

ENACT Role Play Instructions and Scripts for Helpers and Client-actors

This document includes four examples of standardized instructions and role play scripts to be used with an ENACT Foundational Helping Skills - Adults 10-minute structured role-play assessment.

The character background and actor prompt checklist should be adapted to the local context and experiences of the local setting.

TABLE OF CONTENTS

Parts of ENACT role play instructions and scripts.....	2
Instructions for Helper	3
Instructions for Client-Actor, Narrative 1 (Zambia Example)	4
Instructions for Client Actor, Narrative 2 (Syria-Jordan Example).....	12
Instructions for Client Actor, Narrative 3 (Nepal Example)	13
Instructions for Client Actor, Narrative 4 (Beirut Example- Distressed Parent)	17

Overview of ENACT-FHS role play instructions and scripts

1. **Instructions for the Helper:** These instructions will stay the same for each ENACT role play. The instructions may be translated, but the content should not be changed.
 - a. Provide these instructions to your Helper before the role play begins. You may let the Helper read on their own, or someone may read the instructions to them. The Helper should read these instructions before meeting the person-actor.
 - b. If conducting this role-play remotely, you may also send the instructions ahead of time via email.
2. **Client-actor Narrative:** Actors should rehearse prior to the formal assessment role plays. The actor should have enough time to practice the character, the actor prompts, and ask any questions or make changes as needed to feel comfortable. This set of instructions has 3 parts:
 - a. Instructions for the Person-actor: These instructions have four steps.
 - b. Distressed narrative, character background: Each narrative is a description of the pretend client's background, including name, age, gender, location, brief description of current situation and current or past concerns.
3. **Actor prompts with key concerns:** This is unique to each role play narrative. It is in a table format.
 - a. Actor prompts: Prompts that the client-actor should use with the Helper during the role play. Pay special attention to the prompts that are **actor-led**. These prompts will cue the Helper on what skill we're looking for. Other prompts are **Helper-led**. They are client-actor responses to something the Helper says or asks.
 - i. *Note:* As each Helper is unique, not everything is scripted for the client-actor. The client-actor should feel comfortable to carry along with the Helper, while ensuring the actor-led prompts are used at some point in the role play.
 - b. Topic: Each prompt is linked to a corresponding tool item for tracking purposes.
4. **Actor prompts WITH Fidelity Checklist:** This form adds a fidelity checklist to the actor prompts document. Checking fidelity is **optional**.
 - a. Prompt details (Fidelity Check): It is to help track whether the actor used a prompt and the number of times it was used. This can be filled out after the role plays either by the actor, rater or another person. If the role play is being recorded (audio or video), the checklist can be filled out at a convenient time.
 - b. Notes: An extra space to take notes as needed.

Welcome to your Helper role play! In this role play, you will pretend to be a Helper supporting a person who may need your help. This role play is a great way to practice your skills, and it is a chance for us to see your strengths. We don't expect to be able to see all your skills in 10 minutes. Therefore, below are instructions that outline areas you can focus on.

Please follow the instructions below.

Instructions for Helper

You are a Helper providing support for people, typically those dealing with distress. The person you are about to meet was referred to you through a community outreach program for people experiencing distress and seeking support. This is your first time meeting them. You have no further information about this person. You have approximately 10 minutes to learn about the person's distress and engage in a supportive manner.

Instructions for Client-Actor, Narrative 1 (Zambia Example)

1. When first asked by the Helper why you have come to see them, **say that** “*I was told by the community health worker in my community that I could come see you for help.*”
2. If the Helper then asks you what your problem is, **say that** “*I am tired and very nervous lately, I am having headaches and problems sleeping.*”
3. After, based on the Helper’s questioning, respond using descriptions from the background below, and actor prompts. Make sure to pay attention to your actor-led prompts and allow the Helper to guide you for the Helper-led prompts.
4. The background of your character is included below, followed by the actor prompt checklist with key concerns and responses for your meeting.

Distress Narrative 1: Client-Character background

Note: Please do not read this to the Helper. They are only for the actor and give information on the background and needs of the pretend person using services, to help the actor feel comfortable and confident in their role as a pretend person using services.

