

1

CONGRATS!

Your nursing home has just received a best practice award for visiting their residents' homes to learn about how they used to live, and to adapt the care concept accordingly to improve the quality. Proud of you!



GREAT!
MOVE 4 SPACES FORWARD.

COMPENDIUM: **A 1.1.1.**

2

CONGRATS!

You have been awarded for creating a new service in your nursing home: knowledgeable volunteers provide advice on how to apply for social benefits, and where the residents and their relatives can receive further support. Proud of you!



GREAT!
MOVE 4 SPACES FORWARD.

COMPENDIUM: **A 1.1.2.**

3

GOOD JOB!

You created such a welcoming place where the residents can get fresh coffee, tea and other beverages, that it has become one of the favorite places where the residents love to meet for a little chat. So proud of you.



GREAT!
MOVE 5 SPACES FORWARD.

COMPENDIUM: **A 1.2.3.**

4

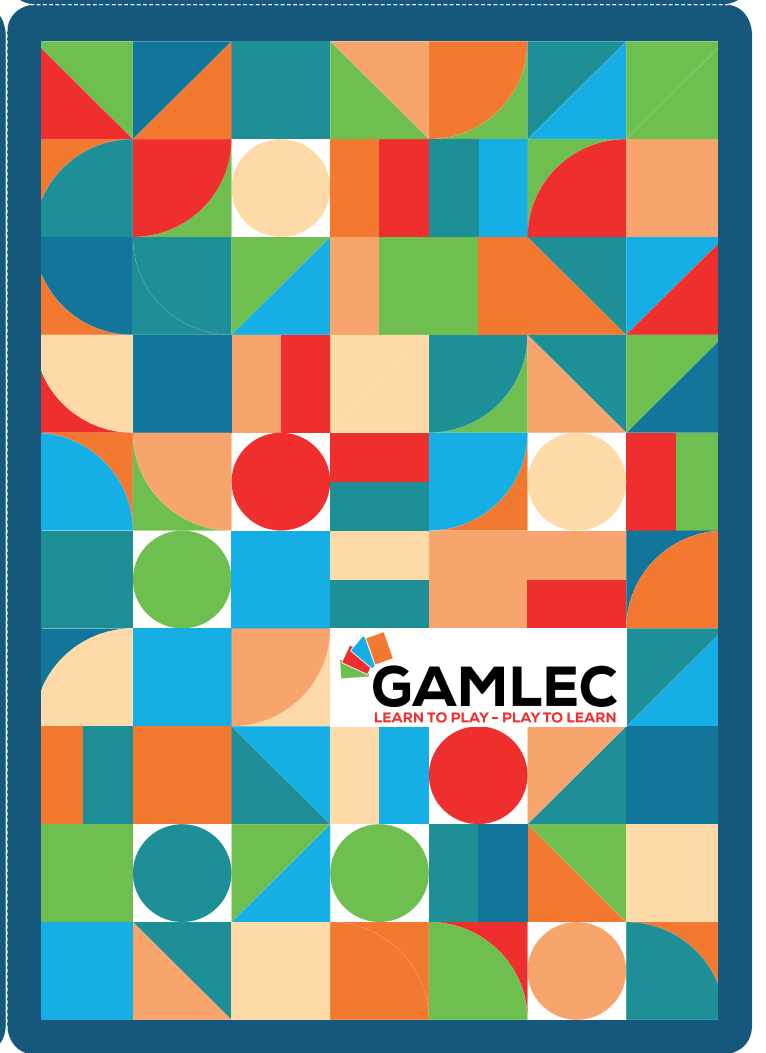
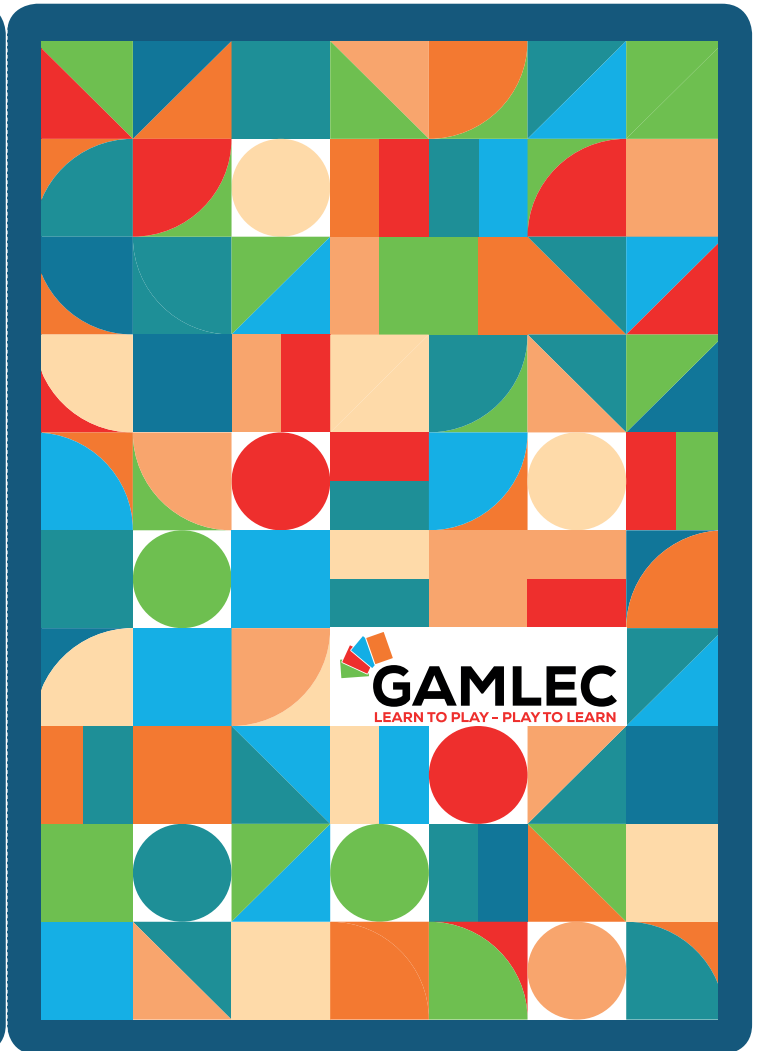
CONGRATS!

Your nursing home just received an award for the best Christmas lunch ever. Wonderful food and an outstanding Christmas table setting. Residents and their family members had a wonderful time together. What a feast!



GREAT!
MOVE 4 SPACES FORWARD.

COMPENDIUM: **A 1.2.2.**



THUMBS UP!

Your idea to invite young people to volunteer brightened the residents' day. The opportunity to dictate letters and postcards made the residents who can no longer write so happy. Confidentiality is of course guaranteed.



COMPENDIUM: **P 2.3.3.**

GREAT IDEA!

The IT company you contacted donated 10 tablets to the residents. Now they can keep in touch with their family and friends, even over long distances or when physical contact is not possible. Thumbs up!



COMPENDIUM: **P 2.3.4.**

GREAT IDEA!

Your note on the notice board of the University nearby was a success. Students are now teaching the residents how to use tablets, computers and the new technologies. Not only did the residents learn a lot, but they also felt inspired by their young trainers.



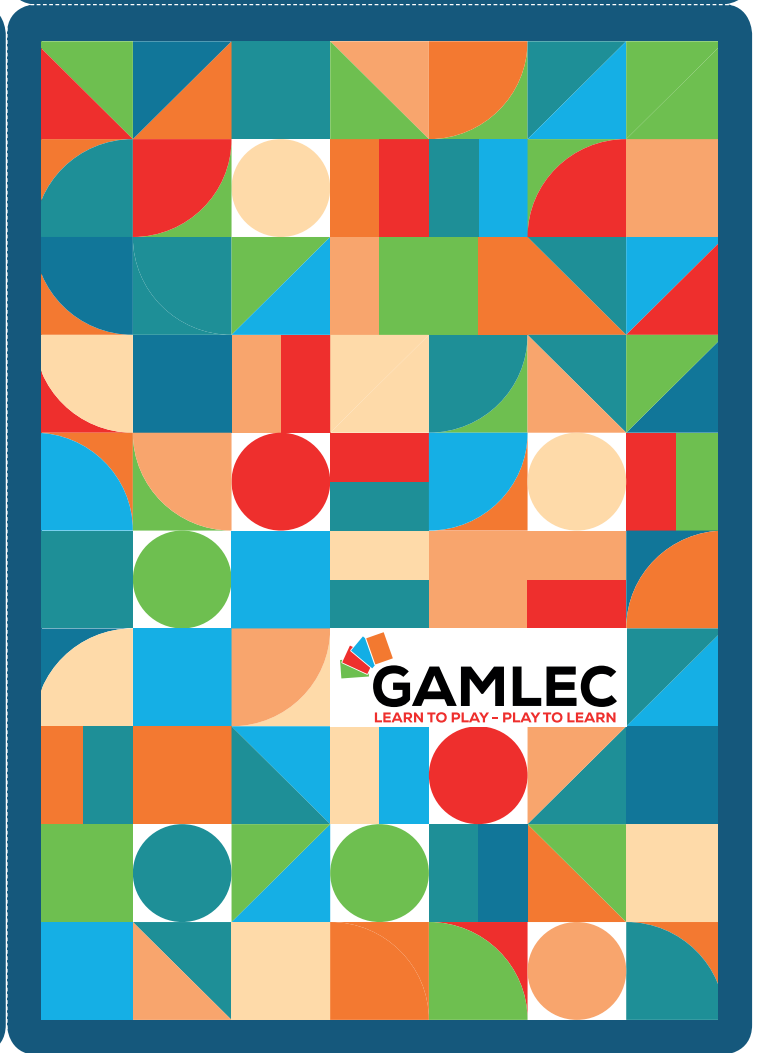
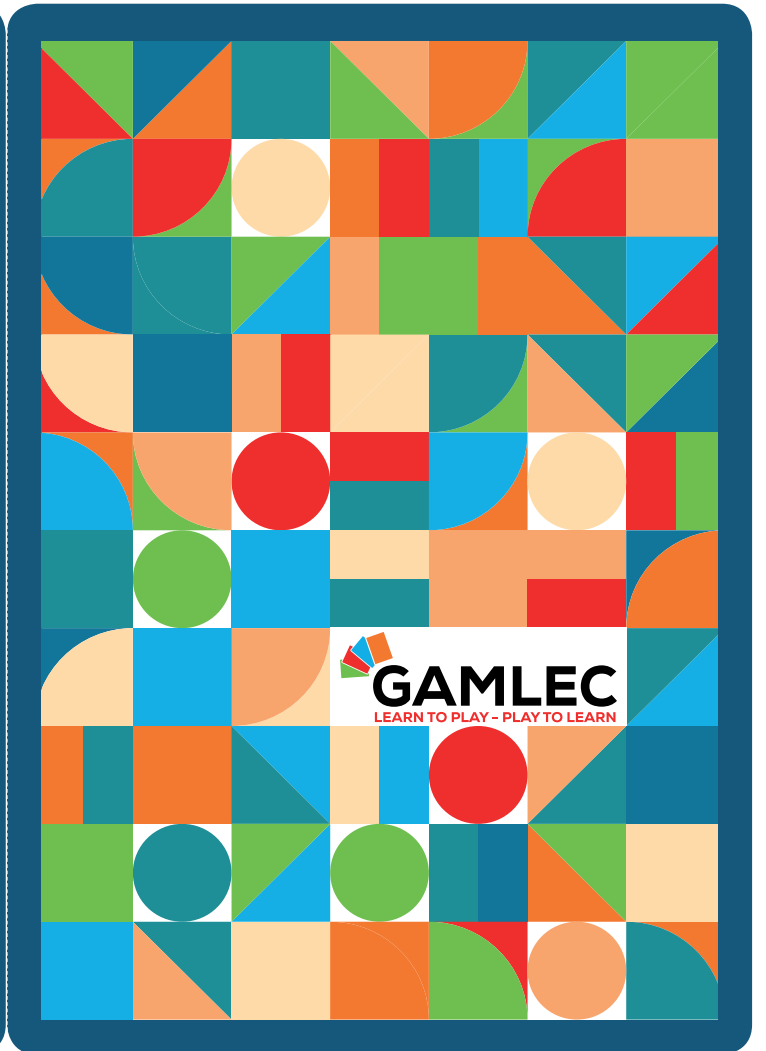
COMPENDIUM: **P 2.3.4.**

CONGRATS!

You have been granted an award for being a family member of one of the residents volunteering in the nursing home. This is how you stay connected with your loved ones, contributing to the wellbeing of other residents as well.



COMPENDIUM: **P 2.3.6.**



HOW THOUGHTFUL OF YOU!

Changing Mr. Miller's place at the table brought about a new friendship. He and his neighbour, Ms Ileri, became best friends. So sweet!



COMPENDIUM: **P 2.3.2.**

AWESOME!

You know Ms Mitchell loves to dress up. Putting on lipstick, her favorite necklace, a tiny drop of her perfume, made her day. You could literally feel how much she enjoyed the compliments she got when she met up with her friends!



COMPENDIUM: **A 1.3.4.**

CONGRATS!

You noticed that last week Ms Sanders had to stay in bed, and could not have the afternoon snack together with the other residents. So, you put a big whiteboard with coloured reminders for the staff. Fantastic!



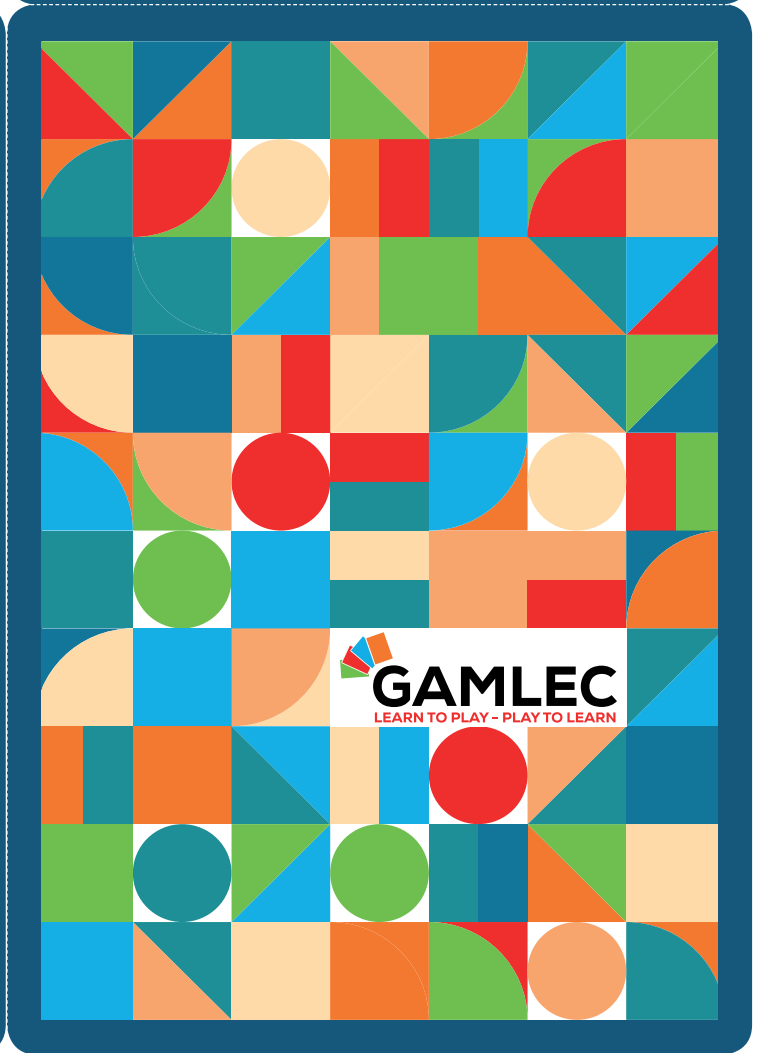
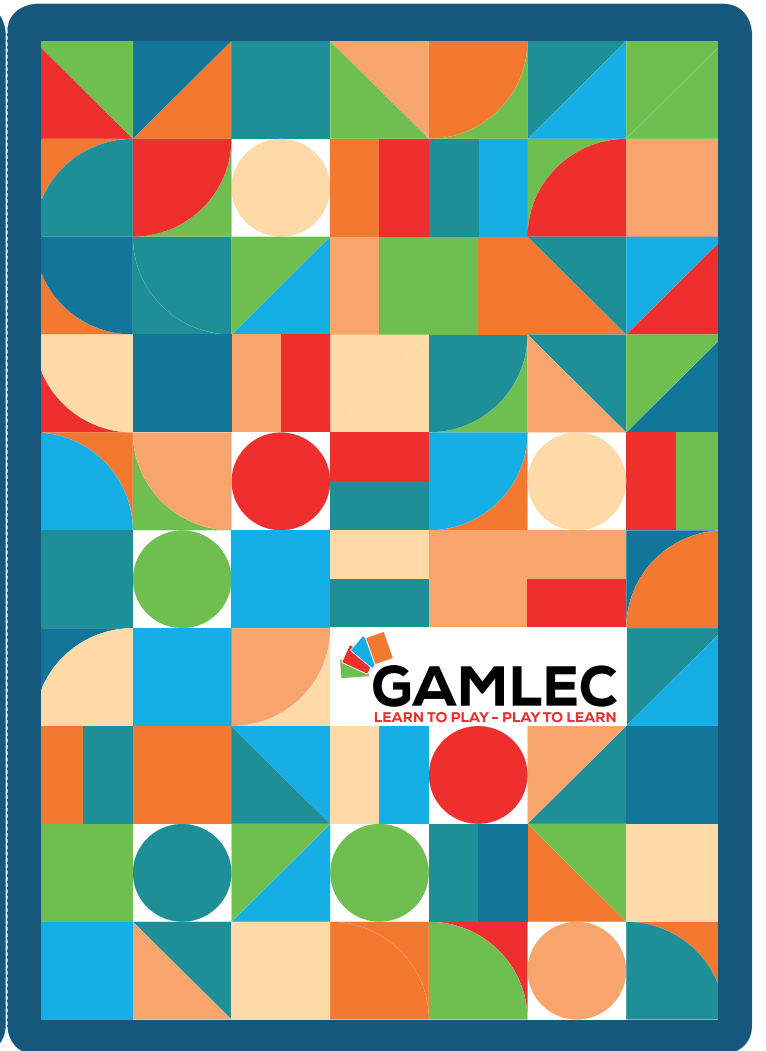
COMPENDIUM: **A 1.2.3.**

THUMBS UP!

You got to know by chance that Mr Heyer's daughter is a laughter yoga teacher. Now she is volunteering in the nursing home, providing laughter yoga sessions for the residents, and the staff. Brilliant!



COMPENDIUM: **P 2.3.6.**



YOU MADE MS MELLOW'S DAY!

Asking her to talk about her life, and the memories she wanted to talk about, put such a heartwarming smile on her face. You suggested your colleagues to do the same with other residents.



COMPENDIUM: **P 2.2.1.**

YOU MADE MS OTT'S DAY!

Her eyes sparkled when you accompanied her to the garden to pick some flowers to put in her bedroom. So proud of you!



COMPENDIUM: **A 1.5.5.**

GREAT IDEA!

The dance company you contacted organized a free dance class for the residents. They loved it. How exciting!



