

Paula Plummer Scenario

Facilitator's Guide

**Abuse and Neglect Prevention
Training**

**Home Health Agency
Misappropriation
of a Client's Property**

caregivers

PREVENT  PROTECT  PROMOTE
abuse/neglect *clients* *dignity*

This training project is sponsored by the Wisconsin Department of Health and Family Services in partnership with the University of Wisconsin-Oshkosh Center for Career Development. The project is funded by a federal grant from the Centers for Medicare and Medicaid Services.

The primary goal of the training is to reduce the incidence of abuse, neglect, and misappropriation. The training is designed for direct caregivers and managers in nursing homes, long-term care hospitals, facilities serving people with developmental disabilities, hospices, home health agencies, community-based residential facilities, and personal care worker agencies.

Table of Contents

Scenario Process:

Facilitator Notes – Opening the Scenario	3
Summary of the Scenario.....	3
Scenario Learning Points.....	4
Facilitator Notes – Warm-Up.....	6
Warm-Up.....	7
Facilitator Notes – Scene One (Blue)	8
Scene One: Blue.....	9
Facilitator Notes – Scene Two (Green).....	12
Scene Two: Green.....	13
Facilitator Notes – Scene Three (Yellow)	16
Scene Three: Yellow.....	17
Facilitator Notes – Debrief Scenes 1, 2, 3	19
Participant Observation Sheet	20
Purple Plains Home Health Agency.....	22
Policy on Gifts	22
Promising Practices Discussion.....	23
Professional Boundaries for Caregivers	25
Facilitator Notes – Scene Four (Pink).....	29
Scene Four: Pink.....	30
Facilitator Notes – Debrief Scene Four and Scenario Wrap-Up.....	33

Scenario Background Information:

Summary of the Scenario.....	35
Lives.....	36
Materials needed.....	37
Paula Plummer, Individualized Plan of Care	38
Paula Plummer, age 71.....	39
Marilyn Marvin, age 27.....	40
Mickey Marvin, age 29.....	41
Jolene Johnson, age 58.....	42
Violet Smith, age 40.....	43
Nancy Naybor, age 65	44
Al Smith, age 44.....	45
Ron Records, Documentation Specialist	46

Miscellaneous Scenario Documents:

Materials Checklist.....	47
Room Layout and Name Badges.....	48
Scenario Setting Posters	49
Support Poster	50
Learning Points and Station Poster	51

Facilitator Notes – Opening the Scenario

Opening Section: 10 minutes

Facilitator says¹:

Welcome to the Paula Plummer Scenario. Each of you has chosen a life to lead in this session. Please read through the starter descriptions in your binder. In a few minutes, I will ask you to briefly introduce your life to everyone, describing your values and relationships to others.

[Give participants approximately 3 minutes to read through their life starter information.]

Before each of you introduces yourselves, let me provide a brief description of the scenario and walk you through the Learning Points we'll focus on.

[Read the Summary of the Scenario to the group. Review learning points for the scenario. Refer to Learning Points poster.]

Summary of the Scenario

Paula Plummer is a 71-year-old woman with Chronic Obstructive Pulmonary Disease (COPD) and Congestive Heart Failure (CHF). She has lived in her home for 35 years and has lived alone since her husband's death five years ago. She has been receiving home health care for two years. Her home health aide, Marilyn Marvin, comes in 5 times a week to help her with personal care, ambulation, checking vital signs, etc. Another caregiver comes on the weekends. Her daughter, Violet Smith, who lives several hundred miles away, comes to visit her mother for a weekend visit. Violet contacts the home health aide's supervisor stating that Marilyn has been stealing money and family heirlooms from her mother and insists that the caregiver be fired. The caregiver has been a good employee with no history of problems.

Eventually, the evidence indicates that Paula has been giving gifts of money and other valuable household property to Marilyn. Paula considers Marilyn a loving friend more than just her caregiver.

¹ Please note that we do not expect you to read these sections verbatim. This is only a guide to what you'll tell the group.

Scenario Learning Points

As a result of this session, participants will:	Participants will demonstrate this by:
<p>1. Know it is important to follow the agency policy regarding gifts</p>	<ul style="list-style-type: none"> • Reviewing key factors in a sample agency policy • Stating the benefits of following the policy in terms of protecting the client • Stating the benefits of following the policy in terms of protecting the caregiver (themselves) • Exploring the “slippery slope” syndrome: starting off accepting small gifts of appreciation and ending up being charged with misappropriation • Reviewing the agency’s responsibility to report incidents of suspected misappropriation, and the consequences of being found guilty
<p>2. Establish guidelines for setting appropriate Client - Caregiver boundaries</p>	<ul style="list-style-type: none"> • Discussing relationship issues: the difference between “friends” vs. a professional relationship; including how emotions for both people can sometimes impact what occurs (Emotions may include: guilt, concern, love--transference of emotions that occurs when a helping relationship gets too personal).

<p>(continued)</p> <p>2. Establish guidelines for setting appropriate Client - Caregiver boundaries</p>	<ul style="list-style-type: none"> • Addressing the topic of involving family and friends in the client's life, such as providing additional chores or household duties for the client (as a favor or for a fee)* • Practicing making a referral to supervisor or others to help a client have her unmet needs taken care of* <p>*may be a secondary objective given the time factor</p>
<p>3. Have language for communicating "no thank you" to overly-generous and appreciative clients</p>	<ul style="list-style-type: none"> • Practicing what to say that is kind, yet firm • Including information about the agency policy in your conversation

[Ask participants to go around the group and introduce themselves, in character, using their starter page. Start with the client.]

Facilitator says:

Here's how we'll go about conducting the session:

- You can identify the scenes you will be in by looking at the bottom of your starter page.
- You don't have to memorize your lines. Before each scene, you'll be given a few minutes to look over your lines.
- I'll call for each scene by number and color, so you'll know when it's your turn to participate. I'll also give you some stage direction so you'll know where to stand or sit as you have your conversations. When you are not in a scene, simply relax and follow along.
- You'll be given an opportunity to get into the life you are leading during the warm-up.

