

SALLY (2016)

A guardian took a client, Sally*, who could be easily labeled as “challenging” to an appointment. Sally’s behavior was good compared to the previous time at the same place. She was less very verbally alarming and more cooperative. As they walked into the facility where Sally lives, Sally very calmly asked the guardian if they could talk. The guardian said “yes” and asked where Sally would like to talk (in a common area or in her room). Sally said that she would like to sit on the couch in the living room. After they sat down Sally started yelling that she hated this place and that she wanted to move. She went on yelling about hating her current situation for almost a full minute. After she stopped, the guardian said, “I’m sorry that you don’t like this place. If you don’t want to stay here I will look for another place for you.” Sally looked at the guardian with wide eyes and said, “You will?” The guardian reaffirmed that she would start looking for a new housing situation. Sally then said, “You don’t need to look. I don’t want to move. I like it here.”

As the guardian was leaving Sally called her back and said, “Did I do O.K.?” It took a moment for the guardian to realize she was talking about the appointment. The guardian assured Sally that she did very well at the appointment. The guardian was rewarded with a huge smile. Little did Sally know that after the first appointment, the guardian wrote the staff and explained why Sally behaved the way that she did. The guardian explained that it is very difficult for Sally to leave familiar surroundings and, being the fighter that she is, she comes across verbally disruptive. Having a better understanding of Sally’s disability, the staff was more comfortable with Sally, which made Sally more comfortable with the staff.

**Name changed*