

## **The Parenting Place Participation Policy – Revised, May 2023**

Mutually respectful relationships between The Parenting Place staff and participants are the foundation of all our individual and group services. Interactions between staff and participants should be positive, productive and respectful. The following expectations apply equally to agency staff and program participants. This document is provided in an effort to be transparent about expectations of all who participate in programs at The Parenting Place in addition to what participants can expect from all agency staff.

### **Respectful Interactions**

The Parenting Place staff will engage with participants in a respectful, honest and courteous manner. Staff will never make personal attacks or discriminatory comments toward a participant. In return, The Parenting Place expects that all participants will also show the same respect to staff members of The Parenting Place. Vulgarities, deception and disruptive behavior may result in suspended services.

### **Commitment**

The Parenting Place will start and end classes and group programs as published in promotional materials. Staff members will also be on time for individually scheduled home visits or office appointments. Cancellations will only occur in the event of an emergency, weather event, illness, or at the request of the participant. In return, The Parenting Place asks participants to arrive to group programs in a timely fashion and to be home for a scheduled visit. Some programs have unique policies governing cancellations and rescheduling appointments. The Parenting Place staff will inform you of cancellations and reschedule expectations. Excessive no shows or cancellations may result in interrupted services.

### **Safety**

The Parenting Place provides a safe environment for its staff and participants. Staff will never threaten participants, carry weapons or behave in a violent or bullying manner.

We plan our programs so that staff and other adults can be observed at all times in the course of their work with children. A staff member will never ask to spend time alone with your child. Our staff will not change a child's diaper or take a child to the bathroom. Contact the Executive Director (784-8125, x 230) immediately if you have concerns about how our staff are interacting with your child.

In return, The Parenting Place expects its participants to not request staff members to be alone with their children. Participants are expected to not carry weapons while accessing services. Environments or behavior that threatens a staff member or other participants' safety will not be tolerated and may result in suspended services.

### **Confidentiality**

Information that you share with The Parenting Place is confidential. We do share data, without names attached, with our funders. This data includes summaries of demographic information about who we are serving and specifics related to how our programs impact families. On occasion, we do ask participants to volunteer to share their story, name, or photo with our funders or in our marketing materials. In this instance, we would ask for your written permission to do so.

Note that The Parenting Place staff are considered Mandated Reporters. If we learn that a child is at risk of or is being abused or neglected, we are required to report this information to our county child protective services program. If we have information that an adult is intending to harm themselves or others, we are also required to act on this information.

**What happens if . . .**

Action may be taken if guidelines above are not followed. If a participant is not adhering to the participation policy a combination of the following steps may be implemented depending on the situation; conversation with participant, warning (verbal or written), suspension from services (written), or denial of service (written). If a staff member is not following the participation policy a written complaint can be made to the agency Executive Director at 1500 Green Bay Street, La Crosse, WI 54601. If you have an immediate safety concern, please contact the Executive Director 784-8125, x 230. If a concern is not satisfactorily addressed by the Executive Director a participant may contact the acting President of The Parenting Place’s Board by sending a letter outlining the concerns to: Board President, The Parenting Place, 1500 Green Bay Street, La Crosse, WI

Your staff member will request your signature if required by your program.

I have received a copy of this policy. I have had an opportunity to read this policy or to review it with a The Parenting Place staff person.

Signature \_\_\_\_\_ Date \_\_\_\_\_