You are Chanda. You are 34 years old and living in Lusaka, Zambia. You have a family of 4 – you, your wife/husband, and two sons. You had been living in rural Zambia and working in agriculture for most of your life, but due to a decrease in work, you and your family moved to Lusaka a couple of years ago. You now have been trying to make money in service jobs in the city but are struggling to get enough hours per week. Your wife/husband stays home with your younger sons (ages 6 and 12), and you are responsible for all of the finances. You have been struggling to make the transition from living in a rural area and now to more urban, and the lack of hours at your new job leaves you very stressed and worried about how you and your family will manage. You are finding it very difficult to stay motivated and are feeling more tired and sluggish every day. Lately, your entire body will feel painful, and you struggle to get out of bed in the morning to make it to your shifts. You have not told my wife/husband that your hours are getting cut. You are having difficulty deciding if you should tell her/him. You feel guilty and ashamed that you cannot provide properly for your family and you feel like you’re failing them. You are feeling so alone, and it is like you cannot do anything about it. You are not sleeping well and feel very tired all of the time. You have trouble concentrating and sometimes feel like the world is closing in on you. It feels as though your life is falling to pieces and you are afraid that you and your family will end up homeless. Or what if your family leaves you? You haven’t been able to spend time with your sons. You notice lately that your children are crying and complaining more when you’re home. Your oldest son, Michael, has been acting out, hitting his mother/father when he is angry, breaking or throwing things, and disobeying you and your wife/husband. You are worried that Michael is getting in trouble at school and outside with his friends, like getting into physical fights and staying out late. You used to enjoy going for morning walks and seeing friends on the weekend for games. But, with all of your problems, it is hard to find energy for walks and you feel like your friends don’t want you around anyway.

Actor prompts with key concerns – without fidelity checklist, Narrative 1 (Zambia Example)

TOPIC/ ITEM	Prompt type	ACTOR PROMPTS ¹
OPENING ENACT #4	Helper-led	1. When first asked by the helper why you have come to see her/him, you should say that “I was told by the community health worker that I could come see you for help.”
	Helper-led	2. Do not provide your name or personal information unless asked to do so by the helper
PRIMARY COMPLAINT ENACT #5	Helper-led	3. When the helper asks you what your problem is, you should say, “I am tired and very nervous lately. I’m having headaches and problems sleeping.”
	Helper-led	4. Do not share about feelings or emotions unless the helper asks, for example, the helper might say, <i>“How are you feeling; please tell me about anything that has been bothering or worrying you lately; I notice that you seemed sad when you came in, please tell me if something has been upsetting you.”</i>
BODY LANGUAGE ENACT #1 and #6	Actor-led	5. Hold head when speaking about trouble with work, not finding new work, not being able to discuss these problems with your family, and worrying about your son
	Actor-led	6. Avoid eye contact most of the time , especially when you talk about feeling like a failure
	Actor-led	7. Speak in a low tone of voice , speak quietly
VERBAL COMM. ENACT #2	Helper-led	8. When the helper uses closed-ended questions “Do you, did you, can you...?” Respond with short yes/no responses
	Helper-led	9. When the helper uses open-ended questions “Please tell me about, please share with me, how did that... etc.?” Respond with more detailed answers
CONFIDENTIALITY ENACT #3	Actor-led	10. After describing psychosocial problems or other concerns ask the helper, <i>“Are you going to tell anyone these things that I tell you?”</i> or <i>“I am afraid you will tell other people the things I am telling you?”</i>
SELF-HARM	Actor-led	11. Tell the helper, “It feels like the world is falling to pieces. Some nights I go to bed, and I don’t want to wake up in the morning.”

ENACT #7	Helper-led	12. If asked if you want to die or kill yourself, say, <i>“No, I’m very religious, that is a sin. I want to stay alive and care for my family.”</i>
	Helper-led	13. If asks about prior attempts, say, <i>“No, I have never tried to kill myself.”</i>
DAILY ACTIVITIES ENACT #8	Helper-led	14. When the helper asks about problems or difficulties in your life, say, <i>“I feel like a failure and useless”</i>
	Helper-led	15. When the helper asks about daily activities, say, <i>“I have no energy, and I know that my friends wouldn’t want to see me this way. ”</i>
COPING ENACT #13	Actor-led	16. Provide examples of positive coping <i>“I used to like walks in the morning, and sometimes I would see friends on the weekend for games.”</i>
	Helper-led	17. Provide examples of negative coping, <i>“I yell at my son”</i> or <i>“I argue with my wife/husband”</i>
SOCIAL SUPPORT ENACT #9	Helper-led	18. If asked about perceived cause of problems, provide different types of answers to see how helper responds. For example, <i>“I don’t know if I have these problems because I am so worried about not making enough money. Or maybe I am just cursed.”</i>
	Helper-led	19. If asked about family’s perception, provide a different perceived cause, e.g., <i>“I talk with my brother sometimes, and he thinks I am being lazy and not working hard enough to care for my family.”</i>
	Helper-led	20. If asked about close persons in your life, describe wife/husband and son with whom you live. But, if asked about whom you would like involved in care, describe someone else, e.g., an aunt, uncle, neighbor, that you call regularly
GOAL SETTING ENACT #11	Helper-led	21. If asked about goals, first provide a goal such as <i>“Find a full-time job.”</i>
	Helper-led	22. Then if aided by helper, provide a more psychosocial goal, e.g., <i>“I would like to worry less and feel confident in finding more work. ”</i>
PROMOTE REALISTIC HOPE	Actor-led	23. During the role play, ask the helper questions such as, “Will meeting with you make all of my problems better?” or “Will meeting with you get me a full-time job?”

