



Gaming for Mutual Learning in Elder Care GAMLEC

**IO2.5 Card Content for the Playing Cards for the
Game Version with a Game Coach and Instructions**



Co-funded by the
Erasmus+ Programme
of the European Union

Document Information

This document contains the card content for the game version with Game Coach along with the instructions for the Game Coach for every single card of the card deck only meant for the GAMLEC game version to be played with a Game Coach.

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CADIAI

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VERSION

V04

STATUS

Final

Delivery Date

February 12th 2021

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The results of the Erasmus+ project GAMLEC consist of this instruction manual for the game version with Coach, the educational objectives and all over learning goal of the learning board game, a guide to the design of the format of the card content, the rules of the learning board game for the game version with Game Coach, the rules of the learning board game without Game Coach, the learning game cards for adults about the quality of life of nursing home residents, a Compendium, an Educational Framework, Guidelines for the learning board game, and an interactive E-learning platform. The results are available in English, German, Italian, Dutch and Lithuanian at www.gamlec.eu.

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IO2.5 Card Content for the Game to be played with a Game Coach, and Instructions for the Coach

Foreword

The version of the Learning Board Game to be played with a Game Coach is meant to offer the opportunity to enhance direct exchanges and cooperation between all stakeholders.

The content of the cards for this version of the Learning Board Game always consists in a task to be completed by the teams. This requires time: time for the players to play, and time for the preparation of the venue and all the necessary materials by the Game Coach.

Accordingly, it is up to the Game Coach to choose one or two cards from the card deck for the Board Game Version with Game Coach, and add them to the card deck for the version without Game Coach.

The choice should be made according to the following criteria:

1. Availability of a suitable venue where the teams can not only sit down and play around a table, but where there is also enough room for the work the two teams have to do (cf. the instructions about the requirements for the venue below).
2. Availability of all the materials needed to accomplish the tasks (for all teams).
3. Enough time to play. Playing with all 110 cards of the game without Game Coach and one additional card in the card deck with the Game Coach takes at least 2 hours. This is true for those cards for the game with Game Coach with tasks that require no more than 1 hour approximately, as described below.
4. Enough players to build two teams with the same number of members, as described below.
5. Enough time to prepare. The Game Coach has to take account of the time to prepare the venue, the materials, and the time to put everything away after the game.

The Game Coach can decide to reduce the number of the cards to play with no less than 110 in order to reduce the playing time. In this case it is essential to keep the balance between the cards with content that is beneficial to QoL, the Good Fairy cards, the cards with content that is detrimental to QoL, and the Evil Fairy cards.

The Game Coach can also choose one or two cards max. from the card deck for the game with a Game Coach that meet the specific needs of a given situation the most.

If the above criteria are not given, we recommend you play the version of the Learning Board Game without Game Coach.

Before starting with the specific instructions for each card, you will find below some suggestions for the game with Game Coach that apply in general to the GAMLEC learning board game to be played with a Game Coach.

The two teams have to be created before starting to play the game. It is therefore necessary to give both teams approximately 10 minutes to make sure their members can introduce themselves to each other, sharing information like their names, what they do for a living, if they are ready to play the game, and whatever they want to share with the others. Each team needs a separate space to do so.

It is equally important that the Game Coach asks the team members to choose a name for their teams. This exercise enhances team building and strengthens the sense of belonging of the team members to the newly created teams.

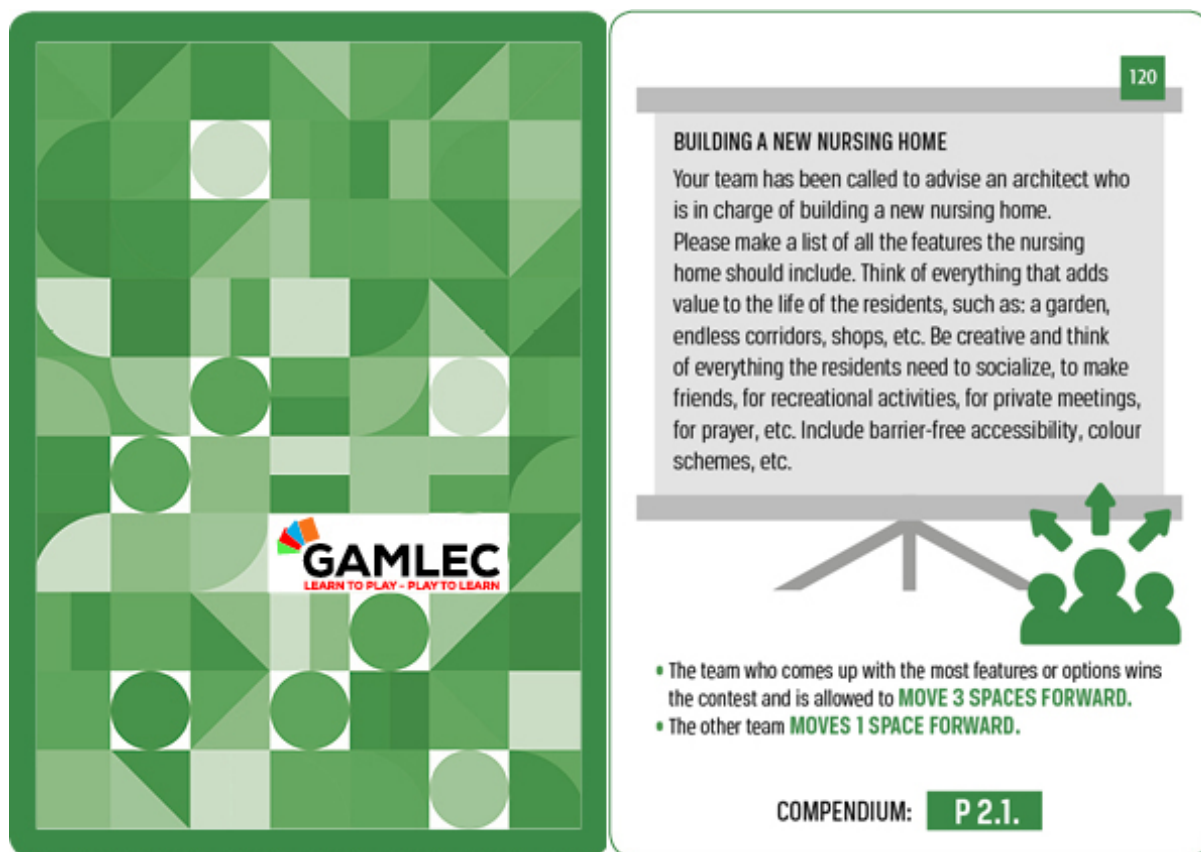
When the 10 minutes for these team building activities are up, the Game Coach asks the players to take their place at the table and share the newly created names of their teams. After that, everybody is ready to start playing the game ([rules with Game Coach](#)).

In addition to that, please ask the players at the very end of the Game, i.e., when one team has reached “Excellence” and won the game, to share their experiences. It is useful to ask the players what they have learned from playing the game, and what they are going to take home.

A very short version of this final debriefing at the very end of the game is to ask the players to share the one single thing they appreciated the most in terms of learning experience.

1. "Building a New Nursing Home"

Card Number 120 (Compendium P 2.1.)



Card Content (printed on the playing card)

Your team has been called to advise an architect who is in charge of building a new nursing home. Please make a list of all features the nursing home should include. Think of everything that adds value to the life of the residents, such as: a garden, endless corridors, shops. Be creative and think of everything the residents need to socialise, to make friends, or what they need for recreational activities, private meetings, prayer, including barrier-free accessibility, colours, etc.

Instructions (printed below content on the playing card)

The team who comes up with more features or options wins the contest and is allowed to move 3 spaces forward. The other team moves 1 space forward.

