

Supporting Students at School with Medical Conditions **Including First Aid**

1. At Wildern Academy Trust we ensure:

- Students, staff and parents understand how our school will support students with medical conditions
- Students with medical conditions are properly supported to allow them to access the same education as other students, including school trips and sporting activities

The governing board will implement this policy by:

- Making sure sufficient staff are suitably trained
- Making staff aware of student's condition, where appropriate
- Making sure there are cover arrangements to ensure someone is always available to support students with medical conditions
- Developing and monitoring individual healthcare plans (IHPs)

2. Legislation and statutory responsibilities

This policy meets the requirements under Section 100 of the Children and Families Act 2014, which places a duty on Trust Boards to make arrangements for supporting students at their school with medical conditions.

It is also based on the Department for Education's statutory guidance: Supporting students at school with medical conditions.

This policy also complies with our funding agreement and articles of association.

3. Roles and responsibilities

3.1 The Trust Board

The Trust Board has ultimate responsibility to make arrangements to support students with medical conditions. The Trust Board will ensure that sufficient staff have received suitable training and are competent before they are responsible for supporting children with medical conditions.

As and when appropriate, and within the correct lines of delegation, the Trust Board will request the support of Local Governing Bodies to fulfil their responsibilities.

3.2 The Executive Headteacher and/or Headteacher

The Executive Headteacher will:

- Make sure all staff are aware of this policy and understand their role in its implementation
- Ensure that there is a sufficient number of trained staff available to implement this policy and deliver against all individual healthcare plans (IHPs), including in contingency and emergency situations
- Delegate the above responsibilities and others as required to Headteachers as appropriate

The Headteacher will :

- Take overall responsibility for the development of IHPs
- Make sure that school staff are appropriately insured and aware that they are insured to support students in this way
- Contact the school nursing service in the case of any student who has a medical condition that may require support at school, but who has not yet been brought to the attention of the First Aiders
- Ensure that systems are in place for obtaining information about a child's medical needs and that this information is kept up to date

3.3 Staff

Supporting students with medical conditions during school hours is not the sole responsibility of one person. Any member of staff may be asked to provide support to students with medical conditions, although they will not be required to do so. This includes the administration of medicines.

Those staff who take on the responsibility to support students with medical conditions will receive sufficient and suitable training, and will achieve the necessary level of competency before doing so.

Teachers will take into account the needs of students with medical conditions that they teach. All staff will know what to do and respond accordingly when they become aware that a student with a medical condition needs help.

Staff should make every effort to not distribute sweets that may have nuts in their ingredients.

3.4 Parents

Parents will:

- Provide the school with sufficient and up-to-date information about their child's medical needs
- Be involved in the development and review of their child's IHP and may be involved in its drafting
- Carry out any action they have agreed to as part of the implementation of the IHP e.g. provide medicines and equipment

3.5 Students

Students with medical conditions will often be best placed to provide information about how their condition affects them. Students should be fully involved in discussions about their medical support needs and contribute as much as possible to the development of their IHPs. They are also expected to comply with their IHPs.

3.6 First Aiders and other healthcare professionals

The school nursing service will notify the school when a student has been identified as having a medical condition that will require support in school. This will be before the student starts school, wherever possible.

Healthcare professionals, such as GPs and pediatricians, will liaise with the school nursing team and notify them of any students identified as having a medical condition.

3.7 Deer Park school First Aiders

Responsibility for first aid at Deer Park school is held by the Pastoral Assistant Headteacher who is the responsible manager.

The responsible manager will ensure that appropriate numbers of appointed persons, school first aid trained staff, emergency first aiders, qualified first aiders and pediatric first aid trained staff are nominated, as identified by completion of the First Aid Needs Assessment, and that they are adequately trained to meet their statutory duties.

All first aid provision is arranged and managed in accordance with the Health & Safety Executives guidance note L74.

Our First Aid Needs Assessment has identified the following first aid kit requirements:

- First aid kits in identified access points and appropriate areas on the premises
- These first aid kits will be situated on each floor in the block
- Travel first aid kits in vehicles
- These travel first aid kits will be located in the School Minibuses

It is the responsibility of the appointed persons to check the contents of all first aid kits every term (no longer than every 4 months) and record findings on the first aid kit check list. Completed checklists are to be stored in the First Aid Google Drive.