ENACT #12		
PSYCHO- EDUCATION	Helper-led	24. If the helper uses technical terms, ask, “what does that mean” to see if the helper can describe it in lay language.
ENACT #14		
ELICITING FEEDBACK	Helper-led	25. If the helper asks for feedback about suggestions, reply, “some are helpful, but some seem too hard for my situation,” then ask if there are other options or activities.
ENACT #15		

Actor Prompts WITH Fidelity Checklist, Narrative 1 (Zambia Example)

TOPIC/ ITEM	Prompt type	ACTOR PROMPTS ¹	PROMPT DETAILS (Fidelity Check)
OPENING ENACT #4	Helper-led	1. When first asked by the helper why you have come to see her/him, you should say that “I was told by the community health worker that I could come see you for help.”	<input type="checkbox"/> Correctly done-provided reason when asked <input type="checkbox"/> Incorrectly done-provided reason without being asked
	Helper-led	2. Do not provide your name or personal information unless asked to do so by the helper	<input type="checkbox"/> Correctly done – provided name only if prompted <input type="checkbox"/> Incorrectly done – provided name without prompting
PRIMARY COMPLAINT ENACT #5	Helper-led	3. When the helper asks you what your problem is, you should say, “I am tired and very nervous lately. I’m having headaches and problems sleeping.	How many times was this prompt used? (circle response): <div style="text-align: center;"> 0 1 2 >2 </div>
	Helper-led	4. Do not share about feelings or emotions unless the helper asks, for example, “How are you feeling; please tell me about anything that has been bothering or worrying you lately; I notice that you seemed sad when you came in, please tell me if something has been upsetting you.”	<input type="checkbox"/> Correctly done – provided feelings only if prompted <input type="checkbox"/> Incorrectly done – provided feelings without prompting
BODY LANGUAGE ENACT #1 and #6	Actor-led	5. Hold head when speaking about trouble with work, not finding new work, not being able to discuss these problems with your family, and worrying about your son	<input type="checkbox"/> Correctly done – holds head when speaking of troubles <input type="checkbox"/> Incorrectly done – does not hold head when speaking of trouble
	Actor-led	6. Avoid eye contact most of the time, especially when you talk about feeling like a failure	<input type="checkbox"/> Correctly done – avoids eye contact intermittently <input type="checkbox"/> Incorrectly done – always avoids eye contact or does not avoid eye contact at all
	Actor-led	7. Speak in a low tone of voice, speak quietly	<input type="checkbox"/> Correctly done – speaks in low tone of voice <input type="checkbox"/> Incorrectly done – speaks in regular tone of voice or loudly

VERBAL COMMUNICATION ENACT #2	Helper- led	8. When the helper uses closed-ended questions “Do you, did you, can you...?” Respond with short yes/no responses.	<input type="checkbox"/> Correctly done—responds with short yes/no answers to close-ended questions <input type="checkbox"/> Incorrectly done—Responds with long answers to close-ended questions
	Helper- led	9. When the helper uses open-ended questions “Please tell me about, please share with me, how did that... etc.?” Respond with more detailed answers.	<input type="checkbox"/> Correctly done—responds with more detailed answers to open-ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
CONFIDENTIALITY ENACT #3	Actor- led	10. After describing psychosocial problems or other concerns ask the helper, “Are you going to tell anyone these things that I tell you?” or “I am afraid you will tell other people the things I am telling you?”	How many times was this prompt used? (circle response): 0 1 2 > 2
SELF-HARM ENACT #7	Actor- led	11. Tell the helper, “It feels like the world is falling to pieces. Some nights I go to bed and I don’t want to wake up in the morning.”	How many times was this prompt used? (circle response): 0 1 2 > 2
	Helper- led	12. If asked if you want to die or kill yourself, say, “No, I’m very religious, that is a sin. I want to stay alive and care for my family.”	How many times was this prompt used? (circle response): 0 1 2 >2
	Helper- led	13. If asks about prior attempts, say, “No, I have never tried to kill myself.”	How many times was this prompt used? (circle response): 0 1 2 >2
DAILY ACTIVITIES ENACT #8	Helper- led	14. 8a. When the helper asks about problems or difficulties in your life, say, “I feel like a failure and useless”	How many times was this prompt used? (circle response): 0 1 2 >2
	Helper- led	15. When the helper asks about daily activities, say, “I have no energy, and I know that my friends wouldn’t want to see me this way. ”	How many times was this prompt used? (circle response): 0 1 2 >2

