

Case Example Role Play

Cast of Characters: Wanda Worrywort, Suzie Staff, Baby Bootsie

[Sign is posted, "Welcome to Superior Services Agency". There is a knock on the door]

SS: Come in.

[WW enters carrying BB]

SS: Good morning, Wanda. Thanks for being on-time today. It is just now 9:00.

WW: [Yawn] Hi, Suzie. I almost didn't come today. Bootsie, was up all night crying.

SS: I'm sorry to hear that.

WW: [Shifts BB] [Yawn] I couldn't get her to stop. That grumpy old lady next door who ignores me all the time and the guy upstairs probably told landlord. If he evicts me I wont stay clean on the streets. I can't afford anyplace else!
[Shifts BB] I think she's sick. [Sniff and wipe eyes]

SS: Have you talked to the landlord to find out if anyone complained?

WW: No. I still owe him on my back rent.

SS: When is that due?

WW: By the end of next month. [Shifts BB]

SS: Okay.

WW: [Shifts BB] I never had a landlord who didn't kick me out when I was behind on rent.

SS: He sounds patient.

WW: [Looks down at baby] I don't want her crying to ruin it. [Shifts BB]

SS: Last time we met you said you wanted help figuring out your budget. Would you like to do that now?

WW: I forgot to bring my bills. I had them sitting on the table, but then Bootsie started screaming. The bus coming, I grabbed my purse but forgot to grab the bills. [Shifts BB] I forgot her bottle. [Sticks finger in baby's mouth]

SS: Would you still like help with your budget?

WW: Yeah, I guess. My Auntie said she'd help me with those, too.

SS: The one you told me about, with the big mango tree in her yard?

WW: Yes. She's good with numbers. She's on Kauai this week. [Shifts BB] She said she'd help me if I go by her house while she's away and pick up mangos so the rats don't come.

SS: That sounds like a win-win situation for you both.

WW: Yeah. She doesn't trust me INSIDE the house when she's not there yet, because, you know, when I was using I took stuff to sell for drugs. But she's okay with me going into her yard during the daytime, at least.

SS: Trust takes time.

WW: Yeah. [Shifts BB]

SS: Is there something else that you would rather have me help with today?

WW: [Thinks] Do you think she has a fever?

SS: She seems fussier than usual. [feels BB's forehead] No, not too warm. [Makes face at baby, then laughs] She certainly is alert!

WW: What if the neighbors complain?

SS: Do you think they will?

WW: I would! .

SS: If you were in their position, what would you the mother of a fussy baby to say to you're the next time she saw you in the hallway?

WW: I don't know. I guess if I didn't get any sleep, I'd want her to tell me the baby wouldn't cry anymore.

SS: Can you make that promise?

WW: No.

SS: What else could she say?

WW: She could at least say she was sorry.

SS: It is always nice to hear a sincere apology, especially when there is a good explanation.

WW: I guess. My sponsor says “Words without actions are empty promises.”

SS: What actions could you show to back up your words?

WW: [Considers] I could take them some mangos from Auntie’s tree.

SS: Mangos sound like a very nice “peace offering”.

WW: I don’t want to see the landlord. I don’t want him to tell me he’s going to kick me out.

SS: Are you sure that the others have complained?

WW: I would.

SS: Everyone is different.

WW: I don’t want to see him.

SS: Okay.

WW: I don’t have that many minutes left on my phone. I have to save them in case Bootsie is sick.

SS: Would you like to use my office phone?

WW: Would you call him?

SS: Would you like to call him while I am here?

WW: Okay. [Dials phone] Aloha, it’s Wanda, from apartment 3C. Fine, thanks. Bootsie? Well, that’s kind of why I’m calling. Bootsie’s not feeling too good. No, I haven’t taken her to the doctor yet. Well, the reason I’m calling is, Bootsie was up a lot last night, and with not feeling so good, well, she was kind of crying a lot. Did you get calls about that? No? Nobody called? Not even the old lady next door in 2C? She is? I never knew she was partway deaf! [Listens] Okay. No. Thank you. [Hangs up]

SS: How’d it go?

WW: Nobody complained. He said, “It’s good when sick babies cry. That’s them telling you to get to the doctor!”

SS: I see you are smiling now.

WW: Yeah. [Sticks finger in BB's mouth] He said there's an Urgent Care about 2 blocks from the building. [Makes pained look] OW! [Pulls out finger]

SS: What happened?

WW: That hurt! I think she's teething. Do you think that would make her cry so much?

SS: I don't know for sure, but it's possible. You are her mother, and you know her best. What do you think?

WW: Auntie gave me some teething lotion. I forgot till just now. I can try that. If Bootsie doesn't sleep tonight, I'll take her to Urgent Care tomorrow.

SS: I see that our one hour is almost up, Wanda. You have a good plan. How did coming here today help your recovery?

WW: I was really stressed out and tired. I thought about drinking so I could get some sleep, but I didn't. I don't want to let anyone down, Auntie, my Landlord, Bootsie. I'm all she has.

SS: You deserve to feel good about your decision. You look well. Tired, but well. What else will you be working on to help you stay well?

WW: K Mart is hiring. I got an application. Can you help me with that?

SS: Let's work on that first thing next time. How about next Monday at 9:00 again?

WW: See you then.