

Children Come First Policies and Procedures

Program Review Policy

How do you review policies and procedures?

They are reviewed on a regular basis, updated when needed according to government regulations and QEP. Staff and Parents are welcome to comment towards additions and changes to policies and procedures.

How do you evaluate your program?

- Parent, Child, and Staff surveys.
- Communicating with children, parents and staff
- Openly welcoming suggestions and comments
- Parents, children and staff meetings
- Staff and volunteers

How do you address short term , intermediate and long term goals?

At the time we will meet all minimum requirements for our QEP. Then over the next year add to the QEP with other requirements we feel will need to be addressed in the near future. Then reach the longer term goals to complete QEP

Program Evaluations:

Will be done once a year with surveys to parent, child and staff these will be reviewed and evaluated. The review of the surveys will be made available to staff and parents along with the changes that we may make that will reflect the suggestions and concerns received through the surveys.

Exit Interviews and surveys will be given to staff or family members upon their leaving of the program. This will help us to gather information that can assist us in providing quality child care.

Staff Orientation and Information package

When staff are hired they must fill out the documents required by the provincial government. Such as; confidentiality policy, child guidance policy, policy checks, first aid, void cheques, resumes and references.

We have a check list we must go over with new staff.

- read and sign hand book both parent and staff
- read and sign Policy and Procedure manual
- Give a tour of physical space
- Provide information: answering phone calls, communication with parents, children, community
- Show staff the message book, where things are located, first aid supplies, phone, emergency numbers, evacuation plan, parent board, staff cupboard, keys, schedules, sign in sheets, kids and staff, supplies for cleaning, crafts, games, etc.
- Show staff daily checklists
- introduce to children, parents and other staff
- place photo and write ups on Parent Boards

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Outdoor Activity Policy

Children Come First will provide a variety of outdoor activities for all children throughout the entire year.

Program planning will include structured and free play activities, such as: small and large group games, sporting activities, and independent play.

Staff will ensure that the outdoor play area is safe and free from defect.

The playground will be inspected frequently for wear and tear

Children may be permitted to bring out play equipment such as balls, hoops, outdoor games and in some cases, (when approved by staff) crafts or indoor play equipment.

Staff will ensure that the children are appropriately ready for outdoor play, whether that includes sunscreen, mosquito repellent, hats or winter clothing.

Ranchlands Only: Children may be given permission to play in the designated treed area adjacent to the community centre. Parents are required to sign a permission form before their child will be allowed to play in the treed area.

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Open Door Policy – School Age

Children Come First has an open door policy for immediate adult family members to participate as volunteers in their children's program. Parents wishing to volunteer on a regular basis will be required to submit an updated security clearance. Parents cannot be left to supervise alone as security checks and training have not been completed.

Parents and family members are encouraged to assist with fieldtrips and special events.

We ask that:

Parents book in advance when wanting to volunteer

That they do not interfere with the "flow" of the program

Use only acceptable behaviour/language while within the program

Parents wishing to share ideas and suggestions may do so directly to the directors

Children Come First Policies and Procedures

No Tolerance for Violence or Bullying Policy

In an attempt to stop violence within the program Children Come First has adopted a No Tolerance Policy in regards to violence or bullying. It is very concerning that children are reacting physically and aggressively towards situations they do not like.

For consistency purposes we will be adopting the Violence Policy set up by the Calgary Board of Education which defines violence as “Any verbal or physical action taken which threatens or results in the inflicting of physical, emotional or psychological distress or bodily harm on a person.”

The goal of this is to provide a safe environment for all the children. As many children spend a good portion of their day here, it is imperative that all children are comfortable in knowing that they are not going to be hit or bullied.

Unacceptable behaviours include physical aggression, social alienation, verbal aggression, and intimidation.

Children Come First has implemented a plan of action to deal with violent situations.

*The first incident will result in verbal warning to the child. Parents will be notified. A written report will be kept on file.

* The second incident will result in the parents being notified. Depending on the severity of the incident, the parent may be required to pick up their child from the program immediately. A second written report will be done.

* The third incident will result in an immediate suspension for the program of up to 5 days depending on the severity of the offense. A third incident may also result in expulsion from the program.