- In addition to the above the PE department also hold 'sports' first aid kits which are to hold as a **minimum** items listed on the first aid check list, plus any items required for treatment of sports related injuries as defined by the PE risk assessment. It is the responsibility of the appointed persons to undertake checks of all sports first aid kits every term (no longer than every 4 months) and record findings on the first aid check list. Completed check lists are to be stored in the First Aid Google Drive.

4. Equal opportunities

Our school is clear about the need to actively support students with medical conditions to participate in school trips and visits, or in sporting activities, and not prevent them from doing so.

The school will consider what reasonable adjustments need to be made to enable these students to participate fully and safely on school trips, visits and sporting activities.

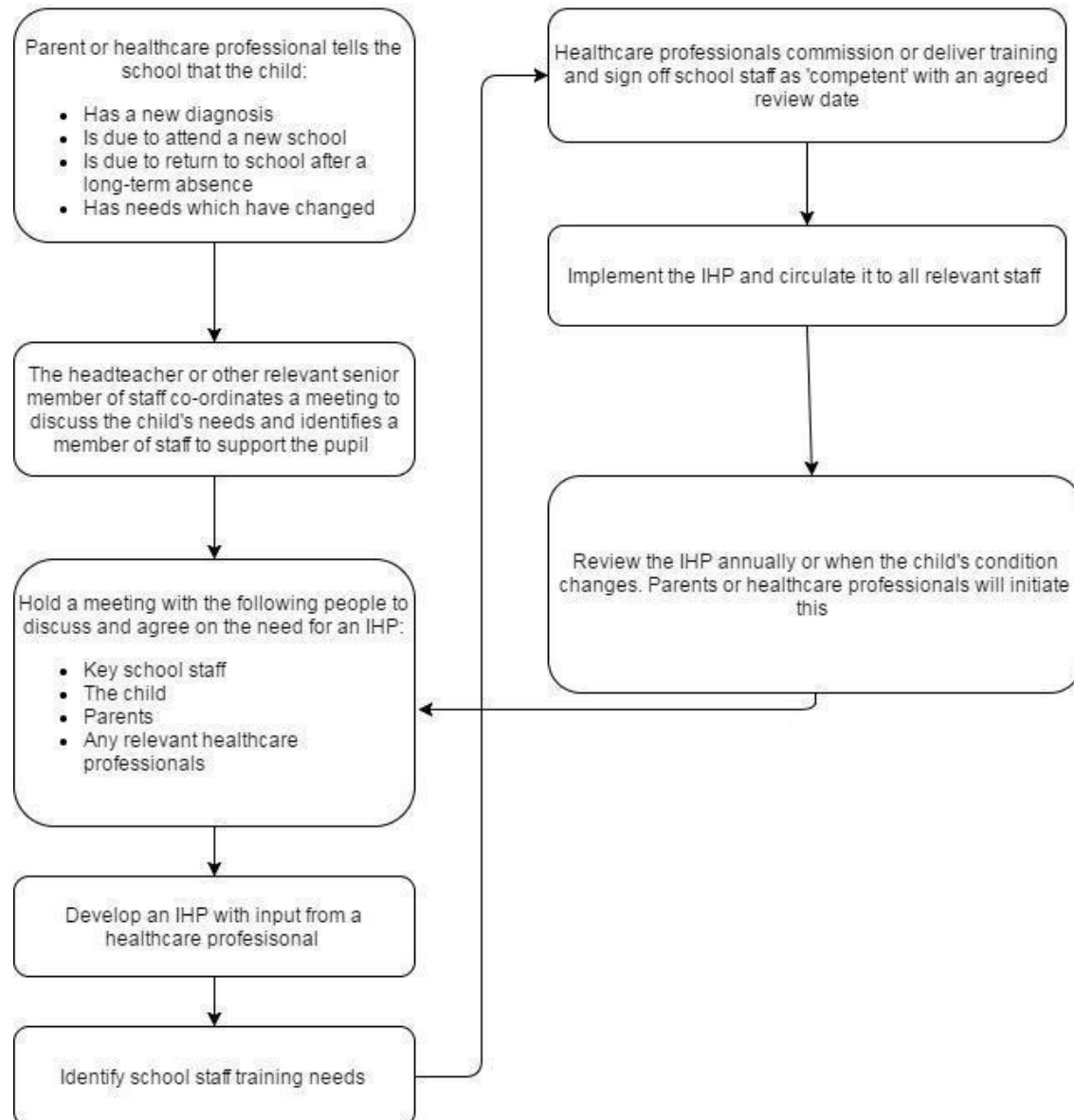
If a student's medical needs are such that the school cannot make reasonable adjustment then the school will liaise with parents as to whether the student is able to take part.

