

## Activity #3: Role Play

### Roles

1. You are a 61 year old, recently widowed, male who lives in a rural area of the state and works in a grocery store. You spend most of your time alone since you lost your wife, though you used to be (and prefer to be) very sociable. You are beginning to have joint, back and neck problems, sometimes severe and probably due to all of the lifting at work. You don't have health insurance, and you are living pay check to paycheck. You are hesitant to discuss personal matters with a stranger, but your daughter suggested calling the local Aging and Disability Resource Center for help finding a grief support group and/or group meal site to help you get out of the house. You have no idea what that is, but to appease your daughter, you decide to call.
  
2. You are a well-educated, wealthy female with both physical and mental health needs. You do not like to spend money (ever) and have tried on multiple occasions (unsuccessfully) to get free services. You have become increasingly agitated with a system that does not appreciate your civic contributions over the years (volunteerism) but you plan to use your political connections (long-term friends with a city council member's mother-in-law) to get free home care services such as home delivered meals, home making, personal care and grocery shopping. Currently you don't have these services. Most recently you sent an email to your local home care agency and you are following it up with a phone call.

3. You are a 32 year old woman who lives with your parents. You need assistance with some personal care tasks on a daily basis. You are frustrated that, at your age, you are still living in your childhood home in a room that has pink paint and frilly curtains. You have been searching the internet for options to move out of your parents' house. You are on the wait list for several group homes and subsidized apartments, but you are also growing tired of waiting. Your mom is willing to help you with personal care tasks such as showering and getting dressed, but you feel that she doesn't really treat you like an adult. You would like to be more independent of your mother's help. You would also like to be able to get out more in the evenings. You recently learned about the Center for Independent Living in your community, and decided to call.
  
4. You are a 70 year old woman and your adult son, who has Down syndrome, lives with you and your husband. You have provided care to your son for many years, though your arthritis is making it harder to do some tasks and your husband was recently diagnosed with dementia. You are increasingly worried about how you will take care of your son's needs and also provide care to your husband. It has been scary for you to think about the future and what will happen when you can no longer provide support to your son, but with your husband's condition, you would like help to think about planning a new living arrangement for your son. You call the disability agency that has helped you in the past.

## **Questions**

1. Was the I&R/A specialist able to get through each stage of the I&R Process (keeping in mind that it is not always possible/necessary to keep the exact same order depending on the flow of the conversation)?
2. How did the I&R/A specialist successfully probe for more information?
3. What were some of the key communication techniques the I&R specialist used?
4. If the inquirer's questions could not be answered simply with the provision of resources, what were some of problem solving techniques used with the caller?
5. How did the I&R/A specialist empower the caller?