

ENGLISH FOR WORK / ENGLISH FOR RESPECTFUL, RELIABLE SUPPORT

Home Care and Caregiving English

Listen carefully. Explain clearly. Follow through.



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Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Confirming the visit and the care plan, page 4

Clarify scheduled support, acknowledge an unmet expectation, and request authorization without promising an unassigned service.

02 Consent, choice, and respectful assistance, page 15

Offer support without pressure, respect a changed preference, and record the agreed timing without judgment.

03 Reporting a change without diagnosing, page 27

Attribute the client's words, describe a change from usual behavior, and seek the appropriate response without diagnosing.

04 Boundaries around medicines and clinical questions, page 40

Explain a reminder-only role, acknowledge a medication question, and help obtain qualified advice without recommending a dose.

05 Meals, preferences, and unresolved restrictions, page 54

Acknowledge a food preference, explain an unresolved restriction, and offer an approved alternative without pressure.

06 Privacy and family communication, page 65

Respond courteously to an unfamiliar caller, protect visit information, and route the request for appropriate verification.

07 A handoff the next person can use, page 81

Separate completed tasks from pending work, name the responsible person, and check that the next worker understands the handoff.

08 Delays, complaints, and reliable follow-up, page 95

Acknowledge the effect of a delayed visit, qualify the arrival estimate, and confirm the next update without promising unverified cover.

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

The person comes before the task.

Caregiving English needs warmth and precision together. Speak directly to the person, explain what you can do, and distinguish an observation from an interpretation. Clear limits should come with a useful next step, not an abrupt dismissal.

Ask before helping

Explain the proposed support in ordinary language and listen to the response. A task on the plan does not make the person invisible or remove the need to follow the actual consent process.

"Would you like help now, or would you prefer a few quiet minutes first?"

Describe rather than diagnose

Keep the person's words separate from what you observed. Report changes through the appropriate route without inventing a cause or treating an incomplete description as proof that nothing is wrong.

"She said she felt more tired; I noticed two pauses during our conversation."

Name your role accurately

Assignments, training, and local rules determine what a worker can do. The fictional reminder-only assignment in this book does not authorize medication administration or dose advice.

"I can help you contact the nurse, but I cannot decide a replacement dose."

Close the communication loop

A sent message is not always an accepted handoff. Identify the unresolved issue, responsible person, next contact, and any urgent route. Record what actually happened, including uncertainty.

"The coordinator has the transport query; no booking has been confirmed."

Professional boundaries

People, schedules, care plans, and incidents are fictional. This book teaches workplace English, not clinical care, medication instructions, capacity assessment, or professional certification. Follow the actual care plan, consent and privacy requirements, training, employer procedures, and qualified clinical advice. For urgent or emergency concerns use the appropriate local service and procedure without waiting for a routine callback. The cited England/UK sources do not establish universal rules.

A Read the situation

LESSON 01 / CONFIRMING THE VISIT AND THE CARE PLAN

Clarify scheduled support, acknowledge an unmet expectation, and request authorization without promising an unassigned service.

The appointment is real; the transport is unconfirmed

Caregiver Maya arrives at 9:00 for a two-hour visit with Mr. Ellis. Her assignment lists breakfast support and light household tasks. He expects her to drive him to a 10:00 appointment, but transport is not listed and she has no authorization to provide it. The coordinator is available by phone. Maya must establish the discrepancy, contact the coordinator with the client involved as appropriate, and continue agreed support within her role. Neither a phone message nor a request for help confirms a transport booking.

People: Mr. Ellis, Client; Maya, Caregiver.

Read the record

Choose one answer per question using the facts above.

1. When is the scheduled visit due to end?

- A.** 9:30
- B.** 11:00
- C.** 10:00
- D.** 12:00

2. What is not authorized in the supplied assignment?

- A.** Breakfast support
- B.** Light household tasks
- C.** Contacting the available coordinator
- D.** Transport to the appointment

3. What should Maya clarify with the coordinator?

- A.** The transport expectation and an authorized arrangement
- B.** Which personal car she must use without approval
- C.** Whether to mark a booking complete immediately
- D.** How to conceal the unmet expectation

[Answers and explanations, page 123](#)

B Vocabulary in use

CORE TERMS

care plan

A record of assessed needs and agreed support arrangements.

follow the care plan

visit window

The specified period for an expected visit.

confirm the visit window

care coordinator

The person coordinating relevant care arrangements.

contact the care coordinator

ADLs

Activities of daily living, such as dressing or eating.

support ADLs

personal care

Support with personal daily activities within an agreed role.

provide personal care

light housekeeping

Limited household tasks within the assigned service.

clarify light housekeeping

assignment

The particular work allocated to a worker.

confirm the assignment

scheduled duration

The planned length of a visit or service.

check the scheduled duration

support need

An area in which a person requires assistance.

clarify a support need

IADLs

Instrumental activities of daily living, such as shopping or household management.

assist with IADLs

domestic support

Agreed help with household activities.

arrange domestic support

appointment

A planned meeting or service at a specified time.

confirm the appointment

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

care plan CARE PLAN

follow the care plan

Keep the meaning precise: A record of assessed needs and agreed support arrangements.

support need SUPPORT NEED

clarify a support need

Keep the meaning precise: An area in which a person requires assistance.

B Precision and professional shorthand

EXTEND YOUR RANGE

transport authorization

Permission for the particular transport arrangement.

obtain transport authorization

scope of duties

The tasks permitted within the worker's actual role.

clarify the scope of duties

unmet expectation

Something expected that has not been confirmed or provided.

acknowledge an unmet expectation

accessible transport

Transport suited to the person's relevant access needs.

request accessible transport

contact route

The approved way to reach the appropriate person.

use the contact route

authorized change

A change agreed through the required process.

document an authorized change

escort

A person accompanying someone under an agreed arrangement.

arrange an escort

service discrepancy

A difference between expected and recorded service.

report a service discrepancy

booking confirmation

Evidence that a particular service reservation is accepted.

obtain booking confirmation

contingency arrangement

A prepared alternative for a possible disruption.

activate a contingency arrangement

visit record

The factual account of support and events during a visit.

update the visit record

read-back

Repeating key information to check that it was understood correctly.

give a read-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

appointment APPOINTMENT

confirm the appointment

Keep the meaning precise: A planned meeting or service at a specified time.

unmet expectation UNMET EXPECTATION

acknowledge an unmet expectation

Keep the meaning precise: Something expected that has not been confirmed or provided.

Phrases that move the work forward

Introduce the visit

Good morning, Mr. Ellis. I am here for your nine-to-eleven visit.

Invite clarification

What were you expecting for your appointment this morning?

Name the discrepancy

Transport is not listed in the assignment I have.

Offer a next step

I can contact the coordinator now to check the arrangement.

Report without blame

There is a difference between the expected support and my recorded assignment.

Clarify responsibility

Who is confirming the transport arrangement?

Avoid a false promise

I cannot confirm a driver until the coordinator verifies the booking.

Repeat key details

Let me check: the appointment is at ten, and transport is still unconfirmed.

Confirm the plan

My assignment lists breakfast support and light household tasks.

Acknowledge the impact

I understand that getting there at ten matters to you.

Explain the boundary

I do not have authorization to drive you.

Ask to include the client

Would you like to be part of that conversation?

Check the status

Has transport actually been booked, or only requested?

Check access needs

Please confirm any access requirements through the agreed process.

Continue agreed support

While we clarify that, would you like help with breakfast?

Record the outcome

I will record the request, who was contacted, and the confirmed response.

Precision in real exchanges

Purpose: Acknowledge the impact

Useful wording: I understand that getting there at ten matters to you.

Purpose: Name the discrepancy

Useful wording: Transport is not listed in the assignment I have.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which statement is both helpful and accurate?

- A.** My arrival proves transport is included.
- B.** Your appointment must be wrong.
- C.** I will drive you before asking anyone.
- D.** Transport is not in my assignment; I can call the coordinator to check it now.

2. Which record would overstate progress?

- A.** Transport confirmed, when only a message has been sent
- B.** Transport requested; coordinator contacted
- C.** Appointment reported for 10:00
- D.** No transport authorization available to Maya

3. A colleague needs the term for this meaning: The planned length of a visit or service. Which term fits?

- A.** scope of duties
- B.** scheduled duration
- C.** personal care
- D.** contact route

D Choose the response that fits / continued

4. Rebuild the exchange from "The appointment is real; the transport is unconfirmed". Mr. Ellis: "Could you take me this once? It is only a short drive, and I do not want to lose the appointment." Maya: [missing response] Mr. Ellis: "All right. Please explain that the appointment is at ten. I would rather speak to the coordinator with you than repeat everything later." Which response belongs in the gap?

- A.** I do not have transport authorization. I can help contact the person who can resolve the request, but I cannot make a private driving arrangement outside my assigned role.
- B.** I will explain that distinction to the care coordinator. The appointment time and pickup time are separate, and any access arrangements need to be confirmed through the proper process.
- C.** Breakfast remains part of my scope of duties. We can continue that support with your agreement while the office checks the transport, without marking the additional request as settled.
- D.** I understand the unmet expectation. We should clarify what was discussed without assuming you misunderstood. Getting to the appointment matters, and I want the coordinator to check the arrangement directly.

[Answers and explanations, page 123](#)

One useful distinction

An appointment time is not a transport booking. A transport request is not authorization for the caregiver to drive. Keep the appointment, departure arrangements, transport provider, and booking status distinct when asking the coordinator to resolve the discrepancy.

Conversation

The appointment is real; the transport is unconfirmed

The appointment is real; the transport is unconfirmed

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

assignment / booking confirmation / visit record / care coordinator / service discrepancy
/ unmet expectation / scope of duties / read-back / transport authorization /
contact route

- 01 **Mr. Ellis:** Good morning, Maya. My appointment is at ten, so I thought we would have breakfast quickly and then leave in your car.
- 02 **Maya:** Good morning. My ¹ _____ is for breakfast support and light household tasks from nine until eleven. I do not have transport listed, but I can check that with the coordinator now.
- 03 **Mr. Ellis:** I mentioned the appointment when someone called last week. I understood that the visit would include getting me there, not just making breakfast.
- 04 **Maya:** I understand the ² _____. We should clarify what was discussed without assuming you misunderstood. Getting to the appointment matters, and I want the coordinator to check the arrangement directly.
- 05 **Mr. Ellis:** Could you take me this once? It is only a short drive, and I do not want to lose the appointment.
- 06 **Maya:** I do not have ³ _____. I can help contact the person who can resolve the request, but I cannot make a private driving arrangement outside my assigned role.

E Conversation / continued

- 07 **Mr. Ellis:** All right. Please explain that the appointment is at ten. I would rather speak to the coordinator with you than repeat everything later.
- 08 **Maya:** Of course. We can give a clear ⁴ _____ of the details together: appointment at ten, visit from nine to eleven, and no confirmed transport information in my assignment.
- 09 **Mr. Ellis:** Does that mean nobody has booked a car? There might be something in the office records that neither of us can see.
- 10 **Maya:** Exactly. The ⁵ _____ may be elsewhere. I will ask what is actually arranged rather than tell you that nothing exists when I have not checked.

Conversation continues on the next page.

The appointment is real; the transport is unconfirmed

CONVERSATION / CONTINUED

- 11 **Mr. Ellis:** Ten is when I need to be at the appointment, not when a car should collect me. Please make that clear when we call.
- 12 **Maya:** I will explain that distinction to the ⁶ _____. The appointment time and pickup time are separate, and any access arrangements need to be confirmed through the proper process.
- 13 **Mr. Ellis:** What happens to breakfast while we are sorting this out? I have not eaten yet, and I still want the agreed help.
- 14 **Maya:** Breakfast remains part of my ⁷ _____. We can continue that support with your agreement while the office checks the transport, without marking the additional request as settled.
- 15 **Mr. Ellis:** Please keep me on the call. Last time, I heard someone was dealing with it but never got a pickup time or a driver's name.
- 16 **Maya:** We will ask for the responsible person and the ⁸ _____ for the response. If an arrangement changes, we need the actual details, not just an assurance that the request was passed on.
- 17 **Mr. Ellis:** Thank you. I can explain what I was told last week, and you can explain what is on your assignment this morning.
- 18 **Maya:** That will help us report the ⁹ _____ fairly. I will keep your account separate from what the current record says, so the coordinator can reconcile them.
- 19 **Mr. Ellis:** Please put the outcome in the notes as well. The next person should not have to start the same conversation from the beginning.
- 20 **Maya:** I will update the ¹⁰ _____ with the request, contact, and confirmed response. Until we have that response, I will describe transport as unconfirmed rather than booked.

CHECK THE GAPS

1. assignment / 2. unmet expectation / 3. transport authorization / 4. read-back / 5. booking confirmation / 6. care coordinator / 7. scope of duties / 8. contact route / 9. service discrepancy / 10. visit record

[Why these answers fit, page 124](#)

F Check accuracy and scope

The appointment is real; the transport is unconfirmed

Return to the case

Caregiver Maya arrives at 9:00 for a two-hour visit with Mr. Ellis. Her assignment lists breakfast support and light household tasks. He expects her to drive him to a 10:00 appointment, but transport is not listed and she has no authorization to provide it. The coordinator is available by phone. Maya must establish the discrepancy, contact the coordinator with the client involved as appropriate, and continue agreed support within her role. Neither a phone message nor a request for help confirms a transport booking.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does a read-back help establish?

- A. Shared understanding of the appointment and transport status
- B. Automatic permission to drive
- C. A guarantee of arrival time
- D. Clinical suitability for all transport types

2. Which question is most useful?

- A. Who will confirm the arrangement and contact Mr. Ellis?
- B. Can we assume any relative will drive?
- C. Can the transport request be omitted from the record?
- D. Does breakfast support include every possible errand?

[Answers and explanations, page 126](#)

Listen for the distinction

Correct the ten gaps. Read back nine-to-eleven visit, ten-o'clock appointment, and unconfirmed transport as separate facts.

A boundary needs a useful next step

An unexpected limit can sound like abandonment. Acknowledge the practical consequence, explain the assignment plainly, and identify who can clarify the arrangement. Avoid blaming the client for expecting something that may have been discussed elsewhere.

F Say it / transfer to a new case

Clarify a different unassigned errand

A 14:00-15:00 visit includes household support. The client expects a parcel pickup, which is not assigned. The coordinator can clarify it; no pickup has been booked.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

coordinator / 15:00 / parcel pickup / unconfirmed

- 01 **Caregiver:** This visit ends at ¹ _____.
- 02 **Client:** The extra request is a ² _____.
- 03 **Caregiver:** I will clarify the request with the ³ _____.
- 04 **Caregiver:** The pickup is currently ⁴ _____.

CHECK THE GAPS

1. 15:00 / 2. parcel pickup / 3. coordinator / 4. unconfirmed

[Why these answers fit, page 126](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The appointment is real; the transport is unconfirmed".
Mr. Ellis: "What happens to breakfast while we are sorting this out? I have not eaten yet, and I still want the agreed help." **Maya:** [missing response] **Mr. Ellis:** "Please keep me on the call. Last time, I heard someone was dealing with it but never got a pickup time or a driver's name." Which response belongs in the gap?

- A.** I will explain that distinction to the care coordinator. The appointment time and pickup time are separate, and any access arrangements need to be confirmed through the proper process.
- B.** I do not have transport authorization. I can help contact the person who can resolve the request, but I cannot make a private driving arrangement outside my assigned role.
- C.** I understand the unmet expectation. We should clarify what was discussed without assuming you misunderstood. Getting to the appointment matters, and I want the coordinator to check the arrangement directly.
- D.** Breakfast remains part of my scope of duties. We can continue that support with your agreement while the office checks the transport, without marking the additional request as settled.

[Answers and explanations, page 127](#)

A Read the situation

LESSON 02 / CONSENT, CHOICE, AND RESPECTFUL ASSISTANCE

Offer support without pressure, respect a changed preference, and record the agreed timing without judgment.

Ten quiet minutes before choosing clothes

Caregiver Imani has thirty minutes left in her visit with Ms. Hale. Support with choosing and arranging clothes is included in the plan, but Ms. Hale declines help now and asks for ten quiet minutes before a visitor arrives. There is no immediate safety concern in this scenario. Imani should acknowledge the choice, explain the remaining time, and agree whether to ask again later. A listed task is not permission to override the person. The record should describe what was offered, chosen, and actually provided rather than label the client difficult.

People: Ms. Hale, Client; Imani, Caregiver.

Read the record

Choose one answer per question using the facts above.

1. What does Ms. Hale request?

- A. Ten quiet minutes before help is discussed again
- B. Immediate help despite her refusal
- C. Cancellation of all future care
- D. A change to her visitor's identity

2. How much scheduled visit time remains after ten minutes?

- A. Twenty minutes
- B. Ten minutes
- C. Forty minutes
- D. No time

3. Which fact is explicitly supplied?

- A. Her visitor can automatically consent for her.
- B. Clothes must be arranged despite refusal.
- C. There is no immediate safety concern in this scenario.
- D. Ms. Hale cannot make decisions.

[Answers and explanations, page 128](#)

B Vocabulary in use

CORE TERMS

consent

Agreement to a particular action through the applicable process.

seek consent

decline assistance

Say that offered help is not wanted.

acknowledge declined assistance

autonomy

A person's ability and right to direct relevant choices about their life.

support autonomy

person-centered support

Support organized around the person's needs, choices, and circumstances.

provide person-centered support

decision-specific

Relating to the particular decision, not every possible choice.

use decision-specific language

coercion

Pressure or force that undermines free choice.

avoid coercion

withdraw consent

Change an earlier agreement so that the action is no longer agreed.

respect withdrawn consent

preference

A person's stated choice or favored way of doing something.

respect a preference

dignity

Respect for a person's worth, privacy, and personhood.

preserve dignity

supported choice

A decision made with appropriate communication or practical assistance.

enable supported choice

capacity

Ability to make a particular decision under the applicable legal framework.

refer a capacity concern

assent

An expression of agreement whose legal significance depends on context.

distinguish assent from legal consent

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

consent CONSENT

seek consent

Keep the meaning precise: Agreement to a particular action through the applicable process.

dignity DIGNITY

preserve dignity

Keep the meaning precise: Respect for a person's worth, privacy, and personhood.

B Precision and professional shorthand

EXTEND YOUR RANGE

verbal agreement

Agreement expressed in spoken words.
confirm verbal agreement

communication need

A requirement that helps a person understand or express themselves.
meet a communication need

privacy preference

A stated choice about personal space or access to information.
clarify a privacy preference

time remaining

The portion of the scheduled visit not yet used.
explain the time remaining

independence

Doing or directing activities with the appropriate degree of support.
promote independence

neutral wording

Language that describes facts without an unsupported evaluation.
use neutral wording

nonverbal response

Communication through gesture, expression, or other nonspoken behavior.
notice a nonverbal response

processing time

Time needed to understand information and formulate a response.
allow processing time

reoffer

Offer support again without assuming the answer will change.
agree when to reoffer

partial support

Help with only the agreed part of a task.
offer partial support

judgmental label

A description that criticizes a person rather than reporting events.
avoid judgmental labels

agreed pause

A mutually understood break before an activity is discussed or resumed.
respect an agreed pause

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

assent **ASSENT**

distinguish assent from legal consent

Keep the meaning precise: An expression of agreement whose legal significance depends on context.

privacy preference **PRIVACY PREFERENCE**

clarify a privacy preference

Keep the meaning precise: A stated choice about personal space or access to information.

Phrases that move the work forward

Offer help

Would you like help choosing your clothes?

Check the preference

Would you prefer a few quiet minutes first?

Make timing clear

If we pause for ten minutes, twenty minutes will remain.

Avoid pressure

You do not need to agree just to complete my task list.

Respect privacy

Where would you like me to wait during the pause?

Address the person directly

I would like to hear your preference first.

Distinguish the scope

You are declining this help now, not necessarily every later offer.

Keep a boundary honest

I cannot promise extra visit time without an authorized change.

Accept the answer

That is fine; I will not start now.

Explain the schedule

There are thirty minutes left in this visit.

Ask about a later offer

Would you like me to ask again after that?

Clarify a smaller task

Would help laying out one item be useful, or would you prefer no help?

Check a changed choice

Is that still what you would like?

Avoid a label

I will record the help offered and your response.

Acknowledge independence

You can choose what you want to wear.

Confirm the agreement

We will pause for ten minutes, and I will ask again as agreed.

Precision in real exchanges

Purpose: Explain the schedule

Useful wording: There are thirty minutes left in this visit.

Purpose: Make timing clear

Useful wording: If we pause for ten minutes, twenty minutes will remain.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which record is most accurate?

- A.** Clothes support offered; Ms. Hale requested a ten-minute pause and agreed to a later offer.
- B.** Client was difficult and wasted ten minutes.
- C.** All future clothes support permanently refused.
- D.** Consent assumed because the task was listed.

2. Which reply avoids pressure?

- A.** I will begin after ten minutes because you have agreed to the pause.
- B.** I will prepare the clothes during your quiet time so we can catch up.
- C.** I will ask your niece to persuade you before my visit ends.
- D.** I will pause; would you like me to ask again in ten minutes?

3. A colleague needs the term for this meaning: A person's stated choice or favored way of doing something. Which term fits?

- A.** preference
- B.** communication need
- C.** decision-specific
- D.** independence

D Choose the response that fits / continued

4. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "I know you have a list. But when I say not now, will the notes say I was being difficult? That worries me." Imani: [missing response] Ms. Hale: "That would help. I still want to choose my own clothes. Having someone here should not mean everything gets decided for me." Which response belongs in the gap?

- A.** Yes, that is a clear privacy preference. I will not use the pause to start the task anyway. Let me know if you want to change that arrangement.
- B.** We can agree on that reoffer. There are thirty minutes left in my visit, so twenty will remain afterward. I want you to know the timing without feeling rushed.
- C.** I will allow that processing time. A quiet pause can be part of respectful communication. There is no need to repeat the same question every minute while you are deciding.
- D.** I can use neutral wording in the record. I will describe what I offered and what you requested, rather than give you a negative label for making a choice.

[Answers and explanations, page 128](#)

One useful distinction

Declining one offer now does not automatically cancel every later offer or the whole care plan. Ask about the specific task and timing. Respect the actual response; a convenient schedule does not turn refusal into consent.

E Conversation

Ten quiet minutes before choosing clothes

Ten quiet minutes before choosing clothes

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

withdraw consent / preference / neutral wording / verbal agreement / privacy preference
/ independence / processing time / partial support / reoffer / agreed pause

- 01 **Ms. Hale:** Please leave the clothes for now, Imani. My visitor is coming later, but I would like ten quiet minutes before we do anything else.
- 02 **Imani:** Of course. I will respect that ¹ _____ and will not start arranging them. Would you like me to ask again after ten minutes, or would you prefer not to discuss clothes today?
- 03 **Ms. Hale:** Ask me again after the pause. I might just need help finding the blue cardigan, but I want to sit quietly first.
- 04 **Imani:** We can agree on that ² _____. There are thirty minutes left in my visit, so twenty will remain afterward. I want you to know the timing without feeling rushed.
- 05 **Ms. Hale:** I know you have a list. But when I say not now, will the notes say I was being difficult? That worries me.
- 06 **Imani:** I can use ³ _____ in the record. I will describe what I offered and what you requested, rather than give you a negative label for making a choice.
- 07 **Ms. Hale:** That would help. I still want to choose my own clothes. Having someone here should not mean everything gets decided for me.
- 08 **Imani:** Your ⁴ _____ matters. I can help with an agreed part of the task, such as finding the cardigan, without taking over decisions you want to make yourself.
- 09 **Ms. Hale:** Could you wait in the sitting room? I would rather not have someone sorting things behind me while I am trying to relax.
- 10 **Imani:** Yes, that is a clear ⁵ _____. I will not use the pause to start the task anyway. Let me know if you want to change that arrangement.

Conversation continues on the next page.

Ten quiet minutes before choosing clothes

CONVERSATION / CONTINUED

- 11 **Ms. Hale:** My niece sometimes says I should accept whatever help is offered. She means well, but I want you to ask me directly.
- 12 **Imani:** I will. Your answer to this offer is the relevant ⁶ _____ we are discussing. I will not treat another person's opinion as permission to ignore what you have just said.
- 13 **Ms. Hale:** And if I agree later but then want you to stop, can I say so? Some days I change my mind halfway through.
- 14 **Imani:** Yes. You can ⁷ _____. Tell me if you no longer want the help, and I will respond to that rather than assume an earlier yes lasts regardless of what you say.
- 15 **Ms. Hale:** Thank you. A quiet ten minutes is all I am asking for. I do not want to spend it explaining why I need it.
- 16 **Imani:** I will allow that ⁸ _____. A quiet pause can be part of respectful communication. There is no need to repeat the same question every minute while you are deciding.
- 17 **Ms. Hale:** After the ten minutes, I think finding the cardigan will be enough. I can decide about the rest when you ask me.
- 18 **Imani:** That would be ⁹ _____. We can confirm it then, and I will be honest about the remaining visit time rather than promise an extension that has not been authorized.
- 19 **Ms. Hale:** Good. Let us take the quiet time now, and then you can check with me again before touching the clothes.
- 20 **Imani:** We have an ¹⁰ _____ of ten minutes. I will wait in the sitting room, ask again afterward, and record the support you actually choose and receive.

