

Bo Butterfield Scenario

Ron 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

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

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?

Did any of Ann's actions in Scene One seem abusive? Which ones?

Evidence of ways to protect Bo and other residents:

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

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.)

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)