COPING ENACT #13	Actor and Helper-led	16. Provide examples of positive coping “I used to like walks in the morning, and sometimes I would see friends on the weekend for games.”	How many times was this prompt used? (circle response): 0 1 2 >2
	Actor and Helper-led	17. Provide examples of negative coping, “I yell at my son” or “I argue with my wife/husband”	How many times was this prompt used? (circle response): 0 1 2 >2
SOCIAL SUPPORT ENACT #9	Helper-led	18. If asked about perceived cause of problems, provide different types of answers to see how helper responds. For example, “I don’t know if I have these problems because I am so worried about not making enough money. Or, maybe I am just cursed.”	How many times was this prompt used? (circle response): 0 1 2 >2
	Helper-led	19. If asked about family’s perception, provide a different perceived cause, e.g., “I talk with my brother sometimes, and he thinks I am being lazy and not working hard enough to care for my family.”	How many times was this prompt used? (circle response): 0 1 2 >2
	Helper-led	20. If asked about close persons in your life, describe wife/husband and son with whom you live. But, if asked about whom you would like involved in care, describe someone else, e.g., an aunt, uncle, neighbor, that you call regularly	How many times was this prompt used? (circle response): 0 1 2 >2
GOAL SETTING ENACT #11	Helper-led	21. If asked about goals, first provide a goal such as “Find a full-time job.”	How many times was this prompt used? (circle response): 0 1 2 >2
	Helper-led	22. Then if aided by helper, provide a more psychosocial goal, e.g., “I would like to worry less and feel confident in finding more work.”	How many times was this prompt used? (circle response): 0 1 2 >2
PROMOTE REALISTIC HOPE ENACT #12	Actor-led	23. During the role play, ask the helper questions such as, “Will meeting with you make all of my problems better?” or “Will meeting with you get me a full-time job?”	How many times was this prompt used? (circle response): 0 1 2 >2
PSYCHO-EDUCATION ENACT #14	Helper-led	24. If the helper uses technical terms, ask, “what does that mean” to see if the helper can describe it in lay language.	How many times was this prompt used? (circle response): 0 1 2 >2

<p>ELICITING FEEDBACK</p> <p>ENACT #15</p>	<p>Helper- led</p>	<p>25. If the helper asks for feedback about suggestions, reply, “some are helpful, but some seem too hard for my situation,” then ask if there are other options or activities.</p>	<p>How many times was this prompt used? (circle response):</p> <p>0 1 2 >2</p>
--	------------------------	--	--

Instructions for Client Actor, Narrative 2 (Syria-Jordan Example)

- When first asked by the Helper why you have come to see her/him, you should say that “I was told by the community health worker in my community, that I could come see you for help.”
- If the Helper then asks you what your problem is, you should say that your whole life, your whole self feels tired, and you are experiencing an unbearable sense of pressure.
- From that point, based on the Helper’s questioning, you should address points in your character history and actor prompts with key concerns (next page) as is relevant to the Helper’s questions.
- The background of your character is included below, followed by the actor prompt checklist with key concerns and responses for your meeting.

Distress Narrative 2 (Syria-Jordan): Character background

Note: These instructions are not to be read to the helper. They are only to give you—the actor-client--information on the background and needs of your character.

You are Amena. You are 35 years old and a Syrian refugee currently residing in Jordan. You come from a family of 5, your father, mother, 2 brothers and yourself. You also have a husband and 10-year old son. You fled the Syria conflict 5 years ago. Both of your brothers died fighting in the war, and you and your husband were afraid to put your son in danger. You tried to escape with your family, but only your son and you were successful. Since arriving in Jordan, you have not been able to have much contact with your husband or parents, and your husband has not been allowed into Jordan. You and your son have found an apartment to reside in but struggle with basic necessities such as getting water and food and paying bills like rent and electricity. Your son, Tarik, is able to attend secondary school, but you are struggling to adjust, still feeling very alone in a foreign land and struggling to make ends meet. You feel immense pressure from the conflict and living in a foreign place, you and your son are suffering from not being able to get basic needs met, and the psychological pressure of seeing war in Syria and not being close to your family (husband/father) is becoming unbearable. You don’t sleep most nights, and during the day, you feel so weak and tired, it is difficult to seek out water and food for you and your son. You had a community of refugees you would share stories with sometimes, but in the past year, you have stopped seeing anyone or sharing stories or feelings. You feel as though the world is closing in around you. You feel useless and helpless and question the purpose of continuing on in such a pressured, distressful world. Sometimes you wish you would fall asleep at night and never wake up, but you know this is a sin and want to live to care for your son. You feel a “crumbling of my heart” and pain in your chest. You are very worried about your son. What if you are unable to provide for him and ensure he has a healthy life? Also, Tarik has been getting in trouble at school; you hear from others that he is getting bullied by students and his grades have been dropping. You think there are days when he leaves for school but actually does not attend; what he is doing and who he is with when not in school? But, you have not been able to talk much with him when you are home together and can’t fathom talking with his teachers regarding his performance and whereabouts.

