

# Rosa Rosario Scenario

# Dawn Records

## Your life:

- You are the Documentation Specialist.
- You will need to pay close attention to the activity in this scenario.
- You may be asked to read reports or take notes for the group.
- Your job is to observe and report.

## You appear in no scenes

## **Summary of the Scenario**

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Rosa is a non-verbal resident of Red River Valley Facility serving people with Developmental Disabilities (FDD). Rosa uses sign language to communicate her needs and wants. She understands basic language and responds by nodding or shaking her head, pointing and sounding out her approval or disapproval. Rosa enjoys spending time with her peers and is motivated by affection and interaction. She will sometimes enter peers' rooms and refuse to leave. When asked by staff to leave, she may get upset or refuse to move.

In this scenario, Rosa entered the room of another resident named Bill. Charles, a resident care technician, tried to redirect her away from the room. At that point, Charles pulled Rosa up by one arm and pushed her into the activity area. Rosa resisted. This was witnessed by 2 other caregivers, Phyllis and Lashanda. Rosa was examined by the nursing supervisor who noted a small red mark on her elbow and a scratch to the top of her hand. The mark appeared to be not older than 24 hours.

## Lives

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- **Rosa Rosario**, resident at FDD
- **Charles Caringham**, a resident care technician at FDD
- **Phyllis Parker**, a CNA at FDD
- **Lashanda Long**, a CNA at FDD
- **Carmela Rosario**, Rosa's sister and guardian
- **Alice Walker**, RN supervisor at FDD
- **Quinton Quinoñes**, the Qualified Mental Retardation Professional (QMRP)
- **Dawn Records**, Documentation Specialist

## Who is in each Scene

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- **Scene One** (on Blue paper): Rosa and Charles
- **Scene Two** (Green): Phyllis, Lashanda, Quinton
- **Scene Three** (Yellow): Alice and Carmela
- **Scene Four** (Pink): Phyllis, Lashanda, Charles, Rosa, Quinton

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## **Dawn 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:**

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

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

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**Evidence of efforts to protect Rosa after the incident:**

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**Evidence of ways to promote Rosa's dignity and respect:**

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**Evidence of ways to promote staff members' dignity and respect:**

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## Warm-Up

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### **Phyllis, Charles, Rosa, and Lashanda**

- You are having a casual conversation, as coworkers often do, in the hallway.
- Phyllis and Lashanda talk about how it's been a stressful day with another coworker out sick today.
- Charles, talk about your remaining duties: making sure everyone has their meds and dinner. You get to go home in one hour. Rosa, you are hanging out near the open door to Bill's room.

### **Alice, Carmela, Quinton, and Dawn**

- Alice and Carmela, you can discuss Rosa's Individualized Program Plan (IPP).
- Quinton and Dawn join the conversation.

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## **Rosa Rosario – Individual Program Plan**

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*(excerpted)*

### **Statement of Problem:**

- Agitation – dropping to the floor when she is upset
- Entering peers' rooms and refusing to leave

### **Response Plan:**

- Rosa must have an escort to all activities.
- The escort should prevent her from entering other residents' rooms (since the requirement of an escort was implemented, Rosa has been happier and engages in more activities, and she also enters other residents' rooms less often).

### **Interventions to use PRIOR to the behavior:**

- Invite Rosa to participate in activities. If Rosa is focusing on one peer too much, engage her in activities separate of the peer.
- Provide Rosa with positive interactions with peers and staff. Encourage her to do things she enjoys: listening to music or reading magazines.
- Spend one-on-one time with Rosa. She likes to hold a staff member's hand or arm when looking at catalogs and magazines. She needs this type of interpersonal attention.
- If Rosa enters another person's room, talk to her about personal space. Make sure she knows where her own room is.
- When she is doing an activity in an appropriate location, staff should interact with her frequently and praise her behavior. When Rosa is redirected to an activity, staff should reinforce her behavior with thanks, praise and/or a small edible reinforcer.

- Rosa enjoys the company of males. When possible, a male staff member should read to or play a game with Rosa during his shift. Praise her verbally when she interacts appropriately with staff or peers.
- The interdisciplinary team will help Rosa learn to respect the privacy of others through a goal in her Individual Program Plan.

### **Interventions to use AFTER the behavior:**

- Rosa often follows peers around, sits too close to peers, or goes in their rooms. If she does this, staff should verbally redirect her to another area and help her with an alternative activity. Staff should explain to Rosa the importance of having privacy and personal space. As always, staff should thank her and praise her when she cooperates.
- Spend one-on-one time with her, so she can show some affection and meet her need for interpersonal contact.
- If Rosa enters another resident's room, ask her to leave the room. Encourage her to focus on a physical activity or book for distraction. If she refuses to leave after the verbal cue, continue to try and persuade her and provide some kind interaction with her.
- If Rosa sits on the floor or refuses to leave an area more than three minutes after verbal cues are given, a two or three-person escort may be used to take her to an area of leisure activity. Explain to her the importance of personal space and privacy and tell her why you need to help her with the relocation. Staff should then spend time with her in the leisure area and praise/provide edible reinforcer after 5 minutes of participation.