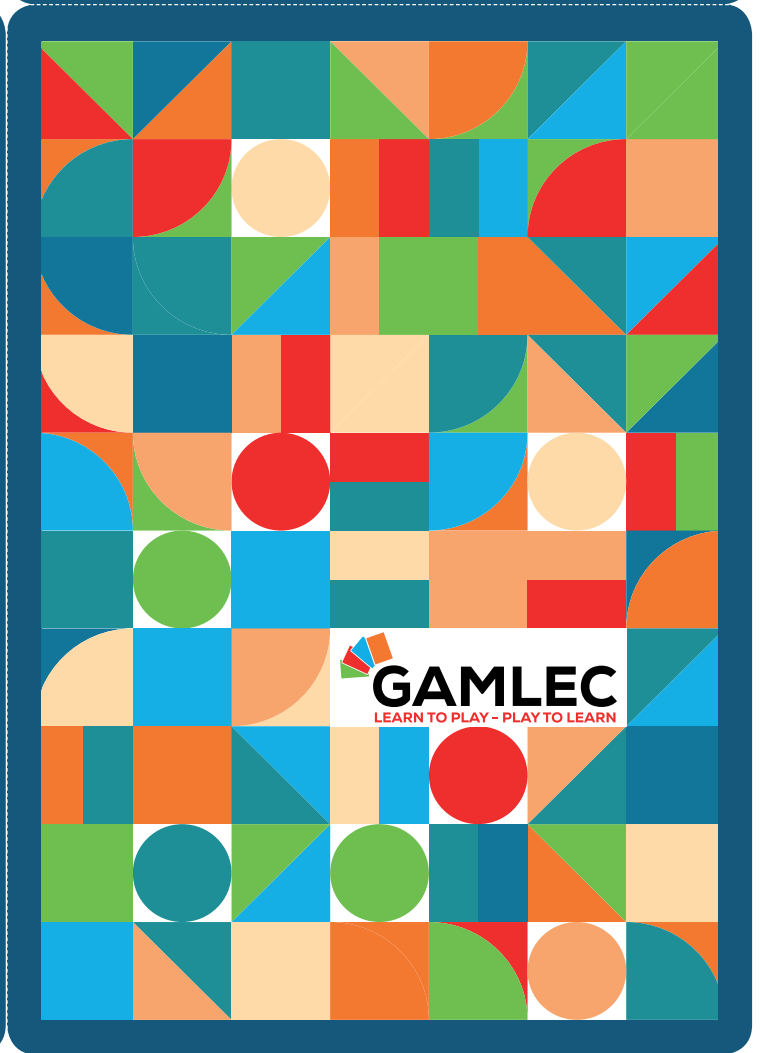
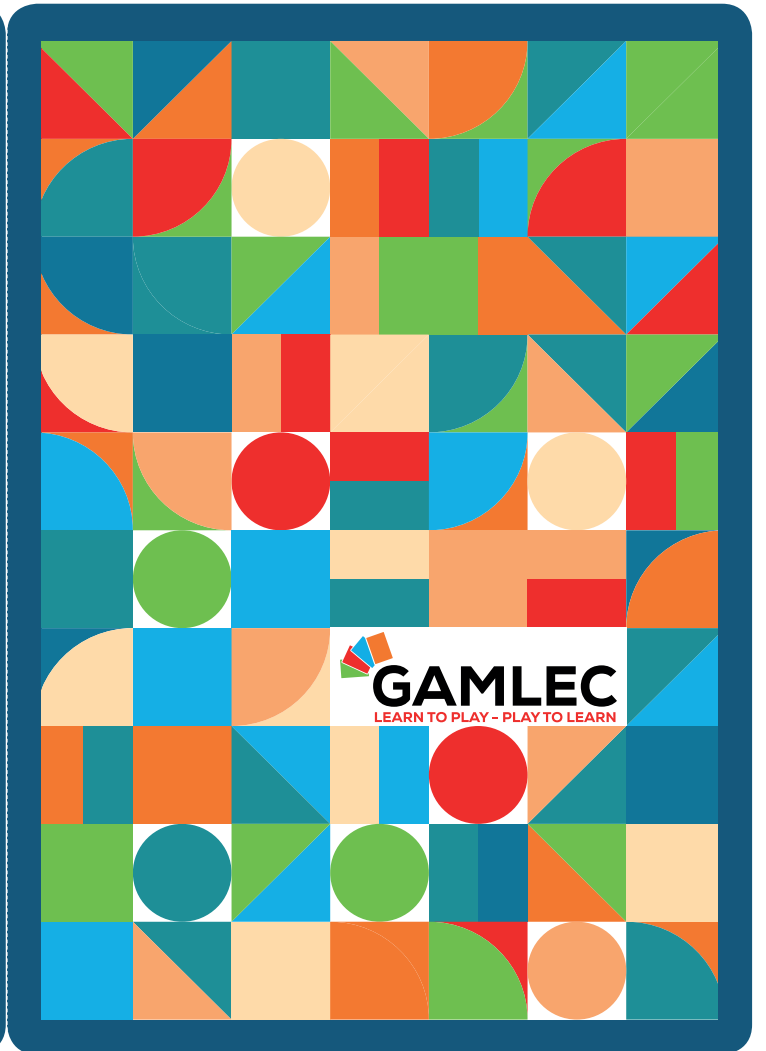
COMPENDIUM: **P 2.2.2.**

FABULOUS!

Easter is around the corner. The residents simply love to decorate the care home together with the volunteers who come to help them. That's always great fun.



COMPENDIUM: **P 2.1.3.**



WELL DONE!

Ms Smith told you about a childhood friend she hadn't seen for many years. You managed to get her contacts by chance, and arranged for a get-together. How lovely!



COMPENDIUM: **P 2.3.1.**

AWESOME!

Ms James' loves to go shopping. When you told her you would accompany her, you made her day. She couldn't wait to go, and was so happy when you came to pick her up.



COMPENDIUM: **A 1.4.2.**

CONGRATS!

Upon your suggestion, delimited and controlled spaces have been created for gardening. It is truly heartwarming to see how happy the residents are when they take care of their plants and flowers. You made a difference!



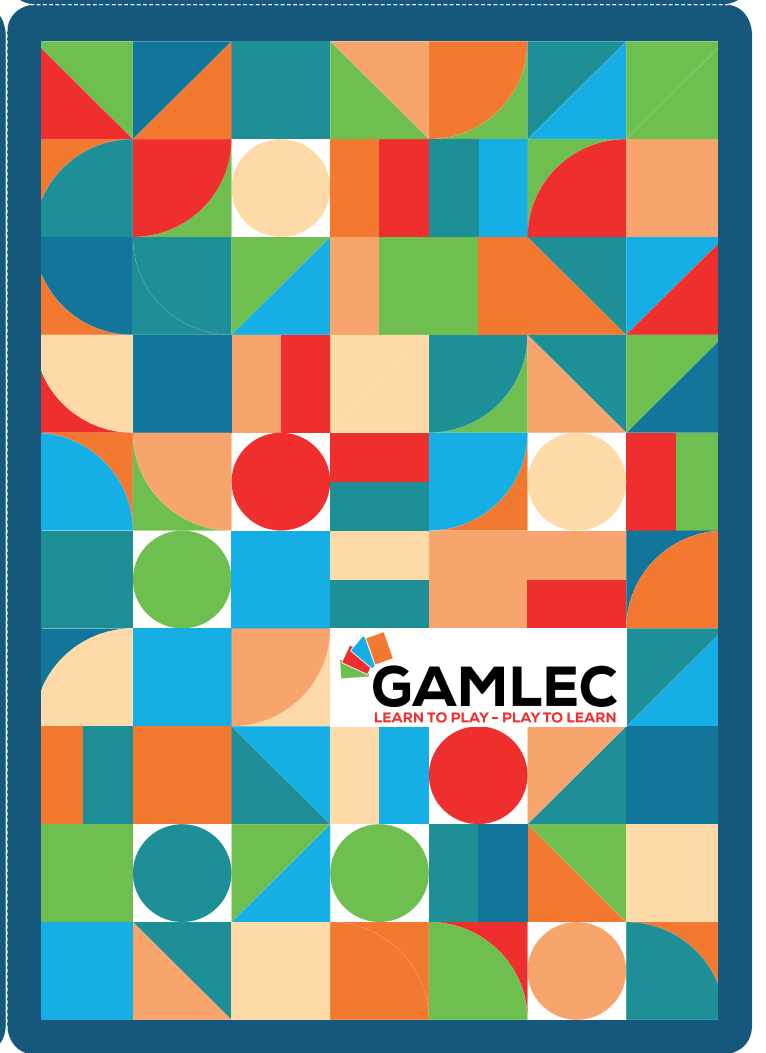
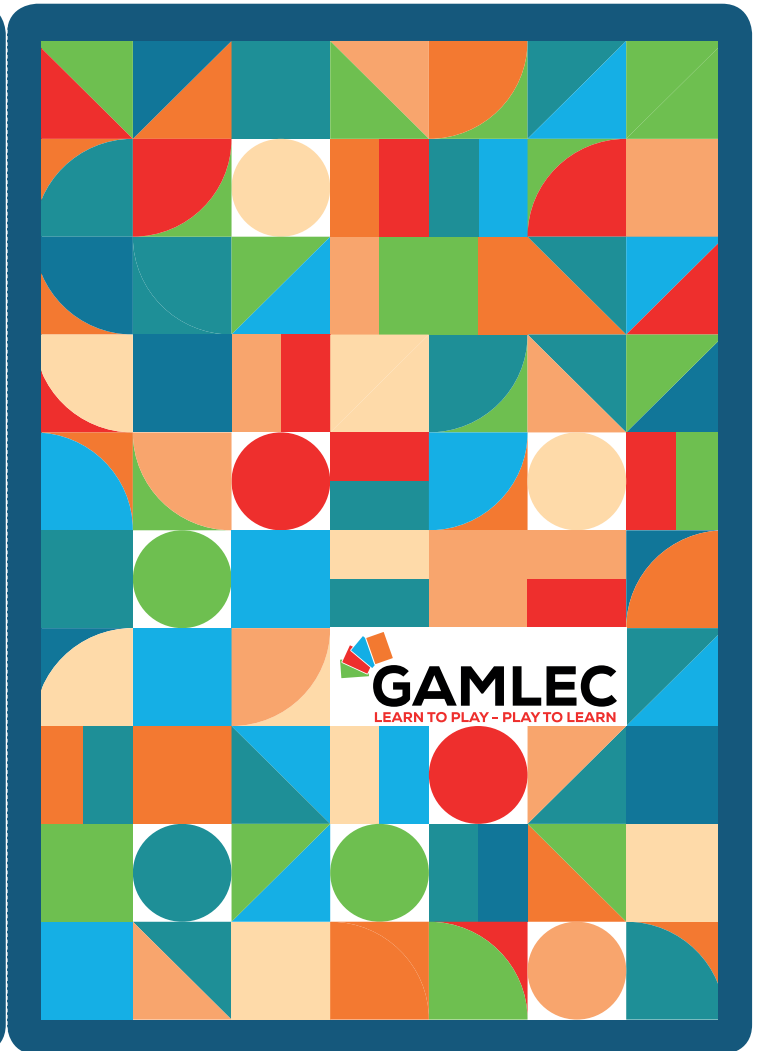
COMPENDIUM: **P 2.1.5.**

GREAT!

You informed the residents that they can use the nearest bus stop, stroll around the market in the morning and get back for lunch on time. Very nice!



COMPENDIUM: **A 1.3.3.**



CONGRATS!

Your nursing home has gained recognition. It purchased tablets and other technological devices to make sure residents can video call their beloved ones even during lockdown. Everyone was so happy!



COMPENDIUM: **P 2.3.1.**

AWESOME!

Your care home provides all the necessary devices to make sure residents can keep in touch with their beloved ones who live abroad. Brilliant!



COMPENDIUM: **P 2.3.4.**

WELL DONE!

You managed to create a group of family members who read books to the residents who cannot read on their own. The residents can choose the books they like. You should just see their faces when they are listening to the stories!



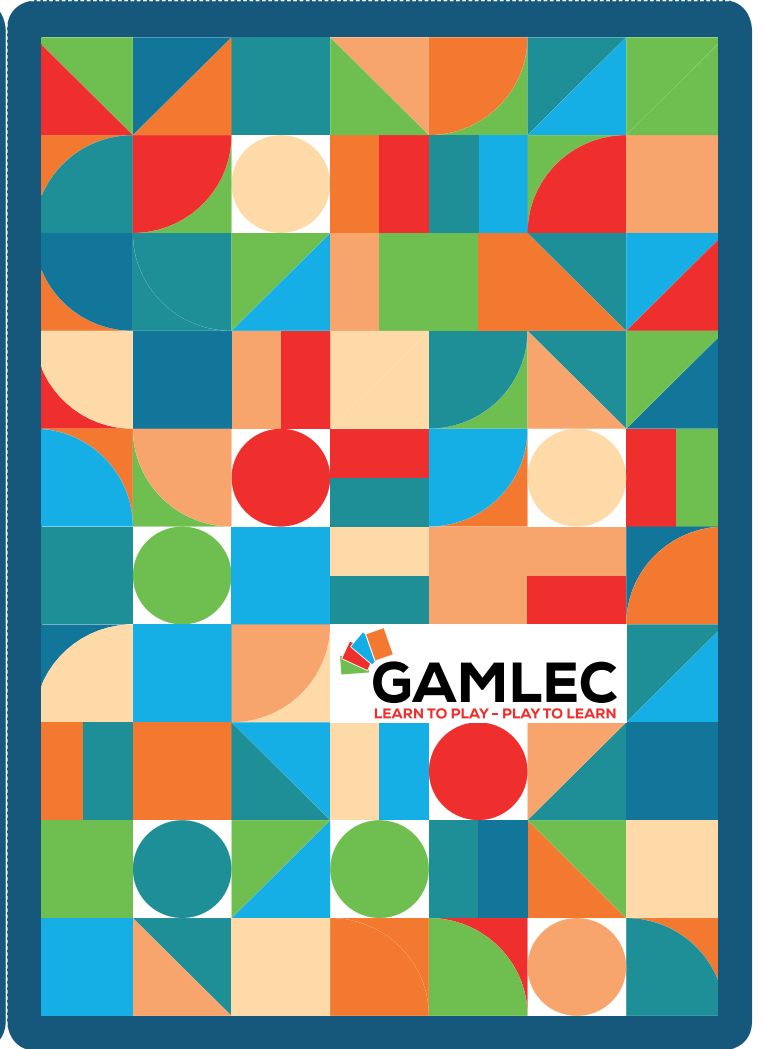
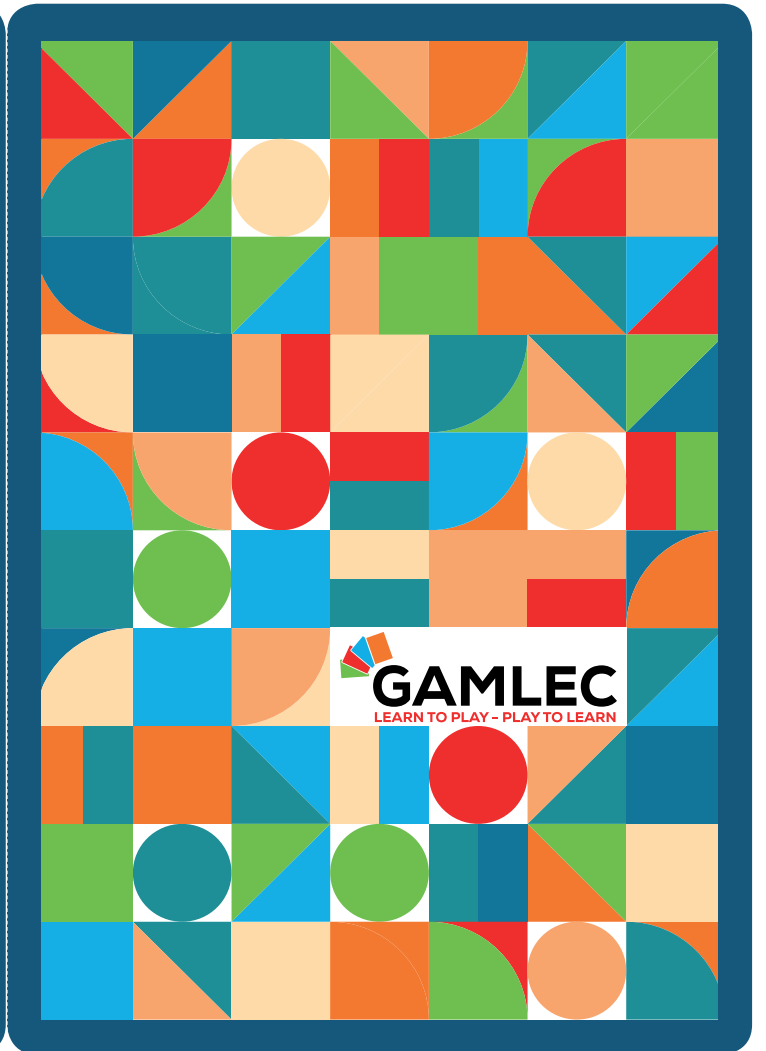
COMPENDIUM: **P 2.2.6. - 2.3.6.**

WONDERFUL!

Every year at Christmas your nursing home invites a group of local residents to visit the seniors and spend time with them. This is a great opportunity to meet new people and to socialize.



COMPENDIUM: **P 2.4.2.**



FABULOUS!

Once a month, children from the local kindergarten come over for a snack with the residents. Everybody is happy. The residents have company, and the kids love listening to the fairy tales the old people tell them.



COMPENDIUM: **P 2.4.2.**

WHAT AN ACCOMPLISHMENT!

At the elections for the parliament, the residents could vote because there was a polling station set up in the nursing home! The residents were happy because they felt appreciated.



COMPENDIUM: **P 2.5.3.**

WELL DONE!

Every morning you accompany Ms Baker to the bookshop where she can buy her own newspaper and pay by herself. Very rewarding for her!



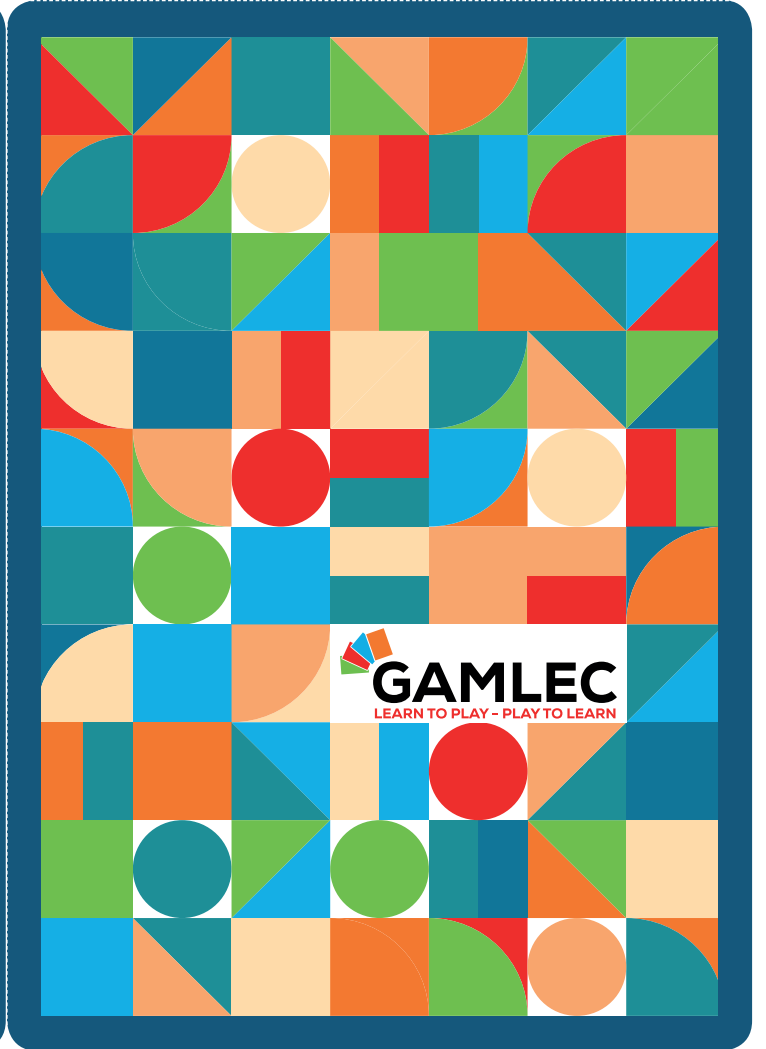
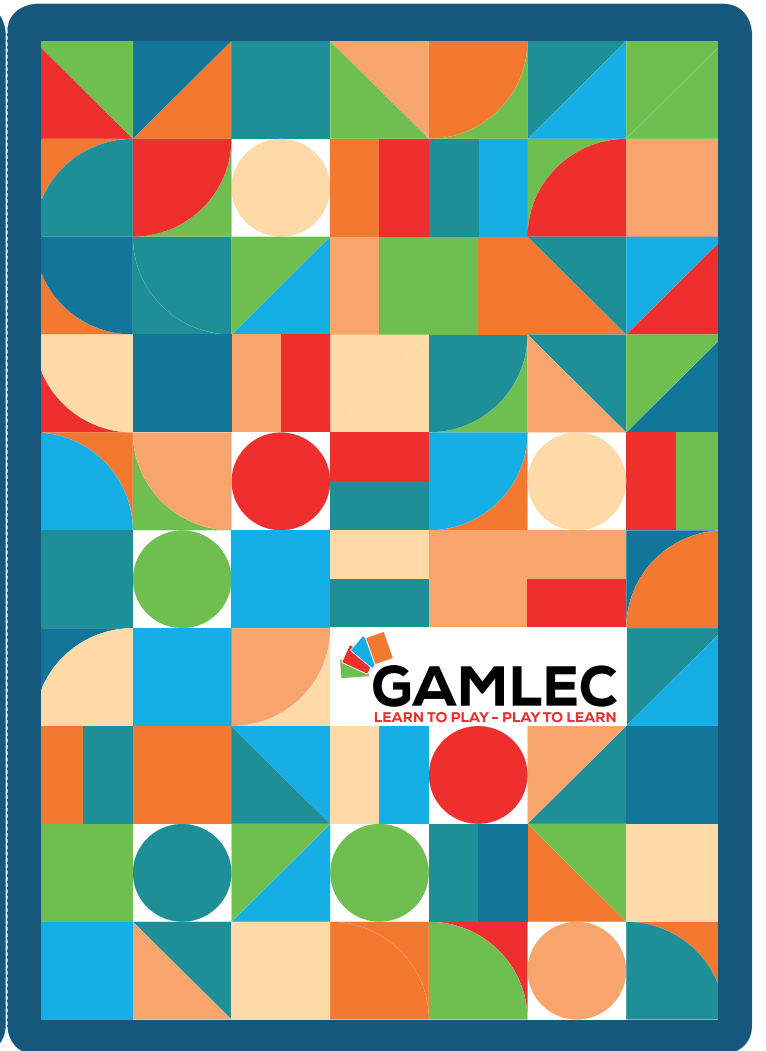
COMPENDIUM: **A 1.4.1.**

YOU MADE MR PAYAL'S DAY!

He loves to go to the opera house. Yet, he is in a wheelchair. He and his wife were so happy that you accompanied them to see their favorite opera. So proud of you!



COMPENDIUM: **A 1.5.5.**



WELL DONE!