Actor prompts & key concerns WITH Fidelity Checklist, Narrative 2 (Syria-Jordan)

TOPIC	ACTOR PROMPTS	Prompt Details (Fidelity Check)
OPENING (ENACT Item: #4)	1. When first asked by the helper why you have come to see her/him, you should say that “I was told by the community health worker in my community that I could come see you for help.”	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	2. Do not provide your name or personal information unless asked to do so by the helper	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
PRIMARY COMPLAINT (ENACT item: #5)	3. When the helper asks you what your problem is, you should say, “My whole life, my whole self feels tired, and I am experiencing an unbearable sense of pressure.”	How many times was this prompt used? (circle response): 0 1 2 >2
	4. Do not share about feelings or emotions unless the helper asks, for example, “How are you feeling; please tell me about anything that has been bothering or worrying you lately; I notice that you seemed sad when you came in, please tell me if something has been upsetting you.”	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
BODY LANGUAGE (ENACT items: #1 and #6)	5. Sigh throughout interaction	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	6. When telling the Helper that the world is falling down on you or your heart is crumbling, use your hands and arms to visualize (e.g., holding hands in fists close to chest, raising and dropping arms around herself, etc.)	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	7. Avoid eye contact if 1. Helper is the opposite gender; 2. When mentioning you want to sleep and never wake up	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
VERBAL COMMUNICATION (ENACT item: #2)	8. When helper uses closed-ended questions, “Do you, did you, can you...?” Respond with short yes/no responses.	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions

	9. When the helper uses open-ended questions, “Please tell me about, please share with me, how did that... etc.?” Respond with more detailed answers.	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
CONFIDENTIALITY (ENACT item: #3)	10. After describing psychosocial problems or other concerns ask the helper, “Are you going to tell anyone these things that I tell you?” or “I am afraid you will tell other people the things I am telling you?”	How many times was this prompt used? (circle response): 0 1 2 >2
SELF-HARM (ENACT item: #7)	11. Tell the helper, “Sometimes I wish I would fall asleep at night and never wake up. What is the purpose of living in such a pressured world?”	How many times was this prompt used? (circle response): 0 1 2 >2
	12. If asked if you want to die or kill yourself, say, “No, I know that this is a sin. I want to live to care for my son Tarik.”	How many times was this prompt used? (circle response): 0 1 2 >2
	13. If asks about prior attempts, say, “No, I have never tried to kill myself.”	How many times was this prompt used? (circle response): 0 1 2 >2
DAILY ACTIVITIES (ENACT item: #8)	14. When the helper asks about problems or difficulties in your life, say, “I feel immense pressure from the conflict and living in a foreign place. My son and I are suffering from not being able to get basic needs met and the psychological pressure of seeing war in Syria and not being able to be close to my husband is becoming unbearable.”	How many times was this prompt used? (circle response): 0 1 2 >2
	15. When the helper asks about daily activities, say, “I had a community of refugees I would share stories with sometimes, but in the past year, I have stopped seeing anyone or sharing stories or feelings.”	How many times was this prompt used? (circle response): 0 1 2 >2
COPING (ENACT item: #13)	16. Provide examples of positive coping, “I take afternoon walks.”	How many times was this prompt used? (circle response): 0 1 2 >2
	17. Provide examples of negative coping, “I avoid my son and stopped socializing with the community.”	How many times was this prompt used? (circle response): 0 1 2 >2

SOCIAL SUPPORT (ENACT item: #9 & #10)	18. If asked about perceived cause of problems, provide different types of answers to see how helper responds. For example, “I don’t know if I have these problems because I cannot get my basic needs met, or I’m not working hard enough.”	How many times was this prompt used? (circle response): 0 1 2 >2
	19. If asked about family’s perception, provide a different perceived cause, e.g., “I’ve faulted my son Tarik by not being able to take on my husband’s role or get in contact with him.”	How many times was this prompt used? (circle response): 0 1 2 >2
	20. If asked about close persons in your life, describe your son Tarik. But, if asked about who you would like involved in care, describe someone else, e.g., a neighbor, friend, etc.	How many times was this prompt used? (circle response): 0 1 2 >2
GOAL SETTING (ENACT item: #11)	21. If asked about goals, first provide a goal such as, “get a job that will pay my bills.”	How many times was this prompt used? (circle response): 0 1 2 >2
	22. Then if aided by helper, provide a more psychosocial goal, e.g., “I would like to worry less, so I can come up with a plan to look for more work to help my son and me...”	How many times was this prompt used? (circle response): 0 1 2 >2
PROMOTION OF REALISTIC HOPE FOR CHANGE (ENACT item: #12)	23. During the role play, ask the helper questions such as, “Will meeting with you make all of my problems better?” or “Will meeting with you help me get the electricity back on?”	How many times was this prompt used? (circle response): 0 1 2 >2
PSYCHOEDUCATION (ENACT item: #14)	24. If the helper uses technical terms, ask, “what does that mean” to see if the helper can describe it in lay language.	How many times was this prompt used? (circle response): 0 1 2 >2
ELICITING FEEDBACK (ENACT item: #15)	25. If the helper asks for feedback about suggestions, reply, “some are helpful, but some seem hard for my situation,” then ask if there are other options or activities.	How many times was this prompt used? (circle response): 0 1 2 >2

2 Actor prompts are not in a fixed sequential order for the role play, because helpers may address topics in different sequences.