Please note that Children Come First reserves the right to terminate from the program any child they deem a serious threat to themselves or others.

The staff at Children Come First will continue to promote to the children respect for others. We will encourage the children to problem solve constructively not destructively. Children need to understand that they are accountable for their actions and that there are consequences for their actions. It is the responsibility of Children Come First as well as the parent to encourage a violence free environment.

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Supervision Policy

Children Come First has implemented a “Supervision Policy” which will help keep parents informed about the different types of supervision provided at this centre. This will allow parents to make informed choices about the types of care we are providing for all children.

Two types of Supervision that are provided:

Direct Supervision – Staff directly supervises the children, (and is interacting and ensuring all children are safe.)

Kindergarten and grade 1 children will always be supervised and not permitted to be in any room unattended by a staff.

Intermittent Supervision – This type of independent activity is a privilege and is offered to children in the program who are capable of free play, without a direct supervisor. These children tend to be capable of self control, and are typically responsible for their age group. Independent play has been encouraged by Licensing if staff and parents have been properly informed of all expectations.

Staff will ensure that this independent play is safe and that the activities are appropriate for school age children. Staff will ensure that these children are monitored frequently and interactions between staff and children occur. (Independent play will not always be offered throughout the day)

The privilege of Intermittent Supervision can be a positive step in your child’s development; however incidents can occur when children are not directly supervised. Please take the time to consider what is offered, and please make the right decision for you and your family. We are here to provide a safe, fun place for your child to grow.

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Children Come First Anti-Bullying Policy

We, the staff and community of Children Come First believe that everyone has the right to a safe, caring, and respectful environment which includes all children, staff, parents and other involved community members. We regard bullying (as defined below) as unacceptable and shall not be tolerated in any form. The purpose of this anti-bullying policy is to reduce instances of bullying and we aim to take a pro active approach in order to accomplish this goal.

Definition of Bullying:

We define bullying as intentional repeated aggressive behaviour marked by an imbalance of power, with the intention of causing harm to another individual. Bullying may take different forms, including verbal, social, physical or cyber.

Verbal: name calling, put-downs, threats, intimidation

Social: exclusion from peer groups, ganging-up, group teasing

Physical: assault

Cyber: using computer or other technology to harass or threaten i.e. Text-messaging

Policy Objectives:

All stakeholders have a full understanding of what bullying is and what we have a zero tolerance policy for bullying behaviours.

To ensure that all incidences of bullying are addressed promptly and fairly and that appropriate support will be provided to the target, bully and bystanders.

Strategies:

Educate and provide resources about bullying for all stakeholders, in order to prevent bullying

Actively monitoring behaviours to ensure that potential bullying situations are avoided

All stakeholders must encourage reporting of all incidences of bullying behaviour

Written and verbal communication with all parties involved in bullying situations

Proper documentation of all bullying situations, as per the above definition

When bullying incidences do occur and persist, consequences will be administered as per our child guidance policy

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Communication Policy:

Children Come First has an open door policy, we are always available to the children, parents and staff when needed. We always greet our families and staff and make them feel welcome. We feel it is important to have open lines of communication with all parties, such as: Parents, Children, Staff, Schools, Community.

Forms of communication we use:

Parents and families: Verbal, newsletters, Parent board, notes, parent handbook, and meetings.

Staff: verbal, Newsletters, Meetings, notes, Message Book, Staff Handbook.

Children: Verbal, meetings

Community: Advertising in community Newsletter, Flyers, and signs

Schools: Verbal, Newsletters and Notes

Media: Verbal or written with the permission of the Directors.

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Child Involvement Policy

Child leadership development opportunities:

Children grade 3 – 6 will be given the opportunity to join the Kids Club student board. The student board will be involved in organizing: monthly clubs, special events, program planning including summer and school year fieldtrips and crafts, help with kids meetings, and creating monthly kids club newsletters.

All children not on the student board, but wishing to help out can volunteer under specific committees set up by the board.

Opportunities will be given for children grades 5 – 6 to assist with answering phones, helping to take attendance, and assisting in office work.

Children Come First will be open to suggestions from parents and children that would help improve our leadership programs.

