ENGAGEMENT (Madeline's Mom) @ Vincent Hall Retirement Home (9/22)

SAYING / DOING:

- sometimes takes residents for walks around facility in wheelchair
  - ↳ residents forget/are too lazy to put foot rests on wheelchair
  - ↳ residents don't have enough strength to hold feet up, instead dragging on floor
- residents love to be outside, but they get frustrated with how much effort it takes to get outside in wheelchair
- resident had trouble putting hearing aide in (small parts, doesn't have good fine motor skills)
  - ↳ ends up not wearing hearing aides

THOUGHTS / FEELINGS:

- footrests are a pain / cumbersome to attach
- worries that residents may hurt their feet
- residents may be more willing to get around if wheelchair was easier
- things designed to be used by elderly may not be designed to be operated by elderly
- if something is difficult, elderly people are likely to not even try.
  - ↳ leads to loss of independence and generally poor outlook.

Assisted Living Facility:

- Pat uses a walker but spends majority of her time sitting in armchair reading newspaper
  - ↳ unmotivated to get out of chair
- Ruth is always sitting in dark, refuses to turn lights on in her apartment
- Ruth gets all meals in room, refuses to go to dining room
- Gigi doesn't like living in home, doesn't believe she will be there long-term (94 y.o. w/dementia)
  - ↳ refuses to put things on walls (pictures/art sitting on floor)
  - ↳ had 11 older siblings, all are deceased
  - ↳ spends a lot of time on phone with nieces, nephews, cousins
  - ↳ never had her own children
- assisted living people don't like when Alzheimers unit patients come on outings with them

- people don't think she is capable to look after herself (family, staff)
- may not see options for better things to do
- don't see the point of making new friends at this stage of life
- may find being around other elderly people to be depressing
  - ↳ reminder of what may happen to them
- doesn't want to feel like this is how she will spend the rest of her life
- wants to believe she will be rescued by family member
- misses having lots of relatives around, feels isolated

N:

- to operate mobility aids themselves
- to have everything be easy/simple
- to feel capable
- to hope
- to not be reminded of the decline of life
- to feel connected to family
- to feel missed

I:

- elderly people don't like to be reminded of what may happen to them with age
- products for elderly are not always designed with their limitations in mind
- people in care facilities want to believe they will eventually "get out"
- hold onto little bits of hope for a better life / age reversal

S:

- Likely to not try things that are too difficult
- some people accept fate in care facility, others don't
- elderly care facilities are not like home
- derive hope from family

ENGAGEMENT @ Ellis Hollow (9/13/19)

Saying/Doing

- LOVES her cat
- plays many team sports in Special Olympics
- getting GED
- likes to hike
- likes to watch sunset
- drives herself everywhere
- gets help w/ things around the house
- uses cell phone for games, TV, news (has computer + TV but prefers phone)
- uses chair to reach mailbox, cabinets, etc
- cut finger on can of cat food
- carries nail clippers, clips nails wherever
- reads a lot of books
- uses cart to transport groceries

Thoughts/Feelings

- seemed stressed/anxious
- likes to be by herself
- exasperated about not being able to reach things high up
- loves cat enough that caring for cat (and consequences of this) are worth it
- frustrated when she has to make more than 1 trip from car
- feels very busy

NEEDS: to be independent | to be active | to care for a dependent | to stay mentally stimulated | to be efficient

INSIGHTS: pet provides company + comfort | independence is valued by seniors | Busyness is relative

SURPRISES comfortable clipping nails in the middle of convo | level of physical activity

ENGAGEMENT @ LONGVIEW

Saying/Doing

- Has routines/"rituals"
  - Dusts room, goes to group activities, trip to $ tree, watch the news, moves stuff back after cleaners
- Has OCD
- Mom/older sisters live there
  - go to restaurants/bars/cookouts together
- Uses public transportation (Gadibout, TCAT)
- Van service thats free with medicaid
- "Voices in my head get angry"
- Backpacked through Europe at 16
- Refused cookies/tea when offered
  - "oh he never wants anything"

Thoughts/Feelings

- enjoys group activities/talking to others
- Cares for & looks forward to family time
- mental disorder overtakes way of life
- Likes being able to travel & move around independently

N:

- To follow routines
- To have order in his life
- Needs to access transportation
- To be around other people
- To access medical care

I:

- Lack of mental peace is disruptive
- OCD affects other people's perspectives of them
- Can move around without a personal vehicle
- Age is relative to your experiences

S:

- Physical disabilities are not the limiting factor
- Whole family ends up in same retirement community

DEFINITE extreme user

ENGAGEMENT @ 108 Aster Lane

saying/doing

- lives w/ his son and they share a car
  - son uses car for work, so he takes the bus to buy lottery tickets every day
  - he and son go to BWW to watch sports
  - driving to PA to watch minor sports game
- 3rd wife is 2nd wife's cousin
- has had a lot of surgeries resulting from factory work → fined for "disruptive behavior"
- also diabetic and now has ~~nervous system~~ condition
  - ↳ can't feel his hands or they are tingly (getting surgery soon)
  - ↳ at one point couldn't feel his leg → has trouble turning/twisting things
- doesn't like change (including technology)
- Participates in fantasy football
- worked for a long time in facility for people ~~who had severe brain traumas~~ → important to be patient and know to pick battles

thoughts/feelings

- annoyed by all the doctors appts
- seemed much more comfortable talking to a guy
- frustrated by having to use a card for laundry (not coins)
- frustrated by divide between college students and residents
- loves all sports (watching)
- annoyed/guilty that his son isn't very independent
- proud of care giving

N:
- to have access to medical care
- to be entertained
- use his appendages
- to have consistency

I:
- medical history impacts current life
- meaningful work can feel compensating for regrets
- younger life can weigh on you

S:
- ~~lots of~~ complicated family life
- unusual medical history
- seems to wish to be more integrated w/ students but doesn't like change
- lots of contradictory behaviors from earlier in life

OBSERVATION @ FARMER'S MARKET (9/22)

WHAT / HOW:

- two old ladies w/ walkers → not together
- one lady had younger woman with her
- both leaned forearms on walker when walking, hunched over
- walkers have many bags hanging off
- moved very slowly
- purchased a few things
- both wearing Crocs + big sweaters

WHY:

- may have back issues
- need help getting around
- farmers market difficult to navigate with wheel chair
- walker doubles as shopping cart
- want to go shopping for themselves
- difficult to navigate around lots of people
- may be tired of standing for a long time
- may have trouble dressing themselves
- Crocs are comfortable shoes

N:

- to get groceries
- to be mobile
- to navigate crowded area
- to be comfortable
- to hold all items

I:

- walker doesn't provide support they need
- using walker for more than just support
- Public Places are not always designed to accomodate mobility issues

S:

- not an isolated situation (not ext. user)
- not using walker for intended use

ENGAGEMENT (Madeline's Mom) ⇒ Vincent Hall Retirement Home (9/22)

SAYING / DOING:

- weekly volunteer (social visits)
- visits in skilled nursing unit
- pretty much everyone is bed-ridden or in a wheelchair
- today, many residents were attending special seated yoga class
- Sally (resident) was getting medication in hallway from nurse, nurse was crushing pills in applesauce
  - ↳ many residents have issues with swallowing
  - ↳ nurse has to come up with ways to help them take their pills
- some of the residents are frequently between hospital and home.
- most residents on the floor occupy their time sleeping, watching TV (loudly)
- often goes into residents' rooms and TV is on at "ungodly decibels", often can't find remote to turn TV down
- most residents have eyesight / hearing issues
- local HS students come weekly to help residents learn to operate remotes/phones/computers
- many residents express interest in spending more time outside, but getting them outside in wheelchair can be big undertaking → not always enough staff to help them go outside

WHY:

- enjoys volunteering with elderly because it's very clear they appreciate her time
- wants to provide company to residents who don't get many visitors
- doing what she can to improve quality of life for residents
- simple tasks (taking medicine) become much more difficult with age
- very little to do when you are confined to bed / wheelchair
  - ↳ ~~patients~~ resident don't have great outlook on life
  - ↳ in such a high-need environment, staff assistance is reserved for vital caretaking
  - ↳ not as much resources for recreation, facility relies on volunteers
- living in the same room for years is isolating, want to get out and enjoy outdoors
- have difficulty getting themselves in wheel chair to go outside, staff helping elsewhere
- recreational activities @ facility are a way to keep residents somewhat active, engaged/socialized

---

N: Mom/Caretaker: to feel fulfilled; to provide social interaction; to increase quality of life

