When All You Can Trust is the Story

A Parent’s Perspective on the CANS
A little introduction…

- wife to a small-town doctor
- homeschooling mom
- elementary teacher and librarian
- parent consultant
- certified parent coach
- non-profit founder
- mental health advocate
- outdoor adventurer
- lover of words
Power of Trusting Stories…
at both the treatment and system level

- Parents NEED to trust their story
- Professionals CAN trust parent stories
- Parents feel EMPOWERED when allowed to share their story
- Systems are IMPROVED when parents’ stories are heard and valued
Parents NEED to trust their story

- Their story anchors them to reality
- Their story speaks for them
- Their story holds their hope for the future
Professionals CAN trust parent stories

- Trust keeps curiosity alive
- Trust allows parents to be the expert
- Trust creates a partnership
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To Mama

be Brave!!!
Parents feel EMPOWERED

- Individual stories are seen as valuable
- Parental concerns receive a practical response
- A peer support system opportunity is created
Systems are IMPROVED

- “No wrong door” for complaints or concerns
- Less system defensiveness, more curiosity
- Opportunity to catch systemic issues earlier
How can you use parent stories to improve your work with families?

- Trust the story
- Develop and utilize informal complaint processes
- Allow space for every story to be an avenue for system improvement
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