

**7.7 REASSURANCE POLICY**

A newsletter is sent home once each term informing parents of: topics, events and changes to policies and procedures. We also operate a texting service to keep parents informed of events and reminders.

 When children are ready to start Pre-school, we will invite the family to an open afternoon in the summer term before they are due to start with us. Which is an informal chance to have a cup of tea with us, to chat about and concerns, buy uniform, look at what we do and for the new children to play with the toys. We also invite some chosen existing children to play to show the new children their Pre-school.

 Once staff have got to know the children, they are allocated a key worker who will oversee the care and education of that child whilst they are with us and liaise with parents and other settings the child may attend to ensure continuity of care. The key worker will also liaise with other agencies when necessary and support the child and their family with any transitions the child will need to make. Key workers are always available to discuss your child and any issues arising.

 Agree with the parents how best to introduce and settle a child into the Pre-school to ensure the individual needs of the child and family are met.

 Welcome parents to stay with their child at our sessions, until they feel confident that their child has settled and no longer needs them to stay.

 Assure parents who are anxious about their child by giving them information about their child’s activities and welfare whilst attending Pre-school. We also encourage parents to phone in to check on their child during a session to reassure themselves.

 If a child is very distressed after being left and cannot be consoled, a member of staff will contact the parent by phone to let them know. The parent will then be encouraged to stay with their child until the end of the session.