Risk assessments will be carried out so that planning arrangements take account of any steps needed to ensure that students with medical conditions are included. In doing so, students, their parents and any relevant healthcare professionals will be consulted.

5. Being notified that a child has a medical condition

When the school is notified that a student has a medical condition, the process outlined below will be followed to decide whether the student requires an IHP.

The school will make every effort to ensure that arrangements are put into place within 2 weeks, or by the beginning of the relevant term for students who are new to our school.



6. Individual healthcare plans

The Headteacher has overall responsibility for the development of IHPs for students with medical conditions. Plans will be reviewed at least annually, or earlier if there is evidence that the student's needs have changed. Plans will be developed with the student's best interests in mind and will set out:

- What needs to be done
- When
- By whom

Not all students with a medical condition will require an IHP. It will be agreed with a healthcare professional and the parents when an IHP would be inappropriate or disproportionate. This will be based on evidence. If there is not a consensus, the Headteacher will make the final decision.

Plans will be drawn up in partnership with the school, parents and a relevant healthcare professional, such as the First Aiders, specialist or pediatrician, who can best advise on the student's specific needs. The student will be involved wherever appropriate.

IHPs will be linked to, or become part of, any education, health and care (EHC) plan. If a student has SEN but does not have an EHC plan, the SEN will be mentioned in the IHP.

The level of detail in the plan will depend on the complexity of the child's condition and how much support is needed. The school will consider the following when deciding what information to record on IHPs:

- The medical condition, its triggers, signs, symptoms and treatments
- The student's resulting needs, including medication (dose, side effects and storage) and other treatments, time, facilities, equipment, testing, access to food and drink where this is used to manage their condition, dietary requirements and environmental issues, e.g. crowded corridors, travel time between lessons
- Specific support for the student's educational, social and emotional needs. For example, how absences will be managed, requirements for extra time to complete exams, use of rest periods or additional support in catching up with lessons, counselling sessions
- The level of support needed, including in emergencies. If a student is self-managing their medication, this will be clearly stated with appropriate arrangements for monitoring
- Who will provide this support, their training needs, expectations of their role and confirmation of proficiency to provide support for the student's medical condition from a healthcare professional, and cover arrangements for when they are unavailable
- Who in the school needs to be aware of the student's condition and the support required
- Arrangements for written permission from parents and the school's headteacher for medication to be administered by a member of staff, or self-administered by the student during school hours
- Separate arrangements or procedures required for school trips or other school activities outside of the normal school timetable that will ensure the student can participate, e.g. risk assessments
- Where confidentiality issues are raised by the parent/student, the designated individuals to be entrusted with information about the student's condition
- What to do in an emergency, including who to contact, and contingency arrangements

When a student is suffering from a temporary disability/injury, a letter for the Parent/Guardian will be sent home. The letter, that will require the Parent/Guardian signature, will ask the Parent/Guardian to inform the school when the student has recovered from their temporary disability/injury and, after seeking medical advice, they are now fit and well to participate in all school activities. The First Aid team will let relevant members of staff know when they have received the letter, until it has been signed the student must not participate in ANY activities.

7. Managing medicines

Prescription medicines will only be administered at school:

- When it would be detrimental to the student's health or school attendance not to do so **and**
- Where we have parents' written consent

The only exception to this is where the medicine has been prescribed to the student without the knowledge of the parents.

Students under 16 will not be given medicine containing aspirin unless prescribed by a doctor.

Anyone giving a student any medication (for example, for pain relief) will first check maximum dosages and when the previous dosage was taken. Parents will always be informed.

