

Working together....We believe...

Parents know their children best and want the best for their children.

- Each family should have the opportunity to decide the level of involvement they wish in decision-making for their child.
- Parents should have ultimate responsibility for the care of their children.

Expectations and Rights of Families

- Be the ultimate decision makers.
- Utilize their own resources.
- Receive information which will enable them to make decisions about the care that will most effectively meet their needs.
- Define the priorities of intervention.
- Choose their level and type of involvement and the level of support they require.
- Receive services with a minimum of hassle and in a timely manner. Have access to information regarding their child and family.

Service Provider Behaviours

- Encourage parent decision-making in partnership with other team members (to utilize family empowerment strategies).
- Assist families to identify their strengths and build their own resources.
- Inform, answer and advise parents (to encourage informed choices).
- Work in partnership with parents and children and help them identify and prioritize their needs from their own perspective.
- Collaborate with parents at all levels (care of the individual child; program development, implementation and evaluation; policy formation).
- Provide accessible services that will not overwhelm families with paperwork and bureaucratic red tape.
- Share complete information about the child's care on an ongoing basis.

Families are different and unique.

- ❖ Each family and family member should be treated with respect (as individuals).

Expectations and Rights of Families

- Maintain their dignity and integrity throughout the care-giving process
- Be supported in the decisions that they make.
- Have their opinions sought and to be listened to.
- Receive individualized services.

Service Provider Behaviours

- Respect the values, wishes and priorities of families.
- Accept and support decisions made by families.
- Listen.
- Provide flexible and individualized services (and to respond to the changing needs of the family).
- Be knowledgeable about and accept diversity among families (racial, ethnic, cultural and socio-economic).
- Believe and trust parents.
- Communicate in a language understandable by parents.

Optimal child functioning occurs within a supportive family and community context: The child is affected by the stress and coping of other family members.

- The needs of all family members should be considered.
- The involvement of all family members should be supported and encouraged.

Expectations and Rights of Families

- Have their needs and concerns taken into account.
- Feel welcome and supported in the level of participation they choose.

Service Provider Behaviours

- Consider and be sensitive to the psychosocial needs of all family members.
- Provide an environment that encourages the participation of all family members.
- Respect the family's own style of coping without judging what is right and what is wrong.
- Encourage family-to-family support and the use of natural community supports and resources.
- Recognize and build on family and child strengths.