You accompanied Ms Prothin to church this morning.
You made her day!



COMPENDIUM: **A 1.5.1.**

HOW THOUGHTFUL OF YOU!

You arranged for a wheelchair taxi for Ms Carsten so that she could be with her family, and celebrate her grandchild's birthday.



COMPENDIUM: **P 2.3.1.**

YOU ARE A CHAMP!

Instead of giving tranquillizers to Mr Tonin, you took him for a morning and an evening walk.
Much better for him!



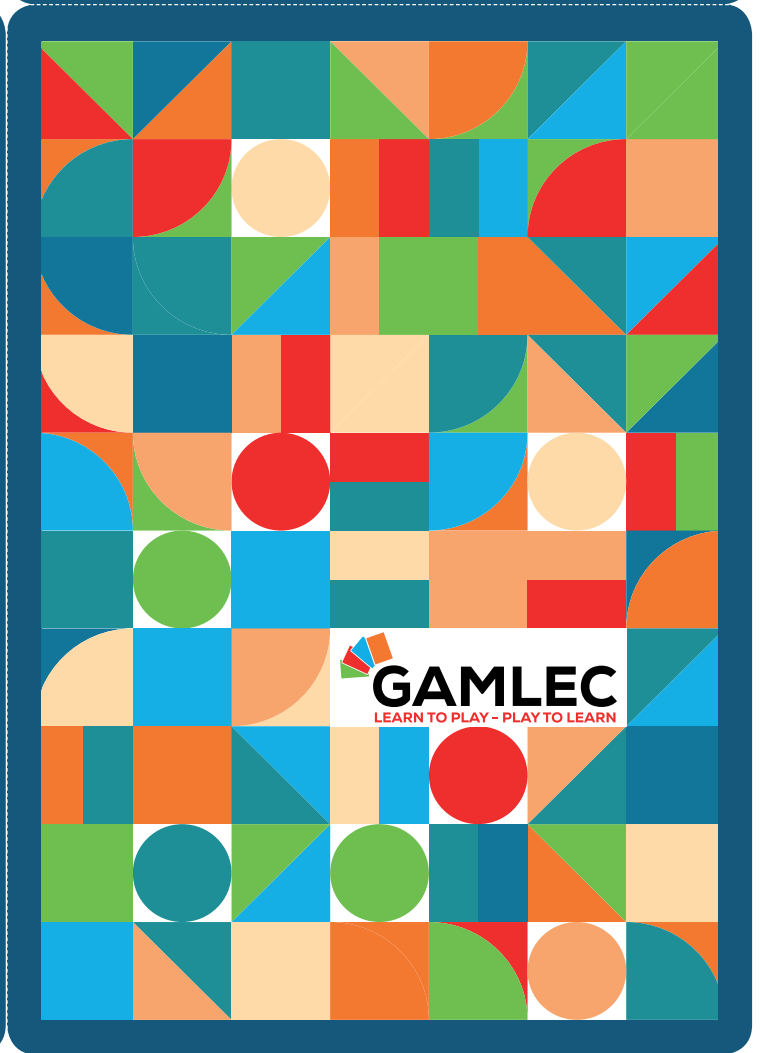
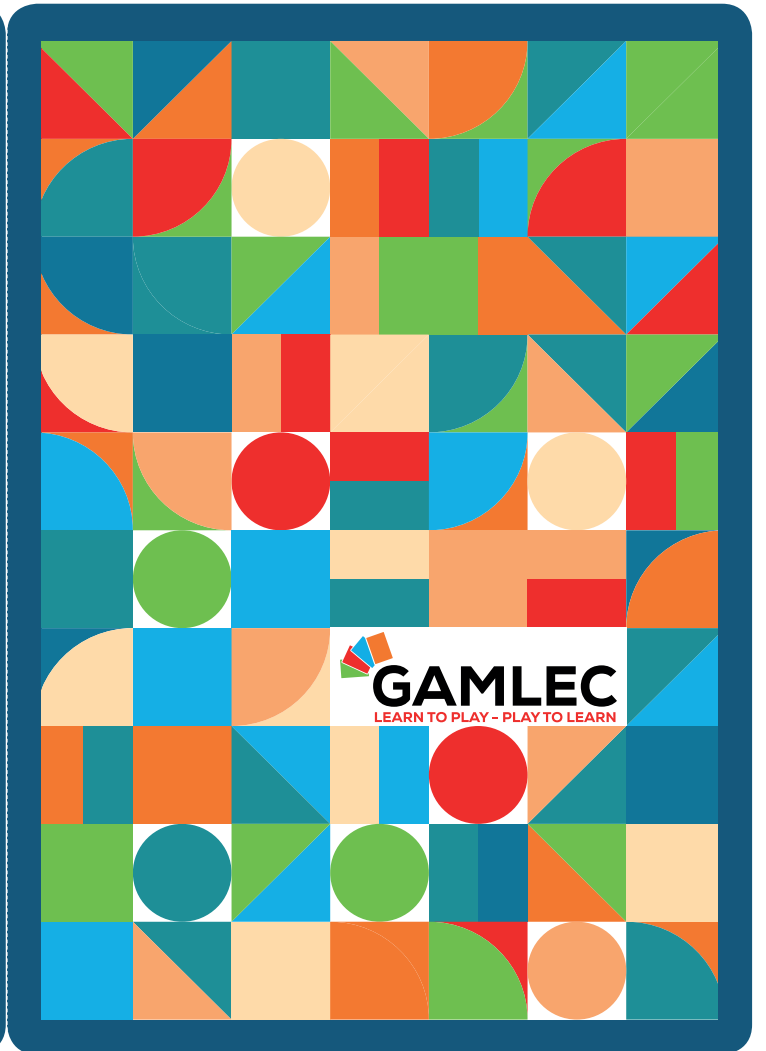
COMPENDIUM: **P 2.2.2. - 2.2.3.**

GREAT NEWS!

The second-hand shop owner has brought round many things from the past that will be used to establish a reminiscence corner in the care home.
People with dementia will benefit from it!



COMPENDIUM: **P 2.2.3.**



AWESOME!

Volunteers from an animal shelter visited the nursing home and brought along some of the dogs. The residents loved it!



COMPENDIUM: **A 1.5.6.**

WELL DONE!

Ms Smith and Ms Kelly were so happy to bake gingerbread cookies for Christmas with you. First rate work!



COMPENDIUM: **A 1.5.4.**

CONGRATULATIONS!

You helped three residents to write Easter cards for their grandchildren. How satisfying for them!



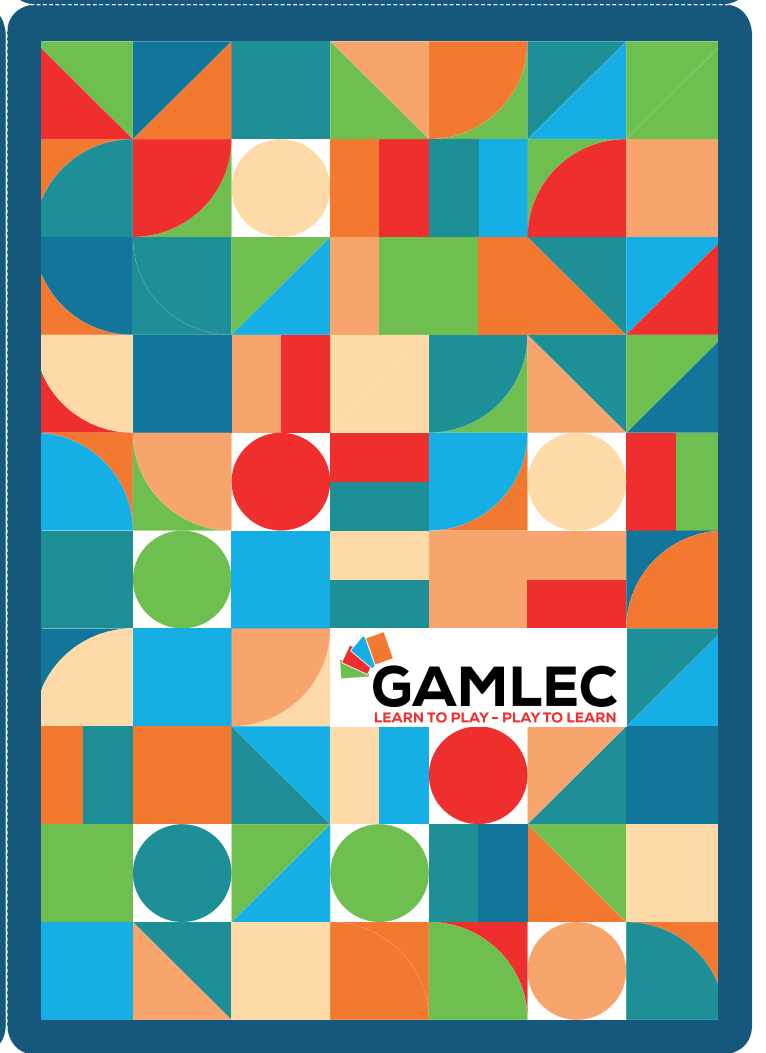
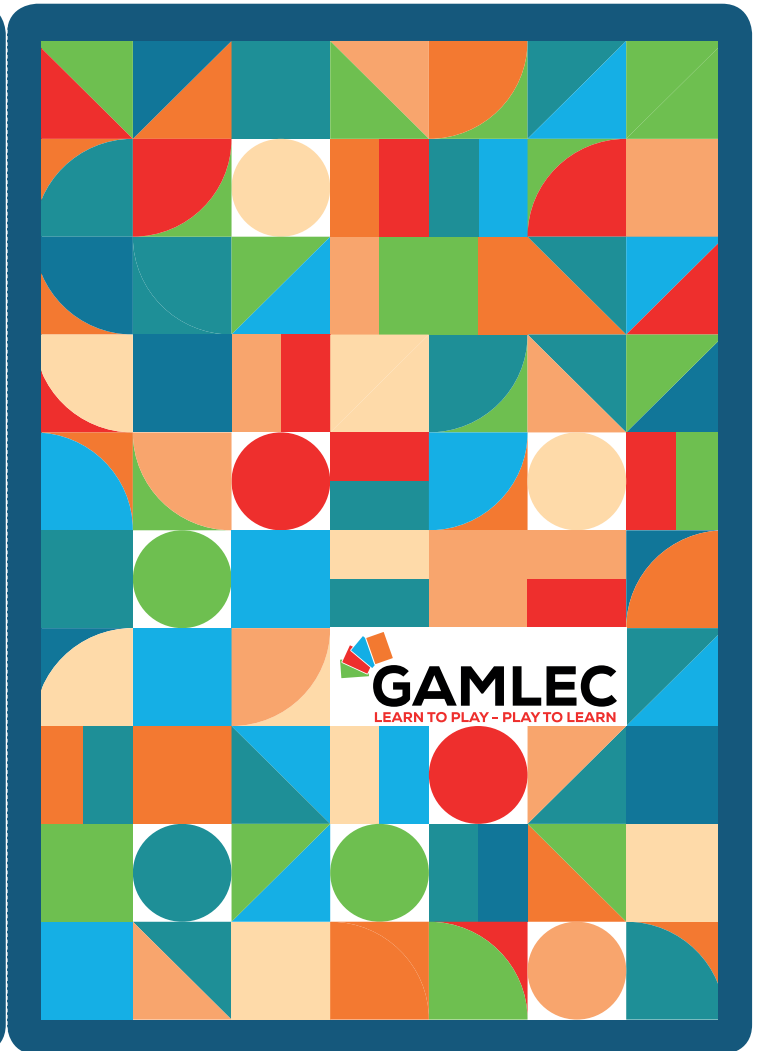
COMPENDIUM: **P 2.3.3.**

LUCKY YOU!

At the jumble sale in the nursing home, you bought a pair of woollen socks for your grandson. They were hand-knitted by the seniors. What a lot of skills our residents have!



COMPENDIUM: **P 2.4.2.**



YOU MADE MS KEIT'S DAY!

Against all odds, you managed to find the audio book that she had wanted for a long time.

So exciting for her!



COMPENDIUM: **A 1.5.5.**

HOW THOUGHTFUL!

At the nursing home different colours are being used to indicate the different environments.

Not only does this make it easier for the residents to find their way, but it also enhances their wellbeing and their mood. Excellent!



COMPENDIUM: **P 2.1.4.**

NOTEWORTHY!

Ms Chamberlain suffered from multiple sclerosis, and knew that it would have become difficult to swallow solid food. She put in writing that she did not want to be drip fed.

It was tough, but the staff did everything possible to respect her wishes.



COMPENDIUM: **D 3.5.1.**

WELL DONE!

Every week Mrs. Maddock, the ward coordinator, personally hands the mail over to the residents.

In case the residents are not able to take care of their mail, she asks the family members to come and assist the residents. Excellent!



COMPENDIUM: **D 3.3.7.**



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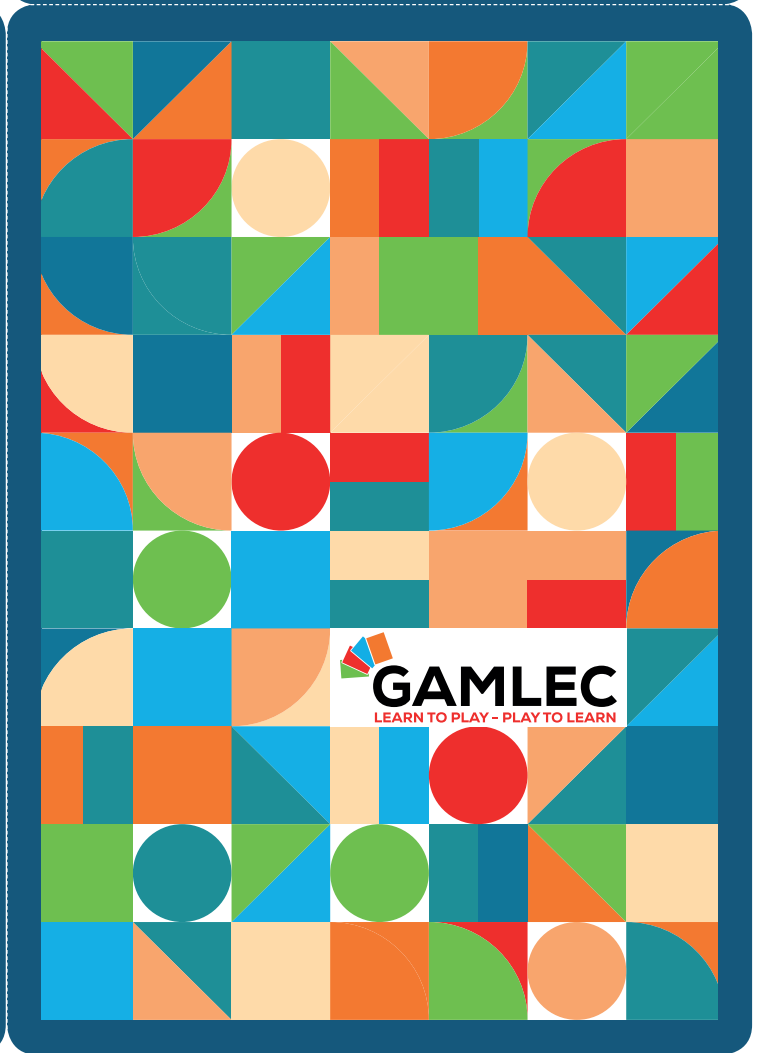
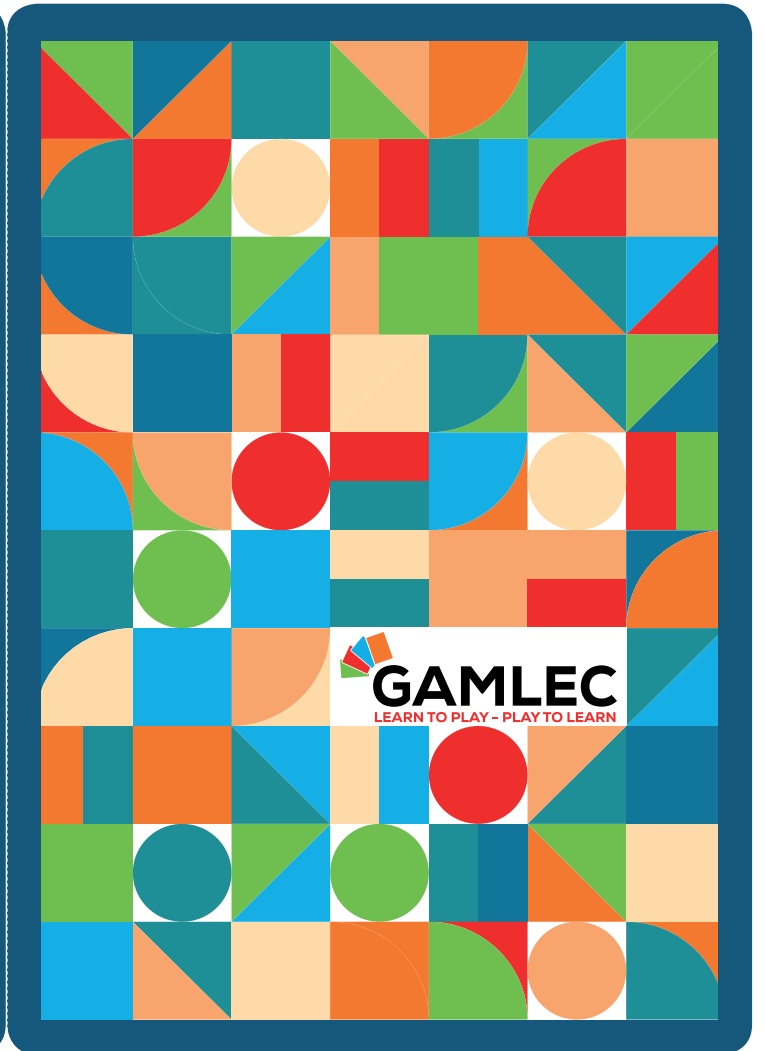
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LOOK AT THAT!

The Good Fairy prepared the table with a wonderful table cloth, flowers and napkins of your favourite color.
So beautiful.



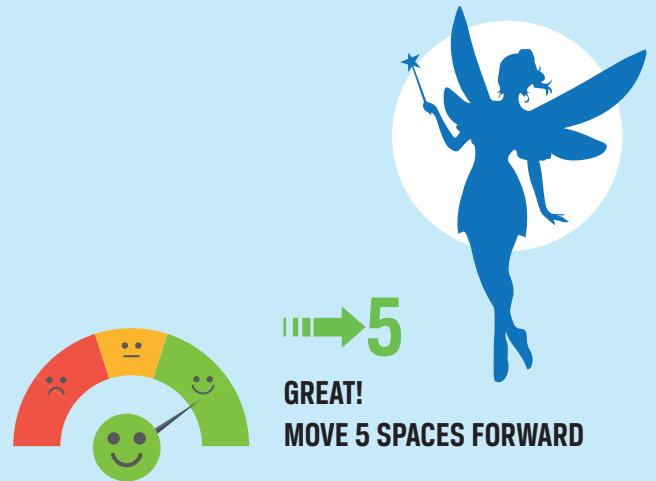
→ 4

GREAT!
MOVE 4 SPACES FORWARD

COMPENDIUM: **A 1.2.2.**

LOOK AT THAT!

The Good Fairy put beautiful bowls, and all kinds of spices on the table, to make sure everyone can add their favorite flavors to their food.
A real feast!



→ 5

GREAT!
MOVE 5 SPACES FORWARD

COMPENDIUM: **A 1.2.2.**

LOOK AT THAT!

The Good Fairy planted beautiful, colourful flowers in the garden which is always easily accessible at all times.
The residents simply love it.



→ 4

GREAT!
MOVE 4 SPACES FORWARD

COMPENDIUM: **A 1.3.1.**

AWESOME!

