

PROFESSIONAL WORKBOOK

Using AI Responsibly in Your Aging in Place Business

A hands-on guide to the three-step fact-checking system for aging in place consultants, contractors, designers, occupational therapists, and home safety professionals.

1

FIND IT

Ask for sources

2

CHALLENGE IT

Cross-check independently

3

CONFIRM IT

Open the original source

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WELCOME

How to Use This Workbook

AI tools can make aging in place research faster. They summarize complicated material, suggest places to look, and explain unfamiliar terms. But AI is not an authority. It can misunderstand a regulation, rely on outdated information, misrepresent a source, or confidently provide a citation that does not support the claim.

Our recommendations affect clients’ health, safety, finances, and legal compliance. That is why this workbook turns one simple rule into a daily habit: **Find it. Challenge it. Confirm it.**

- Work through it in order the first time.** Each part builds on the one before. After that, return to the worksheets whenever a new research question comes up.

Use a real question from your practice. Exercises work best when you practice on something you actually need to know this month.

Check the Answer Key after you try each exercise. It explains the reasoning, not just the answer.

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PART 1

Why Verification Matters

Consider the kinds of questions aging in place professionals research every week. How high should a grab bar be installed? Does Medicare pay for a stair lift? Is a particular ramp slope compliant? What does the CDC recommend for fall prevention? These are not harmless trivia questions.

An inaccurate answer can lead to an unsafe installation, an unexpected expense, a denied claim, or a recommendation that does not meet the client's needs. AI can help begin the research, but it should not be the final stop.

WORKSHEET 1.1

Your AI Research Habits: A Self-Check

Check the box that best describes what you do today. Be honest — this is your baseline.

Statement	Never	Sometimes	Usually	Always
I know whether the AI tool I use has live web access.	☐	☐	☐	☐
I ask the AI to search current sources and cite each important claim.	☐	☐	☐	☐
I ask for publication or revision dates.	☐	☐	☐	☐
I ask what varies by state, locality, product, or individual circumstances.	☐	☐	☐	☐
I check important answers in a second research tool.	☐	☐	☐	☐
When cross-checking, I ask the question fresh instead of pasting in the first answer.	☐	☐	☐	☐
I open the original source before using information professionally.	☐	☐	☐	☐
I confirm the source applies to my client's setting and situation.	☐	☐	☐	☐
I record the source I confirmed in the client or project file.	☐	☐	☐	☐
I remove names and identifying details before entering client information into AI.	☐	☐	☐	☐

Scoring: Any statement you marked *Never* or *Sometimes* is a focus area. Circle your two biggest gaps and pay special attention to those parts of the workbook.

EXERCISE 1.2

What’s at Stake in Your Practice

For each area, write one real question from your work that you might ask an AI tool, and what could happen if the answer were wrong.

Area	A question I might ask AI	If the answer were wrong...
Client safety		
Project costs		
Code compliance		
Product selection		
Medicare expectations		
Professional credibility		

REFLECTION 1.3

When Information Turned Out to Be Wrong

Think of a time you, a colleague, or a client acted on information that turned out to be wrong, outdated, or meant for a different situation. It does not have to involve AI.

What happened, and what did it cost (time, money, safety, trust)?

Which step – finding a source, challenging it, or confirming it – would have caught the problem?

PART 2 · FIND IT

Step One — Ask for Sources

If you simply ask an AI tool a question, it may answer from its general knowledge — which could be incomplete or outdated. Instead, ask the tool to search current sources and cite the origin of each important claim.

Be specific about the types of sources you want:

- Government agencies
- Professional standards
- State licensing boards
- Peer-reviewed research
- Manufacturer documentation

A citation does not automatically make an answer correct, but it gives you a trail to follow.

INSTEAD OF ASKING

“What are the requirements?”

ASK THIS

“Search the web and explain the current requirements. Cite the source supporting each important claim.”

WORKSHEET 2.1

Check Your Tool

Make sure the AI tool you use has live web access. If it does not, it cannot reliably confirm what is current today.

The AI tool I use most: _____

- ☐ **It can search the web** and shows clickable links to its sources.
- ☐ **Search must be turned on** each time (or in settings). How I turn it on:

- ☐ **I’m not sure yet.** Test it: ask about a recent change in your field and see whether the answer includes working links with recent dates.

