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**Role play**



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1.

**Emilia** was kicked out of home because of drugs and she has nowhere to live. She arrives at the shelter but she does not want to be there, so she treats all the people around her badly. **Wojtek**, the shelter's receptionist, loses his patience and begins to raise his voice against her. **You** used to be addicted and live in a shelter too, and now you are a peer supporter. Try to introduce Emilia to the shelter and prevent the conflict from escalating.



2.

**Jan**, 50 years old, is addicted to alcohol and diabetic. During his stay at the shelter he starts to drink again. His health is deteriorating rapidly. **You** are Jan's peer supporter and you know that his old friends are trying to persuade him to leave the shelter to stay with them. It is obvious that there will be alcohol there. Try to convince Jan not to leave the shelter.



3.

**Silvia**, a shelter resident, is struggling with mental health issues. She doesn't keep silence at night in the common sleeping room – walking around, talking to herself, making coffee. **Dora** is tired and upset, and aggressively scolds Silvia. **You** are Dora's peer supporter and you try to find a solution to the growing conflict.



4.

**Marina** is the mother of Tomas, 35 years old. They both stay at the shelter. As a consequence of a violent incident Tomas has to leave the shelter for a time. Marina is afraid for him, cries and is pleading with **you**, her peer supporter, to convince the staff to let Tomas stay.





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5.

**You** have recently started acting as a peer supporter. You are supporting **Katerina** to get through her sleeping issues. An appointment is booked with a cardiologist. Katerina is insured and, unless she has an unemployment card, she cannot be served for free. The **Unemployment Desk personnel** is unable to issue a card since there's no bill in her name. Katerina has lost the relevant shelter's certificate. You are all of you in front of the desk.



6.

Due to cold weather emergency shelters are open for a few nights. **Christos** is back at the street and is refusing to go. There is a street team now trying to convince him. He sends to **you**, his peer supporter, a desperate message.



7.

Sara and **you**, her peer supporter, have made it at the ER of a public hospital. She is wounded in the leg. Sara is full of lice and the medical personnel is clearly avoiding her. The **nurse** suggests that you go somewhere else for treatment.



8.

**A furious neighbour** is entering the office of your team reference to complain about Chrissa's apartment and the pigeons with **you**, her peer supporter and **Dimitris**, a member of your reference team. You have agreed with Chrissa and your team a plan. However, you did not manage to put it in action.





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9.

**Anna** is homeless for the first time. She is staying with some friends. She is depressed and drinks alcohol. She has dropped out of school because of homelessness and has also had her student benefit stopped. She decides to go and get help at a shelter but once there she feels that the workers blame her for the situation and decides to leave. **You**, a peer supporter, approach her to offer support.



10.

**Matt** has just got an apartment after being homeless for 3 years. He has been unable to pay all his bills and has accumulated rent debts. He is afraid of becoming homeless again. **You** will be Matt's peer supporter; you will help him to make a plan to pay his debt. It might be important also to raise his mood and make him understand that he can do it.



11.

**Tim** is homeless, he uses drugs and is going to prison in 2 weeks to serve a 4-month sentence. He would like to go to rehabilitation and move into supported housing after prison, so he would like to talk about this to a social worker to understand how to do it. He asks **you**, his peer supporter, to support him in this process because he has difficulties understanding workers' professional language and to correctly express his needs and desires.



12.

**Amanda** meets **you**, her peer supporter, in the day centre. She has been homeless for many years. You find out that she has problems to apply social benefits because many procedures are online and she does not have a mobile phone and internet connection.





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13.

**Pedro** is homeless for 1 year and finally he has the opportunity to get a job as a receptionist in a hotel and his job interview is in three days. He is really motivated about this job but he does not know how to get prepared to make a good impression during the interview. **You**, his peer supporter, offer him some advice on how to prepare for and act during the interview.



14.

**Lina** lost her job 1 year ago and because of her debts she was evicted from her house. During this period, she has been looking for a job without success. When she speaks about it with **you**, her peer supporter, you notice which might be the problem: she has only been looking on one website... You decide to involve **Ben**, a coworker who is an employment consultant, and together help Lina progress with her job search.



15.

**David** is homeless but some weeks ago he finally got a job. He seems really tired and when talking with **you**, his peer supporter, it seems that he has been suffering from the cold at work. Moreover, his chair gives him back pain and he is not allowed to take a break (except for 30 minutes to eat) during his 8-hour day of work. He did not speak about it at work because he is afraid of being fired.



16.

**Esteban** is having a job interview for a waiter position in a restaurant. He tells **you**, his peer supporter, that he has difficulties focusing because his mind is constantly coming back to his problems: homelessness, debt, family issues, troubles with his girlfriend...







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17.

**Paige** is a homeless woman who is also a mother of a 2-year-old child. The Social Services has taken away custody from Paige and now she does not know if she will be able to continue seeing her child. She turns to **you**, her peer supporter for assistance during a meeting with Grace, a **social worker**.



18.

**Juan** has been living in temporary accommodation for the past month. However, **a neighbour** has complained about him since he comes back drunk often at night and is loud. He is threatened to lose access to the temporary accommodation and **you**, a peer supporter, are asked to intervene.



19.

**Ethan** was found taking drugs inside the shelter where he slept, violating the code of conduct; he must be expelled, but he suffers from a severe mental illness and he is at high risk if he goes back to the street. On the other hand, some shelter residents feel unsafe around him because drugs make him aggressive. **You** are Ethan's peer supporter and you are going to discuss this situation with the **shelter director**.



20.

**Maria** shares a room in a shelter, but she feels really unsafe and is not able to form connections with the other women in the room. She has gone back to the streets because she feels safer even if she does not like sleeping rough. **You**, her peer supporter, visit her together with **Lucas**, a co-worker to see how she feels and try to figure out how to bring her back to the service.





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21.

John, after many years on the street, finds a job and he is now looking for an apartment to rent. Due to stigma, nobody seems to take into consideration his request. Living on the street, he risks to lose his job. He refuses to go to sleep in a shelter as **Mark**, the social worker, suggests him. Mark does not understand John's refusal and decides to talk with **you**, John's peer supporter.



22.

**Robert** has been assigned a room at the shelter, which he shares with 3 other men. They do not get along. He asked **Mathias**, a staff member, to move him to another room, but he refused because of Robert's ongoing negative attitude (lack of cooperation, rude behavior). Robert complained to **you**, his peer supporter, so you invite both to have a meeting to discuss the situation and search for possible solutions.



23.

After years on the street, **Andrew** is now into a Housing First program and finally an apartment for him has been found. Andrew is very happy but **Paula and John**, a couple living in the same building, are very much disappointed to know that an ex-homeless person is living next to them. **You**, Andrew's peer supporter, organise a meeting with Andrew and the couple to discuss the situation.



24.

**Fiona** is a young girl, living in the street. She is addicted and 6 months pregnant. She gains money as a sex worker. **Sonia** works in an outreach team and for months is trying to convince Fiona to go into a protected house for young mothers, but never succeeded. Sonia has contacted **you**, a peer supporter since you had gone through a similar situation, to talk to Fiona.