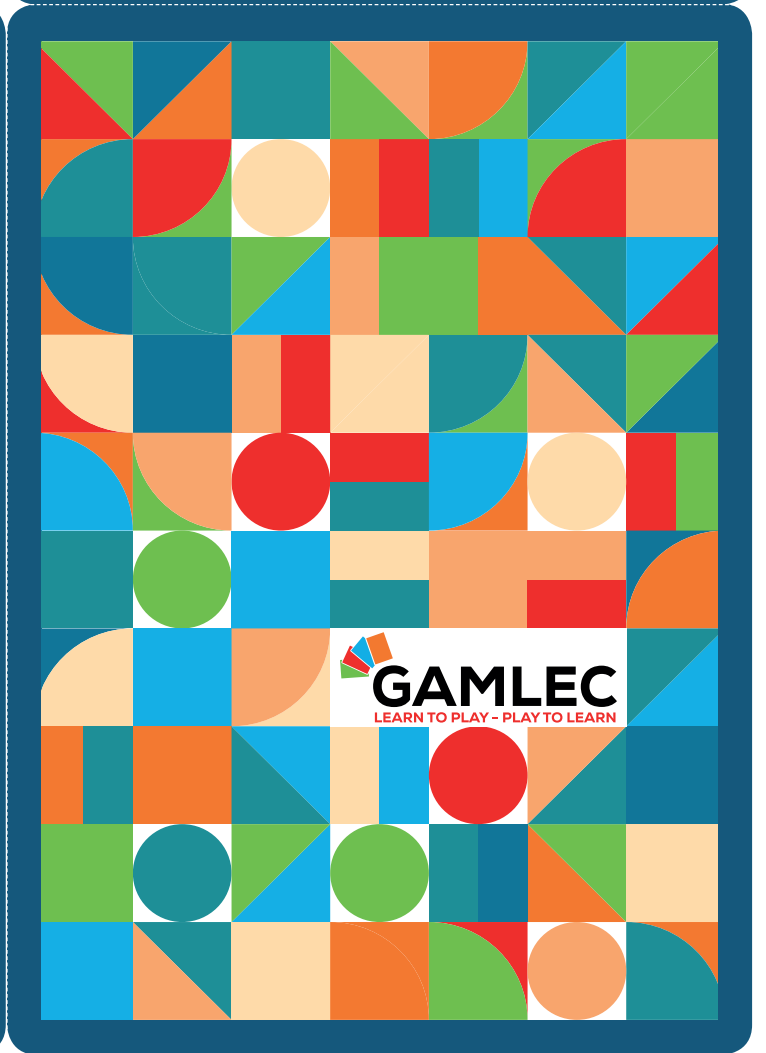
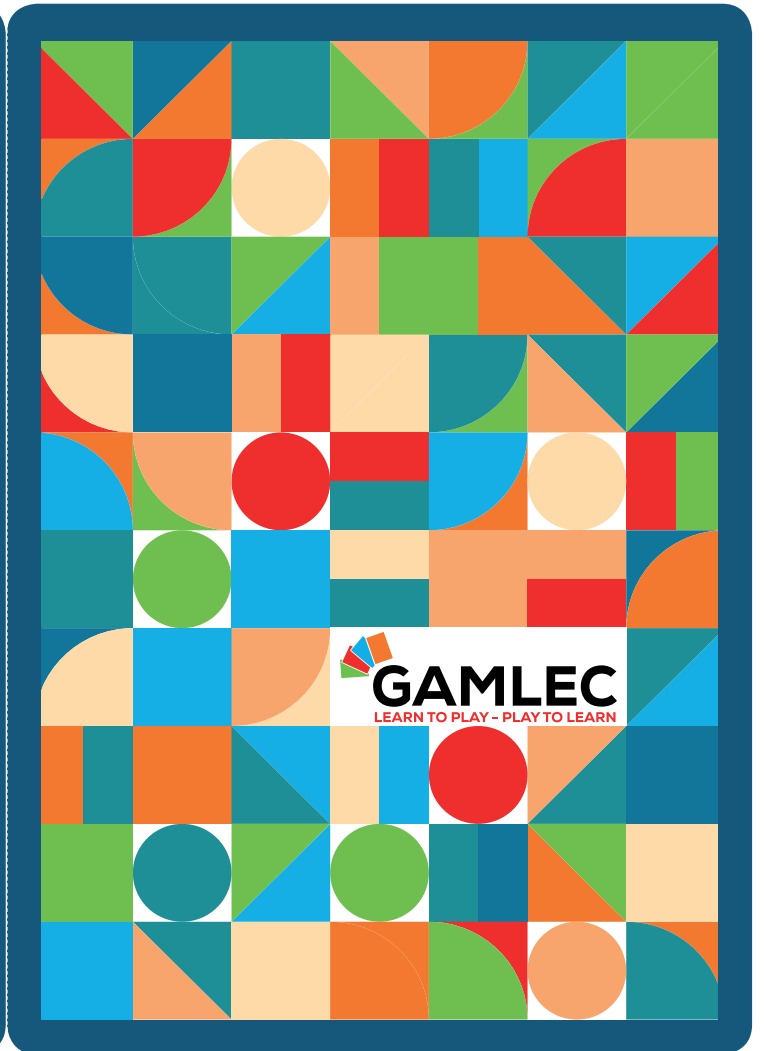
The Good Fairy organized a flea market at the nursing home, and you found what you have been looking for: an old pocket watch. At the flea market you find real treasures and get to know a lot of interesting people.



→ 3

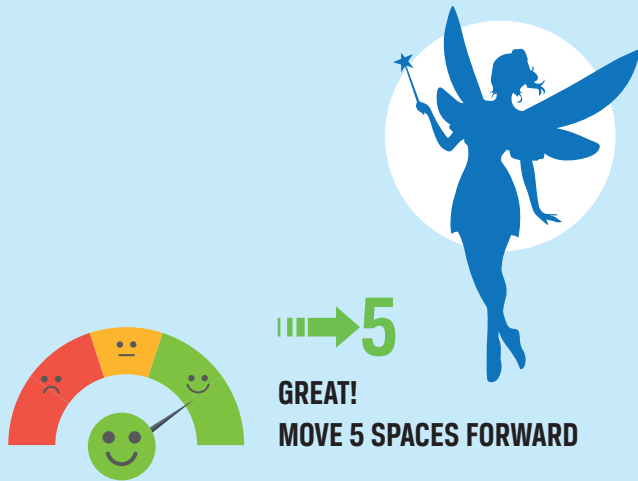
GREAT!
MOVE 3 SPACES FORWARD

COMPENDIUM: **P 2.4.2.**



WHAT A HAPPY DAY!

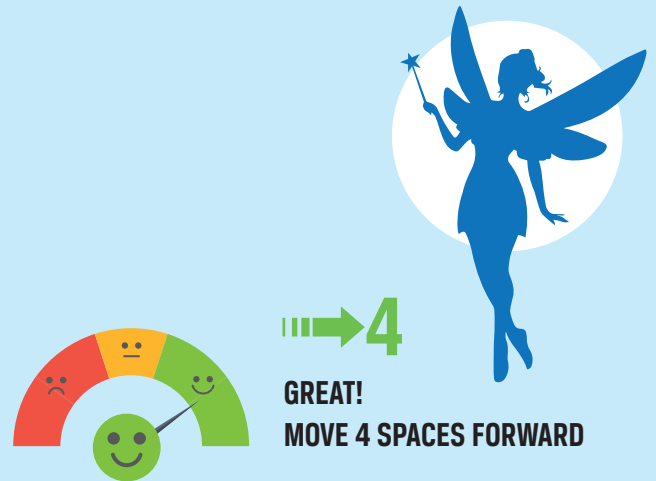
The Good Fairy arranged for Ms Davidson to go to the theatre with her relatives.
Fabulous!



COMPENDIUM: **P 2.4.1.**

LOOK AT THAT!

The Good Fairy must have read your wishes.
She created smoking areas in the garden,
so smokers can enjoy their cigarette.
You should just see their happy faces!



COMPENDIUM: **A 1.2.6.**

LOOK AT THAT!

The Good Fairy has made sure that there
is always a hairdresser available to the
residents.
Nothing can stop them now.



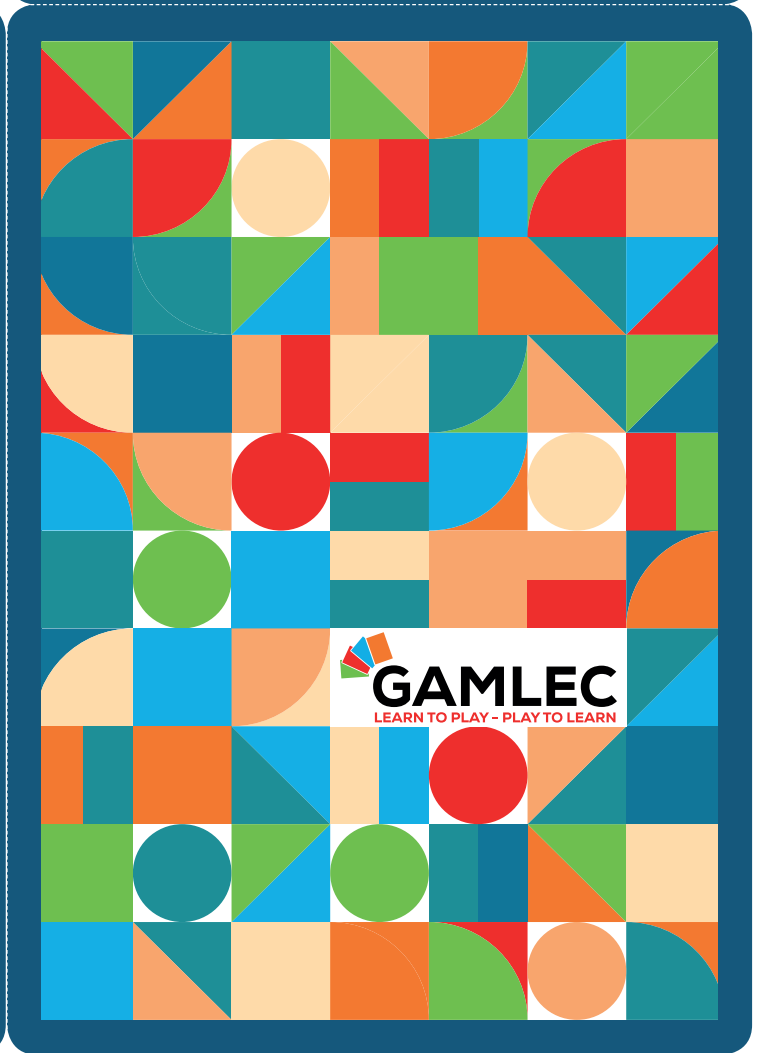
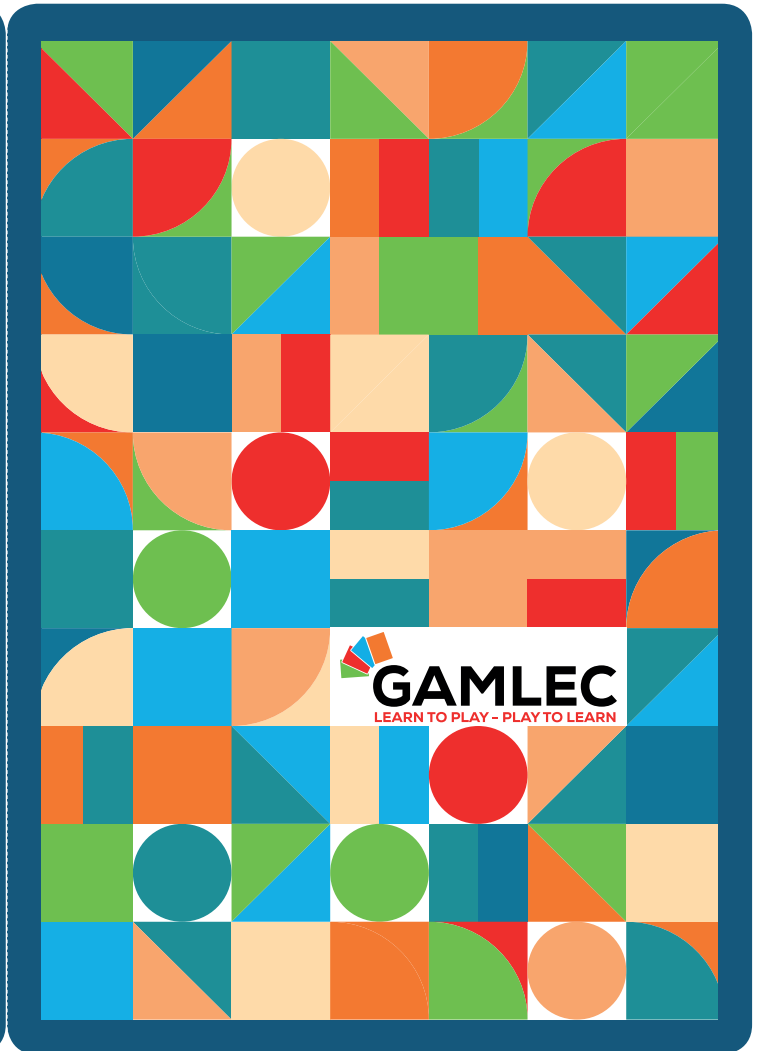
COMPENDIUM: **A 1.3.5.**

GREAT SURPRISE!

The Good Fairy surprised Mr. Johnson by
bringing him a late breakfast on Sunday
morning.
Lucky Mr Johnson!

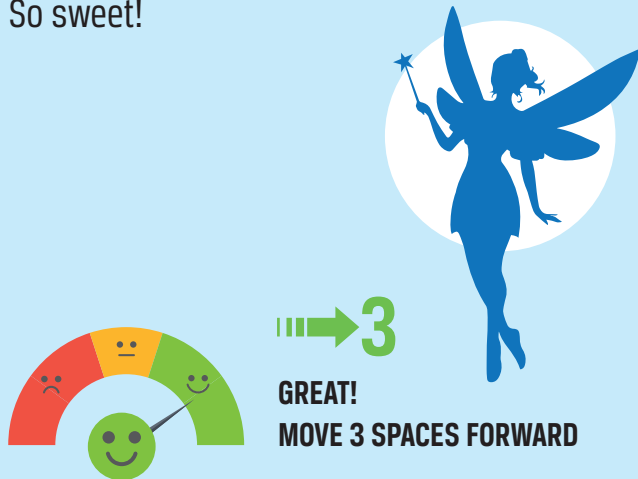


COMPENDIUM: **A 1.5.3.**



AWESOME!

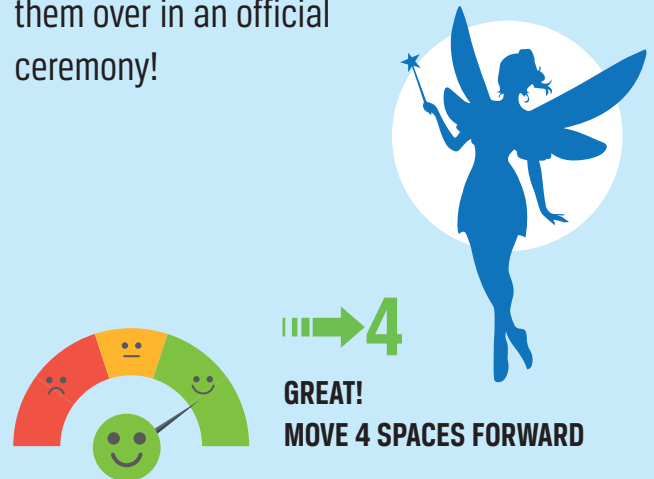
The Good Fairy got to know that some of the residents would love to watch the movie "Gone with the Wind". She has arranged for a "movie afternoon" so that they can watch it with their friends.
So sweet!



COMPENDIUM: **P 2.5.1.**

EXCITING!

The Good Fairy organized a literary competition in your care home. Everybody is free to participate: the residents and the general public. A jury will assign the awards, and the mayor in person will hand them over in an official ceremony!



COMPENDIUM: **P 2.2.4.**

LOOK AT THAT!

The Good Fairy gave each resident a pair of wireless headphones, so they can watch TV at the volume they wish.
So caring!



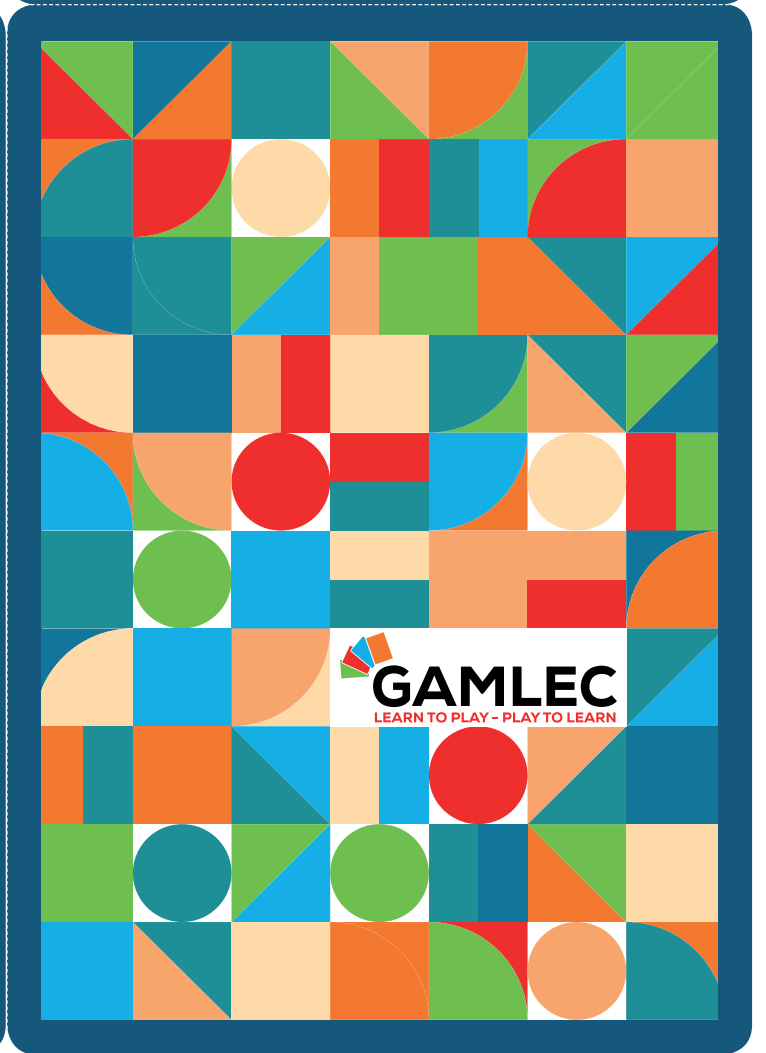
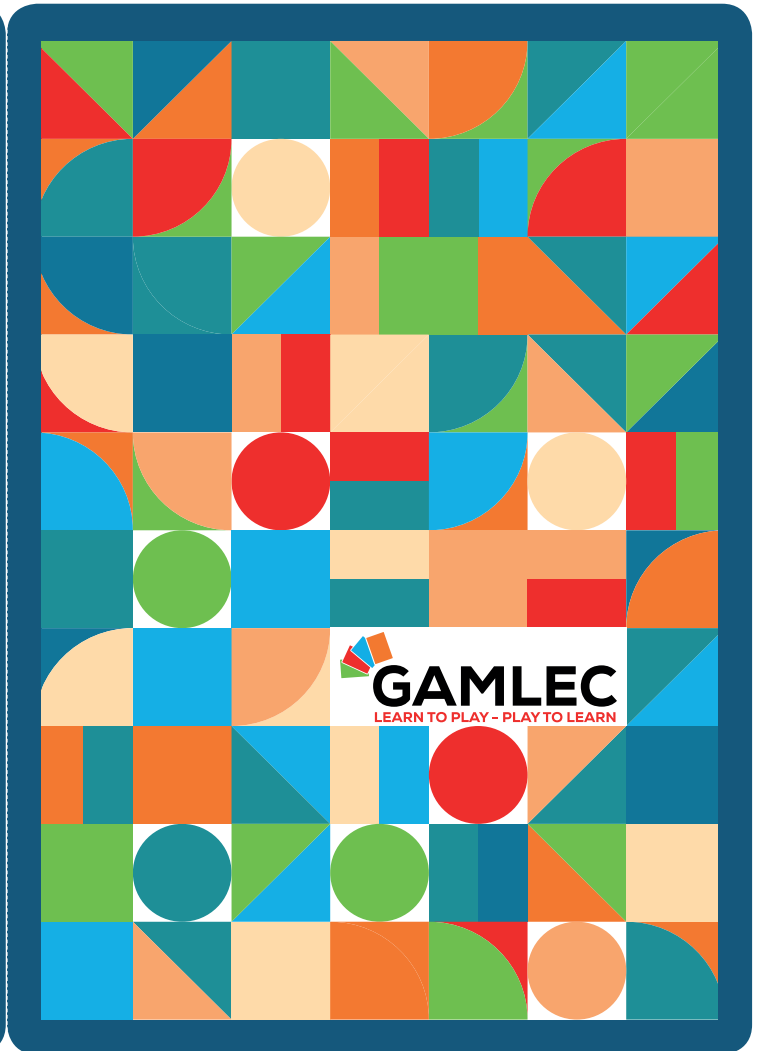
COMPENDIUM: **P 2.2.5.**

FANTASTIC!

The Good Fairy got to know that Ms Homes loves to sew, and set up a tiny sewing lab for her. Ms Homes was a seamstress for a well-known fashion designer. She didn't waste a second and started sewing fancy COVID masks.
Exciting!



COMPENDIUM: **P 2.2.1.**



AWESOME!

The Good Fairy got to know that Ms Antony would love to be free to move around as she wishes. So she got her an electric wheelchair. You should just see how happy she is!



COMPENDIUM: **A 1.3.1.**

AWESOME!

The Good Fairy loves to make people happy. She knows that Ms Belt wants to go to visit her friends' club every two weeks, and sprinkles her magic dust to make it happen. Magical!



COMPENDIUM: **P. 2.3.1.**

WONDERFUL!

Every hour without fail, the Good Fairy sprinkles her magic dust in the nursing home, to make sure that every nurse who enters the room knocks on the door. The residents are so grateful!



COMPENDIUM: **D 3.3.1.**

FANTASTIC!

Every hour without fail, the Good Fairy sprinkles her magic dust in the nursing home, to make sure that there is always a same sex nurse available for the residents who require this. They are so grateful!

