

## ROLE PLAY #1 – Employee Poor Work Performance

Location: Academy office, at vacant desk with two chairs in front of desk, both on same side of desk

### *THE IDEAL SCENARIO:*

**Direct Manager:** Good morning, Jessica. Thank you for meeting with me. I want to discuss some concerns I have regarding your recent work performance.

**Employee:** Good morning, Violet. Ok, is something wrong?

**Direct Manager:** Recently, I've noticed some discrepancies in the medication administration documentation for the residents. Specifically, there have been a few occasions where medication records were incomplete or inaccurate, and it's concerning because it affects our ability to ensure that residents are receiving their medications as prescribed and at the appropriate times.

**Employee:** I understand. I apologize for any oversight on my part. I'll make sure to address this issue immediately.

**Direct Manager:** Thank you for acknowledging the issue. Can you walk me through your current process for documenting medication?

**Employee:** Sure. Typically, I go room to room to administer medications to residents at the designated times. Afterward, I fill out the medication administration record for each resident, noting the medications given and any observations or remarks.

**Direct Manager:** Ok. What you are doing is important because it ensures resident safety and compliance with regulations. Can you help me understand why there have been inconsistencies in the documentation?

**Employee:** I think I may have been rushing through the documentation process, especially during busy times when there are multiple residents to attend to. I may have missed recording some medications or didn't note deviations from the prescribed schedule.

**Direct Manager:** I appreciate your honesty. Moving forward, we need to ensure that each medication given is documented accurately and promptly. How can we work together to address this issue and prevent it from happening in the future?

**Employee:** I'll make sure to slow down and double-check my documentation after giving out medications. Also, I may need some additional training or guidance on proper documentation

procedures to ensure I'm following the correct protocol, I don't think I was given complete information when I first started.

**Direct Manager:** That sounds like a proactive approach. I'll arrange for additional training on medication administration and documentation for you and the rest of the team. In the meantime, please feel free to reach out if you have any questions or need further support.

**Employee:** Thanks Violet. I appreciate your understanding and support. I really do want to improve in this area and ensure the safety and well-being of our residents.

**Direct Manager:** I know you do. Let's touch base regularly to monitor progress and address any concerns that may arise. Thank you for your dedication to our residents and our team.

## ***DEFENSIVE EMPLOYEE SCENARIO:***

In this role-play, the employee initially responds defensively and may be resistant to feedback. The manager maintains a calm and supportive approach, acknowledging the employee's concerns while emphasizing the importance of addressing the issue collaboratively. Despite the employee's defensiveness, the manager continues to seek solutions and offers support to improve performance and ensure resident safety.

**Direct Manager:** Good morning, Bethany. Thank you for meeting with me. I wanted to discuss some concerns I have regarding your recent work performance.

**Employee:** What's this about, Violet? I'm pretty busy today.

**Direct Manager:** I understand, Bethany, but this is important. I've noticed some inconsistencies in the documentation of medication reports for our residents. Let's talk about that.

**Employee:** (Defensive) I don't see what the big deal is. I've been doing my job just fine.

**Direct Manager:** I appreciate your perspective, but accurate documentation of medication administration is crucial for resident safety and regulatory compliance. Can you help me understand why there have been discrepancies in your documentation?

**Employee:** Look, it's not easy keeping up with everything around here. Sometimes things slip through the cracks, but I'm doing the best I can.

**Direct Manager:** I understand that the workload can be challenging, but we need to ensure that each medication given is documented accurately. How can we work together to address this issue and prevent it from happening in the future?

**Employee:** I don't know what else you want me to do. I'm already stretched thin, and now you're adding more pressure.

**Direct Manager:** We have a common goal which is the safety and well-being of the residents. I want to support you in improving your documentation practices so we are doing the best we can for the residents. Let's brainstorm some strategies together. Perhaps we can rearrange your tasks to allow for more time for documentation or provide additional training on proper procedures.

**Employee:** Fine, whatever. Just let me know what you want me to do, and I'll try to make it work.

**Direct Manager:** Thank you for being willing to work through this with me. I'll arrange for additional support and training, and we can revisit your progress in a few weeks to see how things are going.

