

# REALD Training Breakout Session Instructions

Participants will be placed in breakout rooms for an opportunity to practice in a role-play environment. Additional role-play or practice after training is highly recommended.

- Four practice scripts are provided below, all participants received these via email before class and a link to them will be shared in the chat during the meeting.
- Each breakout room will have a room leader (CSSU Liaison) who will do the following:
  - Share their screen with the scripts to be read by participants.
  - Choose a scribe who will capture “What went well or not so well” and any other lessons from the breakout session discussion.
  - Choose 2 participants in the room to practice one of the scripts. Then choose the next 2 participants and a new script until everyone has an opportunity to practice (unless time runs out).
  - If time allows, participants will switch roles and do a second practice.
- Once everyone has had an opportunity to practice or by the 5-minute warning, room leaders will host a brief discussion to report out on.
- Upon returning to main session, the facilitator will debrief on common themes shared from each room. **Room scribes will need to add their brief discussion summary into the chat after coming back to the main session.**

## Language Example

Caller: Good morning, I'm looking for some information on caregiving supports for my grandmother.

Staff: I would be happy to assist you with resources. I have some questions we ask everyone. I'll be asking about your grandmother's race, ethnicity, abilities, language needs, and other characteristics. Your answers are confidential, and we can skip a question if you're not comfortable, though I need to ask them all.

Caller: Do you really need all this information just to give me some resources?

Staff: This information is helpful to ensure that everyone receives the highest quality of services.

Caller: Will my answers keep my grandmother from getting services?

Staff: Not at all. These responses have no impact on services or ability to receive benefits. These questions help to ensure we are serving all Oregonians and help us to ensure we address all the needs of those contacting us.

Caller: Okay, I guess you can ask.

Staff: What language does your grandmother use at home?

Caller: She speaks Spanish and some English.

Staff: Thanks. In what language would she want us to speak with her?

Caller: Well, she would probably prefer Spanish. But I can also translate for her.

Staff: That's great. In what language would she want us to write to her?

Caller: Why would you be writing to her?

Staff: If we were to send any paper resources to her, what language would she prefer they be written in?

Caller: Oh, I see, it doesn't matter. She probably won't read them; she'll share them with me. You can send them in English.

Staff: I know you mentioned you translate for your grandmother; would she need an interpreter for us to communicate with her?

Caller: It's probably easier for her. But I'd prefer if anyone needs to call, that they call me first.

Staff: Great, we can make a note about that. What type of interpreter does she prefer?

Caller: What do you mean?

Staff: Here are some types of interpreters – spoken language, ASL, Deaf Interpreter for Deaf Blind and Deaf with additional barriers.

Caller: Well, she's not deaf. So probably spoken language.

Staff: Thanks.

## **SOGI Example**

Staff: Next, I have some questions about sexual orientation and gender identity. Please describe your gender in any way you prefer.

Caller: What does this have to do with me getting help finding a food pantry?

Staff: These questions were designed to help us learn more about the people we serve, so we can provide the best service possible for each person. We collect the same information from everyone. You can also choose not to answer a question.

Caller: I'm a guy.

Staff: Thank you, would man or boy be appropriate?

Caller: That's what guy is, right?

Staff: I just want to be sure I'm correctly capturing your answer. And what pronouns do you use?

Caller: This is ridiculous, I don't want to answer these questions.

Staff: I do need to ask the questions; however, I can mark that you did not want to answer. I appreciate you letting me get through these questions, so I can look for the appropriate resources for you.

Caller: This is ridiculous, I guess you need to do what you need to do. Ask the questions.

Staff: Thank you. We have a few more, and then I can get those food pantry resources you requested.

## **Race/Ethnicity Example**

Staff: How do you identify your race, ethnicity, tribal affiliation, country of origin or ancestry?

Caller: My family is Russian, but I was born here. Does that matter?

Staff: Thanks for sharing that. We want our callers to identify themselves how they choose. I'm going to share some additional options and you can choose more than one: Hispanic or Latinx, Middle Eastern or North African, Black or African American, Asian, Native Hawaiian or Pacific Islander, American Indian or Alaskan Native, and White.

Caller: I'm not sure, how should I answer this?

Staff: This is up to you. You can use any term you want.

Caller: I'm Russian, that's not on your list.

Staff: I do have some additional choices on the list that may help, may I share those?

Caller: Sure.

Staff: You shared you identify as Russian, would any of these more closely describe you: Slavic, Eastern European, or Western European?

Caller: Yes, I'm Slavic.

## Functional Ability Example

Staff: These next questions are about functional abilities. Are you deaf or do you have serious difficulty hearing?

Caller: No, my wife might disagree though. Haha.

Staff: I'm sure that might be true in many homes. Haha. And are you blind or do you have serious difficulty seeing, even when wearing glasses?

Caller: No, as long as I have my glasses, I'm good.

Staff: Great, do you have serious difficulty walking or climbing stairs?

Caller: Yes, I really try to avoid stairs if I can. I also have trouble standing for long periods of time.

Staff: At what age did this begin?

Caller: It was after my hip surgery a few years ago, so maybe 62.

Staff: Thanks. Because of a physical, mental or emotional condition, do you have serious difficulty concentrating, remembering or making decisions.

Caller: Why are you asking? Did someone say I can't make decisions? I forget stuff occasionally, however I'm getting older.

Staff: No, no one has said anything. We ask these questions of all our callers. It helps us identify if there are other resources we can help with. Would you say you have serious difficulty remembering?

Caller: No, it doesn't happen often. It's more like I can't remember where I put my keys or a document I put away for safe keeping.

Staff: That happens to me sometimes too. Do you have difficulty dressing or bathing?

Caller: Getting dressed is hard sometimes. My wife helps me though.

Staff: What age did this begin?

Caller: It's related to my hip surgery also, so about 62.

Staff: We are almost finished, I have just a few more questions. Do you have serious difficulty learning how to do things most people your age can learn?

Caller: Does the computer count? Otherwise, I don't think I have any issues.

Staff: That's good to hear. Using your usual or customary language, do you have serious difficulty communicating, for example, difficulty understanding or being understood by others?

Caller: No.

Staff: Because of a physical, mental or emotional condition, do you have serious difficulty doing errands alone, such as visiting a doctor's office or shopping?

Caller: I don't shop due to my hip; my wife takes care of that.

Staff: And our last question; Do you have serious difficulty with the following: mood; intense feelings; controlling your behavior; or experiencing delusions or hallucinations?

Caller: I'm not sure what this has to do with getting some extra help in the house. Do I have to answer it?

Staff: No, you are welcome to decline. Is that what you'd like to do?

Caller: Yes.

Staff: I appreciate you sharing that information with me. Let me look at some of our resources to see what might be available to you.