1.1. Instructions for the Game Coach

Educational Objectives

- Increase players' knowledge about factors that improve the quality of life of nursing home residents in terms of built environment.
- Foster players' imagination and creativity in order to come up with new ideas that might be applicable even under the existing circumstances and with available resources.
- Strengthen the ability to share knowledge, learn from each other, and cooperate across functions.

(Cf. IO2.2 Educational Objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Needs-Based Approach, and 2.2. Cultural and Individual Differences: The Hierarchy of Needs and the Strategies to Fulfil the Needs, 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 10 minutes.

Time for the team to accomplish the task: 20 minutes.

Time to present the team work: 10 minutes (5 minutes for each team).

Time for the debriefing and assignment of the award: 20 – 25 minutes max.

Total: 60 – 65 minutes (see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A flipchart or a free wall on which the results of the group work can be hung up.
- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the teams. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time, that the different experiences and perspectives are valued inside the teams. This way, while working together both teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only family members or volunteers.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task but work separately. The team who comes up with more features for the QoL of the nursing home residents wins the contest and is allowed to move 3 spaces forward, whereas the second team is allowed to move only 1 space forward. If both teams reach the same result, they are both allowed to move 3 spaces forward.
3. The Game Coach tells the players that they will be assigned a place where to accomplish the task, and that they will come back to the playing table with the board game only when the task is completed.
4. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to listen to everybody's point of view in order to learn from each other and create the best nursing home ever for the residents.
5. Every team has to appoint a spokesperson to present the result of their work to the other team and the Game Coach who will assign the award.
6. The teams also appoint one person to be in charge of moderating the team work, collecting ideas, writing them down, etc.
7. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions), and will be able to go to the place assigned by the Game Coach for the team work.
8. The teams have 20 minutes to accomplish the task. They will be told when 10 minutes are over, when 15 minutes are over, and when they are supposed to wrap the exercise up (1 minute before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 5 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.

Recommended time frame for the instructions: The Game Coach should give the instructions in a clear and easily understood way. When using technical terms, the Coach should make sure that they are understood by all players and always include an easily understandable explanation.

The time for the instructions should not exceed 10 minutes.

How to Moderate the Exercise while the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc. The Game Coach does not help the teams to accomplish the task though, and does not favour any team. All teams are treated equally and enjoy the same conditions.

How to Give Feedback after the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas. In case there are ideas that are "out of the box", the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to speak, if they so wish, and summarises the players' answers in order to conclude the debriefing, and start the evaluation to determine the winning team.

Additional Options for the Debriefing

The Game Coach might prepare a list with features or suggestions to show to the teams in order to check how many of these aspects have been integrated. Maybe the teams have come up with new ideas that are not on the list, or might be inspired by an item on the list they had not thought of.

The Game Coach might ask which of the listed facilities are available in the nursing home, and if there are (low cost) new ideas to add.

How to Determine the Winning Team

The Game Coach counts the different ideas listed on the flipcharts and assigns the bonuses (points) to the teams to find out who the winner is.

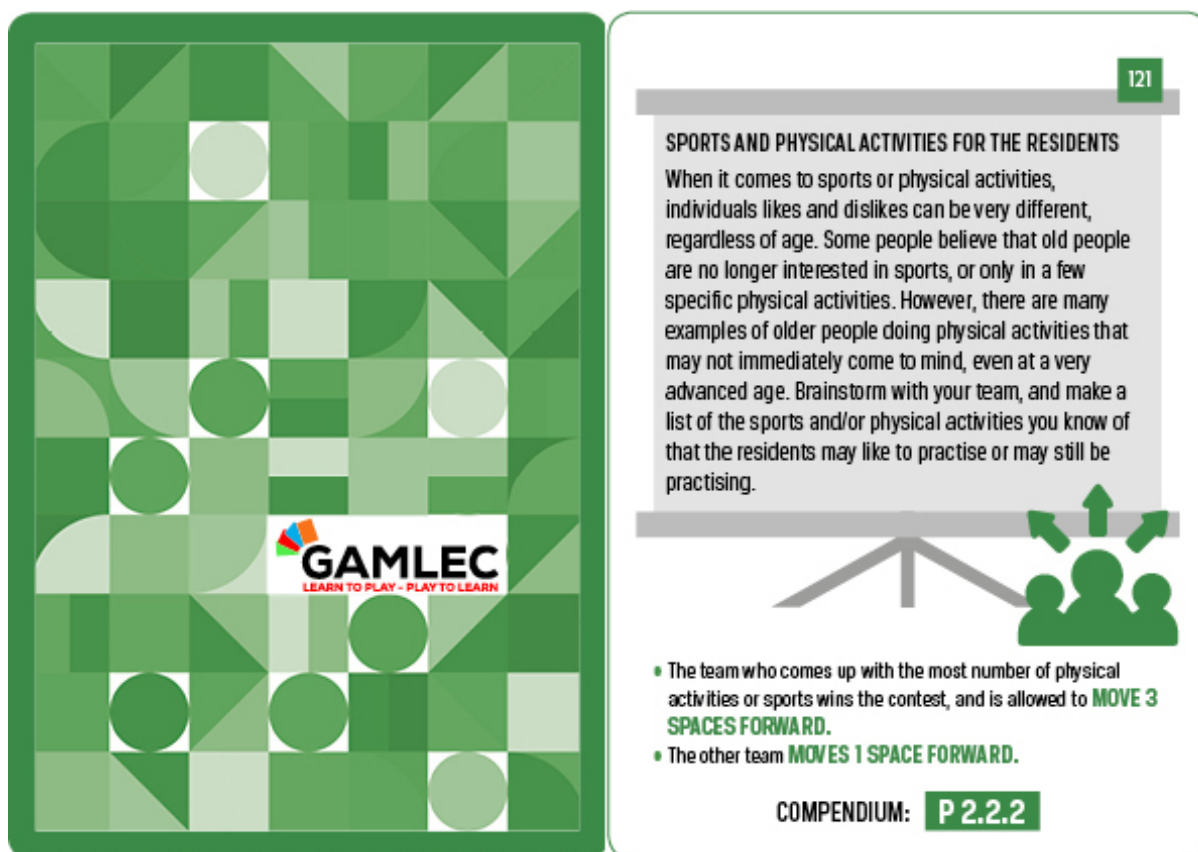
If both teams have come up with the same number of ideas and/or suggestions, both teams win and are allowed to move 3 spaces forward.

The teams go back to the table and the board game and continue playing.

Recommended time frame for the debriefing and the announcement of the winner: The Game Coach should give the players an opportunity to express their experience with the task, but keep the debriefing short and to the point (no more than 20 – 25 minutes).

2. “Sports and Physical Activities for the Residents”

Card Number 121 (Compendium P 2.2.2)



Card Content (printed on the playing card)

When it comes to sports or physical activities, individuals likes and dislikes can be very different, regardless of age. Some people believe that old people are no longer interested in sports, or only in a few specific physical activities. However, there are many examples of older people doing physical activities that may not immediately come to mind, even at a very advanced age. Brainstorm with your team, and make a list of the sports and/or physical activities you know of that the residents may like to practise or may still be practising.

Instructions (printed below the content on the card)

The team who comes up with the most number of physical activities or sports wins the contest, and is allowed to move 3 spaces forward. The other team moves 1 space forward.

2.1. Instructions for the Game Coach

Educational Objectives

- Increase players' awareness of the variety of sports or physical activities that care home residents could be interested in.
- Increase knowledge of many different sports that old people can do or are still doing.
- Increase awareness of stereotypes, biases and critical thinking to overcome stereotypes.
- Creative thinking: "Is there something we are not offering but we could offer?"
- Strengthen the ability to share knowledge, learn from each other, and cooperate across functions.

