

## Module 2 Small Group Activity

Please choose a facilitator and a recorder for your small group activity.

### Part I—Scenarios

**You are handling reception activities at your agency, including answering the telephone and greeting individuals who walk through the door. Today, you will talk with the following people and determine whether they need and want Options Counseling.**

**1. Mary Anne, 51,** calls and asks for information about how to get her 75-year-old mother into a nursing home. Her mother had broken her hip six weeks ago, and after a stay in the hospital and then rehab, her discharge planner has said she must return home within the next 3 days. Mary Anne was her mother's primary caregiver before the hospitalization and she is distraught because she believes her mother needs more assistance than she can now provide. Mary Anne strongly believes she needs to be in a nursing home instead.

- Is a situational element present? If so, which one?
- Who would be the individual engaging in Options Counseling if it is found to be needed and wanted? Mary Anne? Or Mary Anne's mother?
- Who would be involved in Options Counseling if it is found to be needed and wanted? Mary Anne? Or Mary Anne's mother? Both of them?
- How would this affect the approach you might take to determine the need for Options Counseling?

Assume that you ask Mary Anne if you can contact her mother, and she agrees. You find out that the mother is extremely opposed to going to a nursing home and insistent that she return home. Using the flow chart provided with your materials, please answer the following questions:

- What additional information would you provide the mother?
- If the mother seems confused about the information you give, what is the next step?

**2. Tony, 35,** walks into your agency and introduces himself as guardian of his younger (30-year-old) sister (he even brought the guardianship order to prove it), who is currently living with him. The sister has serious mental health challenges and is in and out of acute care psychiatric hospitals, usually precipitated by her refusal to take the medications she has been prescribed for her illness. Tony is at the end of his rope and cannot deal with the stress of being her caregiver any longer. He is desperate for help.

- Is a situational element present? If so, which one?
- Who would be the individual engaging in Options Counseling if it is found to be needed and wanted? Tony? Or Tony's sister?
- Who would be involved in Options Counseling if it is found to be needed and wanted? Tony? Tony's sister? Both of them?
- How would this affect the approach you might take to determine the need for Options Counseling?

Assume that Tony agrees for you to contact his sister directly. You call her with Tony on the other line, introduce yourself and begin determining whether the sister could benefit from Options Counseling. Using the flow chart provided with your materials, please answer the following questions:

- You learn that she wants to get her own apartment, and you give some basic information to both Tony and his sister about where they might be able to go for both housing and supportive services. What is the question you should now ask them?
- Assume that they both fully understand the information you gave them, and they say they don't need any additional information. What is the next question you should ask them?
- How could this situation ultimately lead to a referral for Options Counseling?

**3. Louise, 82,** calls your agency at the suggestion of a friend. She explains that she lives alone and has no family living in Virginia. She has no long-term care insurance and is very worried about her future. She wants to know how to get insurance.

- Is a situational element present? If so, which one?
- What questions, if any, would you ask to learn more about her situation?
- Assume you find out that she is physically active, drives herself wherever she needs to go, volunteers at the local hospital twice a week and is active in church.
- Using the flowchart, how would you determine if she needs and wants options counseling? Consider the following:
  - What information would you give her?
  - How would you determine if she understands the information?
  - If she understands, how would you determine whether she knows the next steps she should take?

## **Part II**

Now that you have practiced using the flowchart in several different situations, please refer below to the situational elements that can trigger Options Counseling. Brainstorm several examples of each of these elements:

- A life altering personal event or situation
- A significant change in the individual's circumstances
- Concerns expressed by the individual or the individual's family member or surrogate decision-maker
- A life transition
- A referral or self-referral to Options Counseling
- Availability of new benefits and supports