

Task: Building Relationships with Parents and Writing Case Notes

Task	Person Responsible	Date to be Completed
1. Use the techniques listed below to establish open line communication with parents: <ul style="list-style-type: none"> - Know and use the name of parents and family members - Learn something positive about each parent - Hold on-going conversations with parents - Be friendly but not a personal friend to parents - Do not become involved in controversial center or family issues with parents - Refer parent complaints or concerns to Family Service Manager. Document on comment and complaint form if it cannot be resolved at current level. - Act professional; avoid gossip and inappropriate discussions with parents - Treat parents with respect, ask for and take their suggestions - Recognize and respect parents' culture and values; arrange for a translator if necessary 	All Staff	July - June
2. Gather and share information with parents through: <ul style="list-style-type: none"> - Morning and afternoon interactions when they bring and pick-up their children - Telephone calls - Informal contacts - Home visits/Parent conferences - Parent committee and other meetings - Workshops - Volunteering 	All Staff	July - June
3. Follow the instructions for entering case notes in ChildPlus according to the Family Services Information Sheet.	Family Advocate	On-going
4. Enter case notes in ChildPlus as contact is made with parents or weekly as Family Contact notes are received. File Family Contact notes in the purple Family Services folder.	Family Advocate	By Friday of each week
5. Monitor ChildPlus reports 4110, 4120 and Family Contact notes.	Family Services Manager	On-going