(Cf, IO2.2 Educational Objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Need-Based Approach, and 2.3. Biases, Stereotypes and False Assumptions, 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 10 minutes.

Time for the teams to accomplish the task: 20 minutes.

Time to present the team work: 10 minutes (5 minutes for each team).

Time for the debriefing and assignment of the award: 20 – 25 minutes max.

Total: 60 – 65 minutes (see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A flipchart or a free wall on which the results of the group work can be hung up.
- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players.

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the teams. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time, that the different experiences and perspectives are valued inside the teams. This way, while working together both teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only of family members or volunteers.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud, or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task, but work separately. The team who comes up with more physical activities or sports to offer in order to increase the QoL of the nursing home residents wins the contest and is allowed to move 3 spaces forward, whereas the second team is allowed to move only 1 space forward. If both teams reach the same result, they are both allowed to move 3 spaces forward.
3. The Game Coach tells the players that they will be assigned a place where to accomplish the task, and that they will come back to the playing table with the board game only when the task is completed.
4. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to listen to everybody's point of view in order to learn from each other and offer as many physical activities or sports the residents are truly interested in as possible.
5. Every team has to appoint a spokesperson to present the result of their work to the other team and to the Game Coach who will assign the award.
6. The teams also appoint one person to be in charge of moderating the team work, collecting ideas, writing them down, etc.
7. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions), and will be able to go to the place assigned by the Game Coach for the team work.
8. The teams have 20 minutes to accomplish the task. They will be told when 10 minutes are over, when 15 minutes are over, and when they are supposed to wrap the exercise up (1 minute before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 5 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
3. Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.

Recommended time frame for the instructions: The Game Coach should give the instructions in a clear and easily understood way. When using technical terms, the Coach should make sure that they are understood by all players and always include an easily understandable explanation.

The time for the instructions should not exceed 10 minutes.

How to Moderate the Exercise While the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc. The Game Coach does not help the teams to accomplish the task in itself though, and does not favour any team. All teams are treated equally and enjoy the same conditions.

How to Give Feedback After the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas. In case there are ideas that are "out of the box", the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to talk, if they so wish, and summarises the players' answers in order to conclude the debriefing, and start the evaluation to determine the winning team.

Additional Options for the Debriefing

The Game Coach might prepare a list with suggestions of physical activities or sports that is shown to the teams in order to check how many of these have been integrated. Maybe the teams have come up with new ideas that are not on the list, or might be inspired by an item on the list they had not thought of.

The Game Coach might ask which of the listed sports or physical activities are available in the nursing home, and if there are new (low cost) ideas to add.

How to Determine the Winning Team

The Game Coach counts the different ideas listed on the flipcharts and assigns the bonuses (points) to the teams to find out who the winner is.


If both teams have come up with the same number of ideas and/or suggestions, both teams win and are allowed to move 3 spaces forward.

The teams go back to the table and the board game and continue playing.

Recommended time frame for the debriefing and the announcement of the winner: The Game Coach should give the players an opportunity to talk about their experience with the task; the debriefing should be short and to the point, not exceeding 20 – 25 minutes.

3. “Exercising the Right to Vote”

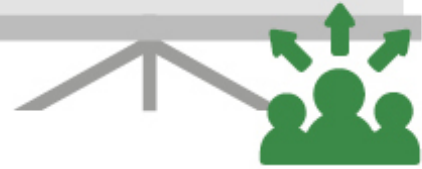
Card Number 122 (Compendium P 2.5.3.)



122

EXERCISING THE RIGHT TO VOTE

Ms Weiss has always been interested in politics. She watches political debates on TV, and considers it her civic duty to vote. Unfortunately, her health has deteriorated a lot in the last few months. She can no longer fill out the ballot paper, or go to the polling site on her own. Because of this, she was not able to vote in the last elections. Please discuss with your team how this issue could be solved in the future, in order to guarantee that care home residents are able to exercise their right to vote.



• **STAY PUT AND REFLECT.** Analyse the issue with your team, make a suggestion on how to solve this problem. After that, you may resume playing the board game.

COMPENDIUM: P 2.5.3

Card content (printed on the playing card)

Ms Weiss has always been interested in politics. She watches political debates on TV, and considers it her civic duty to vote. Unfortunately, her health has deteriorated a lot in the last few months. She can no longer fill out the ballot paper, or go to the polling site on her own. Because of this, she was not able to vote in the last elections. Please discuss with your team how this issue could be solved in the future in order to guarantee that care home residents are able to exercise their right to vote.

Instructions (printed below content on the playing card)

Stay put and reflect. Analyse the issue with your team, make a suggestion on how to solve this problem. After that, you may resume playing the board game.

3.1. Instructions for the Game Coach

Educational Objectives

- Increase players' awareness that care home residents too are interested in politics, just like anybody else.
- Increase players' awareness of the right and willingness to vote of older people/care home residents.
- Raise players' awareness of stereotypes, biases and critical thinking to overcome stereotypes.
- Raise players' awareness of what is important to them, and help them empathise more with older people.
- Strengthen the ability to share knowledge, learn from each other, and cooperate across functions.
- Foster creative thinking and develop problem solving: "How can we solve the issue?".

(Cf, IO2.2 Educational objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Needs-Based Approach, and 2.3. Biases, Stereotypes and False Assumptions, 2.4. Individual (Core) Values, 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 20 minutes.

Time for the team to accomplish the task: 30 minutes.

Time to present the team work: max 20 minutes (10 minutes for each team).

Time for the debriefing and assignment of the award: 30 minutes.

Total: 1 h 40 minutes (see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A printed outline of the questions that support the teams in their task (one for each team).
- A flipchart or a free wall on which the results of the group work can be hung up.
- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players.

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the teams. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time, that the different experiences and perspectives are valued inside the teams. This way, while working together the teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only family members or volunteers.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud, or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task, but work separately. The teams will be allowed to resume playing once the task is accomplished and the results have been shared and discussed.
3. The Game Coach tells the players that they will be assigned a place where to accomplish the task, and that they will come back to the playing table with the board game only when the task is completed.
4. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to hear everybody's point of view in order to learn from each other.
5. The Game Coach instructs the teams to:
 - a. Collect the facts describing the situation.
It is important to just describe the facts without being judgmental.
The following questions provide guidance to teams. It is useful to provide a printed outline for each team.
 - How many old people are potential voters, but cannot vote due to this issue?
 - How often does this happen?
 - Are there resources available? If yes,

- What kind of resources are available?
- Are there best practices the team members are aware of?
- b. Brainstorm how to ensure that older people vote when there are elections but only after analysing the situation in a descriptive, non-judgmental way.
 - Is there staff available?
 - Can volunteers help out during the elections, etc.?
 - What can be done?

If the team comes up with a suggestion on how to solve the issue, it is important to check:

- its feasibility; and
 - how the solution may be maintained over time so that it is not a "one-off" solution.
6. Every team has to appoint one spokesperson to present the result of their work to the other team and the Game Coach who will assign the award.
 7. The team also appoints one person to be in charge of moderating the team work, collecting ideas, writing them down, etc.
 8. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions) and will be able to go to the place assigned by the Game Coach for the team work.
 9. It is recommended to give the team 30 minutes to accomplish the task. They will be told when 15 minutes are over, when 25 minutes are over, and when they are supposed to wrap the exercise up (5 minutes before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 10 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
3. Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.
4. Problem solving tasks are more complex. Therefore, spokespersons have a little more time at their disposal. They should present the solution and explain how they arrived at it.
5. Try not to exceed 10 minutes per team in order to make sure attention is kept high at all times, especially because only one person is active in this phase.

