development ○ Engaging external healthcare providers ○ Protocols and channels to seek help ○ Core values and SOP ○ Reactions to incidents ○ Policies on anger management ● Legal and/or Industrial requirements in relation to support care functions, 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
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	- for Long-Term Care Facilities (Ministry of Health) - o Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff
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: • Understand stress response • Understand what is stress at work • Describe how stress response works - o Trigger Event/Thought + Perception + Response = Stress - o Recognise warning signs of too much stress - o Recognise effects of excessive or prolonged stress (i.e. burnout, disengagement from work and life, mental health issues) • Understand and identify major personal and work-related causes of stress - o Major life events (Social Readjustment Rating Scale) - o Resilience (or lack thereof) - o Time Management - o Perceived workload vs. Actual workload • Assess level of stress an individual is experiencing - o Stress Management Assessment - o Time Management Assessment - o Social Readjustment Rating Scale - o Procrastination Survey - o Personal resilience and Locus of Control (e.g. Lewin's Force Field Theory) • Identify and demonstrate stress management strategies and tools - o Enactive, proactive, and reactive strategies - o Managing and eliminating stressors (work redesign, prioritizing, goal setting, and small wins) - o Developing resilience - o Practice stress reducing exercises (breathing, muscle relaxation, role play, situational re-enactment) - o Speaking out stress/ problems to supervisors and management • Apply stress management strategies and tools to communicate and achieve work outcomes under stress • Identify stress-related health issues and understand when to seek help from supervisors and professional - o Depression, mental breakdown, self-harming behaviours, etc. - o Counselling Centres, Family Service Centres, helplines/hotlines, polyclinics and hospitals/IMH - o Open sharing by staff with others on stress and incidents
Person Centred Care <i>This refers to having</i>	Underlying principles: • Treating clients with dignity and respect by being aware of

<i>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>	and 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: • Understand and identify signs of stress • Respond calmly to stressful situations • Seek guidance and support from one's supervisor on dealing with stress