

Victim-Related Example Telephone Script

DoD SAPRO Staff: Good morning/afternoon. This is _____ at DoD SAPRO how may I assist you?

Victim Related Inquirer: Hi my name is SFC John Doe. I don't know if you can help me but I don't know where else to turn to. My command has requested that I have a MEB because of the counseling I receive. I was assaulted a year ago and have been going to counseling for the last nine months. My supervisor stated since I am still going to counseling I have to have a MEB. I am getting better and my counseling has gone from three times a week to once every two weeks. I don't want to get out. I want to continuing to serve.

DoD SAPRO Staff: SFC Doe, I am sorry that you have to experience what you described. I also want to thank you for your service. I would like your permission to forward your information to the Army SHARP G1 Headquarters and ask them what they can do to assist you. Their office would be better equip to assist you or would be able to direct you in the correct direction for assistance. I would ask that they follow up directly with you.

Victim-Related Inquirer: Thank you, for listening to me. Yes, that would be great. You have my permission to forward my information. My cell phone number is: 555-000-11111.

DoD SAPRO Staff: That is 5-5-5-0-0-0-1-1-1-1?

Victim-Related Inquirer: Yes.

DoD SAPRO Staff: You did say you are a SFC, correct? J-o-h-n D-o-e?

Victim-Related Inquirer: Yes.

DoD SAPRO Staff: SFC Doe, I will send an email over the SHARP G1 summarizing what we told me. I will ask them to contact you directly but ask that they keep DoD SAPRO informed of the actions taken. If you have not heard from them in two weeks please give me a call back and I will follow up directly with them. My direct line number is: 571-372-XXXX.

Victim-Related Inquirer: 5-7-1-3-7-3-X-X-X-X ? Thank you for your help. Good bye.

DoD SAPRO Staff Member: You are welcome and have a good day.