

## Overview

This standard is about providing individuals with practical and emotional support in the initial stages of emergencies. It includes enabling individuals to meet their immediate needs, providing information and facilitating access to long term facilities and services.

### Target group

This standard is for anyone who is likely to be involved in the initial stages of emergencies.

## Address the needs of individuals during initial responses to emergencies

**Performance criteria**

You must be able to:

1. assess the human aspect of emergency situations and identify individuals or groups which may be affected in accordance with organisational requirements
2. treat those affected by emergencies in accordance with organisational requirements
3. enable individuals to meet their immediate physical needs in accordance with organisational requirements
4. enable individuals to access designated places where they can shelter and recover in accordance with organisational requirements
5. communicate with individuals in a manner which promotes understanding in accordance with organisational requirements
6. provide individuals affected with information about emergencies in accordance with organisational requirements
7. provide information and assistance with contacting family and friends in accordance with organisational requirements
8. record details of the identity of individuals affected in accordance with organisational requirements
9. support individuals to address their immediate welfare needs in accordance with organisational requirements
10. provide information to those enquiring about individuals who might be affected, in accordance with organisational requirements
11. liaise with other responders to ensure information provided is accurate and consistent in accordance with organisational requirements
12. enable individuals to access organisations which may provide care and assistance in accordance with organisational requirements
13. communicate and share information with organisations involved in provision of care and assistance in accordance with organisational requirements
14. monitor and maintain personal health and safety during responses in accordance with legislative and organisational requirements
15. identify where improvements could be made to systems, services or infrastructure to meet future needs in accordance with organisational requirements

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## Knowledge and understanding

You need to know and understand:

1. the range of individuals who may be affected by emergencies
2. the specific needs of individuals directly or indirectly affected by emergencies
3. the potential impact of emergencies on vulnerable people and groups including:
  - 3.1 definitions of vulnerability in the context of emergencies
  - 3.2 the dynamic nature of vulnerability in the context of emergencies
  - 3.3 the issues specific to vulnerable groups from the impacts of emergencies
4. types of assistance which may be required by those affected by emergencies including medical, psycho-social and practical assistance
5. how to communicate with individuals affected by emergencies in a manner which promotes understanding
6. how to record details of individuals affected in accordance with agreed protocols
7. roles and responsibilities of partner organisations involved in provision of care and assistance at local, regional and national level
8. types of facilities established to provide care and welfare for survivors of emergencies
9. emergency plans and arrangements
10. characteristics of local areas that may influence the impact of emergencies
11. how to monitor and maintain personal health and safety during responses
12. emotional impacts and reactions experienced by those involved in responses

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**Behaviours**

Listed below are the main generic behaviours which need to be applied. These are explicit / implicit in the detailed content of the standard and are listed here as additional information:

- 1 caring
- 2 community minded
- 3 determined
- 4 empathetic
- 5 flexible
- 6 problem-solving
- 7 realistic

**Skills**

Listed below are the main generic skills which need to be applied. These are explicit / implicit in the detailed content of the standard and are listed here as additional information:

- 1 communication
- 2 decision making
- 3 influencing
- 4 liaison
- 5 motivating
- 6 negotiating
- 7 networking
- 8 organising
- 9 leadership
- 10 prioritising
- 11 supporting others

**Glossary**

Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS:

**Organisations**

Public, private or voluntary bodies

**Links to other NOS**

This standard is linked to:

- 1 CCAA1 Work in co-operation with other organisations
- 2 CCAA2 Share information with other organisations
- 3 CCAF2 Warn, inform and advise the community in the event of emergencies

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