

Mandatory - Quality Area 2

Please Note: Brimbank Preschool Association Inc. is referred to as BPA in this document.

PURPOSE

This policy will define the:

- procedures to be followed if a person is ill, or is involved in a medical emergency or an incident at a service managed by BPA that results in injury or trauma
- responsibilities of staff, parents/guardians and the Approved Provider when a person is ill, or is involved in a medical emergency or an incident at a service that results in injury or trauma
- practices to be followed to reduce the risk of an incident occurring at a service.

POLICY STATEMENT

1. VALUES

BPA is committed to:

- providing a safe and healthy environment for all children, staff, volunteers, students on placement and any other persons participating in or visiting services managed by BPA
- responding to the needs of an injured, ill or traumatised person at a service
- · preventing injuries and trauma
- preventing the spread of illness through simple hygiene practices, monitoring immunisation records and complying with recommended exclusion guidelines
- maintaining a duty of care to children and users of services managed by BPA.

2. SCOPE

This policy applies to the Approved Provider (BPA), Nominated Supervisor, Persons in Day to Day Charge, all staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities at services managed by BPA, including during offsite excursions and activities.

3. BACKGROUND AND LEGISLATION

Background

People responsible for managing early childhood services and caring for children have a duty of care towards those children. All service staff have a responsibility and a duty of care to act to prevent accidents and emergencies at the service.

An approved service must have policies and procedures in place in the event that a child is injured, becomes ill or suffers trauma. These procedures should be followed and must include the requirement that a parent/guardian be notified in the event of an incident, injury, illness or trauma relating to their child as soon as possible and within 24 hours of the occurrence.

The National Regulations require an accurate *Incident, Injury, Trauma and Illness Record* to be kept and stored confidentially until the child is 25 years old (Regulation 183(2)).

Under the national legislation, each service must ensure that an entry is recorded in the *Incident, Injury, Trauma and Illness Record* for the following occurrences:

- an incident in relation to a child, an injury received by a child or trauma to which a child has been subjected
- an illness that becomes apparent.



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Details that must be entered in the *Incident, Injury, Trauma and Illness Record* include the following:

- the name and age of the child
- the circumstances leading to the incident, injury or trauma, or relevant circumstances surrounding the child becoming ill (including any symptoms)
- the time and date the incident occurred, the injury was received or the child was subjected to the trauma, or the apparent onset of the illness
- the action taken by the service, including any medication administered, first aid provided or medical personnel contacted
- details of any person who witnessed the incident, injury or trauma, or the apparent onset of illness
- the name of any person the service notified, or attempted to notify, of any incident, injury, trauma or illness that a child suffered while being educated and cared for by the service, and the time and date of the notifications/attempted notifications
- the name and signature of the person making an entry in the record, and the time and date that the entry was made
- signature of a parent/guardian to verify that they have been informed of the occurrence.

All information will be included in the *Incident, Injury, Trauma and Illness Record* as soon as is practicable, but not later than 24 hours after the incident, injury or trauma, or the onset of the illness.

Medical emergencies may include serious health issues such as asthma, anaphylaxis, diabetes, fractures, choking and seizures. Such emergencies generally involve only one child, however they can affect everyone in the children's service. In some cases it will be appropriate to refer to specific policies for guidance, such as the *Dealing with Medical Conditions Policy*, *Asthma Policy* and *Anaphylaxis Policy*, *Diabetes Policy and Epilepsy Policy*.

Legislation and standards

Relevant legislation and standards include but are not limited to:

- Australian Standards AS3745–2002, Emergency control procedures for buildings, structures and workplaces
- Education and Care Services National Law Act 2010: Section 174(2)
- Education and Care Services National Regulations 2011: Regulations 77, 85–87, 103, 177, 183
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing Regulations 2009 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2007
- WorkSafe Victoria Compliance Code: First aid in the workplace (2008)
- National Quality Standard, Quality Area 2: Children's Health and Safety
- National Quality Standard, Quality Area 7: Leadership and Service Management
- Therapeutic Goods Act 1989 (Cth)

The most current amendments to listed legislation can be found at:

- Victorian Legislation Victorian Law Today: http://www.legislation.vic.gov.au/
- Commonwealth Legislation ComLaw: http://www.comlaw.gov.au/



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4. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

AV How to Call Card: A card that the service has completed containing all the information that Ambulance Victoria will request when phoned. A sample card can be downloaded from www.ambulance.vic.gov.au/Education/Calling-000-Triple-Zero.html

Emergency services: Includes ambulance, fire brigade, police and state emergency services.

