

Essential Assessment

Communication: Supporting Individuals

Name:

Date:

Please return your completed assessment to your coordinator. Thank you.

Part A

Select tick if the statement is TRUE or FALSE.

1. Effective communication ensures that the older person is at the centre of safe, quality care.
True False
2. Everyone's communication needs are the same.
True False
3. You should never leave a room without telling a visually impaired person where you are going.
True False
4. Verbal communication is just about the spoken word.
True False
5. It's considered disrespectful to use a pet name unless the person has specifically asked you to do so.
True False

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Part B

Select the *MOST CORRECT* answer from the options below each question.

1. Written communication is only effective if:
 - A. The person is able to read it
 - B. The person can understand the text
 - C. The message is clear
 - D. All of the other answers

2. The tone of a person's voice and the speed of their speech are examples of:
 - A. Verbal communication
 - B. Non-verbal communication
 - C. Written communication
 - D. Assisted communication

3. Facial expressions, eye contact and touch are examples of:
 - A. Verbal communication
 - B. Non-verbal communication
 - C. Written communication
 - D. Assisted communication

4. Using mobile phones, tablets or speech synthesizers are examples of:
 - A. Verbal communication
 - B. Non-verbal communication
 - C. Written communication
 - D. Assisted communication

5. When communicating with someone who has a sensory impairment:
 - A. Always identify yourself first
 - B. Find a quiet place to speak with the person
 - C. Consider using a variety of communication methods
 - D. All of the other answers

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Part C

Select the **MOST CORRECT** word or phrase to complete the sentence.

1. According to the video, there are main forms of communication.
 - A. three
 - B. four
 - C. two

2. In order to communicate effectively, you should stand the person.
 - A. facing
 - B. beside
 - C. behind

3. Ineffective communication can result in the individual feeling
 - A. safe and respected
 - B. understood and listened to
 - C. frustrated and confused

4. For someone with a cognitive impairment, you should speak
 - A. loudly
 - B. slowly
 - C. quickly

5. Assisted communication uses to replace written or spoken forms of communication.
 - A. technology
 - B. sign language
 - C. interpreter services

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