**Employee:** (Reluctantly) Yeah, sure. Whatever.

**Direct Manager:** I appreciate your cooperation, Bethany. We'll work on this together.

## ROLE PLAY #2 – Employee Attendance and Punctuality Issues

Location: Academy office, at vacant desk with two chairs in front of desk, both sitting on same side of desk

### *THE IDEAL SCENARIO:*

In this role-play, the manager addresses the employee's tardiness with empathy and understanding while emphasizing the importance of punctuality and adherence to company policies. The manager collaborates with the employee to identify the underlying cause of the tardiness and explores potential solutions to help the employee arrive on time in the future.

**Direct Manager:** Good morning, Jessica. I'd like to talk to you about your recent pattern of arriving late to your shifts.

**Employee:** Oh, hi Violet. What's up?

**Direct Manager:** I've noticed that you've been consistently arriving about 10 minutes after your assigned shift starts, and I wanted to discuss this with you.

**Employee:** Yeah, I've been running a bit behind lately. Traffic has been crazy in the mornings.

**Direct Manager:** I understand that traffic can be unpredictable, but punctuality is important for our team and for the residents we serve. Arriving late disrupts the workflow for the residents and your colleagues.

**Employee:** I get it, but it's not like I'm missing a lot of time. Ten minutes isn't a big deal, is it?

**Direct Manager:** Every minute counts when it comes to providing care for our residents. It's also important to adhere to company policies, which require all employees to arrive on time for their shifts. Can you tell me what's been causing the delays?

**Employee:** Honestly, I've been having trouble getting out of bed in the mornings. I'll try to do better.

**Direct Manager:** I appreciate your honesty. Is there anything I can do to support you in arriving on time? Perhaps we can explore strategies to help you wake up earlier.

**Employee:** I'm not sure. Maybe I could set multiple alarms or try going to bed earlier.

**Direct Manager:** That sounds like a good plan. Let's try that approach and see if it helps. I'll also provide you with some resources on time management and punctuality.

**Employee:** Thanks, Violet. I'll do my best to improve and make sure it doesn't happen again.

**Direct Manager:** I'm glad to hear that. Remember, punctuality is essential for our team's success and for providing excellent care for our residents. Let's work together to ensure we're all on time and ready to serve.

## ***DEFENSIVE EMPLOYEE SCENARIO:***

In this role-play, the employee responds defensively and may be resistant to taking responsibility for their tardiness. The manager maintains a calm and assertive approach, emphasizing the importance of punctuality and collaborating with the employee to find solutions to address the issue. Despite the employee's defensiveness, the manager remains supportive and focuses on finding practical ways to help the employee improve their punctuality.

**Direct Manager:** Good morning, Bethany. I'd like to discuss a concern I have regarding your recent arrival times for your shifts.

**Employee:** What's the problem, Violet? I'm here, aren't I?

**Direct Manager:** Yes, but you've been consistently arriving about 10 minutes after your assigned shift starts, which violates our company policy on punctuality.

**Employee:** (Defensive) Oh, come on. It's not like I'm missing half the day. Ten minutes late isn't a big deal.

**Direct Manager:** I understand your perspective. It may not look like a big deal, however arriving late disrupts the workflow for the residents and your colleagues. Even a few minutes can throw us off for a full day.

**Employee:** (Defensive) Well, it's not my fault if traffic is bad or if I have trouble waking up in the morning.

**Direct Manager:** I understand there may be factors beyond your control, but it's essential that we all try to arrive on time for our shifts. Can you tell me if there's anything specific that's been causing the delays?

**Employee:** (Defensive) I already told you, it's traffic and waking up late. I can't control those things.

**Direct Manager:** Ok. Let's focus on finding solutions rather than placing blame. Is there anything I can do to support you in arriving on time? Perhaps we can explore strategies to help you manage your time better.

**Employee:** (Defensive) I don't know, maybe you could let me start my shift 10 minutes later.

**Direct Manager:** That's not an ideal solution, as it would impact the rest of the team and our operations. Let's work together to find a more practical approach. How about setting multiple alarms or creating a morning routine to help you wake up earlier?