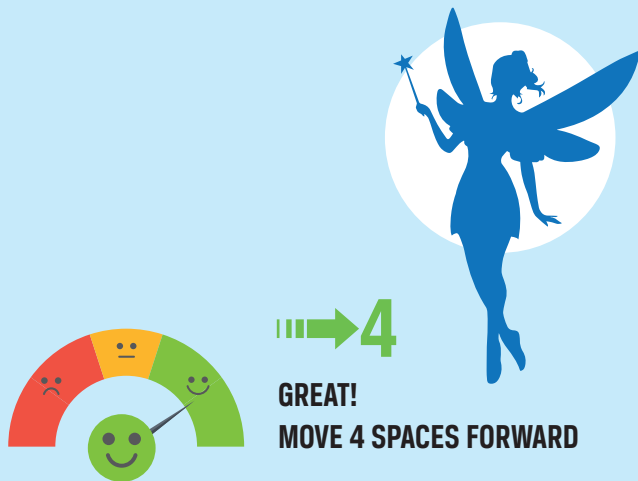


COMPENDIUM: **D 3.4.2.**



EXCELLENT!

The Good Fairy arranged for a female nurse to help Ms Chahdi take a shower. She is Muslim and does not want to be washed by a male nurse. What a relief!



GREAT!
MOVE 4 SPACES FORWARD

COMPENDIUM: **D 3.4.2.**



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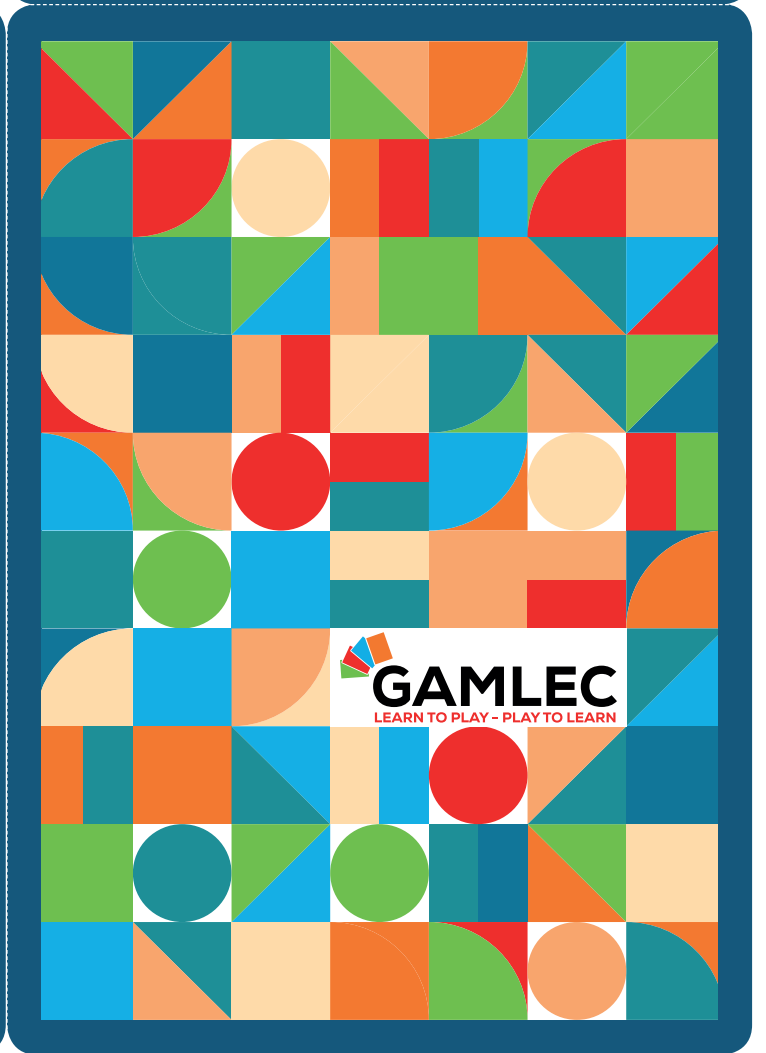
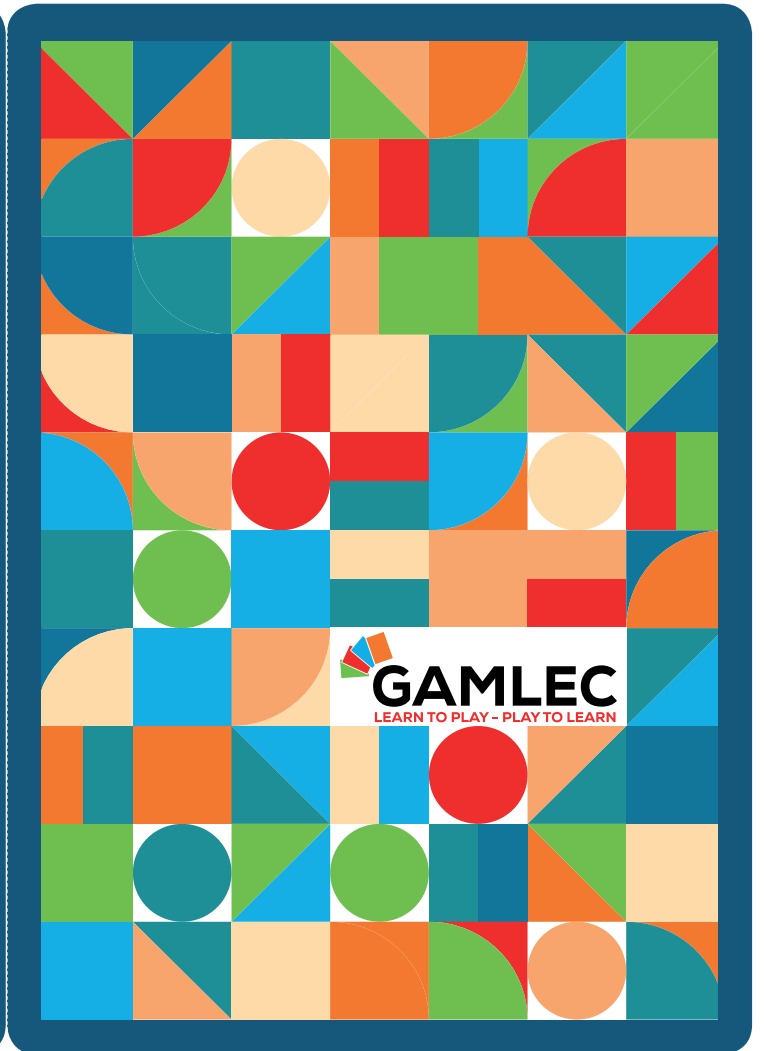
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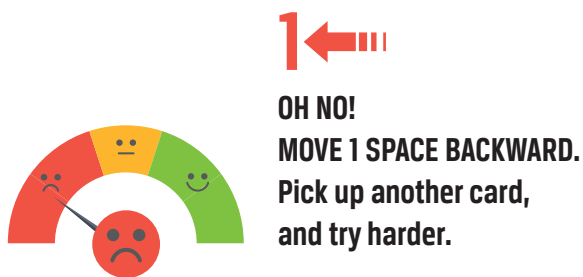
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At lunch time Ms Rossi asked for help to go to the toilet. She was told either to wait or to do her business in her diaper. During meal times the staff is too busy and cannot take care of such things! How humiliating!



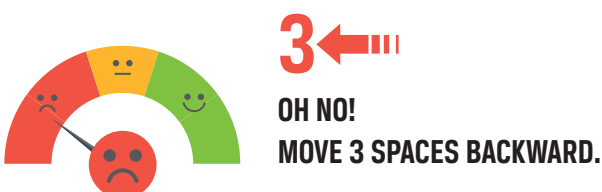
COMPENDIUM: **A 1.1.1.**

Mr Johnsen loves his perfume. It reminds him of the wonderful time he had with his wife. He would love to use it, and even though his habits were documented when he moved in, the staff say they don't have time for such things.



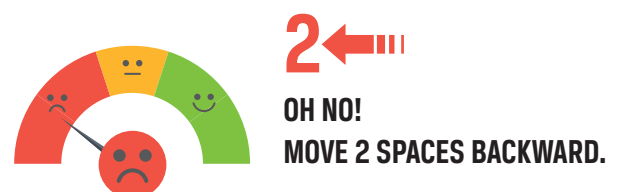
COMPENDIUM: **A 1.3.4.**

Mr West suffers from dementia, and has a hard time understanding what he is being told. Instead of speaking slowly, accompanying the words with appropriate gestures, the carer lost her temper and shouted at him. She didn't have any specific training for residents with dementia.

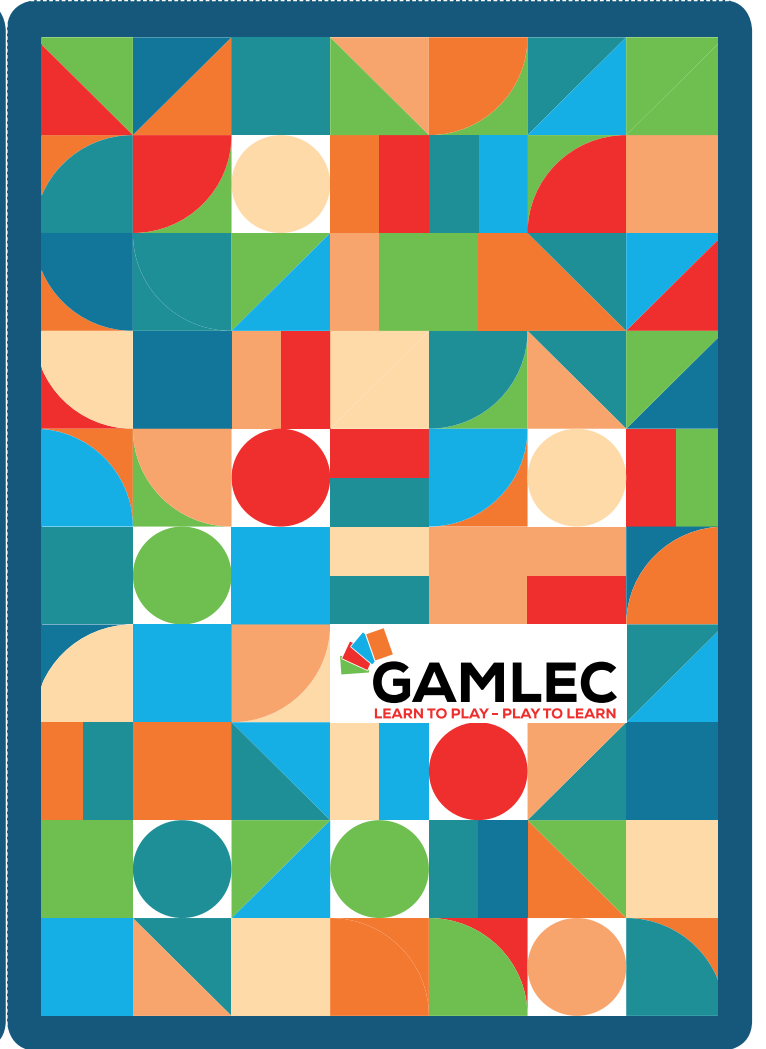
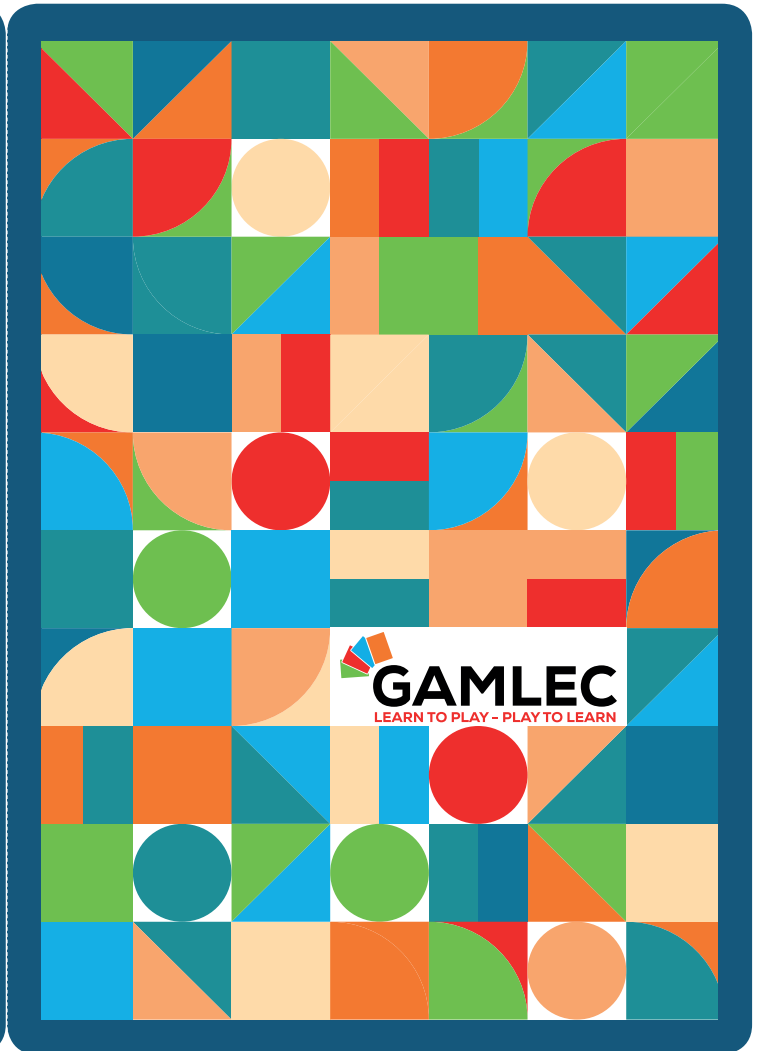


COMPENDIUM: **D 3.2.4.**

Ms Wilder is 82 years old, and has always loved to dress up, but the staff is always in a hurry. No time to care about matching colors or accessories! Anyway, the people who love her do not care about such superficial things. So sad!



COMPENDIUM: **A 1.3.5.**



Many older people need dentures, not just for chewing. They may also suffer from bone loss if they do not wear them. However, some of the carers don't give them, because they think that it is more comfortable for older people not to wear them.



COMPENDIUM: **A 1.3.7.**

Ms Holly has never been a drinker. However, ever since she got married, she has had her daily glass of wine for dinner. The nursing home has banned alcohol, even to those residents who have no restrictions due to medication. Is that really necessary?



COMPENDIUM: **A 1.2.5.**

Always the same menu, no variety, no such thing as different courses, no choice, no culinary delights of any kind. How dull!

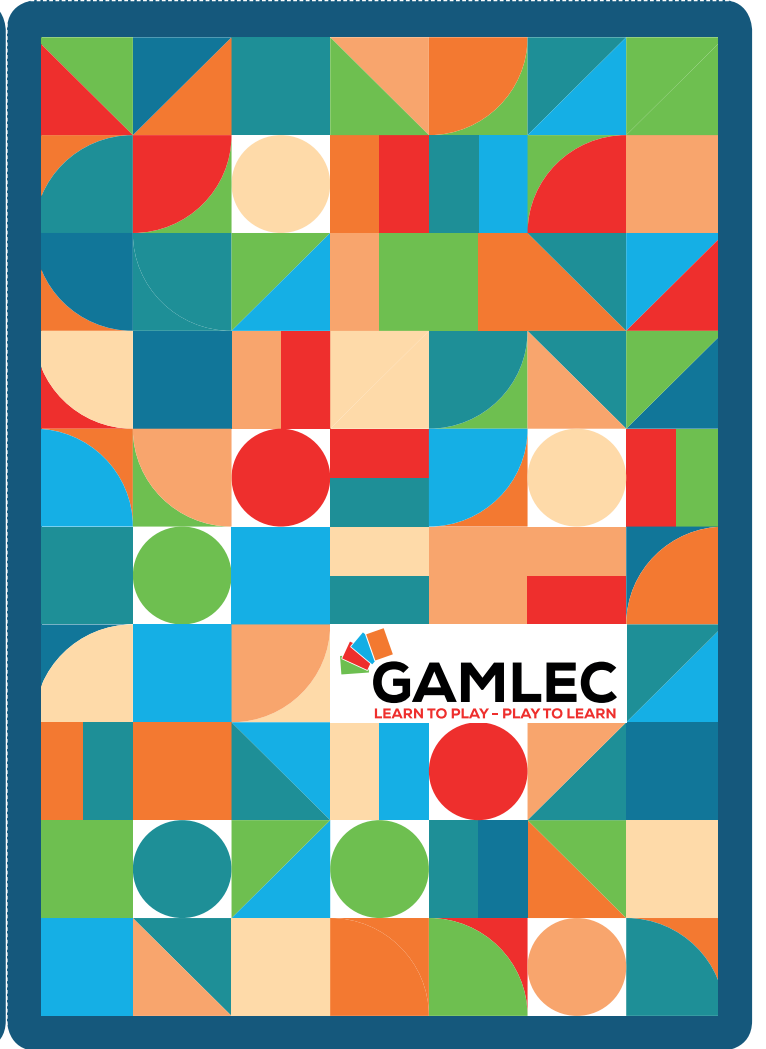
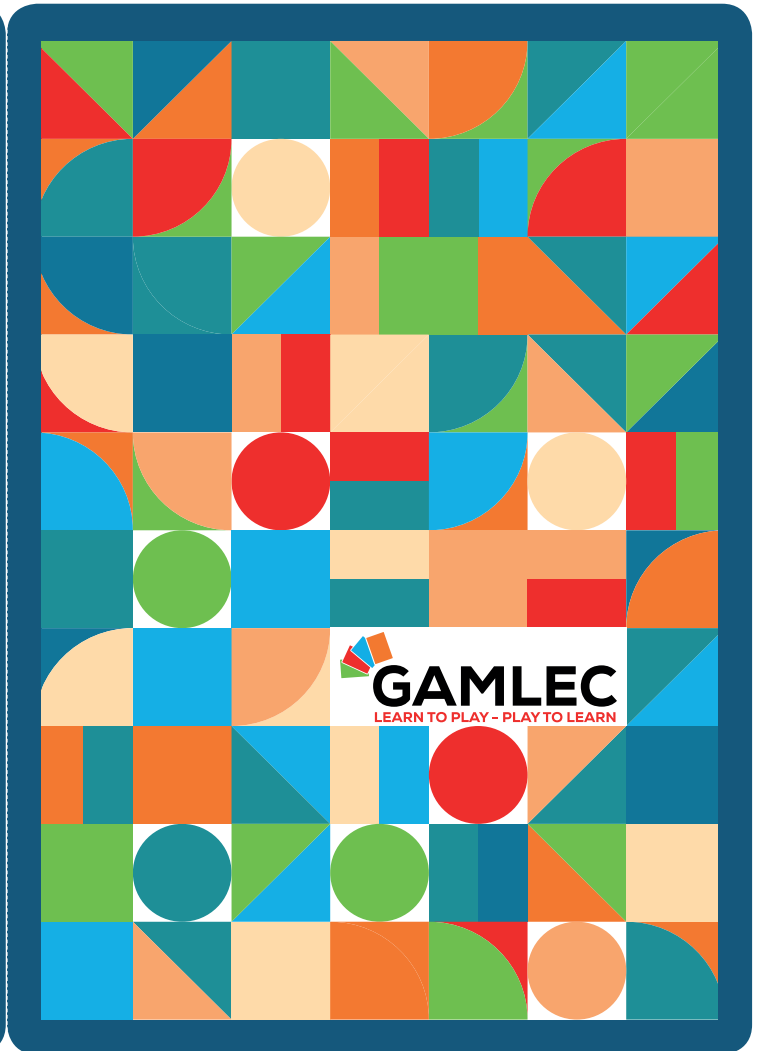


COMPENDIUM: **A 1.2.1.**

Ms Miller loves to go to church. After the service she feels relieved and happy. The nursing home has a service for residents who want to go to Church. Pity nobody has ever told her there is such a service. How sad!



COMPENDIUM: **A 1.5.1.**



Oh no, another boring Sunday.
No one ever comes to visit Ms Sommer
and she has nothing to do.
Where are the activities?
How depressing!

1●



OH NO!
STAY PUT FOR 1 ROUND AND
THINK ABOUT ACTIVITIES THE
RESIDENTS WOULD APPRECIATE.

COMPENDIUM: **A 1.5.5.**

Mr Cole is restless and needs to walk
around. He discovers the entrance door,
and turns the handle to get out.
He gets very angry, because the door
is locked.
What about taking him for a walk?
He wants to move!

1←



OH NO!
MOVE 1 SPACE BACKWARD.
Pick up another card,
and try harder.

COMPENDIUM: **A 1.3.1.**

Ms Wayne has always had pets,
but when she moved into the care
home, she was not allowed to take
any of them with her.
How sad!

1●



OH NO!
STAY PUT FOR 1 ROUND
AND THINK ABOUT IT.