CHECK THE GAPS

1. preference / 2. reoffer / 3. neutral wording / 4. independence / 5. privacy preference / 6. verbal agreement / 7. withdraw consent / 8. processing time / 9. partial support / 10. agreed pause

[Why these answers fit, page 129](#)

F Check accuracy and scope

Ten quiet minutes before choosing clothes

Return to the case

Caregiver Imani has thirty minutes left in her visit with Ms. Hale. Support with choosing and arranging clothes is included in the plan, but Ms. Hale declines help now and asks for ten quiet minutes before a visitor arrives. There is no immediate safety concern in this scenario. Imani should acknowledge the choice, explain the remaining time, and agree whether to ask again later. A listed task is not permission to override the person. The record should describe what was offered, chosen, and actually provided rather than label the client difficult.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does refusal alone establish here?

- A. A clinical diagnosis
- B. Permission to use force
- C. The offered help is not wanted at this moment.
- D. An inability to make any decision

2. Which timing statement is correct?

- A. The pause automatically adds ten minutes to the visit.
- B. No support may be offered again.
- C. Thirty minutes remain after the pause.
- D. Twenty scheduled minutes remain after the agreed ten-minute pause.

[Answers and explanations, page 131](#)

Listen for the distinction

Correct the ten gaps. State thirty minutes left, ten minutes requested, and twenty remaining without implying an automatic extension.

Respect does not depend on agreement

A worker may feel pressure to complete every listed task. Use an adult-to-adult tone and separate the service schedule from the person's choice. A preference that differs from yours is not evidence that the person cannot decide.

F Say it / transfer to a new case

Respond to a request for a shorter pause

There are twenty-five minutes left. The client requests five quiet minutes and agrees to a later offer of help with a coat. No immediate safety concern is supplied.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

five / twenty / neutral wording / coat

- 01 **Caregiver:** We will pause for ¹ _____ minutes.
- 02 **Client:** Please ask again about help with my ² _____.
- 03 **Caregiver:** That leaves ³ _____ scheduled minutes.
- 04 **Caregiver:** I will record the offer and response using ⁴ _____.

CHECK THE GAPS

1. five / 2. coat / 3. twenty / 4. neutral wording

[Why these answers fit, page 131](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "And if I agree later but then want you to stop, can I say so? Some days I change my mind halfway through." Imani: [missing response] Ms. Hale: "Thank you. A quiet ten minutes is all I am asking for. I do not want to spend it explaining why I need it." Which response belongs in the gap?

- A.** Yes. You can withdraw consent. Tell me if you no longer want the help, and I will respond to that rather than assume an earlier yes lasts regardless of what you say.
- B.** I will. Your answer to this offer is the relevant verbal agreement we are discussing. I will not treat another person's opinion as permission to ignore what you have just said.
- C.** Of course. I will respect that preference and will not start arranging them. Would you like me to ask again after ten minutes, or would you prefer not to discuss clothes today?
- D.** I will allow that processing time. A quiet pause can be part of respectful communication. There is no need to repeat the same question every minute while you are deciding.

[Answers and explanations, page 132](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Confirming the visit and the care plan" and "Consent, choice, and respectful assistance". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: The specified period for an expected visit. Which term fits?

- A. visit window
- B. escort
- C. contingency arrangement
- D. IADLs

2. A colleague needs the term for this meaning: A decision made with appropriate communication or practical assistance. Which term fits?

- A. consent
- B. verbal agreement
- C. supported choice
- D. time remaining

3. Rebuild the exchange from "The appointment is real; the transport is unconfirmed". Mr. Ellis: "Does that mean nobody has booked a car? There might be something in the office records that neither of us can see." Maya: [missing response] Mr. Ellis: "Ten is when I need to be at the appointment, not when a car should collect me. Please make that clear when we call." Which response belongs in the gap?

- A. Of course. We can give a clear read-back of the details together: appointment at ten, visit from nine to eleven, and no confirmed transport information in my assignment.
- B. That will help us report the service discrepancy fairly. I will keep your account separate from what the current record says, so the coordinator can reconcile them.
- C. I will update the visit record with the request, contact, and confirmed response. Until we have that response, I will describe transport as unconfirmed rather than booked.
- D. Exactly. The booking confirmation may be elsewhere. I will ask what is actually arranged rather than tell you that nothing exists when I have not checked.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "After the ten minutes, I think finding the cardigan will be enough. I can decide about the rest when you ask me." Imani: [missing response] Ms. Hale: "Good. Let us take the quiet time now, and then you can check with me again before touching the clothes." Which response belongs in the gap?

- A.** I can use neutral wording in the record. I will describe what I offered and what you requested, rather than give you a negative label for making a choice.
- B.** We can agree on that reoffer. There are thirty minutes left in my visit, so twenty will remain afterward. I want you to know the timing without feeling rushed.
- C.** I will allow that processing time. A quiet pause can be part of respectful communication. There is no need to repeat the same question every minute while you are deciding.
- D.** That would be partial support. We can confirm it then, and I will be honest about the remaining visit time rather than promise an extension that has not been authorized.

[Answers and explanations, page 163](#)

A Read the situation

LESSON 03 / REPORTING A CHANGE WITHOUT DIAGNOSING

Attribute the client's words, describe a change from usual behavior, and seek the appropriate response without diagnosing.

A precise report without an invented cause

During a routine visit, caregiver Luis hears Ms. Chen say, "I feel more tired than yesterday." At 9:20, he notices that she stops twice while describing breakfast, which is unusual during his visits. He contacts nurse Jo through the local reporting procedure. He has no clinical diagnosis and has not measured vital signs. No emergency signs are specified in this fictional brief; that is not proof that the person is safe. Any urgent or emergency concern must follow the local urgent route without waiting for routine reporting.

People: Luis, Caregiver; Jo, Nurse receiving the report.

Read the record

Choose one answer per question using the facts above.

1. Which statement comes directly from the client?

- A. I feel more tired than yesterday.
- B. She has a diagnosed infection.
- C. Her vital signs are normal.
- D. She is safe to wait indefinitely.

2. What did Luis observe?

- A. A measured temperature change
- B. Two pauses while Ms. Chen described breakfast at 9:20
- C. A confirmed cause of tiredness
- D. A complete clinical examination

3. What must happen if an urgent concern arises?

- A. Treat the fictional absence of emergency details as proof of safety.
- B. Use the appropriate local urgent or emergency route without waiting for routine reporting.
- C. Wait until the end of the shift regardless.
- D. Diagnose the cause first.

[Answers and explanations, page 133](#)

B Vocabulary in use

CORE TERMS

observation

Something the worker directly notices, distinguished from an interpretation.

report an observation

direct quotation

The person's actual words presented as their statement.

preserve a direct quotation

baseline

The usual pattern used for a relevant comparison.

describe the known baseline

frequency

How often something occurs in the stated period.

record the observed frequency

context

The circumstances in which an event happened.

provide relevant context

subjective report

An experience described from the person's perspective.

attribute a subjective report

reported symptom

An experience described by the person, not necessarily measured by the listener.

attribute a reported symptom

onset

When a change or symptom began, if known.

clarify the reported onset

change from usual

A difference from the person's previously observed pattern.

report a change from usual

duration

How long an event lasts, when this is known.

clarify the duration

objective description

A specific factual account rather than an unsupported conclusion.

use an objective description

clinical assessment

Evaluation by an appropriately qualified professional.

request clinical assessment

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

observation **OBSERVATION**

report an observation

Keep the meaning precise: Something the worker directly notices, distinguished from an interpretation.

change from usual **CHANGE FROM USUAL**

report a change from usual

Keep the meaning precise: A difference from the person's previously observed pattern.

B Precision and professional shorthand

EXTEND YOUR RANGE

diagnosis

Identification of a condition through an appropriate clinical process.

avoid an unsupported diagnosis

unmeasured

Not measured; different from a normal result.

identify unmeasured information

red flag

A sign or concern requiring particular attention under the relevant procedure.

recognize a red flag

urgent pathway

The designated process for concerns requiring prompt action.

use the urgent pathway

SBAR

Situation, background, assessment, recommendation; a structured communication framework used in some services.

use the local SBAR format

contemporaneous note

A record made at or near the time of the event.

make a contemporaneous note

vital signs

Clinical measurements such as pulse or temperature, taken within an authorized role.

report measured vital signs

uncertainty

Something not yet established or known.

state uncertainty

escalation

Raising a concern through the appropriate route for action.

make a timely escalation

callback

A return call that may still be pending.

request a callback

read-back confirmation

Repetition of key information followed by a check of accuracy.

request read-back confirmation

follow-up instruction

Direction about the next action from the appropriate person.

clarify follow-up instructions

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

clinical assessment CLINICAL ASSESSMENT

request clinical assessment

Keep the meaning precise: Evaluation by an appropriately qualified professional.

red flag RED FLAG

recognize a red flag

Keep the meaning precise: A sign or concern requiring particular attention under the relevant procedure.

C Phrases that move the work forward

Open the report

I am calling about a change I noticed during this visit.

Quote accurately

Her exact words were, I feel more tired than yesterday.

Give the time

I noticed this at nine twenty.

State a limit

I do not know what is causing it.

Clarify onset

I know when I noticed it, but not when it began.

Check receipt

Can you confirm that you have received the concern?

Correct an inference

I reported tiredness; I did not diagnose the cause.

Document the exchange

I will record the observation, time, contact, and instructions received.

Identify the source

Ms. Chen told me she feels more tired than yesterday.

Describe the observation

She stopped twice while describing breakfast.

Bound the comparison

That is unusual during my visits with her.

Avoid a false measurement

I have not measured her vital signs.

Request the next step

What should happen next under the care plan and reporting procedure?

Read back an instruction

Let me repeat the instruction to check I understood it.

Keep urgency separate

I will use the urgent route if the concern requires it.

Avoid false closure

The report is received; that does not mean a clinical assessment is complete.

Precision in real exchanges

Purpose: Describe the observation

Useful wording: She stopped twice while describing breakfast.

Purpose: Give the time

Useful wording: I noticed this at nine twenty.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which report is most precise?

- A.** At 9:20 she paused twice while describing breakfast and said she felt more tired than yesterday.
- B.** She definitely has an infection.
- C.** She is fine because no numbers were recorded.
- D.** Her mood is bad, so no report is needed.

2. How should missing vital signs be described?

- A.** Not measured by Luis
- B.** Normal
- C.** Negative
- D.** Clinically cleared

3. A colleague needs the term for this meaning: When a change or symptom began, if known. Which term fits?

- A.** context
- B.** onset
- C.** unmeasured
- D.** SBAR

D Choose the response that fits / continued

4. Rebuild the exchange from "A precise report without an invented cause". Luis: "No. I know when we had the conversation, but I cannot say when she first started feeling tired or whether it changed overnight." Jo: [missing response] Luis: "She does not usually pause like that when we talk during my visits. I have not watched her continuously outside those visits, though." Which response belongs in the gap?

- A.** Thank you. That gives an objective description of the pauses and an attributed account of how she feels. Do you know when the tiredness actually began?
- B.** Record those as unmeasured, not normal. A blank measurement field cannot support reassurance, and you should not invent a reading to make the record look complete.
- C.** Then the onset is not established. Keep nine twenty as the observation time, rather than enter it as the start of the symptom.
- D.** That is a useful, bounded baseline. Describe what is unusual in your experience without implying that you know her behavior throughout the whole day or night.

[Answers and explanations, page 133](#)

One useful distinction

Not measured is not the same as normal. No emergency signs specified in a teaching brief is not a real clinical clearance. Report the actual known information and follow the local urgent pathway whenever the circumstances require it.

E Conversation

A precise report without an invented cause

A precise report without an invented cause

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

reported symptom / unmeasured / contemporaneous note / baseline /
objective description / read-back confirmation / clinical assessment / diagnosis /
urgent pathway / onset

- 01 **Luis:** Jo, I am calling through the reporting line about Ms. Chen. I noticed a change during this morning's visit and want to pass on the exact information.
- 02 **Jo:** Start with the ¹ _____ in her own words, then tell me what you directly observed. Keeping those two sources separate will make the report easier to assess.
- 03 **Luis:** She said, I feel more tired than yesterday. While she was describing breakfast, she stopped twice. That was at nine twenty this morning.
- 04 **Jo:** Thank you. That gives an ² _____ of the pauses and an attributed account of how she feels. Do you know when the tiredness actually began?
- 05 **Luis:** No. I know when we had the conversation, but I cannot say when she first started feeling tired or whether it changed overnight.
- 06 **Jo:** Then the ³ _____ is not established. Keep nine twenty as the observation time, rather than enter it as the start of the symptom.

E Conversation / continued

- 07 **Luis:** She does not usually pause like that when we talk during my visits. I have not watched her continuously outside those visits, though.
- 08 **Jo:** That is a useful, bounded ⁴ _____. Describe what is unusual in your experience without implying that you know her behavior throughout the whole day or night.
- 09 **Luis:** I nearly wrote coming down with something. Let me correct that: she reported tiredness and I noticed the pauses. I do not know the cause.
- 10 **Jo:** Please do not substitute a ⁵ _____ for the observations. The report should preserve the tiredness, pauses, timing, and uncertainty so the appropriate professional can assess the concern.

Conversation continues on the next page.

A precise report without an invented cause

CONVERSATION / CONTINUED

- 11 **Luis:** I also have no temperature, pulse, or other measurements to report. Taking those measurements is not part of what I have done this morning.
- 12 **Jo:** Record those as ⁶ _____, not normal. A blank measurement field cannot support reassurance, and you should not invent a reading to make the record look complete.
- 13 **Luis:** I understand. If the situation becomes urgent while I am trying to reach someone, I should not wait just because a routine message is already in the system.
- 14 **Jo:** Correct. Use the local ⁷ _____ when required, including emergency services where appropriate. Routine reporting and urgent response serve different needs; an earlier message does not remove that distinction.
- 15 **Luis:** Can you confirm that you have received this report? I also need the next instructions through our care procedure so I know what to record.
- 16 **Jo:** I have received it. We must distinguish that from a completed ⁸ _____. I will address the next steps through our clinical process; do not describe this call as an assessment outcome.
- 17 **Luis:** Please give me the next steps one at a time. I will repeat them back; if I miss a word, I want to check it now.
- 18 **Jo:** That ⁹ _____ is helpful. Ask immediately if a direction, responsibility, or timing is unclear, and keep any action within the responsibilities you are authorized to perform.

A precise report without an invented cause / continued

- 19 **Luis:** My record will include her words, the two pauses, nine twenty, what I do not know, and this contact. It will not say that a cause has been confirmed.
- 20 **Jo:** Good. Make a ¹⁰ _____ and record the actual instructions and response, not an expected outcome. Continue to use the appropriate local route if the concern changes.

CHECK THE GAPS

1. reported symptom / **2.** objective description / **3.** onset / **4.** baseline / **5.** diagnosis / **6.** unmeasured / **7.** urgent pathway / **8.** clinical assessment / **9.** read-back confirmation / **10.** contemporaneous note

[Why these answers fit, page 134](#)

F Check accuracy and scope

A precise report without an invented cause

Return to the case

During a routine visit, caregiver Luis hears Ms. Chen say, "I feel more tired than yesterday." At 9:20, he notices that she stops twice while describing breakfast, which is unusual during his visits. He contacts nurse Jo through the local reporting procedure. He has no clinical diagnosis and has not measured vital signs. No emergency signs are specified in this fictional brief; that is not proof that the person is safe. Any urgent or emergency concern must follow the local urgent route without waiting for routine reporting.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which time is established?

- A.** When Luis noticed the pauses
- B.** The exact onset of tiredness
- C.** The start of a diagnosed disease
- D.** The time of a completed clinical assessment

2. What does receipt of the report establish?

- A.** The cause is diagnosed.
- B.** No follow-up can be needed.
- C.** A routine callback overrides every urgent pathway.
- D.** The concern reached the receiving person, not that assessment is complete.

[Answers and explanations, page 136](#)

Listen for the distinction

Correct the ten gaps. Distinguish nine twenty as observation time from an unknown onset and unmeasured signs from normal results.

Specific observations travel better than labels

Words such as fine, poorly, confused, or not herself may hide the information the next person needs. Give the person's own words, the observable event, the time, and the comparison you can genuinely support. Let qualified staff assess the cause.

F Say it / transfer to a new case

Keep a second observation separate from its cause

At 14:10, a client says, "My usual shoes feel tighter today." The caregiver notices the client trying twice to fasten them. No cause or measurements are established; the local reporting route applies.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unconfirmed / two / 14:10 / tighter today

- 01 **Caregiver:** The observation time is ¹ _____.
- 02 **Receiver:** The client reported that the shoes felt ² _____.
- 03 **Caregiver:** I observed ³ _____ attempts to fasten them.
- 04 **Receiver:** The cause remains ⁴ _____.

CHECK THE GAPS

1. 14:10 / 2. tighter today / 3. two / 4. unconfirmed

[Why these answers fit, page 136](#)

F Say it / transfer to a new case / continued

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A precise report without an invented cause". Luis: "I understand. If the situation becomes urgent while I am trying to reach someone, I should not wait just because a routine message is already in the system." Jo: [missing response] Luis: "Can you confirm that you have received this report? I also need the next instructions through our care procedure so I know what to record." Which response belongs in the gap?

- A.** Please do not substitute a diagnosis for the observations. The report should preserve the tiredness, pauses, timing, and uncertainty so the appropriate professional can assess the concern.
- B.** That read-back confirmation is helpful. Ask immediately if a direction, responsibility, or timing is unclear, and keep any action within the responsibilities you are authorized to perform.
- C.** Start with the reported symptom in her own words, then tell me what you directly observed. Keeping those two sources separate will make the report easier to assess.
- D.** Correct. Use the local urgent pathway when required, including emergency services where appropriate. Routine reporting and urgent response serve different needs; an earlier message does not remove that distinction.

[Answers and explanations, page 137](#)

A Read the situation

LESSON 04 / BOUNDARIES AROUND MEDICINES AND CLINICAL QUESTIONS

Explain a reminder-only role, acknowledge a medication question, and help obtain qualified advice without recommending a dose.

A missed dose needs qualified advice

Mr. Ahmed tells caregiver Rosa that he missed a medicine dose and asks whether to take twice as much now. Rosa does not know the medicine, strength, prescribed schedule, or when the missed dose was due. Her fictional assignment permits reminders only, not administering medicines or recommending doses. The care plan names a nurse contact for medication questions. Rosa should explain her role and help seek timely qualified advice through the plan. She must not guess a dose, turn a missed dose into a refusal, or delay an urgent response for routine contact.

People: Mr. Ahmed, Client; Rosa, Caregiver.

Read the record

Choose one answer per question using the facts above.

1. What does Rosa's assignment permit?

- A.** Recommending replacement doses
- B.** Administering any requested medicine
- C.** Changing the prescription
- D.** Reminders only

2. What information is missing?

- A.** The existence of a nurse contact
- B.** The fact that a question was asked
- C.** Rosa's reminder-only role
- D.** Medicine details and the relevant dose timing

3. What is the appropriate communication response?

- A.** Explain the limit and help contact the qualified advice route in the plan.
- B.** Tell him to double every missed dose.
- C.** Tell him to skip every missed dose.
- D.** Describe the medicine as harmless without knowing it.

[Answers and explanations, page 138](#)

B Vocabulary in use

CORE TERMS

medication reminder

A prompt within the agreed role to support a person's own medicine routine.

give an authorized medication reminder

prescriber

A professional authorized to prescribe the relevant medicine.

contact the prescriber

prescription

An authorized instruction for a specified medicine.

check the current prescription

strength

The amount of active ingredient per stated unit or quantity.

identify the medicine strength

route of administration

How a medicine is taken or applied.

confirm the route of administration

duplicate dose

An additional dose taken or given when the relevant dose has already been taken or given.

report a possible duplicate dose

administration

Giving or applying medicine under the applicable authorization and competence requirements.

distinguish administration from a reminder

pharmacist

A qualified medicines professional.

seek pharmacist advice

dose

The amount of medicine specified for one administration.

clarify the prescribed dose

dosage form

The physical form of a medicine, such as a tablet or liquid.

identify the dosage form

missed dose

A scheduled dose that was not taken at the intended time.

report a missed dose

dosing interval

The time between doses under the prescribed schedule.

clarify the dosing interval

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

medication reminder MEDICATION REMINDER

give an authorized medication reminder

Keep the meaning precise: A prompt within the agreed role to support a person's own medicine routine.

dose DOSE

clarify the prescribed dose

Keep the meaning precise: The amount of medicine specified for one administration.

B Precision and professional shorthand

EXTEND YOUR RANGE

dispensing label

The pharmacy label identifying the medicine and directions.

refer to the dispensing label

MAR

Medication administration record; may record different types of medicines support under the service's process.

record the actual support on the MAR

contraindication

A reason a particular treatment may be inappropriate in a given situation.

refer a contraindication question

side effect

An effect of a medicine other than its intended main action.

report a suspected side effect

medication discrepancy

A difference between medicine information or records that needs clarification.

report a medication discrepancy

medication list

A record of medicines whose accuracy and currency require confirmation.

verify the medication list

PRN

From pro re nata; medicine prescribed for use when needed under specified directions.

clarify PRN directions

interaction

An effect arising from combining medicines or other relevant substances.

ask about an interaction

adverse reaction

An unwanted harmful response associated with a medicine.

report a suspected adverse reaction

clinical question

A question requiring relevant professional assessment or advice.

route a clinical question

B Precision and professional shorthand / continued

delegated task

A task formally assigned under the applicable authority and competence arrangements.

clarify a delegated task

out-of-hours contact

The designated advice or response route outside ordinary service hours.

use the out-of-hours contact

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

dosing interval DOSING INTERVAL

clarify the dosing interval

Keep the meaning precise: The time between doses under the prescribed schedule.

contraindication CONTRAINDICATION

refer a contraindication question

Keep the meaning precise: A reason a particular treatment may be inappropriate in a given situation.

C Phrases that move the work forward

Acknowledge the question

I understand you want to know what to do about the missed dose.

Separate the actions

A reminder is different from administering the medicine.

Offer useful help

I can help you contact the nurse listed in your care plan.

Identify missing details

The professional will need the medicine details and relevant timing.

Ask about the contact route

Shall we use the nurse contact in the plan now?

Clarify an unclear direction

Please repeat that instruction so we can check it accurately.

Avoid false recording

I will not record a medicine as administered when I did not administer it.

Keep urgency clear

An urgent concern should not wait for a routine callback.

State the role

My assignment permits reminders, not dose advice.

Decline to guess

I cannot safely decide that from the information I have.

Preserve the question

You are asking whether to take twice the usual amount.

Avoid a blanket rule

Different medicines require different advice.

Keep the client involved

You can explain what happened, and I can help communicate the question.

Separate reported facts

You told me the dose was missed; I did not observe when it was due.

Use the proper backup

If the usual contact is unavailable, we need the approved alternative route.

Record the response

I will document the question, contact, and actual advice received through the required process.

Precision in real exchanges

Purpose: Decline to guess

Useful wording: I cannot safely decide that from the information I have.

Purpose: Offer useful help

Useful wording: I can help you contact the nurse listed in your care plan.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response stays within the supplied role?

- A.** I cannot recommend a dose; I can help contact the nurse in your plan.
- B.** Take twice as much because yesterday was missed.
- C.** Skip it because that is always safer.
- D.** I will administer whatever amount you choose.

2. Which record is inaccurate?

- A.** Dose question referred through the plan
- B.** Medicine details not yet established
- C.** Dose administered by Rosa, when she only helped place a call
- D.** Client reports a missed dose

3. A colleague needs the term for this meaning: A qualified medicines professional. Which term fits?

- A.** MAR
- B.** medication discrepancy
- C.** route of administration
- D.** pharmacist

D Choose the response that fits / continued

4. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "The medicine is in the other room. I do not remember the exact name, and I have not told you when I was supposed to take it." Rosa: [missing response] Mr. Ahmed: "I read somewhere that people sometimes take the next dose as usual. Could we just follow that advice and avoid bothering the nurse?" Which response belongs in the gap?

- A.** I cannot turn that into a rule for your missed dose. The right response depends on the medicine and circumstances, and those have not been established in our conversation.
- B.** I can help you reach that contact and explain the question clearly. The prescriber or another appropriate medicines professional may need to advise through the agreed route.
- C.** That is a clinical question, and I cannot decide the dose. My assignment covers reminders only, but I can help you reach the nurse named in your care plan.
- D.** Those details matter, including the name, strength, and timing. We should give the professional accurate information, not rely on a tablet's color.

