





#### **Rhode Island Child Care and Early Learning Facilities Fund**

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#### **A Project of LISC**

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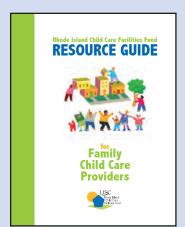
United Way of Rhode Island

Rhode Island Housing and Mortgage Finance Corporation

Hasbro Charitable Trust

US Department of Health and Human Services

**Local Initiatives Support Corporation** 



The RICCELFF provides the capital and technical expertise that child care programs need to improve the quality and capacity of their physical space.

For more detailed information on all aspects of a family child care space's physical environment, call 401.331.0131 to request a copy of our *Resource Guide for Family Child Care Providers*.

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LISC/RICCELFF is solely responsible for the accuracy of the statements and interpretations contained in this resource guide.

# Introduction

The space you use in your home to provide child care services can have a dramatic impact on your ability to offer high quality care. Experienced family child care providers know that the layout and organization of their child care space can either help or hinder their efforts. Family child care space offers some unique challenges, since the space does double-duty: it is your family's living space, but it also serves as a place to provide care for several children every day.

The Family Child Care Space Checklist is designed to help you look carefully at various aspects of your home environment to determine what works well and where you may want to make changes.

The Checklist is organized into five broad categories:

- 1. Entrance the exterior of your home, how you enter the space and what you see once you first enter.
- 2. General Health and Safety Components of **the Home** – the degree to which the space supports the health and safety of the children vou care for.
- **3. Caregiving Areas** where children's basic needs; eating, sleeping, diapering, etc. are met.
- **4. Learning Environment** how the space is set up to support exploration, learning and play.
- **5. Outdoor Play Space** where children experience nature and play outdoors.

#### **INSTRUCTIONS**

The Checklist Key at the right shows the rating scale you should use to rate each response. Rate each checklist item based on this numeric scale from 0 to 4 or by marking "not applicable." Each item also has one or more icons, pictured in the Key, to indicate whether it is related to Health and Safety; Quality; or Maintenance, Repair and Aesthetics.

Use the Checklist as you review the space, examining each item and noting whether your space or furnishings meet the criteria or contain the features described. Reviewing the number and type of features checked under each item can help you determine which number on the scale best represents that particular aspect of your space.

You will note that each item also has a space to identify whether it is a priority item (PR!). You can either mark priorities as you go through the checklist or you may find it easier to think about which items are priorities after you have completed all of the checklist sections. There is no single way to identify priorities. In almost every case a health and safety concern should be a priority. A low scoring item that affects how you implement your program or keeps you from achieving your goals is also likely to be a priority. For example, if your program values creating a welcoming environment for families, but scores low on its entry, this could be a high priority to address.

#### **KEY**

#### **RATING SCALE:**

**Does not exist** in the home, but should

**Inadequate:** requires improvement or repair

Fair: should be improved

Good: good quality or in good condition

#### **Excellent:**

first-rate or top quality

N/A

Not applicable: doesn't apply to the home

**Priority!** 

**ICONS**:



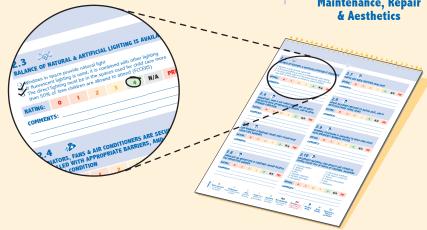
**Health & Safety** 



**Home Quality** 



Maintenance, Repair



# 1. Entrance to the Home

The approach to your home moves parents and children from the public space outside your front door into the private space of your home. The first impression that families and visitors have of your family child care home is what they see at the entry. If you live in a multi-family dwelling or apartment building, you may not be able to control all features of the outdoor space, but you should still look carefully for ways to present an orderly and welcoming appearance. If you live in a single-family home, you have more ability and more responsibility for creating an entrance that reflects the quality of the care you offer once inside.

