

Bo Butterfield Scenario

Kim Carson

Your life:

- You have been a care provider at Sunnyfield for 2 years and enjoy your work.
- You think you are good at caring for residents with difficult behaviors.
- You don't really like working with CNA Ann. She's very efficient, but she seems to bully the residents sometimes.

You value:

- Treating the residents well
- Keeping your job
- Strategies that get the job done

You appear in Scenes Two and Four

Summary of the Scenario

Bo Butterfield is a 25-year-old male resident of Sunnyfield Community-Based Residential Facility (CBRF). Bo has Cerebral Palsy and Seizure Disorder. He also has a history of verbal and physical aggression. Since moving to Sunnyfield six months ago, he has worked closely with his therapist Maria to manage his anger. Bo has developed a trusting relationship with Maria.

One day, Bo is scheduled to go to the Activity Center. Bo usually likes to work on his arts and crafts at the Activity Center. On this occasion though, Bo refuses to go, saying he doesn't feel well. CNA Ann Anderson manages to get Bo on the van to go to the center, but her tactics disregard Bo's rights and may even be abusive. Ann's actions are observed by two other caregivers, Bailey and Kim.

After Bo tells Maria about the incident, she convinces Bo to report it to the administrator, Toua Yang. Toua informs Bo's parents of the incident and immediately begins an investigation into possible caregiver misconduct.

Lives

- **Bo Butterfield**, a CBRF resident
- **Maria Garcia**, Occupational Therapist
- **Kim Carson**, CNA with 2 years of experience
- **Bailey Barnes**, a new caregiver being mentored by CNA Ann
- **Toua Yang**, Administrator of Sunnyfield CBRF
- **Deena Butterfield**, Bo's mother
- **Dan Butterfield**, Bo's father
- **Ron Records**, Documentation Specialist

Who is in each Scene

- **Scene One** (on Blue paper): Bo and Maria
- **Scene Two** (Green): Kim and Bailey
- **Scene Three** (Yellow): Toua, Deena, and Dan
- **Scene Four** (Pink): Kim, Bailey, Maria

Kim Carson, age 22

Starter page

- You have been a care provider at Sunnyfield for 2 years and enjoy your work.
- You think you are good at caring for residents with difficult behaviors.
- You believe that Occupational Therapist, Maria, has done a great job helping Bo manage his anger in the short time that he has been here.
- You don't really like working with CNA Ann. She's very efficient, but she seems to bully the residents sometimes.
- In fact, Ann's loud voice and sarcastic manner intimidate you and other staff too. But Ann can be very charming when managers are around.

You value:

- Treating the residents well
- Keeping your job
- Strategies that get the job done

Props: Coffee mug, newspaper

Scenes you are in: Two (Green) and Four (Pink)

Warm-Up

Bailey, Kim, and Toua in the break room:

- Toua, ask Bailey how his training is coming along.
- Bailey, tell Toua training is ok – interesting, but challenging.
- Kim, tell Toua that you think Bailey is beginning to fit in well, and say something else nice about his way with the residents.

All can talk about the weather and/or driving to work.

Bo, Maria, and Ron go to Bo's room:

- Maria, ask Bo about his newest project at the Activity Center.
- Bo, tell Maria about the picture you're painting for your mom. Also, show Maria and Ron the new John Wayne movie your mom and dad brought last week.
- Ron, talk about how well Bo is adjusting at Sunnyfield.

Butterfields at home:

- Talk about your plans for visiting Bo later in the week. (If no Dan, Deena can talk to the Facilitator about how well Bo seems to be doing at Sunnyfield.)

Scene Two: Green

Time: Thursday afternoon (same day as Scene One)

Participants: Bailey and Kim

Kim: That was bad in there with Bo on Tuesday. I was off yesterday, but I was thinking about it a lot.

Bailey: Me too. But Ann says Bo's pretty hard to deal with sometimes.

Kim: When I walked by Bo's door, Ann was yelling at him and waving her arms like she does. And I noticed the mattress was on the floor. What was that all about?

Bailey: I guess Ann *was* kind of rough. But she got him out of bed and on the van to the Activity Center. Ann really knows how to get the job done.

Kim: Well, that's true. But I don't feel right about how Ann treated Bo. I think Ann could have handled him better. There are some good approaches in Bo's care plan.

