



### Clinic Floor Scenario Cards

Chapter: *Managing the Classroom & Clinic Floor - Print and cut. One card per group. Decide how you, the educator, respond.*

<p><b>CARD 1</b></p> <p>Two students are loudly arguing on the clinic floor with clients present.</p>	<p><b>CARD 2</b></p> <p>A student is about to use a tool they did not disinfect on a client.</p>
<p><b>CARD 3</b></p> <p>A student is running far behind and the client is getting frustrated.</p>	<p><b>CARD 4</b></p> <p>A student repeatedly uses their phone during services.</p>
<p><b>CARD 5</b></p> <p>A student looks overwhelmed and is about to make a chemical error.</p>	<p><b>CARD 6</b></p> <p>A client appears unhappy mid-service and the student does not notice.</p>



## **Clinic Floor Scenario Cards - Instructor Guidance**

*Keep this page; do not hand out with the cards.*

**Card 1 approach:** Redirect calmly, separate them, address privately after - keep the floor professional.

**Card 2 approach:** Stop the service immediately and have them clean and disinfect - client safety first.

**Card 3 approach:** Step in to support, manage the flow, and reassure the client.

**Card 4 approach:** Address it privately and reset the expectation; phones away on the floor.

**Card 5 approach:** Intervene before the error, slow them down, and coach the correct step.

**Card 6 approach:** Step in, read the client, and guide the student to address it professionally.