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Community-School Partnership Policy:

We have an open door policy where we feel it is important to keep the lines of communication open in regards to the schools we service and communities.

4 out of 5 of our locations are right in schools so in these programs we have a great communication with the school daily. Staff check into the office of the school for messages and notices that maybe in our mail boxes the schools have provided for us. We update ourselves with the school newsletters and events.

As for events we can help with set up the chairs for a concert, decorate or clean up after an event the night before. Sometimes we may have to move locations in order for the school to provide extra activities for the children to participate in.

It is very important to us that we try and help out the school as much as we can to increase enrolment in the school or awareness to a situation.

We speak to the staff at the school on a regular basis and keep each other informed as we may be looking for children that have not yet arrived to our program. This way if something comes up we are able to deal with it as a team.

Children Come First Policies and Procedures

Child Guidance Policy

Staff will not permit, practice or inflict any form of physical punishment, verbal abuse, emotional abuse, or deny the children any physical necessities.

Staff will be fair, firm and caring towards each child.

Staff will encourage the children to problem solve and deal with their own disputes.

Staff will redirect and discuss conflict with the children and encourage them to think about the feelings and needs of others.

Staff will talk to children privately about the behaviour.

Examples of Child Guidance:

Example 1) two children are fighting over a castle; staff member walks over and asks “What is the trouble- they say we want the castle”. Staff member says “Well, this is a big castle, how could we share it”? Children decide one will use the front the other the back and they return to playing...

Example 2) If a child has been hitting another child the staff will encourage the injured child to voice their feelings such as “When you hit me it hurts, please do not do that again.”

Steps to Child Guidance

Discussion of the incident at the child’s level in a quiet area of the room, not around other children

Re-direct the child to another activity if they are having difficulties. Guide the child to another area, sit with them and be involved.

Cool down time- a child will be asked to sit out from the activity if the problem persists. The child will sit on a chair away from the activity and other children so that the child will not provoke others or be provoked. The child will not face the corner or walls. Staff will speak to the child at their level.

Cool down is defined as a method of regaining control. When control is regained positive reinforcement of the child’s acceptable behaviour will continue

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Loss of privileges -If the problem still exists, we may ask the child to leave that area and they will lose the privilege to play at that activity

Parent Contact- We will inform parents if the problem still occurs and ask for input and suggestions. We will inform them verbally or by incident report.

Staff will provide opportunities for the children to make amends rather than demand a superficial apology.

Staff will offer genuine opportunities for a child to restore relationships after an incident of hurt or harm. While children may not be immediately ready to take these opportunities, they should be suggested nonetheless. Ultimately the goals of this strategy are to help the children learn that making amends requires time and good will, rather than revenge.

Any punishment used will be reasonable under the circumstance.

Use of physical restraint, confinement or isolation is not allowed

have read and understood the above policy

Signature: _____

Date: _____

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Inclusion / Diversity Policy:

We embrace and encourage diversity at all our locations by recognizing and respect all cultures.

All children have the right to be treated equally, regardless of their race, national or ethnic origin, color religion, sex, mental or physical ability. We are committed to providing a welcome environment for all children and their families.

We can accomplish this through:

We can accomplish this through:

- By having the parents and children share their culture, and events with the program.
 - The program will include special occasions and cultural events in their program planning.
 - We have a great program we use on days off school called the Travelling Suit Case. The suit case is a prop we use to travel and explore other countries. For example we travel to Asia. In the case there maybe items such as dragon crafts, cookies, maps, flags, costumes, photos, newspapers, and much more. Children and families are asked to help us with the presentation of their culture to the program.
 - The program offers a variety of cultural crafts, games, food and special day events such as African drumming, cooking, facts, dancing and the Travelling suit case.
 - Children with special needs can be included in all programs. We will try and accommodate different needs and will work closely with the child/ family to ensure the child is a part of the program.
 - We will ensure the staff are informed and sensitive to inclusion and diversity issues.
 - We will educate the children about diversity and promote positive interactions between all children.
 - The staff will ensure that all information about the children and families are confidential.
 - Programming will be suitable to the needs of all the children in the program.
- Children with special needs can be included in all programs. We will try and accommodate different needs and will work closely with the child/ family to ensure the child is a part of the program.

