

## Here's how health-care providers can demonstrate **Respect and Dignity** every day

- Introduce yourself, then describe your role
- Ask the child/youth and family how they would like to be addressed
- Respect the different perspectives the child/youth and family may have, without judgment
- Listen attentively when the child/youth and family are talking, sharing observations or expressing their needs and concerns – be present
- Acknowledge and greet the child/youth at their height level and make eye contact

## Here's how health-care providers can demonstrate **Information Sharing** every day

- Let the child/youth and family know what you are doing before and during an appointment/meeting
- Discuss with the child/youth and family to tell you if something you are doing will make them feel uncomfortable
- When ending a conversation, let the child/youth and family know when you will see or talk to them again, what needs to happen next, and who to contact with questions
  - Ask the child/youth and family "What questions do you have?" and then wait ...
  - Provide plain language information verbally and in writing to help the child/youth and family make informed decisions

## Here's how health-care providers can demonstrate **Participation** every day

- Actively find out who is part of the family and ask who will be involved in care at home so you can plan together
- Look for strengths and unique insights that come from the child/youth and family's lived experiences
- Work with the team including the child/youth/family to plan care, answer questions or resolve issues in a direct and timely way.
- Incorporate the child/youth and family's perspective in goal planning and decisions
- Be patient and help the child/youth and family understand what to expect



## Here's how health-care providers can demonstrate **Collaboration** every day

- Engage the child/youth and family as equal members of the team – think of their role as the experts in their experience
- Work as a team to support the child/youth and family during transitions and difficult situations
- Partner with the team to ensure recommendations are not overwhelming – provide coordinated care
- Respond to issues as a team, promptly and directly
- Encourage the child/youth and family to share their ideas, comments and compliments

