

Children's Waiting Room

Parent Operational Policies

General Guidelines:

1. Parents must be Active-Duty Military or Veteran to utilize Children's Waiting Room.
2. Children's Waiting Room is available to children ages 1 - 13.
3. Children's Waiting Room hours at the Cohen Clinic by appointment only on Monday and Tuesday 8am – 5pm, Wednesday and Thursday 8am – 7pm, and Friday 8am – 12pm.
4. Parents must make an appointment for child care by completing the online registration at least 48 hours in advance through the ASYMCA website (www.asymca.org/fort-home-bragg) to reserve child care.
 - a. See instructions for how to register for Children's Waiting Room at.
 - b. Make sure to add your child as a family member in your ASYMCA account as you will be registering your child for care not yourself.
5. The ASYMCA and/or Children's Waiting Room staff is not responsible for lost or stolen items.
6. Parents must provide valid Military/Veteran ID to sign children in and out of Children's Waiting Room.
7. 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. 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
2. No medications will be administered at Children's Waiting Room.
3. Masks are required for all children ages 2 and up attending Children's Waiting Room.
4. All surfaces will be sanitizing after each child, using Clorox Wipes and Lysol spray.
5. 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 Our ASYMCA child care providers are trained in basic first aid and CPR.
6. In the event of a medical emergency, 911 will be contacted immediately, followed by the parent.

Food and Beverages

1. Food and/or 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 dropping your child off at Children's Waiting Room.
2. Hand sanitizer will be required before entry to Children's Waiting Room.
3. ASYMCA staff is not permitted take children to the restroom or change diapers.
4. You will be notified via text and/or phone call to respond to your child's restroom needs.

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 one hour only.
2. Parents are not authorized to leave the premises 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.

1st - The ASYMCA Children's Waiting Room staff will contact the parent via text at the phone number they have provided and will wait 3 minutes for a response.

2nd - If no response, The ASYMCA Children's Waiting Room staff will contact the parent via phone call at the phone number they have provided. The staff will leave a voicemail if/when prompted and wait 3 minutes for response.

3rd - If still 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.

4th - 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.

