

Parent-Child Assistance Program (PCAP)

FETAL ALCOHOL & DRUG UNIT
UNIVERSITY OF WASHINGTON ALCOHOL AND DRUG ABUSE INSTITUTE
SEATTLE, WASHINGTON (206) 543-7155
<http://depts.washington.edu/pcapuw/>

Reviewing the Ground Rules

At the beginning of the 3-year intervention, and periodically throughout the intervention, case managers review the ground rules with clients in order to clarify the nature of the relationship.

They let the client know:

- “I’ll always be truthful with you. I won’t lie to you, or for you.”
- “You can trust that I will be with you through ups and downs: there will be times you don’t like me. It’s okay if you disagree with me, but we have to keep communication open.”
- “Please stay in touch with me and respond to my calls and texts, even if you’re using or not ready to meet with me in person, so I know that you’re okay.”
- “I have other clients and there may be times when someone else’s emergency becomes the day’s priority.”
- “My role is not to continually respond to your crises, but to help you move beyond crisis and toward achieving your goals.”
- “You may not engage in illegal activities when you are working with me or other PCAP staff.”
- “I’ll be on time or will call you if I’m running late. Please call me if you are running late or have to cancel.”
- “When possible, I will let you know ahead of time if I have to call CPS.”
- “We’ll have a three-year working relationship, not a three-year friendship.”
[Friendship: a reciprocal relationship with a close associate to whom secrets are confided or with whom private matters and problems are discussed.]
- “Advocacy is a two-way street: “If you take one step, I’ll take three. You’ll get as much out of the program as you put into it.”
- “I’ll let you know when you’re giving me too much information (TMI) about something I don’t need to know.”
- “Here are my communication preferences/boundaries (e.g. with the cell phone)...”
--Explain these. For example, some case managers set a specific day/time to call certain clients twice a week.
--Discuss when to call ‘911’ vs. when to call the PCAP case manager.
- “I don’t work ‘24-7’.”
- “If we run into each other in public, I will ignore you unless you acknowledge me; in that case it’s okay to introduce me as a friend.”
- “Let me know if I say or do something that offends you so I’ll know not to do it again. I don’t know unless you tell me.””