Time Check: 70 minutes remaining

Facilitator Notes – Warm-Up

Warm up: 3 minutes

Facilitator says:

Let's get into our lives with a brief warm-up exercise. This is meant to give you an opportunity to get comfortable in your new lives.

Remember, these are casual chit chats – not about the situation. Everyone will be interacting in a warm-up exercise at the same time.

[Point out warm-up handout to each participant.
Give them general stage direction. You may need to encourage them to start.]

Warm-Up

Mickey and Marilyn at home:

- Marilyn, tell Mickey what time he should pick you up from Paula's today and wish him good luck at his job interview.

Paula, Violet, Al, and Nancy:

- Paula, talk to Violet on the phone about Violet's upcoming visit. You are excited to see her.
- Nancy, talk with Paula about her daughter's upcoming visit.
- Al, talk to Violet about how she's worried to be away from work, even on the weekend.

Jolene and Ron:

- Jolene and Ron, review Jolene's agency policy on giving and receiving gifts.

Facilitator Notes – Scene One (Blue)

Time check: 67 minutes remaining

[Direct the participants in the scene to read through the script briefly. Tell other participants they may relax and prepare to watch the scene unfold. If an optional life is **not** being played, the facilitator may read those lines.]

[At the end of the scene, thank the participants and ask them to return to their seats as necessary. Be sure to praise the participants for their efforts.]

Facilitator says:

It's Friday, and Marilyn is just finishing up cares for Paula in her home. Paula's neighbor, Nancy, is enjoying a visit with Paula in her living room. Marilyn will not be back until Monday. Another caregiver comes in on the weekends.

Marilyn and Nancy, you are in Paula's living room. Mickey, you have just pulled up in your car and will enter the house and the conversation shortly. I'll let you know when.

Scene One: Blue

Time: Friday evening, Paula's home

Participants: Paula, Marilyn, Mickey, and Nancy

Marilyn: Well, I think I'm finished for the day, Paula. Mickey's here to pick me up. I hope he had good luck with his job interview. It's been tough since the plant closed.

Paula: Marilyn, listen, I know things are hard for you and Mickey right now. I want you to take this check for \$100 to help out with groceries or the light bill or whatever.

Nancy: Terrific idea, Paula! Marilyn should be rewarded for doing such a good job!

Marilyn: Oh, Paula, I just can't. You've already been so generous with us. You gave me those plants from the yard. And those special jars of jellies, and other stuff from your pantry, and ...

Paula: Please. You kids are so nice to me. Just last week, Mickey came over and fixed my leaky faucet.

Marilyn: Well, we couldn't let it just drip like that. Besides, you already gave me your beautiful silver candlesticks for my birthday. I don't want to take your money—I'm really just doing my job.

Mickey enters.

Mickey: Hello, ladies. Paula, here's a book Marilyn asked me to pick up from the library for you.

Paula: Oh, thank you, Mickey. It really helps make my weekend go faster when I have a good book to read. But, did I tell you? My daughter might come up for a visit. She said she'd try.

Nancy: It's been months since Violet was here!

Mickey: That's great, Paula. Let's go, Marilyn. I didn't get that job. I need to get today's paper. Maybe there's something new in the want ads.

Paula: Please let me help out, Mickey. I just wrote Marilyn another little check. Please convince her to take it.

Mickey: If Paula wants to give us a check, what's wrong with that?

Marilyn: I feel bad about the other checks Paula has written to me lately. Paula, what would your family think if they knew?

Paula: I am perfectly capable of managing my money, Marilyn. It's none of my daughter's business! Besides, friends help each other out. I think of you both as friends.

Mickey: After all, I did fix Paula's faucet for free—a plumber would have cost lots more than \$100. We could consider it like a loan, Marilyn.

Nancy: If it makes Paula happy, where's the harm?

Marilyn: Well, ok, Paula. And thank you so much! We'd better get going. See you on Monday!

Paula: Have a good weekend, kids!

Facilitator Notes – Scene Two (Green)

Time Check: 62 minutes remaining

[Direct the participants in the scene to read through the script briefly. Tell other participants they may relax and prepare to watch the scene unfold. If an optional life is **not** being played, the facilitator may read those lines.]

[At the end of the scene, thank the participants and ask them to return to their seats as necessary. Be sure to praise the participants for their efforts.]

Facilitator says:

It's Monday morning, three days since Marilyn accepted the \$100 check from Paula. Paula's daughter Violet and her husband Al came to visit over the weekend and discovered the missing candlesticks and Paula's checkbook showing checks to Marilyn. On Monday morning, Violet drives to Purple Plains Home Health Agency and insists on seeing the owner, Jolene Johnson. Paula has signed a release for Jolene to speak with Violet and Al.

Violet and Al, please enter Jolene's office.

Scene Two: Green

Time: Monday morning, Jolene's office

Participants: Violet, Al, and Jolene

Jolene: Good morning, Violet. How can I help you?

Violet: Yesterday, when I arrived at mother's home for a visit, I discovered that Marilyn has been stealing money and family keepsakes. That Marilyn is a thief!

Jolene: I'm sorry you're upset, Violet. Marilyn's always been an excellent employee. Let's see if we can get to the bottom of this. You said you arrived at your mother's home yesterday for a visit, right?

Violet: Yes, and right off I noticed the silver candlesticks were missing. They've been on the dining room sideboard since I was a child. I asked mother where they were. She said she gave them to Marilyn for her birthday.

Al: Paula seemed surprised that Violet would be upset. She knows how sentimental Violet is about family keepsakes.

Jolene: She says she gave them to Marilyn as a gift?

Violet: Yes, but I don't believe a word of it! Mother would never give away those candlesticks—she knows how much I love them.

Jolene: Was anything else missing?

Violet shows Jolene the check register.

Violet: I went through mother's checkbook to make sure all of the bills were up to date. I see that she's written several checks to Marilyn over the past 6 months. They total almost \$500! That's outrageous!

Jolene: I'm glad you came to me, Violet. I promise you I'll get the facts.

Violet: I want Marilyn fired! I'm thinking of calling the police, too! Marilyn and that lazy husband of hers tricked my mother out of her money!

Al: Now Violet...