COMPENDIUM: **A 1.5.6.**

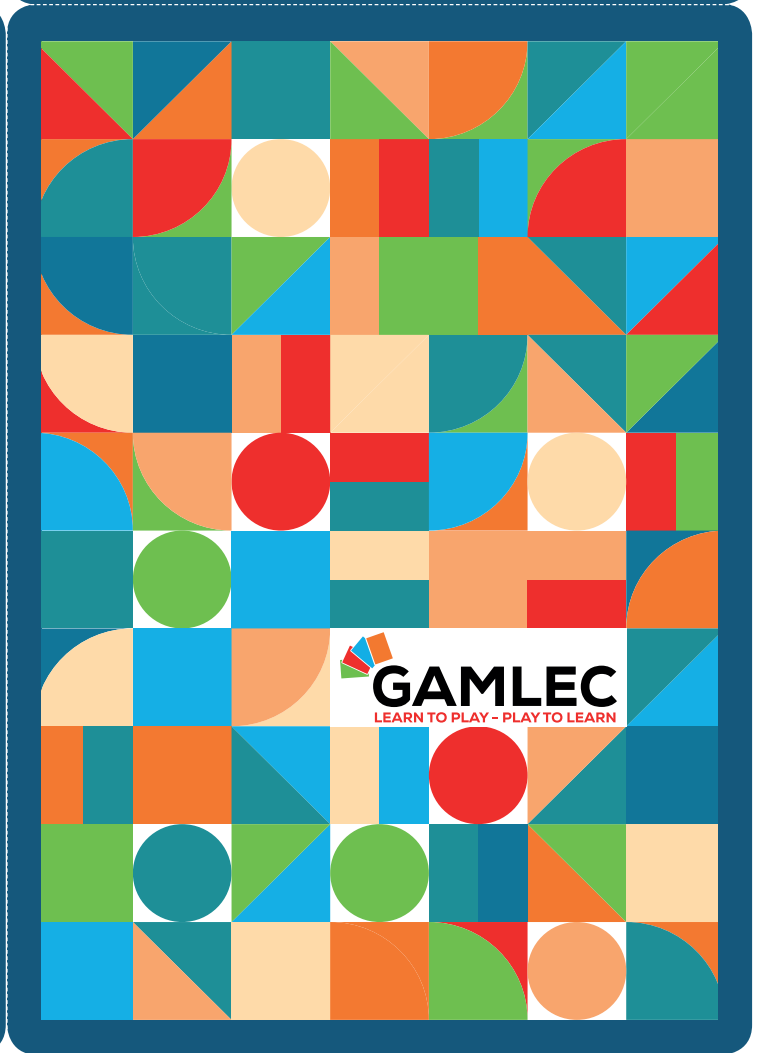
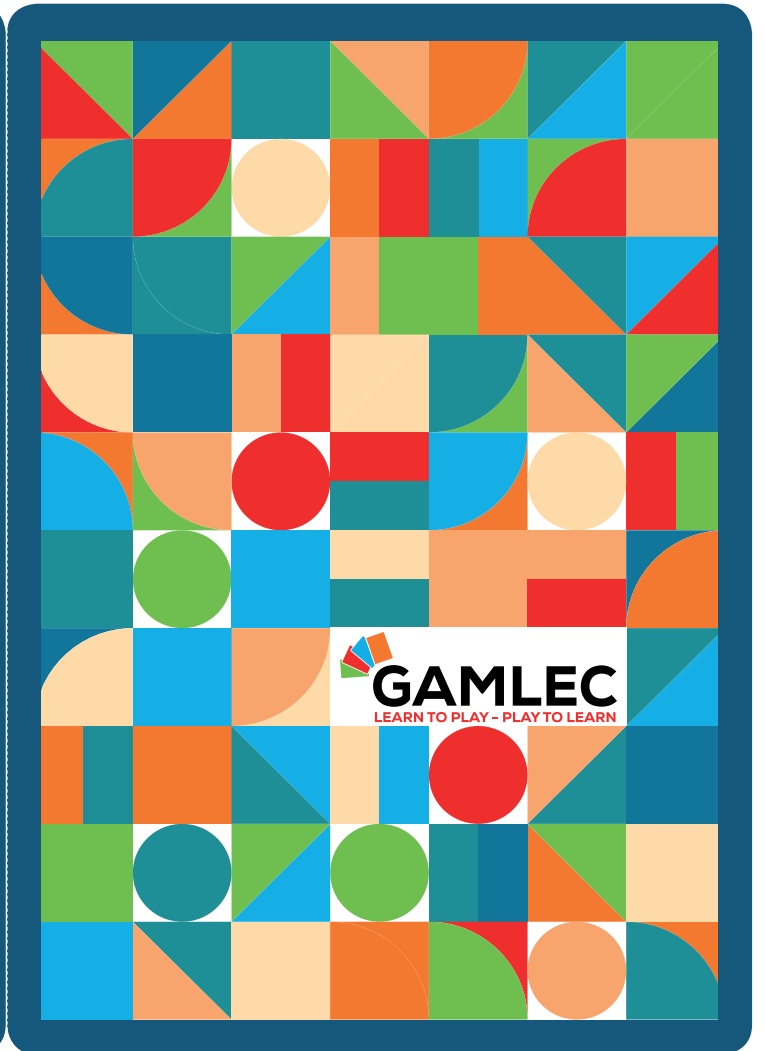
Mr Kenneth has never quit smoking.
In the nursing home where he is living
now, smoking is banned.
This is so frustrating for him.
Poor man!

1●



OH NO!
STAY PUT FOR 1 ROUND
AND THINK ABOUT IT.

COMPENDIUM: **A 1.2.6.**



Today Ms Sun needed to stay in bed. She did not get anything to drink, because she was not with the other residents in the common room. No one brought her a drink until dinner time. So unthoughtful!



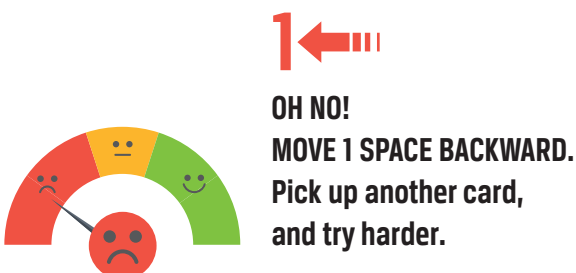
COMPENDIUM: **A 1.2.3.**

Every evening after dinner Mr Smith smokes his one and only cigarette. He loves that. It is his evening treat before going to bed. But tonight no one is free to accompany him to the garden where he can smoke. So sad. Poor man!



COMPENDIUM: **A 1.2.6.**

Mr Youssef is a devout Muslim. This Sunday the only meat available is pork. Poor man. How disrespectful!

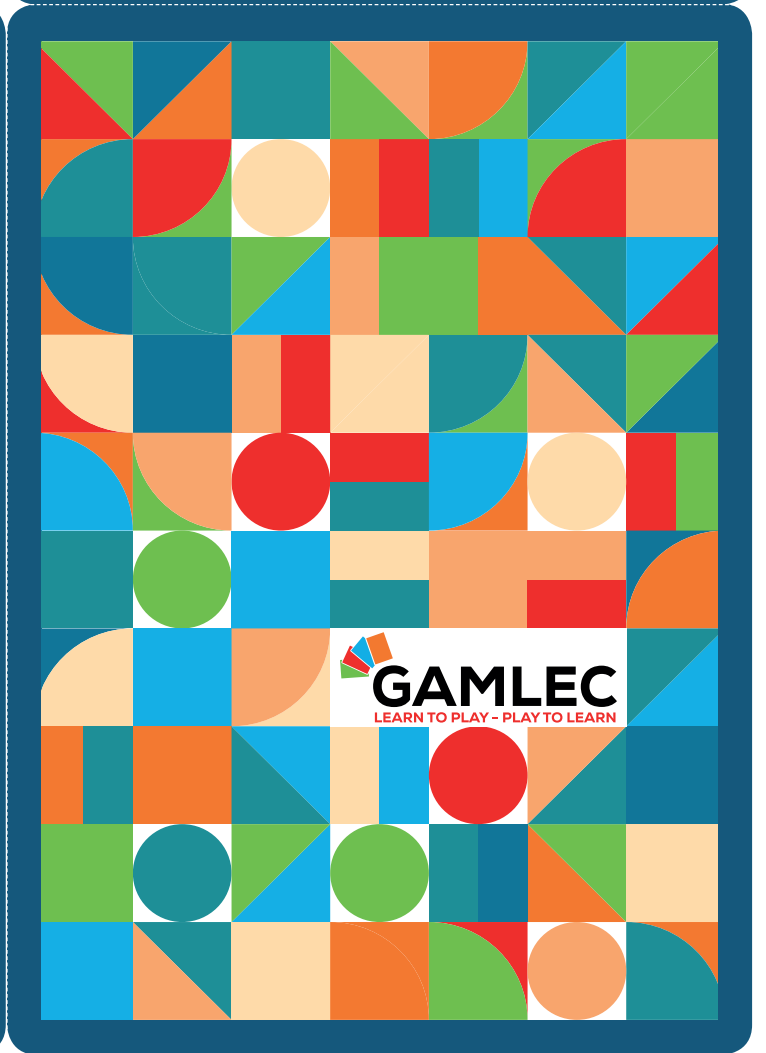
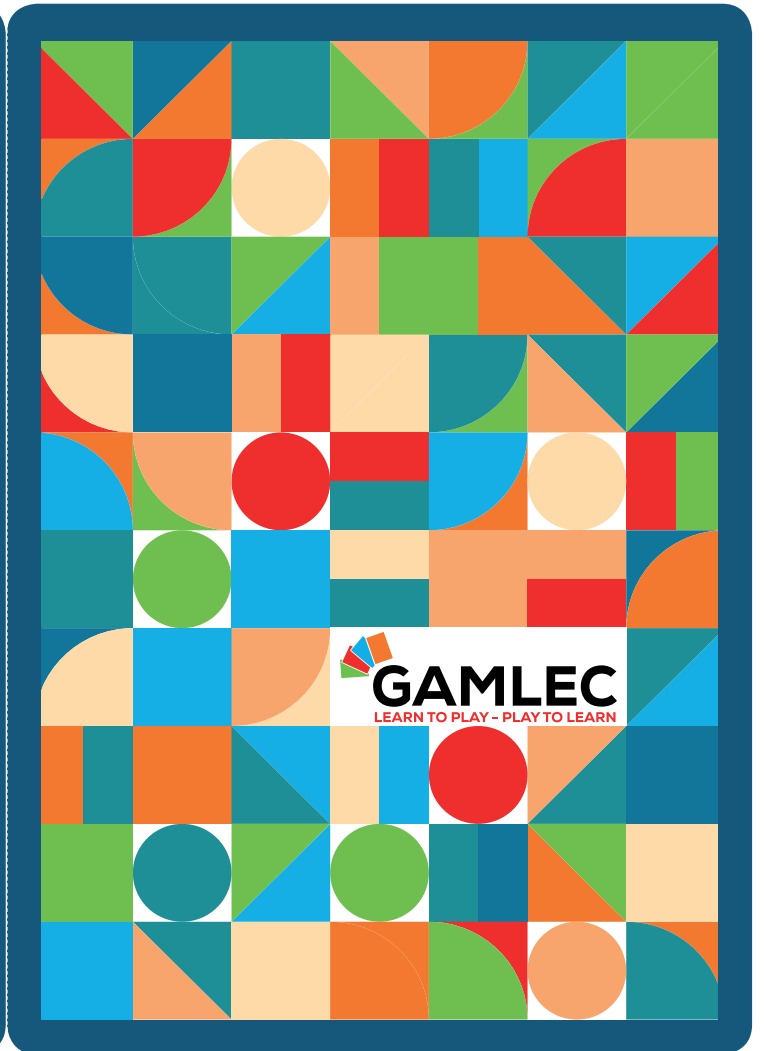


COMPENDIUM: **A. 1.2.1.**

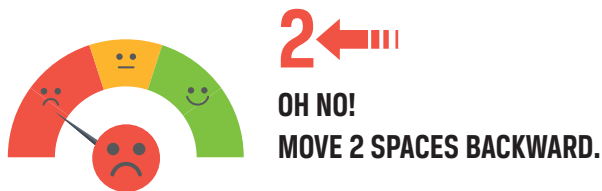
Ms Rudolph tried to withdraw cash from the ATM near the nursing home, but it was out of order, and nobody could take her to another one. She will have to wait for her son who lives outside the city to get cash. Frustrating!



COMPENDIUM: **A 1.4.1.**

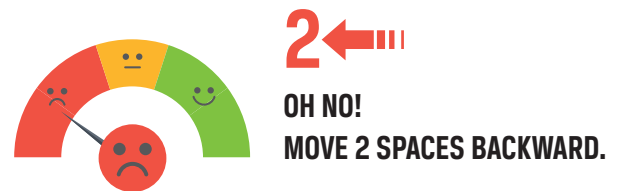


Ms Rossman loves to soak in the bath tub. The carers who assist her while taking a bath, talk to each other as if she weren't there. They are not including her at all in their conversation. How disrespectful!



COMPENDIUM: **D 3.2.1**

Ms Lang loves to dress nicely, but cannot do it on her own. The carers in the nursing home do not dedicate more than a few minutes to this activity, so she does not even have a say in what she wants to wear. How insensitive!



COMPENDIUM: **A 1.3.5.**

Ms Frank doesn't like to eat cabbage, but she is obliged to. In the care home she cannot choose what to eat. So sad!

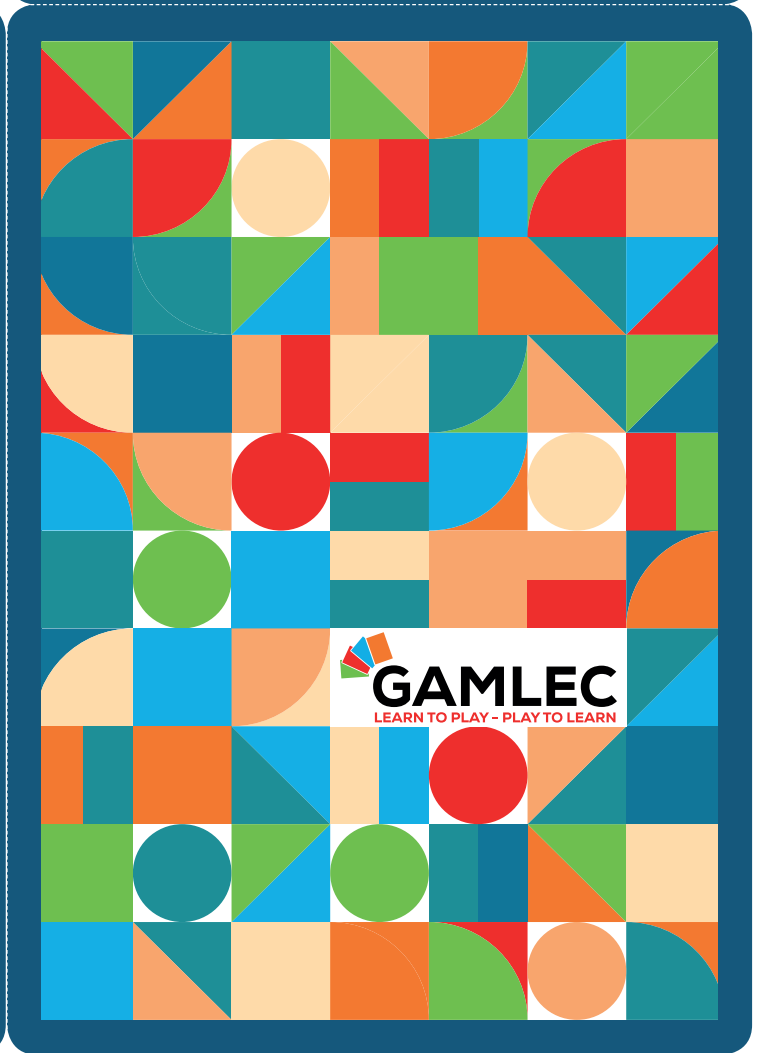
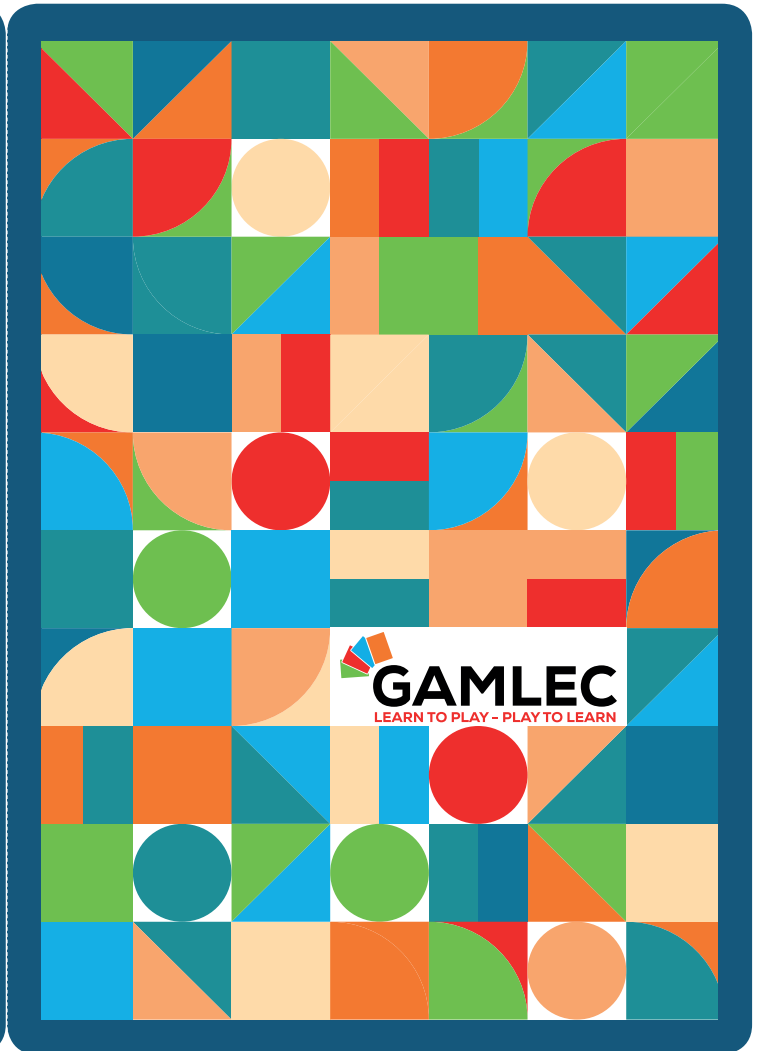


COMPENDIUM: **A 1.2.1.**

Due to the pandemic the residents of the care home are not allowed to receive visitors or to go out themselves. This is very frustrating!



COMPENDIUM: **P 2.3.1.**



Ms Penny loves to wear jewelry but it has been stolen.
There was no locker in the room where she could safely keep it.
What a disgrace!



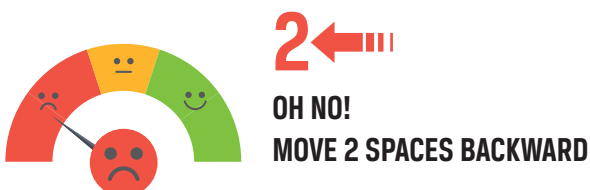
COMPENDIUM: **D 3.3.2.**

A code of ethics is a guide of principles that outlines best practices to follow for honesty, integrity, and professionalism. It is a code of professional practices and a code of conduct for the employees. Too bad that not all nursing homes have it. Improvement needed!



COMPENDIUM: **D 3.1.1.**

Ms Sanders had been unwell for quite some time. Her family lives abroad, and were not informed of the situation. When Ms Sanders passed away, it was a shock. The family would have wanted to be with their mom in her last moments. Heartbreaking.

