

# Role Play Scenarios

## Trainer Scenario

You work in an agency providing SUD recovery services. Shelby is your client. She is still actively using Percocet and consuming alcohol daily but is seeking your support for recovery services. She tells you that she might be pregnant. She and her husband are actively trying to conceive, but he is not fully aware of the extent of her substance use. How do you proceed?

## Family Planning Front Desk Staff Scenario

You are a front-desk staff person at a family planning clinic. You receive a call from Shannon. She is seeking an emergency appointment. Her speech is slurred, and her thoughts seem to be disorganized. She tells you that she needs to come in ASAP for emergency contraception and birth control because she “can’t be pregnant again.” However, she is having trouble committing to an appointment time. She keeps asking if you have childcare for her children during her appointment. Role play this scenario with an end goal of getting her an appointment and/or asking if she’d like to talk to the nurse triage on duty.

### Practice:

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

## Family Planning Scenario #1

You work in a family planning clinic. During the initial intake for Erica, she tells you that she had a positive home pregnancy test. She is looking for a confirmatory pregnancy test and prenatal services. Erica reports that she does not use any recreational drugs, however, she reports that she still takes medication for pain from a car accident two years ago. How do you proceed?

### Practice:

- Using simple, clear language
- Showing empathy and practicing reflective listening
- Asking if she’s under a doctor’s supervision for medication
- Performing the CAGE-AID screening tool
- Conducting a brief intervention
- Offering resources and/or referring them to a BH clinic

## Family Planning Scenario #2

You are seeing Michaela to renew her birth control prescription. As you walk through her medical history, she mentions that she sometimes gets high with friends, but that it’s “no big deal.” How do you proceed?

### Practice:

- Showing empathy and practicing reflective listening
- Asking open-ended questions
- Performing the CAGE-AID screening tool
- Conducting a brief intervention
- Offering resources and/or referring them to a BH clinic