Bailey: I didn't really like what Ann did either. But I thought it must be ok. After all, she was assigned to mentor me.

Kim: Yeah, but you're supposed to report right away if you think a resident is hurt in some way. Like maybe Ann was abusing Bo.

Bailey: Abuse! What do you mean? Do you think that was abuse? We were just trying to get Bo on the van.

Kim: I don't know about all the legal stuff, but it sure didn't look right to me. I think we need to report this to Toua.

Bailey: Make a report? Like something formal? What do you think Ann will do if we report her? She kind of scares me.

Kim: I don't know what Ann will do, but we're supposed to be taking care of Bo not Ann. I saw Bo earlier today and he still seems upset and mad.

Bailey: Ok, well our break is over. Time to get back to work. Let's think it over some more.

Written Statement of Ann Anderson, CNA

As usual, Bo didn't want to cooperate when we came to help him get ready to go to the Activity Center. He didn't want to go, but we had to get him up and ready. Bailey was helping me get him up. Bo likes to make excuses and swear at us when we try to get him to do something. He is better off when he's active, so we wanted him to go to the Activity Center. He was talking about how he didn't feel good. He wanted to stay in his room all day. We knew that he was feeling OK because he was just walking down the hall and looked fine.

When we came in the room, Bo was lying in bed with the covers over his head. He didn't want to get out of bed, so I just tilted the mattress a little bit to get him going.

When he entered the closet to hide out, we had to talk to him for a long time to get him to come out. He came out of the closet by himself and we got his shoes on him. Everything was fine after that. Bo hasn't really talked to me that much since then. Maybe he's still a little upset, but he'll be OK. Bo just needs a little discipline.

I never pushed him or pulled him out of the closet. Bo is just making up stories just to get me in trouble.

Ann Anderson, CNA

Bo Butterfield, Individualized Service Plan

(excerpted)

Diagnosis:

- Anxiety
- Post-Traumatic Stress Disorder
- Impulse Control Disorder
- Cerebral Palsy
- Seizure Disorder
- History of verbal and/or physical aggression
- Anger management issues
- Speech is slow and labored, but clear

Personal interests:

- Jazz music—very soothing to Bo
- Old western movies—loves John Wayne
- Making arts and crafts at the Activity Center

Communication strategies:

- Offer support and empathetic listening
- Stay calm. Loud voices and commands make Bo anxious
- Offer choices
- Retreat and re-approach later if Bo becomes anxious or uncooperative

Safety:

- Likes advance notice of changes in facility activities, especially leaving
- Offer choices. Bo is easily angered/rattled. Leave alone to find own “safe place” if upset

Services:

- Occupational Therapy (OT) and Physical Therapy (PT)
(Note: Bo has a very good relationship with OT Maria)

Scene Four: Pink

Time: Thursday, two days after the day Bo didn't want to go to the Activity Center

Participants: Kim and Bailey (Maria joins them in a minute)

Kim: I've been thinking a lot about what happened between Ann and Bo on Tuesday.

Bailey: Me, too. I'm really glad you heard Ann getting loud with Bo. I didn't really know what to do. I'm a little afraid of Ann. After all, she was my mentor. I figured that the boss likes her style.

Kim: I'm glad I was able to help. All I did was remind Bo about the art project he's working on at the Activity Center. I know he really wants to finish it and give it to his mom.

Maria enters the break room.

Maria Bailey and Kim, I'm so glad that I ran into you both. Bo told me that you "rescued" him from Ann on Tuesday. Kim, tell me about how you managed Ann.

Kim: It wasn't really hard to get Ann to back off. I just told her that I knew she was running late. Then I said I would be happy to take over for her. It's pretty easy to work with Bo if you know his ISP.

Bailey: I see why it's important to know each resident's ISP. That way I know what works best with each resident. I'm glad to know that Ann's approach to Bo *isn't* ok.

Maria: I really think we should talk to Toua about Ann's behavior. Protecting our residents always comes first!

Kim: Why should I report Ann to Toua? I stepped in before Ann lost it. It wasn't abuse, was it?

Bailey: I'm afraid that Ann will take it out on me if I report her behavior.

Maria: We have to think about what might happen the next time if no one is around to step in. If Toua can counsel Ann about her behavior now, it might save her job later.

Kim: Oh, I see! That way we can protect both Bo and Ann!

Bailey: Sounds good to me!