

Recognize what may be changing. Notice what deserves attention.

CARE and **PAUSE** help professionals look beyond age alone and understand the context surrounding an aging client.

CARE

What might be affecting vulnerability?

Consider the whole person, not a single symptom.

C

COGNITION

Memory, processing, judgment, comprehension or decision-making.

A

ACCESS

Access to resources that support independence.

R

RELATIONSHIPS

Family involvement, dependency, isolation, caregiving or conflict.

E

ENVIRONMENT

Health, safety, living situation or support needs.

Vulnerability often isn't created by one change. Pay attention to when changes begin to overlap.

PAUSE

When something feels off, look more closely.

A red flag doesn't tell you what is happening. It tells you where to look.

P

POWER

Who appears to hold the power?
Can the client comfortably disagree?

A

ACCESS

Who controls access to the client, information, money or resources?

U

UNUSUAL CHANGES

Changes in behaviour, appearance, injuries, anxiety, withdrawal or finances.

S

SPEAKING

Who speaks? Who answers questions?
Does the client have space to speak?

E

ENTANGLEMENT

How are finances, caregiving, housing, dependency, and decisions intertwined?

Ask without assuming. Respond without taking over.

ASK and **HEAR** give professionals practical language for understanding what a client is experiencing while keeping their voice, choice and autonomy at the centre.

A

Ask openly

Use neutral, open-ended questions.

"Can you walk me through how you came to this decision?"

S

Seek understanding

Explore the client's wishes, reasoning, and experience.

"How are you feeling about the decision you're making?"

K

Keep the client at the centre

Preserve their voice, choice, and autonomy.

"I'd like to hear your thoughts first."

HEAR

If some one discloses a concern...

Explore the concern, respect autonomy, and determine what needs to happen next.

H

HEAR THEM

Listen without interrupting, judging, or rushing to solve.

Create enough safety for them to keep talking.

E

EXPLORE THE CONCERN

Use open, neutral questions to understand what's happening, how the client experiences it, and what they are worried about.

A

ACKNOWLEDGE & ASK WHAT THEY WANT

Validate what you've heard and understand what the client wants to happen next.

R

RESPOND ACCORDING TO PROCEDURE

Explain next steps, document objectively, and follow organizational procedures.

CARE



PAUSE



ASK



HEAR

Recognize the change. Understand the context. Start the conversation. Widen the circle when needed.