Recommended time frame for the instructions:

The Game Coach should give all the instructions for the team work and the spokesperson in a clear and easily understood way, and should not exceed 20 minutes.

How to Moderate the Exercise While the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc. The Game Coach does not help the teams to accomplish the task in itself though, and does not favour any team. All teams are treated equally and enjoy the same conditions.

Problem solving tasks are more complex and players typically jump to premature conclusions. It is recommended to assist the teams and remind them while working on the task to analyse the problem and answer the questions before coming up with a solution.

How to Give Feedback after the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas. In case there are ideas that are "out of the box", the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to talk, if they so wish, and summarises the players' answers in order to conclude the debriefing, and start evaluating the solutions. There is no winner in this case.

The evaluation is guided by two questions:

1. Feasibility: Can the solution be (easily) implemented?
2. Can the solution be kept over time?

It is important to underline that, when coming up with solutions, it is important to listen to the different point of views in a respectful way so that all participants feel their suggestions are appreciated. Prejudices or pre-judging a proposal, especially if it is a minority proposal, can result in interesting and winning solutions not being presented at all.

Additional Options for the Debriefing

The Game Coach might know a best practice and tells the players about it if the best practice could be an additional option to solve the issue, and the players have not come up with it.

How to Determine the Winning Team

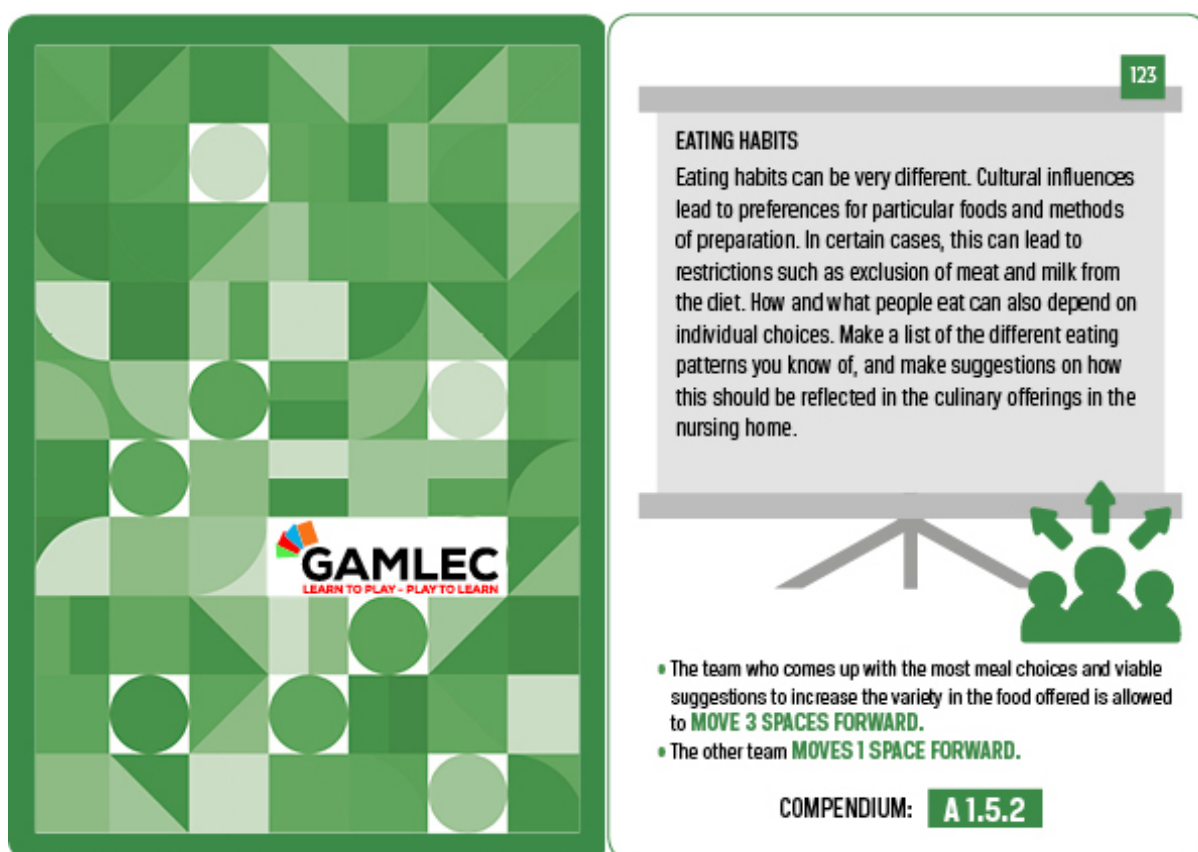
There is no winning team here. The spirit of this task is to reflect, analyse, and come up with as many solutions as possible. Both teams have to accomplish the task in order to be allowed to resume the game.

Once the task is completed and the debriefing concluded, the teams go back to the table and the board game and continue playing.

Recommended time frame for the debriefing and the announcement of the winner: The Game Coach should give the players an opportunity to talk about their experience with the task; the debriefing should be short and to the point, not exceeding 30 minutes.

4. "Eating Habits"

Card Number 123 (Compendium: A 1.5.2.)



Card Content (printed on the playing card)

Eating habits can be very different. Cultural influences lead to preferences for particular foods and methods of preparation. In certain cases, this can lead to restrictions such as exclusion of meat and milk from the diet. How and what people eat can also depend on individual choices. Make a list of the different eating patterns you know of, and make suggestions on how this should be reflected in the culinary offerings in the nursing home.

Instructions (printed below the content on the playing card)

The team who comes up with the most meal choices and viable suggestions to increase the variety in the food offered is allowed to move 3 spaces forward. The other team moves 1 space forward.

4.1. Instructions for the Game Coach

Educational Objectives

- Increase players' awareness of the different eating habits due to individual choices, the cultural or religious background of care home residents.
- Increase knowledge of the specific eating habits of different cultures, religions or individual choices, such as vegetarian, vegan, macrobiotics, etc.
- Increase tolerance towards different cultures and habits.
- Increase awareness of stereotyping and bias against people with different eating habits.
- Increase awareness of existing restrictions due to food intolerances or allergies, etc.
- Creative thinking: "Is there something we are not offering, but we could offer?".
- Strengthen the ability to share knowledge, learn from each other, and cooperate across functions.

(Cf, IO2.2 Educational objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Needs-Based Approach, 2.2. Cultural and Individual Differences: The Hierarchy of Needs and the Strategies to Fulfil the Needs, 2.3. Biases, Stereotypes and False Assumptions, 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 10 minutes.

Time for the team to accomplish the task: 20 minutes.

Time to present the team work: 10 minutes (5 minutes for each team).

Time for the debriefing and assignment of the award: 20 – 25 minutes max.

Total: 60 – 65 minutes (see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A flipchart or a free wall on which the results of the group work can be hung up.
- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players.

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the teams. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time, that the different experiences and perspectives are valued inside the teams. This way, while working together the teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only family members or volunteers. In case there are players with a different cultural background, they should be present in both teams.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud, or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task, but work separately. The team who comes up with more physical activities or sports to offer in order to increase the QoL of the nursing home residents wins the contest and is allowed to move 3 spaces forward, whereas the second team is allowed to move only 1 space forward. If both teams reach the same result, they are both allowed to move 3 spaces forward.
3. The Game Coach tells the players that they will be assigned a place where to accomplish the task, and that they will come back to the playing table with the board game only when the task is completed.
4. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to hear everybody's point of view in order to learn from each other and offer as many different dishes as possible.
5. Every team has to appoint a spokesperson to present the result of its work to the other team and the Game Coach who will assign the award.
6. The team also appoints one person to be in charge of moderating the team work, collecting the ideas, writing them down, etc.
7. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions) and will be able to go to the place assigned by the Game Coach for the team work.
8. The teams have 20 minutes to accomplish the task. They will be told when 10 minutes are over, when 15 minutes are over, and when they are supposed to wrap the exercise up (1 minute before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 5 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
3. Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.