My second research tool (for Step Two): _____

EXERCISE 2.2

Prompt Makeover

Rewrite each weak prompt so it asks for current sources, citations, dates, and anything that varies. Add the details that matter: setting, location, and who will use the result.

Weak prompt 1: “How wide should a doorway be for a wheelchair?”

My stronger version:

Weak prompt 2: “Does Medicare pay for grab bars?”

My stronger version:

Weak prompt 3: “What’s the right toilet height for seniors?”

My stronger version:

Weak prompt 4: “Is a 1:10 ramp okay?”

My stronger version:

Weak prompt 5: “What does the CDC say about fall prevention?”

My stronger version:

WORKSHEET 2.3

Build Your Master Research Prompt

Here is a prompt template that can be adapted to almost any aging in place question. The final instruction — to identify anything that varies by jurisdiction — is especially important, because AI frequently blends together guidelines, laws, building codes, best practices, and clinical recommendations that are not interchangeable.

Search the web for current information about [topic]. Use primary or official sources whenever possible. Cite the source for every major claim. Include the publication or revision date when available. Clearly identify anything that varies by state, locality, product, or individual circumstances.

Example in practice: "Search the web for current information about wheelchair ramp requirements for a private residence in Georgia. Use government, state, and local sources whenever possible. Cite every major claim. Separate ADA guidance from residential building-code requirements, and identify anything that varies by jurisdiction."

Now customize it for a question you need to answer this month:

Topic: _____

Setting (home, multifamily, facility): _____ Location: _____

Who will use the result (client abilities, caregiver, household): _____

Source types to prioritize: _____

What to separate (law, code, guideline, best practice, clinical advice): _____

My finished prompt:

EXERCISE 2.4

Match the Question to the Source

The correct source depends on the question. For each question, write where you would start. Use the options in the box.

ADA.gov and U.S. Access Board · Medicare.gov and CMS · CDC STEADI materials · State licensing board · State/local building authority · Manufacturer manual for the exact model · Peer-reviewed research

Question	Where I would start
a. Will Medicare cover a lift chair for my client?	
b. Is this specific grab bar rated for a 300-pound user?	
c. As a contractor, am I allowed to recommend a specific exercise program?	
d. Does my county require a permit for a porch ramp?	
e. What screening tools help identify fall risk in older adults?	
f. Does the restroom at a public library meet accessibility standards?	
g. Does a particular balance program actually reduce falls?	

A note on ANSI standards: they may also be important, but access may require purchasing the standard. Confirm whether a particular edition has been adopted into the applicable state or local code.

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PART 3 · CHALLENGE IT

Step Two – Cross-Check Independently

Use a second research tool – such as Perplexity – and ask the original question in a neutral way. **Do not** paste the first AI response into the second tool and ask it to verify the answer. That can encourage the second tool to follow the assumptions and framing of the first response.

Instead, ask: *“What do current sources say about this topic? Include anything that contradicts common recommendations.”* Then compare the two answers. Disagreement does not automatically tell you which answer is wrong – it tells you exactly what needs closer investigation.

EXERCISE 3.1

Neutral or Leading?

Mark each prompt **N** (neutral) or **L** (leading). Rewrite any leading prompt so it invites the second tool to reach its own conclusion.

#	Prompt	N / L	My rewrite (if leading)
1	“ChatGPT said grab bars go at 33 to 36 inches. Is that right?”		
2	“What do current sources say about grab bar placement in private homes? Include anything that contradicts common recommendations.”		
3	“Confirm that Medicare covers stair lifts.”		
4	“What are the current Medicare coverage rules for stair lifts and seat lift chairs? Cite Medicare.gov or CMS.”		
5	“Why is 1:12 the required ramp slope for every home?”		
6	“What slope requirements apply to a wheelchair ramp at a private home, and how do they vary by jurisdiction?”		

WORKSHEET 3.2

Side-by-Side Comparison

Use this worksheet every time you cross-check an important answer. Copy it as often as you need.

Question: _____

Tool #1: _____ Tool #2: _____ Date: _____

Compare	Tool #1 says	Tool #2 says	Match?	Needs follow-up
Measurements				
Dates				
Populations covered				
Legal applicability				
Exceptions				
Sources used				

Where the answers disagree, the question I still need to settle is:

The original source that should settle it:

EXERCISE 3.3

Watch for Agreement Without Independence

Agreement between two AI tools can feel reassuring, but it is not proof. Both tools may be drawing from the same incorrect secondary source, or may repeat a commonly quoted recommendation without determining whether it is a legal requirement, a best practice, or merely a rule of thumb.

