

**TRAINING ACTIVITY**  
**“CRISIS CALLER”**  
**SCENARIOS**

**ACTIVITY DESCRIPTION**

Two learners will participate in a role-playing scenario. After, the instructor will facilitate discussion and provide coaching.

**Instructions:**

- ?? Instructor will select someone to be the call taker.
- ?? The call taker is instructed to use both primary and secondary lines of questioning.
- ?? Someone else will be selected to play the caller.
- ?? Role players will interact and demonstrate call taking techniques to the rest of the class.
- ?? Instructor will facilitate discussion and understanding of interview techniques and the use of primary and secondary questioning.

**KEY LEARNING POINTS**

Learners will be challenged to extend and expand basic call-taking abilities learned to handling crisis callers.

**VARIATIONS**

None

**RESOURCES NEEDED**

- ?? Flipchart easel board and markers or whiteboard (optional).
- ?? Dispatch simulator (recommended).
- ?? Crisis Caller Scenario Scripts (Examples attached).
- ?? Time: 1-2 hours.

**SOURCE**

Cokie Lepinski, Master Instructor, Marin County Sheriff's Office

# Crisis Caller Scenario Scripts

Each of the following types of calls should be simulated in this exercise.

**Rape:** You are a sixteen year old who has been raped by your father's good friend. You were babysitting and he took you home and stopped the car and raped you. You are afraid of what your father will do. The man has a nice wife and small kids. You are also afraid you may get pregnant and don't know what to do. Your attitude is very strong that you will not report this man.

**Suicide:** You are a college student who is planning to take a bottle of sleeping tablets. The pressure from your parents to get a job is unbearable, and you have been lying about your grades. You have started using cocaine and are desperate. You just wanted to talk to someone but are very depressed and figure this is easier than the pain when your parents find out.

**Domestic Violence:** Your sister is in an abusive relationship and you can't even reason with her. Her kids are prisoners in their own home, and you are afraid of your brother-in-law. Lately he has been coming around your house making passes at you. He is threatening you, and you're afraid not to let him in.

**Violence:** Your wife had an affair and you are going to throw her out when she comes home. You have the kids and she can't get them. You are very angry and want to kill her. You have a gun and are in a rage.

**Mental Illness:** You have a son who is mentally ill. He hears voices, and is basically unable to work. You are his sole support, and you are pretty much trapped taking care of him. You are to blame for his illness, but you don't want to say why. You are depressed and feel everyone would be better off dead.

**Alcohol:** You are an alcoholic who has been sober for five years. You started drinking last night and can't remember anything. Your car is wrecked and your money is gone. You are depressed and wonder why even try. You think your job is gone because you haven't gone in for three days.

**Aids:** You have AIDS and haven't told your family yet. You wonder why you would even want to continue living – for a life of rejection and illness? You have a gun and want to use it, but you don't have the guts.

**Depression:** You are living alone and have no friends. People generally don't like you. You are not attractive and have a job at a fast food restaurant. You have no idea how to make your life any better. You were sexually abused as a child and suffer emotionally from this. You want to confront the person, but it's a family member and you are afraid of cutting off your only ties with family.