Jolene: I'll start an investigation right away. If the facts indicate that I need to report this to the State, I will.

Violet: They stole from my mother! I insist that you get the keepsakes and the money back to my mother TODAY!

Jolene: I'm going to remove Marilyn from her assignment at Paula's today. I want to be fair to Marilyn, too. Until the facts are straight, I can't make a final decision.

Al: That seems reasonable, Violet. We need to let Jolene do her job.

Violet: All right, but nothing like this better happen again. Call me soon, Jolene!

Violet and Al get up to leave the office.

Jolene: I'm sorry this has happened. It's troubling to all of us. I'll keep you informed about my findings. Thank you for coming in. Goodbye.

Facilitator Notes – Scene Three (Yellow)

Time Check: 57 minutes remaining

[Direct the participants in the scene to read through the script briefly. Tell other participants they may relax and prepare to watch the scene unfold. If an optional life is **not** being played, the facilitator may read those lines.]

[At the end of the scene, thank the participants and ask them to return to their seats as necessary. Be sure to praise the participants for their efforts.]

Facilitator says:

Jolene calls Marilyn and asks her to come to her office immediately. Jolene wants to get Marilyn's side of the story, but must also protect her client from further harm.

Jolene, you are sitting at your desk and Marilyn enters your office.

Scene Three: Yellow

Time: Monday afternoon, Jolene's office

Participants: Jolene and Marilyn

Jolene: Thanks for coming in, Marilyn. Please sit down. I'm afraid I've received a very serious complaint about you.

Marilyn: Oh no. What? I've never had a complaint before.

Jolene: I know. Violet Smith came to visit her mother this weekend, and she noticed the family's silver candlesticks were missing. She also said Paula has written several personal checks to you over the last few months. Is that true?

Marilyn: Well, yes, but she just insisted that I take the checks and other gifts. She knew that Mickey was laid off, and even with the raise I just got, it's hard to get by on just one salary. Jolene, you have to believe me! It was all Paula's idea.

Jolene: Violet thinks that you stole the candlesticks and tricked Paula into writing checks to you. Violet wants to call the police and she wants me to report you to the State.

Marilyn: Paula insisted that I take those candlesticks for my birthday. Paula said she wanted me to have something special because she loves me so much.

Jolene: Do you remember the company policy on taking gifts, Marilyn?

Marilyn: I sort of remember the policy on gifts, but not the details. I think I read it five years ago, when I first started.

Jolene: This is a serious charge, Marilyn.

Marilyn: Jolene, it all started small with checks for only \$10-\$20. The offer of \$100 was a big surprise to me! Mickey wanted me to accept the \$100 because we are having some hard times right now.

Jolene: This is a good example of why we have a gift policy, Marilyn. It's there to protect our clients, but also to protect our staff from these kinds of situations.

Marilyn: Jolene, you must understand how hard it is to turn Paula down. It makes her so happy to be able to give back. You know, Paula's family hasn't been there for months. I've been more like Paula's daughter than Violet!

Jolene: Marilyn, I'm sorry, but I have to pull you from the assignment at Paula's until this is cleared up. I may be able to assign you to another client. But I don't have anything right now. I'll call you after I've talked with Paula and Violet.

Marilyn: All right, Jolene. I'm really sorry about this.

Marilyn gets up and leaves

Facilitator Notes – Debrief Scenes 1, 2, 3

Time Check: 50 minutes remaining

Debrief: 30 minutes

Participant Observation Time

Facilitator says:

Let's take a break from the action to give you time to reflect for a few minutes.

[Hand out Participant Observation Sheet to each person.]

On your **Participant Observation Sheet**, take about 3 minutes to reflect and document your reaction, feelings, and thoughts.

You should work independently on this. We won't be asking you to hand this in. It is only for you to write down some of your thoughts about the situation. Your observations should be made from your *character's* point of view.

[After they've each written, begin the discussion.]

Participant Observation Sheet

Name of Character: _____

Please answer the following questions from the perspective of your character in the scenario:

How do you feel about what has happened so far?

What are some of the **red flags** that things aren't right?

What do you wish would have happened?

Facilitator says:

Let's discuss the scenario starting first with how each of you are feeling about what is happening, then we'll move on to what could have happened differently in this situation. Please use your **Participant Observation Sheet** [hold up sheet] during this discussion and stay in your life.

[Always start by asking the client how she feels first – we are here to serve the client! Next, ask others about their feelings. After everyone shares feelings, move to Promising Practices discussion]

Facilitator asks:

[Only allow about a minute per person to explain their feelings]

- **Paula**, how did this situation feel to you?
- **Marilyn**, how are you feeling right now?
- **Mickey**, how do you feel about what has happened and your role in it?
- **Jolene**, what are your feelings? Concerns?
- **Violet**, how do you feel about what has happened to your mother and how Jolene is handling the situation with you?
- **Nancy**, please share your feelings.
- **Al**, your wife seems pretty upset - how do you feel?
- **Ron**, as the **recorder**, do you have any feelings or reactions to the situation?

Facilitator says:

Let's look over a sample agency policy regarding gifts.

[Refer participants to the Agency Policy on Gifts]

Purple Plains Home Health Agency Policy on Gifts

POLICY

Purple Plains Home Health Agency (hereafter known as “the agency”) staff shall transact business with clients free from offers or solicitation of gifts and favors in exchange for influence or assistance. It is the agency’s intent that this policy be construed broadly to avoid even the appearance of improper activity.

PROCEDURE

1. Agency staff are prohibited from soliciting tips, personal gratuities, or gifts from clients. Staff are also prohibited from accepting money from clients. If a client or another individual wishes to present staff with a monetary gift, he or she should be referred to the agency’s owner.
2. Staff shall not accept gifts, favors, services, entertainment, or other things of value to the extent that decision-making or actions affecting the agency might be influenced. Therefore, staff may only accept gifts of a nominal value from clients. The agency has made no attempt to define “nominal” as a specific dollar value. Rather, the agency expects its staff to exercise good judgment and discretion in accepting gifts. To the extent possible, these gifts should be shared with co-workers.
3. If staff have any doubt or concern about whether specific gifts should be accepted, the owner of the agency should be contacted.

