



SHIFT in Orality preparatory materials – Intellectual Output 5

SHIFT in Orality Summer School of Remote Interpreting – Forlì, June 11th-16th, 2018

NON-SCRIPTED ROLE-PLAY

Role play: fire brigade (3-point call)

Scenario description

Speaker 1 (a retired person coming from Country A), who moved to a City in Country B 5 months ago, calls **Speaker 2** (the firefighter). He/She is very upset because his/her cat had climbed up a tree the day before and it has not been able to come down ever since. The old person does not speak Country B language well and the Emergency Services advise him/her that they are going to seek the assistance of a telephone interpreter who can help them in the conversation to report the incident.

Brief for Speaker 1: retired person from Country A

Your role	You are a retired person of about 80, who has been living in a City in Country B for 5 months and whose sole companion is your 8-year-old Siamese cat.
General purpose and content of the meeting/encounter	You are very worried because it is not the first time that the cat climbs up the tree and the consequences in the previous occasions were a broken hip and paw, as the cat had fallen off and this had meant considerable surgery expenses. You now call the 080, the Fire Brigade emergency number, to report that your cat has been up on a tree for more than 24 hours, that it is frightened, hungry, thirsty and probably very sleepy now, so that the risk of an imminent fall is rising.
Information about your interlocutor	Your interlocutor is the on-duty firefighter who takes calls at the telephone service and who only speaks Country B language. He therefore decides to call upon a telephone interpreter of a company that works for them.
Aspects / questions that should be addressed	Greet your interlocutor and thank him/her for the assistance of the telephone interpreter as, although you can already speak some Country B language, you are too nervous to use a language different from your mother-tongue. Aspects to be addressed: <ul style="list-style-type: none"> • Exact address where you are living; • Location of the tree where the cat is trapped and characteristics of the tree (height, age, general condition); • Age, breed and physical characteristics of the cat; • Approximate time the cat has been up on the tree; • How it climbed up there; • Whether it is the first time it climbs up the tree;



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	<ul style="list-style-type: none"> ▪ Whether it aggressive, adventurous, skittish (it is important to know if it will let the firefighters catch it or if they will have to use a spray); ▪ If there are possibilities to reach the tree from any one of his/her house windows; ▪ Does the cat have a microchip inserted in its neck
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Brief for Speaker 2: Firefighter

Your role	You are the on-duty firefighter who answers the 080 emergency number of the Fire Brigade.
General purpose and content of the meeting	The Fire Station of a City in Country B receives report calls about certain minor incidents (fallen cornice, blocked sewer, etc.) and more serious emergencies such as fires or traffic accidents. On this particular occasion, the emergency is reported by an aged person who is worried about his/her cat that has been sitting for 24 hours on a tree branch in front of his/her house.
Information about your interlocutor	It is a Country A citizen who has been living in a in a City in Country B for 5 months; he/she still can't speak Country B language and he/she is very worried about his/her pet, so he/she calls the firefighters to get help.
Aspects / questions that should be addressed	<p>Greet your interlocutor and explain that you are going to call upon a telephone interpreter for assistance with the conversation.</p> <p>Aspects to be addressed:</p> <ul style="list-style-type: none"> ▪ Exact address where the aged person is living; ▪ Location of the tree where the cat is trapped and characteristics of the tree (height, age, general condition); ▪ Age, breed and physical characteristics of the cat; ▪ Approximate time the cat has been up on the tree; ▪ How it climbed up there; ▪ Whether it is the first time it climbs up the tree; ▪ Whether it aggressive, adventurous, skittish (it is important to know if it will let the firemen catch it or if they will have to use a spray); ▪ If there are possibilities to reach the tree from any one of his/her house windows; ▪ Does the cat have a microchip inserted in its neck; ▪ Rescue actions in case the cat should fall, as it has already happened before with the result of a broken hip and paw; ▪ Advice to the aged person on how he/she should calm down the cat and entertain it whilst the firefighters reach the scene.



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Brief for the interpreter

General information	You work as an interpreter for a company in a City in Country B. You receive a call from the Fire Brigade of another City in Country B, asking for your services to assist with the report of an aged foreign person living in that city, whose cat has been sitting on the highest branch of a tree near his home for the past 24 hours. The firefighter on duty at the 080 will ask questions on the exact address of the aged person, the location of the tree, the breed, name and general characteristics of the animal, general condition of the tree, the cat's behaviour and possible consequences. He/She will give the person advice on how to calm down the cat and entertain it until the fire brigade reaches the scene to rescue his/her pet.
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