



Rights

Early Learning Program Parents Have:

- The Right to professional, responsible, and respectful service by a staff that values all kinds of differences between people including race, color, age, religion, gender, sexual orientation, national origin, and disability.
- The Right to get services quickly and with little extra effort.
- The Right to be involved with Youth In Need willingly; right to refuse services, and right to be informed about any consequences of refusing services.
- The Right to have information about you stay private.
- The Right to be given all help and information in a crisis situation.
- The Right to give your opinion about the quality of services you are receiving from Youth In Need.
- The Right to receive services in a setting that is safe and clean.
- The Right to work with Youth In Need staff in setting your individual goals.
- The Right to bring any complaint, question or concern to the attention of Youth In Need management (see Grievance Procedure).

Responsibilities

Early Learning Program Parents Have:

- The Responsibility to act in a polite, respectful way toward Youth In Need staff, volunteers, and clients.
- The Responsibility to be on time, or to change or cancel an appointment at least 24 hours ahead of time.
- The Responsibility to keep information about other clients private.
- The Responsibility to give feedback about your services and to share any concerns with the head of your program.
- The Responsibility to participate actively in the services offered by Youth In Need.
- The Responsibility to address misbehavior in their children in a positive way.
- The Responsibility to access Youth In Need during regular working hours, if possible.
- The Responsibility to never bring a weapon of any kind on to Youth In Need property.
- The Responsibility to never verbally or physically fight with anyone or to use abusive language.
- The Responsibility to tell the truth and to give the most accurate and complete information possible.
- The Responsibility to voice concerns openly.