

# Care Certificate

Q D O H J B T E V X L K J K U I V J T W S L S C  
E W M B Y M B Z K R K B M X O D L H E T G D D O  
R Z T V K O Z L A R Z T B C M Y O B B K C O Y K  
O Y N P Q Y J Z N M S X Z K E Y G E C E O N N Z  
N V E T V C H Y Q I U V P X C R L K G I M C L R  
S G M F N I C V G D W S C O F G N V M P M L L D  
I G N C J K H A L F Y A C B S G U K J V U H W B  
Z E O M T Q K I N D S K R D U T N E X Z N Y O C  
U G R L I G E W E U I K E G L Q U H Q T I J G Y  
Z A I I H Q G D I Z G A C G N U N R N H C A O K  
N U V S P Q D P H E N X P D U D R D E U A J P G  
J G N T Q C S E Z U A L T I Z C X F Y S T P K I  
U N E E D O L D R N G M K U P O S Z Z F I G A W  
F A E N D M X S Z Q E C Q C I P N L E J O E K I  
B L T I E H T L Y B L F L S N E O L V B N C V L  
R Y L N S B A X Q K C O E M X N I Y Q K P K K Q  
S D E G L P I Q L V S E C J A H T J D P A D Q X  
I O P D P A K M R E Q L Q I M E S I B Y I D C R  
X B R A U Z R K D G R Z U C Z L E N E J E G G N  
H R M L S W D S R E I R R A B G U M B K B N R G  
U H K Z A M U M D B T B D Y R D Q Z S E A F M K  
O W F V Y X U O F H Q D N C U K D B Q S H L A T  
F G V E W P Y H J R A Y Q E R O W Q D H L J E I  
G B B X H S R U M F L A B R E V N O N N O K F A

body language

communication

environment

non verbal

listening

questions

barriers

posture

signage

closed

open