# **Simulated Assessment Task 2.2 - Client Briefing Document**

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| **Dear Volunteer.**  Thank you for agreeing to participate in the candidate’s assessment.  The candidate’s assessment includes a role-play activity in which you will take part.  To fulfil your role in the activity, review this Briefing Document carefully. Discuss any queries you may have about this document with the candidate’s assessor or training organisation.  *Thank you very much, and have a good day.* |

## **Your Role**

You will act as Henry, an aged care client at Lotus Compassionate Care. The candidate will act as Henry’s support worker.

There will be one other volunteer who will act as:

* Florence, Henry’s wife

## **Volunteer Instructions**

### Before the activity

1. Read this *Briefing Document* and other relevant simulated documents. The candidate’s assessor will also walk you through these documents.
2. Raise any questions or concerns you may have about this document or the role-play activity with the candidate’s assessor.

### During the activity

1. Have this *Briefing Document* with you during the role-play activity.
2. Participate in the role-play discussion. Follow the cues and scripts provided in the *Discussion Guide* section of this document.

## **Background**

### Lotus Compassionate Care

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| Lotus Compassionate Care is committed to providing high-quality care and support to people with disability, seniors, and their carers living in the Cascade Peak Community.  You can read more about the organisation by clicking on the link below:    © Harvard Management Institute Pty Ltd.  *(Username: newusername Password: newpassword)* |

### Case Study - Henry

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| **SCENARIO**    Henry is 76 years old and lives with Florence, his wife, in an apartment they have had for the past 20 years. He was diagnosed with advanced colon cancer after experiencing severe abdominal pain, constipation, mobility issues and weakness. He has recently undergone surgery and requires assistance with the following:   * Changing his colostomy bag * Managing his pain * Ensuring that he takes his medication on time * Shifting to difficult positions, such as when entering his car   Due to the difficulty of managing Henry’s symptoms, Florence sought home care services from Lotus Compassionate Care. |

## **Scenario**

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| **SCENARIO**  After reviewing Henry’s individualised care plan and relevant policies and procedures, the candidate is now ready to meet with him and his family/carer, Florence.  In this meeting, the candidate will review and confirm with them the support requirements, goals, needs, and preferences recorded in Henry’s Care Plan. |

## **Role Play Discussion Guide**

**General Disposition**

* The candidate will take you and Florence to a private room to chat.
* Throughout this task, you must do the following:
  + Speak slowly and clearly.
  + Allow the candidate to finish their statements or questions – do not interrupt the candidate when they are speaking.
  + Stay consistent with the scenario. Do not introduce new elements that may interfere with or add to the existing scenario (e.g. stating that you are hard of hearing, asking for language support, etc.).
  + Refrain from making unnecessary remarks during the discussions.
  + Use minimal body language.

**The candidate will confirm your support requirements**

* The candidate will discuss your support requirements in several aspects of daily life.
* The candidate will ask you if the support requirements discussed are correct.
  + You must confirm that they are correct.
* The candidate will ask for your feedback or insights on the support requirements discussed.
  + You must state that you have no further feedback.

**The candidate will confirm your preferences**

* The candidate will discuss your preferences in several aspects of daily life.
* The candidate will ask you if the preferences discussed are correct.
  + You must confirm that they are correct.
* The candidate will ask for your feedback or insights on the preferences discussed.
  + You must provide feedback on one of the preferences discussed.
  + You may select among any of the preferences and provide feedback that will not deviate from the scenario. A sample statement is provided below:

Volunteer: *I would appreciate it if you prepared my bath water so that it’s not too warm. Warm water irritates my stoma.*

**The candidate will confirm your other needs and preferences**

* The candidate will ask you about your other physical needs and preferences.
  + You must state that you would like a hand massage after playing the guitar.
* The candidate will ask you about your other sensory needs and preferences.
  + You must state that you like feeling the afternoon breeze as it helps with the pain.
* The candidate will ask you about your other cultural needs and preferences.
  + You must state that you do not have other cultural needs or preferences besides attending church service with your wife.

**The candidate will determine your preferred level of participation**

* The candidate will discuss the actions that they will do during support activities and the level of support they will provide.
* The candidate will ask you what actions you would like to take during the support activities.
  + You must respond that you want to do things on your own as much as possible and to engage in recreational activities with your wife.
* The candidate will ask you for feedback or insights on the actions discussed.
  + You must state that you have no further feedback or insight.

**The candidate will confirm the needed aids, devices and equipment**

* The candidate will discuss with you the aids, devices and equipment to be used during support activities.
* The candidate will ask you if the discussed items are correct.
  + You must confirm that they are correct.
* The candidate will ask you for feedback or insights on the actions discussed.
  + You must confirm that you have no further feedback.

End of Briefing Document