

## Video Interview Script

This script may be used if the online video is unavailable to you. Two volunteers may enjoy playing “Juan” and “Amy.”

(Juan is sitting at his desk, picks up the phone and talks to the receptionist, Stella, who is not shown on camera.)

**Juan:** Hi Stella, could you take my calls for awhile? I'll be in the conference room and can't be interrupted, except for an emergency of course. (Pause.) Thanks.

(Juan hangs up the phone.)

(Amy knocks on the door.)

**Juan:** Come in.

(Amy steps into the office.)

(Juan shows a pleasant demeanor, maintains eye contact, seems relaxed.)

**Juan:** Hi, Amy. Let's go into the conference room.

(The camera switches to the conference room where Juan sits adjacent to Amy. Juan has a notepad and pencil, along with a blank diagram of Emma's room.)

**Juan:** I'd like to explain why I asked you to come in today.

**Amy:** (worried, nervous) Am I in trouble—I didn't do anything wrong, did I?

**Juan:** I'm looking into the incident that happened day before yesterday. I see that you were working on the day shift on Tuesday, right?

**Amy:** Well, yes. What incident are you talking about?

**Juan:** I understand that you might have seen or heard about an incident between Suzy and Emma. Can you tell me what happened?

**Amy:** You know...I don't want to get anyone in trouble.

**Juan:** I understand. I'm just trying to gather facts. I'm not making any decisions at this point.

**Amy:** Will Suzy get fired? She's really a good person. She cares about the residents and she really needs this job!

**Juan:** Yes, I like Suzy, too. But our first responsibility at Havenhill is the safety of our residents. Emma isn't able to tell us what happened. So it's our job to stand in for Emma and discover what took place on Tuesday.

(Amy doesn't immediately reply. She looks down at the table and seems to be considering what to say. Juan remains silent. This goes on for about 10 seconds.)

**Amy:** (sighing) Well, ok. I walked into Emma's room. Suzy was trying to get Emma dressed, but Emma wasn't cooperating.

(Juan jots down some brief notes throughout the rest of the interview.)

**Juan:** That was on Tuesday, March 21st?

**Amy:** Yes, the day before yesterday.

**Juan:** Do you recall the time?

**Amy:** No, I'm not sure.

**Juan:** Was it before or after breakfast?

**Amy:** Well, it was before. We always try to get residents dressed before breakfast.

**Juan:** Yes, and breakfast is usually ready about 7 a.m. You start your shift at 6:00 a.m., right?

**Amy:** Yes, so I would say it was between 6:30 and 7.

**Juan:** Ok, so you walked into Emma's room and saw Suzy trying to help Emma get dressed. Do you remember why you walked into Emma's room?

**Amy:** Well, I guess it was because I heard some loud voices. I thought I should see what was going on.

**Juan:** And what did you see?

**Amy:** Well, Suzy was trying to put Emma's socks and shoes on her. She was kneeling down in front of Emma, and Emma was kicking at Suzy, like she didn't want her shoes on.

**Juan:** Here's a diagram of Emma's room. Can you tell me where Suzy and Emma were located in the room?

(Juan shows Amy the diagram.)

**Amy:** Sure, Emma was sitting in her rocking chair, right here. Suzy was kneeling in front of her.

**Juan:** And where were you standing?

**Amy:** I was standing right inside the door, about 6 feet from Emma and Suzy.

(Juan makes some notes on the diagram.)

- Juan:** Does this accurately show your position in the room along with Suzy and Emma?
- Amy:** Yes, that looks right.
- Juan:** You said that you went into Emma's room because you heard loud voices. Can you tell me what you heard and saw when you entered the room?
- Amy:** Well I heard Suzy say something like, "Emma, stop kicking at me. If you don't get your shoes on, I won't let you have breakfast."
- Juan:** Ok, and then what happened?
- Amy:** Well, Emma kicked Suzy again with her bare foot. Suzy stood up and sort of slapped at Emma. Then I asked Suzy if I could help with Emma.
- Juan:** Where on Emma's body did Suzy slap her?
- Amy:** On the side of her face.
- Juan:** Do you recall which side?
- Amy:** It would have been on Emma's left side. I was standing behind Suzy, and Suzy used her right hand.
- Juan:** Tell me about the slap. Was Suzy's hand open or closed?
- Amy:** Umm, I guess it was closed. Look Juan, Suzy is my friend and I don't want to help get her fired. She really needs this job. Did you know that she and Rick broke up? He moved out last week. She's really worried about paying the rent. I know she never meant to hurt Emma—she's just stressed out.
- Juan:** It sounds like Suzy is going through some stressful times. I appreciate your concern for her. You did the right thing by intervening with Suzy and Emma.
- Amy:** I know the residents come first, but some of the residents can be really hard to deal with. I think Suzy just reacted to Emma's kick—I don't think she could help it.
- Juan:** I understand. And I appreciate your giving me the background on Suzy's state of mind. I'd like to get back to what you saw that day. You said that Suzy made a fist when she struck Emma on the left side of Emma's face. Can you describe the force that Suzy used? On a scale of 1 to 5, how hard would you say Suzy hit Emma?
- Amy:** You mean 1 isn't very hard and 5 is the hardest?
- Juan:** Yes, exactly right.
- Amy:** Well, I would say it was about a 3. I think Suzy could have hit her harder if she wanted to.
- Juan:** Did you hear Suzy say anything more right before, during or after hitting Emma?

