



PWS Training for Professional Providers

Working with Families



Agenda

**The Parent
Perspective**

**Agency policies –
home visits,
communications,
holidays**

**Outline
expectations for
both the family
and the provider
agency**

**Communication
tips**



The Parent Perspective

Placement
decisions are
NEVER easy

Parents are the
experts in their
child

They may be
an adult, but
they are always
going to be
their child

You are strangers
and they are
entrusting you with
their most prized
possession



Agency Policies

Does the agency have policies about:

Communicating
with direct support
professionals

Home visits /
friends picking up
and dropping off

Weigh-ins

Gift giving

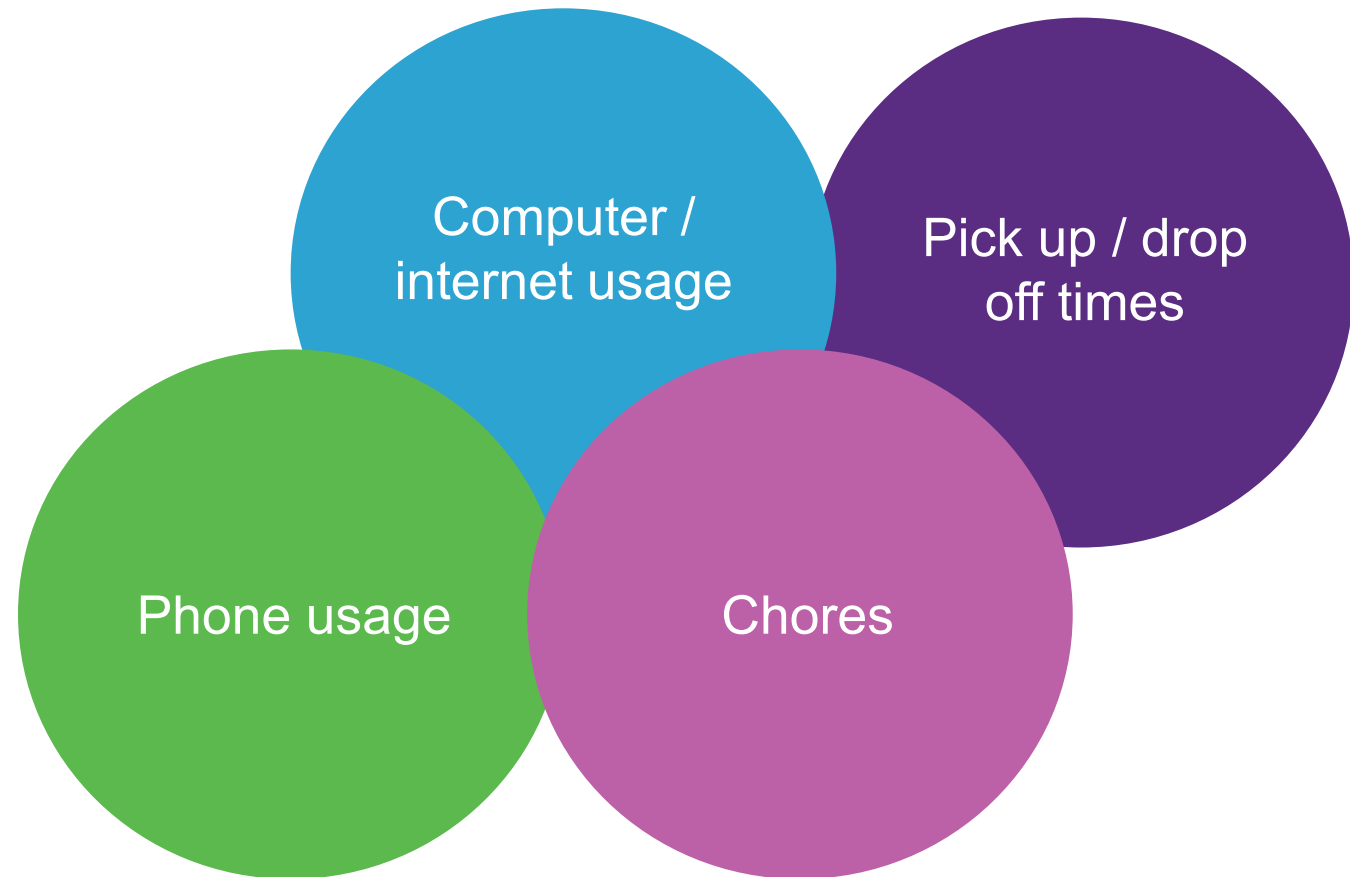
Storage of
money

Social media
relationships



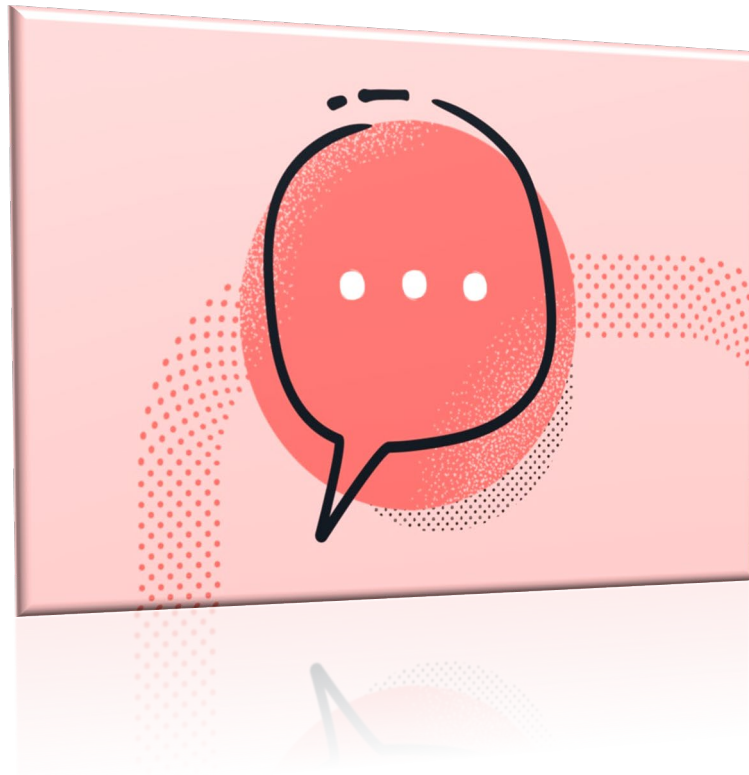
Agency Policies

Are there house rules about:





Outlining Expectations



Put all
expectations in
writing – MOU

Family
traditions

Transportation

Home visits /
vacations

Communication
preferences

IEP / ISP
meetings



Communication Tips

Always use open, honest, respectful communication practices

Ask parents for their input / experiences

Share positive information with families

Always share negative / bad news verbally

Always be truthful and admit your mistakes – we all make them

Share pictures of their child engaged in activities (with consent)

Be proactive – don't let them hear about an illness or injury from their child

Avoid assumptions

Refrain from discussing confidential information pertaining to other residents or staff

Avoid contradicting a parent's decision in front of their child



More Communication Tips



Be sensitive to parent concerns, especially when you are unable to address immediately

Invite families to participate in special events – summer get togethers, holiday open house

Refrain from discussing internal agency issues / frustrations with parents

Follow through – if you say you will, you must

When the topic is emotional stick to the facts

Meet regularly to create balanced and realistic expectations

RESOURCES



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