

# Family Engagement & Partnership

## GUIDING PRINCIPLES & VALUES

### → What we know and embrace about families...

- Family partnership is essential.
- Family leaders bring unique expertise to our relationship.
- Family leaders must be valued as visionaries, missionaries and pioneers and the potential of their position should be built upon common values, expectations, and goals.
- Family leaders' perspectives and opinions are as important as other professionals.
- Family leaders bring a critical element to the team that no one else can provide.
- A responsibility of the position of 'family leader' is to question the status quo.
- Family leaders are truthful about their own skills and abilities and take responsibility for informing others when they need additional support or training.
- Family leaders can look beyond their own child's and family's experiences.
- Family leaders are not exempt from the "typical" expectations for members of the team/project in relation to conduct and performance.

### → AMCHP's responsibility in authentically partnering with families...

- We will listen respectfully to the opinions of family leaders.
- Successful partnerships are based in mutual respect, open and honest communication, a genuine desire to work together to improve systems of care and the belief that collaboration, not confrontation, will produce the most effective results.
- We believe in the importance of family participation in decision making at the program and policy level.
- We value the insights of family leaders.
- We will foster an environment in which family leaders feel supported and comfortable enough to speak freely.
- We must clearly state what is required and expected of family leaders in their roles.
- We will work with family leaders to set clear goals for their role.
- A child's illness or other family demands require additional flexibility for family leaders in their responsibilities.
- Responsibility should be delegated to family leaders.
- Training and support must be provided to both family leaders and other professionals.
- We will always look for opportunities to promote family engagement.
- Success may require flexibility with appropriate and creative accommodations in order to meet expectations.
- Logistical barriers will be addressed comprehensively and creatively.