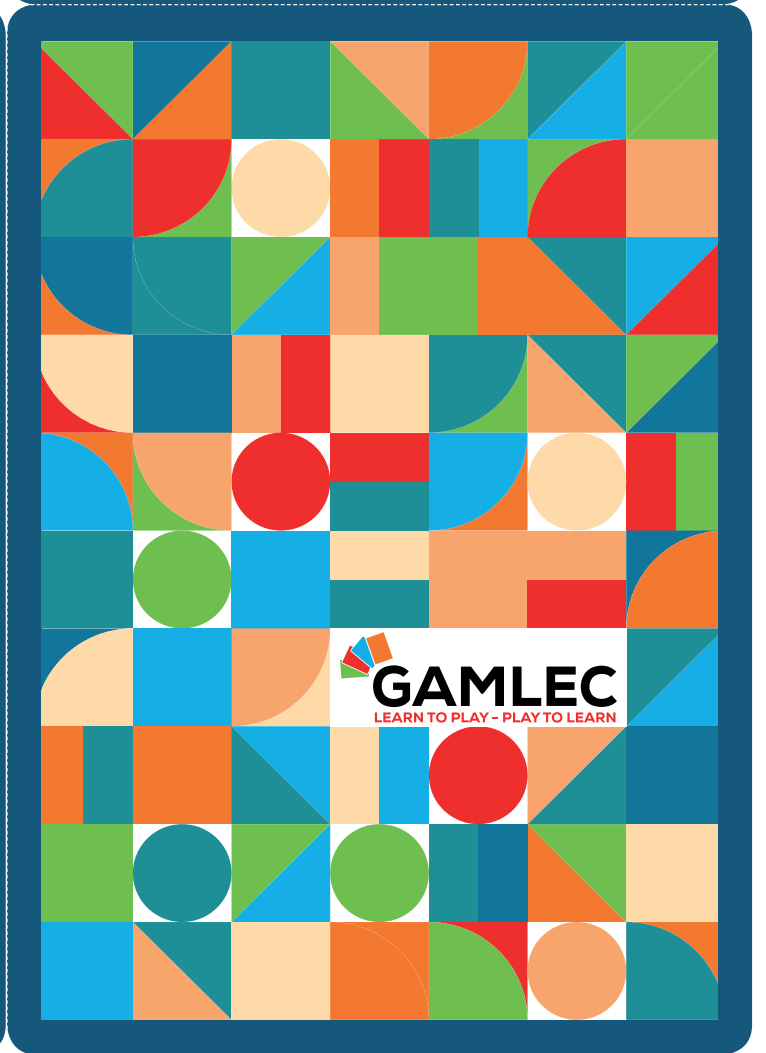
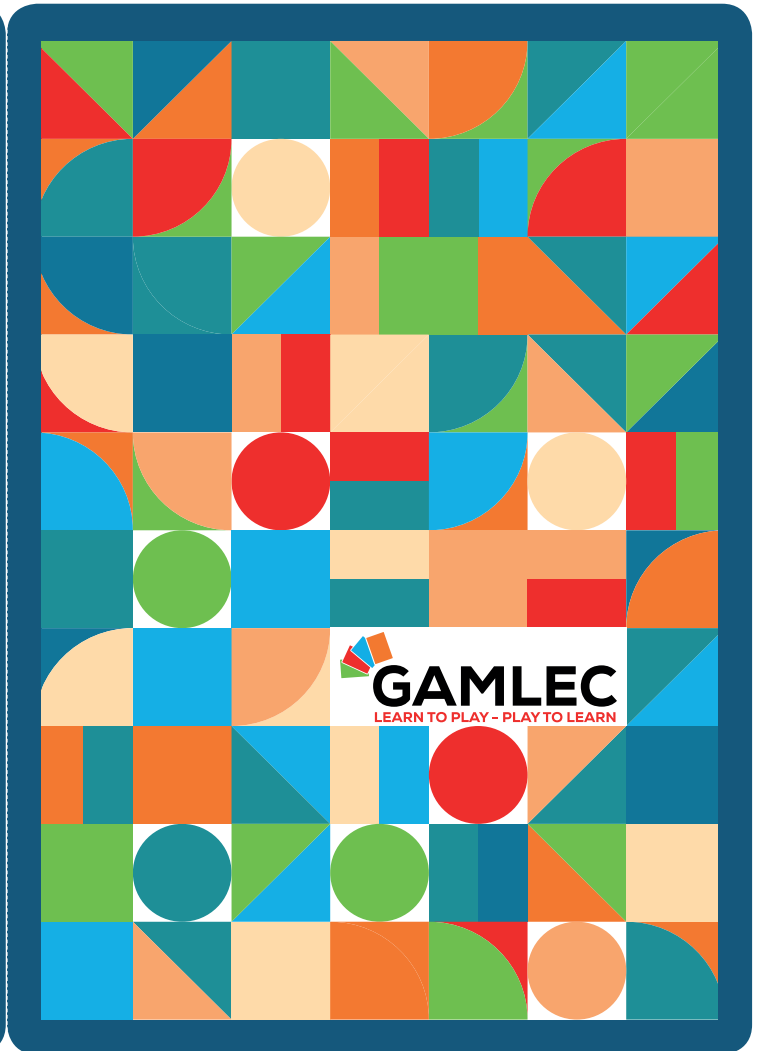


COMPENDIUM: **D 3.5.3**

Mr Samtani comes from India. He is vegetarian, but often there is no vegetarian meal on the menu. How inconsiderate!



COMPENDIUM: **A 1.5.2.**



Poor Ms Rolf. She got lost in the nursing home and couldn't find the dining hall. There was no symbol, such as cutlery, a knife and fork, or something similar, to guide her way. Improvement needed!



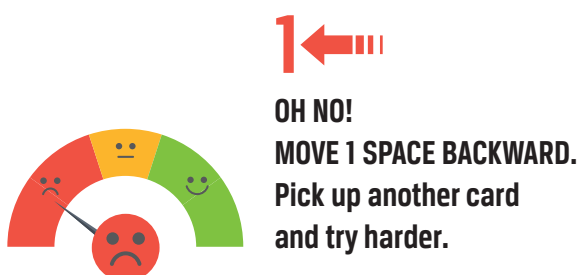
COMPENDIUM: **P 2.1.1.**

There is a beautiful outdoor area at the nursing home. What a shame that there is just a limited number of seats for the residents. Only very few people can actually enjoy this area. Improvement needed!



COMPENDIUM: **P 2.1.2.**

Ms Stroe shares her room with Ms House, and she loves her company. Nevertheless, when her family come to visit her, she would love to sit and chat with them in a cozy private area, but there is just the dining hall. No privacy at all!

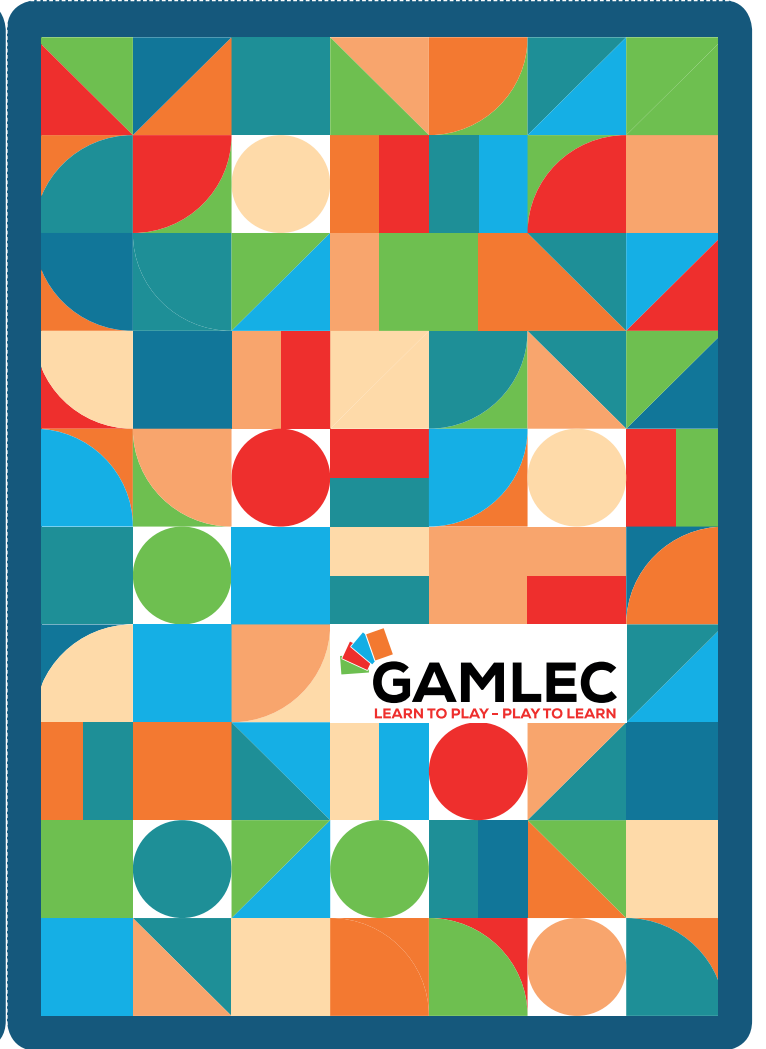
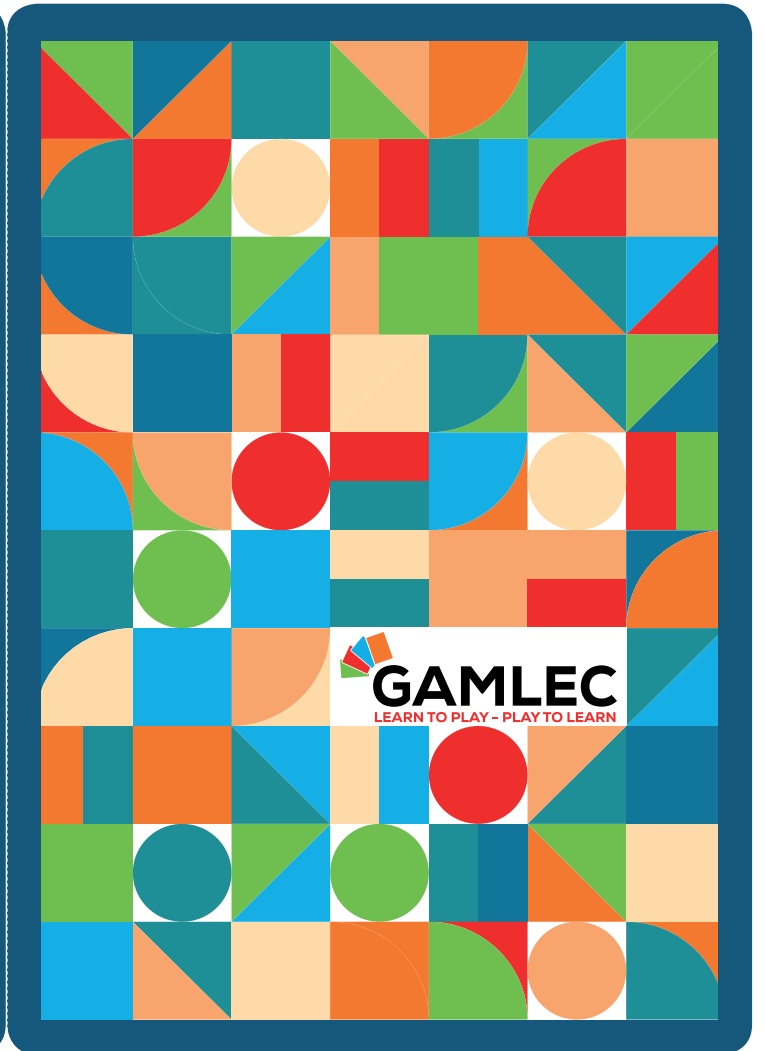


COMPENDIUM: **P 2.3.5.**

Residents do not have a say in the governance of the care home. They could contribute to improving the quality of the services provided. At the end of the day, it is all about them, but unfortunately their voice is not heard.



COMPENDIUM: **P 2.5.2.**



Poor Ms Jacer. Her beloved husband passed away a year ago, and she misses him a lot. Now she is all alone. Today is her 94th birthday, but no one has organized anything special for her. So sad!



COMPENDIUM: **D 3.2.5.**

Mr Heyer loves playing the piano but when he moved to the nursing home, he was not allowed to bring his piano with him, even though he is staying in a single room. So sad!



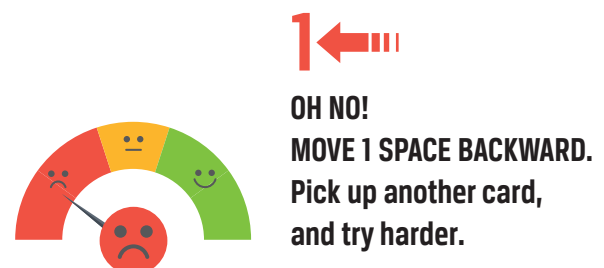
COMPENDIUM: **D 3.3.3.**

Ms Dewein has a hard time remembering what day it is. So, her daughter brought a big calendar to hang on the wall. Too bad they put the calendar where she cannot see it from her bed. How unthoughtful!

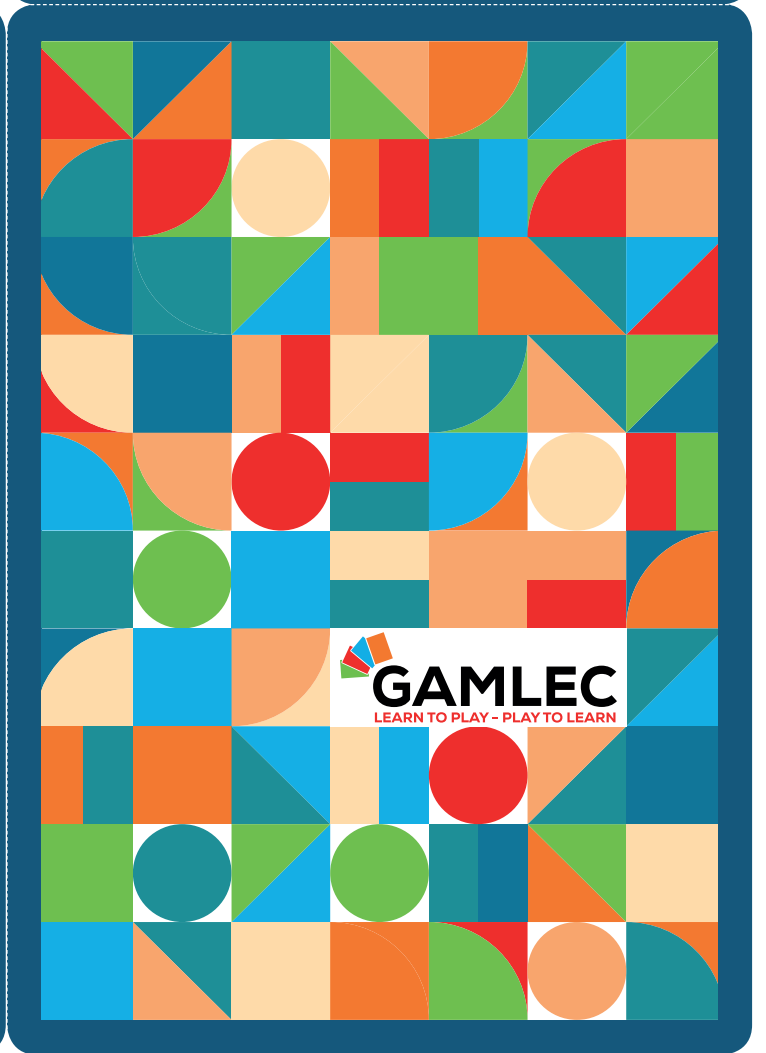
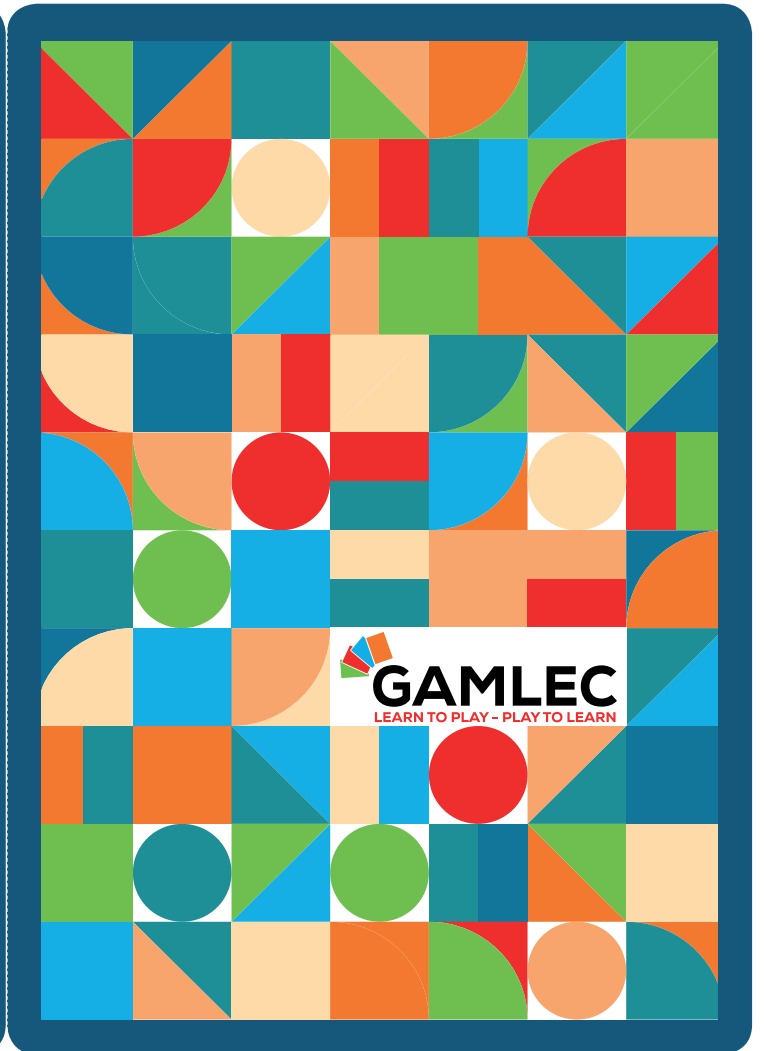


COMPENDIUM: **D 3.3.4.**

Ms Hölderlin prays every day at the same time in her room. During her prayers she does not want to be disturbed. Most of the time the nursing home staff forget about this, and enter her room without even knocking on the door. How disrespectful!



COMPENDIUM: **D. 3.3.5.**



Mr Fattore, 79, and Ms Bruno, 78, fell in love with each other in the nursing home. They wanted to get intimate in their rooms, but the rooms could not be locked. The nurse enters the room without even knocking!
How embarrassing!



COMPENDIUM: **D 3.3.2. - D 3.4.3.**

Ms Jäger had thought about the final phase of her life.
She did not want life-prolonging measures of any kind. This had been documented, but the care home staff did not even know such a document existed.
How appalling!



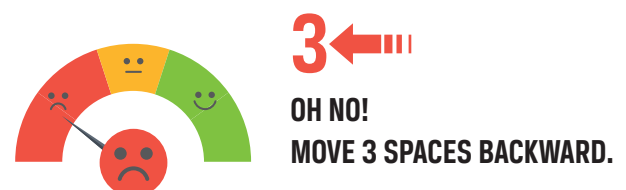
COMPENDIUM: **D 3.5.1.**

Ms Brodt, a resident suffering from dementia, was given sedatives because of behavioral disturbances. After some time, it turned out that pain was the underlying cause. Proper pain assessment would have been necessary in the first place to determine the right treatment.
How thoughtless!

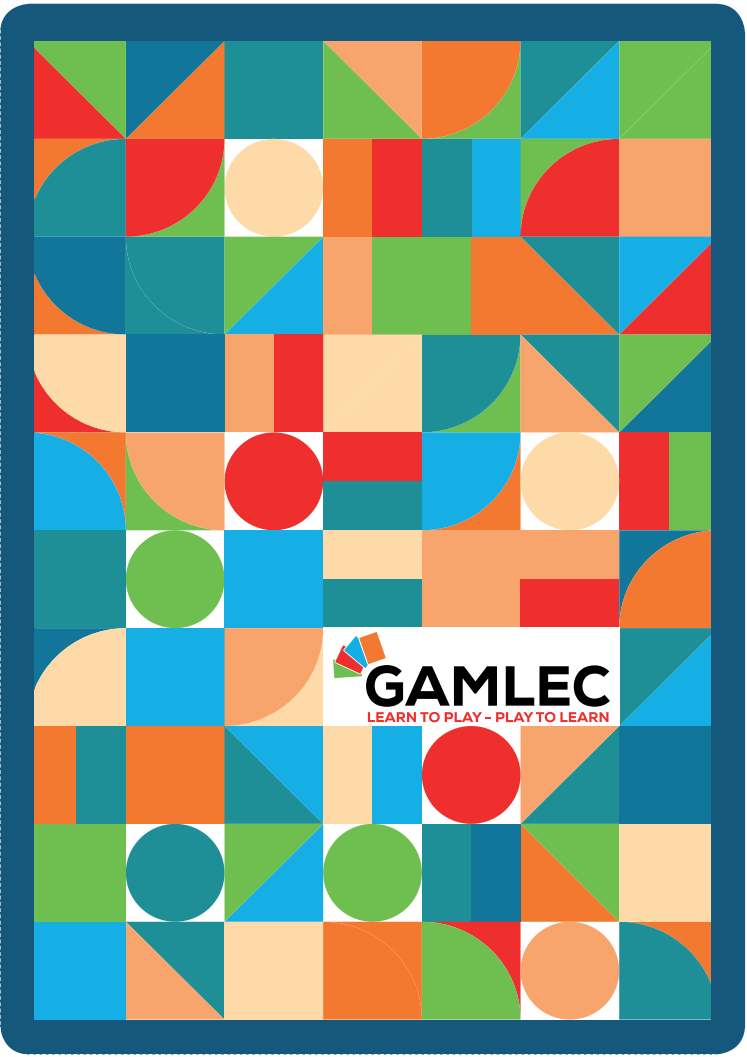


COMPENDIUM: **D 3.5.2.**

The care home administration opened a letter that was addressed to Mr Rudolf, and found out that he had gambling debts he could not pay off.
Mr Rudolf got very angry.
His gambling debts are nobody's business. How mindless!



COMPENDIUM: **D 3.3.7.**



The policy of the care home is to put all residents to bed at 7 pm, whether they are tired or not.
How inconsiderate!



COMPENDIUM: **A 1.1.1.**

The only activity offered to the residents is knitting, and only during day time.
No one is allowed to choose what they would like to do.
How sad!



