



**Střední  
zdravotnická  
škola, Děčín  
Čsl. Mládeže 5/9,  
příspěvková organizace**

# **Učební text**

učební text pro vzdělávací obor sociální činnost

## **Social Care**

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**Text neprošel jazykovou úpravou**





YOU COME TO A CLIENT WHO CALLED YOU ABOUT **HOMECARE** FOR HIS **ELDERLY** FATHER. EXPLAIN TO THEM HOW HOMECARE WORKS AND ANSWER THEIR QUESTIONS.

- Social worker:** Hello my name is \_\_\_\_\_ and I am from the homecare service, you called.
- Client:** Hello. Yes, I called because of my dad. Come in, please.
- Social worker:** So, what kind of **service** would you like for your father?
- Client:** Well, my father is 80 and he can't move very well. What can you **offer**?
- Social worker:** We **provide** all the care elderly need: helping with **personal hygiene**, helping with **dressing up**, free time activities, helping with shopping or **accompanying** to a doctor or helping with **feeding** and food in general.
- Client:** Wow! That is great! And how much time do you usually **spend** with your clients?
- Social worker:** It **depends** on a **contract** you will sign with us. I need you to tell me what services you would like to use, what time and day should we **arrive** to the client, and some medical and personal information about the client. I also need to know how we can **access** your house. You can give me a **spare key** for example or if your father can get to the door, he can open himself.
- Client:** Ok. Also, I would like to ask how is it with **financing**?
- Social worker:** Our service is paid - you can look at the **price list** from our organization here - also **care allowances** can help you. If you don't have it yet, we can help you with **acquiring** it.
- Client:** Great, so should I **sign** something?
- Social worker:** Yes, I will give you this **paper form** to sign. Don't forget to **fill in required** services and the timetable. We are actually paid by an hour.
- Client:** Great! I will fill in the information in the form, then.
- Social worker:** Fine. Thank you very much. We look forward to working with you.

#### Vocabulary list

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#### What to remember?

- Introduce yourself
- Offer services
- Contract, timetable, house access
- Financing
- Sign form





A NEW CLIENT ARRIVES TO A CARE HOUSE, WHERE YOU WORK. YOUR TASK IS TO **INTRODUCE** THE SERVICE TO HIM, AND SHOW HIM AROUND THE BUILDING.

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Vocabulary list

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- What to remember?**
- Introduce yourself
  - Introduce client's room/bathroom
  - Eating and dining room
  - Free time activities
  - Visiting





A PARENT **SETS UP A MEETING** WITH YOU. THEY SUSPECT THEIR DAUGHTER IS **BEING BULLIED** AND THEY WANT YOU TO ADVISE THEM IN THEIR SITUATION. EXPLAIN TO THEM WHAT BULLYING IS AND HELP THEM WITH **SOLVING** THE PROBLEM.

- Social worker:** Hello, I am \_\_\_\_\_. What can I do for you?
- Client:** Hello, I called about my daughter yesterday. I **suspect** there might be some kind of bullying at the primary school my daughter **attends**. I am not sure though. Can you tell me something about bullying?
- Social worker:** Of course - bullying is an **intentional abusive behaviour** that can have many **forms**. It is usually **connected** to **humiliation** and **loss of dignity**. There usually is an **aggressor** in the group, the **victim**, and some **witnesses**.
- Client:** Oh ok. You said there are more forms of bullying?
- Social worker:** Yes. There is **physical** bullying – for example pushing, slapping, poking, kicking or other physical **violence**. Then there is **psychological** bullying - this is usually **manifested** by abusive language or **defaming** (gossip). Also, there is **cyber bullying** - this applies if your child spends a lot of time online. Typical here is **intimidation** or **blackmailing**.
- Client:** Well, I don't think someone is **beating** her and she doesn't spend any time on the internet yet.
- Social worker:** Ok so it looks like psychological bullying. In this case your daughter would look sad, **introvert**, little **talkative**, she might **refuse** to go to school or to spend time with her classmates. Also, she can **tend** to cry or be angry often and not want to talk about it.
- Client:** Yes, this sounds like my daughter! And what should I do to **solve** this?
- Social worker:** Well, bullying is very **complicated**. You should **cooperate** with the school and **inform** the school **prevention worker**. They will inform **pedagogical-psychological counselling centre** and they should start working with this problem in the class.
- Client:** Oh thank you very much for the information. It really helped!
- Social worker:** You are welcome. I hope you will solve the problem soon.