We will ensure the staff are informed and sensitive to inclusion and diversity issues.

We will education the children about diversity and promote positive interactions between all children.

The staff will ensure that all information about the child and family is confidential.

We will provide programming that is flexible and suitable to the needs of all the children in the program.

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Health Policy

All staff members are trained in first aid and CPR. When a child is injured the necessary first aid will be administered. If further medical attention is required, 911 will be called then the parents will be called. Accident forms will be filled out after we have provided care for the child and contacted the parents.

The parents must sign the form and will be given a copy.

The person who provided the first aid to the child will fill out the form.

All forms will be sign as well by the directors Juli and Laura-Lee.

These forms will be kept for 5 years.

Children Come First Policies and Procedures

Incident Reporting:

We will document any incidents on our Incident forms and send a copy to the Licensing Staff within two days so they are aware such as: Emergency evacuation, program closure due to any emergency, an intruder on the premises, child removed from the program by a person without parental consent, an injury needing medical attention, lost child, child left at the premises after hours.

Parents will also be given a copy and asked to sign the report as well the Directors will sign the copy and keep for 5 years.

Potential Health Risk/Illness Policy

If a Ranchlands Children Come First staff member knows or has reason to believe that a child is ill, the program must insure that the child is immediately removed from the program by the parent and the child cannot return to the program until the program is satisfied that the child is no longer poses a health risk. Children must be picked up in a timely manner or parent will risk their spot in program.

The definition of an ill child:

A sick child is defined as a child who is unable to participate in the child care program because he or she is:

- Vomiting has a fever, diarrhea or a new unexplained rash or cough.
- Requires greater attention than can be provided without compromising the care of the other children in the program
- Displays any other illness of symptoms that a staff member know or believes may indicate the child poses a health risk to persons on the program premises.

If a child is sick a staff member will keep that child away from the other children until the parent arrives to pick the child up. Children can return to the program when they no longer pose a health risk i.e. symptom free for 24 hours, doctor's note.

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The program will record about the child's illness on the Illness Incident Log sheet this forms are available at each location. These forms will be kept on file at the program.

Parents will be informed of our Potential Health Risk and Illness Policy through the Parent Handbook and must sign the back of the registration form that they are aware of the policy.

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Communicable Disease:

If a child is ill we ask that Parents do not send them to the program or if they are at the program at the time we will remove the child from the room to a comfortable space and call the parent to pick the child up immediately. In order to prevent an outbreak, parents must notified the program immediately if a child has been in contact with a contagious illness such as pink eye, chicken pox, head lice, or flu. We ask parents to check with their Doctor regarding the length of time their child must stay at home.

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Supervised Care for Sick Children:

If a child is sick the staff will tend to their needs and remove them and the other children to a comfortable location where a staff can provide them a place to rest. We will contact the parent to pick the child up from the program. We ask that parents do not send their children sick to the program in order to keep the other children healthy.

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Administration of Medicine:

Emergency medications are accessible to staff and are not locked but inaccessible to children.

Parents must fill out a complete medical form with the child's name, date time to give the medication and the type of medicine. We can only administer prescription medication. The medication must not be expired, and in the original container showing the child's name. All medication will be locked in the medication box. Only staff members trained in First Aid will be administering the medication to the child and will sign the medication form with time and date. Children requiring First Aid will be given the care they need from a staff with current First Aid. If medication is need to be given a staff with First Aid will administer the medication and record on the medication form. If a child is sick a staff will provide a safe and comfortable space until the parent can pick up.

Staff will ensure good hygiene when working with the children in order to stop the spreading of infection and disease.

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Attendance Policy

Parents must sign children in and out each day from the program. When taking attendance staff will greet each child and sign them in with a time and signature.

If a child has not arrived after 15 minutes staff will call the school office and have them check with the teacher and page the child. After this attempt if we still do not know where the child is we will contact the parents at work, home and cell phones leaving messages with time and date. If the parents do not know where the child is or we are unable to reach parents the staff will look for the child. Directors will be contacted. If the child and parents still cannot be reached police will be contacted.