Instructions for Client Actor, Narrative 3 (Nepal Example)

- When first asked by the Helper why you have come to see her/him, you should say that **“I was told by the community health worker in my community, that I could come see you for help.”**
- If the Helper then asks you what your problem is, you should say that you are **feeling very tired all of the time and have bad feelings in your heart-mind.**
- From that point, based on the Helper’s questioning, you should address points in your character history and actor prompts with key concerns (next page) as is relevant to the Helper’s questions.
- The background of your character is included below, followed by the actor prompt checklist with key concerns and responses for your meeting.

Distress Narrative 3, Character background

Note: These instructions are not to be read to the helper. They are only to give you—the actor-client--information on the background and needs of your character.

You are Deepa. You are a 45-year-old married woman from Chitwan, Nepal. You have a family of 8 – you, your husband, two sons and four daughters. Your family’s major source of income is agriculture. Your eldest son is out of the country for foreign employment. You sent your eldest son for foreign employment because your family is very poor, and you hope that he sends some money back home. However, besides receiving money, you have not been able to talk properly with your son. Five months ago, you went to the health post through a Female Community Health Volunteer (FCHV). Before this, you had gone to different traditional healers, but nothing helped. You have been having this problem for the last two years. In the last year, you have been struggling to care for your other children, particularly your second youngest daughter, who seems to be very troubled lately. Your daughter doesn’t talk as much as she used to, and she is constantly alone in her room. You are very concerned because your daughter isn’t eating as much as she used to, even when you beg her to eat more. Your daughter has lost too much weight and doesn’t seem to care much about her presence like she used to (e.g., not styling her hair, wearing jewelry or lipstick). You cannot be as happy as your friends and neighbors are; you feel irritated that you cannot do anything! Especially with your eldest son and second youngest daughter—you desperately want to help but feel so tired and unsure of what to do. You cannot sleep properly and feel very tired from losing sleep. You do not feel any energy in your body; your appetite is lost, and you know it is your fault that these bad things are happening. You cannot concentrate, and you have bad feelings in my heart-mind. All of these things make your daily life so difficult. You cannot perform your daily chores, and no longer enjoy things that you used to love, like being with friends, family and community, and getting involved in social activities.

Actor prompts & key concerns WITH Fidelity Checklist, Narrative 3 (Nepal)

TOPIC	ACTOR PROMPTS	Prompt Details (Fidelity Check)
OPENING (ENACT Item: #4)	1. When first asked by the helper why you have come to see her/him, you should say that “I was told by the community health worker in my community that I could come see you for help.”	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	2. Do not provide your name or personal information unless asked to do so by the helper	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
PRIMARY COMPLAINT (ENACT item: #5)	3. When the helper asks you what your problem is, you should say, “You are feeling very tired all of the time and have bad feelings in my heart-mind.”	How many times was this prompt used? (circle response): 0 1 2 >2
	4. Do not share about feelings or emotions unless the helper asks, for example, “How are you feeling; please tell me about anything that has been bothering or worrying you lately; I notice that you seemed sad when you came in, please tell me if something has been upsetting you.”	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
BODY LANGUAGE (ENACT items: #1 and #6)	5. Nod head side to side or up and down when agreeing with Helper	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	6. Limit eye contact; mostly look down or at hands, then look up when finished speaking	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	7. Speak in a soft/meek voice	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
VERBAL COMMUNICATION (ENACT item: #2)	8. When helper uses closed-ended questions, “Do you, did you, can you...?” Respond with short yes/no responses.	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions

	9. When helper uses open-ended questions, “Please tell me about, please share with me, how did that... etc.?” Respond with more detailed answers.	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
CONFIDENTIALITY (ENACT item: #3)	10. After describing psychosocial problems or other concerns ask the helper, “Are you going to tell anyone these things that I tell you?” or “I am afraid you will tell other people the things You are telling you?”	How many times was this prompt used? (circle response): 0 1 2 >2
SELF-HARM (ENACT item: #7)	11. Tell the helper, “Sometimes I wish I would fall asleep at night and never wake up. What is the purpose of living when I feel so alone ?”	How many times was this prompt used? (circle response): 0 1 2 >2
	12. If asked if you want to die or kill yourself, say, “No, I would never do this. It is a sin.”	How many times was this prompt used? (circle response): 0 1 2 >2
	13. If asks about prior attempts, say, “No, I have never tried to kill myself.”	How many times was this prompt used? (circle response): 0 1 2 >2
DAILY ACTIVITIES (ENACT item: #8)	14. When the helper asks about problems or difficulties in your life, say, “I cannot concentrate, I am anxious, and I have bad feelings in my heart-mind. I’m so embarrassed for my friends and community to see me”	How many times was this prompt used? (circle response): 0 1 2 >2
	15. When the helper asks about daily activities, say, “I am ashamed of not keeping with my daily chores at home. I do not like to do things that I used to love before being with my friends, family and community, and attending ceremonies.”	How many times was this prompt used? (circle response): 0 1 2 >2
COPING (ENACT item: #13)	16. Provide examples of positive coping, “Singing, and dancing with friends.”	How many times was this prompt used? (circle response): 0 1 2 >2
	17. Provide examples of negative coping, “I stopped eating as much, as punishment for not doing my chores. And I avoid showing my face at the community events.”	How many times was this prompt used? (circle response): 0 1 2 >2

