

Bo Butterfield Scenario

Toua Yang

Your life:

- You have worked in the facility for almost 10 years. You are a former speech pathologist.
- You directly supervise all the Sunnyfield staff.
- You have been working to keep staff on board. Turnover rates have been high.
- You are dedicated to a safe environment for both your residents and your staff.

You value:

- Staff being prepared to do their work
- Staff retention
- Punctual, reliable, efficient employees

You appear in Scene Three

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

Toua Yang, age 49

Starter page

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Props: Office supplies

Scenes you are in: Three (Yellow)

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 Three: Yellow

Time: Thursday afternoon

Participants: Toua, Deena, and Dan

Toua: Thanks for coming in when I called.

Deena: Of course, Mr. Yang. We were planning to visit anyway. I hope nothing's wrong with Bo!

Toua: There may have been an incident here earlier this week, Mr. and Mrs. Butterfield. I wanted to let you know about it right away.

Deena: What happened?!

Toua: Apparently on Tuesday, one of our CNAs got quite impatient with Bo in getting him ready to go to the Activity Center. It seems she might have yelled at Bo and sort of forced him out of bed.

Deena: Bo just hates being yelled at! It really sets him off. Didn't the CNA know how to work with Bo? It doesn't sound like it!

Toua: I understand that Bo went into his closet to try to get away from the caregivers. But the two CNAs may have forced Bo out of the closet and made him get on the van.

Deena: The caregivers should know that Bo has been taught to retreat to a safe place until he can calm down. What good is an Individualized Service Plan if no one reads it?

Dan: No wonder he was so angry and distant when I talked to him on the phone last night.

Toua: I want to be very honest with you. I'm conducting an investigation right now. I will report the caregiver to the state if the facts indicate that I should.

Deena: Was Bo hurt? I was hoping that Sunnyfield would be able to deal with Bo better. I want the CNA to be fired!

Dan: Deena and I both feel guilty for not being able to care for Bo ourselves. I thought things would be different at Sunnyfield!

Toua: I have zero tolerance for any type of misconduct by caregivers. I've assigned Maria to have extra sessions with Bo to work through this incident. And I've reassigned the CNA for the time being.

Deena: And we will be visiting Bo daily to make sure he has no long term effects!

Deena and Dan get up to leave.

Toua: Again, I promise to follow through on this. I hope you enjoy your visit with Bo.

Deena: Please keep us posted, Mr. Yang. Goodbye.

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)