

# Quarterly Parent Feedback Meetings

Parents play an important role in their child's therapy and it's important for our therapists to hear and understand parents' point-of-view. Our Quarterly Parent Feedback Meetings are designed to provide a place for therapists and parents to review goals and progress, answer questions about our approach, and how parents can support their child at home. Therapists contact parents to schedule the meetings on a quarterly basis, with the first meeting taking place after your child's second or third session with their therapist.

## Meeting Outline

The following outline is to help guide discussions during the meetings, but parents are encouraged to discuss whatever is on their minds.

1. Discuss your perspective on your child and why you sought help for your child/reached out to Smart Love
2. Provide our impressions of your child's strengths and areas of concern:
  - Symptoms are an expression of inner unhappiness and underlying concerns with self-caretaking
  - How child copes with feelings, stress and losses
  - How child responds to things going well and enjoying self
3. Provide our recommendations about how therapy at SLFS can help your child and share the specific treatment goals for your child's therapy
4. Explain the important ways we structure therapy to make it most effective:
  - a. Why your child will have appointments individually and why we protect your child's confidentiality (unless health and safety)
  - b. Best to allow child to decide what to share with therapist (unless health and safety) and how to use his/her therapy time
5. Explain the importance of consistency and making appointments—It's how therapy works!
6. Discuss why it's important to continue appointments once your child is making progress and how we advocate for your child with insurance managed care
7. Explain how change is an up and down process and to expect periodic "backsliding" (Aversive Reactions)
8. Discuss how your child might become more expressive as he/she needs time to learn how to express him/herself in more constructive ways
9. Provide information on additional parent support services that SLFS offers as well as Parent Feedback Meetings
10. Explain that we are here to help your child and we welcome hearing from you!



## Concerns Regarding Your Child's Therapy

If you have concerns about your child's therapy, please communicate these to your child's therapist—all of our clinicians are available to hear your concerns and want to address them with you. You can also contact Clinical Director, Dr. Carla Beatrice, directly at 773.665.8052 ext. 200 or email her at [Carla.beatrice@smartlovefamily.org](mailto:Carla.beatrice@smartlovefamily.org).

## Additional Resources

Nancy Luepke, Ext. 248  
Administrative Questions and  
Parent Resources

Pam Bourdeau, Ext. 246  
Billing

The Smart Love approach was developed by Martha Heineman Pieper, Ph.D., and William J. Pieper, M.D., and is described in their book Smart Love. Smart Love provides counseling for children and families based on the Piepers' therapeutic approach, Inner Humanism®. Therapeutic tutoring and assessments as well as parenting programs are also offered. The Natalie G. Heineman Smart Love Preschool provides programs for two to six year olds, and parent and child classes. © 2020 Smart Love Family Services is an Illinois-based 501(c)(3) nonprofit organization.

Chicago Location: Natalie & Ben Heineman Smart Love Center, 2222 N. Kedzie Blvd., Chicago, IL 60647  
Oak Park Location: 1010 Lake Street, Suite 500, Oak Park, IL 60301