SOCIAL SUPPORT (ENACT item: #9 & #10)	18. If asked about perceived cause of problems, provide different types of answers to see how helper responds. For example, “I don’t know if I have these problems because I can no longer talk with my eldest son. Or, perhaps, I’m being punished for sending my son away.”	How many times was this prompt used? (circle response): 0 1 2 >2
	19. If asked about family’s perception, provide a different perceived cause, e.g., “My husband thinks I’m lazy and cursed.”	How many times was this prompt used? (circle response): 0 1 2 >2
	20. If asked about close persons in your life, describe your husband, two sons and two daughters. But, if asked about who you would like involved in care, describe someone else, e.g., an aunt, uncle, neighbor, friend, etc.	How many times was this prompt used? (circle response): 0 1 2 >2
GOAL SETTING (ENACT item: #11)	21. If asked about goals, first provide a goal such as, “my husband gets a better job so we can move away”	How many times was this prompt used? (circle response): 0 1 2 >2
	22. Then if aided by helper, provide a more psychosocial goal, e.g., “I would like to worry less so I can come up with a plan to doing my chores and seeing my friends...”	How many times was this prompt used? (circle response): 0 1 2 >2
PROMOTION OF REALISTIC HOPE FOR CHANGE (ENACT item: #12)	23. During the role play, ask the helper questions such as, “Will meeting with you make all of my problems better? Will meeting with you bring my son back to me?”	How many times was this prompt used? (circle response): 0 1 2 >2
PSYCHOEDUCATION (ENACT item: #14)	24. If the helper uses technical terms, ask, “what does that mean” to see if the helper can describe it in lay language.	How many times was this prompt used? (circle response): 0 1 2 >2
ELICITING FEEDBACK (ENACT item: #15)	25. If the helper asks for feedback about suggestions, reply, “some are helpful, but some seems too hard for my situation,” then ask if there are other options or activities.	How many times was this prompt used? (circle response): 0 1 2 >2

Instructions for Client Actor, Narrative 4 (Beirut Example- Distressed Parent)

- When first welcomed by the Helper, during introductions, you should say that **“My son concerns me.”**
- If the Helper then asks you what your problem is, you should say that **you think your son is treating you with disrespect and won’t speak with you, and you are worried day and night because you can’t handle how he is acting at home.**
- From that point, based on the Helper’s questioning, you should address points in your character history and actor prompts with key concerns (next page) as is relevant to the Helper’s questions.
- The background of your character is included below, followed by the actor prompt checklist with key concerns and responses for your meeting.

Distressed Parent, Narrative 4, character background:

Note: These instructions are not to be read to the helper. They are only to give you—the actor-client--information on the background and needs of your character.

Your name is Jana and you are 42 years old. You live in Beirut. You do not sleep. You are worried day and night about your son. Your son, Amir, is 13 years old. He’s attending school (intermediate, grade level 7). Sometimes you fight with Amir because he comes home late or not at all, and he is getting in fights at school. Your son will yell at you without warning. It makes you worried. Most of the time now he stays indoors, alone and very quiet. He mostly keeps to himself, but sometimes he sees other kids from the neighborhood—not his school friends, the ones he used to spend time with. With the neighborhood kids, he is always drinking and partying. If you try to ask what is wrong or tell him he is causing trouble and those kids don’t care for him, he yells at you for it. You are always getting headaches now, and your shoulders and back hurt. You are exhausted and it’s harder to keep up with work and household tasks. It doesn’t seem to matter; nothing seems to matter or work when you try to help your Amir. Sometimes you feel worried and tensed about money and taking care of your son, especially when you cook food, and he doesn’t show up or eat the food—the food is wasted! Why won’t he eat good food? He is a growing boy. You get angry that your son doesn’t listen to you and angry that you are here alone with all of this to deal with—cooking, cleaning, and taking care of such a troubled son. It is very difficult alone!

Your friends don’t care to help. No one cares to help. Is it your fault? What did you do to cause so much pain to your son? He will be bigger than you soon and should be helping you, not yelling at you or ignoring you. Why is he struggling and why won’t he talk with you? You feel that it is your fault because his father left when he was very young, and you let his brother leave home for work—he never came back. He doesn’t have good male influences in his life and it’s your fault. You don’t know if anything can help him.