The school will only accept prescribed medicines that are:

- In-date
- Labelled
- Provided in the original container, as dispensed by the pharmacist, and include instructions for administration, dosage and storage

The school will accept insulin that is inside an insulin pen or pump rather than its original container, but it must be in date.

All medicines will be stored safely. Students will be informed about where their medicines are at all times and be able to access them immediately. Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenaline pens will always be readily available to students and not locked away.

Medicines will be returned to parents to arrange for safe disposal when no longer required.

7.1 Controlled drugs

Controlled drugs are prescription medicines that are controlled under the Misuse of Drugs Regulations 2001 and subsequent amendments, such as morphine or methadone.

If a student who has been prescribed a controlled drug parents must inform the school and provide the medication with the original pharmacy label attached. These will be administered under supervision. Parents are responsible for keeping the school informed of any updates.

All other controlled drugs are kept in a secure cupboard in the first aid room and only named staff have access. Parents have responsibility for ensuring medication is in date.

Controlled drugs will be easily accessible in an emergency and a record of any doses used and the amount held will be kept.

7.2 Students managing their own needs

Students who are competent will be encouraged to take responsibility for managing their own medicines and procedures. This will be discussed with parents and it will be reflected in their IHPs.

Students will be allowed to carry their own medicines and relevant devices wherever possible. Staff will not force a student to take a medicine or carry out a necessary procedure if they refuse, but will follow the procedure agreed in the IHP and inform parents so that an alternative option can be considered, if necessary.

7.3 Unacceptable practice

School staff should use their discretion and judge each case individually with reference to the student's IHP, but it is generally not acceptable to:

- Prevent students from easily accessing their inhalers and medication, and administering their medication when and where necessary
- Assume that every student with the same condition requires the same treatment
- Ignore the views of the student or their parents
- Ignore medical evidence or opinion (although this may be challenged)
- Send children with medical conditions home frequently for reasons associated with their medical condition or prevent them from staying for normal school activities, including lunch, unless this is specified in their IHPs
- If the student becomes ill, send them to the school office or First Aid room unaccompanied or with someone unsuitable
- Penalise students for their attendance record if their absences are related to their medical condition, e.g. hospital appointments
- Prevent students from drinking, eating or taking toilet or other breaks whenever they need to in order to manage their medical condition effectively
- Require parents, or otherwise make them feel obliged, to attend school to administer medication or provide medical support to their student, including with toileting issues. No parent should have to give up working because the school is failing to support their child's medical needs
- Prevent students from participating, or create unnecessary barriers to students participating in any aspect of school life, including school trips, e.g. by requiring parents to accompany their child
- Administer, or ask students to administer, medicine in school toilets

8. Emergency procedures

8.1 First Aid

Our first aid policy requirements will be achieved by:

- Carrying out a First Aid Needs Assessment to determine the first aid provision requirements for our premises.
 - o It is our policy to ensure that the First Aid Needs Assessment will be reviewed periodically or following any significant changes that may affect first aid provision.
 - o The Children's Services First Aid Needs Assessment Form (CSAF-002) will be used to produce the First Aid Needs Assessment for our site.
- Ensuring that there are a sufficient number of trained first aid staff on duty and available for the numbers and risks on the premises in accordance with the First Aid Needs Assessment.
- Ensuring that there are suitable and sufficient facilities and equipment available to administer first aid in accordance with the First Aid Needs Assessment.
- Ensuring that there is an effective policy for the storage and administration of medication in school, which enables students who require medication to be administered during the school day to remain in school.
- Ensuring the above provisions are clear and shared with all who may require them.

8.2 Emergency Arrangements – during school hours

Upon being summoned in the event of an accident, the first aider/appointed person is to take charge of the first aid administration/emergency treatment commensurate with their training. Following their assessment of the injured person, they are to administer appropriate first aid and make a balanced judgement as to whether there is a requirement to call an ambulance.

If they feel there is a need to call an ambulance they should do so immediately, then inform a member of SLT. Once an ambulance has been called, the first aider/appointed person should contact Site Team (using the 2 way radios) requesting that the ambulance is met at the main school gate and directed to the location of the accident.

