

## **PARENTS: SOME DO'S AND DON'TS FOR IMPROVING PARENT/PROVIDER RELATIONSHIPS**

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### **DO**

- Say positive things to the staff—your support means more than you can imagine
- Attend your child's planning meetings
- Coordinate your child's home visits with the staff so they can plan house activities accordingly
- Ask for the program's policies and procedures in writing and discuss any questions or concerns up front
- Follow-up with staff when your child tells you about something terrible that happened to him or her at the program
- Follow the communication chain—creates good faith with the staff (and doesn't preclude you from going straight to the top when you really need to)
- Ask questions
- Adhere to program guidelines regarding calling and visiting
- Work together to establish balanced and realistic expectations

### **DON'T**

- Blame, threaten, or yell at direct service staff—bring your concerns to the appropriate supervisor
- Question a decision made by a staff person in front of your child or other program participants
- Do your child's household chores for him/her
- Forgo his diet plan entirely during home visits
- Believe that absolutely every behavior issue that arises is a result of PWS and isn't subject to change (after all-do we really know for sure?)
- Believe everything you hear from a staff person about an incident-check it out with a supervisor who usually has the bigger and more complete picture
- Give cash or credit cards directly to your child (and worse yet, neglect to tell staff about it!)
- Make assumptions

### **FINALLY**

- Don't expect that any program can provide all that you provide as a loving parent, but do acknowledge what your child gains by being in a work or residential program. There are trade-offs and most are very worthwhile.