**Employee:** (Defensive) Fine, I'll try that. But I still think this is unfair.

**Direct Manager:** I hear you. It's important that we all adhere to company policies and work together as a team. I'll provide you with some resources on time management and punctuality to help you improve.

**Employee:** Whatever, I'll do what I can.

**Direct Manager:** Thank you. Let's monitor your progress and touch base again to see how we can further support you in improving your punctuality.

## ROLE PLAY #3 – Employee Personal Boundary Issues

Location: Academy office, at vacant desk with two chairs in front of desk

### *THE IDEAL SCENARIO:*

In this role-play, the employer addresses the employee's oversharing of personal information with residents with empathy and understanding while emphasizing the importance of setting appropriate boundaries for professional relationships. The manager highlights the potential risks associated with crossing personal boundaries and encourages the employee to prioritize the safety and well-being of both themselves and the residents. The employee acknowledges the feedback and commits to being more mindful in their interactions with residents.

**Direct Manager:** Good morning, Jessica. I'd like to discuss a concern I have regarding your interactions with residents.

**Employee:** Good morning, Violet. Sure, what's on your mind?

**Direct Manager:** I've noticed that you've been sharing personal information with residents during your interactions, and I'm concerned that it may be crossing professional boundaries.

**Employee:** Oh, really? I didn't realize I was doing that. I just like to be friendly and connect with the residents.

**Direct Manager:** I understand that you want to build rapport with the residents, but it's important to maintain appropriate boundaries in our professional relationships. Sharing personal information can create confusion and potentially compromise the safety and well-being of both you and the residents.

**Employee:** I see what you're saying. I didn't think about it that way.

**Direct Manager:** It's important to remember that our primary role is to provide care and support to the residents, and oversharing about our personal lives can blur the lines between professional and personal boundaries. Additionally, sharing too much personal information may make you vulnerable to manipulation or exploitation by residents.

**Employee:** I hadn't thought about that aspect of it. I'll definitely be more mindful in the future.

**Direct Manager:** I'm glad to hear that. Building professional relationships with residents is important, but it's equally important to prioritize their safety and maintain appropriate boundaries. Can you tell me if there's anything specific that has led to this behavior?

**Employee:** I think I may have been trying too hard to connect with the residents and didn't realize where to draw the line between being friendly and oversharing.

**Direct Manager:** I get it. It's important to find a balance between being approachable and maintaining professional boundaries. Moving forward, I encourage you to focus on listening to the residents and engaging in meaningful conversations without divulging personal information.

**Employee:** I understand. I'll definitely work on that.

**Direct Manager:** Great. Remember, setting appropriate boundaries not only protects the residents but also safeguards your own well-being and professionalism. If you have any questions or concerns, please don't hesitate to reach out.

**Employee:** Thank you, Violet. I appreciate your guidance and support.

**Direct Manager:** Of course, Jessica. Let's continue to work together to provide the best care possible for our residents while maintaining professionalism and boundaries.

## ***DEFENSIVE EMPLOYEE SCENARIO:***

In this role-play, the employee responds defensively and may be resistant to acknowledging the potential risks associated with crossing personal boundaries with residents. The manager maintains a calm and assertive approach, emphasizing the importance of professional boundaries and encouraging the employee to consider the residents' safety and well-being. Despite the employee's defensiveness, the manager remains supportive and provides guidance on how to improve interactions with residents while maintaining professionalism.

**Direct Manager:** Good morning, Bethany. I'd like to discuss a concern I have regarding your interactions with residents.

**Employee:** What's this about, Violet? I haven't done anything wrong.

**Employer:** I've noticed that you've been sharing personal information with residents during your interactions, and I'm concerned that it may be crossing professional boundaries.

**Direct Manager:** (Defensive) Seriously? I don't see what the big deal is. I'm just trying to be friendly and make the residents feel comfortable.

**Employer:** I understand that you want to build rapport with the residents, but it's important to maintain appropriate boundaries in our professional relationships. Oversharing personal information can compromise the safety and well-being of both you and the residents.