#### Vocabulary list

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#### What to remember?

- Introduce yourself
- What is bullying?
- Forms and participants of bullying
- Psychological bullying
- What to do next?





YOU WORK IN A **CARE HOUSE** AND YOU WELCOME IN A NEW CLIENT ON A **WHEELCHAIR**. YOU SHOULD EXPLAIN TO HIM THE RULES OF THE ORGANIZATION AND ANSWER HIS QUESTIONS.

Social worker:

Hello, my name is \_\_\_\_\_ and I will explain to you the **rules** of our care house and help you **navigate** around the building. I can see you are using a **wheelchair** – Is this a **permanent** situation or are you able to move without help?

Client:

Hello. It is unfortunately permanent. I **suffer from paraplegia**.

Social worker:

Ok so it means you can't move your lower body. It is just ok – I will explain everything to you so don't worry.

Client:

Ok. What can you tell me about this place?

Social worker:

The whole building has **barrier-free access** so moving around should be easy for you. The bathroom is in your room. There is also a lot of **handles** and **grips** for you to **hold onto**. Is it ok for you to do your own hygiene or do you want any help with it?

Client:

No, it's fine. I will be fine **on my own**. How does it work here with food, please?

Social worker:

The **common dining room** is on the **ground floor**.

Client:

Oh, ok but I prefer eating alone. Can I just eat in my room?

Social worker:

Of course, you can. You just need to tell us **in advance**, and we will bring you meal up.

Client:

Great. Thank you very much. Are there any free time activities I can do?

Social worker:

Well, all free time activities take place in our common room, in the garden or on the terrace. All these should be easily **accessible** to you. We have a **schedule** of activities, but the choice is **up to you**.

Client:

Ok. And how does it work here with visiting?

Social worker:

It is no problem to have visitors come over, but there are visiting hours. Usually, they are from 9 am to 7 pm.

Client:

That is great. Thank you very much. I think that is all I needed to know.

Social worker:

Ok. If you need anything, just ring and I will come. Thank you and have a nice day.

Vocabulary list

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- What to remember?
- Introduce yourself
  - Why wheelchair?
  - Barrier free access
  - Food
  - Activities
  - Visiting





YOU RECEIVE A CALL FROM A CLIENT WITH **SIGHT DISABILITY**, WHO WOULD LIKE TO USE A HOME ASSISTANCE SERVICE.  
YOU VISIT HER TO TALK ABOUT THE SERVICE AND HER CONDITION.

**Social worker:** Hello my name is \_\_\_\_\_. I am here because of your call. You asked for **home assistance**, is that correct?

**Client:** Hello. Yes, I called you. I have a **sight disability**.

**Social worker:** Ok. **Would you mind** me asking you a few questions about your **condition**?

**Client:** Not at all.

**Social worker:** Great. So – For how long are you **dealing** with your disability? Is it **innate** or **gained**?

**Client:** Well. I had a serious **accident** a year ago and I **permanently** lost my sight.

**Social worker:** Ok so I guess you will need help orienting around your apartment and some help with food, hygiene and dressing up?

**Client:** Yes, exactly! I am new to all this so it is hard for me.

**Social worker:** Don't worry. I will help you with everything I can. Also, there is a few **compensational tools** that can help you function on your own. Do you know about any of these?

**Client:** Well so far, I only have the **blind man's stick**.

**Social worker:** Ok. We have a lot of tools in our organization **storage** so I can bring them and show them to you. For example we have a tool to help you pour liquid into a cup or pot so it doesn't **overflow**. We also have tools to help you **grip** some object easier. There is also a lot of compensational tools for bathroom and so on. There is really a lot of these tools so I can teach you how to work with them.

**Client:** Thank you, that sounds great! When can we start?

**Social worker:** It **depends on** your need. You just have to tell me the days and the times of our visits and I will prepare a **schedule**.

**Client:** Excellent. Thank you very much!

#### Vocabulary list

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#### What to remember?