First aid: The provision of initial care in response to an illness or injury. It generally consists of a series of techniques to preserve life, protect a person (particularly if unconscious), prevent a condition worsening and promote recovery. First aid training should be delivered by approved first aid providers, and a list is published on the ACECQA website: www.acecqa.gov.au/qualifications/approved-first-aid-qualifications

Hazard: A source or situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these.

Incident: Any unplanned event resulting in or having potential for injury, ill health, damage or other loss.

Incident, Injury, Trauma and Illness Record: The Approved Provider must ensure an *Incident, Injury, Trauma and Illness Record* is kept in accordance with Regulation 87 of the *Education and Care Services National Regulations 2011*. A sample is available on the ACECQA website at: http://www.acecqa.gov.au/sample-forms-and-templates-now-available

Injury: Any physical damage to the body caused by violence or an incident.

Medication: Any substance, as defined in the *Therapeutic Goods Act 1989* (Cth), that is administered for the treatment of an illness or medical condition.

Medical management plan: A document that has been prepared and signed by a doctor that describes symptoms, causes, clear instructions on action and treatment for the child's specific medical condition, and includes the child's name and a photograph of the child. An example of this is the Australasian Society of Clinical Immunology and Allergy (ASCIA) action plan for anaphylaxis.

Medical attention: Includes a visit to a registered medical practitioner or attendance at a hospital.

Medical emergency: An injury or illness that is acute and poses an immediate risk to a person's life or long-term health.

Minor incident: An incident that results in an injury that is small and does not require medical attention.

Notifiable incident: An incident involving workplace health and safety that is required by law to be reported to WorkSafe Victoria. Notification is required for incidents that result in death or serious injury/illness, or dangerous occurrences. For a complete list of incidents that must be reported to WorkSafe Victoria, refer to the *Guide to Incident Notification* on the WorkSafe Victoria website: www.worksafe.vic.gov.au. These forms are located in the service OHS manual.



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Serious incident: A serious incident is defined in Regulation 12 as:

- the death of a child while being educated and cared for by a service
- any incident involving an injury or trauma, or the illness of a child that requires or ought to have required:
 - attention of a registered medical practitioner, or
 - attendance at a hospital
 - examples include whooping cough, broken limb, anaphylaxis reaction
- any incident requiring attendance by emergency services
- a circumstance where a child appears to be missing, is unaccounted for, has been removed from a service contrary to the Regulations, or has been locked in or out of a service premises.

The Approved Provider must notify the Regulatory Authority (DET) in writing within 24 hours of a serious incident occurring at a service (Regulation 176(2)(a)). The Notification of serious incident form (available on the ACECQA website) is to be completed and submitted online using the National Quality Agenda IT System (NQA ITS). Records are required to be retained for the periods specified in Regulation 183.

Trauma: An emotional wound or shock that often has long-lasting effects or any physical damage to the body caused by violence or an incident.

