**GENERAL PRINCIPLES OF OUR PARENT EDUCATION PROGRAM**

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| * Each week a veteran parent buddy participates in the education and support sessions, with either a social worker, parent resource nurse or staff nurse * Each session allows for review and discussion of any topic * Where indicated, there are demonstrations and time allocated for practice * Individual “hands on” training are offered to every parent following educational session. i.e. development/positioning/feeding at bedside * Follow up with “easy to read” written information is provided * Names and phone numbers of contact people are provided |

**Lessons learned: maintenance of a parent education program**

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| * **Interdisciplinary:**   + provides different perspectives * **Allocate staff time:**   + provides commitment   + provides for continuity of staff * **Collaboration provides:**    + listening, validation   + parents as equal partners   + consistent personal outreach | * **Visibility:**    + encourages staff engagement   + encourages attendance   + encourages communication   + increases credibility * **Flexibility:**   + Off-hours, staff versus parents |