

# Persistent Absence & Cancellation Policy & Procedures



## Cancellations of session's policy

Schools are required to inform us of any planned absences of pupils from Play & Creative Arts Therapy in advance. You must let us know about any disruptions that will impact on the child's sessions (e.g. school trips, activities, sports days etc). We require 6 weeks' notice or you will be charged for the missed sessions.

Please contact Jodie King on 01865 362789 or email [jodie@clear-sky.org.uk](mailto:jodie@clear-sky.org.uk). When informing us by email please check that you have had a response and confirmation of the cancellation in writing from us. We appreciate your cooperation on this matter.

## Persistent Absence Policy

In order to ensure that our clients are getting the most out of our services it is necessary to put restrictions around persistent absence of clients from Play & Creative Arts Therapy. We will decide to end therapy with a child who misses 3 consecutive sessions, either due to illness or refusal to attend the session. This is to be fair to other children who are on the waiting list. We will explain to the child about the decision to end therapy with them, as it may not be the right time for the child to be accessing therapy. We may need to revisit the referral at another time and put some other strategies in place in the meantime. Clear Sky Therapists will work with the school to manage absence from Play & Creative Arts Therapy and will keep the lead contact from the school fully informed of the decisions that are being made, always keeping the best interests of the child in mind. If there are non-consecutive absences throughout a course of therapy, the Therapist may make a decision to bring the therapy to a natural end after the agreed number of sessions.

Play & Creative Arts Therapy sessions for children who are persistently absent from school can be very beneficial, to help the child work through difficult feelings attached to attending school. In these instances, it is important the school and therapist support the parents in helping their child to attend school, for the child to receive maximum benefit from the Play & Creative Arts Therapy sessions.

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