

- Program development, implementation, and evaluation
- Policy formation
- Exchanging complete and unbiased information between family members and professionals in a supportive manner at all times
- Incorporating into policy and practice the recognition and honoring of cultural diversity, strengths, and individuality within and across all families, including ethnic, racial, spiritual, social, economic, educational, and geographic diversity
- Recognizing and respecting different methods of coping and implementing comprehensive policies and programs that provide developmental, educational, emotional, environmental, and financial support to meet the diverse needs of families
- Encouraging and facilitating family-to-family support and networking
- Ensuring that home, hospital, and community service and support systems for children needing specialized health and developmental care and their families are flexible, accessible, and comprehensive in responding to diverse family-identified needs
- Appreciating families as families and children as children, recognizing that they possess a wide range of strengths, concerns, emotions, and aspirations beyond their need for specialized health and developmental services and support

From Shelton TL, Stepanek JS: *Family-centered care for children needing specialized health and developmental services*. Bethesda, MD, 1994, Association for the Care of Children's Health.

Two basic concepts in family-centered care are enabling and empowerment. Professionals enable families by creating opportunities and means for all family members to display their current abilities and competencies and to acquire new ones to meet the needs of the child and family. *Empowerment* describes the interaction of professionals with families in such a way that families