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Transportation Policy

While transporting the children in a bus we will in the event of:

Mechanical failure – The school age program will be contacted immediately. Alternate transportation will be arranged. Parents will be contacted only if our expected arrival time is changed.

Collision – Medical emergencies will be dealt with first. The program will be contacted immediately and parents will be advised about the seriousness of the accident. Alternate transportation will be arranged.

Bus Companies we use are:

Cardinal Coach Lines – 531-3940

Southland Transport – 287-1335

Fagnans Bus Lines – 272-0443

SM Automotive – 291-1612 / 250 5313

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Clothing Policy

Child care is a profession and it is important that we dress professional; yes this job is fun and casual. Clothing should not consist of track suits, dirty or sloppy wear. Be prepared for the event and dress accordingly.

Shorts must be finger tip length. Sandals need to have a back strap for support and bring along closed to shoes for putting things away and other events.

Swim wear must be one piece for women and shorts for men be sure that is going to hold up to being in the pool with lots of Children.

Be sure your clothing does not represent anything that is inappropriate for children.

If you come to work dressed inappropriately you will be given a warning and maybe ask to go home and change your clothing.

Appropriate:

- finger tip length shorts
- closed toe shoes
- no shirts or clothing advertising profanity, alcohol or smoking
- dress to play and be involved (do not allow your clothing to hold you back)
- swim wear - women: 1 piece bathing suits only
 - Men: swimming trunks (no bikini/thong)
- Helmets may be required during specific activities

Late Policy for staff:

It is important that you arrive on time for your shift and we are meeting ratios. Arrive a few minutes early so that you are ready to work on time.

If there is a pattern of lateness we will deduct your pay and give you a warning which could lose you your job if the problem was to continue.

Respect your fellow co workers when you are late, it effects us all.

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Holiday/ Switching Shifts Policies

Four percent holiday pay will be included in each pay period.

Vacation time will be adhered to the guidelines of the labour standards.

If staff require vacation or time off, requests must be made in writing. All requests will be considered, however may not be approved. A minimum of two weeks prior notice to the dates you need off is required, but does not mean that the vacation time will be accepted.

We will be closed all statutory holidays

Complaint Policy

All complaints will be dealt with seriously by the directors/operators. Complaints from parents regarding the staff/program will be dealt with immediately and confidentially. A verbal or written response will follow all complaints. All complaints will be kept on file for five years. Parents may be directed to contact licensing with their concerns.

Walking Home Policy

Please be advised that we will not allow children to walk home alone unless they meet the following requirements; parents must sign a waiver giving permission for their child to walk home, and parents must inform the program in verbally each day they wish their child to walk home alone. Children must be in grade 5 or 6 and mature enough to walk home alone. We reserve the right to deny or revoke this privilege.

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Abuse Policy

Ranchlands Children Come First is committed to providing a safe and respectful environment for all the children, staff and parents. Abuse of any kind will not be tolerated and may result in termination from the program.

Child Abuse and Neglect

If a child confides in a staff an issue of abuse or neglect the staff must communicate this to the directors and we will inform the proper authorities.

An incident report will be completed by the employee.

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Sunscreen Policy:

To ensure that all children are covered up with sunscreen we have implemented a new sunscreen policy; Parents, be sure to apply sunscreen to your child in the morning during the hot months before coming to Children Come First.

Sunscreen is to be brought by every child and kept in their back pack.

Children will be reminded to apply sunscreen before departing for outings and reminded to re apply throughout the day. Staff will assist those children with sunscreen when asked by the child.

Please send an extra t-shirt with your child for outdoor water activities.

A hat and a water bottle are required each day.

Helmet Policy

Children may be asked to bring a helmet from home for certain activities. This helmet must be in good shape and fit properly. If the program requires a helmet for an activity and the children do not bring one, or refuses to wear one they will not be allowed to participate in the activity.

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Late Parent Policy

If a parent has not arrived or called by 6 pm call the parents at work, home and cell phones be sure to leave a message with the time and date. If you cannot reach the parents try to contact the emergency person and see if they can pick the child up, and if the emergency person picks the child up before the parent and you are still unable to reach them leave messages on their phones as well as a note on the door with the information of whom their child went home with and date and time.