Warning sign	What it looks like
Same website	Both tools cite the same flawed secondary source.
Outdated article	A frequently repeated misconception persists across AI training data.
Misapplied standards	The 2010 ADA Standards govern state and local government facilities and public accommodations — not every privately owned single-family home. Project location, use, funding, and applicable codes must all be considered.

THE SITUATION

You ask two AI tools, separately and neutrally, whether Medicare pays for stair lifts. Both say: “Yes — Medicare will cover a stair lift if a doctor prescribes it.” When you look at the citations, both answers link to the same page: a blog post on a stair lift dealer’s website.

1. Why isn’t this agreement reassuring?

2. Which authoritative source would you open to settle the question?

3. What else could affect this particular client’s coverage?

Law, Best Practice, or Rule of Thumb?

Statement	Law or code	Best practice	Rule of thumb	Depends on...
"In a public restroom, horizontal grab bars must be 33 to 36 inches above the floor."	☐	☐	☐	
"Install grab bars in every older adult's bathroom."	☐	☐	☐	
"Add wall blocking during a bathroom remodel so grab bars can be added later."	☐	☐	☐	
"A ramp needs one foot of length for every inch of rise."	☐	☐	☐	
"The ADA requires 36-inch doorways in all homes."	☐	☐	☐	

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PART 4 · CONFIRM IT

Step Three – Open the Original Source

The third step is the one that actually confirms the information: open the original source. Do not rely on the AI's summary of it. Click the link and verify each of the following before using the information professionally.

Does the page exist?

Confirm the link is live and belongs to the official organization's website.

Is the information current?

Check the publication or revision date to ensure the guidance has not been superseded.

Does it say what AI claimed?

Confirm the source actually supports the specific claim — not just the general topic.

Does it apply to your client?

Check for qualifications, exceptions, or scope limitations — such as public vs. private facilities.

EXERCISE 4.1

Source Autopsy

THE SITUATION

You ask an AI tool to help with a client education handout. It writes: "According to the CDC, all adults over 65 should have grab bars installed in every bathroom," and links to a CDC fall prevention page. The link works and the page is on cdc.gov.

Walk the four questions:

☐ **Does the page exist?** What did you confirm?

☐ **Is it current?** Where on the page would you look for the date?

☐ **Does it say what the AI claimed?** Which words in the claim would you look for on the page?

☐ **Does it apply?** What would you change before this goes in a handout?

WORKSHEET 4.2

Source Verification Log

Record every claim that will influence a client recommendation. “The AI said so” is not adequate documentation. Check each box only after you have opened the original source.

Claim	Source, section & link	Date	Exists	Current	Says it	Applies
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐
			☐	☐	☐	☐

WORKSHEET 4.3

Does It Apply to My Client?

A source can be real, current, and accurate — and still not apply. Work through the scope questions for one current project.

Project / client: _____

Claim or requirement I'm checking: _____

Setting — what kind of place is it?

☐ Private residence	☐ Multifamily building	☐ Assisted living
☐ Medical facility	☐ Public building	☐ Other:

What does the source say it covers?

- ☐ **Location:** The source applies in my client's state, county, and city.
- ☐ **Use and funding:** I considered how the space is used and who is paying for the project.
- ☐ **Product:** The information matches the exact product and model, not a similar one.
- ☐ **The person:** The recommendation fits this client's abilities, size, routines, and caregivers.
- ☐ **Exceptions:** I read the fine print — qualifications, exceptions, and scope limits.

My conclusion — does it apply, partly apply, or not apply? Why?

PART 5

Know Where to Look

The correct source depends on the question. Using the right authoritative source — rather than a blog or an equipment seller's interpretation — is essential to accurate, defensible recommendations. Build your own directory so the right source is one click away.