- Introduce yourself
- Asking about situation
- What to help with?
- Compensational tools
- Schedule





YOU WORK IN A CARE CENTER FOR HOMELESS PEOPLE AND YOU INTRODUCE THE SERVICE TO A NEW CLIENT.

- Social worker:** Hello. My name is \_\_\_\_\_ how can I help you?
- Client:** Hello. I live **on the street**, and I need help. Can I stay here, please?
- Social worker:** Ok – you came to the right place. Our centre is opened from Monday to Friday, but you can stay here only **during** the day, and you can use our **common areas** to relax. We also have several bathrooms and a toilet so you can **wash** and **shave** yourself if you want. You can also wash your clothes in our **laundry**.
- Client:** That sounds great. Thank you. And will I have the bathroom to myself?
- Social worker:** Of course, we can **guarantee** your **privacy**, but we also **take care** of other clients so keep that in mind and be **considerate**.
- Client:** Fine. Also, I am really hungry, and I have no money for food. Can I get some food here?
- Social worker:** Well, yes. Every day we can offer you some hot tea and a **bowl of warm soup**. But we only **serve** these till 10 am. You can also warm your own food in a microwave oven, but it must be in a clean box. Ideally the original package.
- Client:** Ok. Also, I couldn't contact my sister for a while. Can I call her from here?
- Social worker:** Of course. Just **let me know** when you are ready, and we can use our station phone for free. The same goes if you would need to call a doctor or other institutions.
- Client:** That is great. Thank you very much. I have no money and no job. Do you think there is any way to help me with this situation?
- Social worker:** Well, we can help you with **acquiring social allowance**. You would get a sum of money every month. Of course, it would be best for you to get a job. In order to do that, you should go to the town **employment office** and you will be put into **evidence** there. This is really important because of the **health insurance**. Once you are in the evidence, they will try to find a **suitable** job for you.
- Client:** Ok I will try to go there. Can I also **spend** a night here? I have nowhere else to go.
- Social worker:** Well, you can't stay here, but there is a **night shelter** in the city. Let me tell you how to get there...

#### Vocabulary list

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#### What to remember?

- Introduce yourself
- What does the centre offer?
- Food
- Calling relatives
- Money situation advice
- Night shelter





YOU ARE A SOCIAL WORKER WORKING IN A CHARITY ORGANIZATION. YOU MEET WITH A YOUNG PARENT, WHO **RAISES THEIR 2 CHILDREN** ON THEIR OWN. OFFER THEM SOME ADVICE **CONCERNING** THEIR FINANCIAL SITUATION AND HELP WITH THEIR **LIVING ARRANGEMENTS**.

- Social worker:** Hello, my name is \_\_\_\_\_ and I am from the charity organization. They sent me to help you with your financial and living arrangement **issues**. Can you please tell me about your situation and **share** something about yourself?
- Client:** Hey, of course I can. So, I am Anne. I live alone because my boyfriend was **addicted** to drugs and **abandoned** me and our kids. I had my first daughter when I was 16 and my second when I was 19. This was a few months ago and I have no money and an empty apartment.
- Social worker:** Ok. So first let's talk about your flat. We first need to **make sure** that the children are **taken care of**. What happened with your **furniture**?
- Client:** Well, my ex sold most of our stuff for drugs and I had to throw away our beds, sofa and all clothes because of **bedbugs**.
- Social worker:** Well, we can offer you some clothes, **mattresses**, and a **stroller** that we have in our storage. At the same time, I will point you to a **department** in the city that deals with **social support**. There you can apply for a **social support benefit**. That should help you with your financial situation.
- Client:** That would be great.
- Social worker:** **At the same time**, we can send a social worker who would come to visit you at home and who would talk with you about your financial situation. They can help you organize your finances and help you find some ways to **save money**.
- Client:** Thank you very much!
- Social worker:** If the situation **escalates** and you would lose your flat, you can call again and we will talk about a **refuge for mothers and children**. If you had any other questions, don't **hesitate** to contact us again, ok?
- Client:** Ok. Thank you very much for all the help! I really **appreciate** it.

#### Vocabulary list

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#### What to remember?

