

Family Centred Practice

What can Providers Do?



What is Family Centred Practice?

We understand Family Centred Practice to be “the purposeful engagement and involvement of children, youth, and families in decision making processes related to both their own individual learning and well-being and to broader service planning.” Family Centred Practice is a **shared** approach between families and providers where families are regarded as experts about their children and service providers ground their actions in the principles of dignity and respect, meaningful information sharing, participation, and collaboration.

“Families” includes the child or youth, as well as their parents, caregivers, or guardians and whoever they identify as their family of choice or natural supports.

What does this mean for my practice?

Evidence shows that Family Centred Practice improves outcomes for children, youth, and families. Family Centred Practice includes creating the space for families to ask questions of you, taking the time to ask the families what is important to them, and inviting families to provide feedback, including any concerns they may have, about the supports and services provided.

Dignity and Respect	Information Sharing	Participation	Collaboration
<ul style="list-style-type: none"> Families are treated as equals and with respect. Families are supported to express concerns and inquiries that are acknowledged without judgement. 	<ul style="list-style-type: none"> Families receive new information from service providers in a variety of formats. Families are given information about their child and service. Families can obtain information about resources and support. 	<ul style="list-style-type: none"> A family’s strengths are at the centre of any plan to support the child. Service reflects the goals and capacity of families. 	<ul style="list-style-type: none"> Families are consistently engaged as team members. Feedback from families is sought and included in service planning and design.

Resources

Calgary and Area RCSD developed a [Service Delivery Rubric](#) to help service providers develop a common approach to their work across systems. There is an entire section dedicated to Partnering with Children, Youth, and Families based on Family Centred Practice principles and literature. There is an [exercise template](#) that can be used with your team to identify areas of strength and opportunity to further develop your practice.

The Family and Community Resource Centre at the Alberta Children’s Hospital has several Tip Sheets for Parents defining and supporting their roles as Partners: [#1](#), [#2](#), [#3](#), [#4](#). There is also a Patient and Family Centred Care [Resource Kit](#) from Alberta Health Services. Share these with the families you work with to increase their capacity to participate and collaborate in services.

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What do Families Need?



Family Centred Practice is:

The purposeful engagement and involvement of children, youth, and families in decision making processes related to both their own individual learning and well-being and to broader service planning. This means that service providers work together with parents, caregivers, and guardians to support the well-being of children and youth.

The Four Principles of Family Centred Practice:

Wondering what you can expect from supports and services in the region and what you can do to support your child?

Family Centred Practice means every family...

Dignity and Respect

- Is treated as equals and with respect.
- Feels able to express concerns and inquiries that are acknowledged without judgement.

Collaboration

- Is included in decision making as team members.
- Is asked about their thoughts and ideas in service planning and design.

Participation

- Has their strengths focused at the centre of any plan to support the child.
- Sees their goals as the basis for service.
- Is invited to learn and practice service activities with their child.

Information Sharing

- Is provided with information in a variety of formats that best suits their needs.
- Is given information about their child and service.
- Can access information about resources and support.

Looking for more?

Calgary and Area RCSD's [Service Delivery Rubric](#) is one tool we use to connect service teams and families on how to approach supports and services for children and youth.

The [Family and Community Resource Centre](#) at the Alberta Children's Hospital has several Tip Sheets for Parents as Partners: [#1](#), [#2](#), [#3](#), [#4](#). There is also a Patient and Family Centred Care [Resource Kit](#) from Alberta Health Services and Institute for Patient and Family Centred Care: <https://ipfcc.org/about/pfcc.html>. Ask your provider or service team if you have questions.

Looking at a paper copy of this page? Go to (<https://tinyurl.com/FCP-RCSD>) to access the links above.