

[Greeting the Client/Family]

1. Use a culturally-appropriate greeting of respect.
2. Identify who the worker/agency is.
3. Request an opportunity to speak with the client privately (to assure privacy and confidentiality).
4. Identify what the worker's role/purpose is, stressing safety of the child(ren) as the most important concern.
5. Address client's concerns until there is agreement to meet or meeting ends with refusal.

