



## Case Study Scenario—Jane and Mr. Smith

- Jane is observing residents in the dayroom during activities and notices Mr. Smith looks angry and preoccupied.
- Mr. Smith glares at others with clenched fists.
- Jane rolls her eyes, ignores Mr. Smith, and says to her coworker, “Mr. Smith is in one of his moods today.”
- Mr. Smith starts yelling at the other residents at the table, “Shut up! You talk too much and you’re loud! Just shut up!”
- He then holds his head in his hands.
- Mr. Smith then lifts his cane and shakes it in the direction of one of the other residents attempting to hit her with the cane.
- Jane rushes over to Mr. Smith, takes his cane away from him and tells him, “Calm down! What’s your problem? You must not want to have fun out here today!”
- Mr. Smith throws his painting at Jane and wet paint spills on Jane’s scrubs.
- Jane raises her voice in frustration and yells, “Now look what you did! I’m not going to tell you again; you’d better listen! You need to calm down!”