



## CHILDREN'S WAITING ROOM PARENT POLICIES

The Children's Waiting Room (CWR) offers free childcare for military service members' children during medical appointments at Military Treatment Facilities and partnering healthcare providers. This program ensures families can prioritize health without the stress of arranging or the expense of external childcare. CWR balances structure with flexibility, catering to the needs of both the children and parents while ensuring safety, engagement, and fun.

Eligibility for participation in Children's Waiting Room is defined by the criteria outlined below.

- Children must have an active-duty parent from any branch of service.
- Children must be 6 weeks to 12 years of age.
- The CWR is strictly for family member medical appointments only. Children may not be left at CWR for any other purposes.
- **Parents must submit proof of immunizations before their child's first visit and keep updated.** If your child is on a catch-up or delayed immunization schedule, you will be required to provide documentation from the physician or immunization staff indicating clearance for program participation. **No vaccination record—no admission—no exceptions.**
- If the child has an allergy and/or medical condition/diagnosis that requires special instructions, parents must complete the Allergy and Anaphylaxis Emergency Plan and/or the Child Medical Action Plan.

### Check-In/ Check Out

- We recommend scheduling a reservation time at the CWR as soon as you have confirmed your clinic appointment.
- Your slot will be forfeited if you arrive more than 10 minutes past your reserved time.
- There is a two-hour daily time limit at the CWR. Your two hours start at your reservation time with the CWR, not the appointment time at the clinic in which you are being seen.
- We do not schedule reservations at the CWR for people being seen at Labor and Delivery, Emergency Room, or Surgery.
- Children may be checked in 15 minutes prior to the appointment time.
- The parent must present a Military ID when dropping off and picking up from CWR.
- All parents will be given a CLINIC VALIDATION CARD that must be signed by the clinic verifying their appointment. Failure to do so will suspend future Waiting Room
- Privileges.
- The parent must present the signed Clinic Validation Card to the CWR staff when picking up the child. Failure to return the validated CVC at pick-up may result in denial of future CWR services.
- medical appointment.
- All children must be picked up from CWR by the end of our posted Care Hours, regardless of what time your appointment was scheduled. If you schedule an appointment within the final two hours of our posted Care Hours, your daily time limit will be shortened accordingly.
- Children will only be released to parents/guardians or authorized individuals listed on the registration form emergency pick-up list.
- Children are not allowed to leave the program alone.
- Authorized pick-up individuals must:
  - Be at least **16 years old**.
  - Present a **valid photo ID**.
  - Must be on the child's approved pick-up list
- Changes to the authorized pick-up list or emergency contacts must be made in writing by the parent or guardian.
- Updates can be submitted to a Children's Waiting Room facilitator onsite or dropped off at the ASYMCA main office.
- **Emails or phone calls are NOT accepted** as sufficient for modifying the pick-up list.
- If an individual is not listed as an authorized adult or does not have proper identification to pick up the child, the child will NOT be released, and Staff will contact the parent or an authorized individual immediately.



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## Late Pick Up Policy

We understand that emergencies do occur, however, it is your responsibility to communicate with CWR staff and to organize a second plan of action to maintain your child's safety if you are unable to pick-up your child immediately after your appointment.

- The maximum time limit is two hours of child care.
- Parents must pick-up their child immediately after their scheduled medical appointment.
- Parents may not visit any other clinic, office, or pharmacy after their appointment.
- If a medical issue arises that may extend this time, the clinic, not the parent, must notify CWR staff and the emergency contact will be notified to pick up the child.
- Failure to notify may disqualify families from future use of the Children's Waiting Room.
- If the medical appointment is expected to last longer than 2 hours, parents must seek alternative child care through the installation
- CYS.
- If you have exceeded the 2 hour limit, CWR staff will attempt to contact you directly.
- If you cannot be reached, CWR staff will contact those listed as emergency contacts.
- If your emergency contacts are not available to pick up your child, the Installation Police will be contacted to file an abandonment report.
- Under no circumstances is it the responsibility of the Children's Waiting Room provider or the Armed Services YMCA to care for your child beyond your scheduled appointment.

To ensure accountability from the parents, charging fees for late pick up may be necessary.

- Per ASYMCA policy there is a \$1/minute charge for late pick-ups.
- Pick-up times will be noted on the sign-out roster.
- The Program /Director/Coordinator will notify parents of any late fees charged to the account.
- Late pick-ups may result in denial of future CWR services.

## Cancellation Policy

- **Advance Notice:** Cancellations must be made at least 24 hours before the reserved time. Parents may contact the ASYMCA via phone or email to cancel a reservation.
- **Charges for Late Cancellations:** If canceled with less than 24 hours' notice the ASYMCA may charge a fee, or the family may lose the privilege to use CWR in the future.
- **No-Show Fees:** If no cancellation is made and the child does not attend, the ASYMCA may charge a fee, or the family may lose the privilege to use CWR in the future.
- **Emergency Closures:** In the event of an emergency closure (e.g., natural disasters, public health emergencies), the center will notify all registrants promptly by phone call.

## Sick Child Policy

The CWR is for healthy children only. If your child is running a fever or showing other signs of illness, please contact the CRW to cancel your appointment. This is to protect the health and wellbeing of all children entrusted to our care.