[Answers and explanations, page 138](#)

One useful distinction

Reminding, administering, and recommending a dose are different actions. The fictional role permits only the first. Recognizing a label or medicine name does not supply clinical authority, and another worker may have a different authorized role.

E Conversation

A missed dose needs qualified advice

A missed dose needs qualified advice

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

missed dose / out-of-hours contact / dosing interval / strength / follow-up instruction / medication discrepancy / medication reminder / Administration / prescriber / clinical question

- 01 **Mr. Ahmed:** Rosa, I missed a dose of my medicine. Should I take twice as much now to make up for it? I do not want to get behind.
- 02 **Rosa:** That is a ¹ _____, and I cannot decide the dose. My assignment covers reminders only, but I can help you reach the nurse named in your care plan.
- 03 **Mr. Ahmed:** You usually ask whether I have remembered my medicine. I thought that meant you could tell me how to fix a missed one as well.
- 04 **Rosa:** A ² _____ and advice about changing a dose are different. I can prompt within the agreed plan; I cannot choose a new amount or recommend how to replace a missed dose.
- 05 **Mr. Ahmed:** The medicine is in the other room. I do not remember the exact name, and I have not told you when I was supposed to take it.
- 06 **Rosa:** Those details matter, including the name, ³ _____, and timing. We should give the professional accurate information, not rely on a tablet's color.

E Conversation / continued

- 07 **Mr. Ahmed:** I read somewhere that people sometimes take the next dose as usual. Could we just follow that advice and avoid bothering the nurse?
- 08 **Rosa:** I cannot turn that into a rule for your ⁴ _____. The right response depends on the medicine and circumstances, and those have not been established in our conversation.
- 09 **Mr. Ahmed:** All right. The care plan has the number we normally use. I would like help making the call because I sometimes lose track of the question.
- 10 **Rosa:** I can help you reach that contact and explain the question clearly. The ⁵ _____ or another appropriate medicines professional may need to advise through the agreed route.

Conversation continues on the next page.

A missed dose needs qualified advice

CONVERSATION / CONTINUED

- 11 **Mr. Ahmed:** Please say I missed it. I did not decide against taking it, and I do not want the nurse to hear that I refused.
- 12 **Rosa:** I will preserve that distinction in the ⁶ _____ report if the process requires one. I will describe what you told me without adding a motive or an administration event I did not observe.
- 13 **Mr. Ahmed:** If the nurse tells us something I do not understand, can you ask them to repeat it while I am still on the line?
- 14 **Rosa:** Yes. We can ask about the ⁷ _____ or any other unclear wording, and repeat the instructions back. Clarifying professional advice is different from making up the advice ourselves.
- 15 **Mr. Ahmed:** What if nobody answers? Can we check the backup contact now rather than wait without a plan?
- 16 **Rosa:** We should use the approved ⁸ _____ or other backup route when applicable. If there is an urgent or emergency concern, we must follow that route without waiting for a routine callback.
- 17 **Mr. Ahmed:** Please do not mark medicine taken just because we discussed it or tried to call.
- 18 **Rosa:** I will not. ⁹ _____ has not happened through me. My note will describe the reported missed dose, the contact attempt, and any actual response, according to the recording procedure.
- 19 **Mr. Ahmed:** Thank you for explaining the difference. Let us contact the nurse now, with the question and the medicine information ready for them.
- 20 **Rosa:** We will follow the plan and clarify any ¹⁰ _____ we receive. Until qualified advice is obtained, I will not give you a guessed answer about doubling or replacing the dose.

CHECK THE GAPS

1. clinical question / 2. medication reminder / 3. strength / 4. missed dose / 5. prescriber / 6. medication discrepancy / 7. dosing interval / 8. out-of-hours contact / 9. Administration / 10. follow-up instruction

[Why these answers fit, page 139](#)

F Check accuracy and scope

A missed dose needs qualified advice

Return to the case

Mr. Ahmed tells caregiver Rosa that he missed a medicine dose and asks whether to take twice as much now. Rosa does not know the medicine, strength, prescribed schedule, or when the missed dose was due. Her fictional assignment permits reminders only, not administering medicines or recommending doses. The care plan names a nurse contact for medication questions. Rosa should explain her role and help seek timely qualified advice through the plan. She must not guess a dose, turn a missed dose into a refusal, or delay an urgent response for routine contact.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What would justify a universal missed-dose rule here?

- A. Nothing in the supplied facts
- B. The client's confidence
- C. The caregiver's familiarity with another medicine
- D. A short visit duration

2. What if the usual nurse contact is unavailable?

- A. Wait indefinitely regardless of urgency.
- B. Use another client's medicine instructions.
- C. Use the approved alternative or urgent route appropriate to the concern.
- D. Invent a replacement prescription.

[Answers and explanations, page 141](#)

Listen for the distinction

Correct the ten gaps. Preserve the missed-dose question without recommending doubling, skipping, or any other dose change.

A helpful limit is more than a refusal

People may ask a trusted worker for an immediate answer. Acknowledge the concern, make the professional boundary understandable, and offer the approved route to advice. Avoid either guessing to seem helpful or leaving the person with only a curt disclaimer.

F Say it / transfer to a new case

Route a question about a changed label

A reminder-only worker notices that the client reports different directions on a new dispensing label. The worker has not verified the difference. The plan names the supplying pharmacy as the advice contact.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

reminders / pharmacy / verified / discrepancy

- 01 **Worker:** You are reporting a possible medication ¹ _____.
- 02 **Client:** Please help me contact the supplying ² _____.
- 03 **Worker:** My assigned support is limited to ³ _____.
- 04 **Worker:** The reported difference is not yet ⁴ _____.

CHECK THE GAPS

1. discrepancy / 2. pharmacy / 3. reminders / 4. verified

[Why these answers fit, page 141](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "If the nurse tells us something I do not understand, can you ask them to repeat it while I am still on the line?" Rosa: [missing response] Mr. Ahmed: "What if nobody answers? Can we check the backup contact now rather than wait without a plan?" Which response belongs in the gap?

- A.** I will not. Administration has not happened through me. My note will describe the reported missed dose, the contact attempt, and any actual response, according to the recording procedure.
- B.** I cannot turn that into a rule for your missed dose. The right response depends on the medicine and circumstances, and those have not been established in our conversation.
- C.** Yes. We can ask about the dosing interval or any other unclear wording, and repeat the instructions back. Clarifying professional advice is different from making up the advice ourselves.
- D.** That is a clinical question, and I cannot decide the dose. My assignment covers reminders only, but I can help you reach the nurse named in your care plan.

[Answers and explanations, page 142](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Reporting a change without diagnosing" and "Boundaries around medicines and clinical questions". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: The person's actual words presented as their statement. Which term fits?

- A. duration
- B. direct quotation
- C. vital signs
- D. callback

2. A colleague needs the term for this meaning: The physical form of a medicine, such as a tablet or liquid. Which term fits?

- A. dosage form
- B. medication reminder
- C. dispensing label
- D. side effect

3. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "Could you wait in the sitting room? I would rather not have someone sorting things behind me while I am trying to relax." Imani: [missing response] Ms. Hale: "My niece sometimes says I should accept whatever help is offered. She means well, but I want you to ask me directly." Which response belongs in the gap?

- A. Your independence matters. I can help with an agreed part of the task, such as finding the cardigan, without taking over decisions you want to make yourself.
- B. We can agree on that reoffer. There are thirty minutes left in my visit, so twenty will remain afterward. I want you to know the timing without feeling rushed.
- C. Yes, that is a clear privacy preference. I will not use the pause to start the task anyway. Let me know if you want to change that arrangement.
- D. I can use neutral wording in the record. I will describe what I offered and what you requested, rather than give you a negative label for making a choice.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "Please do not mark medicine taken just because we discussed it or tried to call." Rosa: [missing response] Mr. Ahmed: "Thank you for explaining the difference. Let us contact the nurse now, with the question and the medicine information ready for them." Which response belongs in the gap?

- A.** I will not. Administration has not happened through me. My note will describe the reported missed dose, the contact attempt, and any actual response, according to the recording procedure.
- B.** I cannot turn that into a rule for your missed dose. The right response depends on the medicine and circumstances, and those have not been established in our conversation.
- C.** That is a clinical question, and I cannot decide the dose. My assignment covers reminders only, but I can help you reach the nurse named in your care plan.
- D.** Yes. We can ask about the dosing interval or any other unclear wording, and repeat the instructions back. Clarifying professional advice is different from making up the advice ourselves.

[Answers and explanations, page 165](#)

A Read the situation

LESSON 05 / MEALS, PREFERENCES, AND UNRESOLVED RESTRICTIONS

Acknowledge a food preference, explain an unresolved restriction, and offer an approved alternative without pressure.

Offer a choice without guessing about restrictions

Ms. Park declines plain oatmeal and asks caregiver Daniel for filled dumplings. Her fictional plan approves specified plain oatmeal and yogurt with berries; the yogurt meal is available. The dumpling product and preparation have not been checked against her documented dietary restrictions. The coordinator can arrange that clarification. These approvals apply only to this supplied plan, not to other people or products. Daniel must respect her preference without guessing suitability, changing ingredients, or recording food as eaten merely because he offered it.

People: Ms. Park, Client; Daniel, Caregiver.

Read the record

Choose one answer per question using the facts above.

1. Which alternative is approved and available in this plan?

- A.** Yogurt with berries
- B.** Filled dumplings
- C.** Any similar product
- D.** No alternative

2. What is known about the dumplings?

- A.** They have been checked against all restrictions.
- B.** Their filling alone determines suitability.
- C.** A family comment replaces the plan check.
- D.** They are requested but their suitability is unconfirmed.

3. What must Daniel avoid?

- A.** Offering the approved yogurt meal
- B.** Guessing suitability or pressuring the client to eat
- C.** Acknowledging the preference
- D.** Asking the coordinator to clarify

[Answers and explanations, page 143](#)

B Vocabulary in use

CORE TERMS

meal support

Agreed assistance with preparing, serving, or managing a meal.

provide meal support

dietary restriction

A documented limit on particular foods, ingredients, or intake.

verify a dietary restriction

allergen

A substance capable of triggering an allergic reaction in a susceptible person.

identify a listed allergen

intolerance

Difficulty tolerating a food, distinct from a food allergy.

clarify a reported intolerance

cross-contact

Unintended transfer of an allergen between foods or surfaces.

report a cross-contact concern

dysphagia

Difficulty swallowing; assessment and management require qualified guidance.

refer a dysphagia concern

approved option

A choice confirmed within the relevant plan or process.

offer an approved option

food preference

A person's stated liking or choice concerning food.

ask about a food preference

food allergy

An immune-system reaction to a particular food.

distinguish a food allergy

ingredient list

The listed components of a food product.

check the ingredient list

texture modification

A prescribed or assessed change to food consistency.

follow specified texture modifications

fluid restriction

A clinically directed limit on fluid intake.

clarify a documented fluid restriction

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

meal support MEAL SUPPORT

provide meal support

Keep the meaning precise: Agreed assistance with preparing, serving, or managing a meal.

food allergy FOOD ALLERGY

distinguish a food allergy

Keep the meaning precise: An immune-system reaction to a particular food.

B Precision and professional shorthand

EXTEND YOUR RANGE

portion

A specified or served amount of food.
confirm the agreed portion

meal plan

The relevant agreed arrangement for food and meals.
follow the meal plan

label verification

Checking relevant product-label information through the required process.
complete label verification

storage instruction

Direction about how a food should be kept.
follow storage instructions

appetite

Desire or willingness to eat.
report a change in appetite

suitability

Whether an option meets the person's applicable needs and restrictions.
confirm suitability

substitution

Replacement of one food or ingredient with another.
verify a proposed substitution

preparation method

The way food is prepared, which may affect suitability.
check the preparation method

expiry date

A stated product date whose meaning depends on the type of label and local rules.
check the expiry date

food safety

Practices intended to prevent harm from food.
follow food safety procedures

intake record

A record of relevant food or fluid consumed under the care plan.
complete an intake record

nutrition professional

An appropriately qualified professional advising on nutritional needs.
consult a nutrition professional

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

fluid restriction FLUID RESTRICTION

clarify a documented fluid restriction
Keep the meaning precise: A clinically directed limit on fluid intake.

label verification LABEL VERIFICATION

complete label verification
Keep the meaning precise: Checking relevant product-label information through the required process.

Phrases that move the work forward

Acknowledge the preference

I understand that you do not want oatmeal today.

Keep the offer voluntary

Would you like the yogurt meal while we check your other request?

Avoid a diagnosis

I will not guess why a restriction is in the plan.

Ask the coordinator

Can you clarify this request through the appropriate process?

Respect a refusal

I will not pressure you to choose an option you do not want.

Clarify the full preparation

Does the confirmation cover how the food is prepared as well?

Check the record

I will use the current plan, not an older menu I remember.

Record actual intake

I will record what was actually eaten, not what was offered.

Offer the known alternative

The yogurt with berries is available and included in your plan.

Name the uncertainty

I cannot yet confirm whether these dumplings meet the recorded restrictions.

Explain the check

We need this product and preparation checked against your plan.

Separate two facts

The dumplings are unlisted; that does not mean they are permanently prohibited.

Avoid an improvised substitute

I cannot assume a different ingredient solves the problem.

Keep terms distinct

A preference is different from an allergy or a prescribed restriction.

Report a change

I will report a relevant change in appetite through the agreed route.

Close the request accurately

The dumpling request remains unconfirmed until the appropriate clarification is received.

Precision in real exchanges

Purpose: Name the uncertainty

Useful wording: I cannot yet confirm whether these dumplings meet the recorded restrictions.

Purpose: Avoid a diagnosis

Useful wording: I will not guess why a restriction is in the plan.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which offer is appropriate?

- A.** Your approved yogurt meal is available; would you like it while we check the dumplings?
- B.** I will prepare the yogurt first and record that you agreed.
- C.** We can approve the dumplings by checking their name alone.
- D.** Yesterday's oatmeal choice means you want it today too.

2. Which record would be inaccurate?

- A.** Ate the yogurt meal, when it was only offered
- B.** Declined oatmeal today
- C.** Requested dumplings; suitability unconfirmed
- D.** Yogurt meal available under the plan

3. A colleague needs the term for this meaning: A person's stated liking or choice concerning food. Which term fits?

- A.** appetite
- B.** food preference
- C.** meal plan
- D.** cross-contact

D Choose the response that fits / continued

4. Rebuild the exchange from "Offer a choice without guessing about restrictions".

Ms. Park: "Could you simply change one ingredient? People often make a small change to a recipe when someone has a dietary requirement." **Daniel:** [missing response] **Ms. Park:** "I appreciate that explanation. I mainly want something different today, not an argument about whether I am being sensible about breakfast." **Which response belongs in the gap?**

- A.** I will explain the request and the unresolved dietary restriction question. We will preserve your choice and use the actual response, without claiming that an unconfirmed alternative has already been approved.
- B.** A substitution might not address the actual restriction. I do not have enough information to choose one safely, and I should not invent an adjustment just because it sounds reasonable.
- C.** Yes, the preparation method may be relevant. I will make sure the request describes the food accurately rather than ask for approval of one ingredient while leaving the finished meal unclear.
- D.** The relevant label verification needs to match the actual requirements. A general comment that a label looks fine does not tell us which restrictions were checked or by whom.

[Answers and explanations, page 143](#)

One useful distinction

Dislike, allergy, intolerance, and swallowing difficulty are not interchangeable. Use the actual recorded information and the person's words. Recognizing these terms does not authorize a caregiver to diagnose a problem or change a clinically directed restriction.

E Conversation

Offer a choice without guessing about restrictions

Offer a choice without guessing about restrictions

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

food preference / approved option / intake record / substitution / meal plan / suitability
/ label verification / preparation method / dietary restriction / appetite

- 01 **Ms. Park:** No oatmeal today, please, Daniel. I had it yesterday. Could we have the filled dumplings on my shopping list instead?
- 02 **Daniel:** I hear your ¹ _____. The yogurt with berries is available under your plan. These dumplings still need checking against the recorded restrictions.
- 03 **Ms. Park:** Nobody said dumplings were banned. Are you telling me I can never have them?
- 04 **Daniel:** No. Their ² _____ is not confirmed yet. We can ask the coordinator to arrange the check. That is different from saying never.
- 05 **Ms. Park:** Could you simply change one ingredient? People often make a small change to a recipe when someone has a dietary requirement.
- 06 **Daniel:** A ³ _____ might not address the actual restriction. I do not have enough information to choose one safely, and I should not invent an adjustment just because it sounds reasonable.
- 07 **Ms. Park:** I appreciate that explanation. I mainly want something different today, not an argument about whether I am being sensible about breakfast.
- 08 **Daniel:** Your ⁴ _____ includes the oatmeal and yogurt with berries. Would you like the yogurt while we check, or would you rather wait for the response?
- 09 **Ms. Park:** Please ask about the dumplings first. I might choose yogurt afterward, but please do not prepare it just to keep to the schedule.
- 10 **Daniel:** I will not turn an ⁵ _____ into a compulsory meal. I can explain what is available and seek clarification without making the decision on your behalf.

Conversation continues on the next page.

Offer a choice without guessing about restrictions

CONVERSATION / CONTINUED

- 11 **Ms. Park:** My relative said the label looked fine. Does that count as confirmation, or do we need someone to check it against my actual plan?
- 12 **Daniel:** The relevant ⁶ _____ needs to match the actual requirements. A general comment that a label looks fine does not tell us which restrictions were checked or by whom.
- 13 **Ms. Park:** Does preparation matter too? A package might not answer every question about the finished meal.
- 14 **Daniel:** Yes, the ⁷ _____ may be relevant. I will make sure the request describes the food accurately rather than ask for approval of one ingredient while leaving the finished meal unclear.
- 15 **Ms. Park:** Please do not write that I have no appetite. I am hungry; I just do not want the first option you offered.
- 16 **Daniel:** I will keep ⁸ _____ separate from a preference about a particular food. Your words are clear: you are hungry and are asking about an alternative, not reporting that you do not want any food.
- 17 **Ms. Park:** If I choose the yogurt later, please record what I actually eat. An offered meal is not a finished meal.
- 18 **Daniel:** The ⁹ _____ should distinguish offered, served, and consumed according to our process. I will not record a full meal as eaten just because it was available or placed in front of you.
- 19 **Ms. Park:** Let us ask about the dumplings. We can decide about yogurt after the response.
- 20 **Daniel:** I will explain the request and the unresolved ¹⁰ _____ question. We will preserve your choice and use the actual response, without claiming that an unconfirmed alternative has already been approved.

CHECK THE GAPS

1. food preference / 2. suitability / 3. substitution / 4. meal plan / 5. approved option / 6. label verification / 7. preparation method / 8. appetite / 9. intake record / 10. dietary restriction

[Why these answers fit, page 145](#)

F Check accuracy and scope

Offer a choice without guessing about restrictions

Return to the case

Ms. Park declines plain oatmeal and asks caregiver Daniel for filled dumplings. Her fictional plan approves specified plain oatmeal and yogurt with berries; the yogurt meal is available. The dumpling product and preparation have not been checked against her documented dietary restrictions. The coordinator can arrange that clarification. These approvals apply only to this supplied plan, not to other people or products. Daniel must respect her preference without guessing suitability, changing ingredients, or recording food as eaten merely because he offered it.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement correctly describes these dumplings?

- A. Unlisted and not yet confirmed suitable
- B. Approved because a relative recognized the brand
- C. Confirmed suitable because requested
- D. Approved if one ingredient is removed without advice

2. Which distinction matters?

- A. A familiar recipe overrides the current plan.
- B. Preference, allergy, intolerance, and clinical restriction have different meanings.
- C. Every dislike is an allergy.
- D. Every texture change is a personal preference.

[Answers and explanations, page 146](#)

Listen for the distinction

Correct the ten gaps. Keep the approved yogurt meal specific to this plan; do not infer that dumplings are safe, permanently forbidden, or fixed by an ingredient swap.

Food is personal, not merely a task

Preferences can involve taste, culture, routine, religion, and comfort. Ask the person rather than infer a preference from a name or background. Explain an unresolved restriction without presenting the person as troublesome or treating the approved alternative as compulsory.

F Say it / transfer to a new case

Check a different lunch request

A fictional plan approves specified soup and pasta dishes. The client declines soup and requests an unlisted curry. Pasta is available. The curry has not been checked against the plan; no pasta consumption is recorded. These are case facts, not general dietary approvals.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

pasta / unconfirmed / curry / consumption

- 01 **Worker:** The available approved alternative is ¹ _____.
- 02 **Client:** My requested unlisted dish is ² _____.
- 03 **Worker:** Its suitability is currently ³ _____.
- 04 **Worker:** Offering pasta does not establish ⁴ _____.

CHECK THE GAPS

1. pasta / 2. curry / 3. unconfirmed / 4. consumption

[Why these answers fit, page 146](#)

F Say it / transfer to a new case / continued

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Offer a choice without guessing about restrictions". Ms. Park: "Does preparation matter too? A package might not answer every question about the finished meal." Daniel: [missing response] Ms. Park: "Please do not write that I have no appetite. I am hungry; I just do not want the first option you offered." Which response belongs in the gap?

- A.** Yes, the preparation method may be relevant. I will make sure the request describes the food accurately rather than ask for approval of one ingredient while leaving the finished meal unclear.
- B.** A substitution might not address the actual restriction. I do not have enough information to choose one safely, and I should not invent an adjustment just because it sounds reasonable.
- C.** The relevant label verification needs to match the actual requirements. A general comment that a label looks fine does not tell us which restrictions were checked or by whom.
- D.** I will explain the request and the unresolved dietary restriction question. We will preserve your choice and use the actual response, without claiming that an unconfirmed alternative has already been approved.

[Answers and explanations, page 147](#)

A Read the situation

LESSON 06 / PRIVACY AND FAMILY COMMUNICATION

Respond courteously to an unfamiliar caller, protect visit information, and route the request for appropriate verification.

A family claim is not verified permission

Caregiver Nadia receives a call from an unfamiliar woman who introduces herself as June, the niece of a person she names as a client. June asks what happened during the visit. Nadia cannot access the contact record at that moment and cannot verify identity or permission to receive information. The coordinator can handle the request through the approved process. Nadia should not disclose visit details or confirm a care relationship merely because the caller knows a name. She can explain the process and offer the appropriate route without accusing June of dishonesty.

People: June, Unverified caller claiming to be a niece; Nadia, Caregiver.

Read the record

Choose one answer per question using the facts above.

1. What is unverified?

- A. The caller's identity and permission to receive information
- B. That Nadia received a call
- C. The existence of a coordinator route
- D. The fact that the caller asked a question

2. What is unavailable to Nadia?

- A. The relevant contact record
- B. Any ability to speak politely
- C. The caller's stated name
- D. The fact that a visit question was asked

3. What is the appropriate next step?

- A. Declare all relatives permanently barred from information.
- B. Route the request through the coordinator's approved process without disclosing visit details.
- C. Provide one harmless-sounding care detail first.
- D. Treat knowledge of a name as verification.

[Answers and explanations, page 148](#)

B Vocabulary in use

CORE TERMS

confidentiality

Protection of information from inappropriate access or disclosure.

maintain confidentiality

disclosure

Making information available to another person.

authorize a disclosure

permission to receive information

The relevant basis allowing a particular person to receive specified information.

verify permission to receive information

authorized contact

A person confirmed for a specified communication role.

verify an authorized contact

next of kin

A family-contact description whose legal effect depends on the situation and jurisdiction.

clarify next-of-kin status

consent record

A record of the person's relevant consent and its scope.

check the consent record

personal information

Information relating to an identifiable person.

protect personal information

identity verification

Establishing that a person is who they claim to be.

complete identity verification

contact record

The approved record of contact details and relevant permissions.

consult the contact record

claimed relationship

A relationship stated by someone but not yet verified.

record a claimed relationship

representative authority

The established power to act for another person in a defined matter.

verify representative authority

disclosure scope

The specific information a permitted disclosure may include.

limit disclosure scope

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

confidentiality **CONFIDENTIALITY**

maintain confidentiality

Keep the meaning precise: Protection of information from inappropriate access or disclosure.

contact record **CONTACT RECORD**

consult the contact record

Keep the meaning precise: The approved record of contact details and relevant permissions.