Actor prompt checklist with key concerns, Narrative 4 (Beirut Example – Parent)

TOPIC	ACTOR PROMPTS	Prompt Details (Fidelity Check)
OPENING (ENACT Item: #4)	1. When first asked by the helper why you have come to see her/him, you should say that “My son concerns me.”	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	2. Do not provide your name or personal information unless asked to do so by the helper	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
PRIMARY COMPLAINT (ENACT item: #5)	3. When the helper asks you what your problem is, you should say, “I think my son is treating me with disrespect—he won’t speak with me. I am worried day and night because I can’t handle how he is acting at home.”	How many times was this prompt used? (circle response): 0 1 2 >2
	4. Do not share about feelings or emotions unless the helper asks, for example, “How are you feeling; please tell me about anything that has been bothering or worrying you lately; I notice that you seemed sad when you came in, please tell me if something has been upsetting you.”	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
BODY LANGUAGE (ENACT items: #1 and #6)	5. Squeezing or clutching hands in concern intermittently	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	6. Throwing arms in the air and raising voice when speaking about your son disrespecting you	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
	7. Putting head down and sighing to signal self-blame and feeling defeated	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
VERBAL COMMUNICATION (ENACT item: #2)	8. When helper uses closed-ended questions “Do you, did you, can you...?” Respond with short yes/no responses.	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions

ENACT Role play Scripts for Helper and Client-Actor V220201
EQUIP Platform

	9. When helper uses open-ended questions “Please tell me about, please share with me, how did that... etc.?” Respond with more detailed answers.	<input type="checkbox"/> Correctly done—responds with more detailed answers to open- ended questions <input type="checkbox"/> Incorrectly done—responds with short yes/no answers to open-ended questions
CONFIDENTIALITY (ENACT item: #3)	10. After describing psychosocial problems or other concerns ask the helper, “Are you going to tell anyone these things that I tell you?” or “I am afraid you will tell other people the things I am telling you?”	How many times was this prompt used? (circle response): 0 1 2 >2
SELF-HARM (ENACT item: #7)	11. Tell the helper, ““Sometimes I wish I would fall asleep at night and never wake up.	How many times was this prompt used? (circle response): 0 1 2 >2
	12. If asked if you want to die or kill yourself, say, “No, I would never do this. It is a sin.”	How many times was this prompt used? (circle response): 0 1 2 >2
	13. If asks about prior attempts, say, “No, I have never tried to kill myself.”	How many times was this prompt used? (circle response): 0 1 2 >2
DAILY ACTIVITIES (ENACT item: #8)	14. When the helper asks about problems or difficulties in your life, say, “I am so angry that my son doesn’t listen to me. I am angry that I am here alone with all of this to deal with—cooking, cleaning, and taking care of such a troubled son, it is very difficult alone!”	How many times was this prompt used? (circle response): 0 1 2 >2
	15. When the helper asks about daily activities, say, “I’m too tired to keep cooking and cleaning and taking care of him. He doesn’t show up or eat the food—the food is wasted!”	How many times was this prompt used? (circle response): 0 1 2 >2
COPING (ENACT item: #13)	16. Provide examples of positive coping, “Going for walks and chatting with friends over coffee”	How many times was this prompt used? (circle response): 0 1 2 >2
	17. Provide examples of negative coping, “I yell at my son and fight back with my son”	How many times was this prompt used? (circle response): 0 1 2 >2

ENACT Role play Scripts for Helper and Client-Actor V220201
EQUIP Platform

SOCIAL SUPPORT (ENACT item: #9 & #10)	18. If asked about perceived cause of problems, provide different types of answers to see how helper responds. For example, “I feel guilty and that it is my responsibility because his father left when he was very young. I let his brother leave home for work—he never came back. He doesn’t have good male influences in his life and it’s my fault.”	How many times was this prompt used? (circle response): 0 1 2 >2
	19. If asked about family’s perception, provide a different perceived cause, e.g., “My neighbors think I do not try hard enough and I can’t care properly for my son alone .”	How many times was this prompt used? (circle response): 0 1 2 >2
	20. If asked about close persons in your life, describe your son Amir. But, if asked about who you would like involved in care, describe someone else, e.g., an aunt, uncle, neighbor, friend, etc.	How many times was this prompt used? (circle response): 0 1 2 >2
GOAL SETTING (ENACT item: #11)	21. If asked about goals, first provide a goal such as, “get a job and hire a housekeeper”	How many times was this prompt used? (circle response): 0 1 2 >2
	22. Then if aided by helper, provide a more psychosocial goal, e.g., “I would like to worry less so I can better take care of my son...”	How many times was this prompt used? (circle response): 0 1 2 >2
PROMOTION OF REALISTIC HOPE FOR CHANGE (ENACT item: #12)	23. During the role play, ask the helper questions such as, “Will meeting with you make my son obey me?”	How many times was this prompt used? (circle response): 0 1 2 >2
PSYCHOEDUCATION (ENACT item: #14)	24. If the helper uses technical terms, ask, “what does that mean” to see if the helper can describe it in lay language.	How many times was this prompt used? (circle response): 0 1 2 >2
ELICITING FEEDBACK (ENACT item: #15)	25. If the helper asks for feedback about suggestions, reply, “some are helpful, but some seem too hard for my situation”, then ask if there are other options or activities.	How many times was this prompt used? (circle response): 0 1 2 >2