5. SOURCES AND RELATED POLICIES

Sources

- ACECQA sample forms and templates: http://www.acecqa.gov.au/sample-forms-and-templates-now-available
- AV How to Call Card (Ambulance Victoria:): http://www.ambulance.vic.gov.au/Education/Calling-Triple-0.html
- Building Code of Australia: http://www.abcb.gov.au/about-the-national-construction-code/the-building-code-of-australia
- Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th edition, 2013) National Health and Medical Research Council: http://www.nhmrc.gov.au/guidelines/publications/ch55
- VMIA Insurance Guide, Community Service Organisations program: www.vmia.vic.gov.au
- WorkSafe Victoria: Guide to Incident Notification: http://www.worksafe.vic.gov.au/forms-and-publications/guide-to-incident-notification
- WorkSafe Victoria: Online notification forms: http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/incident-notification

Service policies

- Administration of First Aid Policy
- Administration of Medication Policy
- Anaphylaxis Policy
- Asthma Policy
- Dealing with Infectious Diseases Policy
- Dealing with Medical Conditions Policy
- Diabetes Policy
- Emergency and Evacuation Policy
- Epilepsy Policy



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- Excursions and Service Events Policy
- · Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Road Safety and Safe Transport Policy

PROCEDURES

The Approved Provider (BPA) is responsible for:

- ensuring that premises are kept clean and in good repair
- ensuring that staff have access to medication, incident, injury, trauma and illness forms (available from ACECQA and BPA – refer to Sources) and WorkSafe Victoria incident report forms (refer to Sources)
- ensuring that services have an occupational health and safety policy and procedures that outline
 the process for effectively identifying, managing and reviewing risks and hazards that are likely to
 cause injury, and reporting notifiable incidents to appropriate authorities (refer to Occupational
 Health and Safety Policy)
- ensuring that completed medication records are kept until the end of 3 years after the child's last attendance (Regulation 92, 183)
- ensuring parent/guardian of the child is notified by service staff as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service (Regulation 86)
- ensuring that incident, injury, trauma and illness records are kept and stored securely until the child is 25 years old (Regulations 87, 183)
- ensuring that there is a minimum of one educator with a current approved first aid qualification on premises at all times (refer to *Administration of First Aid Policy*)
- ensuring that there are an appropriate number of up-to-date, fully equipped first aid kits that are accessible at all times (refer to *Administration of First Aid Policy*)
- ensuring that the orientation and induction of new and relief staff include an overview of their responsibilities in the event of an incident or medical emergency
- ensuring that children's enrolment forms provide authorisation for services to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
- notifying DET in writing within 24 hours of an incident involving the death of a child, or any incident, illness or trauma that requires treatment by a registered medical practitioner or admission to a hospital
- ensuring that an incident report (SI01) is completed and a copy forwarded to the regional DET office as soon as is practicable but not later than 24 hours after the occurrence.

The Nominated Supervisor, Persons in Day to Day Charge and all other staff are responsible for:

- ensuring that the AV How to Call Card is displayed near all telephones
- ensuring that volunteers and parents on duty are aware of children's medical management plans and their responsibilities in the event of an incident, injury or medical emergency
- responding immediately to any incident, injury or medical emergency
- implementing individual children's medical management plans, where relevant
- ensuring parent/guardian of the child is notified by service staff as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service (Regulation 86)



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- requesting the parents/guardians make arrangements for the child or children involved in an
 incident or medical emergency to be collected from the service, or informing parents/guardians if an
 ambulance has been called
- notifying other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable
- recording details of any incident, injury or illness in the *Incident, Injury,Trauma and Illness Record* as soon as is practicable but not later than 24 hours after the occurrence
- notifying the Approved Provider as soon as practicable of an incident, but not later than 24 hours
 after the occurrence, involving the death of a child, or any incident, illness or trauma that requires
 treatment by a registered medical practitioner or admission to a hospital
- ensuring that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency
- maintaining all enrolment and other medical records in a confidential manner (refer to *Privacy and Confidentiality Policy*)
- ensuring that completed medication records are kept until the end of 3 years after the child's last attendance (Regulation 92, 183)
- regularly checking equipment in both indoor and outdoor areas for hazards, and taking the appropriate action to ensure the safety of the children when a hazard is identified
- assisting the Approved Provider with regular hazard inspections (refer to Attachment 1 Sample hazard identification checklist)
- reviewing the cause of any incident, injury or illness and taking appropriate action to remove the
 cause if required, for example, removing a nail found protruding from climbing equipment or
 retraining staff to adhere more closely to the service's Hygiene Policy
- ensuring that the following contact numbers are displayed in close proximity of each telephone:
 - 000 (also keep an AV How to Call Card close to each telephone refer to Sources)
 - DET regional office
 - Approved Provider
 - Asthma Victoria: (03) 9326 7055 or toll free 1800 645 130
 - Victorian Poisons Information Centre: 13 11 26
 - local council or shire.

