

## [Unique Reference Number]

Address the needs of individuals during the initial response to emergencies



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### Overview

This unit is about providing individuals with practical and emotional support in the initial stages of an emergency. It includes enabling individuals to meet their immediate needs, providing relevant information and facilitating access to longer term facilities and services.

### Target Group

The unit is for everyone who is likely to be involved in the initial stages of emergencies.

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#### Performance criteria

*You must be able to:*

- P1 assess the human aspect of the emergency situation and identify individuals or groups which may be affected
- P2 treat those affected by an emergency with care and sensitivity
- P3 enable individuals to meet their immediate physical needs e.g. first aid, shelter and warmth
- P4 enable individuals to access designated places where they can shelter and recover
- P5 communicate with individuals in a manner which promotes understanding
- P6 provide individuals affected with the fullest possible information about the emergency
- P7 provide information and assistance with contacting family and friends
- P8 record details of the identity of individuals affected (if required) in accordance with agreed protocols
- P9 support individuals to address their immediate welfare needs e.g. transport home, accommodation, financial assistance
- P10 provide the fullest possible information to enquirers seeking news about individuals who might be affected, taking care to preserve the privacy of individuals affected
- P11 liaise with other responders to ensure that information provided is accurate and consistent
- P12 enable individuals to access organisations which may provide longer-term care and assistance
- P13 communicate and share information effectively with other organisations involved in provision of care and assistance
- P14 monitor and maintain your personal health and safety during the response as far as practicable
- P15 identify where improvements could be made to adapt systems, services or infrastructure to meet future needs

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the range of individuals who may be affected by emergencies e.g. survivors, witnesses, family members, responders, the bereaved etc
- K2 the specific needs of individuals affected by emergencies, including those directly or indirectly affected
- K3 the potential impact of emergencies on vulnerable people and groups including:
  - K3.1 definitions of vulnerability in the context of emergencies
  - K3.2 the dynamic nature of vulnerability in the context of emergencies
  - K3.3 the issues specific to vulnerable groups from the impacts of emergencies
- K4 the types of assistance which may be required by those affected by emergencies including medical, psycho-social and practical assistance
- K5 how to communicate with individuals affected by emergencies in a manner which promotes understanding (including those for whom English is not a first language)
- K6 how to record details of individuals affected (if required) in accordance with agreed protocols
- K7 the roles and responsibilities of partner organisations involved in provision of care and assistance at local, regional and national level
- K8 the type of facilities established to provide care and welfare for survivors of emergencies e.g. reception centres, rest centres
- K9 relevant emergency plans and arrangements
- K10 the characteristics of a local area that may influence the impact of an emergency
- K11 how to monitor and maintain your personal health and safety during the response
- K12 the emotional impacts and reactions which may be personally experienced by anyone involved in the response

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### Additional Information

#### Attitudes

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

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

#### Skills

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

1. CC AA1 Work in co-operation with other organisations
2. CC AA2 Share information with other organisations
3. CC AF2 Warn, inform and advise the community in the event of emergencies

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	Skills for Justice
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<b>Relevant occupations</b>	Public Services; Public Service and Other Associate Professionals
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<b>Suite</b>	Civil Contingencies
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<b>Key words</b>	co-operation, share, inform, advise,
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