#### **EXTERIOR ENTRANCE**

#### **HOME LOOKS CLEAN & WELL-KEPT**

- O Walls, windows trim are intact
- O There is no peeling paint or broken glass
- O Sidewalk/steps are in good condition
- O Landscaping is well-maintained
- O Area is free of debris

RATING:	0	1	2	3	4	N/A	PR!
COMMENT	S:						



#### **ENTRANCE TO CHILD CARE SPACE IS WELL-DEFINED**

- O Signage directs you to entrance
- O Clear pathway is provided

**RATING:** 

O Operable intercom or doorbell is provided

**COMMENTS:** 

---**EXTERIOR LIGHTING IS ADEQUATE** 

- O Light is provided by entry door
- O Light is provided from parking area to entry

**RATING:** N/A

**COMMENTS:** 





Inadequate: requires improvement or repair

Fair: should be improved

Good: good quality or in good condition **Excellent:** first-rate or top quality

N/A Not applicable: doesn't apply to the home

**Priority!** Don't forget to identify priority items

Health & Safety

**Home** Quality



N/A

O Parking							
<ul><li>Families</li><li>Families</li></ul>							
RATING:	0	1	2	3	4	N/A	PR!
COMMENT	S:						
INSIDI	E EN'	TRY	ARE.				
			_ 👟				
1.5			*				
ENTRY IS	WELCO	MING TO	FAMILI		e		
<ul><li>Floor is a</li><li>Storage</li><li>Seating</li><li>Storage</li><li>Convenie</li></ul>	welco clean, prospace is area is p for car s ent sign-i	otected fr provided rovided a eats & str in area is	om dirt & for childred t entry collers is pavailable	moistur en's belo provided	ongings		
1.5 ENTRY IS  Floor is of Storage Seating Storage Convenied Parent r	welco clean, prospace is area is p for car s ent sign-i	otected fr provided rovided a eats & str in area is	om dirt & for childred t entry collers is pavailable	moistur en's belo provided	ongings	N/A	PR!
Floor is Storage Storage Storage Storage Convenie Parent r	welco clean, pr space is area is p for car s ent sign- ootices &	otected fr provided rovided a eats & str in area is	om dirt & for childred t entry collers is pavailable	moistur en's belo provided	ongings	N/A	PR!
Floor is Storage Storage Storage Storage Convenie Parent r	welco clean, pr space is area is p for car s ent sign- ootices &	otected fr provided rovided a eats & str in area is	om dirt & for childred t entry collers is pavailable	moistur en's belo provided	ongings	N/A	PR!
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Floor is Storage Seating Storage Convenie Parent r	welco clean, pr space is area is p for car s ent sign- notices &  0 S:	otected fr provided rovided a eats & str in area is	om dirt & for childred t entry collers is pavailable	moistur en's belo provided	ongings	N/A	PR!
Floor is Storage Seating Storage Convenie Parent r  RATING:  COMMENT  1.6  ENTRY IS  If there	welco clean, pr space is area is p for car s ent sign- iotices &	otected fr provided a rovided a eats & str in area is information	om dirt & for childred tentry rollers is pavailable on are po	moisturen's belorovided sted  3	<b>4</b>		
Floor is Storage Storage Seating Storage Convenie Parent r  RATING:  COMMENT  1.6  ENTRY IS	welco clean, prispace is proposed is proposed is proposed is provided in the control of the cont	otected fr provided a rovided a eats & str in area is information	om dirt & for childred tentry rollers is pavailable on are po	moisturen's belorovided sted  3	<b>4</b>		

# 2. Health and Safety of Home

There are many aspects of a space that make your house an appropriate family child care environment. One of the most important things is how safe it is for the children in your care. In addition to the obvious health and safety items it is important to pay attention to details such as temperature, lighting, lack of clutter, cleanliness, and other things that support a healthy and safe environment for young children.

#### **HEALTH AND SAFETY**

2.1 🛶 🎉

# SPACE IS WELL-VENTILATED WITH A COMFORTABLE TEMPERATURE

- O Space smells clean & fresh: no odor of diaper pail, smoking, garbage, pets or air fresheners
- O Temperature is controllable at a comfortable level
- O Ventilation should be able to be controlled in all spaces used for children

**RATING:** 0 1 2 3 4 N/A PR!

**COMMENTS:** 

2 2		Æ
<b>L. L</b>	-	4

#### **FURNISHINGS ARE APPROPRIATE AND IN GOOD REPAIR**

- O Both adult & child-sized furnishings are available
- O Corner guards are used on furnishings with sharp edges
- O Furniture used is safe & sturdy
- O Cubbies must be large enough to hold all of the possessions of an individual child, without touching other children's things. (FCCERS)