Promising Practices Discussion

Facilitator says:

[Facilitator can document key Promising Practices on tear sheets or white board during the discussion. If the recorder or documentation specialist is present, he/she may document as well.]

What *red flags* did you observe in the first scene when Paula, Marilyn, and Mickey were discussing the gifts and favors? What things show that the relationship has moved from a professional one to a personal relationship? Do you really know what was in Marilyn's heart? Could she have been manipulating Paula?

Sample answers:

- Accepting the money
- Accepting other gifts of value, such as family heirlooms
- Having husband do chores for client on an informal basis
- Paula says she loves Marilyn, feels she is a friend, and wants to help the couple during a time of financial need.
- Paula knows too much about Marilyn's financial problems.
- Marilyn feels the amount of her salary and her husband's salary justifies accepting money and gifts.
- There is no way to really know Marilyn's intentions with respect to Paula's money and gifts.

Facilitator says:

What are the benefits of following the agency Policy On Gifts for Paula's protection?

Sample answers:

- Paula would not feel a need to give gifts to someone who is doing a professional job.

- Paula may believe that Marilyn would not give her such good service without the “extras.”
- Paula may be hurt emotionally when she realizes that this is a professional relationship and feel “used.”

Facilitator says:

What are the benefits of following the agency Policy On Gifts in terms of protecting Marilyn?

Sample answers:

- Marilyn would not have been accused of stealing.
- Marilyn is getting emotionally upset about how Paula’s family treats her. This can cause worker burnout.

Facilitator says:

Let’s discuss the *slippery slope* – starting off accepting small gifts and ending up in a bad situation like this.

Sample answers:

- The smaller amounts might seem innocent enough.
- The agency policy is the final guide.
- It gets even more slippery when Mickey comes over and does a “favor,” which is actually a plumber job, which Paula would have had to pay someone to do for her anyway.

Facilitator says:

Next, let’s move to a more general, yet related topic, boundary setting.

[Hand out “Professional Boundaries for Caregivers”]

Professional Boundaries for Caregivers

Type of Boundary Crossing	Staying In-bounds
<p>Sharing personal information: It may be tempting to talk with clients about your personal life or problems, but doing so may cause the client to see you as a friend instead of a health professional. As a result, the client may take on your worries as well as their own.</p>	<ul style="list-style-type: none"> • Use caution when talking to a client about your personal life • Do not share information because you need to talk, or to help you feel better • Remember that your relationship with your client must be therapeutic, not social
<p>Not seeing behavior as symptomatic: Sometimes caregivers react emotionally to the actions of a client and forget those actions are caused by a disorder or disease (symptomatic). Personal emotional responses can cause a caregiver to lose sight of her role or miss important information from a client. In a worst case, it can lead to abuse or neglect of a client.</p>	<ul style="list-style-type: none"> • Be aware that a client's behavior may be the result of a disease or disorder • Know the client's care plan • If you are about to respond emotionally or reflexively to the negative behavior of a client, step back and re-approach the client later. • Note that the client may think his action is the best way to solve a problem or fill a need • Ask yourself if there is a way to help the client communicate or react differently
<p>Nicknames/Endearments: Calling a client "sweetie" or "honey" may be comforting to that client or it might suggest a more personal interest than you intend. It might also point out that you favor one client over another. Some clients may find the use of nicknames or endearments offensive.</p>	<ul style="list-style-type: none"> • Avoid terms like "sweetie" or "honey" • Ask your client how they would like to be addressed. Some may allow you to use their first name. Others might prefer a more formal approach, such as: Mr., Mrs., Ms, or Miss • Remember that the way you address a client indicates your level of professionalism
<p>Touch: Touch is a powerful tool. It can be healing and comforting or it can be confusing, hurtful, or unwelcome. Touch should be used sparingly and thoughtfully.</p>	<ul style="list-style-type: none"> • Use touch only when it serves the needs of the client and not your own • Ask your client if he/she is comfortable with your touch • Be aware that a client may react differently to touch than you intend
<p>Unprofessional demeanor: Demeanor includes appearance, tone and volume of voice, speech patterns, body language, etc. Your professional demeanor affects how others perceive you. Personal and professional demeanor may be different.</p>	<ul style="list-style-type: none"> • Loud voices or fast talk may frighten or confuse clients • Good personal hygiene is a top priority due to close proximity to clients • Professional attire sends the message that you are serious about your job • Off-color jokes, racial slurs, profanity are never appropriate • Body language, facial expressions speak volumes to clients

Type of Boundary Crossing	Staying In-bounds
<p>Gifts/Tips/Favors: Giving or receiving gifts, or doing special favors, can blur the line between a personal relationship and a professional one. Accepting a gift from a client might be taken as fraud or theft by another person or family member.</p>	<ul style="list-style-type: none"> • Follow your facility's policy on gifts • Practice saying no graciously to a resident who offers a gift that is outside your facility's boundaries • It's ok to tell clients you are not allowed to accept gifts, tips • To protect yourself, report offers of unusual or large gifts to your supervisor
<p>Over-involvement: Signs may include spending inappropriate amounts of time with a particular client, visiting the client when off duty, trading assignments to be with the client, thinking you are the only caregiver who can meet the client's needs. Under-involvement is the opposite of over-involvement and may include disinterest and neglect.</p>	<ul style="list-style-type: none"> • Focus on the needs of those in your care, rather than personalities • Don't confuse the needs of the client with your own needs • Maintain a helpful relationship, treating each client with the same quality of care and attention, regardless of your emotional reaction to the client • Ask yourself: Are you becoming overly involved with the client's personal life? If so, discuss your feelings with your supervisor
<p>Romantic or Sexual Relationships: A caregiver is never permitted to have a romantic or sexual relationship with a client. In most cases, sexual contact with a client is a crime in Wisconsin.</p>	<ul style="list-style-type: none"> • While it may be normal to be attracted to someone in your care, know that it is never appropriate to act on that attraction • Do not tell sexually-oriented jokes or stories. It may send the wrong message to your client • Discourage flirting or suggestive behavior by your client • If you feel that you are becoming attracted to someone in your care, seek help from your supervisor or other trusted professional right away
<p>Secrets: Secrets between you and a client are different than client confidentiality. Confidential information is shared with a few others members of a team providing care to a resident. Personal secrets compromise role boundaries and can result in abuse or neglect of a client.</p>	<ul style="list-style-type: none"> • Do not keep personal or health-related secrets with a client • Remember that your role is to accurately report any changes in your client's condition

Facilitator says:

How do you establish the line between “friendship” and a professional relationship? What are some of the *slippery slope* pitfalls? What are some techniques or principles to follow?