Recommended time frame for the instructions: The Game Coach should give the instructions in a clear and easily understood way. When using technical terms, the Coach should make sure that they are understood by all players and always include an easily understandable explanation.

The time for the instructions should not exceed 10 minutes.

How to Moderate the Exercise While the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc. The Game Coach does not help the teams to accomplish the task in itself though, and does not favour any team. All teams are treated equally and enjoy the same conditions.

How to Give Feedback After the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas. In case there are ideas that are "out of the box", the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to talk, if they so wish, and summarises the players' answers in order to conclude the debriefing, and start determining the winning team.

Additional Options for the Debriefing

The Game Coach might prepare a list of suggestions of different cultural, religious or individual eating habits that is shown to the teams in order to check how many of these have been integrated. Maybe the teams have come up with eating habits that are not on the list, or might be inspired by an item on the list they had not thought of.

The Game Coach might ask which of the listed eating habits are present, and which corresponding offers are available in the nursing home, and if there are new (low cost) ideas to add.

How to Determine the Winning Team

The Game Coach counts the different eating habits listed by the teams and assigns the bonuses (points) to the teams to find out who the winner is.

One point is given to every eating habit, and two points for every suggestion on how to implement increased variety of the food offer in the nursing home (quantity).

If both teams reach the same result, both teams win and are allowed to move 3 spaces forward.

The teams go back to the table and the board game and continue playing.

Recommended time frame for the debriefing and the announcement of the winner: The Game Coach should give the players an opportunity to talk about their experience with the task; the debriefing should be short and to the point, not exceeding 20 – 25 minutes.

5. "Euthanasia"

Card Number 124 (Compendium D 3.5.)



124

EUTHANASIA

Many older people want to be sure that they can die the way they choose, and some also want to choose when they die. However, euthanasia does not only depend on the individual's will. In some countries, euthanasia is forbidden by law, whereas in other countries, requests for active euthanasia are rewarded if the resident is mentally or physically suffering, when this suffering is not in line with human dignity values.



• **STAY PUT AND REFLECT.** Analyse the issue with your team. List all the arguments in favour of euthanasia and all those against. After that you are allowed to resume playing the board game.

COMPENDIUM: D 3.5

Card Content (printed on the playing card)

Many older people want to be sure that they can die the way they choose, and some also want to choose when they die. However, euthanasia does not only depend on the individual's will. In some countries, euthanasia is forbidden by law, whereas in other countries, requests for active euthanasia are rewarded if the resident is mentally or physically suffering, when this suffering is not in line with human dignity values.

Instructions (printed below the content on the playing card)

Stay put and reflect. Analyse the issue with your team. List all the arguments in favour of euthanasia and all those against. After that you are allowed to resume playing the board game.

5.1. Instructions for the Game Coach

Educational Objectives

- Increase awareness that older people, often unlike younger people, feel the need to think and talk about their death and decide on the details in advance, including the decision about when they want to die.
- Invite and inspire the players to think about the “pros and cons” of euthanasia.
- Learn to listen and respect different opinions.
- Develop empathy and respect for individual needs and choices, instead of thinking in terms of “right or wrong”.
- Raise players’ awareness of what is important to them.
- Strengthen the ability to share knowledge, learn from each other, and cooperate across functions.

(Cf, IO2.2 Educational objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Needs-Based Approach, 2.4. Individual (Core) Values, 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 20 minutes.

Time for the team to accomplish the task: 30 minutes.

Time to present the team work: max 20 minutes (10 minutes for each team).

Time for the debriefing and assignment of the award: 30 minutes max.

Total: 1 h 40 minutes (see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A flipchart or a free wall on which the results of the group work can be hung up.
- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players.

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the teams. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time that the different experiences and perspectives are valued inside the teams. This way, while working together the teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only family members or volunteers.

Euthanasia is a very delicate subject and may cause strong feelings or resistance in some players. It is therefore very important to be very gentle with the players and the topic.

It is essential that the Game Coach stresses the fact that there is no such thing as right and wrong, and that the task consists in highlighting the whys and wherefores of both positions, without ever trying to convince any of the players of one's own opinion or position.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud, or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task, but work separately. The teams will be allowed to resume playing once the task is accomplished and the results have been shared and discussed.
3. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to hear everybody's point of view in order to learn from each other.
4. The Game Coach instructs the teams to:
 - a. think of specific cases they know of in order to come up with the pros and cons of euthanasia;
 - b. pay special attention to never being judgmental towards any player who has a different opinion about euthanasia.
5. Every team has to appoint a spokesperson to present the result of their work to the other team and the Game Coach who will assign the award.

6. The team also appoints one person to be in charge of moderating the team work, collecting the ideas, writing them down, etc. In this specific case, it is important that the moderator keeps a neutral position while collecting the pros and cons of euthanasia.
7. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions), and will be able to go to the place assigned by the Game Coach for the team work.
8. The teams have 30 minutes to accomplish the task. They will be told when 15 minutes are over, when 25 minutes are over, and when they are supposed to wrap the exercise up (5 minutes before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 10 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
3. Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.
4. Please be aware that euthanasia is a very delicate subject. It is essential to present the work of your team, the pros and cons, in a neutral and non-judgmental way, irrespective of personal convictions or opinions.
5. Try not to exceed 10 minutes per team in order to make sure attention is kept high at all times, especially because only one person is active in this phase.

Recommended time frame for the presentation of the team work by the spokesperson:

The time for the presentation should not exceed 10 minutes per spokesperson of every team.

How to Moderate the Exercise While the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc. The Game Coach does not help the teams to accomplish the task in itself though, and does not favour any team. All teams are treated equally and enjoy the same conditions.

Problem solving tasks are more complex and players typically jump to premature conclusions. Please assist the teams while they are working on the task and remind them to analyse the problem and answer the questions before coming up with a solution.

How to Give Feedback After the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas. In particular when dealing with such delicate topics the

Game Coach needs to give any feedback in a very kind and gentle way. In case there are items on the list that are uncommon or unexpected, the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to talk, if they so wish, and summarises the players' answers in order to conclude the debriefing. There is no winner in this case. The Game Coach concludes the debriefing underlining the fact that there are different ways to deal with euthanasia, and that it is important to listen to each other, and not be judgemental towards other people irrespective of their opinions.

How to Determine the Winning Team

As already stated, there is no winning team here. The spirit of this task is to listen and reflect in order to enhance empathy and overcome judgemental attitudes that could be detrimental to the QoL of nursing home residents.

Once the task is completed and the debriefing concluded, the teams go back to the table with the board game, and continue playing.

Recommended time frame for the debriefing and the conclusions: The Game Coach should give the players an opportunity to talk about their experience with the task; the debriefing should be short and to the point, not exceeding 30 minutes.

6. Respectful Communication - "Stop Ringing the Bed Bell!"
Card Number 125 (Compendium D 3.2.)



125

**RESPECTFUL COMMUNICATION -
"STOP RINGING THE BED BELL!"**

Mr. Johnson is bedridden, and had been ringing the bed bell many times in a row. The nurse, annoyed, tells him in a harsh way: "Stop it! You are waking everyone up! I'll come see you as soon as I have the time".

Please discuss with your team, if you think this is an appropriate, and respectful way to communicate, and explain your answer. If you think it is not appropriate, please tell us how you think the nurse should have communicated, and explain your answer.



• **STAY PUT AND REFLECT.** Discuss the communication style with your team, and if necessary, make a suggestion on how to communicate instead. After that, you are allowed to resume playing the board game.