When there is a medical emergency, educators will:

- · call an ambulance, where necessary
- administer first aid, and provide care and comfort to the child prior to the parents/guardians or ambulance arriving
- implement the child's current medical management plan, where appropriate
- notify parents/guardians as soon as is practicable, of any serious medical emergency, incident or
 injury concerning the child, and request the parents/guardians make arrangements for the child to
 be collected from the service and/or inform the parents/guardians that an ambulance has been
 called
- notify other person/s as authorised on the child's enrolment form, if the parents/guardians are not contactable
- notify the Approved Provider of the medical emergency, incident or injury as soon as is practicable, but not later than 24 hours after the occurrence
- ensure ongoing supervision of all children in attendance at the service



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- accompany the child in the ambulance when the parents/guardians are not present, provided that staff-to-child ratios can be maintained at the service
- recording details of any incident, injury or illness in the *Incident, Injury,Trauma and Illness Record* as soon as is practicable but not later than 24 hours after the occurrence
- complete and submit an incident report to the Approved Provider who will contact the Regulatory Authority (DET) and the public liability insurer following a serious incident.

When a child develops symptoms of illness while at the service, educators will:

- ensure that the Nominated Supervisor, or person in day-to-day care of the service, contacts the parents/guardians or authorised emergency contact for the child to outline the signs and symptoms observed
- request that the child is collected from the service if the child is not well enough to participate in the program
- where necessary that they separate the child from the group and have a staff member remain with the child until the child recovers, a parent/guardian arrives or another responsible person takes charge
- call an ambulance (refer to definition of *medical emergency*) if a child appears very unwell or has a serious injury that needs urgent medical attention
- ensure that the child is returned to the care of the parent/guardian or authorised emergency contact person as soon as is practicable
- ensure that, where medication, medical or dental treatment is obtained, the parents/guardians are
 notified as soon as is practicable and within 24 hours, and are provided with details of the illness
 and subsequent treatment administered to the child
- ensure that the Approved Provider is notified of the incident as soon as is practicable, but not later than 24 hours after the occurrence
- ensure that the *Incident, Injury, Trauma and Illness Record* is completed as soon as is practicable and within 24 hours of the occurrence.

Parents/guardians are responsible for:

- providing authorisation in their child's enrolment record for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service (Regulation 161(1))
- payment of all costs incurred when an ambulance service is called to attend to their child at the service
- notifying the service, upon enrolment or diagnosis, of any medical conditions and/or needs, and any management procedure to be followed with respect to that condition or need (Regulation 162)
- ensuring that they provide the service with a current medical management plan, if applicable (Regulation 162(d))
- collecting their child as soon as possible when notified of an incident, injury or medical emergency involving their child
- informing the service of an infectious disease or illness that has been identified while the child has not attended the service, and that may impact on the health and wellbeing of other children, staff and parents/guardians attending the service
- being contactable, either directly or through emergency contacts listed on the child's enrolment form, in the event of an incident requiring medical attention
- signing the *Incident, Injury, Trauma and Illness Record*, thereby acknowledging that they have been made aware of the incident
- notifying the service by telephone when their child will be absent from their regular program



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 notifying staff/educators if there is a change in the condition of their child's health, or if there have been any recent accidents or incidents that may impact on the child's care e.g. any bruising or head injuries.

EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider, BPA will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- · monitor the implementation, compliance, complaints and incidents in relation to this policy
- review and analyse information gathered from the *Incident, Injury, Trauma and Illness Record* and staff first aid records regarding incidents at the service
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of BPA's policy review cycle, or as required
- notify members at least 14 days before making any changes to this policy or its procedures.

