

# CASE STUDY #1 SCRIPT: PAULA

## INTRODUCTION

This case study has been developed by CCIM using aspects of the training that was developed by the Aboriginal Working Group in 2011.

This case study is about a mock client, Paula. She's 35 years old. Her background is Ojibwe First Nations. She recently moved from Ottawa to the Serpent River First Nation Reserve.

Lorna is her case manager.

This script covers topics in 6 of the OCAN domains.

### Domains covered:

- Accommodation
- Looking After the Home
- Daytime Activities
- Psychological Distress
- Company
- Intimate Relationships

Read the script and complete the 6 domain sections in the attached staff assessment.

## SCRIPT

**Lorna:** Hi Paula, thanks for welcoming me into your home today. Last week, I had explained the purpose of the OCAN self-assessment and how to complete it. Did you have a chance to fill it out?

**Paula:** Yes, I did. I wasn't comfortable answering some of the questions, but I filled in most of it.

**Lorna:** That's perfectly fine. Today, is it ok if we take a look at your self-assessment together and talk about the areas you feel comfortable sharing?

**Paula:** Sure.

**Lorna:** I notice that your home is very neat. I see you made a comment that you and your daughter share household chores.

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**Paula:** Yea. Every Sunday, we clean together. Ever since my daughter was little, we did this in our apartment in Ottawa and we've kept it up since we moved back to the Serpent River Reserve 6 months ago. We moved in here with my mom and brother because I could no longer afford to live in Ottawa. I contribute a bit of rent, but, if it wasn't for them, I'd probably be out on the street. They tell me it's a lot cleaner since I moved in.

**Lorna:** Well you do a great job at keeping it clean and you've done a good job teaching your daughter this skill as well. Your self-assessment said that you like your home.

**Paula:** Yes. It's a small home, but I used to live in a small apartment so it's fine.

**Lorna:** For the domain, daytime activities, you wrote that you have an "no need" because you have a job. Can you tell me about it?

**Paula:** I work at the daycare 3 mornings a week. I enjoy it because I love the kids. My job is to help with snack, lunch and clean-up. I love the kids. They're so cute. I love playing with them and making sure they get enough to eat. I haven't really made friends with the other staff though. Actually, I don't really have any friends. A lot of the time, I feel that I don't belong.

**Lorna:** That's a very important job you have – nurturing those kids. I see the joy in your face when you talk about it. Tell me more about feeling like you don't belong?

**Paula:** Well, I've lived in Ottawa for most of my adult life. I went to a residential school and it was a very difficult part of my life. It totally messed up my relationship with my parents and my brother. I left the reserve and I don't have a connection with my culture. I've moved back because my husband was abusive, and I finally left him. I still have nightmares about what I went through with him. I'm finding it tough to relate to my mom and my brother who have been living on the reserve all their lives. We live together, but we don't have much to talk about and I feel like a stranger. I feel tense and stressed out a lot of the time. I really want to have a close relationship with them.

**Lorna:** It's very common for the trauma of being in a residential school to cause long-term strain on relationships. So improving your relationship with your mom and brother is very important to you. Do you think they would be open to having family counselling? I can connect you with a therapist who specializes in working with families affected by residential schools.

**Paula:** That would be good. I'm not sure if they'll go along with it though. But I can ask them.

**Lorna:** OK, it would be ideal if they agreed, but this therapist would also be able to meet with you alone to work on strategies to improve your relationship with your family. You can also talk to the therapist about the nightmares you've been having. It took a lot of courage for you to

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leave your husband. Before we end our meeting today, how about we call the service together to make a referral?

**Paula:** Sounds good. If I like this therapist, I may want to have my daughter come for some appointments. She's 16 now and things have been tough on her too. She's been pretty distant from me ever since we moved.

**Lorna:** That's a good idea. You said here in your self-assessment, that you've been very anxious because you feel lost. Can you explain that a bit more so we can talk about ways to help you feel more calm.