COMPENDIUM: D 3.2

Card Content (printed on the playing card)

Mr. Johnson is bedridden, and has been ringing the bed bell many times in a row. The nurse, annoyed, tells him in a harsh way: "Stop it! You are waking everyone up! I'll come see you as soon as I have the time".

Please discuss with your team if you think this is an appropriate and respectful way to communicate, and explain your answer. If you think it is not appropriate, please tell us how you think the nurse should have communicated, and explain your answer.

Instructions (printed below the content on the playing card)

Stay put and reflect. Discuss the communication style with your team, and if necessary, make a suggestion on how to communicate instead. After that, you are allowed to resume playing the board game.

6.1. Instructions for the Game Coach

Educational Objectives

- Raise players' awareness of respectful communication.
- Raise players' awareness of violence in language.
- Raise players' awareness of what is important to them, and empathise with older people.
- Strengthen the ability to share knowledge, learn from each other, and cooperate across functions.
- Foster critical thinking and the ability to develop alternative communication strategies.

(Cf, IO2.2 Educational objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Needs-Based Approach, 2.4. Individual (Core) Values, 2.5. Violence: Settings, Behaviour and In Language and Communication, and 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 20 minutes.

Time for the team to accomplish the task: 30 minutes.

Time to present the team work: max 20 minutes (10 minutes for each team).

Time for the debriefing and assignment of the award: 30 minutes max.

Total: 1 h 40 minutes (if the Game Coach includes the additional options, add another 30 minutes to the total; see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A printed outline of the questions that support the teams in their task (one for each team).
- A flipchart or a free wall on which the results of the group work can be hung up.
- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players.

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the teams. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time, that the different experiences and perspectives are valued inside the teams. This way, while working together the teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only family members or volunteers.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud, or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task, but work separately. The teams will be allowed to resume playing once the task is accomplished and the results have been shared and discussed.
3. The Game Coach tells the players that they will be assigned a place where to accomplish the task, and that they will come back to the playing table with the board game only when the task is completed.
4. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to hear everybody's point of view in order to learn from each other.
5. The Game Coach instructs the teams to "play" the situation as a role play.
 - One member of the team plays the care home resident and another the nurse.
 - The team puts itself in the following situation: one person pretends to be in bed and rings the bed bell all the time. The other has many tasks to do and can hardly manage.
 - The team accurately recreates the conversation described in the task.
 - After the short role play, the two players describe their feelings.
 - The entire team discusses whether in their opinion the communication was respectful or not, and motivate their point of view.
 - The team brainstorms how a respectful way to communicate in the situation could be and suggests alternatives on how to communicate.

- Remind the teams that all the people involved and their specific circumstances need to be taken into consideration: the bedridden nursing home resident, the nurse, and the other residents.
 - The team should try to come up with a suggestion that is viable and respectful towards all people involved.
 - The suggestions the team makes have to be motivated, in other words the team is supposed to explain the whys and the wherefores.
6. Every team has to appoint a spokesperson to present the result of their work to the other team and the Game Coach.
 7. The team also appoints one person to be in charge of moderating the team work, collecting the ideas, writing them down, etc.
 8. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions), and will be able to go to the place assigned by the Game Coach for the team work.
 9. The teams have 30 minutes to accomplish the task. They will be informed when 15 minutes are over, when 25 minutes are over, and when they are supposed to wrap the exercise up (5 minutes before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 10 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
3. Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.
4. Tasks that include role plays are more complex. Therefore, spokespersons have a little more time at their disposal. They should present the result of the team work and explain how they arrived at it.
5. Try not to exceed 10 minutes per team in order to make sure attention is kept high at all times, especially because only one person is active in this phase.

Recommended time frame for the instructions:

The Game Coach should give all the instructions for the team work and the spokesperson in a clear and easily understood way, and should not exceed 20 minutes.

How to Moderate the Exercise While the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc.

In this specific case the Game Coach is available to offer additional instructions to both teams on how to perform the role play. However, the Game Coach does not help the teams to

accomplish the task in itself, and does not favour any team. All teams are treated equally and enjoy the same conditions.

How to Give Feedback After the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas or suggestions. In case there are ideas that are "out of the box", the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to talk, if they so wish, and summarises the players' answers in order to conclude the debriefing, and start evaluating the solutions. There is no such thing as a winner in this case.

The evaluation is guided by the following questions:

1. Has the specific situation of all parties involved been taken into consideration?
2. Is there a possibility to communicate respectfully with all parties involved, the care home resident, the other care home residents, and the nurse?
3. Is there a win-win solution, or an acceptable compromise?
4. Is the suggested communication style respectful i.e., no accusation, no finger pointing, no offense, no pressure, no blaming, no denigration, etc.

It is important to underline that, when coming up with solutions, it is essential to listen to the different point of views in a respectful way so that all participants feel their suggestions are appreciated. Prejudices or pre-judging a proposal, especially if it is a minority proposal, can result in interesting and winning suggestions not being presented at all.

Additional Options for the Debriefing

The Game Coach stresses the fact that the needs of all involved parties are important and that they have to be taken into consideration.

The bedridden resident needs attention, needs to be "seen" and listened to. In addition, there is probably a specific request, and therefore he is ringing the bed bell.

The nurse needs attention as well because she probably has many tasks to fulfil and not much time.

The other residents need to rest and to sleep.

It might be helpful to make a suggestion to the teams, without pretending that it is the right thing to do. It is just food for thought, and the following is only one of many possibilities.

1. First Step

It can be very helpful to start the conversation with “I”, instead of “you”. It helps to avoid (unintentional) finger pointing, accusations, unsolicited advice or “orders” the other person is supposed to obey. Here it could be: “I heard you ringing the bed bell many times in a row” or something similar.

2. Second Step

It could be helpful to tell the other person about one’s own situation without omitting to show interest or respect for the other person’s needs: “I am really sorry, I am so busy, I have a hard time showing up immediately after I heard you ringing the bell”.

3. Third Step

The next step could be showing the other person that you are taking his/her needs seriously, asking questions such as: “You needed to talk to me, do you want to tell me what I can do for you, and if it is very urgent?” This shows the other person that s/he is being taken in consideration, and that s/he is being heard. This is generally a very successful strategy to take the edge off the situation.

4. Fourth Step

Depending on the request, the nurse might decide to ask “Would it be ok for you to wait a little bit because I do not know how to handle all the requests and tasks at the same time?”

