

### **Policies and Agreement Form**

My Little Waiting Room (MLWR) requires all forms and/or online registration to be completed before care can be provided, regardless of the duration of stay. Please print legibly on the forms. If a MLWR staff member cannot read the information provided by the parent/legal guardian, the parent/legal guardian may be asked to fill out a new form. For children who may require medication, epipens, or diaper cream, an additional "Medication Form" is required to be filled out and signed. If child(ren) are not enrolled in a public/private preschool, elementary school, or licensed daycare we require a copy of the child(ren)'s immunization records after their fifth (5th) visit (per year). All children must be current on appropriate immunizations with the exception of medical or religious exemptions. Any eligible exemptions should be reported to a MLWR staff member.

**Hours and Closures:** MLWR hours are: Monday-Friday 9:00am to 5:00pm. Please be aware of our closing time and allow adequate time to get back to MLWR from your location in the hospital. We do not allow drop ins after 4:30pm. Late pick-ups may result in restricted use of MLWR in the future. MLWR is closed the following days: Saturday, Sunday, New Year's Day, President's Day, MLK JR Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. Additional closings may occasionally occur due to inclement weather, staff training, and unforeseen circumstances; please call to verify the facility is open.

The MLWR program is designed specifically for children aged 6 weeks to 10 years old. MLWR is a drop off child care center; Only MLWR staff members are permitted to be in the play area; parents/guardians are not permitted to stay with their children in the play area. If parent/guardian would like to stay and watch their infants/children play at MLWR, they may stay in the reception area. Exceptions to this are limited to the following: (1) child(ren) require parental assistance to ease their drop-off at MLWR; (2) parents/guardians want to view MLWR before leaving their child(ren) in MLWR's care; (3) MLWR staff members have difficulty getting child(ren) to leave once parents return to pick them up; (4) any other reason approved by a MLWR staff member.

As a licensed onsite facility, parents/legal guardians or those authorized by the parents/legal guardians to bring child(ren) to MLWR are not permitted to leave the campus. The Peterkort Centre is not within the approved campus. Use of MLWR is not available for on-the-clock Providence employees and other visitors to the site for non-medical related reasons, including but not limited to, business meetings, job interviews, social groups (i.e. mom's groups, etc.), and similar purposes. In situations involving inpatient procedures or hospitalization, an authorized parent/guardian must be on campus in addition to the patient unless otherwise prearranged with a MLWR staff member.

**Check In:** Please allow 10 minutes for check in. Children must wait until the check-in process is completed and/or a MLWR staff member invites the child(ren) to enter the play area. Parent/Guardian must sign child(ren) in using our touchscreen monitor at the front desk. A pager will be checked out to the parent/guardian with a firm return time. We will ALWAYS make every attempt to avoid paging a parent/guardian. The following are reasons a parent/guardian may be paged: child is inconsolable; parent is late for pick up; child exhibits unacceptable behavior and is not responding to staff care; maximum capacity is reached; child has a bathroom accident and extra clothes were not provided; any emergency situation; any other reason a MLWR staff member deems appropriate. Parent/guardian is responsible to notify MLWR if a time extension is needed.

**Check Out:** Child(ren) will never be released to anyone other than parent/guardian or others authorized by parent/legal guardian. Parents must sign child(ren) out at the front desk via the touchscreen monitor. Pager must be given to a MLWR staff member before child(ren) will be released. If person dropping off is going to be different than the person picking up it MUST be prearranged. Photo ID and the pager are required before child(ren) will be released. If a secondary guardian or emergency contact has not been given, the drop-off guardian will have one hour to respond to any form of contact (i.e. pager, phone, etc.) that a MLWR staff member has made. After one hour, MLWR will then call DHS to come pick up the child(ren). Please note that our staff will make every attempt to contact you before contacting DHS. The MLWR staff will do their best to return all items (wipes, toys, sippy cups, etc.) that were left to provide quality care; please always double check before leaving MLWR to make sure that all items brought were returned. Any item that is left behind (with the exception of perishable items) will be kept in our "Lost & Found" for 1 month from the date of visit and then discarded.

**Reservations:** Drop-in care is available, however, if you plan to have an appointment at the hospital, we highly recommend you reserve a space in advance. If you require more than 90 minutes of care, reservations are required. Reservation confirmations are only made upon request. We understand that medical appointments and hospital visits are sensitive and private matters. Any information shared with the MLWR staff members is confidential. We require the following information to ensure the children's safety while in our care: Full legal names of child(ren) and parent/guardian; date of birth of child(ren) and parent/guardian; date & time the medical appointment starts or planned visitation time; duration of time requested; and first and last name of the physician the patient will be receiving care from while child(ren) are in care. Visitations require the patient name and room number. If you have questions as to why this information is necessary, please speak with a MLWR staff member.

**Duration of Stay:** Our drop-in facility is designed to care for children for short durations. It is our recommendation that for situations that may require long term or all day care that alternate care be arranged. If alternate care is not possible, the situation can be further discussed with a member of the MLWR management team. In the event child(ren) will be at MLWR longer than the given return time, the parent must call to inform a MLWR staff member. If MLWR is not notified of an extended stay, the pager will activate and the "late policy" will be enforced. Late Policy: If your child(ren) are not picked-up on time, the following protocol will be followed: (1) Parent/Guardian will be paged; (2) Parent/Guardian will be called by contact number(s) provided; (3)

Providence staff member where parent/guardian are located will be contacted if possible; (4) Emergency Contacts listed on the Child(ren)'s Registration Form will be called to pick-up the child(ren); (4) Department of Human Services (DHS) will be called to pick-up the child(ren) if parents/guardians or emergency contacts have not responded within one hour.