**Employee:** (Defensive) I'm not jeopardizing anyone's safety. I know what I'm doing.

**Direct Manager:** I appreciate your confidence, but it's important to consider the potential risks associated with crossing personal boundaries. Sharing too much personal information can make you vulnerable to manipulation or exploitation by residents, and it may also confuse the professional relationship.

**Employee:** (Defensive) I'm not being exploited, and the residents appreciate when I share things about myself. It helps them feel more connected.

**Direct Manager:** I understand your perspective, but it's essential to prioritize the residents' safety and well-being above all else. Building professional relationships with residents is important, but oversharing personal information can blur the lines between professionalism and familiarity.

**Employee:** (Defensive) I don't think I'm doing anything wrong. If anything, I'm just trying to make the residents feel more comfortable and at ease.

**Direct Manager:** Your intentions are good, but it's crucial to maintain clear boundaries to ensure the integrity of our professional relationships and protect both you and the residents. Can you tell me if there's anything specific that has led to this behavior?

**Employee:** (Defensive) I don't know, maybe I'm just more open and friendly than other people. I don't see why that's a problem.

**Direct Manager:** I like that you're open and friendly in the right situation, but it's important to find a balance between being approachable and maintaining professional boundaries. Moving forward, I encourage you to focus on building rapport with residents through active listening and meaningful conversations without divulging personal information.

**Employee:** (Defensive) Fine, I'll try to tone it down. But I still don't think I'm doing anything wrong.

**Direct Manager:** Thank you for being willing to consider my feedback. Let's monitor your interactions with residents and continue this conversation if needed. Remember, our priority is always the safety and well-being of our residents.

**Employee:** Whatever you say, Violet.

**Direct Manager:** If you have any questions or concerns, please reach out. I'm here to support you.

## ROLE PLAY #4 – Resident Schedule Changes

Location: Upstairs, in conference room, at table

### *THE IDEAL SCENARIO:*

In this role-play, the leader approaches the conversation with empathy and transparency, acknowledging the resident's potential difficulty in accepting change and addressing their concerns proactively. The leader emphasizes the benefits of the proposed changes while also acknowledging the resident's perspective and offering reassurance and support. Through open communication and collaboration, the leader aims to foster understanding and cooperation from the resident during the transition to the new daily schedule.

**Shelter Leader:** Good morning, Anna. I hope you're doing well today. I wanted to chat with you about some upcoming changes to our daily schedule.

**Resident:** (Anxious) Good morning, Christy. Sure, what's going on?

**Shelter Leader:** Well, we've been evaluating our current schedule and we believe some adjustments will better serve the needs of everyone in the community. We understand change can be difficult, so we wanted to discuss this with you proactively.

**Resident:** (Apprehensive) But I've gotten used to our current routine. Why do we need to change things?

**Shelter Leader:** I completely understand your concern. Our goal with these changes is to improve the overall experience for everyone in the community, including you. We've noticed some areas where we can enhance activities and services, and we believe these adjustments will ultimately benefit everyone.

**Resident:** (Resistant) I don't know if I like the sound of that. What kind of changes are we talking about?

**Shelter Leader:** We're looking at modifying the timing of certain activities and meals to better align with residents' preferences and optimize our resources. For example, we're considering adding a new morning exercise class and adjusting mealtimes slightly to accommodate everyone's needs.

**Resident:** (Skeptical) I'm not sure...what if I don't like the new activities or mealtimes?

**Shelter Leader:** Your feedback is important to us, Anna, and we want to ensure that these changes are as beneficial and enjoyable as possible for everyone. We'll be seeking input from all residents throughout the process to gather preferences and make adjustments as needed. We're here to listen to your concerns and work together to find solutions.

**Resident:** (Reluctant) I guess I can give it a try, but I'm not promising anything.

**Shelter Leader:** That's completely understandable, Anna. Change can be challenging, but I appreciate your willingness to approach it with an open mind. We'll do our best to keep you informed and involved every step of the way.