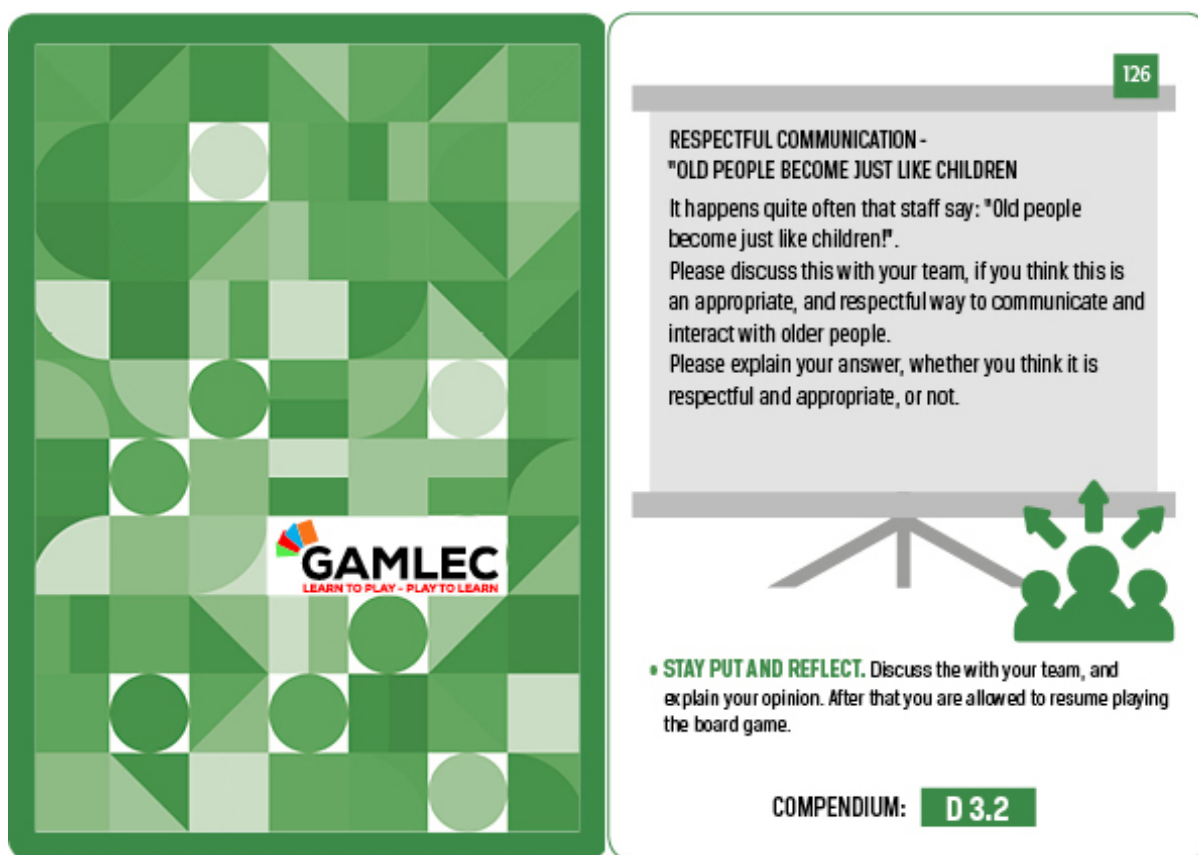
How to Determine the Winning Team

There is no winning team here. The spirit of this task is to reflect, analyse, foster empathy for all parties involved, and come up with suggestions for a communication style that is respectful towards everybody. Both teams have to accomplish the task in order to be allowed to resume the game.

Once the task is completed and the debriefing concluded, the teams go back to the table and the board game and continue playing.

Recommended time frame for the debriefing and the announcement of the winner: The Game Coach should give the players an opportunity to talk about their experience with the task; the debriefing should be short and to the point, not exceeding 30 minutes. If the Game Coach chooses to go for the additional option, the debriefing can last 30 more minutes.

7. Respectful Communication - "Old People Become Just Like Children"
Card Number 126 (Compendium D 3.2.)



Card Content (printed on the playing card)

It happens quite often that staff say: "Old people become just like children!". Please discuss this with your team if you think this is an appropriate, and respectful way to communicate and interact with older people. Please explain your answer, whether you think it is respectful and appropriate or not.

Instructions (printed below content on the playing card)

Stay put and reflect. Discuss the issue with your team, and explain your opinion. After that you are allowed to resume playing the board game.

7.1. Instructions for the Game Coach

Educational Objectives

- Raise players' awareness of respectful communication.
- Raise players' awareness of bias in language.
- Raise players' awareness of the importance to empathise with older people.
- Strengthen the ability to share knowledge and opinions, learn from each other, and cooperate across functions.
- Foster critical thinking about common but unreflective phrases and sayings.

(Cf, IO2.2 Educational objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Needs-Based Approach, 2.3. Biases, Stereotypes and False Assumptions, 2.4. Individual (Core) Values, 2.5. Violence: Settings, Behaviour and In Language and Communication, and 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 15 minutes.

Time for the team to accomplish the task: 20 minutes.

Time to present the team work: max 20 minutes (10 minutes for each team).

Time for the debriefing and assignment of the award: 20 minutes max.

Total: 1 h 15 minutes (see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A printed outline of the questions that support the teams in their task (one for each team).
- A flipchart or a free wall on which the results of the group work can be hung up.
- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players.

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the teams. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time, that the different experiences and perspectives are valued inside the teams. This way, while working together the teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only family members or volunteers.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud, or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task, but work separately. The teams will be allowed to resume playing once the task is accomplished and the results have been shared and discussed.
3. The Game Coach tells the players that they will be assigned a place where to accomplish the task, and that they will come back to the playing table with the board game only when the task is completed.
4. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to hear everybody's point of view in order to learn from each other.
5. The Game Coach instructs the teams to discuss and listen to the opinions of each member before making a statement as a team. The statement has to be motivated.
6. Every team has to appoint a spokesperson to present the result of their work to the other team and the Game Coach.
7. The team also appoints one person to be in charge of moderating the team work, collecting the ideas, writing them down, etc.
8. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions), and will be able to go to the place assigned by the Game Coach for the team work.
9. The teams have 20 minutes to accomplish the task. They will be told when 10 minutes are over, and when they are supposed to wrap the exercise up (5 minutes before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 10 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
3. Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.
4. Tasks that include role plays are more complex. Therefore, spokespersons have a little more time at their disposal. They should present the result of the team work and explain how they arrived at it.
5. Try not to exceed 10 minutes per team in order to make sure attention is kept high at all times, especially because only one person is active in this phase.

Recommended time frame for the instructions:

The Game Coach should give all the instructions for the team work and the spokesperson in a clear and easily understood way, and should not exceed 15 minutes.

How to Moderate the Exercise While the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc.

However, the Game Coach does not help the teams to accomplish the task in itself, and does not favour any team. All teams are treated equally and enjoy the same conditions.

How to Give Feedback After the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas or suggestions. In case there are ideas that are "out of the box", the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and asks them to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to talk, if they so wish, and summarises the players' answers in order to conclude the debriefing, and start evaluating the solutions. There is no such thing as a winner in this case.

Additional Options for the Debriefing

The Game Coach might ask the players of both teams if they feel they have all been listened to, and if they feel represented by the team's common statement. In case the answer is negative, the Coach asks what they would suggest to improve the situation in the future.

How to Determine the Winning Team

There is no winning team here. The spirit of this task is to reflect, exchange opinions and experiences, and come up with a team statement. Both teams have to accomplish the task in order to be allowed to resume the game.

The evaluation is guided by the following questions:


1. Has the specific situation of all parties involved been taken into consideration?
2. Is the suggested communication style respectful i.e., no accusation, no finger pointing, no offense, no pressure, no blaming, no denigration, no prejudice, etc.

Once the task is completed and the debriefing concluded, the teams go back to the table and the board game and continue playing.

Recommended time frame for the debriefing and the announcement of the winner: The Game Coach should give the players an opportunity to talk about their experience with the task; the debriefing should be short and to the point, not exceeding 20 minutes.

8. Respectful Communication “Look What You’ve Done?”

Playing Card Number 127 (Compendium D 3.2.)



127

**RESPECTFUL COMMUNICATION -
“LOOK WHAT YOU’VE DONE?”**

Mr Jason is bedridden, and he has soiled his bed. The reaction of the staff taking care of him is:
“Look what you’ve done? You soiled the whole bed with pee and poop!”

Please discuss with your team, if you think this is an appropriate and respectful way to communicate and interact with older people in the given situation. Please explain your answer, and come up with a suggestion on how to better communicate, if you think the communication is not appropriate.



• **STAY PUT AND REFLECT.** Discuss the issue with your team, and explain your opinion. If necessary, make a suggestion for improvement. After that you may resume playing the board game.

