

Ronald McDonald **STAR** Center

Providing **Support, Teaching, Awareness, and Resources** to families receiving medical care.

Description

The STAR Center is a free service of the Ronald McDonald House, which provides a fun, welcoming, educational environment for children while their sibling or caregiver receives medical/wellness care. Staff and volunteers work with children on age appropriate lessons involving healthy habits, positive peer socialization and school readiness skills. Additionally, staff and volunteers will provide each family with take home lesson information and other supporting materials to promote a greater awareness of community resources to help impact future well-being.

Guidelines

Prior to Services

- Children may utilize the STAR Center between the hours of 9:00 am – 5:00 pm.
- Children utilizing the STAR Center must be 3-8 years of age and be fully potty/bathroom trained.
- Caregiver must contact the Cleveland Clinic Children's (Outpatient?) Hospital to **make a (time slot) reservation prior to using the STAR Center**. If a prior reservation is not made and a time slot becomes available the day of a patient's appointment, a reservation may be completed upon arrival.
- Caregiver and child/children are expected to arrive 10 min. prior to their scheduled time slot. If a child has not arrived by 15 mins. after their scheduled time slot, their slot may be assigned to another child.
- Children may utilize the STAR Center for **a maximum of 3 hours**. A child may return after 2 hours, if a time slot is available and when an additional STAR Center reservation is scheduled.
- Children utilizing the STAR Center must be in good health and symptom free of any communicable illness (cold, runny nose, fever, etc.).
- Caregiver must be accessible at all times. In case of emergency or unforeseen circumstances, the caregiver's cell phone number must be provided and accessible for a quick response.

Day of Services

- Each child must be taken to the restroom by caregiver prior to check-in. If a child needs to use the restroom, a STAR Center volunteer or staff member will accompany him/her to the restroom, but will not enter the stall to assist the child.
- Upon entering and exiting the STAR Center, each child will be expected to sanitize his/her hands at the sanitizing station.
- Caregiver must sign child/children in and complete necessary check-in and check-out procedures.
- Caregiver picture ID is needed at the time of check-in.
- Caregiver must remain inside the medical center while his/her child/children are in the STAR Center.
- Misbehavior by caregiver and/or children that interrupts services will not be permitted. Staff has the right to discontinue or refuse services and ask the individual(s) to leave the STAR Center.
- Outside food, toys and other personal items should remain with the caregiver. Limited storage is available upon request.
- Children must be picked up promptly after the patient's appointment.