- Introduce yourself
- What is your situation?
- Living arrangements, furniture,
- Offer equipment, money advice
- Social Support
- Refugee





YOU HAVE BEEN **ASSIGNED** BY YOUR ORGANIZATION TO COME TO A PROBLEM FAMILY. THEY NEED TO HELP WITH ORGANIZING THEIR SCHOOL **ATTENDANCE**, HELP WITH LEARNING AND HOMEWORK. ALSO, ADVISE THEM ON HOW TO DEAL WITH THE SON'S PROBLEMS.

Social worker:

Hello, my name is \_\_\_\_\_. I am a social worker, and I came here because we were contacted by Děčín elementary school **regarding** your son's low **attendance**. Also, his marks aren't that great, probably as a **result** of the situation.

Client:

Well, hello. It's not possible! My son leaves for school every morning. This is just clearly **discrimination** from the teachers again!

Social worker:

Well, I am sorry to hear that, but **unfortunately**, we have attendance **records** from the school proving he's **missing** a lot of classes. We also have **witnesses** who saw your son outside during schooltime.

Client:

Oh my.... I am so **embarrassed**. He never tells me anything and he spends a lot of time outside with friends. It is really hard to **raise** a son.

Social worker:

I understand but we have to start dealing with this problem **right away**. So first - we can offer you some **tutoring** to get his **grades** back to normal. The **tutor** can also help him with homework or organizing his school notes. But first we need some information about him: What class is he in? What subjects does he need most help with? Also, what days and times should the tutor arrive? I **recommend** at least 2 days a week.

Client:

Well, I think Thursdays and Fridays are OK. What about 3 o'clock? He's in 8th grade and I think he **struggles** most with Maths and English.

Social worker:

Ok I will **pass** this information to the tutor **along with** your contact information. They should call in a few days.

Client:

Fine I will wait for the phone then. What about this attendance problem? What should I do?

Social worker:

Regarding this problem I can recommend a psychologist session to help you figure out the **cause** of him **skipping** school. I will give you this **contact card**. You can call the psychologist anytime and get an **appointment**.

Client:

Ok. Thank you very much. I will call him and try to talk with my son about all this.

Vocabulary list

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- What to remember?
- Introduce yourself
  - Low attendance
  - Tutoring, grades
  - Why skip school, psychologist





A MOTHER COMES TO THE **COUNSELLING** OFFICE WHERE YOU WORK. SHE IS WORRIED HER TEENAGE DAUGHTER MIGHT HAVE AN EATING DISORDER.  
**ADVISE** HER ON HOW TO DEAL WITH THIS PROBLEM AND EXPLAIN THE EATING DISORDER TO HER.

- Social worker:** Hello I am \_\_\_\_\_. So, you called me a few days ago about your daughter, right? What's the problem?
- Client:** Hello. I noticed in the last few months she **refuses** to have dinner with us, she always leaves her breakfast **untouched**, and I **suspect** she is also **skipping** lunch at school.
- Social worker:** Well, it doesn't sound so good. Did you **notice** any psychological problems? How does she **behave** at home?
- Client:** Well now that I think about it, she spends a lot of time in the bathroom. She is really careful about how she looks. She spends hours in front of mirror! She also **confessed** to me that she thinks she's too ugly and fat.
- Social worker:** And does she actually have a **weight** problem? Or did she **suffer from obesity** sometime in the past?
- Client:** No, **on the contrary**! She was always **into sports**. In my opinion she looks really pretty.
- Social worker:** And does she still do sports?
- Client:** Actually no. She **quit** most of them during the last year. She said she felt too tired and **overwhelmed** by everything.
- Social worker:** Ok. So **according to** what you told me, the problem could be serious. I strongly **recommend** you to visit a psychologist. They will also give you **advice** on what to do next. It could also be a good idea to find a **nutrition therapist** to discuss your daughter's **eating habits** with her.
- Client:** Ok. Thank you very much for the advice. Can you recommend me any good psychologist in the city?
- Social worker:** Sure ... Let me see... I can give you some contact cards...

#### Vocabulary list

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#### What to remember?

- Introduce yourself
- What's the problem?
- Ask about behaviour
- Ask about sports, lifestyle
- Recommend nutrition therapist/ psychologist





A PARENT COMES TO YOUR ORGANIZATION TO ASK ABOUT HIS SON'S **EDUCATION**. HE'S **ABOUT TO GO** TO THE FIRST GRADE. HE'S ON A WHEELCHAIR AND SUFFERS FROM LIGHT **CEREBRAL PALSY**.

