

Module 1: Caregiver Burnout

Recognize signs of burnout, understand the associated risks to caregiver and care recipient, and identify available resources for support. Experience boredom and helplessness as you embody Hazel, a 75-year-old woman living with severe chronic pain and early-stage dementia.

Learning Objectives

- Identify dangers associated with caregiver burnout (medication errors, care plan violations/shortcuts, irritability, lack of patience, impaired decision making).
- Recognize opportunities to engage people living with dementia in meaningful activities that enhance the quality of life and reduce behavioral manifestations.
- Identify community resources to support informal caregivers and empower those wishing to age in place.

Discussion Questions

1. How did you feel while embodying Hazel?
 - a. Why did you feel that way?
2. What are some things Cathy could've done instead of sharing her medication?
3. Was the ER doctor successful in supporting you (as Hazel) and Cathy?
 - a. How did you feel in the emergency room?



External Resources

Non-Embodied Labs informative links and activities

Who is Hazel?



Hazel is a vibrant 75-year-old who thrives on her relationships with others. She enjoys singing at church, playing Bridge, and volunteering in her community. Due to her degenerative joint disease, Hazel can no longer walk into town or safely climb stairs. Last year, she moved in with her daughter Cathy who has a first-floor bed and bath. About 6 months ago, Cathy began noticing some changes in Hazel's cognition, but Hazel seems unaware of any deficits.

People You'll Meet



Cathy is Hazel's daughter and the mother of Lucas and Lily (9-year-old twins). She is a single mom who struggles to balance the demands of work and family. She has always been an overachiever and does not accept help easily.



Lucas is Hazel's 9-year-old grandson



Karen is Hazel's home health aide

Module 2: Intervention and De-escalation

Embody Abby, a lead nurse's aide who faces a sensitive situation involving her resident, Heloise. Observe a potentially abusive situation, determine how best to keep an elder safe, and experience a confrontation with a challenging family member.

Learning Objectives

- Identify strategies for successfully diffusing tense situations and redirecting elders using effective communication and active listening skills.
- Gain confidence in initiating difficult conversations with family and co-workers to advocate for elder safety.
- Have a clear understanding of their role in preventing/ reporting suspected/ known abuse.

Discussion Questions

1. While embodying Abby, how did you feel when you confronted Jennifer?
 - a. Why did you feel that way?
2. Have you ever had to intervene to protect an elder from an abusive interaction?
 - a. What strategies did you use?
 - b. Were they successful or unsuccessful?
3. What could you or your co-workers have done to possibly prevent/reduce Jennifer's frustration?
4. What communication choices worked best for de-escalating tense situations?
 - a. Can you think of additional ways to diffuse?
5. Were there communication choices that you disagreed with? Why?
 - a. If you were to replay this experience, would you make different choices?
 - b. What would they be?

Who is Abby?



Abby is a seasoned nurse's aide and a confident elder advocate who is passionate about empowering the individuals she serves. She is a team leader and enjoys mentoring new staff members.

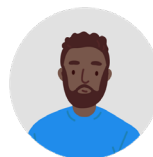
People You'll Meet



Heloise is in her mid-70s and has mid-stage Alzheimer's. She has high anxiety and language deficits due to progressive aphasia. She often refuses care and believes she is neat and clean even when she is not. Heloise startles easily and "freezes" when she is afraid. Triggers include loud noises, people invading her personal space, and raised voices.



Jennifer is Heloise's daughter. She works a high-stress job and visits more out of obligation than desire. Jennifer is harsh and almost militant in dealings with her mom, does not understand dementia at all, and thinks her mom is being difficult on purpose. She frequently complains about her mom's appearance and is intimidating to staff.



Hector is a new CNA being trained by Abby. He has recently completed abuse prevention training and is eager to do the right thing. Today is his first experience with a potentially abusive situation.



External Resources

Non-Embodied Labs informative links and activities

Module 3: Trauma-Informed Care

Embody Harold, a veteran with an extensive history of Post-Traumatic Stress Disorder. Experience PTSD flashbacks and associated anxiety symptoms, identify common triggers and self-regulating practices.

Learning Objectives

- Gain empathy and understanding of PTSD and identify common triggers.
- Use positive approach tactics to safely and effectively support individuals experiencing PTSD flashbacks.
- Promote self-regulation techniques such as deep breathing, guided meditation, and environmental adjustments (e.g. earplugs, music).

Discussion Questions

1. While embodying Harold, how did you feel while experiencing the flashback?
 - a. Why did you feel that way?
2. What environmental triggers did you notice?
 - a. What could be done differently to reduce the risk of re-traumatization?
3. How did you feel when using the breath coaching/earplugs?
 - a. How would you use this technique to support someone experiencing anxiety?
 - b. Can you think of other times this technique may be useful in supporting older adults?
4. How has your perception of PTSD changed after embodying Harold?
 - a. How will this change your current care practices?

Who is Harold?



Harold is a retired soldier living with Post-Traumatic Stress Disorder in a trauma-informed community. PTSD triggers include people screaming/ crying, loud banging noises, crowded/congested areas, the smell of rice cooking, fireworks. Harold is proud to have served but embarrassed and private about his PTSD. He is frustrated that he's still affected after all these years. Harold is a trivia buff and enjoys simple pleasures like fresh air, sunshine, and a good cup of coffee.

People You'll Meet



Melanie is a seasoned nurse's aide with a clear understanding of PTSD and experience providing trauma-informed care. She is warm, compassionate, and well-loved by staff and residents.



Karen is a nurse's aide with institutional experience who is still learning about PTSD. This is the first trauma-informed community she has worked in and she is eager to make a difference.



Ken is the nurse manager and is also a veteran. He enjoys spending time one on one with all of his residents and building meaningful relationships. He always has a smile to share.



External Resources

Non-Embodied Labs informative links and activities