HANDOUT 11.1 GREET AND COMFORT

**Scenario 1**

**Caseworker**: Hi Fatima, I’ve heard that you’re here to talk to someone about your husband beating you. Is that correct?

**Survivor:** Um, yes.

**Caseworker**: Great. Well I’m here to listen to you and to help you. Oh, my name is Khadija; I think I’ve seen you in town before. You have two young children, right?

**Survivor:** Yes, nice to meet you Khadija.

**Caseworker**: So what happened?

**Survivor:** Well, I don’t really know where to start. Do we have to leave the door open?

**Caseworker**:: I like to keep the air circulating in here – it gets stuffy with the door closed. Why don’t we start with the most memorable incident?

**Scenario 2**

**Caseworker**:: Hi Fatima, my name is Khadija and I am a caseworker here. Before we get started, would you like to continue with the door open or closed?

**Survivor:** Nice to meet you, Khadija. I would prefer to close the door.

**Caseworker**: Ok, great. As I said, I’m a caseworker here and my job is to talk to women who are experiencing troubles in their lives. I am very glad that you came to the office to meet with me today. I am here to listen and discuss with you what help you may want. Before we begin, there are a few things that I want to tell you about. If you have any questions or want to take a break at any time, just let me know, ok?

**Survivor:** Ok.