B Precision and professional shorthand

EXTEND YOUR RANGE

need-to-know basis

Access restricted to what is necessary for the relevant authorized purpose.

share on a need-to-know basis

secure channel

A communication route approved for the relevant information.

use a secure channel

directory information

Contact information obtained from an approved independent source.

use verified directory information

care relationship

The fact that a person receives a particular care service.

protect the care relationship

information incident

A possible or actual inappropriate handling of protected information.

report an information incident

data minimization

Limiting information collection or disclosure to what is relevant and necessary.

apply data minimization

callback verification

Returning contact through an established process rather than trusting an incoming claim alone.

follow callback verification

message taking

Recording a relevant message without confirming private details.

use careful message taking

privacy concern

A question or issue about appropriate information handling.

escalate a privacy concern

record availability

Whether the required information can currently be accessed.

check record availability

B Precision and professional shorthand / continued

verification status

Whether the required identity or authority checks are complete.

state verification status

referral route

The approved path for sending a request to the appropriate team.

explain the referral route

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

disclosure scope DISCLOSURE SCOPE

limit disclosure scope

Keep the meaning precise: The specific information a permitted disclosure may include.

directory information DIRECTORY INFORMATION

use verified directory information

Keep the meaning precise: Contact information obtained from an approved independent source.

Phrases that move the work forward

Acknowledge the request

I understand you would like an update.

Avoid confirming service

I cannot confirm or discuss care arrangements on this unverified call.

Avoid an accusation

This is a privacy step, not an accusation about your relationship.

Offer the route

I can explain how to contact the office through its published contact details.

Keep information minimal

Please do not send unnecessary personal documents to me.

Avoid a blanket refusal

I am not saying that no family communication is possible.

Use a trusted contact

The office will use the appropriate verification and callback process.

Report an error

If information was shared incorrectly, I will follow the incident procedure.

Explain the limit

I cannot discuss personal information before the required checks.

Separate the checks

We need to verify identity and permission to receive information.

Name the process

The coordinator can handle the request through our approved process.

Limit message taking

I can pass on the request without discussing personal information.

Reject a small disclosure

Even a brief visit detail can be private information.

Clarify authorization

Any disclosure must stay within the verified permission.

Keep a record accurate

I will record the caller's stated name and request as unverified.

Close courteously

Thank you for understanding; the coordinator can address the request through the proper route.

Precision in real exchanges

Purpose: Separate the checks

Useful wording: We need to verify identity and permission to receive information.

Purpose: Avoid an accusation

Useful wording: This is a privacy step, not an accusation about your relationship.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response is most appropriate?

- A.** Since you know the name, here is the visit summary.
- B.** I can confirm breakfast but nothing else.
- C.** No family member can ever receive any information.
- D.** I can explain the approved request route, but I cannot discuss personal information on this unverified call.

2. Which fact would not independently establish disclosure permission?

- A.** Completion of the applicable authorization process
- B.** The caller knowing the person's full name
- C.** A verified relevant consent record within its scope
- D.** Established representative authority for the matter

3. A colleague needs the term for this meaning: Establishing that a person is who they claim to be. Which term fits?

- A.** information incident
- B.** next of kin
- C.** secure channel
- D.** identity verification

D Choose the response that fits / continued

4. Rebuild the exchange from "A family claim is not verified permission". June: "Are you saying you do not believe me? I am only asking a family question, not trying to get hold of a whole medical file." Nadia: [missing response] June: "I am not asking for the whole record. Just whether she finished breakfast. Surely you can tell me that much?" Which response belongs in the gap?

- A.** No accusation is intended. Confidentiality applies to a short update as well as a large record. The coordinator can handle your request through the approved process.
- B.** Thank you for explaining. That is a claimed relationship I can pass on, but I cannot use those details alone to establish identity and permission to receive information.
- C.** I understand you would like an update. Before discussing personal information, we need the required checks. I cannot confirm or discuss care arrangements on an unverified call.
- D.** It would still be a disclosure. I cannot share one private detail as a shortcut around the checks. I can explain the contact route without discussing the person's day.

[Answers and explanations, page 148](#)

One useful distinction

Identity and permission answer different questions: who is calling, and what information may be shared with that person? A family label or knowledge of personal facts is not enough to establish both. Use the actual approved verification process.

E Conversation

A family claim is not verified permission

A family claim is not verified permission

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

Confidentiality / referral route / disclosure / permission to receive information /
secure channel / Data minimization / contact record / claimed relationship /
verification status / personal information

- 01 **June:** Hello, my name is June. I am calling about my aunt. I would like to know how the visit went and whether everything was done.
- 02 **Nadia:** I understand you would like an update. Before discussing ¹ _____, we need the required checks. I cannot confirm or discuss care arrangements on an unverified call.
- 03 **June:** I am her niece. I know her full name and address, and I have spoken to people at the office before.
- 04 **Nadia:** Thank you for explaining. That is a ² _____ I can pass on, but I cannot use those details alone to establish identity and permission to receive information.
- 05 **June:** Are you saying you do not believe me? I am only asking a family question, not trying to get hold of a whole medical file.
- 06 **Nadia:** No accusation is intended. ³ _____ applies to a short update as well as a large record. The coordinator can handle your request through the approved process.

Conversation / continued

- 07 **June:** I am not asking for the whole record. Just whether she finished breakfast. Surely you can tell me that much?
- 08 **Nadia:** It would still be a ⁴ _____. I cannot share one private detail as a shortcut around the checks. I can explain the contact route without discussing the person's day.
- 09 **June:** I thought my number was already on the list. Can you look it up and tell me whether the office has made a mistake?
- 10 **Nadia:** I cannot access the ⁵ _____ at this moment. That does not mean permission never existed or that anyone made an error; it means I cannot verify it now.

Conversation continues on the next page.

A family claim is not verified permission

CONVERSATION / CONTINUED

- 11 **June:** Please ask the office to check. I would hate the note to say I am not her niece just because you cannot see the contact list.
- 12 **Nadia:** I will record your stated name and request, with the ⁶ _____ unconfirmed. I will not label the relationship false simply because the checks are not available during this call.
- 13 **June:** What does the office need to establish besides who I am? If I really am the niece, is that not enough?
- 14 **Nadia:** They also need the relevant ⁷ _____. A family relationship and authority to receive particular information are not identical. Any verified permission may also have a defined scope.
- 15 **June:** Should I send you photographs of identification and family documents now? I could put them in a message from this phone.
- 16 **Nadia:** Please do not send unnecessary documents to me. ⁸ _____ means using only the information needed through the approved route, not gathering extra sensitive material on an improvised channel.
- 17 **June:** I would prefer a clear next step, then. Can I contact the coordinator through the office number I normally use?
- 18 **Nadia:** Use the office's verified published details and its ⁹ _____ for the request. The coordinator can explain the checks and the appropriate response without my disclosing visit information here.

A family claim is not verified permission / continued

- 19 **June:** All right. Please pass on that I asked for an update and would like the relevant permissions checked, not ignored.
- 20 **Nadia:** I can route that request through the approved ¹⁰ _____. I am not ruling out legitimate family communication; I am keeping this call within what I can verify and share.

CHECK THE GAPS

1. personal information / **2.** claimed relationship / **3.** Confidentiality / **4.** disclosure / **5.** contact record / **6.** verification status / **7.** permission to receive information / **8.** Data minimization / **9.** secure channel / **10.** referral route

[Why these answers fit, page 149](#)

F Check accuracy and scope

A family claim is not verified permission

Return to the case

Caregiver Nadia receives a call from an unfamiliar woman who introduces herself as June, the niece of a person she names as a client. June asks what happened during the visit. Nadia cannot access the contact record at that moment and cannot verify identity or permission to receive information. The coordinator can handle the request through the approved process. Nadia should not disclose visit details or confirm a care relationship merely because the caller knows a name. She can explain the process and offer the appropriate route without accusing June of dishonesty.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. How should the caller's relationship be recorded now?

- A. Confirmed legal representative
- B. Authorized for every future disclosure
- C. Fraudulent caller, without further evidence
- D. Claimed niece; identity and permission unverified

2. What does unavailable permission information mean here?

- A. Nadia cannot verify the requested disclosure at this moment.
- B. Permission definitely never existed.
- C. Any disclosure becomes acceptable.
- D. An unverified phone number is automatically trustworthy.

[Answers and explanations, page 151](#)

Listen for the distinction

Correct the ten gaps. Distinguish the claimed relationship, identity check, and scope of permission without accusing June of dishonesty.

Warmth and privacy can coexist

A genuine relative may feel excluded by a verification step. Explain that it protects personal information and applies without an accusation. Being polite does not require disclosing a small detail to prove goodwill, and being careful need not sound hostile.

F Say it / transfer to a new case

Respond to an unverified caller claiming to be a son

An unknown caller claims to be a client's son and asks for visit notes. The worker cannot access the authorization record. The privacy coordinator handles verified requests through the approved office route.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

son / visit notes / office route / unverified

- 01 **Worker:** The caller describes himself as the client's ¹ _____.
- 02 **Coordinator:** Identity and permission remain ² _____.
- 03 **Worker:** The requested information is the ³ _____.
- 04 **Coordinator:** Please use the approved ⁴ _____.

CHECK THE GAPS

1. son / 2. unverified / 3. visit notes / 4. office route

[Why these answers fit, page 151](#)

F Say it / transfer to a new case / continued

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A family claim is not verified permission". June: "What does the office need to establish besides who I am? If I really am the niece, is that not enough?" Nadia: [missing response] June: "Should I send you photographs of identification and family documents now? I could put them in a message from this phone." Which response belongs in the gap?

- A.** They also need the relevant permission to receive information. A family relationship and authority to receive particular information are not identical. Any verified permission may also have a defined scope.
- B.** I will record your stated name and request, with the verification status unconfirmed. I will not label the relationship false simply because the checks are not available during this call.
- C.** I can route that request through the approved referral route. I am not ruling out legitimate family communication; I am keeping this call within what I can verify and share.
- D.** It would still be a disclosure. I cannot share one private detail as a shortcut around the checks. I can explain the contact route without discussing the person's day.

[Answers and explanations, page 152](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Meals, preferences, and unresolved restrictions" and "Privacy and family communication". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: A documented limit on particular foods, ingredients, or intake. Which term fits?

- A. ingredient list
- B. food safety
- C. substitution
- D. dietary restriction

2. A colleague needs the term for this meaning: A relationship stated by someone but not yet verified. Which term fits?

- A. care relationship
- B. claimed relationship
- C. confidentiality
- D. need-to-know basis

3. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "All right. The care plan has the number we normally use. I would like help making the call because I sometimes lose track of the question." Rosa: [missing response] Mr. Ahmed: "Please say I missed it. I did not decide against taking it, and I do not want the nurse to hear that I refused." Which response belongs in the gap?

- A. Yes. We can ask about the dosing interval or any other unclear wording, and repeat the instructions back. Clarifying professional advice is different from making up the advice ourselves.
- B. I can help you reach that contact and explain the question clearly. The prescriber or another appropriate medicines professional may need to advise through the agreed route.
- C. I cannot turn that into a rule for your missed dose. The right response depends on the medicine and circumstances, and those have not been established in our conversation.
- D. That is a clinical question, and I cannot decide the dose. My assignment covers reminders only, but I can help you reach the nurse named in your care plan.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "A family claim is not verified permission". June: "I would prefer a clear next step, then. Can I contact the coordinator through the office number I normally use?" Nadia: [missing response] June: "All right. Please pass on that I asked for an update and would like the relevant permissions checked, not ignored." Which response belongs in the gap?

- A.** Use the office's verified published details and its secure channel for the request. The coordinator can explain the checks and the appropriate response without my disclosing visit information here.
- B.** I cannot access the contact record at this moment. That does not mean permission never existed or that anyone made an error; it means I cannot verify it now.
- C.** It would still be a disclosure. I cannot share one private detail as a shortcut around the checks. I can explain the contact route without discussing the person's day.
- D.** Please do not send unnecessary documents to me. Data minimization means using only the information needed through the approved route, not gathering extra sensitive material on an improvised channel.

[Answers and explanations, page 168](#)

A Read the situation

LESSON 07 / A HANDOFF THE NEXT PERSON CAN USE

Separate completed tasks from pending work, name the responsible person, and check that the next worker understands the handoff.

Completed support and one unresolved arrangement

At 11:00, caregiver Erin finishes a visit. Breakfast support and laundry are complete. A transport query for tomorrow at 10:00 remains pending with coordinator Dev, who is responsible for arranging transport. Incoming caregiver Mateo starts at 15:00. Erin prepares a factual handoff through the approved record and communication route. She must not mark transport complete or transfer booking responsibility to Mateo merely because he is next on the schedule. The handoff should identify the relevant time, current status, responsible person, and route for any further update.

People: Erin, Outgoing caregiver; Mateo, Incoming caregiver.

Read the record

Choose one answer per question using the facts above.

1. What is complete at 11:00?

- A. Mateo's 15:00 visit
- B. Breakfast support and laundry
- C. Tomorrow's transport booking
- D. Every possible care need

2. Who is arranging transport?

- A. Mateo automatically because he is next
- B. Erin's client without any stated arrangement
- C. Any relative who sees the note
- D. Coordinator Dev

3. When does Mateo start?

- A. 10:00 today
- B. 11:00 tomorrow
- C. 9:00 today
- D. 15:00

[Answers and explanations, page 153](#)

B Vocabulary in use

CORE TERMS

handoff

Transfer of relevant information and defined responsibilities between workers.

give a clear handoff

outgoing worker

The person finishing the relevant assignment or shift.

identify the outgoing worker

continuity of care

Consistency and coordination of support across people and time.

support continuity of care

pending item

An issue or action not yet resolved.

highlight a pending item

appointment date

The calendar date associated with the appointment.

confirm the appointment date

shift start

The time the incoming worker begins the assignment.

distinguish the shift start

handover

Another term for a transfer between workers or shifts.

complete a handover

incoming worker

The person taking the next relevant assignment or shift.

brief the incoming worker

completed task

Work actually finished, not merely planned or assigned.

document a completed task

action owner

The person assigned responsibility for a particular action.

name the action owner

appointment time

The time of the appointment, distinct from pickup or shift start.

verify the appointment time

status update

New information about the progress or state of an item.

request a status update

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

handoff HANDOFF

give a clear handoff

Keep the meaning precise: Transfer of relevant information and defined responsibilities between workers.

completed task COMPLETED TASK

document a completed task

Keep the meaning precise: Work actually finished, not merely planned or assigned.

B Precision and professional shorthand

EXTEND YOUR RANGE

acceptance of handoff

Confirmation that relevant information and assigned responsibilities were received and understood.

confirm acceptance of handoff

care diary

A record of care events and relevant updates under local arrangements.

update the care diary

timestamp

The recorded time associated with an event or entry.

preserve the timestamp

amendment

A traceable correction or addition to an existing record.

make a traceable amendment

responsibility transfer

An explicit reassignment of responsibility, not an assumption based on a message.

confirm responsibility transfer

closed-loop communication

An exchange that checks receipt and understanding rather than assuming them.

use closed-loop communication

outstanding query

A question still awaiting an answer.

flag an outstanding query

late entry

A later record clearly identified as such under the required process.

label a late entry

source attribution

Identifying where information came from.

retain source attribution

escalation contact

The designated person or service for raising an unresolved concern.

identify the escalation contact

B Precision and professional shorthand / continued

unresolved status

A state in which the relevant question or action remains open.

preserve unresolved status

completion evidence

Information supporting that the specific action actually occurred.

check completion evidence

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

status update STATUS UPDATE

request a status update

Keep the meaning precise: New information about the progress or state of an item.

timestamp TIMESTAMP

preserve the timestamp

Keep the meaning precise: The recorded time associated with an event or entry.

Phrases that move the work forward

Open the handoff

This is the handoff for the visit ending at eleven.

Highlight the open item

The transport query for tomorrow's ten o'clock appointment is still pending.

Avoid a false transfer

This note does not assign the booking to you.

Clarify confirmation

No transport booking has been confirmed in the current record.

Identify the update route

Please use the approved coordinator route for an updated status.

Correct an assumption

A query sent to Dev is not a confirmed car booking.

Use a precise record

Include the actual appointment date, not just the word tomorrow.

Explain escalation

Use the designated escalation contact if the unresolved issue requires it.

State completed support

Breakfast support and laundry are complete.

Name responsibility

Dev, the coordinator, is arranging transport.

Separate the times

Your visit starts at fifteen hundred; the appointment is tomorrow at ten.

Attribute the status

This is the status available at eleven.

Check understanding

Can you repeat the unresolved item and who owns it?

Preserve history

Add a dated update rather than erase the earlier pending status.

Report only known facts

I cannot describe unobserved events as completed.

Close the loop

We agree on the completed tasks, pending item, responsible person, and contact route.

Precision in real exchanges

Purpose: Name responsibility

Useful wording: Dev, the coordinator, is arranging transport.

Purpose: Avoid a false transfer

Useful wording: This note does not assign the booking to you.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which handoff is accurate?

- A.** Everything complete, including an unconfirmed booking
- B.** Mateo must arrange transport because he receives the note
- C.** Appointment today at 15:00
- D.** Breakfast and laundry complete; transport pending with Dev for tomorrow at 10:00; Mateo starts at 15:00.

2. What should a later confirmation do to the record?

- A.** Erase the fact that transport was pending at 11:00.
- B.** Pretend the booking existed before confirmation.
- C.** Change every appointment time to the confirmation time.
- D.** Add a traceable update showing the actual new status and time.

3. A colleague needs the term for this meaning: The person taking the next relevant assignment or shift. Which term fits?

- A.** care diary
- B.** incoming worker
- C.** responsibility transfer
- D.** appointment date

D Choose the response that fits / continued

4. Rebuild the exchange from "Completed support and one unresolved arrangement". Erin: "Exactly. I do not want two people arranging different cars or each assuming that the other has taken responsibility simply because the note was forwarded." Mateo: [missing response] Erin: "I will record the time of this status as eleven. If a confirmation arrives later, it should not make the earlier note look inaccurate." Which response belongs in the gap?

- A.** Let us keep any responsibility transfer explicit. Unless the actual assignment changes through the proper process, the booking remains with Dev and I use the designated route for updates.
- B.** Yes, include the appointment date and ten o'clock time. My fifteen-hundred start is a separate fact; neither the start nor the appointment time tells us the pickup time.
- C.** That preserves source attribution. It also lets the next worker distinguish a coordinator confirmation from a client's expectation or a message that only says the request was sent.
- D.** Specific completion evidence is more useful. List the two completed tasks accurately and keep the transport query separate, rather than make a broad statement the record cannot support.

[Answers and explanations, page 153](#)

One useful distinction

Complete the handoff is not the same as complete every outstanding task. Mateo needs to know about the pending transport query, but Dev retains responsibility for arranging it unless an actual authorized reassignment occurs.

E Conversation

Completed support and one unresolved arrangement

Completed support and one unresolved arrangement

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

status update / completion evidence / timestamp / appointment date /
acceptance of handoff / responsibility transfer / closed-loop communication /
source attribution / pending item / action owner

- 01 **Erin:** Mateo, I am finishing at eleven. Breakfast support and laundry are complete. There is one transport question that needs to stay visible in the handoff.
- 02 **Mateo:** Please give me the ¹ _____ separately from the completed work. I start at fifteen hundred and need to know the current status before my visit, not assume every item is settled.
- 03 **Erin:** The appointment is tomorrow at ten. Dev, the coordinator, is arranging transport, but I do not have a confirmed booking in the record.
- 04 **Mateo:** So Dev is the ² _____, and I need awareness of the unresolved query. Receiving your message does not mean I should independently make a second booking.
- 05 **Erin:** Exactly. I do not want two people arranging different cars or each assuming that the other has taken responsibility simply because the note was forwarded.
- 06 **Mateo:** Let us keep any ³ _____ explicit. Unless the actual assignment changes through the proper process, the booking remains with Dev and I use the designated route for updates.

E Conversation / continued

- 07 **Erin:** I will record the time of this status as eleven. If a confirmation arrives later, it should not make the earlier note look inaccurate.
- 08 **Mateo:** A clear ⁴ _____ will help. The note can accurately show that transport was pending at eleven even if a later entry records a confirmed arrangement.
- 09 **Erin:** I wrote tomorrow in my first note. I will add the actual date before saving it; that wording will be unclear if someone reads it another day.
- 10 **Mateo:** Yes, include the ⁵ _____ and ten o'clock time. My fifteen-hundred start is a separate fact; neither the start nor the appointment time tells us the pickup time.

Conversation continues on the next page.

Completed support and one unresolved arrangement

CONVERSATION / CONTINUED

- 11 **Erin:** There is no pickup time to report yet. I should not copy ten into that field just to avoid leaving something blank.
- 12 **Mateo:** Correct. A ⁶ _____ needs actual information from the appropriate source. Until then, an explicit unconfirmed status is better than a plausible but invented time.
- 13 **Erin:** I will list breakfast support and laundry, not all needs met. That broader phrase would make the transport question sound settled too.
- 14 **Mateo:** Specific ⁷ _____ is more useful. List the two completed tasks accurately and keep the transport query separate, rather than make a broad statement the record cannot support.
- 15 **Erin:** If Dev sends a booking confirmation, the person receiving it should add the details using the required process, including the source and time.
- 16 **Mateo:** That preserves ⁸ _____. It also lets the next worker distinguish a coordinator confirmation from a client's expectation or a message that only says the request was sent.
- 17 **Erin:** Can you repeat the important points so I know I have not left the responsibility or timing unclear before I finish this handoff?
- 18 **Mateo:** For ⁹ _____. breakfast and laundry are complete; transport for tomorrow at ten is pending with Dev; I start at fifteen hundred and use the approved update route.

Completed support and one unresolved arrangement / continued

- 19 **Erin:** That is correct. I will put the same facts in the approved record and identify the designated escalation contact if the unresolved issue needs further attention.
- 20 **Mateo:** Then we can confirm ¹⁰ _____. I understand the completed support, open query, owner, and contact route. We have handed over the information without falsely closing the transport request.

CHECK THE GAPS

1. pending item / **2.** action owner / **3.** responsibility transfer / **4.** timestamp / **5.** appointment date / **6.** status update / **7.** completion evidence / **8.** source attribution / **9.** closed-loop communication / **10.** acceptance of handoff

[Why these answers fit, page 155](#)

F Check accuracy and scope

Completed support and one unresolved arrangement

Return to the case

At 11:00, caregiver Erin finishes a visit. Breakfast support and laundry are complete. A transport query for tomorrow at 10:00 remains pending with coordinator Dev, who is responsible for arranging transport. Incoming caregiver Mateo starts at 15:00. Erin prepares a factual handoff through the approved record and communication route. She must not mark transport complete or transfer booking responsibility to Mateo merely because he is next on the schedule. The handoff should identify the relevant time, current status, responsible person, and route for any further update.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement confuses awareness with responsibility?

- A. Mateo read the query, so he automatically owns the booking.
- B. Dev is the named action owner.
- C. Mateo needs the relevant current status.
- D. The handoff should identify the update route.

2. Which wording avoids time ambiguity in a real record?

- A. At the usual time without verification
- B. The actual appointment date and time
- C. Tomorrow alone in an undated note
- D. Later, with no reference point

[Answers and explanations, page 156](#)

Listen for the distinction

Correct the ten gaps. Keep Dev responsible for transport without making a second booking or inventing a pickup time.

The next shift does not inherit every decision

A handoff transfers relevant information and defined responsibilities, not every unresolved task by default. Give the receiver enough detail to understand the situation, and distinguish who needs awareness from who is authorized and assigned to resolve the issue.

F Say it / transfer to a new case

Separate a service query from a completed task

At 12:00, meal support is complete. An equipment-delivery query for Friday at 14:00 is pending with coordinator Ana. The incoming worker starts at 16:00 and has not been assigned the delivery arrangement.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

16:00 / Friday at 14:00 / meal support / Ana

- 01 **Outgoing worker:** The completed task is ¹ _____.
- 02 **Incoming worker:** The query is pending with ² _____.
- 03 **Outgoing worker:** The delivery query concerns ³ _____.
- 04 **Incoming worker:** My shift starts at ⁴ _____.

CHECK THE GAPS

1. meal support / 2. Ana / 3. Friday at 14:00 / 4. 16:00

[Why these answers fit, page 156](#)

F Say it / transfer to a new case / continued

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Completed support and one unresolved arrangement".

Erin: "I will list breakfast support and laundry, not all needs met. That broader phrase would make the transport question sound settled too." **Mateo:** [missing response] **Erin:** "If Dev sends a booking confirmation, the person receiving it should add the details using the required process, including the source and time." Which response belongs in the gap?

- A.** For closed-loop communication: breakfast and laundry are complete; transport for tomorrow at ten is pending with Dev; I start at fifteen hundred and use the approved update route.
- B.** Yes, include the appointment date and ten o'clock time. My fifteen-hundred start is a separate fact; neither the start nor the appointment time tells us the pickup time.
- C.** That preserves source attribution. It also lets the next worker distinguish a coordinator confirmation from a client's expectation or a message that only says the request was sent.
- D.** Specific completion evidence is more useful. List the two completed tasks accurately and keep the transport query separate, rather than make a broad statement the record cannot support.

[Answers and explanations, page 157](#)

A Read the situation

LESSON 08 / DELAYS, COMPLAINTS, AND RELIABLE FOLLOW-UP

Acknowledge the effect of a delayed visit, qualify the arrival estimate, and confirm the next update without promising unverified cover.