WORKSHEET 5.1

My Authoritative Source Directory

Question type	Start with	My bookmark or local contact	Last checked
Accessibility standards	ADA.gov and U.S. Access Board		
Medicare coverage	Medicare.gov and CMS — not a home care agency's blog		
Fall prevention	CDC STEADI materials		
Professional scope or licensing	State licensing board		
Building requirements	State/local building authority		
Product capacity or installation	Manufacturer manual for the exact model		
Clinical effectiveness	Peer-reviewed research		

WORKSHEET 5.2

My Local Jurisdiction Profile

Much of what AI gets wrong comes down to jurisdiction. Fill this in once for the area you serve most, then update it when codes or contacts change.

Primary service area (state, counties, cities):

Local building authority – office, phone, and website:

Residential code in effect, and which edition:

Local amendments that affect accessibility work:

Do ramps, grab bar blocking, or bathroom modifications need a permit here?

ANSI / ICC A117.1 edition referenced by local code (if any):

State licensing board(s) that govern my profession:

Where my clients usually get Medicare or plan-specific coverage answers:

Last updated: _____ **Next review:** _____

PART 6

Define the Question First

Suppose you ask AI for the correct height of a bathroom grab bar. It may provide a precise measurement that sounds definitive — but important context is missing. The professional must identify the question being answered before relying on any measurement.

01 What type of grab bar? Horizontal beside a toilet, vertical at a shower entrance, or inside a bathtub?	02 Where will it be installed? Private residence, assisted living, medical facility, or public building?
03 Which code or standard applies? A code-compliant placement may still not be the best functional placement for a particular client.	04 Who will use it? A highly individualized placement may not satisfy requirements governing a regulated facility.

WORKSHEET 6.1

The Question Definer

Before you research any measurement, answer the four questions. Then write the precise question you will actually research. Practice with two common requests, then one of your own.

Grab bar placement for a client

Type: _____ **Where installed:** _____
Code or standard: _____ **Who will use it:** _____
 My precise research question: _____

A wheelchair ramp at a client's home

Type: _____ **Where installed:** _____
Code or standard: _____ **Who will use it:** _____
 My precise research question: _____

A measurement question of my own

Topic: _____

Type: _____ Where installed: _____

Code or standard: _____ Who will use it: _____

My precise research question:

PART 7

Red Flags in AI-Generated Research

Certain phrases and patterns should prompt you to slow down and investigate further. If the answer could influence a client’s safety, finances, or legal obligations, “the AI said so” is not adequate documentation.

Red flag	What it looks like
Universal language	Words like “always,” “never,” or “guaranteed” — especially about legal compliance, insurance coverage, or medical outcomes.
“ADA approved”	Products are generally not individually approved or certified by the ADA, regardless of what marketing language claims.
No dates or sections	The tool provides a measurement but cannot identify the applicable standard, section, or publication date.
Guidance confused with law	Blogs or sales pages used as sources; the same recommendation made for every client regardless of context.

EXERCISE 7.1

Spot the Red Flags

Each excerpt below is a made-up AI response. Check every red flag you see. Some have more than one.

AI excerpt	Universal language	"ADA approved"	No date or section	Blog or sales source	Guidance as law	One size fits all
"This shower chair is ADA approved and guaranteed to prevent falls."	☐	☐	☐	☐	☐	☐
"Grab bars should always be installed at 34 inches."	☐	☐	☐	☐	☐	☐
"According to a leading home care provider's blog, Medicare will pay for your ramp."	☐	☐	☐	☐	☐	☐
"The ADA requires all homes to have 36-inch doorways."	☐	☐	☐	☐	☐	☐
"Every older adult should have a raised toilet seat."	☐	☐	☐	☐	☐	☐
"The standard height for a handrail is 34 to 38 inches."	☐	☐	☐	☐	☐	☐

Which excerpt could contain an accurate number and still not be usable? Why?

A red-flag phrase I have seen in AI answers, marketing, or client emails:

Practice Scenarios

How to Work Each Scenario

- Tip:** Copy the Side-by-Side Comparison (Worksheet 3.2) and Source Verification Log (Worksheet 4.2) and use them with these scenarios for extra practice.

NOTES

SCENARIO A

The Stair Lift Question

THE SITUATION

Denise emails you about her mother, Ruth, who lives alone in a two-story home and is struggling with the stairs. Denise writes: "I asked ChatGPT and it said Medicare will pay for a stair lift as long as Mom's doctor writes a prescription. Can you get us a quote so we can submit it?"

