

COMMUNICATION POLICY AND COLLABORATION AGREEMENT

English 1-page summary – the full 16-page document in Danish can be requested from Sundpark.

The collaboration between the staff in Sundpark and the parents is based upon a relationship between the adults for the benefit of the children. It is therefore important to build a connection between us adults, so that the child can switch between their home and Sundpark and feel safe and comfortable in transitioning back and forth between the two. We, together, therefore have the responsibility to create the best conditions for both the individual child and the collective group of children.

Fundamentally, the employees at Sundpark enter into the collaboration regarding the child from a professional relational perspective, while the parents enter from an emotional relational perspective. We can therefore have different knowledge about, and experiences with, the child – and this is completely natural. However, it is therefore important that we use each other's differences constructively, so that we each gain an even better understanding of the child and can better support their development and well-being.

The staff at Sundpark have a professional capacity to prioritize everyday conversations and ad-hoc meetings with parents regarding the child and their life, in the family as well as in the institution. We are aware that such an open and honest dialogue entails a certain degree of vulnerability that the staff is especially attentive to take care of – because in Sundpark, we all want the best for our children, and no-one should feel misunderstood or judged.

Below is a selection of conclusions from the document that we encourage and expect all parents to support:

- ❖ Parents are encouraged to share information with the staff regarding what happens at home, as children have very different experiences and reactions compared to adults. This can be both emotional events (death or sickness in the family or conflicts at home) as well as what adults would deem trivial events (business trips for one of the parents or the car going to be serviced).
- ❖ In the cross-over between the home and the institution (which is when the child is dropped off in the morning), it is especially important that parents and staff try to make the child feel safe and happy. This means that grown-ups say hello to each other (both to the staff and other parents), they use each other's names (especially the child's), they drop off the children at the door (to respect the children already playing in the room), and they keep their mobile phones in their pockets.
- ❖ Parents can always reach out to employees in Sundpark if they have a concern or worry regarding their child. Nothing is too inferior/irrelevant; better to take a short meeting and get peace of mind than go around worrying. Send a message to the team (not individuals unless deemed required) via Aula or call us on the phone, and we will prioritize taking a dialogue as soon as possible.
- ❖ If parents have a concern regarding any of the employees or the social environment in the room ('stuen'), then they are encouraged to speak directly with the respective persons / team. If this is unproductive or too difficult, they can always reach out to management (Anja). Finally, if this is not sufficient, the situation can be escalated to the Parent's Board. Please do not discuss matters with other staff members.
- ❖ There are social events at Sundpark during the year. Parents are encouraged to participate, both to have joint interactions with the child, other parents, and the employees, but also because it is important for the child to see their parents having an interest in where they have their daily routine.

Our hope with this document is to strengthen the trusting and constructive collaboration between us for the benefit of the child, as well as mitigate situations where we feel negatively against one another, and therefore would not have the confidence that both parties ultimately think and act in a way that they feel is best for the child.

The Parent's Board, Fall 2023