Age: 37

Gender: Male

Profession:

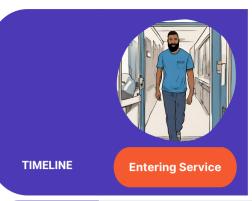
Primary School Teacher

Traumatic History:

Childhood physical and verbal abuse

General Information:

Ali enjoys watching movies with his husband, and spending time with their cats. When he was young, he was often subjected to physical and verbal abuse by his parents, and often has a hard time trusting people in authority. When triggered, he tends to become hypoaroused, becoming very quiet and seeming absent.











COGNITIVE

EMOTIONAL

PHYSIOLOGICAL

Ali comes into pharmacy and sees a queue. He waits for 5 minutes before he is seen.

Ali comes to the counter. After

being told to come back, he leaves.

Ali is asked questions about his prescription - is this for yourself, date of birth, contact number. He is told to come back in 15-20 minutes when the prescription will be ready.

Ali comes back, and meets the pharmacist. Pharmacist confirms name and address, and gives him his medication in the consultation room.

Pharmacist asks the counter

assistant to show Ali to the

consultation room. The

pharmacist will bring the

prescription in a minute.

pharmacist doesn't make much eye contact, speaks for 5 minutes and tells Ali to make contact if he needs anything. Ali pays for his prescription. The pharmacist begins preparing prescriptions.

In the consultation room, the

Ali leaves the pharmacy.

Pharmacist goes through dosage, best practice when taking meds, side effects, and safety netting by talking at Ali.

VERBAL

PHYSICAL

ALI

PHARMACIST

Name: Aoife **Age:** 34

Gender: Female

Profession:

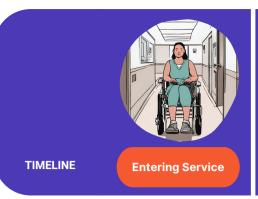
Insurance Sales Agent

Traumatic History:

Chronic fatigue and Intimate partner violence

General Information:

Aoife enjoys cooking but finds that she often does not have the energy to cook after work due to her chronic fatigue. She often uses an electric wheelchair because of her chronic fatigue, as it enables her to move without tiring herself out, but some days she manages without a mobility aid or with a cane. She was a victim of intimate partner violence for a few years and was recently able to leave her abusive partner. She tends to become hyper-aroused when triggered, becoming agitated and flustered.











COGNITIVE

EMOTIONAL

PHYSIOLOGICAL

PHYSICAL

VERBAL

Aoife comes into the pharmacy. She waits for 5 minutes before she is seen

Aoife comes to the counter. After being told to come back, she waits in the pharmacy as she has mobility issues.

Aoife is asked questions about her prescription - is this for yourself, date of birth, contact number. She is told to come back in 15-20 minutes when the prescription will be ready.

Aoife waits in the pharmacy, and then meets the pharmacist. Pharmacist confirms name and address, and gives her her medication in the consultation room.

Pharmacist asks the counter assistant to show Aoife to the consultation room. The pharmacist will bring the prescription in a minute.

In the consultation room, the pharmacist doesn't make much eye contact, speaks for 5 minutes and tells Aoife to make contact if she needs anything.

Pharmacist goes through dosage,

AOIFE

PHARMACIST

Aoife leaves the pharmacy.

best practice when taking meds, side effects, and safety netting by talking at Aoife. Aoife begins to ask questions about the medication, but the pharmacist says that she has explained everything and

moves her on.

Name: Ali Age: 37

Gender: Male

Profession:

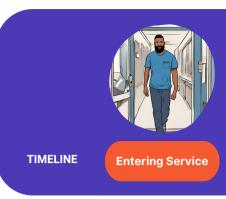
Primary School Teacher

Traumatic History:

Childhood physical and verbal abuse

General Information:

Ali enjoys watching movies with his husband, and spending time with their cats. When he was young, he was often subjected to physical and verbal abuse by his parents, and often has a hard time trusting people in authority. When triggered, he tends to become hypoaroused, becoming very quiet and seeming absent.













COGNITIVE

EMOTIONAL

PHYSIOLOGICAL

PHYSICAL

Ali arrives at the practice.

Ali is told to take a seat by the receptionist and wait till he's called. While he waits, he seems to be in a world of his own. He is then called by the dentist.

Ali meets the dentist, who makes conversation about when Ali last went to the dentist.

The dentist asks about how often Ali brushes, when he last came. Ali seems to be somewhere else, and takes a while to answer the dentist's questions.

Ali is told to lie back and relax as the dentist checks his teeth. The dentist carries on conversation while he checks Ali's teeth, occasionally telling him to move his tongue or say 'ah', while explaining why.

Ali leaves service.

Dentist talks through the procedure with Ali and makes light conversation. Ali does not say anything, and just seems to lie there.

