

## MODULE III: Role Play Exercise

### *Getting Needs Met* Handout

To the participants

30 minutes

#### Purpose:

The purpose of this exercise is twofold: to provide an opportunity for the ombudsman to step into the role of care receiver and care provider for a brief time and for the ombudsman to observe communication and to reflect on language and behavior that empowers and facilitates expression of needs. (In preparation for this session, participants should have read the handouts on communication.)

#### Instructions

Participants will arrange themselves in groups of three. In each triad, there is a role for a resident, a caregiver, and for an observer. The exercise is repeated three times so the participants have the opportunity to experience each of the three roles. The directions for the caregiver and the observer remain the same throughout the exercise. There are three separate situations for "residents" so each role-play is different. Each participant is given the appropriate index card that carries the directions for their role. You will continue until both goals are communicated and a plan developed

In the role of adult home resident, the participant imagines getting needs met while hearing voices, feeling anxious and being afraid to communicate needs directly.

In the role of the observer the participant gives feedback to both the worker and the resident. After all three members in each group have had a chance to experience each of the roles, ask the group to share the feelings they experienced in each of the roles.

### **DIRECTIONS FOR ROLE PLAY PARTICIPANTS**

**ADULT HOME WORKER (could be any direct care worker):** "story" stays the same each time  
Your co-worker called in sick and you have more work today. You are angry. You need Louie to get up, get dressed, take medications and be ready for outing with case manager. You've noticed Louie has been more withdrawn lately but don't have time to find out if anything is wrong.

#### **RESIDENT (Louie/Louise)**

"Louie's" story stays the same each time. However, the communication goals will be different

You have become increasingly suspicious over the last few weeks after another resident stole your cassette player. The other resident denies taking it and the staff has taken his side. You begin to think there may be a conspiracy against you because you can communicate directly with the FBI thru telepathy. You hear voices which comment on everything and lately are harder to ignore. Your thoughts are quite disorganized and it's hard to think straight. You've gained a lot of weight since starting a new medication.

#### **OBSERVER**

Your role is to observe the communication between the worker and the resident. Note the facial expressions, body language, tone of voice, and choice of words. Remember, you are to observe both the resident and the worker. Were they acting in partnership to get the resident's goals met?