**Resident:** (Somewhat reassured) Alright, I'll try to keep an open mind about it.

**Shelter Leader:** Thank you, Anna. Your flexibility and cooperation mean a lot to us. If you have any questions or concerns as we move forward, please don't hesitate to reach out. We're here to support you through this transition.

**Resident:** (Nodding) Thanks, Christy. I'll let you know if I have any concerns.

## *UNCOOPERATIVE RESIDENT SCENARIO:*

In this role-play, the leader encounters resistance from the resident, who is unwilling to cooperate with the proposed changes to the daily schedule. Despite the residents' defiance, the leader maintains a calm and patient approach, emphasizing the importance of working together as a community and offering support and understanding. The leader acknowledges the resident's feelings and attempts to engage in dialogue to address their concerns and find a resolution, even though the resident remains resistant to change.

**Shelter Leader:** Good morning, Vanessa. I hope you're doing well today. I wanted to discuss some upcoming changes to our daily schedule.

**Resident:** (Defensive) What changes? I don't want things to change.

**Shelter Leader:** I understand, Vanessa. Change can be challenging, but we believe these adjustments will ultimately benefit everyone in the community. We wanted to talk to you about it and address any concerns you may have.

**Resident:** (Angrily) I don't care what you think. I like things the way they are, and I'm not going to accept any changes.

**Shelter Leader:** I hear your frustration, Vanessa, but these changes are necessary for the well-being of the entire community. We're here to support you through this transition and ensure that your needs are met.

**Resident:** (Stubbornly) I don't need your support. I'm not going to cooperate with this nonsense.

**Shelter Leader:** I understand that you're feeling upset, but we need to work together as a community to make decisions that benefit everyone. Your input is important to us, and we want to ensure that your voice is heard.

**Resident:** (Resistant) I don't care about your decisions. I'm not going to participate in any of this.

**Shelter Leader:** I understand that you're feeling upset and resistant to change, Vanessa. Can you tell me what specifically concerns you about the proposed changes? Maybe we can find a compromise that addresses your needs while still moving forward with the adjustments.

**Resident:** (Dismissive) I don't want to talk about it. I'm not interested in compromising. I want things to stay the way they are.

**Shelter Leader:** I understand your feelings, Vanessa, but we need to find a solution that works for everyone in the community and your part of the community. Let's take some time to think about it, and we can revisit the conversation when you're ready to discuss it further.

**Resident:** (Resigned) Fine, but I'm not promising anything.

**Shelter Leader:** Thank you, Vanessa. We'll keep the lines of communication open, and we're here to support you through this process. If you have any questions or concerns, please reach out.

**Resident:** (Muttering) Whatever.

## **ROLE PLAY #5 – Resident Gossiping**

Location: Upstairs, on landing, on bench

### ***THE IDEAL SCENARIO:***

In this role-play, the shelter leader addresses the resident's habit of gossiping with empathy and understanding while emphasizing the importance of fostering a respectful and supportive community environment. The leader encourages the resident to reflect on their behavior and offers support in finding healthier ways to engage with their peers. Through open communication and collaboration, the leader aims to help the resident understand the impact of their actions and make positive changes in their interactions within the shelter community.

**Shelter Leader:** Good morning, Anna. I hope you're doing well today. I wanted to talk to you about something that has come to our attention regarding your interactions with other residents.

**Resident:** (Curiously) Good morning, Christy. Sure, what's on your mind?

**Shelter Leader:** We've noticed that there have been some instances where you've been engaging in gossip with other residents about both employees and fellow residents.

**Resident:** (Defensive) I don't know what you're talking about. I'm just chatting with people.

**Shelter Leader:** I understand that chatting is a natural part of community life here, but gossiping about others can have negative consequences and create a divisive atmosphere. We want to ensure that everyone feels respected and supported in our shelter.

**Resident:** (Resistant) But I'm not saying anything harmful. It's just harmless talk.

**Shelter Leader:** Even if the intent isn't to harm, gossiping about others can still create misunderstandings and hurt feelings. It's important for us to foster a culture of kindness and mutual respect within our community.

