

**Scenario #1 Fit for a Fit Test**

As I was leaving work yesterday my supervisor informed me that I am on the list to be fit tested tomorrow at 9:30 for a respirator.  I do not understand why.  I have worked in this job for a while and have never worn a respirator before.  Nobody has mentioned I would be wearing one before and I do not know anything about them. I am a little bit worried.   Will I be able to breathe okay with a respirator?  I (smoke, have asthma, have a heart condition, etc.) and am not sure I will be able to breathe right in a respirator.  How do I know if I will be ok in one?   Will they give it to me tomorrow or do I have to buy the respirator?  I have so many thoughts running through my head right now.  Will I have to wear it all the time?   Will I lose my job if I cannot or will not wear a respirator?  Who can I talk to about all of my questions?

1. Identify the safety concern(s) in the scenario.
2. Choose one of the concerns above and explain how it can be reduced or eliminated.
3. This CNA has a lot of questions.  Using what you learned in this training, answer some of his questions?
4. Pretend you are the CNA in this scenario and use CUS to voice your concerns to your supervisor.

**TeamSTEPPS® CUS Tool**

**C**- I’m concerned!

**U**- I’m Uncomfortable!

**S**- This is a Safety Issue!

<https://www.ahrq.gov/teamstepps/longtermcare/index.html>

**Scenario #2 Is that You Rona? A Coworker with Symptoms**

****At the time clock your coworker mentions she is not feeling the best but cannot afford to miss work.  You ask her what is going on and she says she is tired, achy, and blah today. You wonder how she answered questions on the daily screening. Throughout the day you notice does seem unusually tired and less with it. You ask a few times if she is feeling okay. When you ask around lunch, she tells you she has a sore throat. You suggest she may be sick and should go home but again she tells you she cannot afford to miss work and does not want all the hassle of everyone wondering if she has COVID-19. In the afternoon, you hear her tell another co-worker she is going to run to the breakroom and take some medicine because her head hurts. You are concerned and do not think she should be working.

1. What symptoms are creating the safety concern?
2. What should be done to eliminate or reduce the concern?
3. Using the Two-Challenge Rule to role play how you might be able to handle this type of situation.  One person will be the aide not feeling well and one will be the concerned coworker.
4. What are your options if the person does not see the concern even after you have done the two-challenge?

**TeamSTEPPS® Two-Challenge Rule**

Use after your initial statement is ignored…

* It’s your *responsibility* to assertively voice your concern at least *two times* to ensure you are being heard.
* Person being challenged must acknowledge
* If outcome still not acceptable
	+ Take a stronger course of action
	+ Use supervisor or chain of command

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**Scenario 3: What is Happening Here?**

You are asked to move to another household in the building. When you enter for your first shift you are surprised to see a housekeeper not wearing any kind of face covering as she cleans the living room and a fellow CNA wearing a cloth mask. You know there are surgical masks and respirators available and the organization has a face covering for everyone policy. When you ask your partner aide for the day about why some are not following policies about face coverings, he responds they do not like them and do not believe any of them work, so they do what they want when the DON is not around. One of the residents you are caring for has develop a slight cough. You notice that despite being instructed shared, equipment is being used for multiple residents and either not cleaned at all or wiped with a damp wash cloth between residents.  Team members are spending time as a group in a small breakroom visiting and masks pulled down on their chins.   There are so many things happening in this neighborhood that you know should not be.

1. Use STEP to identify safety concerns in the scenario above.
2. What could be done to reduce or eliminate those concerns?
3. Choose one of the identified concerns and use SBAR to organize and describe the concern to your supervisor.

**TeamSTEPPS® STEP Tool**

**S**- Status of the resident

**T**- Team members

**E**- Environment

**P**-Progress toward goal

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**TeamSTEPPS® SBAR Tool**

**S**- Situation – What is the happening?

**B**- Background- What’s the context?

**A**- Assessment- What do I think the issue is?

**R** -Recommendation – What do I think should happen?

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**Scenario 4: Am I Safe to Work?**

It has been a really busy week. A few residents have COVID-19 and several coworkers are out on quarantine. You have not had a day off in over a week. You know you are needed at work but feel guilty for working so much. When you are at home you try to enjoy your family, but you are finding yourself being shorter than normal, seeing the negative and having trouble focusing. Each day you are feeling a bit more overloaded and worried about how this is all going to turn out. As you leave work on Thursday afternoon, you see a text message that your kids’ school is going remote starting on Monday. You find yourself in the car in tears trying to figure out how to make it all work and desperately wanting some time to relax. You put on your brave face and head home. After making dinner, helping with homework, and getting everyone ready for bed you start making calls trying to figure out who can watch the kids while you work.

You have had lots extra stress and sleepless nights since the pandemic began and have found that if you take some pills and have a few drinks it is a lot easier to sleep. For some reason it does not work this time and you find yourself tossing and turning all night worried about things at home and at work. You keep hoping you have not done anything wrong that might contribute to people getting sick. You finally fall asleep and the alarm goes off. You help everybody get ready and notice you are running late and need to leave so you grab a big cup of coffee and skip your usual breakfast. You hope the coffee will help you feel more alert and clear your mind. When you get to work you find yourself feeling a little out of it but tell yourself you are ok. You have not been there long when the charge nurse notices you did not give Mr. Sanders his bath but have him dressed and ready for breakfast. A bit later a coworker stops you from entering a resident’s room without your full PPE. You are feeling really tired and the day seems like a blur. As you get ready to leave the scheduling coordinator stops you and asks if you can cover a shift tomorrow too.

1. What are some methods of coping in the scenario? (HINT: They may not all be healthy.)
2. What are some selfcare ideas that might fit into life right now?
3. Imagine you are the person in the scenario and your organization uses the I’M SAFE checklist.  Complete the checklist to identify things that might influence your ability to work safely.
4. Now imagine a co-worker tells you he completed the checklist and is concerned about his ability to be safe. Describe some things you can do to support him.

TeamSTEPPS® I’M SAFE Checklist

**I**- Illness

**M**- Medication

**S**- Stress

**A**-Alcohol & drugs

**F**- Fatigue

**E**- Eating & elimination

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**Scenario #5: I Tested Negative, I am Safe to Work**

Our building is currently testing weekly and when I tested two days ago, I was negative. Today I learned my friend has tested positive. I am a close contact since several of us got together over the weekend to a 30th birthday. The health department just called and told me I should quarantine. I am supposed to work tomorrow, and we are really short staffed. I am going to go ahead and go since I just tested negative. I mentioned the health department call to a friend and co-worker but tell her I am planning to come anyway. She tells me she thinks it is a bad idea. I still do not agree and will be going to work.

1. What is the potential safety concern? Note: There may be situations when staffing is critically low and those with exposures like described in the case study may still be working. There are procedures and guidelines for this. Answer as if the organization is not operating in critical shortage mode.
2. What could be done to reduce or eliminate this concern?
3. Pretend you are the coworker receiving a phone call from this CNA. Role play the conversation where you try to stop her from working.  Use CUS to make her understand your concern.
4. She still insists she is going to work and will be there for her next shift. Use SBAR to organize your thoughts in preparation for speaking with a supervisor.

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