

**Healthcare organization management — Pandemic response  
(respiratory) — ~~Guidelines of~~ Guidance on medical support for  
socially vulnerable groups**

iTeh Standards  
(<https://standards.itih.ai>)  
Document Preview  
**~~DPAS~~ stage**  
ISO/DPAS 23617

<https://standards.itih.ai/catalog/standards/iso/eb5b0b3e-3b74-4bb0-af5c-57bb66dbd353/iso-dpas-23617>

**Warning for WDs and CDs**

~~This document is not an ISO International Standard. It is distributed for review and comment. It is subject to change without notice and may not be referred to as an International Standard.~~

~~Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.~~

*A model manuscript of a draft International Standard (known as "The Rice Model") is available at*

**iTeh Standards**  
**(<https://standards.itih.ai>)**  
**Document Preview**

[ISO/DPAS 23617](#)

<https://standards.itih.ai/catalog/standards/iso/cb5b0b3e-3b74-4bb0-af5c-57bb66dbd353/iso-dpas-23617>

© ISO 2024

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: + 41 22 749 01 11  
~~Email~~E-mail: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)~~www.iso.org~~

Published in Switzerland

iTeh Standards  
(<https://standards.iteh.ai>)  
Document Preview

ISO/DPAS 23617

<https://standards.iteh.ai/catalog/standards/iso/eb5b0b3e-3b74-4bb0-af5c-57bb66dbd353/iso-dpas-23617>

## Contents

Foreword .....	v
Introduction.....	vi
1 Scope .....	1
2 Normative references.....	1
3 Terms and definitions .....	1
4 Types and vulnerabilities of socially vulnerable groups .....	2
4.1 Types of socially vulnerable groups <sup>[1]</sup> .....	2
4.2 Vulnerabilities of each type of socially vulnerable groups .....	2
5 Essential social welfare services and medical support for socially vulnerable groups.....	4
5.1 Target groups and considerations by vulnerability of socially vulnerable groups .....	4
5.2 Essential social welfare service support <sup>[3]</sup> .....	4
5.2.1 Communication support for groups facing communication difficulties.....	4
5.2.2 Mobility assistance service support <sup>[4]</sup> .....	5
5.2.3 Personal care support <sup>[7][8]</sup> .....	6
5.2.4 Infection prevention in community facilities and service support <sup>[5]</sup> .....	7
5.3 Essential medical support .....	7
5.3.1 Setting priorities for essential medical support services .....	7
5.3.2 Infection prevention and essential medical support.....	7
5.3.3 Basic preparations for providing essential medical support in an infectious disease disaster <sup>[9][10]</sup> ....	9
Annex A (informative) Checklist for vulnerable groups in preparation for respiratory infectious diseases ..	11
Bibliography .....	12

## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO ~~documents~~document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

~~Attention is drawn~~ISO draws attention to the possibility that ~~some of the~~ ~~elements~~implementation of this document may ~~be~~involve the ~~subject~~use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of ~~any claimed~~ patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at [www.iso.org/patents](http://www.iso.org/patents). ISO shall not be held responsible for identifying any or all such patent rights. ~~Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see -).~~

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 304, *Healthcare organization management*.

<https://standards.iteh.ai/catalog/standards/iso/cb5b0b3e-3b74-4bb0-af5c-57bb66dbd353/iso-dpas-23617>  
Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

Coronavirus disease 2019 (COVID-19) is the infectious disease caused by the most recently discovered coronavirus that is currently affecting many countries around the world. The World Health Organization (WHO) declared the outbreak of the novel coronavirus “a public health emergency of international concern” on 30 January 2020 and a global pandemic on 11 March, 2020.

Public health crises ~~threaten~~ pose a threat to lives ~~at a rapid pace, accelerate, escalate~~ socioeconomic crises, and jeopardize survival. These crises affect all members of society, but pose a greater threat to victims of those already affected by structural inequalities. If the dignity of socially vulnerable groups is ~~violated~~ compromised due to a pandemic ~~caused by~~ resulting from an infectious disease, such ~~a violation would constitute an~~ infringement constitutes the violation of the dignity of all individuals who are equal as human beings.

Caring for socially vulnerable groups is important as it can strengthen social structures. According to *Strengthening and adjusting public health measures throughout the COVID-19 transition phases, policy considerations for the WHO European Region*, published by the WHO Regional Office for Europe, strengthening social structures needs to be considered as a way of reducing socioeconomic damage, which can contribute to the reinforcement of social cohesion and engagement while ensuring that no one is left behind. In doing so, society can also meet the need for medical and social services, thereby ensuring the health and recovery of its members.

Thus, ~~these guidelines aim~~ this document provides guidance to enable humanitarian aid providers and local communities to plan, establish and support a set of minimum multi-sectoral responses in terms of essential social welfare services and medical support for socially vulnerable groups, in an effort to respect human rights based on the dignity of all members of society in the event of a respiratory epidemic disaster.

The implementation of ~~these guidelines~~ this document requires comprehensive cooperation among various actors involved in humanitarian aid. In the midst of a global pandemic of an infectious disease, it is difficult to expect that any single local community or organization has the capability to implement all necessary minimum responses on its own. ~~These guidelines~~ This document can be utilized by all humanitarian aid actors to coordinate and organize the necessary forms of support. It is particularly important for local communities and authorities to actively engage at all levels; and their engagement is essential in order to successfully adjust and implement support measures, enhance local capacity, and ensure sustainable support.