- Social worker:** Hello! My name is \_\_\_\_\_. How can I help?
- Client:** Hello. I called you about my son's education. He should go to the first grade next year. He's on a wheelchair and has light **cerebral palsy**.
- Social worker:** Ok. So, we need to know more about you son's **disability**. Does he have any other problems **regarding** his body disability?
- Client:** Well. He needs assistance when moving around school and a **barrier free access** of course.
- Social worker:** Ok. So, you need to make sure to check this with the school. Also, your son should get a **personal assistant** from school to help him. Just make sure **beforehand** that the school you are applying for is prepared to **accommodate** your son. And what about his **mental state**?
- Client:** My son has problems with learning, he takes longer to understand new things, he needs more time to complete some tasks and has some problems with **pronouncing**.
- Social worker:** Ok. All these are quite normal things for today's schools so there should be no problem. But regarding the assistant, you need to consult a specialist in the social office. In general, you have two options. You can either send your son to a regular school where he will have the assistant we mentioned and try to work with other children. The second option is a special school here in the city. There, the teachers are specially trained to help the children with disabilities. I can give you some information **brochures** if you want.
- Client:** Ok, I would like that. Thank you very much for the information.

#### Vocabulary list

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#### What to remember?

- Introduce yourself
- Ask about disability
- Barrier free access, personal assistant
- Mental state
- Normal school/special school





YOU MEET WITH A YOUNG WOMAN – A VICTIM TO **DOMESTIC VIOLENCE** AND SHE ASKS FOR YOUR ADVICE. HELP HER **DEAL WITH** HER SITUATION.

**Social worker:** Hello. My name is \_\_\_\_\_. How can I help you?

**Client:** Hello. Well, I think I have a problem. My partner is ..... well **hurting** me. I mean like maybe... home violence. But I don't know – sometimes he's so nice and sometimes....

**Social worker:** You came to the right place then. We are here to help you **in any way we can**. Our workers are **experienced** in dealing with domestic violence. Can you tell me more about your problem? We need to know how often do the **incidents happen** and where do they happen? How are your living arrangements?

**Client:** Well. So, my partner **gets very angry** very fast and sometimes he just hits me. He is very **jealous**, and he thinks I **cheat on him**, but I don't! He locks me inside all the time and doesn't let me even go to work. This happens almost every day. We live in his apartment, so it all happens there. I can't do this anymore!

**Social worker:** Don't worry! We will **do our best** to help. Thank you for **sharing** this with me. This is a classic example of domestic violence. You should leave before the situation **escalates**. The sooner the better. We can offer you a place to stay in our facility if you need. First you need to pack your personal belongings. Do you need a police escort?

**Client:** Yes please! I am so **frightened**!

**Social worker:** Don't worry! We are here to help. You are not alone now.

#### Vocabulary list

Empowerment – posílení, zmocnění

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#### What to remember?

- What's the problem/situation?
- Living arrangements
- Calm down, offer help
- Offer police escort





YOU MEET WITH A CLIENT WHO **RECENTLY** LOST HIS JOB AND IS **UNSURE** ABOUT WHAT TO DO NEXT. ADVISE HIM ON STANDARD **PROCEDURES** WHILE LOOKING FOR A JOB AND OFFER HIM YOUR HELP.

- Social worker:** Hello, I am \_\_\_\_\_. What can I do to help?
- Client:** Hello. Well, I lost my job recently and now I don't know what to do! I was never in this situation before.
- Social worker:** So first let me see your **documentation** – they need to be in order if you are **applying** for a job. You should have an **ID** and an **insurance card**. You also need to be registered with a **district doctor**. This is important because every **employer** will need to see your medical documentation.
- Client:** Oh ok. Here it is. It should all be ok.
- Social worker:** Yes, it all looks fine. Next, you will need a **CV** to apply for jobs. We can offer you assistance with this too.
- Client:** That would be great. I am bad at writing things like this.
- Social worker:** The CV needs to **contain** your **credentials**, contact information, information about your **education** and an **overview** of your previous **employment**. There is also some information about your hobbies and abilities.
- Client:** That is great. Thank you very much.
- Social worker:** You are welcome. So, when all of this is ready, you can **proceed** to my colleagues in the city **employment office**, and they will put you into **evidence**. After that my colleagues will try their best to find a **fitting** job for you.
- Client:** Ok. Thank you again and goodbye.

