

# TRANSPARENCY

Building trust with **PCs should be a priority**. As a provider, you will be working with their child, and thus they need to feel comfortable with you. This can be done by being transparent through the four steps outlined below.

## 1

### Engage

Engage with **PCs as you would during an outreach with the emerging adult** and build a rapport with them. The hope is to get them to trust you with their child. They need to feel a sense of safety and believe that you have their child's best interest at heart.

- Conceptualize engagement as the **creation of a partnership** with the **PCs**.
- Better outcomes occur when a group of people **all have the same goal** (e.g., to help someone).
- **PCs** can be a strong support by helping to reduce barriers for **emerging adults** such as providing transportation to appointments, assisting with keeping them engaged, and providing support with skill development.

## 2

### Acknowledge

Take a moment to **acknowledge PCs' feelings**, such as sadness, anger, and frustration - and allow them to feel those emotions. Reassure them that it is okay to have such feelings and that it does not make them a "bad parent." What they are going through is hard.

- A lot of **tough feelings** can be associated with this stage in their child's life, such as rejection letters from college, difficulty finding a job, or receiving a behavioral health diagnosis.
- Specifically, with an **emerging adult** who experiences psychosis, there can be elements of anger and fear for **PCs**. Acknowledge and validate those emotions.
- Allow them to **feel heard**. Use statements when talking with **caregivers** such as "I hear you" and "You are not alone."

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3

## Establish Roles

Explain to them your role as a professional. Ensure them that you are committed to supporting their **emerging adult** and assisting them with accomplishing the goals of their child, even if those goals differ from the **PCs**.

- Use a team-based approach to explain how everyone plays a role in supporting the **emerging adult**.
- As the professional, **you bring the education and experience** necessary to help and support the **emerging adult**.
- As the **PCs**, **they are the expert on the emerging adult**, and they know them best.

4

## Communicate

Be consistent, direct, and transparent in your communication with **PCs** and the **emerging adult**.

- **Do what you say** you will do.
- **Communicate openly and honestly**, but with compassion, to the **PCs**, even if the information may be upsetting.
- Encourage the **emerging adult** to **communicate directly** with their **PCs**.
  - This may require working with the **emerging adult** and **PCs** to improve their **healthy** communication skills.
  - Increasing communication between the **PCs** and the **emerging adult** **decreases the need** for the **PCs to reach out to you for information**.
- It may be helpful to **schedule consistent times** to talk with the **PCs** so they remain connected.
- **Establish boundaries**. It is important to let **PCs** know when you are available and when it is okay to reach out to you. You may offer additional forms of communication such as email or text messaging and let them know that you will respond to them during work hours.