

Identification & Management of Behavioral Expressions of Distress “Snack” Scenario

Actors:

Resident
CNA

Prop:

Non-edible object

Version A

Resident: Sitting in wheelchair

CNA: Comes walking by

Resident: Picking at something non-edible (buttons, magazine) and trying to put it in their mouth

CNA: “Eww! You can’t eat that!”

Moves in quickly and tries to take the object away from the resident.

Resident: “NOOOO!”

Resident pulls object away and tries to eat it.

CNA: CNA reaches in toward resident again and tries to wrestle object away.

“That’s gross! Stop putting it in your mouth!”

Resident: “NOOOO!”

Resident hits CNA as they tussle a little.

CNA: “OWWWWW! Fine, eat it. It will probably make you sick.”

CNA starts walking away.

“Now I have to go tell the nurse you HIT me and fill out a stupid incident report.”

Stop here for discussion.

Version B

Resident: Sitting in a wheelchair

CNA: Comes walking by

Resident: Picking at something non-edible (buttons, magazine) and trying to put it in their mouth

CNA: CNA stops, slowly kneels down, at eye level with resident.

“Hello Mr/Mrs Smith, you have a _____ (non-edible object) in your hand. Can I help you with that?”

CNA tries to help.

Resident: “NOOOOO!”

Resident angrily pulls object away and tries to eat it.

CNA: “Okay, it’s okay.”

CNA walks away and gets a snack for the resident and comes back.

“I have a _____ (banana, crackers, cookie...) for you.”

Resident: Takes the snack and eats it.

CNA: “Doesn’t that taste good?”

