

1. Family Strengths

- Know the family is always part of the child's life.
- Focus on strengths and abilities of families.

Examples: "at no time did she tell me what do, she trusted my feelings to do what was right for my family....she treated us as "unique" ..."he is very much aware of the impact on the rest of the family and not once has he forgotten to ask about our other son"

2. Respect

- Respect a patient's/families' values, beliefs, religious and cultural background.
- Value what families know about their own children and treat them as experts in their child's care.
- Agree that the patient/family has the power to make decisions and respect their choices.
- Respect different ways of dealing with stressful situations.

Examples: "he took the time to ask us about our culture and even re-scheduled our sons appointment since it was a holy day" ..."she built our confidence by continually assuring us we knew our son's best; she recognizes that we are the "experts" in our son's care" ..."she has always honoured our decisions even if she didn't agree with them and never passed judgment"

3. Choice

- Give information to patients/families to help them learn about different treatments and choose between them.
- Discuss different ways to get the help families need.
- Provide help that doesn't get in the way of family schedules.

Examples: "he taught us about reflux, gastronomies, and that made it easier to make decisions; we were always part of the 'care team" ..."he explained everything to us in easy to understand terminology" ..."he came around after hours to explain what future procedures might be needed and the choices we could be faced with-it really helped us look to the future and make those decisions later"

4. Information Sharing

- Give all the information that patients/families need to make decisions.
- Value and take seriously the things families tell them.
- Offer to find information and other kinds of help when they don't have the answer.

Examples: "she was always approachable and took my concerns & fears seriously" ..."she always answered our questions thoroughly and clearly and if she didn't know the answer to a question, she asked others or found the information for us" ..."he showed us the x-ray and explained his condition carefully so we could understand the surgery that was needed"... "he told me I could never ask too many questions"

5. Support

- Help families cope with their child's illness without too much worry.
- Offer comfort, praise and encouragement.
- Help families support other families.
- Support the child/family in learning about and taking part in care issues and decision-making.
- Support youth when they are moving to adult services.
- Support families when they move from hospital to community.

Examples: "even though we felt like we knew nothing he always told us that we knew our baby better than anyone else" ..."he explained things to our daughter so that she would be able to participate in making the decision and know how to care for herself" ..."she educated us, listened to our fears and talked with us again and again, helping to bring some calm to our storm" ..."she introduced me to numerous other families with similar health care issues" ..."he found services in the community that would support us when we got home" ..."what I remember most about the time we received the diagnosis is the way she put her arm around me"

6. Flexibility

- Meet the needs of a patient/family in ways the family want whenever possible.
- Think about the family's lifestyle.
- Provide different ways to get things done.

Examples: "he worked until past midnight to fix the air conditioning in our son's room and then came back a day later to make sure we were ok" ... "they were very creative in working out solutions to our problems, even teaching me how to draw blood so as to decrease our daughter's ER visits" ... "he talked with us and brainstormed, using imagination to make our son's therapy not just work, but fun"

7. Collaboration

- Talk about everything honestly and encourage families to do the same.
- Share all the information that is available.
- Make plans about care with patients/families.
- Make decisions together with patients/families.

Examples: "she called us at home to tell us what to expect so that when we returned in the evening we would not be so shocked" ... "she always updated us on all new information and kept us in the 'loop'" ... "she set up meetings that would fit everyone's schedules-that way we were always there and always part of the team managing our daughter's care" ... "a decision was never made without us being there"

8. Empowerment

- Know that families have the right and the power to care for their children.
- Makes plans and policies from the point of view of families.

Examples: "he regarded us as equal partners in the health care team and he made clear that we were the ultimate decision makers"... "she trusts that I know my child and his condition best"... "she has encouraged my participation in the development of new ward policies so the family perspective was included" ... "she has helped and supported us in taking an active role as advocates for our son" ... "the first time I did the procedure myself I was terrified but she walked me through it step by step and we did again and again until I felt confident"