WHAT THE AI TOLD DENISE

"Yes, Medicare Part B covers stair lifts as durable medical equipment when prescribed by a physician. You will typically pay 20% of the approved amount."

Step 1 – Find it. The prompt I would use:

Step 2 – Challenge it. My neutral cross-check prompt, and what I would compare:

Step 3 – Confirm it. The original source I would open, and what I would check:

What I would tell the client:

SCENARIO B

The Ramp for Mr. Alvarez

THE SITUATION

Mr. Alvarez uses a wheelchair and owns a single-family home in Georgia. There are three steps up to his front door. His son asked an AI tool what the ramp needs to be, and forwarded you the answer before your first visit.

WHAT THE AI SAID

"The ADA requires a maximum slope of 1:12 for all wheelchair ramps, so you'll need one foot of ramp for every inch of rise. This is the law for every home."

Before researching: define the question. What type, where, which code, who will use it?

Step 1 – Find it. The prompt I would use:

Step 2 – Challenge it. My neutral cross-check prompt, and what I would compare:

Step 3 – Confirm it. The original source I would open, and what I would check:

What I would tell the client:

SCENARIO C

The “ADA Approved” Grab Bar

THE SITUATION

During a home visit, you notice Mr. and Mrs. Okafor have installed a grab bar beside the tub. Mrs. Okafor shows you the online listing: “ADA approved! Holds up to 300 lbs!” She also asked an AI tool to summarize reviews of the product.

WHAT THE AI SAID

“This grab bar is ADA approved and rated for 300 pounds, so it is safe for any user in any bathroom location.”

Which red flags do you see in the listing and the AI answer?

Step 1 – Find it. The prompt I would use:

Step 2 – Challenge it. My neutral cross-check prompt, and what I would compare:

Step 3 – Confirm it. The original source I would open, and what I would check:

What I would tell the client:

SCENARIO D

The Fall Prevention Handout

THE SITUATION

You are using AI to draft a one-page fall prevention handout to leave with clients after assessments. The draft reads well. It includes two statistics attributed to “the CDC” and a list of home modifications described as “required for everyone over 65.”

WHAT THE AI DRAFT INCLUDED

Two CDC statistics with no links or dates, and the line: “These modifications are required for everyone over 65.”

What would you check before this handout carries your name?

Step 1 – Find it. The prompt I would use:

Step 2 – Challenge it. My neutral cross-check prompt, and what I would compare:

Step 3 – Confirm it. The original source I would open, and what I would check:

What I would tell the client:

PART 9

Talking With Clients About AI

More clients and adult children arrive with AI answers in hand. How you respond protects the relationship and your credibility. These scripts help you correct information without making anyone feel foolish. Adapt the wording so it sounds like you.

When a client brings you an AI answer

"That's a helpful starting point. Before we act on it, let me check it against the original source so we know it applies to your home and your situation."

When the AI answer doesn't apply

"I looked into this. The rule you found applies to public buildings, not private homes like yours. Here's what does apply, and here's where it comes from."

When you need time to verify

"I want to confirm that with the original source before I put it in your plan. I'll follow up by Thursday."

When coverage is the question

"Coverage depends on the specific plan. Before you buy anything, let's confirm it with Medicare or your plan directly so there are no surprises."

When describing your process

"I use AI tools to speed up research, and I verify every recommendation against the original source before it reaches you. AI assists with research — the responsibility is mine."

Write Your Own Scripts

Script 1 – situation:

PART 10

Protecting Client Privacy When You Use AI

Using AI responsibly also means being careful about what you type into it. Many AI tools store conversations, and some may use them to improve their systems unless you change the settings. Describe situations in general terms rather than sharing details that identify a client.

Instead of...	Try...
"Ruth Miller, 84, at 212 Oak Street, has Parkinson's..."	"A client in her 80s who uses a walker and has trouble with stairs..."
Uploading an intake form or medical record	Summarizing only the functional details the question requires
Photos that show house numbers, faces, mail, or medications	Cropped photos of the specific fixture or space, with the client's permission

WORKSHEET 10.1

My Privacy Rules

- ☐ I **never enter** names, addresses, birth dates, Medicare or insurance numbers, or diagnoses into AI tools.
- ☐ I **have reviewed the data settings** in each AI tool I use, including whether my conversations can be used for training.
- ☐ I **get permission** before using any photo of a client's home.
- ☐ If my practice is subject to HIPAA or other privacy rules, I follow my compliance obligations before using any AI tool with client information.
- ☐ My own rule:

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PART 11

Your AI Research Policy

A written policy turns good intentions into a consistent standard — for you, your staff, and your subcontractors. Keep it to one page and review it twice a year.