#### Vocabulary list

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#### What to remember?

- What's the problem?
- Documentation, doctor check
- CV
- Employment office





A MAN VISITS YOU ABOUT A PROBLEM WITH HIS DAUGHTER. HE SUSPECTS SHE MIGHT BE TAKING SOME **ADDICTIVE SUBSTANCES**. HELP HIM **UNCOVER** THE PROBLEM AND ADVISE HIM ON HOW TO HELP HIS DAUGHTER.

- Social worker:** Hello, my name is \_\_\_\_\_. How can I help?
- Client:** Hello. Well, I am really worried about my daughter. She started to **skip school** and her grades just **went downhill**. And recently there have been some missing items around our house. She says she has nothing to do with it, but there is just something wrong about all this.
- Social worker:** Ok. So according to what you have just told me, I **suspect** something serious. Her **behaviour** fits the one of an **addict**. For how long does this happen?
- Client:** Well, I noticed the first signs well... about half a year ago. But the situation got much worse since then.
- Social worker:** Fine. You need to talk with her. My **advice** is to stay really calm and **emotionless** when talking to her. Also, you absolutely shouldn't force her to drug tests or invade her privacy in any way. No going through her personal belongings or eavesdrop. Also, you really shouldn't threaten her. You must be careful not to **scare her off**.
- Client:** Ok. Well, I will do my best, but this is really hard! What should we do after this?
- Social worker:** If you really **discover** there is a problem with **drug dependency**, you should visit a **drop-in centre**. It is a **counselling centre** that deals with drug dependency problems. They will advise you further and they can **arrange** a meeting with a **support group** in a **community centre**. Other options are a **psychiatric hospital** or a **detox**.
- Client:** Ok thank you very much for the advice. Can you maybe help me with contacting the drop-in?
- Social worker:** Of course, I will call them right away...

#### Vocabulary list

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#### What to remember?

- What's the problem?
- How long?
- Advise
- Where to go to get help





A PARENT COMES TO YOU FOR ADVICE. THEY HAVE A **4-YEAR-OLD** WHO IS DIAGNOSED WITH AUTISM. THEY COME TO YOU FOR ADVICE ON HOW TO TAKE CARE OF THEIR CHILD.

- Social worker:** Hello, I am \_\_\_\_\_. What can I help you with?
- Client:** Hello, I came here for advice. My son got diagnosed with autism this week and the psychiatrist told me to come here.
- Social worker:** You came to the right place then. We can offer you a **so called "Early care"** service. It will help you in the **first stages** of your situation.
- Client:** That would be really great. We are really **frustrated!** How does this service work?
- Social worker:** Well, you will have a social worker **at your disposal**, and it **depends on** you, how you **manage** your schedule.
- Client:** Ok fine. Can you **offer** me any tips on how to communicate better with my son? It's really complicated...
- Social worker:** Well, there are a few rules on how to communicate with autists:
- 1) Talk in simple short sentences.
  - 2) Don't **rely on** non-verbal communication.
  - 3) Keep you **distance** (no touching, **personal space**).
  - 4) Don't **demand** eye contact.
  - 5) Try to **compliment** success.
  - 6) Be careful about **criticising** them.
  - 7) Always be sure to get an answer or feedback.
  - 8) Visual support – cards or pictures (They understand what they see simply)
- Client:** Great, thank you. That will help for sure!
- Social worker:** You are welcome.

#### Vocabulary list

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#### What to remember?

- What's the problem?
- Offer early care
- Rules how to communicate with autists





A PARENT COMES TO YOU FOR ADVICE. THEY HAVE A SON IN ELEMENTARY SCHOOL, AND HE HAS SOME **BEHAVIOUR** PROBLEMS - PROBABLY **DUE TO** HIS ADHD DISORDER. HELP THEM MANAGE THE SITUATION AND GIVE THEM SOME TIPS ON HOW TO WORK WITH THEIR CHILD.