**RATING:** 0 1 2 3 4 N/A PR!

**COMMENTS:** 













2.11 ELECTRIC CHILD RE	AL OUT				ITH A (	CHOKE P	PROOF,	2.15 STAIRS HA		LD-HEI	GHT HA	ND RAI	LS		
RATING:			•	3	4	N/A	PR!	<b>RATING</b> :	0	-1	2	3	4	N/A	PR!
COMMEN	,							COMMENT	S:						
2.12 PILLARS		S IN CHI	LD SPA	CE ARE	WRAPF	PED		2.16 THERE IS A SPACE		Γ AID KI	T AVAII	L <b>ABLE I</b>	N THE (	CHILD C	ARE
RATING:	0	1	2	3	4	N/A	PR!	RATING:	0	1	2	3	4	N/A	PR!
2.13 SPACE IS PROTECT  O Breaka O Choking O Furnitu O Hard & RATING:	ORGANI ED FROI ble items I hazards re that co	1 DANG	EROUS	MATERIA				<ul><li>Smoke d</li><li>Home is</li><li>Fire extir immediat</li></ul>	approve etector leng areas etector lequippe aguisher tely)	ed fire insocated out if the use ocated at with a colorated in	pection itside sle e space a the top arbon m n the kitc	eping are adjacent i of stairs onoxide o hen (if u	eas in imr s a bathr detector sed or ex	mediate vi oom or ki kpired, re	cinity, or tchen place
2.13 SPACE IS PROTECT  O Breaka O Choking O Furnitu O Hard &	ORGANIED FROI	1 DANG	EROUS	MATERIA	ALS, SI	UCH AS:		THERE AR  Annually  Smoke do in sleepir  Smoke d Home is Fire extir	approve etector lang areas etector lang areas etector languisher equippe equisher rely)	ed fire ins ocated ou if the use ocated at d with a c located in	pection itside sle e space a the top earbon m n the kitc	eping are adjacent i of stairs onoxide o hen (if u	eas in imr s a bathr detector sed or ex	mediate vi room or ki kpired, re	cinity, or tchen blace









# 3. Caregiving Areas

These are the areas where children's physical needs are met - diapering and toileting, naps and rest, meals and teaching hygiene practices such as brushing teeth and washing hands. They should still feel home-like and be set up for ease of use and cleanliness, but they should also support warm relationships, individual attention, and a sense of well-being.

DESIGNATED EATING AREA SET UP WITH ENOUGH SAFE AND APPROPRIATELY-SIZED FURNISHINGS FOR RELAXED & **COMFORTABLE MEALS** 

- O Children's feet and backs are supported in chairs
- O Highchairs have straps

N/A **RATING: COMMENTS:** 



#### **KITCHEN AREA IS SAFE**

- O Microwave is out of children's reach
- O Small kitchen appliances are stored securely; all cords out of reach
- O Stove & oven are used with attention to child safety
- O Childproof latches are installed on any cupboards and drawers that contain hazardous items

**RATING: COMMENTS:** 

#### **NAPS**



#### EACH CHILD HAS OWN COT, MAT, OR BED THAT MEETS LICENSING CODE

- O Children do not share bedding
- O Bedding is kept separate & laundered often
- O Cots or mats are required to be 3 feet apart
- O Cots or mats for sleeping are at least 2" thick. (FCCERS)

**RATING:** N/A

**COMMENTS:** 



#### CRIBS MEET CPSC AND ASTM SAFETY STANDARDS

- O Product number and information for each crib should be kept on file
- O Staff should inspect cribs regularly to ensure that there are no safety hazards
- O Cribs should be placed three feet apart
- O Cribs should only be used for sleeping
- O No blankets, pillows, or toys should be placed in cribs
- O Have firm mattresses and well-fitted sheets

**RATING:** N/A

**COMMENTS:** 

LIGHT LEVELS CAN BE REDUCED FOR SLEEP, BUT ROOM IS **NOT COMPLETELY DARK** 

**RATING:** N/A

**COMMENTS:** 



	3.6		6
--	-----	--	---

#### **REST AREA IS THOUGHTFULLY DESIGNED**

- Area is available for non-napping children to read or play quietly
- O Space is available for infants to sleep as needed on own schedule
- O Space is arranged so that children can be easily supervised when sleeping

RATING:	0	- 1	2	3	4	N/A	PR!	
COMMENT	S:							

#### ---3.8

#### BATHROOM(S) USED BY CHILDREN IS CLEAN, SAFE & **APPROPRIATE**

- O If potty chairs or child-sized toilet seats are used, they are sanitized after every use
- O Sturdy step stool is available near sink for handwashing
- O Pump soap & paper towels are available
- O Located near children's activity areas

RATING:	0	1	2	3	4	N/A	PR!