ATTACHMENTS

- · Attachment 1: Sample hazard identification checklist
- Attachment 2 BPA Complaints and Incidents Form
- Attachment 3 BPA Incident, Injury and Illness Record

AUTHORISATION

This policy was adopted by the Approved Provider, Brimbank Preschool Association Inc. on 10 July 2018.

REVIEW DATE: 10 JULY 2021



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ATTACHMENT 1 Sample hazard identification checklist

Service:				
Date:				
nspected by:				-
Hazard	Yes	No	Comments	
1. Floors				
Surface is even and in good repair				
Surface is free from tripping and slipping hazards (e.g. oil, water, sand)				
Surface is safe (e.g. not likely to become excessively slippery when wet)				
2. Kitchen and work benches			·	
Work bench space is adequate and at comfortable working height				
Kitchen and work bench space is clean and free of clutter				
Equipment not in use is properly stored				
Lighting is satisfactory				
A door or gate restricts child access to the kitchen				
Ventilation fan is in good working order				
Kitchen appliances are clean and in good working order				
3. Emergency evacuation				
Staff have knowledge of fire drills and emergency evacuation procedures				
Fire drill instructions are displayed prominently in the service				
Regular fire drills are conducted				
Extinguishers are in place, recently serviced and clearly marked for type of fire				
Exit signs are posted and clear of obstructions				

Exit doors are easily opened from inside



4. Security and lighting				
Security lighting is installed in the building and car park				
There is good natural lighting				
There is no direct or reflected glare				
Light fittings are clean and in good repair				
Emergency lighting is readily available and operable (e.g. torch)				
5. Windows				
Windows are clean, admitting plenty of daylight				
Windows have no broken panes				
6. Steps and landings				
All surfaces are safe				
There is adequate protective railing which is in good condition				
7. Ladders and steps				
Ladders and steps are stored in a proper place				
Ladders and steps are free of defects (e.g. broken or missing rungs etc.)				
They conform to Australian Standards				
They are used appropriately to access equipment stored above shoulder height				
8. Chemicals and hazardous substances				
All chemicals are clearly labelled				
All chemicals are stored in locked cupboard				
Material Safety Data Sheets (MSDS) are provided for all hazardous substances				
9. Storage (internal and external)				
Storage is designed to minimise lifting problems				
Materials are stored securely				
Shelves are free of dust and rubbish				
Floors are clear of rubbish or obstacles				
Dangerous material or equipment is stored out of reach of children				
10. Manual handling and ergonomics				
Trolleys or other devices are used to move heavy objects				



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Heavy equipment (such as planks and trestles) is stored in a way that enables it to be lifted safely		
Adult-sized chairs are provided and used for staff (to avoid sitting on children's chairs)		
Workstations are set up with the chair at the correct height		
Workstations are set up with phone, mouse and documents within easy reach and screen adjusted properly		
Work practices avoid the need to sit or stand for long periods at a time		
11. Electrical		
There are guards around heaters		
Equipment not in use is properly stored		
Electrical equipment has been checked and tagged		
Use of extension leads, double adaptors and power boards are kept to a minimum		
Plugs, sockets or switches are in good repair		
Leads are free of defects and fraying		
Floors are free from temporary leads		
There are power outlet covers in place		
12. Internal environment		
Hand-washing facilities and toilets are clean and in good repair		
There is adequate ventilation around photocopiers and printers		
13. First aid and infection control		
Staff have current approved first aid qualifications and training		
First aid cabinet is clearly marked and accessible only to staff		
Cabinet is fully stocked and meets Australian Standards (refer to Administration of First Aid Policy)		
Disposable gloves are provided		
Infection control procedures are in place		
Current emergency telephone numbers are displayed		