When a parent arrives late remind them that it is very important for them to pick their child up on time. There is a late fee of \$1 per minute which is paid directly to the staff that stays with the child. Inform Juli and Laura Lee of all late parents. If it becomes a pattern or they do not pay we will write the parents a note, and they may be asked to leave the program.

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Equipment and Facility Policy:

It is the responsibility of the staff to make sure the children are treating the programs equipment and facility properly. The staff must maintain a safe and clean environment at all times. Daily cleaning of floors, garbage's, tables, chairs and washrooms. Be sure all fire exits are clear and we are maintaining safety standards at all times. If a child vandalizes in the program be sure to inform Laura Lee and Juli as well as the parents as they may be responsible to replace or fix the item. All toys and equipment must be cleaned on a regular basis with the proper cleaners, keep a list of things to clean each month and sign them off when you're done.

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Confidentiality Policy

Children come first has in place a policy for confidentiality in which operators, staff, and volunteers must adhere to with regards to the release of information about the children registered in our program and their families

CONFIDENTIALITY IS DEFINED AS: deserving of trust, trusted and told in confidence. Example: medication, family problems, behavioural matters, parent fees etc.

A declaration will be signed by all staff working with the children confirming the staff is aware of the policy and agrees to abide by it.

Release of information will be permitted if authorized by law or judicial action, or with the consent from the parent or guardian. Written consent will state what information is to be disclosed and to whom it will be disclosed to.

Employees are not permitted to release information about the program, it's operation and other employees during or after employment

I _____, hereby agree to the Children Come First Confidentiality Policy as stated above. I agree that any unauthorized disclosure regarding the children in the program or their families may result in disciplinary action or termination of employment.

Signature

Date

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Sharing Personal Information Policy:

Children Come First may share with permission personal information about your child with the following agencies in regards to your child's emergency information and specific guidance methods:

The school that your child attends

Child and Family Service Authority

Alberta Health Services

Employees of Children Come First

Permission has been granted by signing the back of the Children Come First Registration form.

Incident Reporting Policy:

Ranchlands Children Come First programs will report to our local child care licensing office every time a serious illness, injury to a child or any other incident occurs that may seriously affect the health or safety of a child.

The following are considered a reportable incident:

- An emergency evacuation
- Unexpected program closure
- An intruder on the program premises
- A serious illness or injury to a child that requires the program to request emergency health care and or requires the child to remain in the hospital overnight. As well if you call 911.
- An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/ or requires the child to remain in the hospital overnight.
- The death of a child
- An unexpected absence of a child from the program (ie: lost child)
- A child removed from the program by a non- custodial parent or guardian
- An allegation of physical, sexual, emotional abuse and / or neglect of a child by a program staff member or volunteer
- The commission by a child of an offence under an Act of Canada or Alberta, and/ or
- A child left on the premises outside of the program's operating hours.

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Ranchlands Children Come First programs must report critical incidents immediately to Juli or Laura-Lee Operators/Directors and our local child care licensing office. Initial contact can be by phone, fax or email. The following information must be included in the initial report:

- The program's name and contact information
- The child's name
- The date and time of incident
- The action taken by the licence holder as a result.

Ranchlands Children Come First programs must report within two working days the incident occurrence, and completely fill out and submit the Incident Reporting Form to our local child care office. Forms will be available at each location. All Incident Reporting Forms must be reviewed by Laura-Lee and Juli Operators/Directors. All incidents will be reported annually using the prescribed forms and submitted annually to the regional child care office by Juli and Laura-Lee Operators/Directors.

Staff please be advised that if you have a situation that occurs that is a threat to the children or staff health or safety the following procedures must take place:

- Take the children inside or to a safe location
- Call the police or emergency health care.
- Call Juli or Laura-Lee Operators/Directors
- Fill out the Incident report form check the list of reportable incidents to the Government of Alberta child care licensing office.
- Fill out the proper incident form for the situation. There are 2 types of forms for incident reporting if the incident that occurs is under the reportable incident list you will use the Government of Alberta form, if not you will use the Ranchlands Children Come First form.
- Inform the parents and get any signature and or information you may need for the forms