



## Values & Guarantees

I promise to care for and respect your family enough to give them direct and honest feedback.

Likewise, I will ask for your direct and honest feedback.

When I make a mistake I will acknowledge it, take responsibly for it, and make it right.

You are an expert on your family, and you deserve respect in the preservation of such according to your personal values, culture, and identity.

I promise to ask permission from you as the parent first to do any activity with your child.

I promise to include you in any contacts made with any other agencies involved with your family.

## Other Points to Consider and Share

Iris Family Support Center believes in community life and community solutions that maintain the integrity of the family/client.

Iris Family Support Center provides services with high levels of accountability and quality which will be offered to all families/ clients without exception.

Iris Family Support Center believes the family/client is the driving force in developing goals.

Iris Family Support Center is committed to the use of proactive, holistic, practical approaches to supporting families/clients in their environment.

Iris Family Support Center Believes the power of giving is greater than the power of receiving.

Iris Family Support Center Believes in the parallel process. We demand of ourselves what we expect from our families/clients.

IF at any time these values and/or guarantees are not followed, please follow the grievance policy and contact a supervisor at Iris Family Support Center.

**Client Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Client Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Staff Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_