The first aider/appointed person is to always call an ambulance on the following occasions:

- In the event of a serious injury.
- In the event of any significant head, neck or back injury.
- In the event of a period of unconsciousness.
- Whenever the first aider is unsure of the severity of the injuries.
- Whenever the first aider is unsure of the correct treatment.
- When requested by a parent/carer according to the needs of their child (this would form part of a student's individual care plan, which is should be updated annually by the parent/carer).

In the event of an accident involving a child, where appropriate, it is our policy to always notify parents of their child's accident if it:

- Is considered to be a serious (or more than minor) injury or any medical concerns.
- Requires first aid treatment.
- Requires attendance at hospital.

Our procedure for notifying parents will be to use all telephone numbers available to contact them and leave a message should the parents not be contactable and send an e-mail notification.

In the event that parents cannot be contacted and a message has been left, our policy will be to make contact with any other emergency contacts that have been given on the student's record card, and to continue to attempt to make contact with the parents every hour. In the interim, we will ensure that the qualified first aider, appointed person or another member of staff remains with the child until the parents can be contacted and arrive (as required).

In the event that the child requires hospital treatment and the parents cannot be contacted prior to attendance, the qualified first aider/appointed person/another member of staff will accompany the child to hospital and remain with them until the parents can be contacted and arrive at the hospital.

8.3 Emergency Arrangements – outside school hours

Upon being summoned in the event of an accident, the first aider is to take charge of the first aid administration/emergency treatment commensurate with their training. Following their assessment of the injured person, they are to administer appropriate first aid and make a balanced judgement as to whether there is a requirement to call an ambulance. Once an ambulance has been called, the first aider should contact Site Team (using the 2 way radios) requesting that the ambulance is met at the main school gate and directed to the location of the accident.

The first aider/appointed person is to always call an ambulance on the following occasions:

- In the event of a serious injury.
- In the event of any significant head, neck or back injury.
- In the event of a period of unconsciousness.
- Whenever the first aider is unsure of the severity of the injuries.
- Whenever the first aider is unsure of the correct treatment.
- When requested by the patient or parent / guardian of the patient.

The procedure for follow up action will be dependent on three different scenarios;

1. **Casualty is a Student taking part in an organised school activity** – Our procedure for notifying parents will be to use all telephone numbers available to contact them and leave a message should the parents not be contactable.
2. **Casualty is a child / adult taking part in an activity organised by the Sports Centre i.e. using the fitness suite.** – Our notification procedure for any child or adult who is taking part in activities organised by the Sports Centre such as using the fitness suite is to refer to the next of kin details listed on their registration details and contact them unless the casualty gives specific instructions whilst being treated.

3. **Casualty is a child / adult taking part in an activity organised by a third party who is hiring school facilities** – All third party hirers have procedures in place which are checked at the time of hiring. These procedures ensure first aid needs are assessed and provided appropriately according to the activity. First aiders are to assist the third parties first aider in the provision of initial treatment and/or contacting the emergency services if required. The third party organiser is responsible for contacting the casualties' parent / guardian or next of kin where appropriate.

8.3 Emergency Anaphylaxis Kit

- The spare Adrenaline Auto Injectors (AAI) in the Emergency Kit should only be used in a student where both medical authorisation and written parental consent have been provided for the spare AAI to be used on them.
- The school's spare AAI can be used instead of a student's own prescribed AAI(s), if these cannot be administered correctly, without delay
- This information should be recorded in a student's individual healthcare plan. All children with a diagnosis of an allergy and at risk of anaphylaxis should have a written Allergy Management Plan.
- Procedures should already be in place to ensure that schools are notified of students that have additional health needs, and this information will enable them to compile an allergy register. It is the responsibility of the appointed person to update the Allergy Register, which is stored in the Deer Park Information Register Google Doc, and share with staff on a termly basis.
- The register includes:
 - Known allergens and risk factors for anaphylaxis.
 - Whether a student has been prescribed AAI(s) (and if so what type and dose).
 - Where a student has been prescribed an AAI whether parental consent has been given for use of the spare AAI which may be different to the personal AAI prescribed for the student.
- A photograph of each student to allow a visual check to be made (this will require parental consent).

8.4 Defibrillators

- 2 defibrillators are kept in the Sports Centre and in the main school building. Various members of staff are trained to use them.