**Resident:** (Reluctant) I guess I didn't think about it that way.

**Shelter Leader:** I understand that it may not have been your intention to cause harm, Anna, but it's important for all of us to be mindful of the impact of our words and actions on others. Can you tell me why you feel the need to gossip about others?

**Resident:** (Hesitant) I don't know, I guess I just like to know what's going on. It's not like I'm trying to start drama or anything.

**Shelter Leader:** I appreciate your honesty, Anna. It's natural to be curious about what's happening around us, but there are healthier ways to satisfy that curiosity without resorting to gossip. Let's work together to find constructive ways for you to engage with your peers and contribute positively to our community.

**Resident:** (Thoughtful) Okay, I can try to be more mindful of what I say and how it might affect others.

**Shelter Leader:** Thank you, Anna. I appreciate your willingness to reflect on your behavior and make positive changes. If you need support or guidance in navigating social interactions within the community, please reach out. We're here to help you succeed and thrive.

**Resident:** (Grateful) Thank you, Christy. I'll do my best to do better.

## ***DEFENSIVE RESIDENT SCENARIO:***

In this role-play, the shelter leader encounters defensiveness from the resident, who is resistant to acknowledging the impact of their gossiping behavior on the community. Despite the residents' resistance, the leader maintains a calm and patient approach, emphasizing the importance of fostering a positive and respectful environment within the shelter. The leader encourages the resident to reflect on their behavior and offers support in finding healthier ways to engage with their peers.

**Shelter Leader:** Good morning, Vanessa. I hope you're doing well today. I wanted to talk to you about something that has come to our attention regarding your interactions with other residents.

**Resident:** (Defensive) What's this about, Christy? I haven't done anything wrong.

**Shelter Leader:** I understand, Vanessa, but we've noticed some instances where you've been engaging in gossip with other residents about both employees and fellow residents.

**Resident:** (Defensive) That's ridiculous. I'm just chatting with people. I'm not spreading rumors or anything.

**Shelter Leader:** I appreciate your perspective, but gossiping about others, even if unintentional, can create misunderstandings and hurt feelings within our community. We want to ensure that everyone feels respected and supported here.

**Resident:** (Angrily) I don't see what the big deal is. I'm not doing anything wrong. Why are you singling me out?

**Shelter Leader:** I understand that you may feel targeted, Vanessa, but our goal is to address behaviors that may negatively impact our community as a whole. Gossiping about others can erode trust and create a divisive atmosphere, which is something we want to avoid.

**Resident:** (Defensive) Well, I'm not going to stop talking to people. You can't control who I talk to or what I talk about.

**Shelter Leader:** I'm not trying to control who you talk to, Vanessa, but I am asking for your cooperation in fostering a positive and respectful environment within our community. Can you tell me why you feel the need to gossip about others?

**Resident:** (Defensive) I don't need to justify myself to you. I talk to people because I want to. It's none of your business.

**Shelter Leader:** I understand that you may feel that way, but as a member of our community, your actions do impact others. We're here to support you and ensure that everyone feels safe and valued. Let's work together to find constructive ways for you to engage with your peers without resorting to gossip.

**Resident:** (Reluctant) Fine, whatever. But I don't see why this is such a big deal.

**Shelter Leader:** I appreciate your willingness to discuss this and refrain from conversations that may lead to negative impact on those in the building, Vanessa. If you have any questions or concerns as we move forward, please don't hesitate to reach out. We're here to help you succeed and thrive in our community.

**Resident:** (Muttering) Yeah, whatever.

## **ROLE PLAY #6 – Resident Personal Hygiene**

Location: Upstairs, in conference room, at table

### ***THE IDEAL SCENARIO:***

In this role-play, the shelter leader approaches the conversation with empathy and understanding, delicately addressing the issue of personal hygiene with the resident. The leader emphasizes support and collaboration, working together with the resident to identify underlying issues and develop practical solutions to improve their personal hygiene routine. Through open communication and compassion, the leader aims to empower the resident to prioritize their health and well-being while fostering a supportive environment within the shelter.

**Shelter Leader:** Good morning, Anna. I hope you're doing well today. I wanted to have a conversation with you about something that's been brought to our attention regarding personal hygiene.