Sample answers:

- Follow the agency policy guide
- Caregivers mixing their own family members in with their jobs can get confusing (running errands, doing household repair tasks, etc.).

Facilitator says:

What are some of the emotional issues involved here when, for instance, a lonely client wants to be “friends?”

Sample answers:

- Marilyn might feel sorry for Paula because her family doesn't visit often.
- Marilyn may feel justified in accepting money/keepsakes because she is filling the daughter's role.
- Marilyn could accept money and gifts from a friend but not from a client.
- Marilyn cannot meet Paula's need for family. What if tomorrow she no longer had that job? What would that do to Paula?
- Perhaps Paula needs help with depression, etc. Marilyn can help by recognizing the need and notifying the RN. Being a professional means knowing your job duties and referring to others when something is beyond your duties or skills.

Facilitator says:

Are there any problems associated with Marilyn doing favors for Paula? Bringing library books or having her husband fix the faucet, for example.

Sample answers:

- It may blur the line between caregiving and friendship
- Bringing a family member, Mickey, in to help Paula might encourage Paula's "gifts."

Facilitator says:

What could Marilyn say when Paula offers or insists that she take money and/or gifts?

Sample answers:

- Marilyn could tell Paula she appreciates her gratitude and that her praise and thanks are enough.
- Marilyn could mention that she is already paid by the agency and cannot accept additional money (even if Marilyn feels underpaid, she must NOT talk about that with a client).
- Marilyn thanks Paula for the offer, but says she can't accept gifts, because the agency has a policy about what type of gifts she can accept. If Paula has questions about the policy, she may speak with Jolene.
- Marilyn tells Paula that her praise and saying thank you is enough for her.

Facilitator says:

Marilyn and Paula, let's practice a conversation about how Marilyn might handle Paula's need for help or repairs outside of Marilyn's home health duties.

Sample answers:

- (regarding the need for home repair) Paula, it sounds like you do need some additional help. Is there someone I can call to help you? Or do you need me to talk to my supervisor about how we can get you additional help?

Facilitator says:

Before we move onto the last scene, let's compare the Learning Points and objectives to the questions and answers we just discussed.

Facilitator Notes – Scene Four (Pink)

Time check: 20 minutes remaining

[Direct the participants in the scene to read through the script briefly. Tell other participants they may relax and prepare to watch the scene unfold. If an optional life is **not** being played, the facilitator may read those lines.]

[At the end of the scene, thank the participants and ask them to return to their seats as necessary. Be sure to praise the participants for their efforts.]

Facilitator says:

In this scene, we're going to roll back the clock to before Marilyn has accepted any gifts or money. This is the first time that Paula has offered any financial help or gifts to Marilyn. Nancy is visiting Paula in her living room. This time, Marilyn knows the rules and is well trained on how to decline such an offer. Mickey is waiting out in the car. He does not come up to the house.

Marilyn, you are in Paula's living room. Mickey, you have just pulled up in your car and will honk your horn shortly. Nancy, you are sitting in the living room also.

Scene Four: Pink

Time: A Friday evening during the first few weeks Marilyn was working with Paula

Participants: Marilyn, Mickey, Paula, and Nancy

Marilyn: Well, I think I'm finished for the day, Paula. My husband's here to pick me up. Are you all set for the evening?

Paula: I really need to do something about that leaky faucet in the kitchen.

Nancy: Maybe Marilyn's husband could take a look at it.

Marilyn: Oh, I'm sure Jolene has a list of agencies that provide home repair services. I'll bring the list next week.

Mickey honks his car horn.

Paula: Oh, that must be your husband. Please invite him in! I'd love to meet him.

Marilyn: I'm sure he'd like to meet you, too, but our agency requires that we keep information about our clients confidential. Let me just run outside and let him know I'm almost done.

Nancy: Gee, Marilyn, what would a little "hello" hurt?

Marilyn goes out to Mickey's car.

Marilyn: Hi, hon. I'm almost finished up here. It will just be another couple minutes.

Mickey: Can't I come in and meet your new client?

Marilyn: Afraid not, Mickey. Remember I told you about client confidentiality...

Mickey: That's right-- sorry! I'll wait in the car.

Marilyn goes back into Paula's house.

Paula: I never thought about the confidentiality rule. In our small town, it seems like everyone knows everyone else's business. Now that you mention it, Marilyn, I appreciate that my personal life and medical information are protected.

Nancy: Paula, don't forget about the matter we discussed earlier.

Paula: Oh, yes. Before you leave, Marilyn, I want to give you this check for \$20 to show you how much I value our friendship.

Marilyn: That's very kind, but no thank you. It's easy to be nice to you. It's part of doing my job.

Paula: But you know I consider you more than a caregiver. I think of you as a second daughter.

Marilyn: Our agency doesn't allow us to accept gifts. I could lose my job for accepting gifts or money, Paula. But I thank you so much for thinking of me.

Nancy: Now I understand why Marilyn can't accept gifts, Paula. I know Marilyn would never steal, but I guess taking gifts could be misunderstood.

Paula: Well...I can understand that you have rules to follow, Marilyn. I didn't know you could get in trouble for accepting just a small gift. I think of you like a family member, but I have to remember that you are my caregiver, not my daughter.

Marilyn: Thanks for understanding, Paula. I hope you have a good weekend.

Marilyn leaves.

