

# Practice Guideline on Communication and Collaboration

## Pause and Reflect

Consider the following scenario on communication about Sanjay’s winter clothes:

Jones, an RECE, works in an after-school program with six-year-old Sanjay. It’s the middle of winter, and Jones notices that Sanjay frequently doesn’t have a hat, gloves or indoor shoes. Jones asks Sanjay’s mother on two separate occasions to remember to pack his winter wear. The following day Jones notices that Sanjay still doesn’t have the proper clothing to be able to play outside and asks to speak to Sanjay’s mother privately when she arrives to pick him up. Jones expresses his concerns, and Sanjay’s mother apologizes that she didn’t have time to help Sanjay pack his clothes. Jones is frustrated and explains that it’s a distraction and difficult to find spare winter clothing when Sanjay doesn’t bring his own. Jones is unaware that Sanjay’s mother is going through a separation while also caring for her elderly parents at home.

- **What are your initial thoughts on this scenario?**
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
- **How did Jones uphold or not uphold the *Code of Ethics and Standards of Practice*?**

- **What could Jones have done differently?**

- **What role does communication play in this scenario?**

- **How do Jones' preconceived beliefs and biases affect Sanjay? How do they affect the relationship he's building with the family?**

- **How would you approach this situation?**