Residents: to not be isolated; to recieve constant care; to rely on nurses/caretakers heavily

I: staff focused on providing vital care, not secondary needs; retirement home environment can be very isolating + confining; quality of life of ~~limited~~ severely-limited mobility patients is poor; patients/residents value time outdoors; difficult to create activities for people with limited mobility + sensory impairements; life in skilled nursing unit is very mundane

S: retirement homes rely heavily on volunteers; residents occupy most of time watching TV or sleeping ↓ boring?; balance b/w medical care and personal care is tricky to provide

ENGAGEMENT (Ali's Grandmother)

Saying / Doing

- lost her glasses
- couldn't remember what she did yesterday
- has been walking every day for ≈ week
- went to the doctor this morning
- is having trouble with heating system bc people won't explain slowly enough to write down directions
- forgot to ask doctor a question she wanted to ask
- likes going to doctor even though she might not need to
  - ↳ "not an unpleasant office" (likes the woman)
  - ↳ "felt a little bit rushed"

Thoughts / Feelings

- consumed by looking for glasses
- not worried because she has many pairs of glasses
- frustrated bc she couldn't remember
- felt rushed @ Doctor's
- felt empowered by ability to walk
- frustrated about heating
- welcoming environment in doctor's office made her happy

N:

- to feel like she's in control
- to be independent
- to remember things / locations / activities
- to be able to walk / get around
- to feel accomodated

I:

- mobility has a large impact on mood
- forgetfulness is a huge setback
- utility of activity is not as important as how it makes her feel

S:

- small actions that most people don't think of can have a big impact
- losing glasses took over whole day

IMMERSION @ Home (Taking pills)

FACTS

- Grip on pill cans is weaker while opening
- Pills fell on the floor while trying to get the right amount on the lid.
- Reading tiny writing on cans;
  ~easier to read white ink on colored background ~~or~~ than black ink on white background
  ~Strained reading tiny writings generally
- Was unable to take out pills from a blister package. Package kept tearing up on the perforated lines

EMOTIONS

- Irritated when I had to stoop over to find pills that fell on the carpet
- Frustrated in trying to shake the can for the right number of pills
- Deeply frustrated and disappointed when unable to successfully take out pills from a blister package
- A little vexed when lid slipped on my fingers.
- ~~strained in reading tiny writings~~

N:

- Need to grip firmly on pill cans
- Need to read instructions easily
- Need to retrieve easily the right amount of pills
- Need to have more surface area to grip a blister package
- Need to pick up pills easily when they fall on ground or table

I:

- background color for writings impacts reading
- Good grip on pill cans is essential to easily access the pills
- its hard to take out pills from a blister package with less surface area

S:

- reading instructions was easier on a [illegible]
- blister package unexpectedly tearing up on perforated lines

ENGAGEMENT @ Longview

Saying / Doing

- S went to IC with daughter to take a class
- went to group activities (exercise, bowling, chapel)
- Cannot blow out bday candles – snuffed out
- hard of hearing → hearing aid has background noise, cups ears to focus
- waited 1.5 hours to sign up for trips
- Resident counsel → reps meet to talk about issue
- Independent section, Enhanced living, Assisted living
- R dominated conversation
- L would only talk when R wasn't
- S only talked when directly addressed

Thoughts / Feelings

- Appreciative about learning opportunity
- Frustrated by waiting / change in normal schedule
- Wanted to remain positive
- ~~eng~~ Likes knowing what to expect
- Excited about counsel
- Proud to be independent living
- L frustrated by R talking over her

N:
- To be in control / be independent
- To know what to expect
- To have a voice
- To be positive / spread positivity
- To be mentally / physically stimulated

I:
- consistency is important
- Important to stay positive despite physical limitations

S:
- Residents have a role in their community
- engagement / entertainment improve living and attitude

Observation (Aly's Uncle + his S.O.)