Facilitator Notes – Debrief Scene Four and Scenario Wrap-Up

Time Check: 15 minutes remaining

Facilitator says:

In the second version of the story:

- **Paula**, how did that second version of the scenario feel?
- **Marilyn**, did that work better for you? How did that feel?
- **Mickey**, how did you feel about respecting Paula's privacy?
- **Violet**, would this feel right to you?
- **Jolene**, does it feel like Marilyn followed your agency policy?
- **Al**, how do you feel about how this situation was handled?
- **Nancy**, do you still feel it's a good idea for Paula to give Marilyn gifts?
- **Ron**, what did you observe in this second version?

Wrap-up discussion

Time check: 3 minutes remaining

[Review the Learning Points, thank participants for their participation, and tell them what they will be doing next]

If you have an extra 10 minutes, Facilitator says prior to wrap-up:

What if you are the weekend caregiver who also comes into the home and you discover that the weekday caregiver is accepting gifts which are beyond what is appropriate or allowed in the agency policy?

- Do you report?
- To whom?
- What might happen?
- What level of involvement will be expected of you?
- What are the potential negative consequences of reporting?
- What are the positive consequences?

What if you are the caregiver and you suspect misappropriation on the part of a family member?

- Do you report?
- To whom?
- What might happen?
- What level of involvement will be expected of you?
- What are the potential negative consequences of reporting?
- What are the positive consequences?

What if Paula continued to offer gifts and money, even after Marilyn explained the agency policy?

- Should Marilyn report/ask for help from her boss?
- Should the agency consider replacing Marilyn?
- Should Jolene speak directly with Paula?

Summary of the Scenario

Paula Plummer is a 71-year-old woman with Chronic Obstructive Pulmonary Disease (COPD) and Congestive Heart Failure (CHF). She has lived in her home for 35 years and has lived alone since her husband's death five years ago. She has been receiving home health care for two years. Her home health aide, Marilyn Marvin, comes in 5 times a week to help her with personal care, ambulation, checking vital signs, etc. Another caregiver comes on the weekends. Her daughter, Violet Smith, who lives several hundred miles away, comes to visit her mother for a weekend visit. Violet contacts the home health aide's supervisor stating that Marilyn has been stealing money and family heirlooms from her mother and insists that the caregiver be fired. The caregiver has been a good employee with no history of problems.

Eventually, the evidence indicates that Paula has been giving gifts of money and other valuable household property to Marilyn. Paula considers Marilyn a loving friend more than just her caregiver.

Lives

Lives depicted:

- **Paula Plummer**, a 71-year old client of the Purple Plains Home Health Agency
- **Marilyn Marvin**, Paula's home health aide
- **Mickey Marvin**, Marilyn's unemployed husband
- **Jolene Johnson**, Marilyn's boss and owner of the Purple Plains Home Health Agency
- **Violet Smith**, Paula's daughter who lives out of town

Optional lives:

- **Nancy Naybor**, Paula's next door neighbor
- **Al Smith**, Violet's husband
- **Ron Records**, Documentation Specialist

Who is in each scene:

- **Scene One** (on Blue paper): Paula, Marilyn, Mickey, Nancy
- **Scene Two** (Green): Violet, Jolene, Al
- **Scene Three** (Yellow): Jolene, Marilyn
- **Scene Four** (Pink): Paula, Marilyn, Mickey, Nancy

Color of the Scenario: Purple

Materials needed

Props:

- Checks prewritten for \$100 and for \$20
- Check register for Violet
- Library book for Mickey
- Car keys for Mickey
- Embroidery hoop for Paula
- Desk items, inbox for Jolene

Theme posters:

- Station poster
- Learning points
- Prevent, Promote, Protect
- Scenario settings

Handouts:

- “Professional Boundaries for Caregivers”
- Participant Observation Sheet
- Recorder forms

Handouts in Experiential Training Handbook:

These handouts are optional, but are recommended for the best possible outcome to experiential training. They can be found in the Appendix of the Experiential Training Handbook at <http://dhfs.wisconsin.gov/caregiver/training/trgIndex.HTM>. The Handbook has important information and tips on how to conduct the training.

- “Caregiver Misconduct: *Definitions and Examples*”
- “What You Should Know About Reporting”
- Professional Action Plan
- Participant Evaluation

Paula Plummer, Individualized Plan of Care

(excerpted)

Diagnosis:

- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)

Services:

- Home health aide services 7 x week for bathing, personal care, ambulation of 25-50 feet, daily pulse, blood pressure and respiration, daily weight. Report any changes to RN.
- SN (RN) Supervisory visits every 2 weeks

Goals:

- Ambulate 50 feet without shortness of breath; no acute episodes of CHF; maintain weight between 151 and 155 lbs

Medications:

- Foradil aerolizer oral inhalation, 12 mcg (1 capsule) every 12 hr via Airolizer (TM) inhaler
- Albuterol sulfate, Metered-dose inhaler (MDI), 2 inhalations as needed; MAX 12 inhalations per 24 hr
- Digoxin 0.25 mg. daily
- Lasix 40 mg. daily
- K-Dur 20 one tablet daily
- Alprazolam 0.25 mg. up to 3 x day as needed for anxiety

Paula Plummer, age 71

Starter page

- You have been a widow for 5 years and have lived in the same house for the past 35 years.
- For the last 2 years, you've required the assistance of a home health agency.
- You are proud that you are still able to make your own decisions.
- Lately you find yourself a bit lonely.
- Your only immediate family is your daughter, Violet, who lives a few hundred miles away in Chicago.
- You really like your latest caregiver, Marilyn Marvin, and hope she stays on as your home health aide.
- You are a generous person by nature and enjoy giving others gifts.

You value:

- Conversation and friendship
- Needlepoint
- Fond memories of earlier days when your family was together

Props: Embroidery hoop, checks for \$100 and \$20

Scenes you are in: One (Blue) and Four (Pink)

Marilyn Marvin, age 27

Starter page

- You have been a home health aide for the past 5 years after graduating from the nursing assistant program at the local technical college.
- You are proud of your training and believe you give your very best to all your clients.
- You have been married to your husband, Mickey, for 3 years.
- Mickey was recently laid off when the plant closed. He had worked there for 5 years.
- Mickey is having trouble finding a good job in your small town. Money is tight, but you know you'll get by somehow.
- You are very fond of your client, Paula, and wish her daughter would visit her more often. You try to make up for Paula's loneliness by doing extra favors, like bringing her magazines and books.