A late visit needs a clear update and an active response

At 8:50, caregiver Hana learns that her planned 9:00 visit to Mr. Reed will be delayed. Dispatch estimates arrival between 9:30 and 9:45 but cannot guarantee it. Mr. Reed planned breakfast support for 9:00. Dispatcher Owen is checking an approved backup arrangement and will update the client by 9:10. Hana calls to explain the delay and report the effect on the planned support. No backup is yet confirmed. Neither a callback promise nor an estimated arrival removes the need for the appropriate prompt response to any urgent concern.

People: Mr. Reed, Client; Hana, Caregiver.

Read the record

Choose one answer per question using the facts above.

1. What is the estimated arrival window?

- A. Guaranteed at 9:30
- B. Exactly 9:10
- C. The original 9:00 time
- D. 9:30-9:45

2. What is due by 9:10?

- A. A confirmed backup in every case
- B. Automatic cancellation of the visit
- C. A client update from dispatch
- D. Guaranteed completion of breakfast support

3. What is the backup status at 8:50?

- A. Already present at the home
- B. Permanently unavailable
- C. Assigned automatically to a relative
- D. Being checked, not confirmed

[Answers and explanations, page 158](#)

B Vocabulary in use

CORE TERMS

dispatch

The team coordinating worker schedules, travel, and service responses.

contact dispatch

arrival estimate

The current best estimate of when someone will arrive.

qualify the arrival estimate

arrival window

The range of times within which arrival is currently expected.

give an arrival window

backup cover

An alternative authorized worker or arrangement for the service.

confirm backup cover

missed visit

A planned visit that does not occur as arranged, as defined by the service.

report a missed visit

service impact

The effect of a disruption on the person's actual support.

explain the service impact

service delay

A service taking place later than scheduled.

report a service delay

ETA

Estimated time of arrival; not necessarily a guarantee.

update the ETA

scheduled start

The planned beginning of the visit.

confirm the scheduled start

contingency plan

The agreed process for responding to a disruption.

follow the contingency plan

time-sensitive need

A need for which delay may have important consequences.

report a time-sensitive need

welfare concern

A concern about a person's wellbeing requiring the appropriate response.

escalate a welfare concern

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

dispatch DISPATCH

contact dispatch

Keep the meaning precise: The team coordinating worker schedules, travel, and service responses.

scheduled start SCHEDULED START

confirm the scheduled start

Keep the meaning precise: The planned beginning of the visit.

B Precision and professional shorthand

EXTEND YOUR RANGE

update commitment

A promise to provide information by a stated time.

honor an update commitment

confirmed cover

An alternative arrangement verified as accepted and in place as specified.

distinguish confirmed cover from a request

complaint

An expression of dissatisfaction requiring the applicable response.

acknowledge a complaint

service recovery

Actions to address the effects of a service problem.

coordinate service recovery

revised estimate

An updated forecast based on new information.

communicate a revised estimate

escalation threshold

The condition requiring a concern to move to a designated response route.

follow the escalation threshold

contact attempt

An effort to reach someone, distinct from successful contact.

record a contact attempt

availability check

An inquiry into whether a suitable alternative can be provided.

complete an availability check

acknowledgment

Confirmation that a concern or message was received and understood.

give a clear acknowledgment

unverified reassurance

A comforting claim not supported by established facts.

avoid unverified reassurance

follow-through

Completing an agreed action or communication.

demonstrate follow-through

complaint reference

An identifier for tracking a recorded complaint.

provide the complaint reference

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

welfare concern **WELFARE CONCERN**

escalate a welfare concern

Keep the meaning precise: A concern about a person's wellbeing requiring the appropriate response.

complaint **COMPLAINT**

acknowledge a complaint

Keep the meaning precise: An expression of dissatisfaction requiring the applicable response.

C Phrases that move the work forward

Explain early

I am calling at eight fifty because the nine o'clock visit will be delayed.

Give the range

Dispatch currently estimates arrival between nine thirty and nine forty-five.

Name the impact

I understand that you planned breakfast around the nine o'clock visit.

Keep status honest

The backup has not yet been confirmed.

Commit to information

Dispatch will update you by nine ten.

Report a relevant concern

I will pass on the effect on your planned support now.

Acknowledge dissatisfaction

I understand why the uncertainty is frustrating.

Distinguish contact outcomes

A call attempt is not the same as speaking with you.

Apologize specifically

I am sorry that your planned breakfast support will not start at nine.

Qualify the estimate

That is an estimate, not a guaranteed arrival time.

Explain the action

Dispatch is checking an approved backup arrangement.

Name the owner

Owen in dispatch is coordinating the response.

Avoid an unsupported substitute

I will not assume a relative can cover the visit.

Keep urgent needs separate

An urgent concern should use the appropriate route without waiting for that update.

Record the complaint

I will pass your complaint through the service's process.

Close with the facts

The visit is delayed, cover is unconfirmed, and the next update is due by nine ten.

Precision in real exchanges

Purpose: Qualify the estimate

Useful wording: That is an estimate, not a guaranteed arrival time.

Purpose: Name the impact

Useful wording: I understand that you planned breakfast around the nine o'clock visit.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which update is accurate at 8:50?

- A.** Arrival is estimated at 9:30-9:45; backup is being checked; dispatch will update by 9:10.
- B.** Arrival is guaranteed at 9:10.
- C.** A backup is confirmed because someone is checking.
- D.** No support was expected before 9:45.

2. What is wrong with saying a relative will cover?

- A.** Relatives can never help under any care plan.
- B.** The client has already agreed to it.
- C.** Dispatch has confirmed it in the brief.
- D.** No relative's availability, suitability, or authorization is established.

3. A colleague needs the term for this meaning: Estimated time of arrival; not necessarily a guarantee. Which term fits?

- A.** confirmed cover
- B.** ETA
- C.** revised estimate
- D.** missed visit

D Choose the response that fits / continued

4. Rebuild the exchange from "A late visit needs a clear update and an active response". Mr. Reed: "I planned my morning around help at nine. A later time is not just a small change to the calendar for me." Hana: [missing response] Mr. Reed: "Is someone else coming instead? The last message I received said the office was looking into alternatives, but I never knew what that meant." Which response belongs in the gap?

- A.** Owen in dispatch is checking an approved backup arrangement. It is not confirmed yet. Looking for cover and having someone assigned are different stages, and I will not blur them.
- B.** I understand the service impact on your breakfast support. I will pass that on now so dispatch responds to the actual need rather than treats this only as a travel update.
- C.** I will record those facts and support the agreed follow-through. The visit is delayed, cover is unconfirmed, Owen is coordinating the response, and dispatch will update you by nine ten.
- D.** Yes, and I am sorry. Dispatch has reported a service delay. The current arrival estimate is between nine thirty and nine forty-five, rather than the scheduled nine o'clock start.

[Answers and explanations, page 158](#)

One useful distinction

An update by 9:10 is not a promise of arrival by 9:10. A 9:30-9:45 estimate is not a guaranteed 9:30 arrival. State the communication commitment, arrival forecast, and backup status as separate facts.

E Conversation

A late visit needs a clear update and an active response

A late visit needs a clear update and an active response

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

follow-through / revised estimate / backup cover / welfare concern / service delay /
service impact / arrival window / complaint / update commitment / dispatch

- 01 **Mr. Reed:** Hana, I was expecting breakfast support at nine. It is eight fifty now. Are you calling because the visit time is changing again?
- 02 **Hana:** Yes, and I am sorry. Dispatch has reported a ¹ _____. The current arrival estimate is between nine thirty and nine forty-five, rather than the scheduled nine o'clock start.
- 03 **Mr. Reed:** Does that mean you will definitely be here at nine thirty? I need to know whether I can rely on the earliest time in that range.
- 04 **Hana:** No. The ² _____ is an estimate, not a promise of the earliest time. I do not want to give you certainty that dispatch has not confirmed.
- 05 **Mr. Reed:** I planned my morning around help at nine. A later time is not just a small change to the calendar for me.
- 06 **Hana:** I understand the ³ _____ on your breakfast support. I will pass that on now so dispatch responds to the actual need rather than treats this only as a travel update.

E Conversation / continued

- 07 **Mr. Reed:** Is someone else coming instead? The last message I received said the office was looking into alternatives, but I never knew what that meant.
- 08 **Hana:** Owen in ⁴ _____ is checking an approved backup arrangement. It is not confirmed yet. Looking for cover and having someone assigned are different stages, and I will not blur them.
- 09 **Mr. Reed:** Please do not tell me to call my daughter as if she is automatically available. She has work, and nobody has asked her about today.
- 10 **Hana:** I will not assume she can provide ⁵ _____. The office needs to follow the approved contingency process, with the actual arrangements and responsibilities established rather than transferred to your family by assumption.

Conversation continues on the next page.

A late visit needs a clear update and an active response

CONVERSATION / CONTINUED

- 11 **Mr. Reed:** I can cope with an honest still checking. What I cannot cope with is no news. When will someone actually call me?
- 12 **Hana:** Dispatch has made an ⁶ _____ for nine ten. That is the next communication time, not a promise that the visit or a backup will arrive by nine ten.
- 13 **Mr. Reed:** So I should receive an update by then even if they do not yet have a confirmed replacement. That distinction was not clear to me before.
- 14 **Hana:** Correct. A ⁷ _____ or an honest pending status is more useful than silence. The update should explain what is known, what remains open, and what action is continuing.
- 15 **Mr. Reed:** Please record my complaint as well. This keeps upsetting my breakfast arrangements. It is the uncertainty about support, not just one late journey.
- 16 **Hana:** I will pass that ⁸ _____ through the service process, including the effect you have described. Recording dissatisfaction does not replace the immediate work to address today's delayed support.
- 17 **Mr. Reed:** And if a more urgent problem comes up before nine ten? I do not want the scheduled callback to become a reason nobody responds.
- 18 **Hana:** An urgent ⁹ _____ needs the appropriate local response without waiting for that callback. The communication timetable must not override the service's urgent or emergency procedure.
- 19 **Mr. Reed:** Please record the original nine o'clock expectation, arrival estimate, unconfirmed backup, and next contact.
- 20 **Hana:** I will record those facts and support the agreed ¹⁰ _____. The visit is delayed, cover is unconfirmed, Owen is coordinating the response, and dispatch will update you by nine ten.

CHECK THE GAPS

1. service delay / 2. arrival window / 3. service impact / 4. dispatch / 5. backup cover / 6. update commitment / 7. revised estimate / 8. complaint / 9. welfare concern / 10. follow-through

[Why these answers fit, page 159](#)

F Check accuracy and scope

A late visit needs a clear update and an active response

Return to the case

At 8:50, caregiver Hana learns that her planned 9:00 visit to Mr. Reed will be delayed. Dispatch estimates arrival between 9:30 and 9:45 but cannot guarantee it. Mr. Reed planned breakfast support for 9:00. Dispatcher Owen is checking an approved backup arrangement and will update the client by 9:10. Hana calls to explain the delay and report the effect on the planned support. No backup is yet confirmed. Neither a callback promise nor an estimated arrival removes the need for the appropriate prompt response to any urgent concern.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should a failed call be recorded as?

- A. A contact attempt, not a completed client update
- B. Client fully informed
- C. Complaint resolved
- D. Visit completed

2. What if an urgent welfare concern becomes apparent?

- A. Wait because an update is already promised.
- B. Treat the ETA as proof that no harm is possible.
- C. Ask the client to diagnose the problem first.
- D. Use the appropriate urgent response without waiting for the routine 9:10 update.

[Answers and explanations, page 161](#)

Listen for the distinction

Correct the ten gaps. Separate arrival at nine thirty to nine forty-five from the update due by nine ten.

An apology needs usable information

A frustrated person may be asking for reliability rather than an argument about blame. Name the missed expectation, explain what is known, and identify the person handling the next step. Avoid vague reassurance or making the client organize an unverified substitute.

F Say it / transfer to a new case

Keep a later visit estimate separate from its update

At 13:40, a 14:00 visit is delayed. Arrival is estimated between 14:20 and 14:35. Dispatcher Tia is checking approved cover and will update the client by 13:55; cover is not confirmed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

13:55 / 14:20-14:35 / 14:00 / unconfirmed

- 01 **Worker:** The original scheduled start was ¹ _____.
- 02 **Client:** The current estimated arrival window is ² _____.
- 03 **Worker:** Tia will provide the next update by ³ _____.
- 04 **Client:** The backup remains ⁴ _____.

CHECK THE GAPS

1. 14:00 / 2. 14:20-14:35 / 3. 13:55 / 4. unconfirmed

[Why these answers fit, page 161](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A late visit needs a clear update and an active response".

Mr. Reed: "So I should receive an update by then even if they do not yet have a confirmed replacement. That distinction was not clear to me before." **Hana:** [missing response] **Mr. Reed:** "Please record my complaint as well. This keeps upsetting my breakfast arrangements. It is the uncertainty about support, not just one late journey." Which response belongs in the gap?

- A.** Owen in dispatch is checking an approved backup arrangement. It is not confirmed yet. Looking for cover and having someone assigned are different stages, and I will not blur them.
- B.** Dispatch has made an update commitment for nine ten. That is the next communication time, not a promise that the visit or a backup will arrive by nine ten.
- C.** Yes, and I am sorry. Dispatch has reported a service delay. The current arrival estimate is between nine thirty and nine forty-five, rather than the scheduled nine o'clock start.
- D.** Correct. A revised estimate or an honest pending status is more useful than silence. The update should explain what is known, what remains open, and what action is continuing.

[Answers and explanations, page 162](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "A handoff the next person can use" and "Delays, complaints, and reliable follow-up". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: The person finishing the relevant assignment or shift. Which term fits?

- A. action owner
- B. source attribution
- C. closed-loop communication
- D. outgoing worker

2. A colleague needs the term for this meaning: The agreed process for responding to a disruption. Which term fits?

- A. update commitment
- B. dispatch
- C. contingency plan
- D. service recovery

3. Rebuild the exchange from "A family claim is not verified permission". June: "I thought my number was already on the list. Can you look it up and tell me whether the office has made a mistake?" Nadia: [missing response] June: "Please ask the office to check. I would hate the note to say I am not her niece just because you cannot see the contact list." Which response belongs in the gap?

- A. I cannot access the contact record at this moment. That does not mean permission never existed or that anyone made an error; it means I cannot verify it now.
- B. It would still be a disclosure. I cannot share one private detail as a shortcut around the checks. I can explain the contact route without discussing the person's day.
- C. Use the office's verified published details and its secure channel for the request. The coordinator can explain the checks and the appropriate response without my disclosing visit information here.
- D. Please do not send unnecessary documents to me. Data minimization means using only the information needed through the approved route, not gathering extra sensitive material on an improvised channel.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "A late visit needs a clear update and an active response". Mr. Reed: "And if a more urgent problem comes up before nine ten? I do not want the scheduled callback to become a reason nobody responds." Hana: [missing response] Mr. Reed: "Please record the original nine o'clock expectation, arrival estimate, unconfirmed backup, and next contact." Which response belongs in the gap?

- A.** I will pass that complaint through the service process, including the effect you have described. Recording dissatisfaction does not replace the immediate work to address today's delayed support.
- B.** Yes, and I am sorry. Dispatch has reported a service delay. The current arrival estimate is between nine thirty and nine forty-five, rather than the scheduled nine o'clock start.
- C.** An urgent welfare concern needs the appropriate local response without waiting for that callback. The communication timetable must not override the service's urgent or emergency procedure.
- D.** No. The arrival window is an estimate, not a promise of the earliest time. I do not want to give you certainty that dispatch has not confirmed.

[Answers and explanations, page 171](#)

Language for the next case

Count the change together

cash record

The cash record starts with the fifty dollars actually handed over; it provides a shared basis for checking spending and money returned, rather than relying on memory.

Mrs. Silva: Yes. We recorded fifty dollars before you left. Please use the cash record beside my shopping list, so we are both starting from the same amount.

change

Expected change is fifty dollars less 34.70 spent, or 15.30; that calculation does not establish that the full amount has already been returned.

Mrs. Silva: The expected change is fifteen thirty. Please do not ask me to sign for that amount before it is checked and returned.

reconciliation

Reconciliation shows that 34.70 in supported purchases plus 15.30 in returned change equals the original fifty; finding the coin resolves this specific difference.

Mrs. Silva: I count fifteen thirty too. The reconciliation now balances: purchases and returned money add back to the fifty I gave you.

itemized receipt

The itemized receipt identifies the purchases and their charges; the total of 34.70 must relate to the agreed shopping rather than an unexplained deduction from the client's cash.

Mrs. Silva: Let me see the itemized receipt. I want to check each purchase, not just the amount left over.

shortfall

The initial shortfall is two dollars between expected change of 15.30 and the 13.30 counted; it identifies a discrepancy without proving theft or its cause.

Mrs. Silva: Thank you. Calling it a shortfall does not tell us why it happened. Let us check the receipt and pouch before anybody starts accusing someone.

correction

A traceable correction preserves the relevant original entry and identifies the actual change under the recording process, instead of concealing the discrepancy or recording money never returned.

Mrs. Silva: If a number was already entered incorrectly, please make a traceable correction. Do not ask me to confirm the original figure just to make the sheet easier to finish.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Count the change together

Authorized shopping: \$50 provided, \$34.70 total agreed purchases, \$13.30 initially counted remaining. Fictional process: keep client money separate, retain itemized receipts, reconcile together, record the actual return. No tips or personal purchases are permitted. Mrs. Silva and worker Niko check the money together.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

cash record / shortfall / change / reconciliation / correction / itemized receipt

- 01 **Niko:** Here is your shopping, Mrs. Silva. Can we check the receipt and change together? I have spotted a difference in my first count.
- 02 **Mrs. Silva:** Yes. We recorded fifty dollars before you left. Please use the
1 _____ beside my shopping list, so we are both starting from the same amount.
- 03 **Niko:** The agreed items total thirty-four seventy, including all charges. No personal purchases are included, and I kept your money separate.
- 04 **Mrs. Silva:** Let me see the 2 _____. I want to check each purchase, not just the amount left over.
- 05 **Niko:** Of course. Fifty minus thirty-four seventy means fifteen thirty should remain. I have counted thirteen thirty so far, which is two dollars less than expected.
- 06 **Mrs. Silva:** The expected 3 _____ is fifteen thirty. Please do not ask me to sign for that amount before it is checked and returned.

Conversation / continued

- 07 **Niko:** I will not. I will recount the separate shopping pouch here with you. A difference needs checking and, if unresolved, reporting through our money-handling procedure.
- 08 **Mrs. Silva:** Thank you. Calling it a ⁴ _____ does not tell us why it happened. Let us check the receipt and pouch before anybody starts accusing someone.
- 09 **Niko:** There is a two-dollar coin inside the folded receipt. With that included, the full amount is fifteen dollars and thirty cents. Would you count it with me again?
- 10 **Mrs. Silva:** I count fifteen thirty too. The ⁵ _____ now balances: purchases and returned money add back to the fifty I gave you.

Conversation continues on the next page.

Count the change together

CONVERSATION / CONTINUED

- 11 **Niko:** I will record the actual amount returned and the check we completed. The first count was short, but the final count is not; both should be described accurately if required by our process.
- 12 **Mrs. Silva:** That is fine. I would rather hear about a count being checked than find a tidy record that says something different from what actually happened.
- 13 **Niko:** Please check the items against our list too. Correct change would not make an unapproved purchase acceptable.
- 14 **Mrs. Silva:** The items match. You can put the change in my usual envelope now. I know you cannot keep a little of it as a tip under this arrangement.
- 15 **Niko:** Thank you. I will return all of it. Your shopping money is not available for my travel expenses or a personal purchase unless a different, properly authorized arrangement explicitly covers that.
- 16 **Mrs. Silva:** If a number was already entered incorrectly, please make a traceable
6 _____. Do not ask me to confirm the original figure just to make the sheet easier to finish.
- 17 **Niko:** Agreed. The record should show what you actually received, with the receipt attached through our approved process. I will not sign on your behalf or invent your confirmation.
- 18 **Mrs. Silva:** And if we had not found the coin, we would record the amount present and notify the office, rather than quietly call the missing money a fee.
- 19 **Niko:** Exactly. We would follow the discrepancy procedure promptly and keep the facts clear. I would not conceal it or make a private repayment arrangement to bypass that process.
- 20 **Mrs. Silva:** Then we agree: fifty provided, thirty-four seventy spent, fifteen thirty returned, and the initial two-dollar difference resolved by the recount. Thank you for checking with me.

CHECK THE GAPS

1. cash record / 2. itemized receipt / 3. change / 4. shortfall / 5. reconciliation / 6. correction

[Why these answers fit, page 174](#)

Reconcile a second shopping trip

A client provides \$30. Authorized shopping costs \$22.40 in total. The worker initially counts \$5.60 remaining, then finds a separate \$2 coin in the client's shopping pouch. All change is checked and returned; no fees or other spending apply.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

22.40 / 2 / 7.60 / 30

- 01 **Client:** The authorized purchases total \$¹ _____ .
- 02 **Worker:** The initial count was short by \$² _____ .
- 03 **Client:** The coin brings the returned amount to \$³ _____ .
- 04 **Worker:** Purchases plus returned change reconcile to the original \$⁴ _____ .

CHECK THE GAPS

1. 22.40 / 2. 2 / 3. 7.60 / 4. 30

[Why these answers fit, page 174](#)

Keep the distinction audible

Explain a shopping-money discrepancy, reconcile it openly, and record the actual return without blame.

Language for the next case

Ask how to communicate

communication preference

The communication preference comes from Mr. Bell himself; hearing loss does not establish that shouting, written-only communication, or speaking to a relative would meet his needs.

Mr. Bell: Please face me and speak clearly at your usual volume. That is my communication preference. Shouting from the doorway makes the words harder to follow, not easier.

plain language

Plain language expresses the confirmed times in understandable everyday wording; it does not omit the date or blur pickup time with appointment time.

Mr. Bell: That plain language helps. Please give me one detail at a time. I heard the seventeenth, but was the car coming at two thirty?

written confirmation

Written confirmation in the requested large-print format supports Mr. Bell's access to the details; providing any written text would not necessarily meet his stated need.

Mr. Bell: Yes, written confirmation in large print, please. Correct information in tiny writing is still hard for me to use.

background noise

Background noise from the television is an identified barrier in this conversation; Mr. Bell agrees to reducing it rather than the worker changing his surroundings without asking.

Mr. Bell: Yes, please lower the background noise. Sit where I can see your face. You do not need to lean over me or use a childish tone.

read-back

The read-back checks the specific date and times, allowing correction without treating a general yes or nod as proof that every detail was heard accurately.

Mr. Bell: Let me give a read-back: November seventeenth, pickup at one thirty, appointment at two fifteen. Have I got those in the right order now?

consent

Consent to involve another person or share relevant information must follow the actual process; a visiting relative's presence does not automatically establish unlimited permission.

Mr. Bell: And ask for my consent before adding her to a discussion about my personal information. Her being in the house does not mean every conversation is for her.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Ask how to communicate

Mr. Bell has hearing loss. He prefers face-to-face clear speech and a large-print note. The television is on; his niece is visiting. Confirmed appointment: 17 November, 14:15; pickup 13:30. He wants to discuss it himself. No new information-sharing permission is supplied.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

background noise / written confirmation / read-back / plain language / consent / communication preference

- 01 **Anika:** Mr. Bell, I have the confirmed appointment details. Is now a good time to discuss them, and what would make the conversation easier for you?
- 02 **Mr. Bell:** Please face me and speak clearly at your usual volume. That is my
1 _____. Shouting from the doorway makes the words harder to follow, not easier.
- 03 **Anika:** Would you like the television turned down while we talk, or would something else help?
- 04 **Mr. Bell:** Yes, please lower the 2 _____. Sit where I can see your face. You do not need to lean over me or use a childish tone.
- 05 **Anika:** Thank you. The appointment is on November seventeenth at two fifteen in the afternoon. The confirmed pickup is one thirty that afternoon, forty-five minutes before it.
- 06 **Mr. Bell:** That 3 _____ helps. Please give me one detail at a time. I heard the seventeenth, but was the car coming at two thirty?

Conversation / continued

- 07 **Anika:** The car is coming at one thirty, not two thirty. I may have given you the two times too quickly. The appointment is later, at two fifteen.
- 08 **Mr. Bell:** Let me give a ⁴ _____: November seventeenth, pickup at one thirty, appointment at two fifteen. Have I got those in the right order now?
- 09 **Anika:** Yes, that is exactly right. Would a large-print note with separate lines for date, pickup, and appointment help you check it again later?
- 10 **Mr. Bell:** Yes, ⁵ _____ in large print, please. Correct information in tiny writing is still hard for me to use.

Conversation continues on the next page.