**What to Bring:** If your infant/child typically has a bottle during the day, you are required to send at least one bottle. For children who are in diapers/pull ups, an extra set of clothes and additional diapers/pull-ups and wipes are required. If a child is potty training and wearing underwear, an extra set of underwear and change of clothes is required. All diaper bags, bottles, strollers, and other personal belongings should be labeled prior to leaving at MLWR. If a stay of more than 90 minutes has been prearranged with a MLWR staff member, food must be sent with the child(ren). Socks and/or shoes are required to be worn at all times. Any other special blankets, stuffed animals, pacifiers, or similar items are welcome to make your child(ren)'s stay at MLWR fun and enjoyable. Please note MLWR is not responsible for lost or broken personal items. Electronics are allowed but discouraged. Games that include violence or any type of weapon are not permitted. **During a child's stay at MLWR, they are not permitted to use cell phones for the purpose of phone calls or texting.** If a child needs to make a phone call while in care at MLWR, a MLWR staff member will allow them to call their parent/guardian using the hospital phone.

**Snacks:** MLWR is a peanut-free facility. Snacks (such as crackers, cheerios, pretzel sticks and apple juice) are only provided in emergency situations. Please send food/snack(s) with your child(ren) if you think your child(ren) will be hungry or will want food while at MLWR. If you would like your child(ren) to eat at a particular time, please inform a MLWR front desk personnel when you drop off your child(ren). Please inform MLWR of any food allergies when dropping off your child(ren).

**Facility & Staff:** MLWR is a licensed childcare facility operated by Volunteers of America® Oregon staff. The MLWR staff is comprised of caring, creative individuals who are licensed childcare professionals. As paid licensed workers, all staff members are certified in CPR/First Aid, enrolled in the Oregon Childcare Division Central Background Registry, epi-pen certified, and attend ongoing staff development and training. No child can exceed 24 hours a week of care at MLWR. MLWR will never exceed approved ratios of children per staff member, as issued by the state of Oregon. The maximum capacity for MLWR is fifteen (15) children at Providence St. Vincent Medical Center and twelve (12) at Providence Portland Medical Center with 3 staff present (8 children with 2 staff). Reservations are always given first priority.

**Quality Care:** MLWR staff members only use positive methods of discipline and guidance that encourages self-esteem, including praise of good behavior, reminding children of behavior expectations, and, when appropriate for the child's age and development, redirection and brief supervised separation or time away from the group. For the safety of all, parents will be paged to pick up any child that exhibits repeated misbehavior or behaviors that physically hurt other children and/or staff members. MLWR does not discriminate against any person with physical, mental or sensory disabilities. However, MLWR services do not include one-on-one supervision, therefore, MLWR cannot accept children whose special needs require one-on-one care. MLWR cannot accept children who are ill. Children must be fever-free and symptom-free for at least 24 hours before visiting MLWR. Please be considerate to this matter as many children in MLWR's care cannot be around any sickness due to the sensitivity of some family members (i.e. cancer patients, etc.). If a child is dropped off ill or becomes ill, the parent/guardian will be paged to pick them up immediately.

**Crying Policy:** Due to the nature of drop in services, young children sometimes have a hard time adjusting to new environments. MLWR encourages the parent(s)/guardian(s) to say goodbye to the child(ren) and let them know that they will be back to get them soon. This helps the child(ren) know that their parent/guardian is knowingly leaving and that he/she will be coming back to get them. MLWR staff members are prepared to comfort, soothe and engage children in activities. In most cases children are able to be consoled and engage in the program. Unfortunately some children may be inconsolable regardless of any and all attempts made by the care providers. Recognizing that parents/guardians are attending to important appointments and should not be disturbed, every attempt will be made by staff to keep the child as comfortable as possible until the parent/guardian returns from their appointment. If a child is extremely upset and is unable to adjust to the environment after approximately 20 minutes, staff may page the parent/guardian to seek suggestions or alternatives for calming the child. If necessary for the well being of the child, the parent may be asked to pick up their child. Please let a MLWR staff member know ahead of time if you anticipate your child(ren) may have a difficult transition and if you would like to be contacted.

**Wagon Delivery:** On the rare occasion that a parent/guardian is unable to pick up/drop off their child(ren), it may be requested that a MLWR staff member escort the child(ren) to/from the medical appointment or patient room to MLWR. In such cases, we have a wagon with seats and seatbelts that provides a smooth transition for the child(ren) as they go to/from MLWR to their parent/guardian's location in the hospital.

**Emergency Protocols and Procedures:** In the event of an emergency that requires evacuation of the building, we will use the following routes: Providence St Vincent Medical Center: The front exit door or if this door is blocked, the rear exit door which leads to an outside walkway. Our meeting location will be at Catlin Gabel School (8825 SW Barnes Road). Providence Portland Medical Center: The front exit door. Our meeting location will be at Dr. Jeffery Spathas' Family and Cosmetic Dentistry (4901 NE Glisan Street). MLWR staff members will remain at the designated spot until parents arrive or until the fire marshal and/or a hospital representative deems it safe to return to MLWR.

**Payment:** This service is funded solely by donations. We encourage a suggested donation of \$10 per family/per visit. All donations are tax deductible. Cash & Check can be placed in the donation box at the front desk. Receipts for cash donations are available upon request. Checks can be made out to "My Little Waiting Room." Credit Card Donations are encouraged to be made online prior to visiting MLWR by going to [www.providencefoundations.org](http://www.providencefoundations.org).