

## MODULE III EXERCISE

### *Getting needs met*

To the instructor

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

#### Objectives

At the end of this exercise, the participant will be able to:

- Define delusions.
- Identify feelings related to others not believing you and being dependent on them.
- Experience the distraction caused by hallucinations and the frustration of trying to pay attention when one hears voices.
- Utilize strategies to communicate effectively with a person with a major mental illness.

#### Instructions

Participants will arrange themselves in groups of three. In each triad, there is a role for resident, for caregiver, and for 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. They 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.

**To the instructor:** (these are the scenarios for index cards)**Situation A** You have the following goals:

Goal #1 You don't want to take your medication any more.

Goal #2 You want your cassette player back.

**Situation B** You have the following goals:

Goal #1 You don't want to go out with your case manager

Goal #2 You want the voices to stop.

You know that the house worker is in a bad temper and are worried she may thwart your efforts. Communicate your goals to her.

**Situation C** You have the following goals:

Goal #1 You want a girlfriend

Goal #2 You want more spending money.

**DISCUSSION GUIDELINES FOR INSTRUCTOR**

Most of the following discussion points will likely emerge from the group interaction. They are presented here only to supplement comments made by the group. You may wish to record them on flip chart.

**WHEN YOU WERE IN THE ROLE OF RESIDENT:**

Can you identify some of the feelings you experienced?

What thoughts ran through your head? What did you feel like doing?

What did your caregiver do that was especially helpful?

Was there anything done that did not seem helpful?

**WHEN YOU WERE IN THE ROLE OF CAREGIVER:**

What feelings did you experience as you tried to address what the resident wanted?

What were you thinking?

What did you feel like doing?

**IN YOUR ROLE AS OBSERVER:**

What did you see communicated non-verbally?

What changes in the caregiver's voice did you note?

What changes in non-verbal communication did you observe as the exercise played on?