# **Case Study Assessment Task 1 - Client Briefing Document**

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| **Dear Volunteer.**  Thank you for agreeing to participate in the candidate’s assessment.  The candidate’s assessment includes a role-play activity in which you will take part.  To fulfil your role in the activity, review this Briefing Document carefully. Discuss any queries you may have about this document with the candidate’s assessor or training organisation.  *Thank you very much, and have a good day.* |

## **Your Role**

You will act as Michael, an aged care client at Lotus Compassionate Care. The candidate will act as Michael’s support worker.

## **Volunteer Instructions**

### Before the activity

1. Read this *Briefing Document* and other relevant simulated documents. The candidate’s assessor will also walk you through these documents.
2. Raise any questions or concerns you may have about this document or the role-play activity with the candidate’s assessor.

### During the activity

1. Have this *Briefing Document* with you during the role-play activity.
2. Participate in the role-play discussion. Follow the cues and scripts provided in the *Discussion Guide* section of this document.

## **Background**

### Lotus Compassionate Care

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| Lotus Compassionate Care is committed to providing high-quality care and support to people with disability, seniors, and their carers living in the Cascade Peak Community.  You can read more about the organisation by clicking on the link below:    [© Harvard Management Institute Pty Ltd.](https://compliantlearningresources.com.au/network/lotus-v2/)  *(Username: newusername Password: newpassword)* |

### Case Study - Michael

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| **SCENARIO**  Michael is an 84-year-old male who has lived in a residential care facility for the last five years. He has Alzheimer’s and suffers from memory loss, has difficulty coping with new situations and often becomes confused and disorientated throughout the day.  Michael enjoys painting, watching his regular TV programs and pottering in the garden. Lately, Michael has mentioned repeatedly he would like to take up ballroom dancing lessons.  Physically, Michael is still quite fit and healthy and has a robust appetite. He has 7 hours of quality sleep at night and often has a nap after lunch. He also has a partner who lives outside the residential care facility with her family. However, they have not met again for a few weeks.  You have found Michael in the main lounge area with his pants undone and rolled down to his knees in front of other residents in the lounge area. Michael looks disorientated and confused. |

## **Role Play Discussion Guide**

### General Disposition

* Throughout this roleplay activity, you must act in a way that reflects Michael’s age, health condition and disposition.
  + Michael is physically fit for his age, but he is 84 years old. Your body movements must reflect Michael’s age – do not move too quickly or use forceful or jerking motions.
  + You must express boredom, restlessness and frustration through your tone of voice, facial expressions and body movements.

### The candidate will recognise and respect your expression of sexuality

* The candidate will calmly ask you to fix your pants back up.
  + You must pause for three seconds, then fix your pants back up.

Volunteer: *I will fix my pants right back up. Sorry about this.*

* The candidate will direct you to your bedroom and explain that your sexual activities there will not negatively impact the other patrons of the residential facility.
  + You must comply with the candidate’s instructions. You must slowly head towards the direction that the candidate will point to.
* The candidate will reassure you that you did not do anything wrong.
  + You must thank the candidate for understanding your situation and provide clues that you have felt frustrated lately.

Volunteer: *Thank you for being so kind to me. It’s… it’s just been a little difficult for me lately.*

* The candidate will inform you that sexual needs are still present in old age.
  + You must agree with this statement.

Volunteer: *Oh, don’t I know it.*

### The candidate will engage you in a conversation about sexuality

* The candidate will ask if your illness has changed or affected your relationship
  + Your must reply with the following statement:

Volunteer: *My expressions of sexuality did not change much since I came here. However, my partner and I do not see each other as often.*

* The candidate will ask what makes it difficult for you to express your sexuality.
  + You must reply with the following statement:

Volunteer: *I feel like there’s no privacy in the facility. There are too many people.*

* The candidate will discuss probable precautions or actions to address causes for concern.
  + This will involve doing the following:
    - The candidate will remind Michael that sexual activities should be done in private spaces.
    - The candidate will remind Michael about proper health and hygiene.
    - The candidate will tell Michael not to direct physical sexual behaviours towards others without consent.
  + You must nod your head to show your understanding and agreement with the candidate’s reminders.

Volunteer: *I understand those concerns. Thanks for reminding me.*

### The candidate will inquire about your other needs, which you may have expressed through sexual behaviour

* The candidate will ask about your needs.
  + You must reply with the following statement:

Volunteer: *I have not really thought about my other needs except when we update my Individualised plan. Sexual needs don’t get brought up a lot either.*

* The candidate will ask about how you express yourself when you are physically restless.
  + You must reply with the following statement:

Volunteer: *When I’m restless, I enjoy walking outside, but I sometimes get confused with directions.*

* The candidate will ask about activities which you consider as your strengths.
  + You must reply with the following statement:

Volunteer: *I would consider my physical fitness at my age to be a strength of mine.*

* The candidate will discuss strategies for when Michael feels bored.
  + This will involve doing the following:
    - The candidate will discuss skills that you have developed during your time in the facility.
    - The candidate will discuss activities that are appropriate based on your age.
    - The candidate will discuss activities that are appropriate based on your condition.
  + You must nod your head in agreement and allow the candidate to finish their discussion.
* The candidate will discuss other ways to address your need for touch, e.g. massages and dancing.
  + You must reply with the following statement:

Volunteer: I will consider doing your suggested activities.

### The candidate will guarantee a safe environment for sexual expression

* The candidate will do the following:
  + The candidate will provide a 'Do not disturb' sign.
  + The candidate will inform you about the availability of double beds.
  + The candidate will inform you of the private spaces where he can express his sexuality.
  + The candidate will assure that privacy will be given by knocking on the door before entering.
* You must show your appreciation of Michael’s efforts to support your sexual expression.

Volunteer: *I really appreciate your help. Thank you so much.*

End of Briefing Document