Ask how to communicate

CONVERSATION / CONTINUED

- 11 **Anika:** I will use the approved format and check that you can read it comfortably. My usual template may not meet your needs.
- 12 **Mr. Bell:** My niece sometimes answers for me. She means well, but please keep asking me first. I can explain what I want once I have heard the question.
- 13 **Anika:** Of course. A communication barrier is not a reason to stop involving you. We can ask about support you want from somebody else without making them your automatic spokesperson.
- 14 **Mr. Bell:** And ask for my ⁶ _____ before adding her to a discussion about my personal information. Her being in the house does not mean every conversation is for her.
- 15 **Anika:** I will follow the relevant permission process. For this appointment discussion, you have asked to speak directly, and we can check together what support is helpful.
- 16 **Mr. Bell:** Please put the communication details in the appropriate record too. I am tired of having to explain the same preferences to every new worker.
- 17 **Anika:** I will record the agreed needs through our approved system so the relevant team can use them. The entry should describe what helps, not label you uncooperative when a message is unclear.
- 18 **Mr. Bell:** That sounds right. You can check with me again if the arrangement stops working. I might need something different in a noisier place or for a longer discussion.
- 19 **Anika:** Agreed. We should review the support with you rather than treat today's note as fixed forever. Here is the large-print confirmation; can we check its date and two time lines together?
- 20 **Mr. Bell:** Yes: seventeenth of November, one-thirty pickup, two-fifteen appointment. Those are clear, and the note is readable. Please leave it in the place we agreed.

CHECK THE GAPS

1. communication preference / 2. background noise / 3. plain language / 4. read-back / 5. written confirmation / 6. consent

[Why these answers fit, page 176](#)

Correct the timing without taking over

Ms. Grant asks for clear speech and a large-print note. Confirmed appointment: 6 June at 11:00; pickup 10:15. She repeats pickup 11:15. She wants to discuss the details herself; a relative's presence does not establish information-sharing permission.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

6 June / large print / 10:15 / me

- 01 **Worker:** The confirmed pickup is ¹ _____, not 11:15.
- 02 **Client:** The appointment date is ² _____ .
- 03 **Worker:** The requested note format is ³ _____ .
- 04 **Client:** Please address the discussion to ⁴ _____ .

CHECK THE GAPS

1. 10:15 / 2. 6 June / 3. large print / 4. me

[Why these answers fit, page 176](#)

Keep the distinction audible

Adapt the exchange to a person's stated hearing and information needs, then check a concrete misunderstanding respectfully.

Language for the next case

No answer at the door

no response

No response describes the unsuccessful contact attempts; it does not establish that Ms. Webb is away, has refused care, or has been assessed as safe.

Ben: Report received at eight oh four: no response, not client out or care refused. We will follow her no-answer procedure now.

access arrangements

Access arrangements define the authorized entry process in the actual plan; an unanswered visit does not itself authorize forced entry, a borrowed key, or an improvised method.

Ben: Follow the stated access arrangements. Do not put yourself at risk. If immediate danger or an emergency becomes apparent, use the local emergency route without waiting for our routine process.

welfare response

The welfare response is the active action required by the person's no-answer plan; managing the worker's next visit does not establish that this client's situation is resolved.

Ben: I will coordinate your onward schedule and the welfare response separately. Receiving your call does not close this concern; I will confirm the next step.

observation

The visible light is an observation, not proof of presence or wellbeing; the report should separate what Elena can see from conclusions she cannot support.

Ben: Keep that observation separate from a conclusion. I am checking the plan's response and contacts now, while you remain connected. This is not just a routine queued message.

unverified account

The neighbor's suggestion is attributed but unconfirmed; it should not replace direct contact or the prescribed welfare response, nor justify unnecessary disclosure of care details.

Ben: Record it as an unverified account, if relevant to the procedure. It is useful context, not confirmation that she is away or that today's support is unnecessary.

Visit status

Visit status must distinguish arrival, attempted contact, and support actually delivered; a worker reaching the property does not mean the scheduled care tasks were completed.

Ben: Exactly. Visit status needs to remain accurate. Follow the service's recording process without inventing a refusal or recording the planned tasks as done.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

No answer at the door

At 08:00, Elena reaches Ms. Webb's home; agreed bell and telephone attempts get no answer. At 08:04 she calls coordinator Ben from a safe place. A no-answer procedure applies; Elena has no entry authorization. No welfare assessment or confirmed absence has occurred.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

welfare response / observation / unverified account / no response / access arrangements
/ Visit status

- 01 **Elena:** Ben, I reached Ms. Webb's home at eight. The agreed bell and telephone attempts got no answer. I am calling from a safe place.
- 02 **Ben:** Report received at eight oh four: ¹ _____, not client out or care refused. We will follow her no-answer procedure now.
- 03 **Elena:** I have not seen or spoken with her. A light is visible through the window, but I cannot establish whether she is inside or how she is.
- 04 **Ben:** Keep that ² _____ separate from a conclusion. I am checking the plan's response and contacts now, while you remain connected. This is not just a routine queued message.
- 05 **Elena:** There is no entry authorization in my assignment. I will not try a window or ask a neighbor for a spare key as an improvised way in.
- 06 **Ben:** Follow the stated ³ _____. Do not put yourself at risk. If immediate danger or an emergency becomes apparent, use the local emergency route without waiting for our routine process.

Conversation / continued

- 07 **Elena:** A neighbor says Ms. Webb might have gone out earlier. I have not verified that, and I have not shared her care details with them.
- 08 **Ben:** Record it as an ⁴ _____, if relevant to the procedure. It is useful context, not confirmation that she is away or that today's support is unnecessary.
- 09 **Elena:** My next visit is due soon. Please coordinate that schedule too, so this concern is not left open while I rush elsewhere.
- 10 **Ben:** I will coordinate your onward schedule and the ⁵ _____ separately. Receiving your call does not close this concern; I will confirm the next step.

Conversation continues on the next page.

No answer at the door

CONVERSATION / CONTINUED

- 11 **Elena:** Who is handling the next contact? I need a named person, not an unanswered office message.
- 12 **Ben:** I am coordinating it now under the plan and will document that ownership. I will use the designated contact and escalation route, rather than presume any relative is available to check.
- 13 **Elena:** For the visit record, I will enter actual arrival and contact attempts. None of the planned support has been provided, so I should not select completed care.
- 14 **Ben:** Exactly. ⁶ _____ needs to remain accurate. Follow the service's recording process without inventing a refusal or recording the planned tasks as done.
- 15 **Elena:** If a named contact says they spoke to her, should we record their report separately from my observation?
- 16 **Ben:** Yes. Keep the source and time attached. We must assess what the information establishes and continue the appropriate procedure, rather than rewrite your earlier no-answer report as a personal welfare assessment.
- 17 **Elena:** And if I hear or see something that indicates an emergency while we are arranging the next step, I should act through that route immediately.
- 18 **Ben:** Yes. Do not wait for a scheduled callback in an emergency. Give the local responder the location, what you actually observed, and your contact details, following their instructions within your role.
- 19 **Elena:** Then my read-back is: no direct contact, no care delivered, no confirmed absence, and you are actively coordinating the no-answer response and my onward schedule.
- 20 **Ben:** Correct. Keep those statuses distinct. I will give you the plan's next instruction now and record the action and follow-up; this concern remains open until the appropriate response establishes otherwise.

CHECK THE GAPS

1. no response / 2. observation / 3. access arrangements / 4. unverified account / 5. welfare response / 6. Visit status

[Why these answers fit, page 178](#)

Arrival does not prove completed support

At 16:00, worker Amir reaches a client but receives no answer through the agreed contacts. At 16:03 he reaches the duty coordinator. No entry, care, or welfare assessment has occurred. A neighbor's suggestion that the client is visiting family is unconfirmed. The actual no-answer procedure applies.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

unconfirmed / emergency / 16:00 / delivered

- 01 **Worker:** My actual arrival was at ¹ _____ .
- 02 **Coordinator:** The neighbor's explanation remains ² _____ .
- 03 **Worker:** The planned care has not been ³ _____ .
- 04 **Coordinator:** Follow the no-answer procedure, without delaying an ⁴ _____ response if required.

CHECK THE GAPS

1. 16:00 / 2. unconfirmed / 3. delivered / 4. emergency

[Why these answers fit, page 178](#)

Keep the distinction audible

Report a failed contact precisely and obtain an active welfare response without recording an unprovided visit as complete.

01 / Answers and explanations

A / Read the situation

A1. When is the scheduled visit due to end?

B. 11:00

Two hours from the stated 9:00 arrival ends at 11:00.

[Return to the exercise, page 4](#)

A2. What is not authorized in the supplied assignment?

D. Transport to the appointment

Transport is absent from the assignment and Maya has no transport authorization.

[Return to the exercise, page 4](#)

A3. What should Maya clarify with the coordinator?

A. The transport expectation and an authorized arrangement

The coordinator can check the discrepancy and appropriate arrangement without Maya inventing authorization.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which statement is both helpful and accurate?

D. Transport is not in my assignment; I can call the coordinator to check it now.

The correct response identifies the boundary and supplies an appropriate immediate clarification route.

[Return to the exercise, page 8](#)

D2. Which record would overstate progress?

A. Transport confirmed, when only a message has been sent

Sending a request does not establish that a provider accepted or confirmed transport.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: The planned length of a visit or service. Which term fits?

B. scheduled duration

A Not here. scope of duties: The tasks permitted within the worker's actual role. The usual combination is "clarify the scope of duties".

B Correct. scheduled duration: The planned length of a visit or service. The usual combination is "check the scheduled duration".

C Not here. personal care: Support with personal daily activities within an agreed role. The usual combination is "provide personal care".

D Not here. contact route: The approved way to reach the appropriate person. The usual combination is "use the contact route".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "The appointment is real; the transport is unconfirmed". Mr. Ellis: "Could you take me this once? It is only a short drive, and I do not want to lose the appointment." Maya: [missing response] Mr. Ellis: "All right. Please explain that the appointment is at ten. I would rather speak to the coordinator with you than repeat everything later." Which response belongs in the gap?

A. I do not have transport authorization. I can help contact the person who can resolve the request, but I cannot make a private driving arrangement outside my assigned role.

A Correct. This is Maya's response in turn 6. It connects Mr. Ellis's preceding point with Mr. Ellis's follow-up. Transport authorization is missing; a short journey or urgent request does not supply it.

B Not here. This line belongs to turn 12, after Mr. Ellis says: "Ten is when I need to be at the appointment, not when a car should collect me. Please make that clear when we call." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 14, after Mr. Ellis says: "What happens to breakfast while we are sorting this out? I have not eaten yet, and I still want the agreed help." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Mr. Ellis says: "I mentioned the appointment when someone called last week. I understood that the visit would include getting me there, not just making breakfast." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 8](#)

E / Conversation

1. assignment

Turn 2. The assignment identifies Maya's allocated tasks; it does not include permission to provide transport.

01 / Answers and explanations / continued

2. unmet expectation

Turn 4. The expected transport has not been confirmed in the available assignment, and the impact deserves acknowledgment.

3. transport authorization

Turn 6. Transport authorization is missing; a short journey or urgent request does not supply it.

4. read-back

Turn 8. A read-back checks shared understanding of the time and unresolved arrangement without creating a booking.

5. booking confirmation

Turn 10. Booking confirmation would establish an accepted reservation; the current absence of information does not prove no booking exists.

6. care coordinator

Turn 12. The care coordinator is the available role responsible for clarifying relevant arrangements, not a presumed transport provider.

7. scope of duties

Turn 14. The scope of duties includes breakfast support while the separate transport request remains unresolved.

8. contact route

Turn 16. The contact route identifies how the responsible person will communicate a confirmed response or further update.

9. service discrepancy

Turn 18. The service discrepancy is the difference between expected transport and the available assignment, not an established finding of fault.

10. visit record

Turn 20. The visit record should preserve the request, contacts, and actual outcome without converting pending work into completion.

[Return to the conversation, page 10](#)

01 / Answers and explanations / continued

F / Accuracy and scope

F1. What does a read-back help establish?

A. Shared understanding of the appointment and transport status

Repeating key details checks communication but does not supply missing service authorization.

[Return to the exercise, page 13](#)

F2. Which question is most useful?

A. Who will confirm the arrangement and contact Mr. Ellis?

Identifying the responsible contact makes the unresolved arrangement actionable without inventing a provider.

[Return to the exercise, page 13](#)

F / Guided speaking

1. 15:00

Caregiver: This visit ends at 15:00.

Turn 1. The stated one-hour visit runs from 14:00 to 15:00.

2. parcel pickup

Client: The extra request is a parcel pickup.

Turn 2. The new expectation concerns a parcel, not an appointment journey.

3. coordinator

Caregiver: I will clarify the request with the coordinator.

Turn 3. The coordinator is identified as the appropriate person to clarify the unassigned request.

4. unconfirmed

Caregiver: The pickup is currently unconfirmed.

Turn 4. No pickup has been booked, so completion or confirmation would overstate the facts.

[Return to the conversation, page 14](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The appointment is real; the transport is unconfirmed". Mr. Ellis: "What happens to breakfast while we are sorting this out? I have not eaten yet, and I still want the agreed help." Maya: [missing response] Mr. Ellis: "Please keep me on the call. Last time, I heard someone was dealing with it but never got a pickup time or a driver's name." Which response belongs in the gap?

D. Breakfast remains part of my scope of duties. We can continue that support with your agreement while the office checks the transport, without marking the additional request as settled.

A Not here. This line belongs to turn 12, after Mr. Ellis says: "Ten is when I need to be at the appointment, not when a car should collect me. Please make that clear when we call." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Mr. Ellis says: "Could you take me this once? It is only a short drive, and I do not want to lose the appointment." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Mr. Ellis says: "I mentioned the appointment when someone called last week. I understood that the visit would include getting me there, not just making breakfast." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Maya's response in turn 14. It connects Mr. Ellis's preceding point with Mr. Ellis's follow-up. The scope of duties includes breakfast support while the separate transport request remains unresolved.

[Return to the exercise, page 14](#)

02 / Answers and explanations

A / Read the situation

A1. What does Ms. Hale request?

A. Ten quiet minutes before help is discussed again

Her stated preference concerns the timing of this task, not the entire care arrangement.

[Return to the exercise, page 15](#)

A2. How much scheduled visit time remains after ten minutes?

A. Twenty minutes

Thirty minutes remaining minus ten quiet minutes leaves twenty scheduled minutes.

[Return to the exercise, page 15](#)

A3. Which fact is explicitly supplied?

C. There is no immediate safety concern in this scenario.

The brief excludes an immediate safety concern but does not establish incapacity or substitute consent.

[Return to the exercise, page 15](#)

D / Response choices

D1. Which record is most accurate?

A. Clothes support offered; Ms. Hale requested a ten-minute pause and agreed to a later offer.

The factual record preserves the specific offer, response, and timing without a judgmental or exaggerated conclusion.

[Return to the exercise, page 19](#)

D2. Which reply avoids pressure?

D. I will pause; would you like me to ask again in ten minutes?

Permission to ask again is not permission to begin later, continue during the pause, or use a relative to pressure the person.

[Return to the exercise, page 19](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: A person's stated choice or favored way of doing something. Which term fits?

A. preference

A Correct. preference: A person's stated choice or favored way of doing something. The usual combination is "respect a preference".

B Not here. communication need: A requirement that helps a person understand or express themselves. The usual combination is "meet a communication need".

C Not here. decision-specific: Relating to the particular decision, not every possible choice. The usual combination is "use decision-specific language".

D Not here. independence: Doing or directing activities with the appropriate degree of support. The usual combination is "promote independence".

[Return to the exercise, page 19](#)

D4. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "I know you have a list. But when I say not now, will the notes say I was being difficult? That worries me." Imani: [missing response] Ms. Hale: "That would help. I still want to choose my own clothes. Having someone here should not mean everything gets decided for me." Which response belongs in the gap?

D. I can use neutral wording in the record. I will describe what I offered and what you requested, rather than give you a negative label for making a choice.

A Not here. This line belongs to turn 10, after Ms. Hale says: "Could you wait in the sitting room? I would rather not have someone sorting things behind me while I am trying to relax." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Ms. Hale says: "Ask me again after the pause. I might just need help finding the blue cardigan, but I want to sit quietly first." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Ms. Hale says: "Thank you. A quiet ten minutes is all I am asking for. I do not want to spend it explaining why I need it." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Imani's response in turn 6. It connects Ms. Hale's preceding point with Ms. Hale's follow-up. Neutral wording reports the offer and response without turning a personal choice into criticism.

[Return to the exercise, page 19](#)

E / Conversation

1. preference

Turn 2. The preference concerns a quiet pause before clothing support, not a refusal of every service.

02 / Answers and explanations / continued

2. reoffer

Turn 4. A reoffer is a later invitation to accept help, not an assumption that the person will agree.

3. neutral wording

Turn 6. Neutral wording reports the offer and response without turning a personal choice into criticism.

4. independence

Turn 8. Independence includes directing the support and choosing clothes, not necessarily completing every movement without help.

5. privacy preference

Turn 10. The privacy preference specifies where the worker should wait and excludes continuing the task during the pause.

6. verbal agreement

Turn 12. Verbal agreement expresses the person's response to the specific offer; a relative's general opinion is not a substitute.

7. withdraw consent

Turn 14. Withdrawing consent changes the earlier agreement; the worker must follow the actual consent process rather than rely on an old yes.

8. processing time

Turn 16. Processing time allows the person space to respond and choose without repeated prompts or pressure.

9. partial support

Turn 18. Partial support covers only the agreed part of the task, such as finding one garment.

10. agreed pause

Turn 20. The agreed pause is ten minutes with permission to ask again afterward, not permission to begin the task automatically.

[Return to the conversation, page 21](#)

02 / Answers and explanations / continued

F / Accuracy and scope

F1. What does refusal alone establish here?

C. The offered help is not wanted at this moment.

The refusal concerns this offer and time, not a diagnosis or global decision-making ability.

[Return to the exercise, page 23](#)

F2. Which timing statement is correct?

D. Twenty scheduled minutes remain after the agreed ten-minute pause.

The pause uses ten of the thirty remaining minutes and does not automatically extend the visit.

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F / Guided speaking

1. five

Caregiver: We will pause for five minutes.

Turn 1. The client requested a five-minute pause before another offer.

2. coat

Client: Please ask again about help with my coat.

Turn 2. The specified later offer concerns a coat, not all clothing tasks.

3. twenty

Caregiver: That leaves twenty scheduled minutes.

Turn 3. Twenty-five minutes remaining minus a five-minute pause leaves twenty.

4. neutral wording

Caregiver: I will record the offer and response using neutral wording.

Turn 4. Factual language records the specific choice without criticizing the person.

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02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "And if I agree later but then want you to stop, can I say so? Some days I change my mind halfway through." Imani: [missing response] Ms. Hale: "Thank you. A quiet ten minutes is all I am asking for. I do not want to spend it explaining why I need it." Which response belongs in the gap?

A. Yes. You can withdraw consent. Tell me if you no longer want the help, and I will respond to that rather than assume an earlier yes lasts regardless of what you say.

A Correct. This is Imani's response in turn 14. It connects Ms. Hale's preceding point with Ms. Hale's follow-up. Withdrawing consent changes the earlier agreement; the worker must follow the actual consent process rather than rely on an old yes.

B Not here. This line belongs to turn 12, after Ms. Hale says: "My niece sometimes says I should accept whatever help is offered. She means well, but I want you to ask me directly." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Ms. Hale says: "Please leave the clothes for now, Imani. My visitor is coming later, but I would like ten quiet minutes before we do anything else." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Ms. Hale says: "Thank you. A quiet ten minutes is all I am asking for. I do not want to spend it explaining why I need it." It addresses that point, not the missing turn in the supplied exchange.

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03 / Answers and explanations

A / Read the situation

A1. Which statement comes directly from the client?

A. I feel more tired than yesterday.

The brief supplies a direct report of tiredness, not a diagnosis or measured assessment.

[Return to the exercise, page 27](#)

A2. What did Luis observe?

B. Two pauses while Ms. Chen described breakfast at 9:20

The observed event is the two pauses, with a stated time and context.

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A3. What must happen if an urgent concern arises?

B. Use the appropriate local urgent or emergency route without waiting for routine reporting.

The routine reporting exercise does not replace timely local action for urgent or emergency concerns.

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D / Response choices

D1. Which report is most precise?

A. At 9:20 she paused twice while describing breakfast and said she felt more tired than yesterday.

The precise account combines time, observable behavior, and attributed words without inventing a cause.

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D2. How should missing vital signs be described?

A. Not measured by Luis

The absence of measurements cannot be converted into normal findings or clinical clearance.

[Return to the exercise, page 31](#)

03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: When a change or symptom began, if known. Which term fits?

B. onset

A Not here. context: The circumstances in which an event happened. The usual combination is "provide relevant context".

B Correct. onset: When a change or symptom began, if known. The usual combination is "clarify the reported onset".

C Not here. unmeasured: Not measured; different from a normal result. The usual combination is "identify unmeasured information".

D Not here. SBAR: Situation, background, assessment, recommendation; a structured communication framework used in some services. The usual combination is "use the local SBAR format".

[Return to the exercise, page 31](#)

D4. Rebuild the exchange from "A precise report without an invented cause". Luis: "No. I know when we had the conversation, but I cannot say when she first started feeling tired or whether it changed overnight." Jo: [missing response] Luis: "She does not usually pause like that when we talk during my visits. I have not watched her continuously outside those visits, though." Which response belongs in the gap?

C. Then the onset is not established. Keep nine twenty as the observation time, rather than enter it as the start of the symptom.

A Not here. This line belongs to turn 4, after Luis says: "She said, I feel more tired than yesterday. While she was describing breakfast, she stopped twice. That was at nine twenty this morning." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Luis says: "I also have no temperature, pulse, or other measurements to report. Taking those measurements is not part of what I have done this morning." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Jo's response in turn 6. It connects Luis's preceding point with Luis's follow-up. Onset means when the change began; the time the worker noticed it does not automatically establish that.

D Not here. This line belongs to turn 8, after Luis says: "She does not usually pause like that when we talk during my visits. I have not watched her continuously outside those visits, though." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 31](#)

E / Conversation

1. reported symptom

Turn 2. The reported symptom is Ms. Chen's description of tiredness, which should remain attributed to her.

03 / Answers and explanations / continued

2. objective description

Turn 4. The objective description states the two pauses, their context, and the observation time without assigning a cause.

3. onset

Turn 6. Onset means when the change began; the time the worker noticed it does not automatically establish that.

4. baseline

Turn 8. The baseline is Luis's usual observation during visits, not a claim about every moment outside them.

5. diagnosis

Turn 10. A diagnosis is a clinical conclusion; Luis's observations do not establish a specific cause of the change.

6. unmeasured

Turn 12. Unmeasured describes missing measurements and must not be translated into normal or reassuring results.

7. urgent pathway

Turn 14. The urgent pathway addresses concerns requiring prompt action and is not replaced by a pending routine message.

8. clinical assessment

Turn 16. Clinical assessment is the relevant professional evaluation, not merely acknowledgment that the report arrived.

9. read-back confirmation

Turn 18. Read-back confirmation checks whether the instructions were understood accurately before they are recorded or acted upon.

10. contemporaneous note

Turn 20. A contemporaneous note preserves the actual observation and communication near the event, including limits and instructions received.

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03 / Answers and explanations / continued

F / Accuracy and scope

F1. Which time is established?

A. When Luis noticed the pauses

The brief gives an observation time, while the onset and assessment remain unspecified.

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F2. What does receipt of the report establish?

D. The concern reached the receiving person, not that assessment is complete.

Communication receipt and clinical evaluation are separate stages with different meanings.

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F / Guided speaking

1. 14:10

Caregiver: The observation time is 14:10.

Turn 1. The supplied time concerns when the caregiver noticed the event.

2. tighter today

Receiver: The client reported that the shoes felt tighter today.

Turn 2. These words preserve the person's stated experience rather than invent a clinical finding.

3. two

Caregiver: I observed two attempts to fasten them.

Turn 3. Two fastening attempts are the specified direct observation.

4. unconfirmed

Receiver: The cause remains unconfirmed.

Turn 4. The scenario supplies no assessment establishing the cause of the reported change.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A precise report without an invented cause". Luis: "I understand. If the situation becomes urgent while I am trying to reach someone, I should not wait just because a routine message is already in the system." Jo: [missing response] Luis: "Can you confirm that you have received this report? I also need the next instructions through our care procedure so I know what to record." Which response belongs in the gap?

D. Correct. Use the local urgent pathway when required, including emergency services where appropriate. Routine reporting and urgent response serve different needs; an earlier message does not remove that distinction.

A Not here. This line belongs to turn 10, after Luis says: "I nearly wrote coming down with something. Let me correct that: she reported tiredness and I noticed the pauses. I do not know the cause." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 18, after Luis says: "Please give me the next steps one at a time. I will repeat them back; if I miss a word, I want to check it now." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Luis says: "Jo, I am calling through the reporting line about Ms. Chen. I noticed a change during this morning's visit and want to pass on the exact information." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Jo's response in turn 14. It connects Luis's preceding point with Luis's follow-up. The urgent pathway addresses concerns requiring prompt action and is not replaced by a pending routine message.