COMPENDIUM: D 3.2

Card Content (printed on the playing card)

Mr Jason is bedridden, and he has soiled his bed. The reaction of the staff taking care of him is: “Look what you’ve done? You soiled the whole bed with pee and poop!”

Please discuss with your team if you think this is an appropriate and respectful way to communicate and interact with older people in the given situation. Please explain your answer, and come up with a suggestion on how to better communicate if you think the communication is not appropriate.

Instructions (printed below content on the playing card)

Stay put and reflect. Discuss the issue with your team, and explain your opinion. If necessary, make a suggestion for improvement. After that you may resume playing the board game.

8.1. Instructions for the Game Coach (not printed on the playing card)**Educational Objectives**

- Raise players' awareness of respectful communication.
- Raise players' awareness of violence in language.
- Raise players' awareness of what is important to them, and empathise with older people.
- Strengthen the ability to share knowledge, learn from each other, and cooperate across functions.
- Foster critical thinking and the ability to develop alternative communication strategies.

(Cf. IO2.2 Educational objectives 2.1. Quality of Life: Based on The Three Categories: Autonomy, Dignity and Social Participation with a Needs-Based Approach, 2.4. Individual (Core) Values, 2.5. Violence: Settings, Behaviour and In Language and Communication, and 2.6. Motivate to Continuously Learn, Improve and Cooperate)

Recommended Time Schedule:

Time for the instructions for the exercise given by the Game Coach: 20 minutes.

Time for the team to accomplish the task: 30 minutes.

Time to present the team work: max 20 minutes (10 minutes for each team).

Time for the debriefing and assignment of the award: 30 minutes max.

Total: 1 h 40 minutes (see also the instructions below).

Venues and Equipment

- Game table suitable for the number of players.
- Sufficient space so that both teams can perform their tasks undisturbed and separately.
- Enough chairs for all players and a work table for each team where players can write down their ideas and suggestions.
- A printed outline of the questions that support the teams in their task (one for each team).
- A flipchart or a free wall on which the results of the group work can be hung up.

- Paper, pens, post-its.

Minimum/Maximum Number of Players and Teams

Maximum number of teams: 2 teams with the same number of players.

Number of players per team: minimum 2 players per team, maximum 4 players per team.

Aspects Requiring Special Attention

If the players are a mixed group, such as family members, professional nurses, volunteers, apprentices, with different levels of specific knowledge, the Game Coach has to make sure that all kinds of players are in the team. This is important to guarantee that all teams have a similar starting position in terms of knowledge and, at the same time, that the different experiences and perspectives are valued inside the teams. This way, while working together the teams can learn as much as possible from each other.

If it is impossible to form the teams in the same way, their composition has to be as balanced as possible. Please avoid at all costs that one team only has professional caregivers and the other only family members or volunteers.

How to Guide the Players

Instructions for the Exercise (Briefing)

1. The Game Coach reads the card content aloud, or asks the player who has picked it up to read aloud what is written on the card.
2. The Game Coach explains that the teams have the same task, but work separately. The teams will be allowed to resume playing once the task is accomplished and the results have been shared and discussed.
3. The Game Coach tells the players that they will be assigned a place where to accomplish the task, and that they will come back to the playing table with the board game only when the task is completed.
4. The Game Coach tells the players in an appreciative way that every team has different people/members with different knowledge, perspectives and experiences, and that it is advantageous to hear everybody's point of view in order to learn from each other.
5. The Game Coach instructs the teams to "play" the situation as a role play.
 - The team puts itself in the following situation: one team member pretends to be the bedridden nursing home resident and another one the person taking care of the resident.
 - The team accurately recreates the conversation described in the task.
 - After the short role play, the two players describe their feelings.
 - The entire team discusses whether in their opinion the communication was respectful or not, and motivate their point of view.

- The team brainstorms how a respectful way to communicate in the given situation could be and suggests alternatives on how to communicate.
 - Remind the team that all the people involved and their specific circumstances need to be taken into consideration: the bedridden nursing home resident and the person taking care of the resident.
 - The team should try to come up with a suggestion that is viable and respectful towards all people involved.
 - The suggestions the team makes has to be motivated, in other words the team is supposed to explain the whys and the wherefores.
6. Every team has to appoint a spokesperson to present the result of their work to the other team and the Game Coach.
 7. The team also appoints one person to be in charge of moderating the team work, collecting the ideas, writing them down, etc.
 8. Every team will receive all the necessary materials to accomplish the task (paper, pens, etc. to write down its ideas and suggestions), and will be able to go to the place assigned by the Game Coach for the team work.
 9. The teams have 30 minutes to accomplish the task. They will be told when 15 minutes are over, when 25 minutes are over, and when they are supposed to wrap the exercise up (5 minutes before the end of the exercise).

Instructions for the Spokespersons of the Teams on How to Present the Result of the Team Work

1. Spokespersons have 10 minutes each to present the work of their teams.
2. Roll the dice to decide which team can start. The spokesperson of the team who throws the highest number starts.
3. Spokespersons will be told when half of the time at their disposal is over and shortly before their speaking time is over.
4. Tasks that include role plays are more complex. Therefore, spokespersons have a little more time at their disposal. They should present the result of the team work and explain how they arrived at it.
5. Try not to exceed 10 minutes per team in order to make sure attention is kept high at all times, especially because only one person is active in this phase.

Recommended time frame for the instructions:

The Game Coach should give all the instructions for the team work and the spokesperson in a clear and easily understood way, and should not exceed 20 minutes.

How to Moderate the Exercise While the Teams are Working on the Task

The teams work on their own. However, the Game Coach is always available in case the teams want to ask questions or need help regarding the instructions, or if they need more materials, like paper to write on, etc.

In this specific case the Game Coach is available to offer additional instructions to both teams on how to perform the role play. However, the Game Coach does not help the teams to accomplish the task in itself, and does not favour any team. All teams are treated equally and enjoy the same conditions.

How to Give Feedback After the Presentation of the Work Accomplished by the Teams (Debriefing)

The Game Coach congratulates the teams for their great work, is always appreciative, and does not criticise any of the ideas or suggestions. In case there are ideas that are "out of the box", the Game Coach might ask in an appreciative way how the team has come up with that specific idea. All questions are asked out of curiosity and with the intention to understand, and are never judgmental. There should never be any form of finger pointing and/or bias at any point of the game.

The Game Coach asks the teams if the task was easy or difficult and asks them to motivate their answers, in other words to share with the other players what was difficult or easy.

The Game Coach makes sure every player has an opportunity to talk, if they so wish, and summarises the players' answers in order to conclude the debriefing, and start evaluating the solutions. There is no such thing as a winner in this case.

The evaluation is guided by the following questions:

1. Has the specific situation of all parties involved been taken into consideration?
2. Is the suggested communication style respectful i.e., no accusation, no finger pointing, no offense, no pressure, no blaming, no denigration, etc.

It is important to underline that, when coming up with solutions, it is essential to listen to the different point of views in a respectful way so that all participants feel their suggestions are appreciated. Prejudices or pre-judging a proposal, especially if it is a minority proposal, can result in interesting and winning solutions not being presented at all.

Additional Options for the Debriefing

The Game Coach could underline that inappropriate or disrespectful communication (and behaviour) is very often unintentional, and that the first step to change for the better is increased awareness.

How to Determine the Winning Team

There is no winning team here. The spirit of this task is to reflect, analyse, foster empathy for all parties involved, and come up with suggestions for a communication style that is respectful towards everybody. Both teams have to accomplish the task in order to be allowed to resume the game.

Once the task is completed and the debriefing concluded, the teams go back to the table and the board game and continue playing.

Recommended time frame for the debriefing and the announcement of the winner: The Game Coach should give the players an opportunity to talk about their experience with the task; the debriefing should be short and to the point, not exceeding 30 minutes.