



## Children's Waiting Room Parent Operational Policies

### General Guidelines:

1. Parents must be Active-Duty Military and/or spouse to utilize Children's Waiting Room.
2. Children's Waiting Room is available to children ages 6 months - 12.
3. Children's Waiting Room hours Monday – Friday 8am – 4pm (last drop off at 2pm)
4. Parents can make an appointment for child care by calling 270-798-3077
5. The ASYMCA and/or Children's Waiting Room staff is not responsible for lost or stolen items.
6. No outside electronics permitted.
7. Parents must provide valid Military/Veteran ID to sign children in and out of Children's Waiting Room.
8. Only the parent who signed in the child to Children's Waiting Room is allowed to sign out the child, unless prior authorization is received.

### Healthy and Safety

1. Our ASYMCA child care providers are trained in basic first aid and CPR.
2. Hand sanitizer will be required before entry to Children's Waiting Room.
3. Children's Waiting Room staff reserves the right to refuse admittance to any child who:
  - a. Has a temperature of 100 degrees or higher
  - b. Shows any sign of illness
4. No medications will be administered at Children's Waiting Room.
5. All surfaces will be sanitized using Clorox Wipes and/or Lysol spray.
6. Should a child sustain a minor injury (cut, scratch, bump, bruise, etc) while in Children's Waiting Room, parents will be given a copy of the incident report form.
7. In the event of a medical emergency, 911 will be contacted immediately, followed by the parent.

### Food and Beverages

1. Food/Beverages are not allowed in the ASYMCA Children's Waiting Room. This is to protect other children for exposure to potential germs and allergens.

### Bathroom

1. Please take your child to the restroom and/or change diapers and wash hands immediately before attending Children's Waiting Room.
2. ASYMCA staff will take children to the restrooms in the classroom and/or change diapers once every 2 hours or as needed.

### Behavioral Concerns

1. ASYMCA Children's Waiting Room staff do not discipline children.
2. ASYMCA staff will attempt to redirect disruptive children.
3. If a child cannot be redirected or harms others in any way, the parent will be contacted via text/phone call to pick-up the child.

## Length of Care

1. Children's Waiting Room is available for the duration of the medical appointment only.
2. Parents are not authorized to go anywhere other than their appointment when your child is in our care. If you violate this policy, your permission to use the Children's Waiting Room in the future will be revoked.
3. The following procedures will be followed if the parent is 15 minutes late picking up their child.

1<sup>st</sup> - The ASYMCA Children's Waiting Room staff will contact the parent via text or phone call (leaving a voicemail if no answer) at the phone number they have provided and will wait 3 minutes for a response.

2<sup>nd</sup> - If no response, the ASYMCA Children's Waiting Room staff will contact the clinic front desk staff and ask if the parent is still being seen and/or if the parent has signed out of the clinic. If the parent is still in the building, the front desk staff will attempt to locate the parent and provide a status update on when they will be picking up the child from Children's Waiting Room.

3<sup>rd</sup> - If the ASYMCA Children's Waiting Room staff and the clinic front desk staff have still not been able to reach the parent, the ASYMCA staff will notify the ASYMCA Program Director. The ASYMCA Program Director will then make the decision to notify law enforcement.

## Late Check-In / No Shows

1. If you are running late, please contact the Program Assistant at 270-798-3077 to let us know
2. The Children's Waiting Room staff will only wait an additional 15 minutes past the scheduled appointment time before cancelling your Children's Waiting Room Reservation.

## Cancellations

1. If you need to cancel your child care appointment for any reason you must notify the ASYMCA Program Assistant as soon as possible via email to [closee@asymca.org](mailto:closee@asymca.org) or by phone 270-798-3077.
2. Failure to notify the ASYMCA of cancellation may result in your inability to utilize the program in the future.

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Parent Name Printed

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Today's Date

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Parent Signed Name