**Paula:** I think I've felt lost for a long time, but it's worse since I moved back to the reserve. I'm Ojibwe, but I'm not connected to my culture. There are traditions here that I don't feel a part of. I feel lonely, sad and worried that I don't fit in here or anywhere.

**Lorna:** Paula, it's good that you're able to identify why you're feeling anxious. One thing I would recommend is seeing a traditional healer to learn the teachings and help you feel more connected to the Ojibwe first nations.

**Paula:** Do you think it would help?

**Lorna:** Yes. I've worked with many people who feel the same way you do as a result of having to leave their families at a young age to go to a residential school or live in a foster home. Cultural healing services have helped many people gain a sense of identity through traditional teachings.

**Paula:** I would give that a try. Cathy works at the daycare with me and her brother works at the healing lodge. I don't know her very well, but she does seem the friendliest of the group. Maybe I should ask her.

**Lorna:** That's a great idea. Striking up a conversation about the Healing Lodge is a good first step toward making a friend. Next week, let me know if you were able to get connected with a traditional healer. If not, we can contact the service together next week. On the topic of making friends, our programs offer cultural activities in the community awareness building, such as beading, traditional dances and drumming. It's a great way to meet people. When we meet next week, I'll bring information about these activities and the schedule for you to take a look at.

**Paula:** Thanks. The traditional dancing sounds good. I could use the exercise.

## INSTRUCTIONS FOR FILLING IN THE STAFF ASSESSMENT EXCERPT

Please enter information into this excerpt of the staff assessment.

For the purposes of training, there are no ratings of “9”. Based on the information in the script/role play, provide the ratings you think fit best.

Here are some hints to help you with this activity:

- If there is no information about any help being provided pertaining to that domain then enter 0 for the help rating
- If the need rating is a 1 or 2, then enter help ratings
- If the need rating is a 0, then skip the help ratings
- Enter a comment for each domain
- Only enter actions for domains where the need rating is a 2

## STAFF ASSESSMENT EXCERPT

1. Accommodation	Staff Rating
<b><i>Are you happy with the place you live in or has it been a problem (an area of need)? Are you getting the help you need?</i></b>	
1. Does the person lack a current place to stay?*	<b>1</b>
<i>(If rated 0 or 9, skip questions 2 &amp; 3 and proceed to the additional questions below)</i>	
2. How much help with accommodation does the person receive from friends or relatives?	<b>2 or 3</b>
3a. How much help with accommodation does the person receive from local services?	<b>0</b>
3b. How much help with accommodation does the person need from local services?	<b>0</b>
Comments: <b><i>6 months ago, Paula moved into her mother’s and brother’s home. She likes her home and reported that she would likely be homeless if she wasn’t there.</i></b>	
Action(s):	

3. Looking After the Home	Staff Rating
<p><b><i>Has keeping your home tidy been a problem (an area of need)? This could include cleaning and laundry. Are you getting the help you need?</i></b></p>	
<p>1. Does the person have difficulty looking after the home?*</p> <p><i>(If rated 0 or 9, go to the next domain)</i></p>	0
<p>2. How much help with looking after the home does the person receive from friends or relatives?</p>	
<p>3a. How much help with looking after the home does the person receive from local services?</p>	
<p>3b. How much help with looking after the home does the person need from local services?</p>	
<p>Comments:</p> <p><b><i>Paula and her daughter clean their home every Sunday. The home is tidy. Paula's mother and brother said it's a lot cleaner since she's moved in with them.</i></b></p>	
<p>Action(s):</p>	

5. Daytime Activities	Staff Rating
<p><b><i>Have daytime activities been a problem (an area of need)? This could include work, education or leisure activities. Are you getting the help you need?</i></b></p>	
<p>1. Does the person have difficulty with regular, appropriate daytime activities?*</p> <p><i>(If rated 0 or 9, skip questions 2 &amp; 3 and proceed to the additional questions below)</i></p>	0
<p>2. How much help does the person receive from friends or relatives in finding and keeping regular and appropriate daytime activities?</p>	
<p>3a. How much help does the person receive from local services in finding and keeping regular and appropriate daytime activities?</p>	