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14. External areas		
Fencing is secure, unscaleable and of a height prescribed by the Building Code of Australia (no breaches in the fence or materials left adjacent that would assist children to scale the fence)		
Child-proof locks are fitted to gates		
Paving and paths have an even surface and are in good repair		
Paving and path surfaces are free of slipping hazards, such as sand		
Soft-fall and grass areas are free of hazards		
Equipment and materials used are in good repair and free of hazards		
15. Equipment		
Furniture and play equipment are in good repair (no protruding bolts, nails, splinters)		
Impact-absorbing material is placed under all equipment where fall height could exceed 0.5 metres		
Guardrails are provided for play equipment over 1 metre		
16. Sun protection		
There is an adequate supply of SPF 30+ broad spectrum, water-resistant sunscreen provided for use by children and staff		
Sunhats are provided for all staff required to work in the sun		
There is a Sun Protection Policy in place, which requires staff and children, and others who work in the sun to use sunscreen and an appropriate sunhat		

If any box is marked with a "No", it is deemed to be unsatisfactory and must be followed up using an appropriate risk assessment and control checklist.



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ATTACHMENT 2 Sample BPA Complaints & Incidents form

Service Name				Service ID: SE-0000
Address				
Date of the incident/complaint		Time of the incident/ co		
Name of Child/ren Involved				
Date of Birth	Child 1:		Child	2:
Gender	Child 1		Child	2
How many children were present in the area where the incident occured		How many ch were present at the service time of the in	in total	al e
What were the child/children doing at the time of the incident?				
Description of the incident / complaint				
Details of any products / structures / equipment involved				
Date of when last equipment maintenance check was conducted				
If the child appeared to be missing or otherwise could not be accounted for, where was the child found and by who.				



If the child appeared to have been taken or removed from the service, has the child been found?				
Educator/s who Witnessed incident				
Educator/s involved & Educational Qualifications	Name/s	Qualifica	ations	
What were the staff member(s) who observed, or were involved in, the incident doing at the time				
First Aid applied				
If relevant, name and contact details for emergency services personnel who attended the incident				
Name of parents / guardians				
Telephone No. of parents / guardians	Parent 1:		Parent 2:	
What steps were taken to ensure parents were notified as soon as practicable, including time, date, and nature of notification				



Follow up with the parent / guardian, ie. child's wellbeing, will the child be returning to the centre		
Action taken by the centre, ie. any follow up actions / practice changes in response to the incident / complaint		
Further Comments		
Date and method of initial report to DET		
Staff member completing the report	Date report completed	
Signature		

^{*}Please attach a diagram of where educator/s were situated at the time of the incident and a copy of the centre incident, injury, trauma and illness record which has been signed by the parent / guardian.



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ATTACHMENT 3 Sample BPA Incident, Injury, Trauma and Illness Record

Incident Injury Trauma (Tick relevant type of record)	☐ Illness ☐	
Child details		
Surname:	Given names:	
Date of birth:/ Age:		
Room/group:		
Incident/injury/trauma/illness details		
Incident/injury/trauma		
Circumstances leading to the incident/inju	ıry/trauma:	
Products or structures involved:		
Location:	Time: am/pm	Date:/
Name of witness:		
Signature: Date		
Nature of injury sustained:		
	☐ Abrasion, scrape	☐ Cut
	□ Bite	□ Rash
200	☐ Broken bone / fracture	☐ Sprain
	☐ Bruise	☐ Swelling
	☐ Burn	☐ Other (please specify)
(2) Col (1)	☐ Concussion	



Illness	
Circumstances surrounding child becoming ill	I, including apparent symptoms:
Time of illness: am/pm	Date of illness://
Time of filliess amy pm	Date of filless
Action Taken	
Details of action taken, including first aid ad	ministration of medication:
-	
Medical personnel contacted: Yes / No	
if yes, provide details:	
Details of person completing this record	
Name: Si	gnature:
	am/pm Date record was made//
Time record was made.	ani/pin Date record was made/
Notifications (including attempted notificati	ions)
Parent/guardian:	Time:/
Director/teacher/coordinator:	Time: am/pm Date:/
Regulatory authority (if applicable):	Time: am/pm Date:/



Parental acknowledgement:	
(name of parent/guardian)	
have been notified of my child's incident/injury/trauma/illness. (Please circle)	
(Flease circle)	
Signature:	Date://
Additional notes / follow up:	