Robert Karen

What / How

- Robert constantly cupping ears + asking others to repeat themselves
- (not observation but R is retired from teaching + takes classes @ U. of Wi for fun)
- R checked blood sugar often during campus tour + had to eat a piece of candy @ end
  - ↳ always carries pouch w/ candy, insulin, etc.
- in restaurant Karen had to move menu to right distance + lighting
- They both made sure to always have sufficient layers of clothing
- @ restaurant talked for a long time before even looking @ menu
- concluding big trip to Niagra Falls and through the Finger Lakes which included a lot of hiking (and driving)

Why

- Uses a hearing aid + background noise makes it hard to hear
- R has Type II diabetes + has to monitor B.S. regularly, was feeling low energy when walking around campus
- K probably has declining vision and restaurant lighting was low
- wanted to be prepared for any environment + didn't want to be uncomfortable
- wanted to catch up w/ niece and were very relaxed + enjoying the time
- had been planning trip for a long time, travel often, enjoy nature

N:	to be able to hear better	to be prepared + comfortable	to stay active	to be mentally stimulated	to stay connected with family	to be aware/remind of blood sugar
I:	doesn't want to be a burden bc of hearing	health issues can have a big effect on daily activities	being able to explore new places is important, not feel stuck or old			
S:	level of activity given health and age	wearing a lot of layers	time spent talking @ restaurant before ordering			

IMMERSION @ HNH GYM

FACTS

On Recumbent bike

- Able to read while cycling
- Interference on cycling while flipping book pages.
- Thin spined book not held firmly on the bike, switched to holding by hand
- Books with thick spines held more firmly on bike. Even so only at midpage; Uneven balance of pages subject to book not staying firmly.
- Hand gets fatigued at some point when holding book.
- ~~Dist~~ Lost concentration any time there was a sharp noise in the background e.g. weight dropping

EMOTIONS

- Frustrated when book doesn't stay firmly on the bike
- Unpleased when my cycling tempo drops because I can't multitask while bending to flip a book's page
- Frustrated that my reading flow was interrupted by surrounding noise
- A little irritated when I have to bend over to turn a book's page.
- Happy I have space to put my phone and it is right behind me where I can't readily see it.

N:

- Need to read books of different sizes comfortably
- Need to focus while reading
- Need to read books closer without using hands

I:

- reading at the gym is not easy
- reading can be a good form of distraction when working out

S:

- its possible to read at the gym
- lighting conditions at the gym didn't hamper reading

Observation @ Ellis Hollow

Mary-Anne

What / How

- had a walker with her but would also use 2 canes for short distances
- had a BIG bag on her walker, some things she had with her were 2 sunglasses/cases, cell phone in clip holder, mail, folder w/ lots of papers, cup
- kept asking in French if anyone spoke French, clearly wanted to speak French with someone
- said there were communication issues in community (btw staff & residents) and a big turnover problem
-

Why

- probably easier to just use canes for short distances but walker provides more stability, a seat, and storage space long term
- wants to be prepared for anything? Likes keeping what she feels is important close to her?
- wants to practice French + also probably an emotional/nostalgic feeling (studied French in college), probably not many opportunities
- maybe staff doesn't fully understand residents' needs? some residents don't speak english

N:
- to be organized
- to be able to practice language
- to be assisted w/ carrying a lot of things
- to take up as little space as possible

I:
- continuing to learn + practice is important despite difficulty
- comfort from knowing she has everything important w/ her
- communication issue leads to more tension and difficulty

S:
- uses 2 canes and a walker
- carries around so much that seems not important
- how insistant/eager she was on speaking French

ENGAGEMENT (Madeline's Mom) @ Vincent Hall Retirement Home (9/22)

WHAT/How:

- visit with Mrs. Lee (~83 y.o.)
- had a fall and broke her hip ~ 1 month ago
- transferred from assisted living to skilled nursing
- fell when she was trying to go to the bathroom, used walker to walk
  - ↳ walker had hard wheels and got stuck on groove at flooring transition b/w tile and carpet → tennis balls on back
  - → fell on ground when walker got stuck, broke hip
- now in a wheelchair, her room is very small and it's difficult to maneuver chair in room
- able to "flop" from wheelchair to bed → can't put weight on legs
- used to care (still does) about the way she dressed
- now nurses are responsible for picking her clothes, and she is very frustrated because they "have no sense of fashion"
- feels very confined and isolated now that she was moved to skilled nursing
- use to go on outings to theater, mall, etc. when she was in assisted living
  - ↳ can't do that anymore because it is significantly more difficult to take wheelchair residents offsite

WHY:

- walking aides (canes, walkers, wheelchairs) get caught/stuck easily
- needed more close medical attention after her fall
- she can no longer get around on her own
- facility has limited space, less space available when she had to move floors
- staff not always readily available to help her move around
- still values her appearance and viewed that as one of the few things that she could still control
- nurses focused on medical care, not patient personal needs as much
- facilities are tight on staff
- having enough personell is very $$
- misses being somewhat part of normal society
- being confined like this starts to make residents lose hope
- drawers/hangers are difficult to use/reach when confined to wheelchair

N:

- to control her appearance
- to reconcile her newly-limited mobility
- to be independent
- to participate in activities outside of retirement home
- to be assisted with every-day tasks
- to have wheel-chair friendly spaces

I:

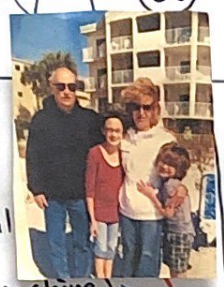
- elderly care facilities struggle with staffing
- residents want to still feel like they can control something about their lives
- rooms in elderly care facilities aren't always designed for mobility limitations
- want to feel like a "normal" person again

S:

- a seemingly simple fall can drastically alter lifestyle and care needs
- opportunities for/independence of wheelchair-confined people is limited
- independence and mobility can be taken away quickly

ENGAGEMENT @ 11 norman Ave Auburn NY

(Elaine and Ron)
75 years old 77



WHAT / HOW

- Spend time with famil
- like to go Casino (slot machine)
- like to go see band music in skaneateles
- Play Card game with friends
- Last travel was 10 years ago in Florida (No long distance travel after that)
- Grocery shopping every day
- Looking for active senior facility
- excited to have interview
- Don't want to stay in NY any longer want to move to Florida.
- use SNS (Facebook, twitter)
- Getting hard to take care of yards

WHY

- family is the most important in their life
- All Children is living in Auburn where they live in
- Bored in the house
- Doesn't want to bother their children
- Owasco lake in Auburn is not clean, goverment doesn't care.
- Forget something to buy often.
- They have healthissue (cannot be in long distance from the house)
- NY weather is too cold and has long winter
- has friends in Florida
- hard to move around.

N:
- to be surrounded by family
- to be assisted/ taken care of
- to be entertained
- to be together
- to ~~be~~ socialize
- to stay connected
- to enjoy environment

I:
- environment impacts life conditions
- finding balance b/w spending time w/ family and not being needy is difficult
- Owning a home is difficult when you're older
- ~~like to~~ forgetfulness results in more work everyday

S:
- want to keep up with technology
- they are considering moving away from family
- balancing snowbird lifestyle with travel difficulties
- they go grocery shopping everyday

OBSERVATION @ Farmer's Market

Sunday afternoon

What/how

- More than 50% of sellers are Seniors
- Bring their own shopping basket
- Not many seniors after 11 PM
- Most of seniors are couple
- Mostly Senior sellers sell vegetables or Fruits
- Enjoying watching lake view
- More Seniors sitting on a bench than walking in the market
- No seniors taking boat tour. → mostly students

~~only student~~

Why:

- Seniors start the day early
- Prefer to shop in farmer's market rather than go big grocery store
- Going Farmer's Market is good date
- like to work
- like to be comfortable
- may like to talk to each other than taking boat
- have their own farm

N:

- to have enjoying things when they don't have customers
- to be comfortable
- to be active
- to be with their partners
- to be around people
- to follow routine

I:

- A lot of seniors work
- They like to go somewhere in the morning
- Many senior farmers are in ithaca
- They prefer to talk with people than do activity

S:

- Enjoy their job
- Not many old people afternoon even if it is sunday

ENGAGEMENT @ 108 Aster Ln

Saying/Doing

- moved to Ithaca to be w/ daughter after daughter's friend died by suicide, daughter just moved to NYC (1 month ago)
- Still working (not super old) → works @ a hotel as receptionist Fridays + Saturday
- Drives to NYC ~ every 2 weeks
- Likes Broadway shows
- likes to walk in the park
- likes cats but doesn't currently have one bc she might move soon
- likes to buy and sell used furniture as a hobby but can't any more bc she doesn't have enough space to keep it

Thoughts/Feelings

- really values the outdoors
- loves her daughter and is willing to sacrifice a lot for her
- enjoys movement and exercise
- doesn't really consider herself a part of the community (she isn't there very much)

N:
- to be around her daughter
- to stay active
- to feel useful/needed
- to be stimulated
- to be able to leave

