

STUDENT HANDOUT
Scenarios: Supporting Clients with Dementia

DIRECTIONS: Identify key information and observations from the scenario and list in the first column. Next, identify important considerations that could provide context for the situation and list them in the second column. Finally, consider how to best respond to the situation.

Example, Scenario 1:

It is 1:00 p.m. – time for Jean’s scheduled bath. Although she willingly goes to the bathing room with her regular HCA, she pulls away and cries out when the HCA starts to remove her clothing. She becomes extremely agitated and the HCA is unable to calm her and continue with the bathing process. For the third week in a row, Jean returns to her room without bathing.

Key Information	Considerations	HCA Response
<ul style="list-style-type: none"> ● <i>Jean has become too agitated to have her bath.</i> ● <i>This is the third week in a row that this has happened.</i> 	<ul style="list-style-type: none"> ● <i>What time of day did Jean usually bathe when she lived on her own? Could her bath time be adjusted?</i> 	<ul style="list-style-type: none"> ● <i>How would I respond?</i>

Scenario 2:

Mary usually goes to bed around 8:00 p.m. but always gets up at 2:00 a.m. and wanders the halls. When staff take her back to bed, she gets up again, saying she has to take care of the baby.

Key Information	Considerations	HCA Response

Scenario 3: *Fiona has lived at a care home for the past two years. She has Alzheimer’s disease and now requires full assistance with personal care and dressing. She used to be a very classy lady – everything matching, makeup always impeccable. Her daughter, Marjorie, is having a hard time adjusting to her mother’s changing abilities.*

Today the HCA, Maria, came in to help Fiona get ready for the day and Fiona was already dressed. Maria noticed that the buttons of her blouse were done up incorrectly and her clothing neither matched, nor was particularly clean. She had brushed her hair, leaving a large piece sticking up at the back. Maria was thrilled that Fiona had dressed and groomed independently and chose to leave Fiona’s hair and clothing as it was, saying, “Fiona, you look nice today. I like the blouse you’ve chosen!” Later in the day when Marjorie visited, she was furious that staff had not “corrected” her mother’s outfit and hair.

Key Information	Considerations	HCA Response

Scenario 4: *Albert is a newly graduated HCA. He feels fortunate to have secured full-time employment at a fairly new long-term care facility. During his HCA program, Albert took pride in taking the time to apply a person-centred approach with each of the clients he supported. Despite his training and a sincere desire to help, he quickly feels discouraged and overwhelmed by the large workload and the attitudes of his colleagues, who Albert considers to be too “task focused.” He does not feel that he is able to use anything he learned, since every minute of his day is spent racing through a series of tasks.*

Key Information	Considerations	HCA Response