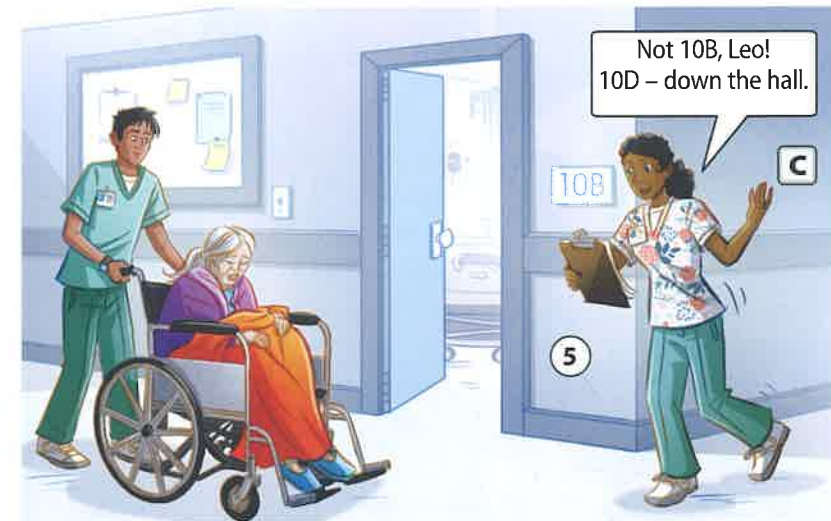
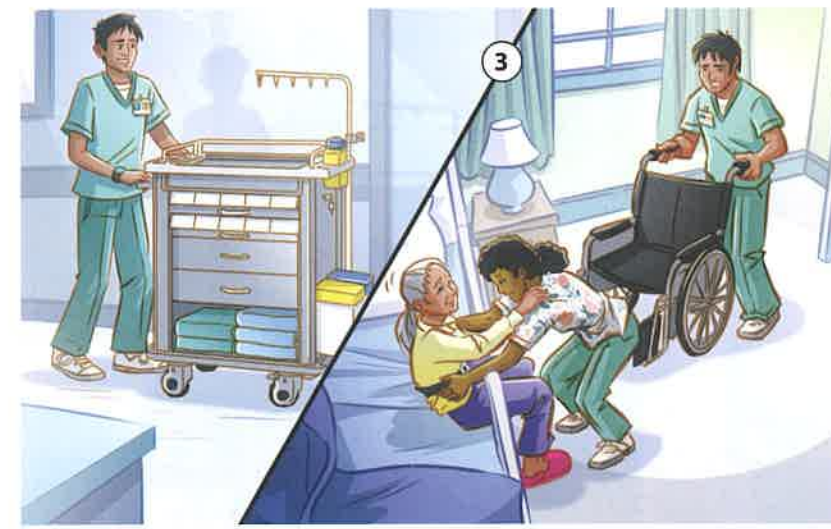
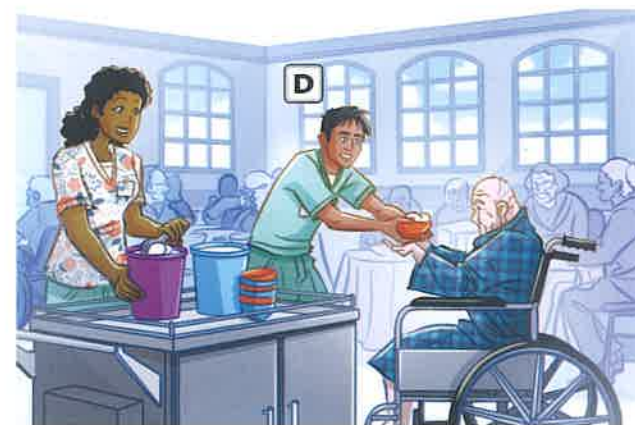
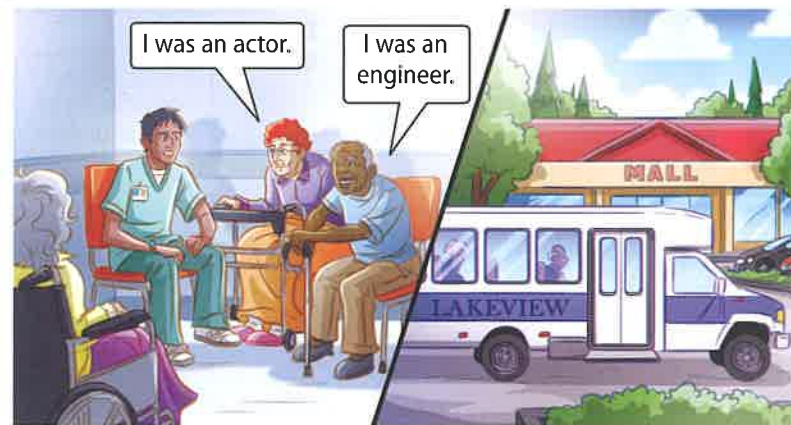




First Day on the Job



	FROM	TO	CNA STAFF
1st	7:00AM	3:30PM	MARY, LIZ, LEO
2nd	3:00PM	11:30PM	BEN, SARA, TOM
3rd	11:00PM	7:30AM	MEI, KARA, JOSH

What do you see in the pictures?

1. What time does Leo arrive at the nursing home?
2. What other types of workers are on the staff?
3. Is Leo a team player? How do you know?
4. How long was Leo's shift on his first day?



Read the story.

First Day on the Job

Leo Reyes arrives at the Lakeview nursing home facility at 7 a.m. It's his first day as a CNA. The nurse, Ms. Castro, introduces him to the staff. He meets Lakeview's receptionist, cook, social worker, physical therapists, and the other CNAs. Then it's time for work.

Leo has a positive attitude. He is a team player. He also makes mistakes.

One elderly resident yells at Leo. Another complains about him. Leo goes to the wrong room, but a co-worker directs him to the right one.

The afternoon is better. Leo listens to the residents talk about their careers. He drives the van to the mall. He helps another CNA distribute the afternoon snacks.

At the end of his shift, Ms. Castro asks Leo about his day. He tells her, "I worked hard, made mistakes, and learned a lot!" Ms. Castro smiles and says, "Sounds like a good first day!"

Reread the story.

1. Highlight the word "distribute" in paragraph 4. What other words can you use here?
2. Underline two examples of negative feedback in the story.

What do you think?

3. Should Leo respond to the residents' feedback? Why or why not?

1. facility
2. staff
3. team player
4. resident
5. co-worker
6. shift

- A. yell
- B. complain
- C. direct
- D. distribute