9. Training

Staff who are responsible for supporting students with medical needs will receive suitable and sufficient training to do so.

The training will be identified during the development or review of IHPs. Staff who provide support to students with medical conditions will be included in meetings where this is discussed.

The relevant healthcare professionals will lead on identifying the type and level of training required and will agree this with the Executive Headteacher/Headteacher. Training will be kept up to date.

Training will:

- Be sufficient to ensure that staff are competent and have confidence in their ability to support the students
- Fulfil the requirements in the IHPs
- Help staff to have an understanding of the specific medical conditions they are being asked to deal with, their implications and preventative measures

Healthcare professionals will provide confirmation of the proficiency of staff in a medical procedure, or in providing medication.

All staff will receive training so that they are aware of this policy and understand their role in implementing it, for example, with preventative and emergency measures so they can recognise and act quickly when a problem occurs. This will be provided for new staff during their induction.

10. Record keeping

The Trust Board will ensure that written records are kept of all medicine administered to students. Parents will be informed if their student has been unwell at school.

IHPs are kept in a readily accessible place which all staff are aware of.

Accident books are held in the First Aid room and Sports Centre.

All accidents requiring first aid treatment are to be recorded in Medical Tracker with the following information:

- Name of injured person
- Name of the qualified/emergency/school first aider
- Date of the accident

- Type of accident (e.g. bump on head etc.)
- Treatment provided and action taken

Accident Forms will be completed in accordance with current LA/HSE Guidance. Completed forms will be held securely in the Site Office in order to comply with current data protection regulations.

In the case of a serious injury, the qualified/emergency first aider will take a photograph of the injuries, which may be used for evidence/reference. The flowcharts produced by RW Safety Solutions are to be used when deciding if an accident or incident is notifiable. The H&S advisor is to use the on line reporting form or telephone to notify the HSE only after consulting RW Safety Solutions.

11. Liability and indemnity

The Trust Board will ensure that the appropriate level of insurance is in place and appropriately reflects the school's level of risk.

The school is covered with the following insurance arrangements:

- In school:
- Risk Protection Arrangement via DfE - membership number 136654
- On trips:
- Hampshire County Council School Journey Scheme Policy Number 0010627579 via AIG Europe Ltd, The AIG Building, 2-8 Altyre Road, Croydon, CR9 2LG. Phone 08456 029429

The policy information is held in the Finance Office.

In the event that there is a need to contact either of these organisations please consult with the Headteacher before doing so, to ensure the correct action is taken.

12. Complaints

Should parents or Students be dissatisfied with the support provided they should discuss their concerns directly with the school's Headteacher. If, for whatever reason, this does not resolve the issue, they may make a formal complaint via Deer Park school's complaints procedure.

Linked policies:

- Complaints Policy
- Health and Safety at Work
- Health and Safety at Work – Community Off-Site Activities
- Safeguarding Policy
- Safeguarding (users of school site and community)
- SEND Policy

**DEER PARK SCHOOL – INDIVIDUAL HEALTH CARE PLAN****DEER PARK SCHOOL****STUDENT HEALTH CARE PLAN**

Student

Name Tutor

Group Date of

Birth Address

Postcode

Medical Condition/Diagnosis

Date of Diagnosis

Describe the student's symptoms and Medical needs

Deer Park School holds an **EMERGENCY ADRENALINE AUTO-INJECTOR** which can be used on a student who's prescribed medication is not available. Please answer Yes and sign the box below if you consent for this to be used on your child if required.

Electronic Signature: Parent/Guardian Full Name

Date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Deer Park School holds an **EMERGENCY VENTOLIN INHALER** which can be used on a student who's prescribed inhaler is not available. Please answer Yes and sign the box below if you consent for this to be used on your child if required.

