

CONCERNED VISITOR

VISITOR: As you are walking down the hall in the nursing facility, you see a resident sitting by herself with the door to her room open. You enter to visit with her.
"Hello, I'm _____. May I come in to talk with you?"

RESIDENT: "Yes, I'd be glad to have company. Have a seat."

VISITOR: "I see you have some pretty, quilted pillows on the bed. Did you make them?"

RESIDENT: "Yes, I like to quilt, but I don't quilt any more. They say they don't have time to buy supplies for me; besides, I really need my glasses changed but don't know what I should do about that."

VISITOR: "Someone here used to buy quilting supplies for you but no one gets them for you now?"

RESIDENT: "Yes, that's right. But I'm not complaining. I'm happy here. They treat everyone just fine although the aides are sometimes slow in answering the call bells at night. If you can get around by yourself, you'll do OK here. I thank the Lord that I can still get up and do things for myself."

VISITOR: "Well, I'm glad to hear that you're happy here. It's inspiring to see someone like you who's independent and wants to do what she can for herself. You know that's what will keep you going, don't you? It's the old adage, "If you don't use it, you'll lose it.""

RESIDENT: "That's what I've heard. I just try to take care of myself and help those other poor souls who can't help themselves."

VISITOR: "Well, I've enjoyed talking to you. It's time for me to be going. I do hope you find someone to bring you quilting supplies again! Goodbye--"

Discussion Questions:

1. What did the visitor do well?
2. How do you think the resident felt about this visit?
3. What communication clues did the visitor miss?
4. What communication principles did the visitor violate?
5. What would you do differently to improve this visit? (Role play #5 if time permits.)