I:
- family is very important
- values living somewhere busy and lots going on
- still concerned about money
- gains fulfillment from hobbies

S:
- not willing to prioritize cat
- lots of driving
- constrained by environment from being happy

OBSERVATION @ Ithaca Bakery

What / How	Why
No Background Sound in Bakery	
· Separated by Gender	· They were together before they come to Bakery.
· 5, 6 Per Group	· ~~A lot~~ Many old folks home are located in near Bakery.
· One guy came with Serive dog	Want to be with other people not to be bored
· Having Dessert At 3 PM	· Don't eat a lot
· Drove together	· quiet & convenient
for a long time. Conversing each other after they finish eating	They like
· looked the same age	
· looked happy when talking	
· Eating small cakes and Breads w/ Drink	

N:
- to hang out with friends
- to get out of where they live
- find convenient meeting places
- to occupy their time

I:
- like to stay in same-gender groups
- divorced/ widowed/ single?
- attracted to quiet, less-busy places
- were able to car pool

S:
- isolated by gender

Observation @ HNH GYM

HOW/WHAT	WHY
• All of them used the recumbent bike	• Low impact on muscles, more emphasis on joints?
• Most used the elliptical machine	• "
• 2 of them carried along their books and worked out while reading ~~put on the machine~~	• Don't want to watch the TV, Don't have listening devices, don't like headphones?
Book on machine / Book hand-held	• Love reading, entertainment
• 1 lady brought her own towel (GYM provides towel)	• High cleanliness standard
• Stayed between 30–1hr in the gym	• Would like to stay active / Healthy / Occupied
• 1 guy used the treadmill, was running but seemed like he was walking	
• Loud music in the background (GYM)	
• Lighting not ideal for reading	

N:
- maintain healthy lifestyle
- Stay active
- entertain themselves while exercising
- to have more peaceful workout environment
- understand physical limitations
- Comfortably read their books

I:
- gym isn't great for reading (setup) (lighting)
- old people have different ways of entertaining themselves @ gym
- only use specific equipment (low impact on joints)

S:
- grandpa with headphones
- lots of old people at campus gym
- multi-tasking (exercising and reading)

ENGAGEMENT @ 108 Aster Ln

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- family is very important
- values living somewhere busy and lots going on
- still concerned about money
- gains fulfillment from hobbies

S:

- not willing to prioritize cat
- lots of driving
- constrained by environment from being happy

OBSERVATION @ CTB Patio (9/17/19)

What/How:

- husband / wife sitting outside
- ~ late 70s
- mid-Afternoon
- CTB patio (c-town)
- both had drinks, man had newspaper
- not speaking to each other, just looking around
- woman gathered trash and threw away
- when man got up he relied heavily on arms of chair to get up. wife handed him cane
- wind blew his papers off table, wife and bystander picked up
- began talking, seemed happy
- he had trouble carrying paper + cane
- wife following after leaving picking stuff up, pushing in chair

Why:

- like enjoying each other's company, but don't feel the need to talk
- getting fresh air
- wife is caregiver, overall more able
- seemed like they enjoyed env't.
  - ↳ want to be around young people?
- has mobility challenges
  - ↳ maybe has artificial joints

N:

- (husband) to be assisted
- (wife) keep close eye on husband
- to get out of house
- to enjoy outside
- to enjoy eachother's company
- to have help walking

I:

- caregiver relationships are important
- mobility issues complicate small outings
- man aging faster than wife → how that shapes relationship

S:

- how quickly wife did everything for husband
- seeing old people @ CTB in Collegetown

IMMERSION: HOME (Cooking)

Facts	Emotions
• Cooking ~~mush~~ pasta without glasses	• Worried I may cut my finger rather than food
• Difficult to see how much spice/seasoning I was putting in - I typically don't measure stuff out beforehand	• Frustrated I had to check multiple things before finding what I was looking for
• Took longer than normal to prep ingredients	• Nice that no glasses don't fog up in steam
• Eyes felt strained from squinting at the end	• Felt a little lost in a place that is usually familiar
• Workspace was messier than normal	
• Relied on other senses more (touch) to determine if food was cooked	

N:
- To feel safe
- To be comfortable
- To be efficient
- To be accurate

I:
- Losing one sense leads others to heighten
- Feeling uncomfortable in a situation leads to more self awareness

S:
- A familiar place can feel foreign in different circumstances