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04 / Answers and explanations

A / Read the situation

A1. What does Rosa's assignment permit?

D. Reminders only

The fictional assignment expressly limits Rosa to reminders and excludes administration and dose recommendations.

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A2. What information is missing?

D. Medicine details and the relevant dose timing

The medicine, strength, schedule, and missed-dose timing are unknown in the brief.

[Return to the exercise, page 40](#)

A3. What is the appropriate communication response?

A. Explain the limit and help contact the qualified advice route in the plan.

Qualified, medicine-specific advice is needed; neither a doubling nor a skipping rule can be invented.

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D / Response choices

D1. Which response stays within the supplied role?

A. I cannot recommend a dose; I can help contact the nurse in your plan.

The response gives a useful qualified route without exceeding the reminder-only assignment.

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D2. Which record is inaccurate?

C. Dose administered by Rosa, when she only helped place a call

Helping obtain advice is not administration and must not be recorded as such.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: A qualified medicines professional. Which term fits?

D. pharmacist

A Not here. MAR: Medication administration record; may record different types of medicines support under the service's process. The usual combination is "record the actual support on the MAR".

B Not here. medication discrepancy: A difference between medicine information or records that needs clarification. The usual combination is "report a medication discrepancy".

C Not here. route of administration: How a medicine is taken or applied. The usual combination is "confirm the route of administration".

D Correct. pharmacist: A qualified medicines professional. The usual combination is "seek pharmacist advice".

[Return to the exercise, page 45](#)

D4. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "The medicine is in the other room. I do not remember the exact name, and I have not told you when I was supposed to take it." Rosa: [missing response] Mr. Ahmed: "I read somewhere that people sometimes take the next dose as usual. Could we just follow that advice and avoid bothering the nurse?" Which response belongs in the gap?

D. Those details matter, including the name, strength, and timing. We should give the professional accurate information, not rely on a tablet's color.

A Not here. This line belongs to turn 8, after Mr. Ahmed says: "I read somewhere that people sometimes take the next dose as usual. Could we just follow that advice and avoid bothering the nurse?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Mr. Ahmed says: "All right. The care plan has the number we normally use. I would like help making the call because I sometimes lose track of the question." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Mr. Ahmed says: "Rosa, I missed a dose of my medicine. Should I take twice as much now to make up for it? I do not want to get behind." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Rosa's response in turn 6. It connects Mr. Ahmed's preceding point with Mr. Ahmed's follow-up. Strength identifies the amount of active ingredient per unit and is one relevant detail for qualified advice.

[Return to the exercise, page 45](#)

E / Conversation

1. clinical question

Turn 2. The dose decision needs qualified, medicine-specific advice rather than a caregiver's guess.

04 / Answers and explanations / continued

2. medication reminder

Turn 4. A medication reminder supports the agreed routine but does not authorize dose changes or administration.

3. strength

Turn 6. Strength identifies the amount of active ingredient per unit and is one relevant detail for qualified advice.

4. missed dose

Turn 8. A missed dose requires advice appropriate to the actual medicine and circumstances, which are not established here.

5. prescriber

Turn 10. The prescriber is an authorized clinical source; the actual advice route in this plan begins with the named nurse contact.

6. medication discrepancy

Turn 12. The medication discrepancy concerns the reported missed dose and relevant records, not an assumed deliberate refusal.

7. dosing interval

Turn 14. The dosing interval is the time between doses; unclear professional directions should be clarified rather than guessed.

8. out-of-hours contact

Turn 16. The out-of-hours contact is one possible designated alternative; the actual plan determines which backup route applies.

9. Administration

Turn 18. Administration is the actual giving or application of medicine under the appropriate role, not discussion or a telephone attempt.

10. follow-up instruction

Turn 20. A follow-up instruction must come from the appropriate professional and be understood accurately before it is recorded or followed.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. What would justify a universal missed-dose rule here?

A. Nothing in the supplied facts

The medicine and circumstances are unknown, and clinical advice is outside the assigned role.

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F2. What if the usual nurse contact is unavailable?

C. Use the approved alternative or urgent route appropriate to the concern.

The appropriate backup pathway preserves timely access to advice without inventing medicine-specific instructions.

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F / Guided speaking

1. discrepancy

Worker: You are reporting a possible medication discrepancy.

Turn 1. The reported difference between directions requires clarification, not an assumed corrected dose.

2. pharmacy

Client: Please help me contact the supplying pharmacy.

Turn 2. The supplied plan specifically names the supplying pharmacy as the advice contact.

3. reminders

Worker: My assigned support is limited to reminders.

Turn 3. The fictional role allows reminders rather than dose decisions or administration.

4. verified

Worker: The reported difference is not yet verified.

Turn 4. The worker has not confirmed the reported difference and should preserve that uncertainty.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "If the nurse tells us something I do not understand, can you ask them to repeat it while I am still on the line?" Rosa: [missing response] Mr. Ahmed: "What if nobody answers? Can we check the backup contact now rather than wait without a plan?" Which response belongs in the gap?

C. Yes. We can ask about the dosing interval or any other unclear wording, and repeat the instructions back. Clarifying professional advice is different from making up the advice ourselves.

A Not here. This line belongs to turn 18, after Mr. Ahmed says: "Please do not mark medicine taken just because we discussed it or tried to call." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Mr. Ahmed says: "I read somewhere that people sometimes take the next dose as usual. Could we just follow that advice and avoid bothering the nurse?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Rosa's response in turn 14. It connects Mr. Ahmed's preceding point with Mr. Ahmed's follow-up. The dosing interval is the time between doses; unclear professional directions should be clarified rather than guessed.

D Not here. This line belongs to turn 2, after Mr. Ahmed says: "Rosa, I missed a dose of my medicine. Should I take twice as much now to make up for it? I do not want to get behind." It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations

A / Read the situation

A1. Which alternative is approved and available in this plan?

A. Yogurt with berries

The supplied plan approves the specified yogurt meal, which is available; that is not a general dietary recommendation.

[Return to the exercise, page 54](#)

A2. What is known about the dumplings?

D. They are requested but their suitability is unconfirmed.

The actual product and preparation still need checking against the documented requirements.

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A3. What must Daniel avoid?

B. Guessing suitability or pressuring the client to eat

Respecting choice does not require an invented dietary decision or pressure to accept an alternative.

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D / Response choices

D1. Which offer is appropriate?

A. Your approved yogurt meal is available; would you like it while we check the dumplings?

The appropriate offer respects today's preference, gives an approved alternative, and leaves the unverified food for the proper check.

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D2. Which record would be inaccurate?

A. Ate the yogurt meal, when it was only offered

An offer does not establish consumption and must not be recorded as intake.

[Return to the exercise, page 58](#)

05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: A person's stated liking or choice concerning food. Which term fits?

B. food preference

A Not here. appetite: Desire or willingness to eat. The usual combination is "report a change in appetite".

B Correct. food preference: A person's stated liking or choice concerning food. The usual combination is "ask about a food preference".

C Not here. meal plan: The relevant agreed arrangement for food and meals. The usual combination is "follow the meal plan".

D Not here. cross-contact: Unintended transfer of an allergen between foods or surfaces. The usual combination is "report a cross-contact concern".

[Return to the exercise, page 58](#)

D4. Rebuild the exchange from "Offer a choice without guessing about restrictions".
Ms. Park: "Could you simply change one ingredient? People often make a small change to a recipe when someone has a dietary requirement." **Daniel:** [missing response] **Ms. Park:** "I appreciate that explanation. I mainly want something different today, not an argument about whether I am being sensible about breakfast." **Which response belongs in the gap?**

B. A substitution might not address the actual restriction. I do not have enough information to choose one safely, and I should not invent an adjustment just because it sounds reasonable.

A Not here. This line belongs to turn 20, after Ms. Park says: "Let us ask about the dumplings. We can decide about yogurt after the response." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Daniel's response in turn 6. It connects Ms. Park's preceding point with Ms. Park's follow-up. A substitution changes the food or ingredient but does not automatically satisfy an unknown restriction.

C Not here. This line belongs to turn 14, after Ms. Park says: "Does preparation matter too? A package might not answer every question about the finished meal." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Ms. Park says: "My relative said the label looked fine. Does that count as confirmation, or do we need someone to check it against my actual plan?" It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations / continued

E / Conversation

1. food preference

Turn 2. The food preference is Ms. Park's stated choice, not evidence of an allergy or a clinical restriction.

2. suitability

Turn 4. Suitability remains unconfirmed; absence from the plan does not establish a permanent prohibition.

3. substitution

Turn 6. A substitution changes the food or ingredient but does not automatically satisfy an unknown restriction.

4. meal plan

Turn 8. The supplied plan approves specified oatmeal and yogurt with berries; it does not remove the person's right to express another preference.

5. approved option

Turn 10. An approved option may be offered, but its status does not compel the client to accept or consume it.

6. label verification

Turn 12. Label verification must address the actual requirements through the proper process; a general reassurance is not equivalent.

7. preparation method

Turn 14. The preparation method can affect whether the final food meets requirements; package information alone may be incomplete.

8. appetite

Turn 16. Appetite concerns desire to eat; rejecting one option does not by itself establish loss of appetite.

9. intake record

Turn 18. The intake record concerns actual consumption under the plan, not a meal that was merely offered or prepared.

05 / Answers and explanations / continued

10. dietary restriction

Turn 20. The dietary restriction must be understood and applied through the appropriate process rather than guessed from the request.

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F / Accuracy and scope

F1. Which statement correctly describes these dumplings?

A. Unlisted and not yet confirmed suitable

Neither a familiar brand, a request, nor an improvised alteration supplies the missing product and preparation assessment.

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F2. Which distinction matters?

B. Preference, allergy, intolerance, and clinical restriction have different meanings.

Accurate terminology prevents a preference or unsupported assumption from replacing the actual documented requirements.

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F / Guided speaking

1. pasta

Worker: The available approved alternative is pasta.

Turn 1. This fictional plan identifies the specified pasta dish as approved and available, not every pasta product.

2. curry

Client: My requested unlisted dish is curry.

Turn 2. The person requests curry, while the two stated approved dishes are soup and pasta.

3. unconfirmed

Worker: Its suitability is currently unconfirmed.

Turn 3. The brief supplies no completed check of this curry against the person's actual plan.

4. consumption

Worker: Offering pasta does not establish consumption.

Turn 4. No eating has been recorded, so an offer cannot be reported as actual food intake.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Offer a choice without guessing about restrictions".
Ms. Park: "Does preparation matter too? A package might not answer every question about the finished meal." **Daniel:** [missing response] **Ms. Park:** "Please do not write that I have no appetite. I am hungry; I just do not want the first option you offered." **Which response belongs in the gap?**

A. Yes, the preparation method may be relevant. I will make sure the request describes the food accurately rather than ask for approval of one ingredient while leaving the finished meal unclear.

A Correct. This is Daniel's response in turn 14. It connects Ms. Park's preceding point with Ms. Park's follow-up. The preparation method can affect whether the final food meets requirements; package information alone may be incomplete.

B Not here. This line belongs to turn 6, after Ms. Park says: "Could you simply change one ingredient? People often make a small change to a recipe when someone has a dietary requirement." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Ms. Park says: "My relative said the label looked fine. Does that count as confirmation, or do we need someone to check it against my actual plan?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Ms. Park says: "Let us ask about the dumplings. We can decide about yogurt after the response." It addresses that point, not the missing turn in the supplied exchange.

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06 / Answers and explanations

A / Read the situation

A1. What is unverified?

A. The caller's identity and permission to receive information

A claimed family relationship does not establish the caller's identity or disclosure authority.

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A2. What is unavailable to Nadia?

A. The relevant contact record

The brief specifically says the contact record cannot be accessed at that moment.

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A3. What is the appropriate next step?

B. Route the request through the coordinator's approved process without disclosing visit details.

The approved process can establish the relevant facts without premature disclosure or an unsupported blanket prohibition.

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D / Response choices

D1. Which response is most appropriate?

D. I can explain the approved request route, but I cannot discuss personal information on this unverified call.

The response protects the information while preserving a usable route for legitimate communication.

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D2. Which fact would not independently establish disclosure permission?

B. The caller knowing the person's full name

Knowing a name is compatible with many relationships and does not establish permission to receive private information.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Establishing that a person is who they claim to be. Which term fits?

D. Identity verification

A Not here. information incident: A possible or actual inappropriate handling of protected information. The usual combination is "report an information incident".

B Not here. next of kin: A family-contact description whose legal effect depends on the situation and jurisdiction. The usual combination is "clarify next-of-kin status".

C Not here. secure channel: A communication route approved for the relevant information. The usual combination is "use a secure channel".

D Correct. identity verification: Establishing that a person is who they claim to be. The usual combination is "complete identity verification".

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D4. Rebuild the exchange from "A family claim is not verified permission". June: "Are you saying you do not believe me? I am only asking a family question, not trying to get hold of a whole medical file." Nadia: [missing response] June: "I am not asking for the whole record. Just whether she finished breakfast. Surely you can tell me that much?" Which response belongs in the gap?

A. No accusation is intended. Confidentiality applies to a short update as well as a large record. The coordinator can handle your request through the approved process.

A Correct. This is Nadia's response in turn 6. It connects June's preceding point with June's follow-up. Confidentiality protects personal information even when the request sounds ordinary or comes from a possible relative.

B Not here. This line belongs to turn 4, after June says: "I am her niece. I know her full name and address, and I have spoken to people at the office before." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after June says: "Hello, my name is June. I am calling about my aunt. I would like to know how the visit went and whether everything was done." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after June says: "I am not asking for the whole record. Just whether she finished breakfast. Surely you can tell me that much?" It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. personal information

Turn 2. Personal information includes visit details and may include the fact of a care relationship, so verification must precede disclosure.

06 / Answers and explanations / continued

2. claimed relationship

Turn 4. A claimed relationship is the caller's account; knowing personal details does not independently verify identity or permission.

3. Confidentiality

Turn 6. Confidentiality protects personal information even when the request sounds ordinary or comes from a possible relative.

4. disclosure

Turn 8. A disclosure includes a small visit detail; its limited size does not remove the need for an appropriate basis.

5. contact record

Turn 10. The contact record is unavailable, so Nadia cannot confirm either existing permission or an error in the record.

6. verification status

Turn 12. Verification status remains incomplete; recording that fact does not deny the claimed family relationship.

7. permission to receive information

Turn 14. Permission to receive information is separate from identity and must cover the particular disclosure being requested.

8. Data minimization

Turn 16. Data minimization avoids collecting unnecessary personal material and leaves the required evidence to the approved verification process.

9. secure channel

Turn 18. A secure channel is the approved route for the relevant information, not any channel suggested during an unverified call.

10. referral route

Turn 20. The referral route gives the request an appropriate next step while preserving confidentiality until verification is complete.

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06 / Answers and explanations / continued

F / Accuracy and scope

F1. How should the caller's relationship be recorded now?

D. Claimed niece; identity and permission unverified

The record should preserve the claim and uncertainty without granting authority or inventing dishonesty.

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F2. What does unavailable permission information mean here?

A. Nadia cannot verify the requested disclosure at this moment.

An unavailable record leaves verification incomplete rather than proving permission absent or supplying it automatically.

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F / Guided speaking

1. son

Worker: The caller describes himself as the client's son.

Turn 1. Son is the claimed relationship, not a verified authorization finding.

2. unverified

Coordinator: Identity and permission remain unverified.

Turn 2. The necessary record is unavailable and the relevant checks are not complete.

3. visit notes

Worker: The requested information is the visit notes.

Turn 3. The supplied request concerns visit notes, which should not be disclosed prematurely.

4. office route

Coordinator: Please use the approved office route.

Turn 4. The brief identifies an approved office process for handling and verifying the request.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A family claim is not verified permission". June: "What does the office need to establish besides who I am? If I really am the niece, is that not enough?" Nadia: [missing response] June: "Should I send you photographs of identification and family documents now? I could put them in a message from this phone." Which response belongs in the gap?

A. They also need the relevant permission to receive information. A family relationship and authority to receive particular information are not identical. Any verified permission may also have a defined scope.

A Correct. This is Nadia's response in turn 14. It connects June's preceding point with June's follow-up. Permission to receive information is separate from identity and must cover the particular disclosure being requested.

B Not here. This line belongs to turn 12, after June says: "Please ask the office to check. I would hate the note to say I am not her niece just because you cannot see the contact list." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after June says: "All right. Please pass on that I asked for an update and would like the relevant permissions checked, not ignored." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after June says: "I am not asking for the whole record. Just whether she finished breakfast. Surely you can tell me that much?" It addresses that point, not the missing turn in the supplied exchange.

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07 / Answers and explanations

A / Read the situation

A1. What is complete at 11:00?

B. Breakfast support and laundry

The brief explicitly confirms breakfast support and laundry, while transport remains pending.

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A2. Who is arranging transport?

D. Coordinator Dev

Dev is the identified responsible coordinator, so the incoming worker does not automatically become the booking owner.

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A3. When does Mateo start?

D. 15:00

The incoming caregiver's start is 15:00, distinct from tomorrow's 10:00 appointment.

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D / Response choices

D1. Which handoff is accurate?

D. Breakfast and laundry complete; transport pending with Dev for tomorrow at 10:00; Mateo starts at 15:00.

The accurate version preserves task status, action ownership, and the distinct appointment and shift times.

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D2. What should a later confirmation do to the record?

D. Add a traceable update showing the actual new status and time.

A later update should preserve the original history while adding the newly established information.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: The person taking the next relevant assignment or shift. Which term fits?

B. incoming worker

A Not here. care diary: A record of care events and relevant updates under local arrangements. The usual combination is "update the care diary".

B Correct. incoming worker: The person taking the next relevant assignment or shift. The usual combination is "brief the incoming worker".

C Not here. responsibility transfer: An explicit reassignment of responsibility, not an assumption based on a message. The usual combination is "confirm responsibility transfer".

D Not here. appointment date: The calendar date associated with the appointment. The usual combination is "confirm the appointment date".

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D4. Rebuild the exchange from "Completed support and one unresolved arrangement". Erin: "Exactly. I do not want two people arranging different cars or each assuming that the other has taken responsibility simply because the note was forwarded." Mateo: [missing response] Erin: "I will record the time of this status as eleven. If a confirmation arrives later, it should not make the earlier note look inaccurate." Which response belongs in the gap?

A. Let us keep any responsibility transfer explicit. Unless the actual assignment changes through the proper process, the booking remains with Dev and I use the designated route for updates.

A Correct. This is Mateo's response in turn 6. It connects Erin's preceding point with Erin's follow-up. Responsibility transfer requires an explicit appropriate reassignment, not an inference from forwarding or reading a message.

B Not here. This line belongs to turn 10, after Erin says: "I wrote tomorrow in my first note. I will add the actual date before saving it; that wording will be unclear if someone reads it another day." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Erin says: "If Dev sends a booking confirmation, the person receiving it should add the details using the required process, including the source and time." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Erin says: "I will list breakfast support and laundry, not all needs met. That broader phrase would make the transport question sound settled too." It addresses that point, not the missing turn in the supplied exchange.

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07 / Answers and explanations / continued

E / Conversation

1. pending item

Turn 2. The pending item is tomorrow's transport query, separate from the two support tasks already completed.

2. action owner

Turn 4. The action owner is Dev because the scenario explicitly assigns the transport arrangement to the coordinator.

3. responsibility transfer

Turn 6. Responsibility transfer requires an explicit appropriate reassignment, not an inference from forwarding or reading a message.

4. timestamp

Turn 8. The timestamp identifies when the recorded pending status applied and helps distinguish it from later developments.

5. appointment date

Turn 10. The appointment date removes the changing reference of tomorrow when the record is read later.

6. status update

Turn 12. A status update should report confirmed new information; an empty pickup field must not be filled by copying a different time.

7. completion evidence

Turn 14. Completion evidence supports the particular finished tasks and does not establish that every need or unresolved arrangement is resolved.

8. source attribution

Turn 16. Source attribution identifies who supplied the new information so another worker can understand and verify the update.

9. closed-loop communication

Turn 18. Closed-loop communication checks understanding by repeating the relevant facts and allowing correction instead of assuming a message was understood.

07 / Answers and explanations / continued

10. acceptance of handoff

Turn 20. Acceptance of handoff acknowledges receipt and understanding of the relevant information, not completion of the pending transport arrangement.

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F / Accuracy and scope

F1. Which statement confuses awareness with responsibility?

A. Mateo read the query, so he automatically owns the booking.

Receiving information does not itself create an authorized reassignment of the transport action.

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F2. Which wording avoids time ambiguity in a real record?

B. The actual appointment date and time

An explicit calendar date and time remain interpretable when the record is read on a later day.

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F / Guided speaking

1. meal support

Outgoing worker: The completed task is meal support.

Turn 1. The brief confirms meal support, not the equipment delivery arrangement.

2. Ana

Incoming worker: The query is pending with Ana.

Turn 2. Ana is the named coordinator responsible for the unresolved query.

3. Friday at 14:00

Outgoing worker: The delivery query concerns Friday at 14:00.

Turn 3. Friday at 14:00 is the relevant delivery time, distinct from the incoming shift.

4. 16:00

Incoming worker: My shift starts at 16:00.

Turn 4. The supplied incoming start is 16:00 and does not transfer arrangement responsibility.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Completed support and one unresolved arrangement". Erin: "I will list breakfast support and laundry, not all needs met. That broader phrase would make the transport question sound settled too." Mateo: [missing response] Erin: "If Dev sends a booking confirmation, the person receiving it should add the details using the required process, including the source and time." Which response belongs in the gap?

D. Specific completion evidence is more useful. List the two completed tasks accurately and keep the transport query separate, rather than make a broad statement the record cannot support.

A Not here. This line belongs to turn 18, after Erin says: "Can you repeat the important points so I know I have not left the responsibility or timing unclear before I finish this handoff?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Erin says: "I wrote tomorrow in my first note. I will add the actual date before saving it; that wording will be unclear if someone reads it another day." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Erin says: "If Dev sends a booking confirmation, the person receiving it should add the details using the required process, including the source and time." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Mateo's response in turn 14. It connects Erin's preceding point with Erin's follow-up. Completion evidence supports the particular finished tasks and does not establish that every need or unresolved arrangement is resolved.

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08 / Answers and explanations

A / Read the situation

A1. What is the estimated arrival window?

D. 9:30-9:45

Dispatch supplies a range and explicitly does not guarantee the arrival.

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A2. What is due by 9:10?

C. A client update from dispatch

The commitment concerns communication, not a guaranteed arrival or completed backup arrangement.

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A3. What is the backup status at 8:50?

D. Being checked, not confirmed

The brief says dispatch is checking an approved arrangement and has not confirmed cover.

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D / Response choices

D1. Which update is accurate at 8:50?

A. Arrival is estimated at 9:30-9:45; backup is being checked; dispatch will update by 9:10.

The accurate version preserves the estimate, pending backup, and separate communication commitment.

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D2. What is wrong with saying a relative will cover?

D. No relative's availability, suitability, or authorization is established.

The proposed substitute is unsupported; the scenario does not establish who can provide authorized cover.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Estimated time of arrival; not necessarily a guarantee. Which term fits?

B. ETA

A Not here. confirmed cover: An alternative arrangement verified as accepted and in place as specified. The usual combination is "distinguish confirmed cover from a request".

B Correct. ETA: Estimated time of arrival; not necessarily a guarantee. The usual combination is "update the ETA".

C Not here. revised estimate: An updated forecast based on new information. The usual combination is "communicate a revised estimate".

D Not here. missed visit: A planned visit that does not occur as arranged, as defined by the service. The usual combination is "report a missed visit".

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D4. Rebuild the exchange from "A late visit needs a clear update and an active response". Mr. Reed: "I planned my morning around help at nine. A later time is not just a small change to the calendar for me." Hana: [missing response] Mr. Reed: "Is someone else coming instead? The last message I received said the office was looking into alternatives, but I never knew what that meant." Which response belongs in the gap?

B. I understand the service impact on your breakfast support. I will pass that on now so dispatch responds to the actual need rather than treats this only as a travel update.

A Not here. This line belongs to turn 8, after Mr. Reed says: "Is someone else coming instead? The last message I received said the office was looking into alternatives, but I never knew what that meant." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Hana's response in turn 6. It connects Mr. Reed's preceding point with Mr. Reed's follow-up. The service impact concerns the delayed breakfast support, not merely an internal scheduling inconvenience.

C Not here. This line belongs to turn 20, after Mr. Reed says: "Please record the original nine o'clock expectation, arrival estimate, unconfirmed backup, and next contact." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Mr. Reed says: "Hana, I was expecting breakfast support at nine. It is eight fifty now. Are you calling because the visit time is changing again?" It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. service delay

Turn 2. The service delay means the planned nine-o'clock start will not be met and needs a clear early explanation.