In my business, AI may be used to:

☐ Brainstorm ideas	☐ Explain terminology	☐ Suggest sources
☐ Organize research notes	☐ Draft marketing copy	☐ Other:

AI-generated information must be verified with all three steps before it is used in:

☐ Client recommendations	☐ Written reports	☐ Proposals and quotes
☐ Client handouts	☐ Coverage guidance	☐ Other:

Our documentation standard (what gets recorded, and where):

Approved AI tools, and which one has live web access:

Who reviews AI-assisted work before it goes to a client:

Adopted by: _____ Date: _____ Next review: _____

WORKSHEET 11.1

Thirty-Day Practice Tracker

Habits form through repetition. For the next 30 days, log each research question that will influence a client decision and check off each step as you complete it.

Date	Research question	Find	Challenge	Confirm	Outcome / what I learned
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	
		☐	☐	☐	

After 30 days: which step do I skip most often, and what will I do about it?

REFERENCE

Answer Key

Verify these answers too. The facts below were checked against the original sources in September 2026. Rules, coverage, and code editions change — open the source and confirm it is still current before relying on it. That is the whole point.

Exercise 2.2 – Prompt Makeover (sample)

Weak prompt 1, rewritten: “Search the web for current information about minimum doorway clear width for a wheelchair user in a private single-family home in [state/county]. Use official sources. Cite each major claim with its date. Separate ADA Standards (for covered public facilities) from residential code requirements and from best-practice recommendations, and identify anything that varies by jurisdiction or wheelchair size.” Your versions should add a setting, a location, a request for citations and dates, and a request to flag what varies.

Exercise 2.4 – Match the Question to the Source

- a. Medicare.gov and CMS.** Coverage details live in Medicare and CMS materials, and in the client’s own plan documents — not in a seller’s blog.
- b. Manufacturer manual for the exact model.** Weight ratings and installation requirements are model-specific.
- c. State licensing board.** Scope of practice is set by state licensing law and varies by profession.
- d. State/local building authority.** Permit requirements are local.
- e. CDC STEADI materials.** STEADI is the CDC’s fall prevention initiative for older adults.
- f. ADA.gov and the U.S. Access Board.** A public library is a covered facility.
- g. Peer-reviewed research.** Clinical effectiveness questions call for published studies.

Exercise 3.1 – Neutral or Leading?

- 1 – Leading.** It hands the second tool the first tool’s answer and invites it to agree.
- 2 – Neutral.** It asks fresh and invites contradictory information.
- 3 – Leading.** “Confirm that” assumes the answer.
- 4 – Neutral.** It asks for current rules and points to authoritative sources.
- 5 – Leading.** It builds in two assumptions: that 1:12 is required, and that it applies to every home. Prompt 6 is the neutral version.
- 6 – Neutral.** It asks what applies and how it varies, without assuming the answer.

Exercise 3.3 – Agreement Without Independence

- 1. Why isn’t the agreement reassuring?** Both tools are relying on the same source — and it is a seller’s blog. Two answers from one source are really one answer.
- 2. Which source settles it?** Medicare.gov and CMS. Original Medicare does not generally cover stair lifts; they are not treated as durable medical equipment under Part B. Medicare does cover a *seat lift mechanism* (the lifting mechanism, not the chair itself) for people who meet specific medical criteria — a detail AI tools often blur into “Medicare covers lifts.”
- 3. What else could affect coverage?** Whether the client has a Medicare Advantage plan (some offer limited supplemental benefits for home safety), Medicaid or state waiver programs, VA benefits, or other local assistance. Confirm with the plan or program directly.

Exercise 3.4 – Law, Best Practice, or Rule of Thumb?

