

Becoming a Team

Embodiment Hektor, an inexperienced caregiver, during his orientation process in a long-term care community. Experience supportive and unsupportive co-worker interactions and identify ways to build trust and respect with your teammates.

People You'll Meet



Sammy: Sammy is a nurse's aide who, at times, treats residents like tasks to be completed. She is efficient and a hard worker, but being short-staffed has taken a toll on her.



Melanie: Melanie is a seasoned nurse's aide and a leader on the floor. She strives to empower her co-workers and those she cares for by playing to their strengths. She is warm, compassionate and well-loved by staff and residents.



Ken: Ken is the nurse manager. He believes in self-managed work teams and uses appreciative inquiry to support the development of meaningful relationships amongst staff. He is an eternal optimist and always has a smile to share.



Who is Hector?

Hector is beginning his second career (as a nurse's aide) at the age of 40. He has 20 years of experience in the restaurant industry, but decided to pursue this role after taking in his aging parents. His father is terminally ill and has just started to receive hospice care. Hector is eager to learn, but is also distracted and worried about his ability to support his parents.

Learning Objectives

- 1 Learner will understand the importance of treating co-workers as "customers" (the golden rule, assume positive intent)
- 2 Learner will recognize the benefits of building a team where members play to their strengths
- 3 Learner will understand the importance of cultural competency in the workplace and facilitate a safe and judgement-free environment.

Discussion Questions

- 1 What did you notice about the way Sammy spoke to you?
How did that make you feel?
Have you ever felt frustrated while orientating a new person?
How did you handle that frustration?
After embodying Hector, would you approach the situation differently?
- 2 What did Melanie do that made you feel successful?
- 3 Why were your co-workers upset with you?
How could this have been handled proactively to prevent this reaction?
- 4 Have you ever had to confront a co-worker about a sensitive subject? (ie: tardiness, poor work ethic, etc.)
Did you find that easy or difficult?
What communication skills did you use? - were they successful?
How did Melanie address your tardiness without escalating the situation?



Corporate Office
4311 Wilshire Blvd Suite 414
Los Angeles, CA 90010

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Personalized Care

Embody Melanie, a nurse's aide supporting Magda, an elder with mid-stage dementia who is in constant motion. Melanie's priority is keeping Magda safe and happy. Experience communication challenges and identify successful approach techniques for meeting Magda's unique needs.

People You'll Meet



Magda: Magda is an eccentric German woman living with mid-stage dementia. She uses a walker for stability and is always in motion. Since she doesn't like to sit still, she often refuses meals and gets extremely hungry mid-afternoon. Magda is fairly new to the community and becomes frustrated when she is misunderstood. She likes to make her own choices but is easily overwhelmed. When she becomes upset or tired, she reverts to speaking primarily German.



Hector: Hector is a newer CNA coming in for the night shift. He is apprehensive when it comes to Magda, as she tends to have more behavioral manifestations in the evening and overnight.



Who is Melanie?

Melanie is a seasoned nurse's aide who strives to empower those she cares for. She is warm, compassionate and well-loved by staff and residents. Melanie is still getting to know Magda.

Learning Objectives

- 1 Learner will identify creative care approaches and improve elder success outcomes by personalizing the plan of care.
- 2 Learner will recognize barriers to traditional communication and identify alternative methods to successfully convey messages.
- 3 Learner will prioritize elder preferences to increase compliance and improve elder success outcomes.

Discussion Questions

- 1 What did you notice about Magda?
How do these observations affect the way you will deliver care?
- 2 Why do you think Magda was accepting of the finger sandwich?
Can you think of other dietary offerings that would meet her needs?
- 3 Magda was most successful when offered a choice of 2 shirts. Why do you think this was a better choice than letting her choose from her entire closet?
- 4 Did you find the care helpful?
How did it support you as a caregiver?
Is there additional information you would have added?
- 5 What would you include in the report for the oncoming shift?



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Problem Solving

Embody Gloria, a 75 year old woman living in a senior community. Gloria has mobility issues and is confined to a wheelchair. It takes 2 staff members to transfer her. Experience vulnerability and anxiety as you rely on others for basic human needs, and identify ways to preserve dignity through collaborative problem solving.

People You'll Meet



Maria: Maria is Gloria's daughter. She visits her mom several times a week and is extremely involved in her mother's plan of care.



Sammy: Sammy is a nurse's aide who, at times, treats residents like tasks to be completed. She is efficient and a hard worker, but being short-staffed has taken a toll on her.



Bonnie: Bonnie is a kind, experienced nurse's aide who believes in collaborative problem solving. She works hard to meet the needs of all of the residents by partnering with them to come up with innovative solutions that give them a say in their plan of care.



Who is Gloria?

Gloria is a fashionable woman in her 70's who takes pride in her appearance. She loves to accessorize and has an enviable wardrobe. Gloria is strong in her faith and has always prioritized attending weekly services.

Lately Gloria has begun to experience depression related to her dependence on staff for basic needs such as toileting and dressing. This has resulted in her spending more time alone in her room - even skipping church and bingo (two of her favorite activities).

Learning Objectives

- 1 Learner will recognize the importance of timely responsiveness and how to provide exceptional customer service even when staffing is challenged.
- 2 Learner will acquire customer service skills such as positive body language, active listening and methods of diffusing tense situations.
- 3 Learner will identify proactive approaches to preserve dignity and promote independence for older adults.

Discussion Questions

- 1 How did you feel when Sammy decided to put an incontinence garment on you?
Why did you feel that way?
- 2 As a caregiver, have you ever been unable to meet an elder's needs due to staffing challenges or other time constraints?
How did you handle this situation?
Was the elder/family receptive?
After embodying Gloria, would you choose to do things differently next time - and if so, why?
- 3 What are some communication techniques that Bonnie used to diffuse the situation and initiate effective problem solving?
Was there anything you feel that Bonnie could have done differently?
- 4 What are some reasons family get upset/complain?
Have you ever had a family member aggressively approach you?
How did you feel about this interaction?
Do you feel there were underlying reasons they were upset?