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3b. How much help does the person need from local services in finding and keeping regular and appropriate daytime activities?	
<p>Comments:</p> <p><i>Paula works 3 mornings a week at the day care. She is responsible for serving the children snack and lunch. She enjoys taking care of the children.</i></p>	
<p>Action(s):</p>	

9. Psychological Distress	Staff Rating
<p><i>Have symptoms of depression or anxiety been a problem (an area of need)? These could include feelings of sadness or worry that interfere with your daily life. Are you getting the help you need?</i></p>	
<p>1. Does the person suffer from current psychological distress?*</p> <p><i>(If rated 0 or 9, go to the next domain)</i></p>	<b>2</b>
<p>2. How much help does the person receive from friends or relatives for this distress?</p>	<b>0</b>
<p>3a. How much help does the person receive from local services for this distress?</p>	<b>0</b>
<p>3b. How much help does the person need from local services for this distress?</p>	<b>2 or 3</b>
<p>Comments: <i>Paula has experienced trauma in her life that continues to cause symptoms of anxiety. As a child, she was in a residential school and she reports that this “messed up her relationships”. She feels disconnected from her culture. She moved from Ottawa to Serpent River 6 months ago and she’s living with her mother and brother. She feels tense and stressed because they don’t have a close relationship. Paula separated from her husband who was abusive. She reports having nightmares about what she went through. Paula is also worried about her 16 year old daughter.</i></p>	
<p>Action(s): <i>Refer Paula for counselling. Paula will ask her mother and brother if they will go with her to family counselling. Paula agreed to meet with a therapist individually and with her family if they’re open to it. Paula would like her daughter to participate in some sessions. Paula will ask her co-worker about the healing lodge and how to connect with a traditional healer to work on</i></p>	

*feeling more connected to her culture. If she isn't able to get the information from her co-worker, Paula and Lorna will contact the service together to make a referral.*

15. Company		Staff Rating
<b><i>Has your social life been a problem (an area of need)? Are you getting the help you need?</i></b>		
1. Does the person need help with social contact?*		<b>2</b>
<i>(If rated 0 or 9, go to the next domain)</i>		
2. How much help with social contact does the person receive from friends or relatives?		<b>0</b>
3a. How much help does the person receive from local services in organizing social contact?		<b>0</b>
3b. How much help does the person need from local services in organizing social contact?		<b>1 or 2</b>
Comments: <b><i>Paula reports feeling lonely because she has no friends.</i></b>		
Action(s): <b><i>Paula will work on developing a friendship with her co-worker, Cathy. Paula will start by initiating a conversation with Cathy about the Healing Lodge and traditional healers. Lorna will bring Paula information about cultural activities offered in the community awareness building as a way of meeting people. Paula expressed an interest in learning traditional dances.</i></b>		
16. Intimate Relationships		Staff Rating
<b><i>Have close personal relationships been a problem (an area of need)? Are you getting the help you need?</i></b>		
1. Does the person have any difficulty in finding a partner or in maintaining a close relationship?*		<b>2</b>
<i>(If rated 0 or 9, go to the next domain)</i>		
2. How much help with forming and maintaining close relationships does the person receive from friends or relatives?		<b>0</b>
3a. How much help with forming and maintaining close relationships does the person receive from local services?		<b>0</b>

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3b. How much help with forming and maintaining close relationships does the person need from local services?	2 or 3
<p>Comments: <i>Paula reports finding it tough to relate to her mother and brother. She reported that they don't have much to talk about and she feels like a stranger. This is a source of stress for Paula and she wants to have close relationships with them.</i></p>	
<p>Action(s): <i>Refer Paula for counselling. Paula will ask her mother and brother if they will go with her to family counselling. If they do not want to participate, Paula agreed to meet regularly with the therapist on her own to work on strategies to improve her relationships with family members.</i></p>	