- 1. Law or code – for covered facilities.** Section 609.4 of the 2010 ADA Standards sets horizontal grab bars at 33 to 36 inches above the finish floor, measured to the top of the gripping surface, in facilities the ADA covers. It is not a requirement for a private single-family home.
- 2. Best practice – and a one-size-fits-all red flag.** Many professionals recommend grab bars widely, but placement and need depend on the individual.
- 3. Best practice.** Blocking is a common forward-looking recommendation, not generally a legal requirement.
- 4. Rule of thumb that depends on jurisdiction.** It restates a 1:12 slope. The 2010 ADA Standards set 1:12 as the maximum running slope for ramps in covered facilities. The International Residential Code uses 1:12 for a ramp serving the required egress door, with a steeper exception where site constraints make that infeasible – but what applies depends on the code edition and amendments your jurisdiction adopted. For many wheelchair users, a gentler slope is also a functional consideration.
- 5. Neither – it is a misstatement.** The ADA does not apply to individually owned private housing that is not used as a public accommodation, including single-family homes. It is guidance confused with law.

Exercise 4.1 – Source Autopsy

The key question is the third one. A real, current CDC page about fall prevention supports the general topic. But does it say *all* adults over 65, and *every* bathroom? Look for those exact ideas on the page. If the page recommends grab bars as one of several home safety steps, rewrite the handout to say that – in the source’s own terms – with the page title and date.

Exercise 7.1 – Spot the Red Flags

1. “ADA approved” and universal language (“guaranteed”). There is no ADA certification process for products.
2. Universal language (“always”), no standard or section, and one size fits all.
3. Blog as the source, and a coverage claim that needs Medicare or the client’s plan to confirm it.
4. Guidance confused with law, plus universal language. The ADA does not govern private single-family homes.
5. One size fits all.
6. No standard, section, or date. The range matches what several standards use, which is exactly the trap: an answer can be accurate and still not tell you which rule applies. This is the answer to the follow-up question.

Practice Scenarios – What a Strong Answer Includes

A. The Stair Lift Question. Step 1: ask for current Medicare rules with citations to Medicare.gov or CMS. Step 2: ask a second tool neutrally about stair lifts *and* seat lift mechanisms. Step 3: open Medicare.gov or CMS. Tell Denise, kindly, that Original Medicare generally does not cover stair lifts; that her mother’s specific plan (if Medicare Advantage) should be called directly; and that you can still help her compare options and costs.

B. The Ramp for Mr. Alvarez. The AI answer misapplies the ADA, which does not govern private single-family homes, and uses universal language (“the law for every home”). Define the question: a residential ramp, at a private home, in his county, for his chair and abilities. Step 3 is the local building authority for the adopted residential code and permit rules. The best slope for Mr. Alvarez may be gentler than the maximum any code allows.

C. The “ADA Approved” Grab Bar. Red flags: “ADA approved,” “safe for any user in any location,” and reviews used as a source. Step 3 is the manufacturer’s installation manual for that exact model: its weight rating, intended use, and required mounting (studs, blocking, or approved anchors). Then consider whether it suits the Okafors’ needs and transfer patterns.

D. The Fall Prevention Handout. Trace each statistic to the actual CDC page, confirm the wording and date, and cite it on the handout. Replace “required for everyone over 65” with accurate language – for example, “recommended home safety steps to discuss with your provider or home safety professional.”

REFERENCE

Resources

Start with the authoritative source for each type of question. Confirm that any website you use belongs to the official organization.

Resource	Use it for
ADA.gov (U.S. Department of Justice)	The ADA and the 2010 ADA Standards for Accessible Design
U.S. Access Board	Technical guides that explain the ADA Standards and who they apply to
Medicare.gov and CMS	Original Medicare coverage rules, including durable medical equipment
The client's own Medicare Advantage or supplemental plan	Plan-specific benefits and prior-authorization rules
CDC STEADI	Fall prevention materials for older adults and the professionals who serve them
Your state licensing board	Scope of practice and licensing requirements for your profession
State and local building authorities	Adopted building codes, local amendments, and permits
International Code Council (ICC)	Model building codes, including the International Residential Code
ANSI / ICC A117.1	Accessibility standard referenced by many codes – confirm the adopted edition
Manufacturer documentation	Weight ratings, installation instructions, and warranty terms for the exact model
Peer-reviewed research databases	Evidence on the clinical effectiveness of interventions

Find it. Challenge it. Confirm it.

AI can make us faster – helping us locate terminology, identify possible sources, and organize complicated information. But we remain responsible for the recommendations we give our clients.

AI assists with research. It does not assume professional responsibility.

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