

# Care-full stories: Story 3: Just me now – responses

November 2022



# Responses

These are the responses which accompany **Script 3 – Just me now**. Each page needs to be printed and sealed in a separate envelope and labelled with the appropriate title e.g. **NVS outcome 1**.

Each performer should also be given a copy of the relevant instructions (see below).

## Instructions for Dom:

### Online:

They will say "Calling Dom". Then choose an outcome below. You will speak first.

### In person:

They will step towards you. Then choose outcome randomly (they will be hidden in envelopes). You will speak first.

Once an option is used, please discard it.

## Instructions for Licence Holder:

### Online:

They will say "Calling Licence Holder". Then choose an outcome below. You will speak first.

### In person:

They will step towards you. Then choose an outcome randomly (they will be hidden in envelopes). You will speak first.

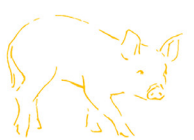
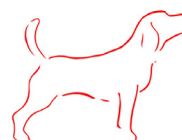
Once an outcome is used, please discard it.

For the first communication, choose any outcome.

If they have chosen to "leave a message" OR "wait for the return call" – wait until they read "They might call you back", then announce "**I am returning your call**" and choose Outcome 2 or 3 below, adding, "I received your message" where noted in brackets.



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## Instructions for NVS

### Online:

They will say "Calling NVS". Then choose an outcome below. You will speak first.

### In person:

They will step towards you. Then choose an outcome randomly (they will be hidden in envelopes). You will speak first.

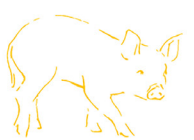
Once an outcome is used, please discard it.

For the first communication, choose any outcome.

If they have chosen to "Wait for a return call". Wait until they read "They might call you back", then announce "**I am returning your call**" and choose Outcome 2 or 3 below, adding, "I saw that I had a missed call from you" where noted in brackets.



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# Communication with Dom

## Outcome 1

State "Outcome 1".

Then read out the whole message:

*"I am busy filming a TikTok video with my grandmother. I won't check my phone again until tomorrow when the sherry has worn off. I do not answer the phone".*

**In person:** Return prop.

## Outcome 2

State "Outcome 2".

Then read out your first line to begin the conversation, then continue to follow the script.

**Dom:** Hey! Everything ok?

**Animal Tech:** Sorry to bother you, I know you're busy!

**Dom:** Never a problem, you know that. How's the gang?

**Animal Tech:** Well, that's why I'm calling. Since their arrival have you noticed anything off at all with Omen?

**Dom:** No, nothing. Why?

**Animal Tech:** There's something not right. He is unstable when he moves, and is being very unresponsive

**Dom:** Well, you know the procedures. Do what you think is best.

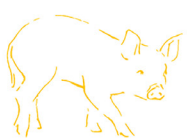
**Animal Tech:** You don't think I should get approval or someone to check my decision?

**Dom:** We have to be able to make necessary, quick decisions on our own. We're respected and trusted to do that. You'll make the right call, don't worry. I'll be out of reach for a couple of days now, sorry, lack of signal!  
(calling out to someone else) Coming Nan! (In person: RETURN PROP)

**Animal Tech:** Ok, thanks!



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# Communication with Licence Holder

## Outcome 1

State "Outcome 1".

Then read out the whole message:

*"You've reached the answering service of number 07525 123116. Please leave a message after the tone. BIIIIIIIP."*

**In person:** Return prop.

## Outcome 2

State "Outcome 2".

Then read out your first line to begin the conversation, then continue to follow the script.

**License Holder:** Hi! [I got your message]

**Animal Tech:** Hey, this is [your name].

**License Holder:** (Pause) Hello?

**Animal Tech:** Can you hear me?

**License Holder:** Sorry, I can't hear you.

**Animal Tech:** This is – (LH they have a full line here but interrupt them as soon as you can)

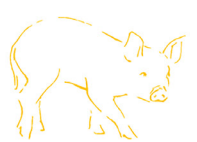
**License Holder:** (interrupt) Oh, I can hear you now!

**Animal Tech:** I'm just calling about the new ferrets for your auditory tests.

**License Holder:** Sorry, you're breaking up.



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**Animal Tech:** The ferrets. One of the ferrets is displaying some concerning behaviour.

**License Holder:** (*interrupt at any point*). Sorry, I have a terrible connection. Can I call you back in an hour or so? Can you hear me? Hope everything's ok. I'll call back as soon as I can. If there's something going on, do what you think is best right now and I'll get back in touch ASAP. Hello? No, I can't... oh, they've hung up.

**In person:** *Return prop.*

**Animal Tech:** (*now off the call*) Omen? Omen? What are you doing hiding in the corner? Oh gosh, he's not responding or moving at all. Right, ok...

### Outcome 3

State "Outcome 3".

Then read out your first line to begin the conversation, then continue to follow the script.

**License Holder:** Hello, this is [your name]! I got your message.

**Animal Tech:** Hey, this is [your name]. Is this an ok time?

**License Holder:** Of course! Anytime. How are the ferrets?

**Animal Tech:** That's why I'm calling. One of them is displaying some concerning signs and unusual behaviour. He seemed really unstable on his feet and now he's now hiding in the corner, not responding at all. Do you need me to make my own call or could you come in?

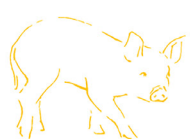
**License Holder:** I'll come in immediately! It'll take me a little while to get there, not too long. In the meantime, don't do anything. Give the NVS a call right now and I'll be there as soon as I can. Thanks for calling.

**In person:** *Return prop.*

**Animal Tech:** Thank you. See you soon.



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# Communication with NVS

## Outcome 1

State "Outcome 1".

Then read out the whole message:

*"No answer! No machine. Several calls are made. I don't hear any of them. I'll see that I have missed calls".*

**In person:** *Return prop.*

## Outcome 2

State "Outcome 2".

Then read out your first line to begin the conversation, then continue to follow the script.

**NVS:** Hey, this is [your name]! I saw that I had a missed call from you".

**Animal Tech:** I was told to contact you by the Licence Holder responsible for the current ferret population. I need advice on something urgently. There is what now seems to be a developing and severe issue with one of them. Could you come in?

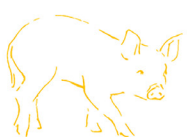
**NVS:** I'll come in immediately for an examination. I'll be there shortly!

**In person:** *Keep prop.*

**Animal Tech:** Thank you!



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## Outcome 3

State "Outcome 3".

Then read out your first line to begin the conversation, then continue to follow the script.

**NVS:** Hello! I saw that I had a missed call from you.

**Animal Tech:** I was told to contact you by the Licence Holder responsible for the current ferret population. I need advice on something urgently. There is what now seems to be a developing and severe issue with one of them, seemingly connected to symptoms in his hind leg. Could you come in?

**NVS:** Oh hi [their name]. I'm really sorry I can't come in right now. But let's talk it through over the phone. I'll then call the Licence Holder and we'll come to a conclusion altogether.

**Animal Tech:** I just don't really feel I want to take this decision.

**NVS:** Of course. We'll work it out.

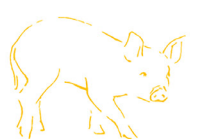
**In person:** *Keep prop.*

**Animal Tech:** Thanks.

\*\*\*End of script\*\*\*



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# Acknowledgements

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