**General Guidelines for Documentation**

* Document all contacts made and all activities completed on behalf of the family and child which includes telephone calls (leaving message with another person or on voice mail, no answer, number disconnected), face to face meetings, and written correspondence.
* Use case notes to provide essential information that is not contained in meeting record forms such as the IFSP.
* Document reasons for cancellations (whether cancelled by the provider or the family) any time a contact was scheduled and did not occur.
* Provide complete and accurate information regarding the contact or activity, ensuring that a third party can read the case note and understand what occurred
* Record events and observations in a factual, non-judgmental way and avoid subjective comments.
* Use positive statements
* Use language understood by all team members, including the family, avoid jargon or explain it in note.
* Complete case notes in a timely manner