#### COMMENTS:

#### **DIAPERING AND TOILETING**

## -\\(\phi\_-\)

#### **DIAPERING AREA IS SAFE & HYGIENIC**

- O Diaper changing is done near sink with hot running water, liquid soap,
- O Diapering is not done near food prep area or sink used for food prep
- O Diapering surface is easily cleaned & sanitized or children each have personal changing mats
- O Diapering supplies are stored securely
- O Diaper pail is covered, plastic-lined & kept away from children
- O Diapering area is ventilated with mechanical exhaust fan or close access to window that opens for fresh air
- O Diapering area allows caregiver to supervise other children easily while changing diapers

RATING:	0	1	2	3	4	N/A	PR!
COMMENT	ç.						





# 4. Learning Environment

The learning areas should be designed to support the interests of the children in the group. They should be organized into three zones: 1. wet/messy, 2. quiet and 3. active. Within those zones, define several different learning centers. In setting up the learning centers, consider various aspects of each location: floor surface, access to light, whether it needs an electric outlet and whether it has enough space for the planned activity. Provide places for children to sit, either in child-size chairs or in some cases, on the floor with mats or cushions. Think about how to store and display materials for each activity. Make an effort to give each area its own identity so that children learn what to expect and what to do in different areas. Create clear boundaries between areas and create pathways so children can move through the space without interfering with each other's play, while maintaining the home-like feel that is desirable in a family child care setting.

# LEARNING AREAS ARE CLEARLY DEFINED There are separate zones for active, quiet & messy play Each area is defined using furniture, rugs, room dividers Clear pathways help children move through the space but consideration is given to minimizing potential "run-zones" (long narrow pathways) RATING: 0 1 2 3 4 N/A PR! COMMENTS:

4.2												
RATING:	0	1	2	3	4	N/A	PR!					
COMMENT	S:											
4.3		6										
THERE IS	SUFFICI	ENT SP	ACE FOI	R NUMB	ER OF	CHILDRI	N					
<ul><li>Space do</li><li>Children</li><li>There is</li><li>There is</li><li>Older chi children</li></ul>	can move enough s space fo	e comfor space to r infants	tably arou allow for to crawl s	und the s children's afely & p	pace s activitie oull up		ger					
RATING:	0	1	2	3	4	N/A	PR!					
COMMENT	S:											
4.4 MATERIAL		IN ACTI	VITY AF	REAS AF	RE WELI	ORGA	NIZED					
<ul><li>Displays</li><li>A range</li><li>Items are</li></ul>	of mater	ials are a	ccessible	to childr								
RATING:	0	1	2	3	4	N/A	PR!					
COMMENT	S:											



4.5								4.8	•						
FURNISHII	NGS AR	E STUR	DY, WEI	LL-MAD	E & SA	FE		BLOCK AR		ROVIDE	D WITH	APPRO	PRIATE	RANGE	OF
O Rounded O Shelf & d O If toy chi	cubby un ests are	its are at used, the	tached to	o wall or t	loor	removable fo	or the	<ul><li> Is located</li><li> Provides</li><li> Has store</li><li> Offers er</li></ul>	d in a pro carpet fo age area	or childre & bins fo	en to sit o or materi	als	ilding ma	terials tha	at are in
RATING:	0	1	2	3	4	N/A	PR!	good rep		с-арргор	mate blo	CKS & Dui	ilding ma	criais tric	it are ii
COMMENT	S:							<b>RATING:</b>	0	1	2	3	4	N/A	PR!
								COMMENT	S:						
4.6															
FURNISHII	<b>*</b>	THE SPA	ACE AR	E APPR	OPRIAT	Έ		4.9							
<ul><li>Some fur</li><li>Soft elen included</li></ul>	nents su	are chilo ch as rug	d-size s, cushic	ons, & upl	nolstered	d furniture a	ıre	ELECTRON ENVIRONM	IC EQU	IPMENT	IS USE	D APPR	OPRIAT	ELY IN	THE
RATING: COMMENT		1	2	3	4	N/A	PR!	<ul><li>Television and prob</li><li>Children'</li></ul>	ate prog n & video nibited du	rams equipm oring mea	ent is use al times	ed minima	ally (30 n	ninutes pe	er day)
								daily O Not used	l for child	lren unde	er two. (F	CCERS)			
4.7								RATING:	0	1	2	3	4	N/A	PR!
WELL-EQU	<b>*</b>	ART AR	EA IS A	VAILAB	LE			COMMENT	S:						
O Floor is v O Running O Offers st	water is orage fo	nearby r art sup													
<ul><li> Provides</li><li> Sufficient</li><li> sponges</li><li> Smocks</li></ul>	t art mat & natura	terials inc al items a	luding pa ire availa	aint, crayo Ible				4.10 WELL-EQU		BOOK A	REA IS	AVAILA	BLE		
RATING:	0	1	2	3	4	N/A	PR!	<ul><li>Has a bo</li><li>A variety</li><li>Has soft</li></ul>	of age-a	appropria	ite books			children	
COMMENT	S:							O Offers go			ar orr				
								<b>RATING:</b>	0	1	2	3	4	N/A	PR!
								COMMENT	S:						