COMPENDIUM: **P 2.2.5.**



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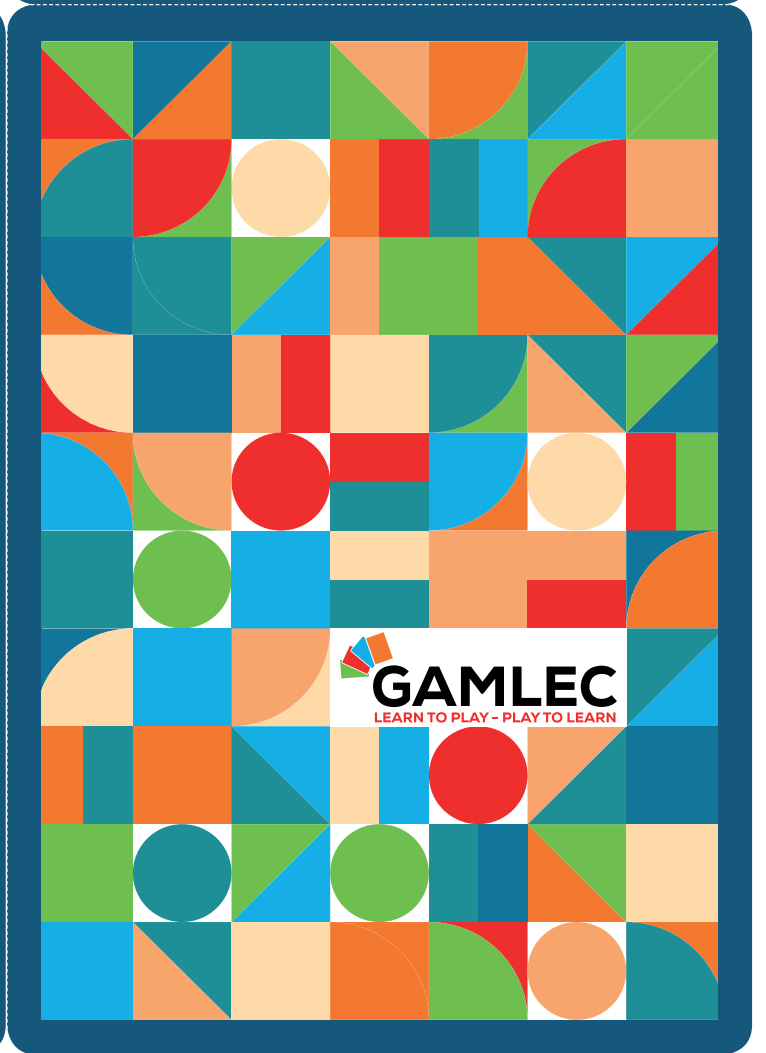
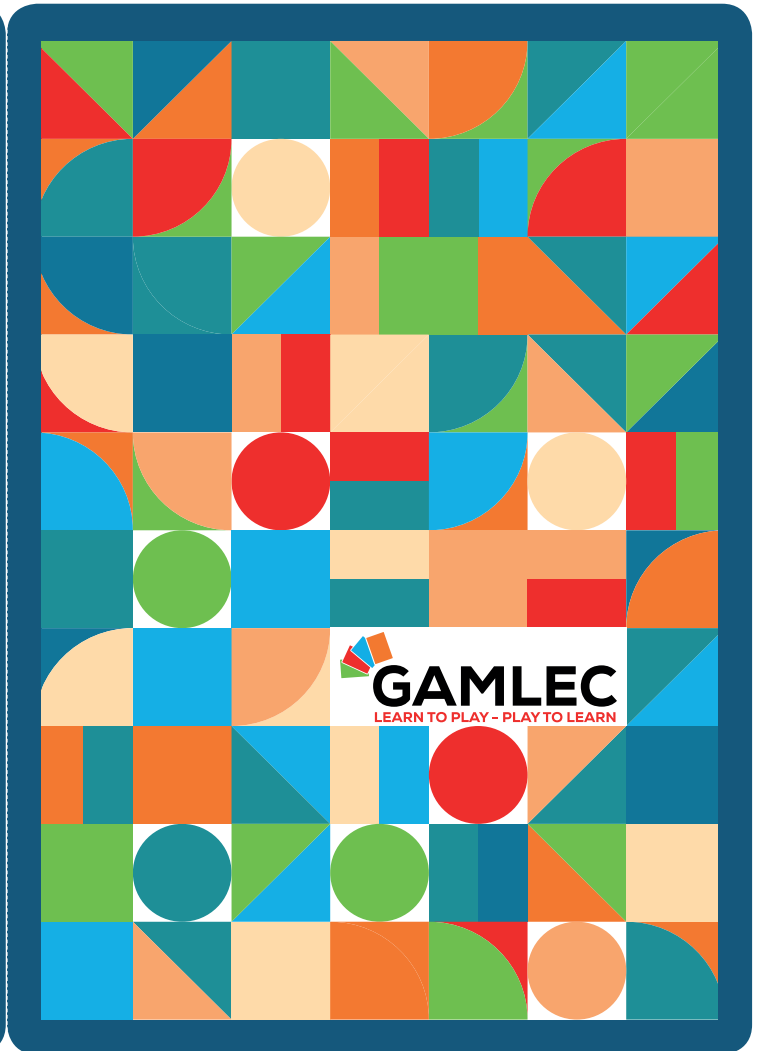
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The Evil Fairy was around, calling the residents grandma or granddad, and making fun of their disabilities. How dreadful!



OH NO!
MOVE 1 SPACE BACKWARD.
Pick up another card, and try harder.



COMPENDIUM: **D 3.2.2.**

The Evil Fairy was around. No one accompanied Ms Smith to watch the football match together with the other residents. Poor woman!



OH NO!
MOVE 1 SPACE BACKWARD.



COMPENDIUM: **P 2.2.4.**

The Evil Fairy was around and put the drinking water in a place where Mr Fox, a bedridden resident, couldn't reach it. So cruel!



OH NO!
MOVE 1 SPACE BACKWARD.
Pick up another card, and try harder.



COMPENDIUM: **A 1.3.6.**

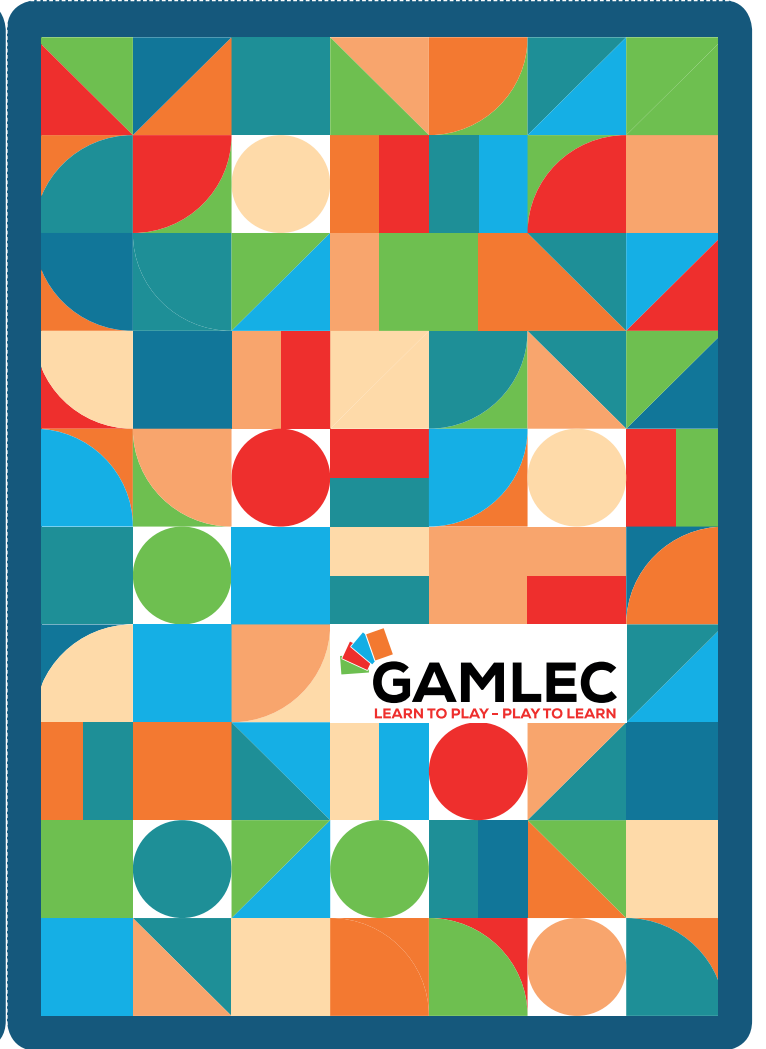
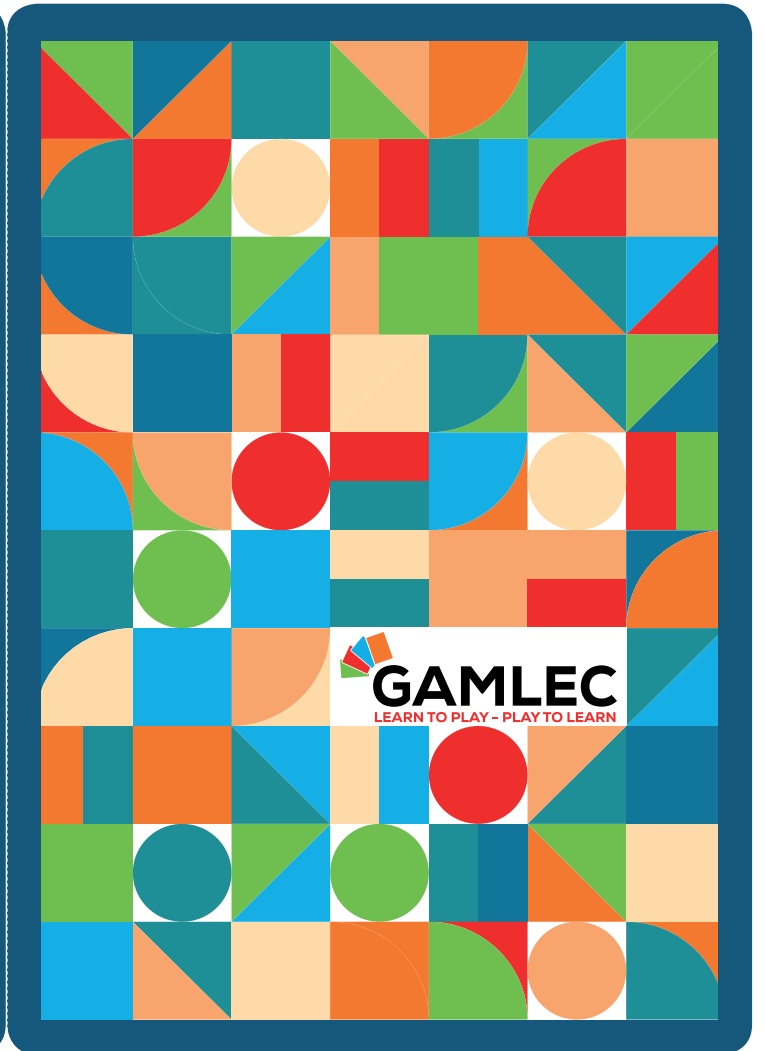
The Evil Fairy was around. Mr Hogan loves to have his meals on his own in his room, but he was obliged to sit in the dining room next to a person he didn't like at all. It totally put him off his food. Annoying!



OH NO!
MOVE 1 SPACE BACKWARD.



COMPENDIUM: **A 1.2.4.**



The Evil Fairy was around.
After a sleepless night Mr Holmes had finally fallen asleep. He was blissfully sleeping, when the Evil Fairy opened the shutters. The noise woke him up, and because of the light he could not go back to sleep. How thoughtless!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.
Pick up another card,
and try harder.



COMPENDIUM: **D 3.2.4.**

The Evil Fairy was around.
Ms Horvath suffers from dementia and wanders around all the time. She was forced to sit in an armchair with an abdominal belt to prevent her from falling, because no one could supervise her. Atrocious!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.
Pick up another card,
and try harder.



COMPENDIUM: **D 3.1.2.**

The Evil Fairy was around.
Ms Todd loves to take her weekly bath. It is one of her special moments, but the Evil Fairy left the bathroom door open, so everybody could see her sitting naked in the bath tub. How humiliating!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.
Pick up another card,
and try harder.



COMPENDIUM: **D 3.4.1.**

The Evil Fairy was around, and did not recharge Mr Rossi's mobile phone. He was forced to talk to his son on the landline phone in the reception area. Lots of noise and no privacy at all. How annoying!

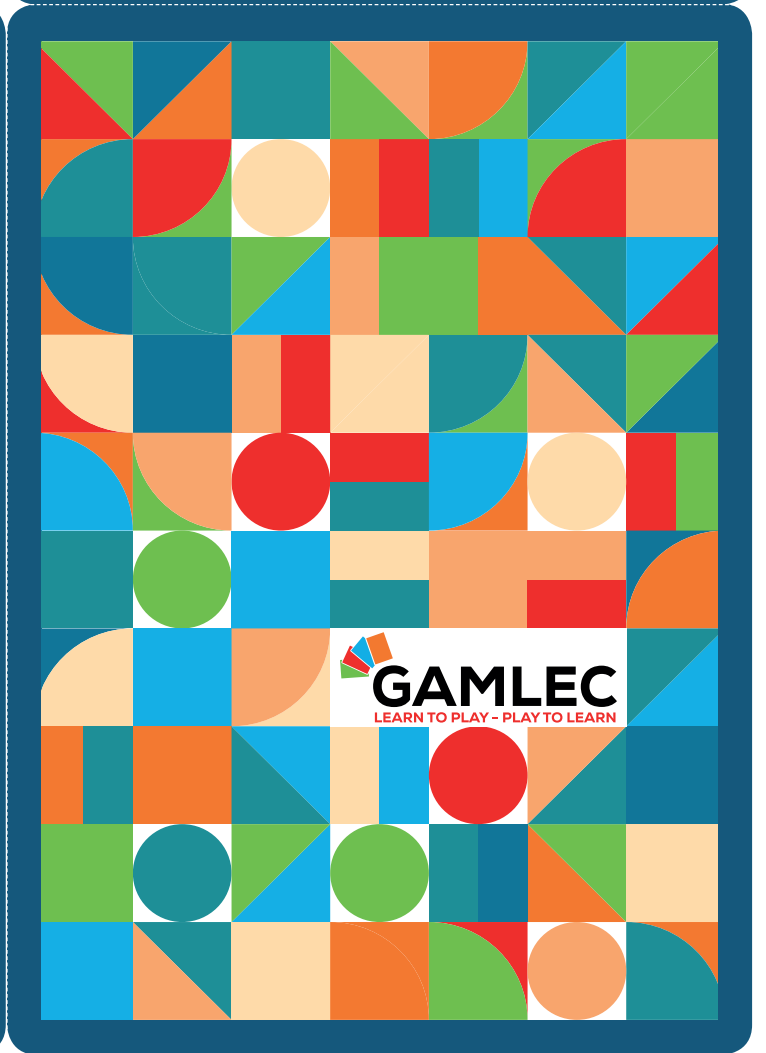
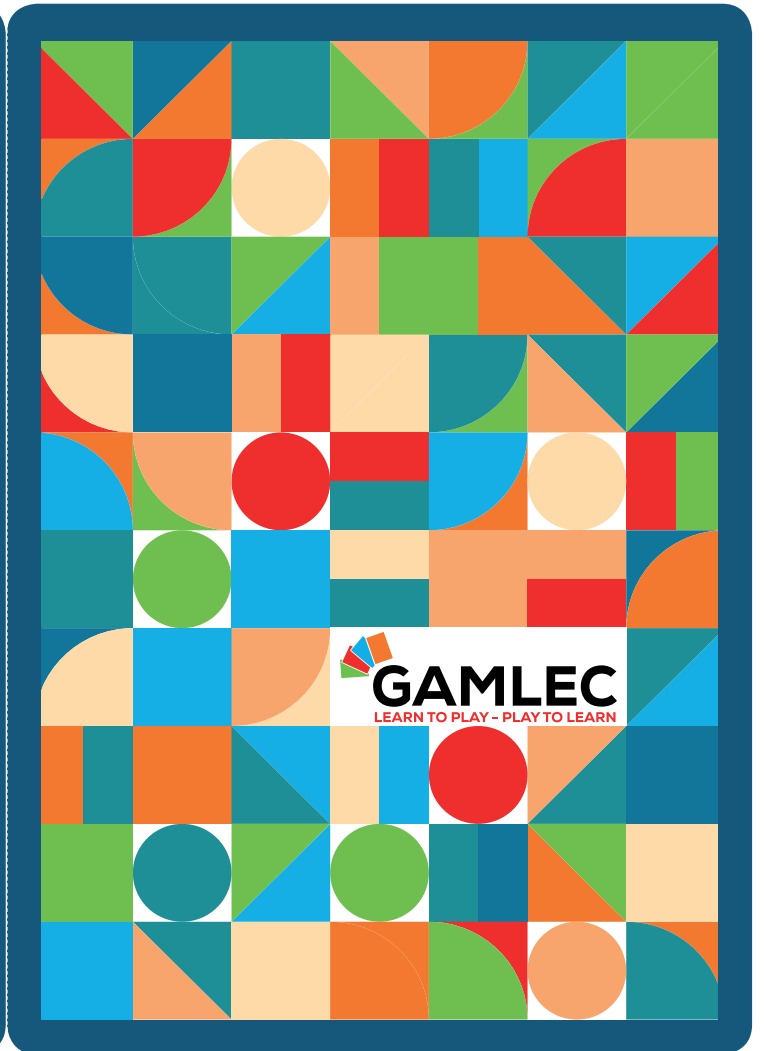


1 ←

OH NO!
MOVE 1 SPACE BACKWARD.



COMPENDIUM: **D 3.3.6.**



The Evil Fairy was around.
At lunch she forced Mr Bianchi
to eat zucchini, although she knows
he hates them.
How disrespectful!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.

COMPENDIUM: **A 1.2.1.**

The Evil Fairy was around.
She turned the TV off, without even
asking Ms Elvis who was watching
her favourite show.
How rude!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.

COMPENDIUM: **A 1.5.5.**

The Evil Fairy was around!
Mr Lorenzini was doing a handicraft activity.
With the help of a volunteer, he created
a photo album he was very proud of.
At the end of the activity,
the Evil Fairy threw it in the bin.
How cold hearted!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.

COMPENDIUM: **A 1.5.5.**

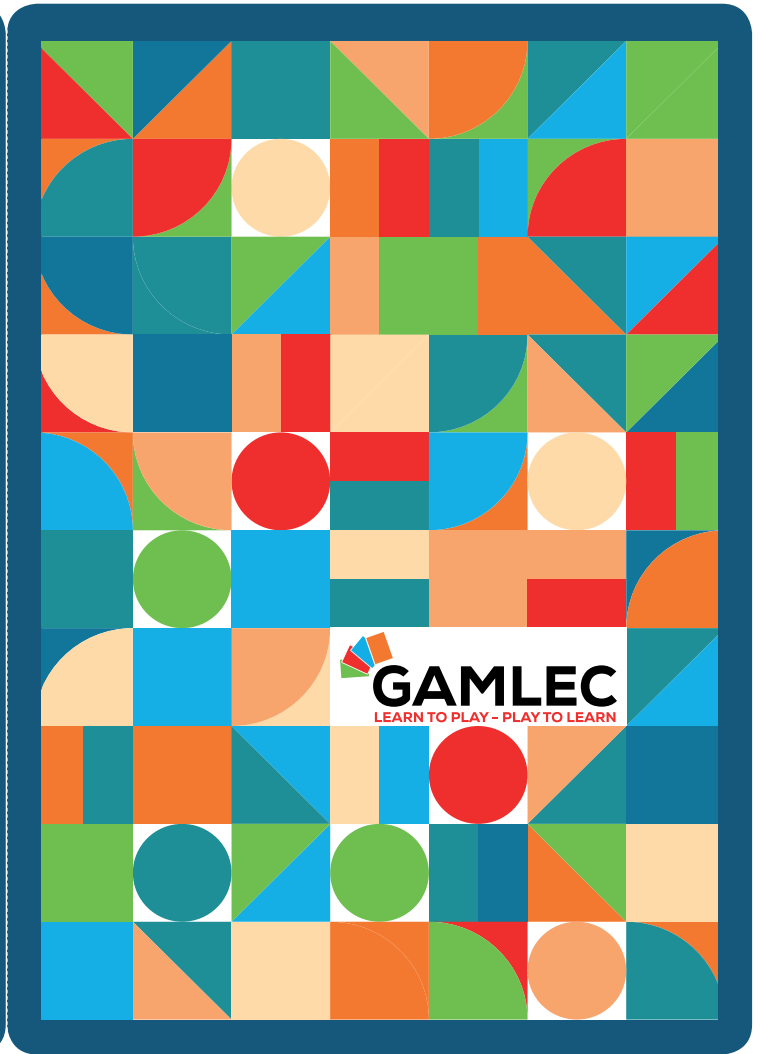
The Evil Fairy was around.
She was laughing at Mr Kelly who suffers
from Alzheimer's, and doesn't recognize
the people who live in the care home.
So wicked!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.

COMPENDIUM: **D 3.2.3.**



The Evil Fairy was around.
She forced all the residents to stay
in their beds, and didn't let them get up,
not even to go to the toilet.
Atrocious!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.

COMPENDIUM: **D 3.1.2.**

The Evil Fairy was around.
She just told Mr Magliola off because
he had wet the bed! Couldn't she have
just told him in a nice way?
So humiliating!



2 ←

OH NO!
MOVE 2 SPACES BACKWARD.

COMPENDIUM: **D 3.2.1.**

The Evil Fairy was around.
She called Ms Maria Maddock, a 76-year-old
resident who had had a sex change,
by her former male name, chanting
"I just love your name, Robert!"
How rude!



1 ←

OH NO!
MOVE 1 SPACE BACKWARD.
Pick up another card,
and try harder.

COMPENDIUM: **D 3.4.4.**



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