- ASYMCA staff reserve the right to refuse admittance to any child who shows any signs of illness – rash, cough, diarrhea, runny nose, discharge from eyes, or a fever (temperature of 101 degrees or higher) unless a note is provided by their doctor stating that the child is not contagious.
- Children who have been ill must be symptom-free for 24 hours (without medication) before utilizing the ASYMCA Children's Waiting Room.
- Children who are ill and receiving antibiotic treatment may attend CWR after they have been on medication for 24 hours or longer.
- Symptoms that would require your child to stay home include but are not limited to:
  - Fever, defined as a temperature of 101°F or higher (mandatory that a child be fever-free for a minimum of 24 hours without medication)
  - Vomiting (Must be at least 24 hours since the last episode of vomiting)



- Diarrhea (Must have stools that have returned to normal for a full 24 hours)
- Any communicable illness/disease, including a persistent cough, reddened eyes, sore throat, headache, abdominal pain, or any other condition that would require exclusion from other children or adults.
- In case of illness (fever, upset stomach, headache, vomiting, sore throat, etc.) or injury while at CWR, the parent or emergency contact (if the parent cannot be reached) will be called immediately and is expected to pick the child up within 30 minutes of notification.
- Any child who appears ill will be allowed to rest comfortably a safe distance from other children but under program facilitator supervision until the parent arrives to pick-up the child.
- Medication/Emergency Policy
- CWR staff DO NOT dispense medication of any kind. This includes any prescription or over-the-counter medication or hygiene products, including sunblock, lotions, lip balm, etc.
- If transportation to the hospital is needed, an ASYMCA facilitator will accompany your child in the ambulance and will stay with him/her until you arrive.
- If a child requires medical attention while participating in the Armed Services YMCA Children's Waiting Room program, the parents are responsible for payment of any medical services rendered.
- For minor injuries, all ASYMCA facilitators are trained in First Aid and will administer aid as needed and an injury report will be completed and shared with the parent. A facilitator may contact you to pick up your child if additional care is needed.
- Toileting/Diapering
- Parents are encouraged to take their child to the restroom before entering CWR.
- In the event a child needs to use the restroom, one employee will stand in the open doorway while the child uses the toilet.
- Children wearing diapers must enter CWR in a clean diaper.
- Diaper changes will not be provided by the ASYMCA child care providers.
- In case of a bowel movement or extreme accidents resulting in soiled clothing, parents will be contacted via text message or phone call for you to come tend to your child.
- Food and Drink Policy
- Food and drinks are not allowed in Children's Waiting Room. We suggest that you ensure your child receives a snack prior to drop-off if your appointment overlaps their normal snack time.

## Clothing/Personal Belongings/Strollers

- All children must be fully clothed, including shoes.
- Personal belongings may not be left in CWR.
- ASYMCA child care providers are not responsible for lost/stolen items.
- Strollers are not allowed to be left in or outside CWR.

## Inconsolable Child Policy

To ensure their well-being, children who are unable to adapt to their parents' absence will not be allowed to remain in the CWR. If your child is not able to stop crying within 10-15 minutes, we will contact you to return to the CWR to pick up your child.

## Behavior Policy

Praise and positive reinforcement are effective methods of behavior management. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concept, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following age and developmentally appropriate discipline and behavior management policy. Please discuss these with your child as well.

The ASYMCA adheres to 3 Basic Program Expectations:

1. **Be Respectful:** Speak politely, listen to others and follow directions
2. **Be Responsible:** Take care of our supplies, materials, and equipment, help keep the room tidy, and clean-up when asked.
3. **Be Safe:** Keep their hands and feet to themselves, walk while inside, stay in line as requested, use supplies, materials, and equipment appropriately.



### Behavior Management Strategies

- ▶ **1st – Gentle Verbal Correction**
- ▶ **2nd – Redirection**
- ▶ **3rd – Age-appropriate time-out and Behavior Report completed** by Program facilitator to be shared and signed by the parent at pick-up and filed with the Program Director.

If a child exhibits aggressive behaviors that pose a risk to themselves, other children, or to the CWR staff, he/she will not be allowed to remain in the CWR and will not be accepted at the CWR for future appointments.

### Video Surveillance

Video surveillance may be in use at ASYMCA locations and off-site facilities hosting ASYMCA programs. Video surveillance recordings are for internal purposes only. ASYMCA management are the only individuals authorized to view video footage. Parents and/or ASYMCA members are not authorized to view recordings due to personal privacy.

The purpose of utilizing a video surveillance system across child and youth programs is to:

- Deter and reduce the risk of child abuse in an ASYMCA facility.
- Protect Child Care Professionals from unwarranted allegations of child abuse.
- Provide parents with “peace of mind”.
- Support ASYMCA management and Child Care Professionals with providing Line of Sight Supervision (LOSS).
- Support ASYMCA management and Child Care Professionals with program oversight by:
  - Monitoring adult to child ratios.
  - Monitoring adult and child interactions.
  - Conducting classroom observations.

### Firearms, Weapons & Narcotics

Firearms and weapons of any kind are prohibited in any ASYMCA building or on anyone on the ASYMCA premises, excluding federal, state or local law enforcement officers. Narcotics, alcohol, cigarettes, vapes or other impairing drugs must not be present on anyone on the ASYMCA premises or in vehicles used by the ASYMCA.

### Confidentiality

We do not disclose any non-public information about ASYMCA Members and Program Participants to anyone except as permitted by law. We restrict access to ASYMCA Members’ and Program Participants’ personal information to those employees and volunteers who need to know that information to provide products and/or services to you. We maintain physical, electronic, and procedural confidentiality to the best of our ability.

**I have read the Armed Services YMCA Parent Policy and I fully understand the terms. By signing below, I agree to abide by the terms contained herein. My agreement and signature are given freely and voluntarily without any inducement.**

Printed Name of Parent/Guardian

Signature of Parent/Guardian

Date