08 / Answers and explanations / continued

2. arrival window

Turn 4. The arrival window is an estimated range, not a guarantee that the earliest time will be achieved.

3. service impact

Turn 6. The service impact concerns the delayed breakfast support, not merely an internal scheduling inconvenience.

4. dispatch

Turn 8. Dispatch is the named team coordinating the delayed visit and checking the appropriate alternative arrangement.

5. backup cover

Turn 10. Backup cover needs an appropriate verified arrangement; a relative cannot be treated as available or assigned without confirmation.

6. update commitment

Turn 12. The update commitment is to contact the client by nine ten, not to guarantee arrival or confirmed cover by then.

7. revised estimate

Turn 14. A revised estimate may report new timing, but it must remain qualified unless an actual commitment is confirmed.

8. complaint

Turn 16. The complaint concerns unreliable support and communication, and should be recorded without reducing it to a travel inconvenience.

9. welfare concern

Turn 18. A welfare concern requiring urgent action must use the appropriate response route instead of waiting for a routine update.

10. follow-through

Turn 20. Follow-through means carrying out the actual promised contact and actions, while preserving their status and avoiding unsupported assurances.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. What should a failed call be recorded as?

A. A contact attempt, not a completed client update

An attempted call does not establish that the person received and understood the information.

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F2. What if an urgent welfare concern becomes apparent?

D. Use the appropriate urgent response without waiting for the routine 9:10 update.

A scheduled communication update does not replace the appropriate timely action for an urgent concern.

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F / Guided speaking

1. 14:00

Worker: The original scheduled start was 14:00.

Turn 1. The brief identifies 14:00 as the planned start before the delay.

2. 14:20-14:35

Client: The current estimated arrival window is 14:20-14:35.

Turn 2. The range is the arrival estimate, not a guaranteed start.

3. 13:55

Worker: Tia will provide the next update by 13:55.

Turn 3. The update commitment is 13:55 and is separate from the later arrival estimate.

4. unconfirmed

Client: The backup remains unconfirmed.

Turn 4. Tia is checking cover, but the brief does not establish a confirmed arrangement.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A late visit needs a clear update and an active response". Mr. Reed: "So I should receive an update by then even if they do not yet have a confirmed replacement. That distinction was not clear to me before." Hana: [missing response] Mr. Reed: "Please record my complaint as well. This keeps upsetting my breakfast arrangements. It is the uncertainty about support, not just one late journey." Which response belongs in the gap?

D. Correct. A revised estimate or an honest pending status is more useful than silence. The update should explain what is known, what remains open, and what action is continuing.

A Not here. This line belongs to turn 8, after Mr. Reed says: "Is someone else coming instead? The last message I received said the office was looking into alternatives, but I never knew what that meant." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Mr. Reed says: "I can cope with an honest still checking. What I cannot cope with is no news. When will someone actually call me?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Mr. Reed says: "Hana, I was expecting breakfast support at nine. It is eight fifty now. Are you calling because the visit time is changing again?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Hana's response in turn 14. It connects Mr. Reed's preceding point with Mr. Reed's follow-up. A revised estimate may report new timing, but it must remain qualified unless an actual commitment is confirmed.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: The specified period for an expected visit. Which term fits?

A. visit window

A Correct. visit window: The specified period for an expected visit. The usual combination is "confirm the visit window".

B Not here. escort: A person accompanying someone under an agreed arrangement. The usual combination is "arrange an escort".

C Not here. contingency arrangement: A prepared alternative for a possible disruption. The usual combination is "activate a contingency arrangement".

D Not here. IADLs: Instrumental activities of daily living, such as shopping or household management. The usual combination is "assist with IADLs".

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2. A colleague needs the term for this meaning: A decision made with appropriate communication or practical assistance. Which term fits?

C. supported choice

A Not here. consent: Agreement to a particular action through the applicable process. The usual combination is "seek consent".

B Not here. verbal agreement: Agreement expressed in spoken words. The usual combination is "confirm verbal agreement".

C Correct. supported choice: A decision made with appropriate communication or practical assistance. The usual combination is "enable supported choice".

D Not here. time remaining: The portion of the scheduled visit not yet used. The usual combination is "explain the time remaining".

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Review 1 / Explanations / continued

3. Rebuild the exchange from "The appointment is real; the transport is unconfirmed". Mr. Ellis: "Does that mean nobody has booked a car? There might be something in the office records that neither of us can see." Maya: [missing response] Mr. Ellis: "Ten is when I need to be at the appointment, not when a car should collect me. Please make that clear when we call." Which response belongs in the gap?

D. Exactly. The booking confirmation may be elsewhere. I will ask what is actually arranged rather than tell you that nothing exists when I have not checked.

A Not here. This line belongs to turn 8, after Mr. Ellis says: "All right. Please explain that the appointment is at ten. I would rather speak to the coordinator with you than repeat everything later." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 18, after Mr. Ellis says: "Thank you. I can explain what I was told last week, and you can explain what is on your assignment this morning." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Mr. Ellis says: "Please put the outcome in the notes as well. The next person should not have to start the same conversation from the beginning." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Maya's response in turn 10. It connects Mr. Ellis's preceding point with Mr. Ellis's follow-up. Booking confirmation would establish an accepted reservation; the current absence of information does not prove no booking exists.

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4. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "After the ten minutes, I think finding the cardigan will be enough. I can decide about the rest when you ask me." Imani: [missing response] Ms. Hale: "Good. Let us take the quiet time now, and then you can check with me again before touching the clothes." Which response belongs in the gap?

D. That would be partial support. We can confirm it then, and I will be honest about the remaining visit time rather than promise an extension that has not been authorized.

A Not here. This line belongs to turn 6, after Ms. Hale says: "I know you have a list. But when I say not now, will the notes say I was being difficult? That worries me." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Ms. Hale says: "Ask me again after the pause. I might just need help finding the blue cardigan, but I want to sit quietly first." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Ms. Hale says: "Thank you. A quiet ten minutes is all I am asking for. I do not want to spend it explaining why I need it." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Imani's response in turn 18. It connects Ms. Hale's preceding point with Ms. Hale's follow-up. Partial support covers only the agreed part of the task, such as finding one garment.

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Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: The person's actual words presented as their statement. Which term fits?

B. direct quotation

A Not here. duration: How long an event lasts, when this is known. The usual combination is "clarify the duration".

B Correct. direct quotation: The person's actual words presented as their statement. The usual combination is "preserve a direct quotation".

C Not here. vital signs: Clinical measurements such as pulse or temperature, taken within an authorized role. The usual combination is "report measured vital signs".

D Not here. callback: A return call that may still be pending. The usual combination is "request a callback".

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2. A colleague needs the term for this meaning: The physical form of a medicine, such as a tablet or liquid. Which term fits?

A. dosage form

A Correct. dosage form: The physical form of a medicine, such as a tablet or liquid. The usual combination is "identify the dosage form".

B Not here. medication reminder: A prompt within the agreed role to support a person's own medicine routine. The usual combination is "give an authorized medication reminder".

C Not here. dispensing label: The pharmacy label identifying the medicine and directions. The usual combination is "refer to the dispensing label".

D Not here. side effect: An effect of a medicine other than its intended main action. The usual combination is "report a suspected side effect".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "Ten quiet minutes before choosing clothes". Ms. Hale: "Could you wait in the sitting room? I would rather not have someone sorting things behind me while I am trying to relax." Imani: [missing response] Ms. Hale: "My niece sometimes says I should accept whatever help is offered. She means well, but I want you to ask me directly." Which response belongs in the gap?

C. Yes, that is a clear privacy preference. I will not use the pause to start the task anyway. Let me know if you want to change that arrangement.

A Not here. This line belongs to turn 8, after Ms. Hale says: "That would help. I still want to choose my own clothes. Having someone here should not mean everything gets decided for me." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Ms. Hale says: "Ask me again after the pause. I might just need help finding the blue cardigan, but I want to sit quietly first." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Imani's response in turn 10. It connects Ms. Hale's preceding point with Ms. Hale's follow-up. The privacy preference specifies where the worker should wait and excludes continuing the task during the pause.

D Not here. This line belongs to turn 6, after Ms. Hale says: "I know you have a list. But when I say not now, will the notes say I was being difficult? That worries me." It addresses that point, not the missing turn in the supplied exchange.

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Review 2 / Explanations / continued

4. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "Please do not mark medicine taken just because we discussed it or tried to call." Rosa: [missing response] Mr. Ahmed: "Thank you for explaining the difference. Let us contact the nurse now, with the question and the medicine information ready for them." Which response belongs in the gap?

A. I will not. Administration has not happened through me. My note will describe the reported missed dose, the contact attempt, and any actual response, according to the recording procedure.

A Correct. This is Rosa's response in turn 18. It connects Mr. Ahmed's preceding point with Mr. Ahmed's follow-up. Administration is the actual giving or application of medicine under the appropriate role, not discussion or a telephone attempt.

B Not here. This line belongs to turn 8, after Mr. Ahmed says: "I read somewhere that people sometimes take the next dose as usual. Could we just follow that advice and avoid bothering the nurse?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Mr. Ahmed says: "Rosa, I missed a dose of my medicine. Should I take twice as much now to make up for it? I do not want to get behind." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Mr. Ahmed says: "If the nurse tells us something I do not understand, can you ask them to repeat it while I am still on the line?" It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: A documented limit on particular foods, ingredients, or intake. Which term fits?

D. dietary restriction

A Not here. ingredient list: The listed components of a food product. The usual combination is "check the ingredient list".

B Not here. food safety: Practices intended to prevent harm from food. The usual combination is "follow food safety procedures".

C Not here. substitution: Replacement of one food or ingredient with another. The usual combination is "verify a proposed substitution".

D Correct. dietary restriction: A documented limit on particular foods, ingredients, or intake. The usual combination is "verify a dietary restriction".

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2. A colleague needs the term for this meaning: A relationship stated by someone but not yet verified. Which term fits?

B. claimed relationship

A Not here. care relationship: The fact that a person receives a particular care service. The usual combination is "protect the care relationship".

B Correct. claimed relationship: A relationship stated by someone but not yet verified. The usual combination is "record a claimed relationship".

C Not here. confidentiality: Protection of information from inappropriate access or disclosure. The usual combination is "maintain confidentiality".

D Not here. need-to-know basis: Access restricted to what is necessary for the relevant authorized purpose. The usual combination is "share on a need-to-know basis".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "A missed dose needs qualified advice". Mr. Ahmed: "All right. The care plan has the number we normally use. I would like help making the call because I sometimes lose track of the question." Rosa: [missing response] Mr. Ahmed: "Please say I missed it. I did not decide against taking it, and I do not want the nurse to hear that I refused." Which response belongs in the gap?

B. I can help you reach that contact and explain the question clearly. The prescriber or another appropriate medicines professional may need to advise through the agreed route.

A Not here. This line belongs to turn 14, after Mr. Ahmed says: "If the nurse tells us something I do not understand, can you ask them to repeat it while I am still on the line?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Rosa's response in turn 10. It connects Mr. Ahmed's preceding point with Mr. Ahmed's follow-up. The prescriber is an authorized clinical source; the actual advice route in this plan begins with the named nurse contact.

C Not here. This line belongs to turn 8, after Mr. Ahmed says: "I read somewhere that people sometimes take the next dose as usual. Could we just follow that advice and avoid bothering the nurse?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Mr. Ahmed says: "Rosa, I missed a dose of my medicine. Should I take twice as much now to make up for it? I do not want to get behind." It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations / continued

4. Rebuild the exchange from "A family claim is not verified permission". June: "I would prefer a clear next step, then. Can I contact the coordinator through the office number I normally use?" Nadia: [missing response] June: "All right. Please pass on that I asked for an update and would like the relevant permissions checked, not ignored." Which response belongs in the gap?

A. Use the office's verified published details and its secure channel for the request. The coordinator can explain the checks and the appropriate response without my disclosing visit information here.

A Correct. This is Nadia's response in turn 18. It connects June's preceding point with June's follow-up. A secure channel is the approved route for the relevant information, not any channel suggested during an unverified call.

B Not here. This line belongs to turn 10, after June says: "I thought my number was already on the list. Can you look it up and tell me whether the office has made a mistake?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after June says: "I am not asking for the whole record. Just whether she finished breakfast. Surely you can tell me that much?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after June says: "Should I send you photographs of identification and family documents now? I could put them in a message from this phone." It addresses that point, not the missing turn in the supplied exchange.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: The person finishing the relevant assignment or shift. Which term fits?

D. outgoing worker

A Not here. action owner: The person assigned responsibility for a particular action. The usual combination is "name the action owner".

B Not here. source attribution: Identifying where information came from. The usual combination is "retain source attribution".

C Not here. closed-loop communication: An exchange that checks receipt and understanding rather than assuming them. The usual combination is "use closed-loop communication".

D Correct. outgoing worker: The person finishing the relevant assignment or shift. The usual combination is "identify the outgoing worker".

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2. A colleague needs the term for this meaning: The agreed process for responding to a disruption. Which term fits?

C. contingency plan

A Not here. update commitment: A promise to provide information by a stated time. The usual combination is "honor an update commitment".

B Not here. dispatch: The team coordinating worker schedules, travel, and service responses. The usual combination is "contact dispatch".

C Correct. contingency plan: The agreed process for responding to a disruption. The usual combination is "follow the contingency plan".

D Not here. service recovery: Actions to address the effects of a service problem. The usual combination is "coordinate service recovery".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "A family claim is not verified permission". June: "I thought my number was already on the list. Can you look it up and tell me whether the office has made a mistake?" Nadia: [missing response] June: "Please ask the office to check. I would hate the note to say I am not her niece just because you cannot see the contact list." Which response belongs in the gap?

A. I cannot access the contact record at this moment. That does not mean permission never existed or that anyone made an error; it means I cannot verify it now.

A Correct. This is Nadia's response in turn 10. It connects June's preceding point with June's follow-up. The contact record is unavailable, so Nadia cannot confirm either existing permission or an error in the record.

B Not here. This line belongs to turn 8, after June says: "I am not asking for the whole record. Just whether she finished breakfast. Surely you can tell me that much?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after June says: "I would prefer a clear next step, then. Can I contact the coordinator through the office number I normally use?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after June says: "Should I send you photographs of identification and family documents now? I could put them in a message from this phone." It addresses that point, not the missing turn in the supplied exchange.

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Review 4 / Explanations / continued

4. Rebuild the exchange from "A late visit needs a clear update and an active response". Mr. Reed: "And if a more urgent problem comes up before nine ten? I do not want the scheduled callback to become a reason nobody responds." Hana: [missing response] Mr. Reed: "Please record the original nine o'clock expectation, arrival estimate, unconfirmed backup, and next contact." Which response belongs in the gap?

C. An urgent welfare concern needs the appropriate local response without waiting for that callback. The communication timetable must not override the service's urgent or emergency procedure.

A Not here. This line belongs to turn 16, after Mr. Reed says: "Please record my complaint as well. This keeps upsetting my breakfast arrangements. It is the uncertainty about support, not just one late journey." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Mr. Reed says: "Hana, I was expecting breakfast support at nine. It is eight fifty now. Are you calling because the visit time is changing again?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Hana's response in turn 18. It connects Mr. Reed's preceding point with Mr. Reed's follow-up. A welfare concern requiring urgent action must use the appropriate response route instead of waiting for a routine update.

D Not here. This line belongs to turn 4, after Mr. Reed says: "Does that mean you will definitely be here at nine thirty? I need to know whether I can rely on the earliest time in that range." It addresses that point, not the missing turn in the supplied exchange.

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Additional case 1 / Explanations

Extended conversation

1. cash record

Turn 2. The cash record starts with the fifty dollars actually handed over; it provides a shared basis for checking spending and money returned, rather than relying on memory.

2. itemized receipt

Turn 4. The itemized receipt identifies the purchases and their charges; the total of 34.70 must relate to the agreed shopping rather than an unexplained deduction from the client's cash.

3. change

Turn 6. Expected change is fifty dollars less 34.70 spent, or 15.30; that calculation does not establish that the full amount has already been returned.

4. shortfall

Turn 8. The initial shortfall is two dollars between expected change of 15.30 and the 13.30 counted; it identifies a discrepancy without proving theft or its cause.

5. reconciliation

Turn 10. Reconciliation shows that 34.70 in supported purchases plus 15.30 in returned change equals the original fifty; finding the coin resolves this specific difference.

6. correction

Turn 16. A traceable correction preserves the relevant original entry and identifies the actual change under the recording process, instead of concealing the discrepancy or recording money never returned.

[Return to the conversation, page 109](#)

Transfer exchange

1. 22.40

Client: The authorized purchases total \$22.40 .

Turn 1. The supplied receipt total is twenty-two dollars forty, with no extra fees or spending to add.

Additional case 1 / Explanations / continued

2. 2

Worker: The initial count was short by \$2 .

Turn 2. The expected seven dollars sixty exceeds the initial five dollars sixty by two dollars.

3. 7.60

Client: The coin brings the returned amount to \$7.60 .

Turn 3. The initial five dollars sixty plus the located two-dollar coin totals seven dollars sixty returned.

4. 30

Worker: Purchases plus returned change reconcile to the original \$30 .

Turn 4. Twenty-two dollars forty spent plus seven dollars sixty returned equals the original thirty, with no other charges.

[Return to the conversation, page 112](#)

Additional case 2 / Explanations

Extended conversation

1. communication preference

Turn 2. The communication preference comes from Mr. Bell himself; hearing loss does not establish that shouting, written-only communication, or speaking to a relative would meet his needs.

2. background noise

Turn 4. Background noise from the television is an identified barrier in this conversation; Mr. Bell agrees to reducing it rather than the worker changing his surroundings without asking.

3. plain language

Turn 6. Plain language expresses the confirmed times in understandable everyday wording; it does not omit the date or blur pickup time with appointment time.

4. read-back

Turn 8. The read-back checks the specific date and times, allowing correction without treating a general yes or nod as proof that every detail was heard accurately.

5. written confirmation

Turn 10. Written confirmation in the requested large-print format supports Mr. Bell's access to the details; providing any written text would not necessarily meet his stated need.

6. consent

Turn 14. Consent to involve another person or share relevant information must follow the actual process; a visiting relative's presence does not automatically establish unlimited permission.

[Return to the conversation, page 114](#)

Transfer exchange

1. 10:15

Worker: The confirmed pickup is 10:15, not 11:15.

Turn 1. The supplied pickup time is ten fifteen, forty-five minutes before the eleven-o'clock appointment.

Additional case 2 / Explanations / continued

2. 6 June

Client: The appointment date is 6 June .

Turn 2. The stated date is the sixth of June; no other date is supplied or authorized by the exercise.

3. large print

Worker: The requested note format is large print .

Turn 3. Ms. Grant specifically requests large print, so written information alone does not establish that the format meets her need.

4. me

Client: Please address the discussion to me .

Turn 4. She asks to speak for herself; the relative's presence does not automatically transfer the conversation or confer disclosure permission.

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Additional case 3 / Explanations

Extended conversation

1. no response

Turn 2. No response describes the unsuccessful contact attempts; it does not establish that Ms. Webb is away, has refused care, or has been assessed as safe.

2. observation

Turn 4. The visible light is an observation, not proof of presence or wellbeing; the report should separate what Elena can see from conclusions she cannot support.

3. access arrangements

Turn 6. Access arrangements define the authorized entry process in the actual plan; an unanswered visit does not itself authorize forced entry, a borrowed key, or an improvised method.

4. unverified account

Turn 8. The neighbor's suggestion is attributed but unconfirmed; it should not replace direct contact or the prescribed welfare response, nor justify unnecessary disclosure of care details.

5. welfare response

Turn 10. The welfare response is the active action required by the person's no-answer plan; managing the worker's next visit does not establish that this client's situation is resolved.

6. Visit status

Turn 14. Visit status must distinguish arrival, attempted contact, and support actually delivered; a worker reaching the property does not mean the scheduled care tasks were completed.

[Return to the conversation, page 119](#)

Transfer exchange

1. 16:00

Worker: My actual arrival was at 16:00 .

Turn 1. The worker reached the property at sixteen hundred; the later time identifies coordinator contact, not arrival.

Additional case 3 / Explanations / continued

2. unconfirmed

Coordinator: The neighbor's explanation remains unconfirmed .

Turn 2. A suggestion about visiting family has not been verified and cannot establish the person's whereabouts or welfare.

3. delivered

Worker: The planned care has not been delivered .

Turn 3. No entry or care occurred, so reaching the address cannot be recorded as providing the scheduled support.

4. emergency

Coordinator: Follow the no-answer procedure, without delaying an emergency response if required.

Turn 4. An urgent emergency route remains available when circumstances require it; routine coordination must not be used as a reason to wait.

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Find a phrase by purpose

Confirming the visit and the care plan

Introduce the visit: Good morning, Mr. Ellis. I am here for your nine-to-eleven visit.

Confirm the plan: My assignment lists breakfast support and light household tasks.

Invite clarification: What were you expecting for your appointment this morning?

[Full phrase bank, page 7](#)

Consent, choice, and respectful assistance

Offer help: Would you like help choosing your clothes?

Accept the answer: That is fine; I will not start now.

Check the preference: Would you prefer a few quiet minutes first?

[Full phrase bank, page 18](#)

Reporting a change without diagnosing

Open the report: I am calling about a change I noticed during this visit.

Identify the source: Ms. Chen told me she feels more tired than yesterday.

Quote accurately: Her exact words were, I feel more tired than yesterday.

[Full phrase bank, page 30](#)

Boundaries around medicines and clinical questions

Acknowledge the question: I understand you want to know what to do about the missed dose.

State the role: My assignment permits reminders, not dose advice.

Separate the actions: A reminder is different from administering the medicine.

[Full phrase bank, page 44](#)

Find a phrase by purpose / continued

Meals, preferences, and unresolved restrictions

Acknowledge the preference: I understand that you do not want oatmeal today.

Offer the known alternative: The yogurt with berries is available and included in your plan.

Keep the offer voluntary: Would you like the yogurt meal while we check your other request?

[Full phrase bank, page 57](#)

Privacy and family communication

Acknowledge the request: I understand you would like an update.

Explain the limit: I cannot discuss personal information before the required checks.

Avoid confirming service: I cannot confirm or discuss care arrangements on this unverified call.

[Full phrase bank, page 69](#)

A handoff the next person can use

Open the handoff: This is the handoff for the visit ending at eleven.

State completed support: Breakfast support and laundry are complete.

Highlight the open item: The transport query for tomorrow's ten o'clock appointment is still pending.

[Full phrase bank, page 85](#)

Delays, complaints, and reliable follow-up

Explain early: I am calling at eight fifty because the nine o'clock visit will be delayed.

Apologize specifically: I am sorry that your planned breakfast support will not start at nine.

Give the range: Dispatch currently estimates arrival between nine thirty and nine forty-five.

[Full phrase bank, page 98](#)

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References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] NICE. Home Care: Delivering Personal Care and Practical Support (NG21).

England-focused background on person-centered support and missed visits; indexed recommendations consulted. Cases and wording are original, not universal care procedures. Source checked 10 October 2026.

<https://www.nice.org.uk/guidance/ng21/chapter/recommendations>

[2] NICE. Managing Medicines for Adults Receiving Social Care in the Community (NG67).

Background on assigned responsibilities, recording medicines support, and qualified advice. The fictional reminder-only role is not a universal caregiver scope. Source checked 10 October 2026.

<https://www.nice.org.uk/guidance/ng67/chapter/Recommendations>

[3] Care Quality Commission. Regulation 11: Need for Consent.

England regulatory context for ongoing consent and understandable communication. Local legal requirements and authorized processes govern actual practice. Source checked 10 October 2026.

<https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-11>

[4] NHS. When to Call 999.

UK emergency-service context. The book uses local emergency routes rather than applying one country-specific telephone number everywhere. Source checked 10 October 2026.

<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-home-care-caregivers.html>

Listen carefully. Explain clearly. Follow through.

Eight lessons connect the care plan with everyday communication. Three additional conversations cover shopping money, accessible communication, and a visit with no answer at the door.

Confirming the visit and the care plan

An appointment time is not a transport booking. A transport request is not authorization for the caregiver to drive. Keep the appointment, departure arrangements, transport provider, and booking status distinct when asking the coordinator to resolve the discrepancy.

Reporting a change without diagnosing

Not measured is not the same as normal. No emergency signs specified in a teaching brief is not a real clinical clearance. Report the actual known information and follow the local urgent pathway whenever the circumstances require it.

Consent, choice, and respectful assistance

Declining one offer now does not automatically cancel every later offer or the whole care plan. Ask about the specific task and timing. Respect the actual response; a convenient schedule does not turn refusal into consent.

Boundaries around medicines and clinical questions

Reminding, administering, and recommending a dose are different actions. The fictional role permits only the first. Recognizing a label or medicine name does not supply clinical authority, and another worker may have a different authorized role.

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