

## **Volunteer Training**

# **WISE Crisis Line Role Play - Participant**

You just received a page and called the answering service back. The answering service told you that they have a caller named Emily who is currently safe.

**Advocate**: Hi, is this Emily?

Caller: Hi, yes.

Advocate: Hi, I'm \_\_\_\_\_ from WISE. What's going on?

**<u>Caller</u>**: A girl from WISE came to my school and said I could get an exam. I need to get

an exam.

Advocate: A medical exam?

Caller: Yeah – a medical exam.

**Advocate**: Have you been hurt?

FREEZE

#### **REWIND**

<u>Caller</u>: Hi. A girl came to my school and said I could get an exam. I need to get an exam.

**Advocate**: Ok, before you tell me anything else, I want you to know that I am a mandated reporter which means that I have to report any abuse of people who are under 18. If you are under 18 and want to report something then I can help you do that. If you do not want it to be reported than you can choose not to tell me any more personal info.

Caller: Ok. I don't want a report made.

**Advocate**: All right – you were saying you need to get an exam – is this a medical exam?

Caller: Yeah – a medical exam.

**Advocate**: Have you been hurt?

**<u>Caller</u>**: Not really... I'm just afraid I might have an STD or AIDS or something.

**Advocate**: That sounds really scary.

**Caller**: Yeah. I need to get tested.

<u>Advocate</u>: I can tell you about how to get a medical exam, but it would help me if I knew a little more about your situation, if you feel comfortable sharing?

Caller: Ok.

**Advocate**: Is there a particular person you think might have given you an STD or HIV?

Caller: Yea.

**Advocate:** Did this person hurt you or force you to do anything you didn't want to do?

Caller: Well, kind of, I guess.

<u>Advocate</u>: (Allow for silence) it sounds like you are in a really tough situation... Would you like to talk about it?

Caller: Um, this guy I know, like, had sex with me.

**Advocate**: When did this happen?

**Caller**: Two nights ago – on Saturday.

**Advocate**: Were you injured during the assault?

Caller: Um, no.

**Advocate**: OK, let me tell you about some medical options.

**FREEZE** 

**REWIND** 

Caller: Um, this guy I know, like, had sex with me.

**Advocate:** Wow, how are you doing?

**Caller**: (silence) ... Not very well.

**Advocate**: Have you been able to talk to anyone else about this?

Caller: No.

**Advocate**: That must be really hard.

Caller: Yup.

**Advocate**: (allow for silence) I'm really glad you called today. You don't need to go through this alone. Do you feel like you would like to talk more about what happened?

Caller: Um, I don't know....

(Silence)

<u>Advocate</u>: It's ok if you don't want to talk about it right now. I want you to know that if you ever do feel like talking, about anything at all, you can always call us. A lot of people say that the hardest thing for them was feeling all alone with what happened to them.

Caller: Yeah. (Silence)

FREEZE

<u>Caller:</u> it's just that it's kind of weird, because it was my older brother's best friend. He just like, came into my room when I was trying to sleep. I think he might have been drunk or something.

**Advocate:** Do you have to see your brother's friend a lot?

Caller: Yea, and it sucks

**Advocate:** Does he sleep at your house a lot?

**FREEZE** 

**Caller:** Usually just on the weekends.

**Advocate:** are you nervous that he might try and do this to you again?

Caller: (Silence) .... Yea

**Advocate:** Do you feel comfortable talking to your brother or another family member about it, maybe so that he won't stay at your house anymore?

<u>Caller:</u> No! (Frustrated) I don't want anyone else to know. I just want to know how I can get tested.

Advocate: OK, let me tell you about some options... Sometimes people might be hurt in ways that are not obvious, so it's really great that you want to get checked out. You can get an exam in a doctor's office, a health clinic, or the emergency room. If you go to the hospital emergency room, a specially trained nurse can do the exam, which some people prefer. If you are under 18, any health care provider would have to report to DCF, and they would probably call the police in, but I know you already said that you don't need a report.

**Caller**: NO! I don't want any DCF or police to be involved!

**Advocate:** Uh huh, ok – Another option would be to go to Planned Parenthood and tell them you need to be checked for sexually transmitted infections. You don't need to tell them your situation.

#### FREEZE

<u>Caller</u>: I guess that would be ok. I go to Planned Parenthood to get my birth control anyway.

<u>Advocate</u>: The only thing is that they wouldn't be looking for any physical injuries related to sexual assault – it wouldn't be a sexual assault exam.

**Caller**: Uh huh. I don't think I have any injuries.

**Advocate**: Ok. They also wouldn't be collecting any evidence. I know you said you don't want to report to the police, but this would mean you would not have the physical evidence collected if you ever changed your mind.

**<u>Caller</u>**: I'm not going to change my mind.

**Advocate**: Ok. You might want to make an appointment, and let them know you need to get checked for STD's.

Silence

**Advocate:** How are you doing?

**Caller:** I guess I'm just kind of overwhelmed.

**Advocate:** This is a really hard thing you're dealing with. I'm sorry you have to go through this. It's totally normal to feel overwhelmed.

Silence

Advocate: Do you have anyone that could go to Planned Parenthood with you?

**<u>Caller</u>**: My mom, she knows I go there anyway.

**Advocate:** Ok well I'm really glad that you called. I'm on call tonight until 8:30 tomorrow morning if you want to talk again, or you can call this number anytime and someone from WISE will be able to talk to you and answer any questions you might have.

#### **FREEZE**

### **REWIND**

**Advocate:** Ok, before you go. I'm concerned about your brother's friend; do you think that we could think of some ways to keep you safe while he is at your house? (*Silence*) Maybe locking your bedroom door?

**Caller:** yea, I could do that. I can also stay at my friend's house for the night, she just lives down the road and I stay there all of the time anyway.

**Advocate:** Yea, that sounds like a great idea. I'm really glad that you called. Remember that you can call this number whenever you want, if you have any questions or just want to talk.

Caller: Thanks. Bye.