You value:

- Hard work
- Your relationship with your clients
- Education; you would like to get your RN or LPN degree someday
- Your marriage to Mickey, even though his layoff has resulted in some arguments about money

Props: None

Scenes you are in: One (Blue), Three (Yellow), and Four (Pink)

Mickey Marvin, age 29

Starter page

- You have been married to your wife Marilyn, a home health aide, for 3 years.
- You just got laid off from the manufacturing plant when it closed. You had worked there for 5 years. It was a good job with good benefits. You're worried about the future.
- You're getting frustrated about finding work—there just aren't many jobs in your small town.
- Because you've had little to do lately, you volunteered to do some home repairs for Marilyn's client, Paula Plummer. Marilyn tells you about most of her clients.
- You are used to being the major breadwinner in your home and feel bad that Marilyn has to work extra hours.

You value:

- Taking care of your wife
- Earning enough to support your wife

Props: Library book and car keys

Scenes you are in: One (Blue) and Four (Pink)

Jolene Johnson, age 58

Starter page

- You are a registered nurse who has owned the Purple Plains Home Health Agency for 15 years.
- You have lived in the same town all your life and have known most of your clients for many years.
- Your business is successful and you are very busy.
- It's hard to find the time to schedule training or in-services for your staff. Oh well, you're able to choose good home health aides, and that's what counts!
- Marilyn Marvin is one of your very best home health aides. You just gave her a small raise—you know that she and her husband are having money trouble since he was laid off.

You value:

- Owning and growing your own business and keeping a good reputation
- Being in a business that helps elderly/disabled people remain in their homes
- Honesty and punctuality in your home health aides

Props: Office supplies

Scenes you are in: Two (Green) and Three (Yellow)

Violet Smith, age 40

Starter page

- You grew up in the small town in northern Wisconsin where your mother still lives.
- You are employed by a large insurance agency in Chicago.
- You feel a little guilty that you don't get home to see your mother as much as you would like, but your life in Chicago is very busy.
- You are not so sure about someone coming into your mother's home to care for her. What if the person is a thief?

You value:

- Your mother's independent status (so she won't need to come and live with you)
- Your independent lifestyle in Chicago
- Being close to shopping, sporting events, museums, and the symphony

Props: Paula's check register

Scenes you are in: Scene Two (Green)

Nancy Naybor, age 65

Starter page

- You have lived next door to Paula Plummer for many years. Like Paula, you are widowed.
- You enjoy having coffee with Paula sometimes.
- You think Paula's new home health aide, Marilyn, is fabulous. It's very clear that she cares about Paula.
- You told Paula it was a good idea to give small gifts to Marilyn so she will continue to care for Paula.

You value:

- Looking out for your friends
- Spending time with your children and grandchildren

Props: None

Scenes you are in: One (Blue) and Four (Pink)

Al Smith, age 44

Starter page

- You are married to Paula's daughter, Violet.
- Unlike Violet, you have lived in Chicago all your life.
- You admire your wife and support her views and opinions.
- You like your mother-in-law Paula very much and enjoy coming to Wisconsin to visit her.

You value:

- Family ties—your own parents are deceased and Paula and Violet mean a lot to you
- Your marriage to Violet—she's quite a woman!
- Being financially secure—you and Violet are doing well in that department

Props: None

Scenes you are in: Two (Green)

Ron Records, Documentation Specialist

You are the documentation specialist. You will need to pay close attention to the activity in this scenario. Your job is to observe all the scenes and report on the following topics:

General observations worth noting and reporting:

Identify potential *red flags* of harm to the resident:

What could staff have done to prevent the situation from happening?

Evidence of efforts to protect Paula after the incident:

Evidence of ways to promote Paula's dignity and respect:

Evidence of ways to promote caregivers' dignity and respect:

Materials Checklist

The documents on the following pages will be printed full-scale for this Scenario.

Paula Plummer Scenario Suggested Materials Checklist

Scenario Props:

- ___ 3 purple tablecloths
- ___ Library book
- ___ 2 checks for \$100 and \$20
- ___ Check register
- ___ Embroidery hoop
- ___ Office supplies for Jolene
- ___ Misconduct pamphlet
- ___ Car keys

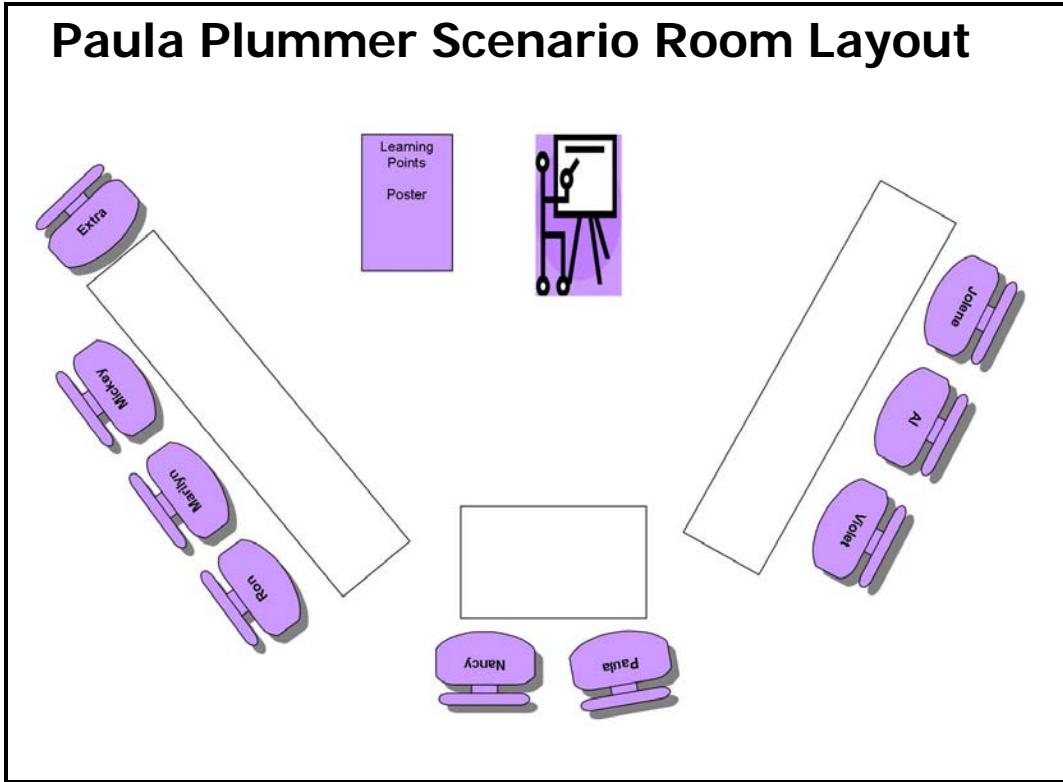
Handouts:

- ___ "Professional Boundaries for Caregivers"
- ___ Participant Observation Sheet
- ___ Recorder forms

Facilitator Supplies:

- ___ 1 Facilitator's Guide, 8 Life Binders
- ___ Pencils for participants
- ___ Flip chart or Whiteboard with markers
- ___ Timer with battery
- ___ 9 Name Badges
- ___ Scenario Setting posters
- ___ Support Posters
- ___ Scenario Layout sheet
- ___ Learning Points poster
- ___ Station poster

Room Layout and Name Badges



Scenario Setting Name Badges

Facilitator	Paula Home Health Client	Marilyn Home Health Aide
Mickey Marilyn's husband	Violet Paula's daughter	Nancy Paula's neighbor
AI Violet's husband	Jolene Home Health Agency Owner	Ron Documentation Specialist

Scenario Setting Posters



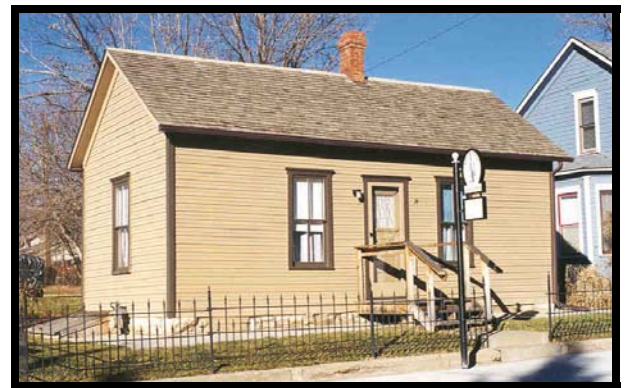
Jolene's Office



Paula's Livingroom



Violet and Al's home



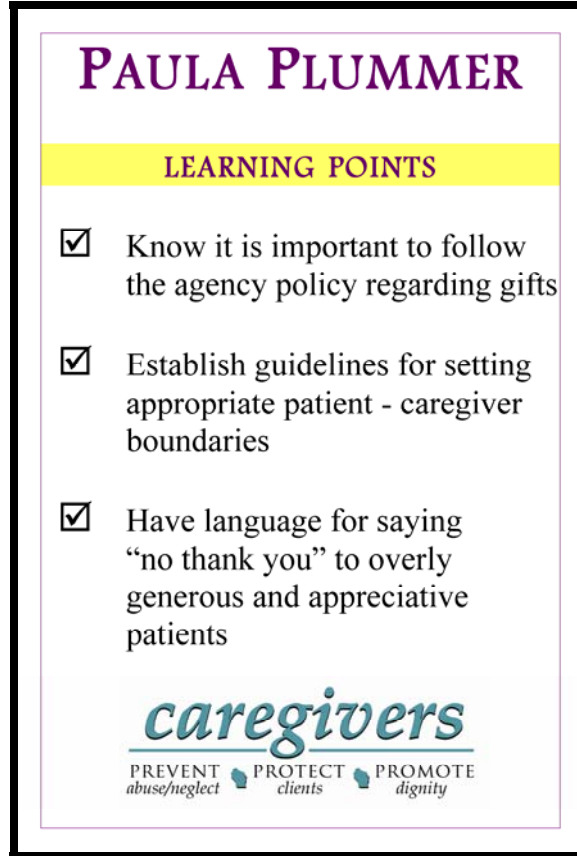
Marilyn and Mickey's home

Support Poster



Learning Points and Station Poster

Learning Points Poster



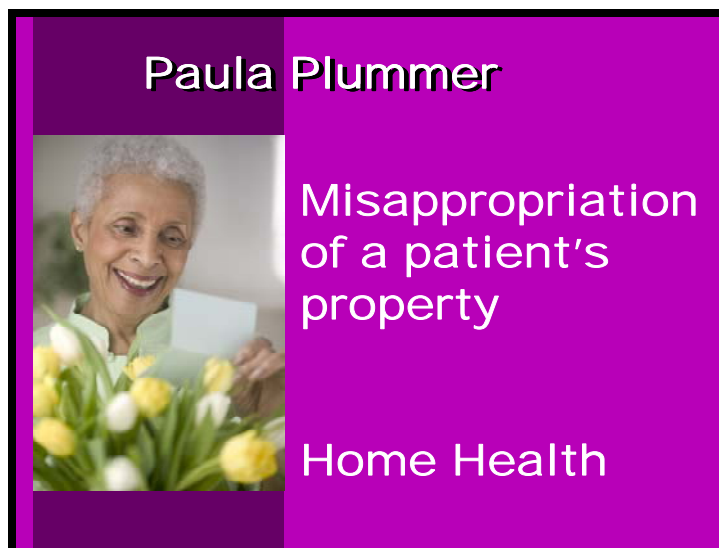
PAULA PLUMMER

LEARNING POINTS


- ☑ Know it is important to follow the agency policy regarding gifts
- ☑ Establish guidelines for setting appropriate patient - caregiver boundaries
- ☑ Have language for saying “no thank you” to overly generous and appreciative patients

caregivers
PREVENT *abuse/neglect* • PROTECT *clients* • PROMOTE *dignity*

Station Poster for Main Meeting Area



Paula Plummer



Misappropriation of a patient's property

Home Health