



**HAMILTON
Parent Charter
presented to the
BEST START
NETWORK**

November 19, 2010

Parent Charter

Results were achieved through large and small focus groups, surveys, and a forum.

- Over a period of **18 months** we reached over **600 people**.
- We **asked** the community for their feedback,
- **made changes** and
- then **asked again**.

Communication Strategy

- Provided large **forum** for conversation and communications back
- Provided **email** communication
- Provided a **survey** for both French & English families
- Placed on **internal internets** of agencies and the city to reach employees who have children or may provide services to families.
- Small **focus groups** were held targeting parents
- Focus groups held for **French** and **Aboriginal**

Preamble:

As parents you are involved in your children's lives from the moment they are conceived. Parenting is a lifelong commitment. You should be offered support to help you as you raise your children.

The Right to Respect

You will be

- treated fairly and equally
- treated with dignity
- treated without judgement or discrimination

The Right to Information

You will

- receive timely information
- receive accurate information that will help you make informed decisions

The Right to Be Heard

You will

- be listened to
- be understood
- get a response to your concerns

The Right to Assistance

You will have timely access to

- assistance
- services
- supports

The Right to be Involved

You have the right to

- have an active role in all areas of your children's lives
- participate in opportunities to make change

The Right to Safety and Security

You can expect

- privacy and confidentiality
- safe physical environments

The Right to Appeal

You have the right to

- know the process for review
- ask for change to any decision you have concerns about

Parents can expect the Hamilton Parent Charter of Rights:

- to help set a gold standard of how parents can expect to be treated in their dealings with service providers, or any organization that they come into contact with.
- to provide a consistent message about the value of their parenting role

Suggestions for its use

Organizations may refer to the Hamilton Parent Charter of Rights:

- to raise the profile of parents
- to advocate for the rights of parents
- when reviewing their internal policies, their mission and vision
- in the process of planning and making programming decisions
- by placing the Charter in a prominent place so that everyone coming into their organization could read it and better understand the commitment to parents in our community

- The Parent & Family Engagement Advisory Committee is looking for **endorsement** of the Hamilton Parent Charter from the Hamilton Best Start Network.

Next Steps

- **Development of a Communication Strategy**
 - the roll out for support of the Parent Charter citywide.
- **Parent Charter will be shared with Best Start Network partners**
 - Such as our City Council, School Boards etc.
- **Continuing to keep this document in the forefront by**
 - creation of recommendations for a citywide annual review.

Questions

Feedback