- Amy:** She said, “I’m sick of your crap, Emma. I have other residents who are glad to have me help them get dressed. What’s wrong with you?” That’s when Emma kicked her for the last time, and Suzy stood up and hit her.
- Juan:** How did Emma react?
- Amy:** She put her hand up by her cheek. It looked like it hurt. Then she started to cry.
- Juan:** What happened then?
- Amy:** I asked Suzy if I could help out. She said something like, “She’s all yours!” and stormed out of the room.
- Juan:** What did you do then?
- Amy:** I went over to Emma and tried to soothe her. I got her a tissue and sat with her for a minute. I asked her if she was hungry. She said she was. I asked her if she just wanted to wear her slippers to breakfast. She nodded and I walked with her to the kitchen. She seemed fine after that.
- Juan:** Did you see Suzy after the incident with Emma?
- Amy:** Well, of course. I see her all day when we work together.
- Juan:** Did Suzy say anything to you about the incident?
- Amy:** She came up to me a couple hours later. She said I shouldn’t tell anyone about what happened. She felt bad about Emma, I guess.
- Juan:** Did she say anything else?
- Amy:** Well, she said she thought of me as her best friend at Havenhill. She said she knew she could trust me not to rat on her. That’s about all.
- Juan:** Ok, let me just check my notes here. (Juan reads from his notes.) You said that on Tuesday, March 21<sup>st</sup>, you walked into Emma’s room between 6:30 and 7 a.m. because you heard loud voices. You saw that Suzy was kneeling in front of Emma, trying to put Emma’s socks and shoes on her. To the best of your recollection, Suzy said “Emma, stop kicking at me. If you don’t get your shoes on, I won’t let you have breakfast.” You saw Emma kick Suzy one more time with her bare foot, is that right so far?
- Amy:** (looking miserable) Yes, that’s right.
- Juan:** Then you heard Suzy say, “I’m sick of your crap, Emma. I have other residents who are glad to have me help them get dressed. What’s wrong with you?” That’s when Suzy stood up and struck Emma on Emma’s left cheek with a closed fist. You estimated the force of the hit at a 3, on a scale of 1 to 5. Emma put her hand to her cheek and started to cry. Is that correct?

- Amy:** Well, I said that I thought Suzy didn't hit Emma as hard as she could have if she wanted to.
- Juan:** Ok. (Juan adds a note.) Then you asked Suzy if you could help out. Suzy said, "She's all yours!" and then left the room. You then tried to calm Emma and escorted her to breakfast in her slippers.
- Amy:** Yes, that's what I said.
- Juan:** You also said that the diagram that I drew, based on your description, is accurate.
- Amy:** Yes, that's where everyone was located in the room.
- Juan:** You also said that later in the day, Suzy asked you not to tell anyone about what happened, is that right?
- Amy:** Um, yes, that's right.
- Juan:** Is there anything else that you would like to tell me that we didn't cover today?
- Amy:** No, I guess not.
- Juan:** Ok, Amy. I'd like for you to write down in your own words what we just discussed. Please take as much time as you need. Could you also initial the diagram to indicate that it's accurate?
- (Juan hands a notepad and the diagram to Amy.)
- Amy:** Well, I don't write so well. Could you write it up and I could sign it?
- Juan:** Yes, I can do that, Amy.
- Amy:** I feel like a very bad friend. I wonder if Suzy will try to get back at me.
- Juan:** I'm very proud of you for telling me about the incident, Amy. I know it was hard for you, but you did the right thing.
- Amy:** I guess I do feel better about telling you what happened. I didn't like keeping it a secret, even though Suzy is my friend.
- Juan:** One more thing—I'd like for you to keep our interview today confidential.
- Amy:** Oh, don't worry about that! I don't want anyone to know that I talked to you, but I suppose it will get out. I just have to remember that I did the right thing!
- Juan:** You absolutely made the right decision! But next time, Amy, I need for you to come to me right away. If someone else hadn't seen you go into Emma's room and told me about it, I wouldn't have known to speak with you.
- Amy:** Ok, is there anything else?

**Juan:** Well, I'm going to write up our interview. You can go for now, and I'll call you when I have the report ready for you to review. Are you feeling ok?

**Amy:** Yes, I guess so. I'm worried about Suzy, but I want Emma to feel safe in her own home.

**Juan:** You're right—Emma is our first priority. Thanks for coming in, Amy.

**Amy:** You're welcome. I'll get back to work now.

(Amy gets up and leaves the conference room.)

**Juan:** See you later, Amy.

(The shot ends with Amy leaving the room and closing the door.)