Reflective Scenarios
What type of Communication to use

A child had a minor fall requiring first aid.
The nursery staff posted a vague message in a class-wide WhatsApp group: "Just a heads up—minor bump today during playtime. Nothing to worry about!"

The affected parent was not directly contacted and had to guess whether it was their child. This led to anxiety and frustration not just to the parent concerned but other parents too

The nursery updated its sick-child policy, requiring a 48-hour exclusion after vomiting (previously 24 hours).
Nursery printed a flyer and placed it in all the children's bags.

Many parents never saw the note or saw it too late. Several brought their children back too early, risking further spread of illness.

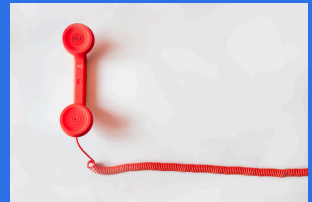**The nursery had to close unexpectedly due to a plumbing issue**.
They sent an email at 6 a.m.
Several parents didn't see the email until arriving at the nursery with their children. Need to use more than one method of communication for time-sensitive information.

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A nursery shared a photo on their public Facebook page of a child engaged in an activity, captioned with:
- "Glad to see Sam smiling again after being upset this morning!"

This was personal information shared without direct parental consent, and the parents were uncomfortable with their child's emotional state being shared publicly.

A toddler bit another child on the arm. The nursery decided to inform the parents at pick up time.

The parent did not appreciate being told at the end of the day, when there were other parents in the line waiting to pick up their children and the child who was bitten their parents were in that line too. This personal information was shared in a public place. This information should have been passed onto the parents before collection or at least in a private area.

The nursery planned a curriculum information night.
They included the invite in the middle of a long, monthly email newsletter.

Many parents missed it entirely. Attendance was low, and some were upset they weren't told directly.

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