- Social worker:** Hello, I am \_\_\_\_\_. What can I do to help?
- Client:** Hello. I came to get some help **managing** my son. He is **diagnosed with** ADHD, and he keeps **struggling** at school.
- Social worker:** So, ADHD disorder means that your son has trouble with **staying focused** and there are often problems with **impulsivity** and **bad behaviour**. Am I right?
- Client:** Yes, that's exactly it! What can I do?
- Social worker:** We can **provide** you with some **solutions** on how to **educate** him better. These strategies are specially **created** for children with this kind of disorder.
- Client:** That sounds great. And can you maybe give me some tips **in advance**?
- Social worker:** Of course. So, always give him **one** task **at a time** and check his understanding and completing carefully. **Regularly** switch activities. For every kind of mental activity there should be **the same amount of** a physical activity. Also always **state** a time limit, it helps them **concentrate** better. **Keep** positive motivation **in mind** – **praise** him for success and be **go easy** while **correcting**. Every conflict makes the child very **confused** so avoid them **if possible**.
- Client:** Ok. Thank you for the advice. This is really helpful. Can you give me the material you mentioned, now?
- Social worker:** Of course. Let's go...

#### Vocabulary list

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#### What to remember?

- What's the problem?
- What is ADHD
- How to educate better, advice on studying





YOU WORK IN A HOME FOR THE ELDERLY WITH A SPECIAL REGIME. A CLIENT'S CHILD COMES TO TALK ABOUT HIS ELDERLY FATHER WHO SUFFERS FROM DEMENTIA.

- Social worker:** Hello, my name is \_\_\_\_\_. How can I help?
- Client:** Hello. I am here because of my elderly father. He was diagnosed with a **late-stage** dementia, and I need to find a place where he will be taken care of.
- Social worker:** Well then, our organization is just what you need! Taking care of elderly with dementia is what we do here. Would you like to know more?
- Client:** Yes please!
- Social worker:** Ok. So, food and **accommodation** are the same as in any other home for elderly. Food is served 5 times a day, **including** snacks. Your father will have a **key worker assigned** specifically to him. They will personally **oversee** the client, prepare a specific care plan for him, and take care of all his other needs. In short - they will always be there to help him with any daily activities.
- Client:** That sounds exactly like what we were looking for! Do you need anything from me?
- Well, yes. If you **decide** to leave your father here, it would be helpful, if you could share with us information about his personal life and past. It **comes in handy** when we **track** the **progression** of his illness.
- Client:** Ok. We have some photobooks at home so I can bring them tomorrow. Oh, and my dad snores a lot so it would be better if he had a single room if possible.
- Social worker:** We have both single and double rooms, so it is up to you. Now, if you are decided, let's talk about payments...
- Client:** Yes, I am. Let's talk then...

#### Vocabulary list

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#### What to remember?

- What's the problem?
- Food and accommodation
- Key worker
- Ask to share history, personal info





YOU MEET WITH PARENTS WHO WOULD LIKE TO BECOME **FOSTER PARENTS**. ADVISE THEM ON THE PROCESS AND HELP THEM WITH THE DOCUMENTATION.

- Social worker:** Hello, my name is \_\_\_\_\_. What can I do for you?
- Client:** Hello. Me and my wife have been thinking and we would like to become **foster parents**. Unfortunately, we are unable to **conceive** in an **ordinary** way, so we came here. We would really love to give some kid a new home.
- Social worker:** That is very nice of you! This is of course no problem, but there are some things you need to do first. Let's start with **filling out** this **form**. It is a **request** form where you will **fill in** some information about yourself and your potential future child. You will also need a written **statement** from a doctor **proving** that you are in an **appropriate condition** to **raise a child**. Also, we will need another statement from your and your wife's work.
- Client:** Ok. Whoa! That is a lot of paperwork for sure!
- Social worker:** Well, yes. But we just want to make sure the children are in capable hands. Surely you understand. Anyways after you bring me all the filled documents, we will assign you to a **course** for foster parents. Also, you will have to **pass** a **psychological evaluation**.
- Client:** Ok. I understand.
- Social worker:** Great. So, after you are done with all this, you will be **legally** prepared to become foster parents. I will show you some free dates for the foster parent's course now.
- Client:** Fine, Let's do that...

