



# Scenario #1

You work in an office that deals heavily with the public. A client arrives at your office unhappy about the service he has recently been provided. As he reiterated his complaints he becomes agitated, raising his voice with the staff. The staff offer their apologies and explain the process to the client. The client is unhappy with the staff member's response and leaves the office extremely unhappy and frustrated. He begins to call your office daily becoming more and more aggressive. He begins to yell at staff members, not allowing them to get a word in, hanging up on them and then calling back right away. This behaviour continues for some time. The staff no longer want to expose themselves to his behaviour and are at a loss for how to help this client. He leaves a final voicemail stating that he will be going back into your office and demands service "or else".



## Scenario #2

You are front-line staff at an agency that deals with complaints about public housing but expressly does not provide legal services or representation to individuals. There is a woman who is extremely distraught about the possibility that she might lose her housing because the on-site building manager has told her that she has too much clutter. First, she calls repeatedly, and then she shows up in person, without an appointment. She demands to speak with someone. She is alternately agitated, hostile and depressed. She also asks you to provide her with legal advice and/or representation. When this is refused, she accuses you of being racist and of discriminating against her because she is elderly.



# Scenario #3

You work for a tribunal in the role of administrative staff. In your specific role you deal heavily with appeals pertaining to poverty and sickness. You receive a voicemail from an appellant who has questions about the fact that their appeal has been dismissed by the Adjudicator. You call the appellant back who explains their poor state of physical and mental health. They go into depth about their poor financial state. The more they continue, the more emotional and upset the appellant becomes. They do not allow you to get a word in as they continue to raise their voice and speak over you. They begin to yell things such as “I can’t do this anymore”, “I don’t want to be here anymore”. It is clear to you that this appellant is under a great deal of stress and their state of mental health is fragile in this moment.