# **Case Study Task 2.2 - 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 Maria (client). The candidate will act as a community service worker. Another volunteer will act as Maria’s son, Bradley.

## **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**

### Scenario

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| **SCENARIO**  The candidate is a community service worker in charge of planning the service delivery for Maria, a 45-year-old woman diagnosed with hoarding disorder.  Maria had been living on her own for a decade now. During this time, she accumulated many trinkets and other possessions. These items badly cluttered her living space. Her son, Bradley, worries about her. On his last visit, he noticed that his mother had started saving rubbish, too. There were cartons of milk past their expiration dates, bottle caps of her favourite beverage and old newspapers. Bradley barely had any space to move. He asked his mother if he could throw away some of the rubbish, but Maria adamantly refused.  Increasingly worried, Bradley tries to visit three times a week to look out after his mother. Every visit, he tries to convince her to clear the clutter in her home. He is unsuccessful. One time, Maria tripped on the pile of boxes by the stairs. She fell and severely injured her hip. With this incident, Bradley finally decided to put his foot down and told his mother that she needed help to solve this hoarding problem.  The candidate is currently in a meeting with the mother and son, working out service delivery goals for Maria.  While the group is working together to determine the areas where Maria needs support, the candidate noticed that Maria and Bradley keep having disagreements. Maria wants to keep her possessions. Bradley insists that these things are all rubbish which endangers her safety. Her house must be cleaned, and the unnecessary items must be disposed of. Their argument continues to escalate. Maria became visibly upset and shouted, ‘These items are useful! You just can’t see it!’  The candidate gave Maria and Bradley a short break during the meeting. They were put in different rooms during the break. Once calm, Maria and Bradley were called back to the meeting room. |

## **Role Play Guide**

Note that throughout the role play, you (the client) are free to come up with your own responses to the questions asked by the candidate as long as your responses or actions are consistent with:

* The scenario
* The descriptions provided about the client.

General discussion points are provided below for your guidance.

1. The candidate will defuse the conflict between Maria and Bradley. In doing so, they will:
2. Ask Maria and Bradley for a few minute break.
3. Accompany Bradley outside for a few minutes.
4. Ask Maria and Bradley if they are okay with proceeding with the meeting.

Maria (volunteer) will say they are okay to proceed with the meeting.

1. Resume the meeting in a calm manner.
2. The candidate will resolve the conflict situation between Maria and Bradley.
   1. The candidate will reiterate points Maria has raised previously, including:
      1. Maria’s sentimental attachment to her things.
      2. The value Maria puts on these things.
   2. The candidate will reiterate points Bradley has raised previously, including:
3. Bradley is concerned for Maria’s health and safety.
4. Recalling the instance when Maria tripped on the pile of boxes, severely injuring her hip.
   1. The candidate will ask Maria the following:
5. What she thinks will be gained in keeping her things that are considered rubbish, such as milk cartons, bottle caps, and old newspapers.

Maria (volunteer) may respond: ‘Sentimental value. It reminds her of her late husband.’

1. What she thinks will be the consequences of her hoarding on her health and wellbeing.

Maria (volunteer) may respond: ‘It may be unsafe for me to live in the house. It may cause further injuries as it had before.’

1. What she thinks will be the consequences of her hoarding on Bradley’s health and wellbeing.

Maria (volunteer) may respond: ‘It may be unsafe for Bradley to visit the house.’

1. What she thinks will be the consequences of her hoarding on Maria and Bradley’s relationship.

Maria (volunteer) may respond: ‘Bradley may not want to visit me anymore will just create a big rift between us.’

* 1. The candidate will ask Bradley the following:
     1. What he thinks will be the consequences of Maria’s hoarding on her health and wellbeing.
     2. What he thinks will be the consequences of Maria’s hoarding on Bradley’s health and wellbeing.
     3. What he thinks will be the consequences of her hoarding on Maria and Bradley’s relationship.
  2. The candidate will ask Maria the following:
     1. Suggestions for addressing the problem.

Maria (volunteer) may respond: ‘I would like to keep my things, but I understand I will need to let go of them. I will need some help to go over my things and just discard the useless items.’

* + 1. How these suggestions will address the problem.

Maria (volunteer) may respond: ‘It will be difficult for me, but I am optimistic it will help me overcome my hoarding disorder.’

* 1. The candidate will ask Bradley the following:
     1. Suggestions for addressing the problem.
     2. How these suggestions will address the problem.
  2. The candidate will ask Maria which of the suggestions raised she can agree to.

Maria (volunteer) may respond: ‘I can sort out through the things with Bradley and see what we want to keep and dispose of. We can do this for a couple of weekends during his visits. I am also open to getting professional help.’

* 1. The candidate will ask Bradley which of the suggestions raised he can agree to.
  2. The candidate will ask Maria and Bradley are both agreeable to these suggestions.

Maria (volunteer) will agree to the suggestions.

* 1. The candidate will ask Maria and Bradley have additional concerns or feedback about the solutions.

Maria (volunteer) will have no more feedback or concerns, although she may comment that it will be extremely difficult for her to dispose of her things.

* 1. The candidate will ask Bradley how he feels about the agreed solutions.

End of Briefing Document