#### Vocabulary list

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#### What to remember?

- What's the problem?
- Filling out a form, request, doctor check
- Foster parents course, psychological evaluation





A DESPERATE YOUNG WOMAN COMES TO YOU FOR **COUNCIL**. SHE IS IN A BAD LIFE SITUATION AND ASKS FOR HELP IN YOUR ORGANIZATION.

- Social worker:** Hello, I am \_\_\_\_\_. How can I help?
- Client:** Hello. I heard about you from a friend, and I **decided** to come. I need some help...
- Social worker:** Of course. Can you first tell me something about your situation please?
- Client:** Ok. Well, I practically **live on the street**. Sometimes a friend or a client lets me stay the night, but it is really difficult. I have problems with money and some health problems. I can't do this anymore.
- Social worker:** So first let us discuss the living situation. We can **arrange** a meeting in a **shelter** for you. You will need a **confirmation** from your doctor and a negative test for drugs and alcohol. After you have these, you can start living there right away.
- Client:** Oh, but I don't have a doctor to go to...
- Social worker:** Fine ok. We can also help you find a doctor who can check you.
- Client:** Thank you so much! And what about my money situation?
- Social worker:** Well first we can help you **acquire a social welfare benefit**, but you should go to the city employment office before. They will help you find a fitting job for you and put you in the evidence there. If you feel **confused**, we can offer you an escort to the office, who will also help you with the **paperwork** and the meeting.
- Client:** That would be great! Thank you very much!

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#### What to remember?

- How can I help?
- Living situation, shelter
- Doctor check
- Money situation, paperwork





A REFUGEE COMES TO YOU FOR SOME ADVICE ON HOW TO **INTEGRATE** HIMSELF INTO CZECH **SOCIETY**.

- Social worker:** Hello. My name is \_\_\_\_\_ what can I do for you?
- Client:** Well, hello.... I travelled here from my home country, and I need some help with my money situation and my **living arrangements**. I just got here, and I know no one here!
- Social worker:** Ok. Let's see your **passport** for a **stamp** from the **customs office**... Ok, that is in order... I can see you're a **war refugee**, correct?
- Client:** Yes.
- Social worker:** Fine, so your documentation seems ok. First let's talk about your living arrangements. There are some institutions or even hotels that **provide** a **temporary** accommodation for people in your situation. There is also a state benefit to cover the **living expenses**, so it's **free of charge**.
- Client:** Oh, that is very **generous**! Thank you. What about my money situation?
- Social worker:** So, there is an option to acquire a social benefit. You just need to go to the city employment office, and they will help you there. It's around 4.500 Czech crowns.
- Client:** Oh, ok! That will help, but I would prefer to actually get a job.
- Social worker:** That is **understandable**. So, you need to go to the employment office and they will put you into evidence there. After that, they will help you get a fitting job for you.

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#### What to remember?

- How can I help?
- Check passport for stamp (customs office)
- Living arrangements
- Social benefit, employment office





A CLIENT WITH **CRIMINAL RECORD** COMES TO YOU TO GET **INTEGRATED** BACK INTO SOCIETY AFTER HIS **SENTENCE** HAS FINISHED.

- Social worker:** Hello, I am \_\_\_\_\_. What can I help you with?
- Client:** Hello, I was **released** from state **prison** a week ago and I need some help. I have nowhere to live and no money and I don't wanna go back to prison! What can I do?
- Social worker:** OK. So first you need to be put into evidence at the **local employment office**. They will help you with finding a fitting job for you. This is also very important, because they will **cover** your **health insurance** for now. Otherwise, you would have a **debt** growing in your **records**.
- Client:** Oh. Ok fine. But I have no money now. It will take forever before I get to work again!
- Social worker:** Well in that case, ask the employment office workers about a **social benefit for living**. It's a monthly **allowance** of something around 4.500 Czech crowns.
- Client:** Oh, that will help. What about my living situation, please?
- Social worker:** We can help you with contacting a **shelter**, where you can stay until you get **back on your feet**. But you can stay there for a maximum of one year.
- Client:** Ok. Thank you very much for everything! It was really helpful.

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#### What to remember?

- What's the problem?
- Send to employment office, health insurance
- Social benefit for living
- Shelter