Electronic Signature: Parent/Guardian Full Name

Date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

DEER PARK SCHOOL

STUDENT HEALTH CARE

PLAN

Family Contact information 1

Name	<input type="text"/>
Contact Number	<input type="text"/>

Family Contact information 2

Name	<input type="text"/>
Contact Number	<input type="text"/>

Family Contact information 3

Name	<input type="text"/>
Contact Number	<input type="text"/>

G.P Details

Surgery	<input type="text"/>
Name	
Addres	<input type="text"/>
s	<input type="text"/>
Number	

Hospital/Consultant Contact

Name	<input type="text"/>
Numbe	<input type="text"/>

r

Name		Number	
------	--	--------	--

** Disclaimer: By entering you Full Name above you consent to this use this as your online form signature and that all information on the sheet is accurate to the best of your knowledge as of the date specified*



Parental Agreement for School to Administer Prescribed Medicine

Parental Agreement for School to Administer Prescribed Medicine

Deer Park School will be unable to give your son/daughter medicine unless you complete and sign this form and return it to the First Aid Room together with the prescribed medicine, in its original Packaging with the pharmacy dispensing label attached.

Students Name

Tut
or
Gro
up

Name and Strength of Prescribed Medicine

Expiry Date

Dose to be Administered

Time to be Administered

Any other Instructions

Name and Strength of Prescribed Medicine

Expiry Date

Does to be Administered

Time to be Administered

Any other Instructions

Please note:

We are happy to accept Paracetamol in the box in which it was originally purchased. Please indicate if you give consent for 1x500mg Paracetamol tablet to be given by appropriate staff in Deer Park School in any school day by ticking either YES or NO (Please only tick one)

☐

Name of Parent/Guardian

Telephone Number

Name of GP

Telephone Number of GP

The information given on this form to the best of my knowledge is accurate at the time of writing, and I give consent to Deer Park School staff administering medicine in accordance with the School Policy.

I will inform Deer Park School immediately, in writing, if there is any change in dosage or frequency of the medication or if the medication is stopped.

I understand that I am responsible for disposing of any unused medicine at the end of each academic year.

I accept that Deer Park School is not obliged to administer medicine to my son/daughter.

Electronic Signature: Full Name*

Date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

** Disclaimer: By entering you Full Name above you consent to this use this as your online form signature and that all information on the sheet is accurate to the best of your knowledge as of the date specified*



If you have used this form,
please return it to the First
Aider with the First Aid Bag
on your return to School.
Thank you.

Template C

OFFSITE FIRST AID TREATMENT GIVEN RECORD SHEET

Date	STAFF/STUDENT NAME	DESCRIPTION OF ILLNESS,ACCIDENT/ACTION/TREATMENT GIVEN	STUDENT SIGNATURE	STAFF SIGNATURE

**DEER PARK SCHOOL OFFSITE RECORD OF MEDICINES ADMINISTERED TO AN
INDIVIDUAL STUDENT**

NAME OF STUDENT	
DATE MEDICINE PROVIDED BY PARENT	
TUTOR	
NAME AND STRENGTH OF MEDICINE	
QUANTITY RECEIVED	
EXPIRY DATE	
DOSE AND FREQUENCY OF MEDICINE	
QUANTITY RETURNED	
STAFF SIGNATURE	
SIGNATURE OF PARENT	

DATE			
TIME GIVEN			
DOSE GIVEN			
NAME OF MEMBER OF STAFF			

STAFF SIGNATURE			
-----------------	--	--	--

DATE			
TIME GIVEN			
DOSE GIVEN			
NAME OF MEMBER OF STAFF			
STAFF SIGNATURE			

DEER PARK SCHOOL STAFF TRAINING RECORD – ADMINISTRATION OF MEDICINES

NAME	
TYPE OF TRAINING RECEIVED	
DATE OF TRAINING	
TRAINING PROVIDED BY	
PROFESSION AND TITLE	

I confirm that _____ Has
received the training detailed above and is competent to carry out
any necessary treatment.

Trainers signature

.....

Date.....

.....

I confirm that I have received the training detailed above.

Staff

signature.....

Date.....

...

Request an ambulance - dial 999, ask for an ambulance and be ready with the information below.

Speak clearly and slowly and be ready to repeat information if asked.

1. Your telephone number.
2. Your name.
3. Your location as follows [insert school/setting address].
4. State what the postcode is - please note that postcodes for satellite navigation systems may differ from the postal code.
5. Provide the exact location of the patient within the school setting.
6. Provide the name of the child and a brief description of their symptoms.
7. Inform Ambulance Control of the best entrance to use and state that the crew will be met and taken to the patient.
8. Put a completed copy of this form by the phone.