**Debbie’s Story**

Debbie is a 34 year-old woman who lives in a group home with four other women. She works at the local veterinary office during the week. At the veterinary office she helps with weighing new ‘patients’ as they come in, takes care of animals that are being kept for extended stays at the office, and sometimes helps calm animals if they are especially anxious during office visits.

Debbie takes public transportation to and from her job at the veterinary office and often will stop off at the T.J. Maxx store to do some shopping. She prepares her own meals and is currently trying to lose a few pounds by walking in the evenings before dinner.

Recently, Debbie has become moody and belligerent to staff, especially when they ask if she has taken her shower. She has begun to skip showers and it’s becoming obvious to those around her. Staff has told her to take showers and insist that she shower each morning. To help her remember to take a shower, staff is providing prompts. If she doesn’t take a shower, they tell her she can’t go to work. Debbie is becoming more and more upset and during the past week, she is now physically resisting their attempts to get her to shower.

Rita, a staff person that Debbie is close to has been on vacation for two weeks. Rita returned from vacation to find Debbie belligerent (yelling at staff, making faces) toward staff and beginning to threaten staff by pushing them away from her when they ask her to take a shower. Rita takes Debbie out for a cup of coffee so they can talk without being interrupted and Debbie can say what’s on her mind.

Rita starts the conversation by asking Debbie how she’s feeling. Debbie immediately tells Rita how unhappy she is and how she feels that she doesn’t have any control in her life. “No one listens to me” she says. Rita finally discovers that the reason Debbie isn’t taking showers is that she is not being allowed to use the shampoo that she likes.