

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/>

Guidelines for Observing PCAP Case Managers in the Field

Preparation

- Please contact the PCAP supervisor a few days in advance of your visit to discuss these guidelines, and to find out what your visit will entail. To obtain the supervisor's phone number, please call (206) 543-7155 and someone can assist you.
- Please arrive on time. If you have time constraints, it is important that you let the PCAP supervisor know before the day of the visit. Case managers and clients have tight schedules and cannot wait.
- Wear comfortable clothes and shoes that are appropriate for the weather. Activities with clients vary, and may include going for a walk outside. You might end up sitting on a floor in a treatment center. You might have a baby spit up on you.
- Be aware that you might have to buy your lunch (or bring one with you), because case managers don't always have time to come back to the office.
- Be prepared to be out in the field all day.
- Be flexible about activities and scheduling. The schedule seldom works out the way we plan.

In the Field

- The primary purpose for accompanying case managers in the field is to observe how they work with their clients. When with a client, you are mainly there to observe.
- The client has consented to be observed; however, it may be stressful for her and can upset the routine of a home visit. Thank the client for allowing you to come along and let her know you're aware that it can be uncomfortable to have a stranger observing.
- Please be respectful of the clients' relationship with the case manager. Let the case manager take the lead regarding how much you become involved in the visit/conversation.
- Only ask the client questions if the case manager has indicated that it would be welcome, and please limit your conversation to topics that are clinically relevant and appropriate.
- If the client asks you questions about yourself, please keep your answers minimal and do not share a lot of personal information. Try to direct the conversation back to the case manager for the purpose of the visit.
- Do not smoke in clients' presence. Smoking is prohibited in Motor Pool cars.

We hope you enjoy this great opportunity!