**Resident:** (Curiously) Good morning, Christy. Sure, what's going on?

**Shelter Leader:** We've noticed that there have been concerns about an unpleasant odor, and we wanted to address this with you directly and offer our support.

**Resident:** (Embarrassed) Oh, I see. I'm sorry if I've been causing any discomfort.

**Shelter Leader:** It's okay, Anna. We understand that personal hygiene can be challenging, especially in a communal living environment. We're here to support you and work together to find solutions.

**Resident:** (Appreciative) Thank you for being understanding. I've been struggling with some stuff lately, and it's been difficult to keep up with everything.

**Shelter Leader:** I appreciate your honesty, Anna. It's important for us to address these concerns to ensure your well-being and the comfort of everyone in the shelter. Can you tell me if there's anything specific that's been making it difficult for you to maintain your personal hygiene?

**Resident:** (Hesitant) Well, to be honest, I've been feeling overwhelmed with everything going on. It's been hard to find the time and energy to take care of myself.

**Shelter Leader:** I understand it can be challenging at times, Anna. Even in challenging times, it's important to prioritize your health and well-being. We're here to support you in any way we can. Would you be open to discussing some strategies to help you improve your personal hygiene routine?

**Resident:** (Relieved) Yes, that would be helpful. I want to do better, but I'm just not sure where to start.

**Shelter Leader:** That's completely understandable, Anna. Let's brainstorm some ideas together. Perhaps we can create a simple daily hygiene checklist or schedule to help you stay on track. We can also explore resources and support services available to you.

**Resident:** (Grateful) Thank you so much, Christy. I really appreciate your support and understanding.

**Shelter Leader:** Of course, Anna. We're here to help you succeed and thrive in our community. If you have any questions or concerns as we move forward, please don't hesitate to reach out. We're in this together.

**Resident:** (Appreciative) Thank you, Christy. I'll do my best to make positive changes.

## ***DEFENSIVE RESIDENT SCENARIO:***

In this role-play, the shelter leader encounters defensiveness from the resident, who is resistant to acknowledging the concerns about their personal hygiene. Despite the resident's defensiveness, the leader maintains a calm and patient approach, emphasizing support and collaboration and offering to work together to find solutions that work for the resident. Through open communication and understanding, the leader aims to empower the resident to prioritize their health and well-being while fostering a supportive environment within the shelter.

**Shelter Leader:** Good morning, Vanessa. I hope you're doing well today. I wanted to talk to you about something we've noticed regarding personal hygiene.

**Resident:** (Defensive) What are you talking about? Is someone complaining about me?

**Shelter Leader:** No, Vanessa, this isn't about complaints. We have concerns about personal hygiene, and I wanted to address this with you directly and offer our support.

**Resident:** (Angrily) I can't believe this. I'm being targeted for something everyone deals with. Why don't you talk to everyone else about their hygiene?

**Shelter Leader:** I understand that you may feel targeted, Vanessa, but our goal is to ensure the well-being and comfort of everyone in the shelter. Can you tell me if there's anything specific that's been making it difficult for you to maintain your personal hygiene?

**Resident:** (Defensive) There's nothing wrong with my hygiene. I shower regularly and use deodorant. I don't know why everyone's making such a big deal out of this.

**Shelter Leader:** I hear what you're saying, Vanessa. Personal hygiene is important for our health and the comfort of those around us. We're here to support you in any way we can. Let's discuss some strategies to help you maintain your personal hygiene routine.

**Resident:** (Skeptical) I don't see why it's necessary. I'm perfectly fine the way I am.

**Shelter Leader:** I appreciate your perspective, Vanessa, but we want to ensure that you're feeling your best and able to thrive in our community. Let's work together to find solutions that work for you. Perhaps we can explore some resources or support services that could help.

**Resident:** (Reluctant) Fine, whatever. But I still don't think this is necessary.

**Shelter Leader:** That's okay, Vanessa. We're here to support you, and we'll take things one step at a time. If you have any questions or concerns as we move forward, please don't hesitate to reach out. We're in this together.

**Resident:** (Muttering) Yeah, whatever.

