

Rosa Rosario Scenario

Alice Walker

Your life:

- You are a registered nurse (RN) and a unit supervisor at Red River Valley FDD.
- You directly supervise the CNAs in this scenario: Lashanda, Charles, and Phyllis.
- You are very committed to quality care for each of the residents.
- You feel that your residents are some of the most vulnerable because of their developmental disabilities.
- You are single but have several nieces and nephews that you are very fond of.

You value:

- Your extended family and personal life
- Your professional status, training, and education
- Providing leadership and training to your staff

You appear in Scene Three

Summary of the Scenario

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

- **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

- **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

Alice Walker, age 32

Starter page

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Props: Office supplies

Scenes you are in: Three (Yellow)

Warm-Up

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.

Scene Three: Yellow

Time: Thursday morning, 2 days after the incident

Participants: Alice and Carmela

Carmela: Thank you for seeing me on such short notice, Alice. I'm very worried about Rosa's safety.

Alice: I want you to know that I am conducting an investigation into what happened on Tuesday. In the meantime, I've reassigned the caregiver who was involved.

Carmela: I know that Rosa can be difficult sometimes, but I expect her caregivers to be professional in the way they treat her.

Alice: I agree. Our caregivers are trained and there is no excuse for being rough with a resident.

Carmela: It's just that Rosa must depend on people to figure out her needs and wants without words.

Alice: I will continue my investigation and help Rosa feel comfortable and safe in the meantime—that's my first responsibility.

Carmela: What will happen to the caregiver if it's true that he grabbed Rosa to re-direct her and bruised her arm?

Alice: I will have to report the incident to the State. A finding against the caregiver could be substantiated and his name added to the Caregiver Misconduct Registry. That would bar him from working in most health care facilities in Wisconsin.

Carmela: I feel better knowing that there is some form of protection for Rosa and other residents. Thanks again for seeing me, Alice.

Carmela rises to leave.

Alice: I will let you know the outcome and please try not to worry about Rosa.

Carmela: Thank you. Bye, Alice.

Rosa Rosario – Individual Program Plan

(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.