

### SUD Front Desk Staff Scenario

You are a front-desk staff person at a SUD clinic. You receive a call from Sam. They are seeking an emergency appointment because they have recently started using again and need support. Their speech is slurred, and their thoughts seem to be disorganized. They are having trouble committing to a next step and keep asking if you have childcare available. Role play this scenario with an end goal of getting them in contact with a staff member or emergency support services.

#### Practice:

- Greeting client
- Using simple, clear language
- Showing empathy and practicing reflective listening
- Addressing their concerns and summarizing information
- Referring them to a nurse on duty and/or scheduling an appointment

### Substance Use Disorder Scenario #1

You are conducting an intake appointment for Evan, a transgender man. He tells you that he broke up with his long-term partner six months ago, and explains that, after the breakup, he joined Grindr, getting more and more into the “parTy and play” (or chemsex) scene. He reports that he has been doing this regularly throughout the past six months. How do you proceed?

#### Practice:

- Greeting client & maintain attentive posture
- Using simple, clear language; asking about terms for which you may be unfamiliar
- Showing empathy and practicing reflective listening
- Asking the essential sexual health questions
- Offering resources and/or referring them to a FP clinic

### Substance Use Disorder Scenario #2

Your client, Rachel, who has been in and out of recovery tells you during a counseling session that the last time she used she blacked out and had sex with one of her “friends,” although she doesn’t remember what happened. She feels like it’s her fault that she had sex but really needs to tell someone she trusts. How do you proceed?

#### Practice:

- Showing empathy and practicing reflective listening
- Offering affirming statements
- Asking the essential sexual health questions
- Offering resources and/or referring them to a FP clinic