_			11.
4	4	1	
т.			-

#### **WELL-EQUIPPED DRAMATIC PLAY AREA IS AVAILABLE**

- O Offers child-sized dramatic play furniture such as a kitchen set
- O Provides props for play such as dolls, puppets, dress-up clothes, & seasonal items

**RATING:** 0 1 2 3 4 N/A PR!

**COMMENTS:** 

A	á			1
4.		4	-9	P-

#### **WELL-EQUIPPED "TABLE-TOY" PLAY AREA IS AVAILABLE**

- O Provides bins with manipulatives & other table activities
- O Is stocked with puzzles & games
- O Has child-sized table & chairs

RATING: 0 1 2 3 4 N/A PR!

COMMENTS:

### 4.13

# WELL-EQUIPPED SAND, WATER AND/OR SENSORY PLAY AREA IS AVAILABLE

- O Sand/water/sensory table is available or alternative solutions such as dish pans are used
- O Has props for play such as plastic dishes & cups, small bottles, rubber animals & people, shovels, etc.
- O Is not required for children under the age of eighteen months

RATING:	0	1	2	3	4	N/A	PR!
COMMENT	S:						

4.14 - 6

IF INFANTS ARE SERVED THERE IS CLEAN, SOFT FLOOR SPACE AVAILABLE FOR CRAWLING & PLAYING PROTECTED FROM OLDER CHILDREN'S PLAY

RATING: 0 1 2 3 4 N/A PR

COMMENTS:



Good: good quality or in good condition

**Excellent:** first-rate or top quality

N/A
Not applicable:
doesn't apply to
the home

PR!
Priority! Don't forget to identify priority items







# 5. Outdoor Play

Children need to play outdoors every day unless weather conditions are really harsh or dangerous. Outdoor play should offer a change of pace and an opportunity to "let off steam." It is important to allow movement, louder and more boisterous play, and physical challenges geared to the ages and stages of each child in care. It is also important to stimulate children's senses and their appreciation of nature, so planning interesting and engaging activities will make outdoor play more meaningful. Many favorite indoor activities are also fun when offered outdoors.

#### **OUTDOOR PLAY AT HOME**

5.1 YARD IS F	ENCED (	OR SAF	ELY ENC	CLOSED			
RATING:	0	1	2	3	4	N/A	PR!
COMMENT	S:						

<b>5.2</b>	6	*
YARD IS	SAFE	

- O There are no hazards such as broken glass, animal waste, nails, poisonous plants, standing water
- O Trash can is secured, away from play area
- O Lawnmower, other tools are stored securely
- O If chain link fence is used, no potential hazards (dog, poisonous plant, etc.) are within reach on other side
- O First aid supplies are available
- O Phone is available