ALI

VERBAL

DENTIST

Name: Aoife Age: 34

Gender: Female

Profession:

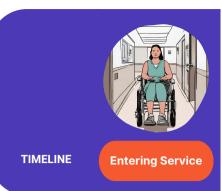
Insurance Sales Agent

Traumatic History:

Chronic fatigue and Intimate partner violence

General Information:

Aoife enjoys cooking but finds that she often does not have the energy to cook after work due to her chronic fatigue. She often uses an electric wheelchair because of her chronic fatigue, as it enables her to move without tiring herself out, but some days she manages without a mobility aid or with a cane. She was a victim of intimate partner violence for a few years and was recently able to leave her abusive partner. She tends to become hyper-aroused when triggered, becoming agitated and flustered.













COGNITIVE

EMOTIONAL

PHYSIOLOGICAL

PHYSICAL

VERBAL

Aoife comes into the waiting room and speaks with the receptionist. As time draws nearer to her appointment, she seems to look at the exit more frequently.

Aoife has left her cane in her hand, and does not let go of it. She comes into the examination room and greets the dentist.

Aoife says that her last appointment was with a different dentist, and that they hurt her while giving her a filling. Aoife does not allow the dentist to look at her teeth; she gags when asked to keep her mouth open, and her tongue covers her teeth.

The dentist attempts to reassure Aoife. Aoife cannot articulate why she is gagging or covering her teeth.

Aoife speaks to the receptionist after her check-up, but leaves before she reschedules another appointment.

AOIFE

DENTIST

TIMELINE

Entering the Practice











COGNITIVE

EMOTIONAL

PHYSIOLOGICAL

PHYSICAL

Ali and his son are dropped off at the Speech and Language Therapy (SLT) practice by his husband. His son is being assessed for a fluency disorder.

Ali checks his son into the practice. They wait for 20 minutes, and are brought in to the SLT's office.

The SLT gets up from her desk. She introduces herself to Ali and his son.

The SLT pulls out a large yellow book filled with pictures. She explains to Ali's son that she is just going to ask him to name a few pictures. She sits across from the boy, her back to Ali. She then assesses him for stuttering by asking him to tell her about himself and asks him about how he feels about stuttering.

Ali and his son leave the practice.

VERBAL

SLT talks to Ali, asking about his son and how he is doing.

first picture. He struggles to say the name, but eventually says it. SLT moves on to subsequent pictures. The SLT then begins to ask Ali's son to speak about himself. Occasionally she turns back to Ali to ask him clarifying questions but turns her attention back on his son.

SLT asks Ali's son to name the

SLT explains that the session is over, and talks with Ali about setting up the next session.

ALI

SLT

abuse by his parents,

Name: Ali **Age:** 37

Gender: Male

Profession:

Primary School Teacher

Traumatic History:

Childhood physical and verbal abuse

General Information:

Ali enjoys watching movies with his husband, and spending time with their cats. When he was young, he was often subjected to physical and verbal and often has a hard time trusting people in authority. When triggered, he tends to become hypoaroused, becoming very quiet and seeming absent.

Name: Ann Age: 74

Gender:

Female

Profession:

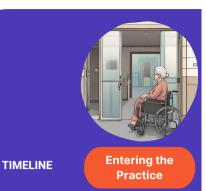
Retired Geneticist

Traumatic History:

Left-hemisphere stroke and domestic violence

General Information:

Ann sustained a lefthemisphere stroke 8 weeks ago. She has difficulties with comprehension and has only a single word output, but is a proficient gesture user. She has a long experience of domestic violence, and is currently experiencing it. When triggered, she tends to become hypoaroused, becoming numb and seeming spaced out.













COGNITIVE

EMOTIONAL

PHYSIOLOGICAL

PHYSICAL

In an ambulance, from acute to rehab. Arriving on a busy rehab ward in a wheelchair pushed by a porter. Ann waits at the nurses' station in her wheelchair. After 15 minutes, she's shown to her private room.

SLT knocks and enters room. Goes over to Ann, introduces herself, writing her name & profession on a piece of paper. The SLT pulls out a large yellow book filled with pictures (no explanation). She moves the hospital table in front of Ann, confining her to the corner, and clearing the table. After a few attempts, the SLT clears the table again, takes out a tub of yoghurt and a cup from her bag and puts on gloves. Having felt her laryngeal elevation, she moves to give her a spoon of yoghurt.

SLT leaves the room with Ann still at the empty table.

This continues as a pattern, as Ann will not leave for a few weeks. She goes home without an explanation.

VERBAL

Ann tries to vocalise and gesture, as if asking where she is going to the ambulance staff.

SLT notices personal object (colourful hand-knitted scarf) and comments on it. Ann gestures excitedly with her left hand, imitating knitting.

SLT asks Ann to name the first picture. Ann struggles, gesturing that nothing's coming. SLT moves on to subsequent pictures. SLT says "Now I'm going to check your swallowing". Tells Ann to take a sip of water and feels her laryngeal elevation.

SLT explains that the session is over, says that she will be back again to do some therapy with you. SLT thanks Ann for her time.

(Swallowing) SLT informs Ann that the session is over and informs her that she will need to eat softer food.

ANN

SLT