



# COMBINED CARE: INTERACTION WITH PARENTS

## Interacting with Short Term Parents

Parents are ISO clients and it is important to recognize the experience of using CNC will contribute to their overall satisfaction with ISO services and their willingness to return for other services. For that reason, it is critical that parents have a positive experience when they leave their child for care.

Staff will need to devote time to receiving the children and reassuring parents if their child seems to be in distress. While children are arriving and departing, it will be important to have staff on duty with training and experience relating to newcomer parents and knowledge of ISO procedures.

Given differences in language and culture, both the child and parent may be distressed at the prospect of being separated. If possible, it helps to have a “warming” process in which parents can stay with their child in the CNC program until the child is comfortable. An ISO may also need to develop policies and/or procedures to support this process.

CNC staff in Combined Care programs need to be experienced working with parents of short-term children, and develop strategies to reassure both the parent and child. When separation is too painful for a child and too disruptive for the other children, staff may have to decide whether participating in CNC is in the best interests of the child.

Before accepting a short-term child, CNC staff must ensure parents are given a brief CNC orientation, and provide a completed CNC Registration Form. In some cases, CNC staff – or other ISO staff – may need to help the parent to make sure the information is complete.

## Interacting with Long Term Parents

It is important to explain to the parents of children receiving Long Term Care that a combined program also accepts children on a short-term basis.

Parents need to know children will be coming and going from the program and be assured that the presence of short-term children will not have a negative effect on the care their child receives.

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