**RATING:** N/A **COMMENTS:** 

**COMMENTS:** 







5.3 YARD PRO	VIDES	FOR AT					CHILD	<b>5.6</b> PLAY AREA PROTECTE	AS FOR	INFANT	IS & TO	DDLERS	S ARE A	VAILABI IFS	LE,
RATING:	0	1	2	3	4	N/A	PR!	RATING:							PR!
COMMENTS	S:							COMMENT						10,71	
									J						
	×1 .	_													
5.4 YARD HAS AREAS TO	CLEAR	R SIGHTL			ARE NO	) HIDDE	:N	5.7 PLAY EQUI			E, STU	RDY & II	N GOOD	REPAIR	R
RATING:	0	1	2	3	4	N/A	PR!	RATING:	0	1	2	3	4	N/A	PR!
COMMENTS	S:		1					COMMENT	S:						
			'		,						,				
<b>5.5</b>	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	6						<b>5.8</b>							
YARD HAS	AREAS	S WITH	BOTH S	UN & SI	IADE			PLAY AREA	A HAS I	DIFFERE	NT TYP	PES OF S	SURFAC	ING, APPROP	RIATE
RATING:								FALL SURF THE COSU SAFETY HA	ACING MER PF	UNDER RODUCT	<b>EQUIPN</b>	1ENT IN	ACCOR	DANCE	WITH
								RATING:	0	1	2	3	4	N/A	PR!
								COMMENT	S:			•			
	4														
	3		<b>_</b>		~ 1		-								
	Σ	L.A		1				5.9	-\@'-						
		er j						PLAY AREA THROUGH WITH OTH	THE Y	RD SAF	ELY &				
	4	1/1	Sil			3		RATING:	0	1	2	3	4	N/A	PR!
	Ville	OK N			16			COMMENT	S:						
	2														
	Q.W														





5.10 RANGE OF		OOR PL	AY OPPO	ORTUNI	TIES AI	RE AVAI	LABLE	5.14 DRINKING			ILABLE				
O Sand & v			(	O Garde	ning			RATING:	0	1	2	3	4	N/A	PR!
O Dramatic			(	O Group O Riding	games, toys	running,	jumping	COMMEN	TS:						
O Art					_										
RATING:	0	- 1	2	3	4	N/A	PR!								
COMMENT	S:							5.15 IF THERE FENCED	ARE L	ARGE PO	OLS IN	THE YA	ARD THE	Y ARE	
5.11	<b>-</b> ₩_	6						RATING:	0	1	2	3	4	N/A	PR!
PLAY EQU	PMENT	IS AGE	-APPRO	PRIATE	•			COMMEN	TS:						
RATING:	0	1	2	3	4	N/A	PR!								
COMMENT	S:														
5.12 STORAGE	S PROV							5.16 STROLLE TRANSPO	-\overline{\pi} RS OR \	<b>A</b> NAGONS	ARE A	/AILABI			JME
<b>RATING:</b>	0	1	2	3	4	N/A	PR!	RATING:	0	1	2	3	4	N/A	PR!
COMMENT	S:							COMMEN							
5.13 IF WADING SANITIZED TIMES	POOL	S ARE U & Supi	ISED, TI Ervised	HEY ARI D by an	E EMPT	TIED & T at ali	L	5.17 THERE IS AID SUPPINUMBERS	A POR	UNSCRE	EN, DIA	<b>NPER SU</b>	WITH I	WATER,	FIRST
RATING:	0	1	2	3	4	N/A	PR!	RATING:		1			4	N/A	PR!
COMMENT	S:											3	*	N/A	LV:
								COMMEN	ΓS:						
								-							







# Family Child Care Checklist Action Plan:

Review those items that you assigned a low rating (0 to 2) or those you marked a high priority ( in the PR column) and write them below. Items that affect children's health or safety should be given very high priority.

Some items will be relatively simple changes – such as rearranging space or putting some things away. Others are more complex, and will require an investment of time, money or both. Think about what you need to do in order to act on each item. If you made notes as you completed the checklist, look back at those thoughts.

Your Action Plan may cover a wide range:

- Things you can take care of right away;
- Things that you may need to discuss with your family before making a change; and
- Things that you may need to purchase/repair/build.

Decide on the first change you would like to make and list it first. Changing your space is an evolving process – you will find that some changes you make lead to other ideas or solutions you may not anticipate until you get started. Try one thing, and see if/how it makes a difference. Then move on to the next item.

List all the items you want to address under *Action Needed*, and as you finish them, note the date completed. If you spend money, save receipts as part of your business expenses for tax purposes.

ITEM FROM CHECKLIST	ACTION NEEDED	DATE COMPLETED	COST
example 3.2	stored and/or removed all small kitchen appliances and installed child-proof latches on lower cupboards and drawers.	3   15   06	\$38.00
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ITEM FROM CHECKLIST	ACTION NEEDED	DATE COMPLETED	COST
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