

11/18/2019: 6.2 & 9.3: On Monday, we received a call from a very distressed client whose ex-husband had just received temporary custody of their son due to the mother's substance abuse. She called only to inquire about her son's safety, insisting she only needed to know that he was okay and that she hoped we would be able to assure her weekly that he was okay. My instructor ensured her that it was her job to do just that, and that although we wouldn't be able to see him each week, we would continually monitor his safety and check up on him. Between sobs, she asked my instructor if she was a mother. My instructor, who doesn't have children, responded that she preferred to not discuss her personal life with clients. Although I knew this mother's history and that she had been particularly difficult at first, as a mother, my heart broke for her. When she called back the following Wednesday, just as hysterical as she was on Monday, I shared with her that I am a mother, that I cannot imagine the pain she is experiencing, and that I understood her need to know that her son was well-taken care of. I added that the most important thing she can do right now, both for herself and for her son, is to complete the steps we agreed upon during our child and family team meeting and that we would ensure her son's safety in the meantime. She shared that she had been following each step: attending parenting and anger management classes, securing full time employment, and moving into a new apartment. My instructor and I were able to evaluate her intervention and program processes and give her encouragement and support to continue on with her progress. I found that simply by initiating empathy and understanding with this client, I established a positive and trusting rapport with her, giving her more incentive to continue on in her completion of the interventions she agreed to.