



Keeping families close®

## Ronald McDonald STAR Center at Cleveland Clinic Children's Outpatient Center

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

**Hours: Monday - Friday 9AM - 5PM**

The STAR Center is a free service of the Ronald McDonald House Charities of Northeast Ohio, which provides a fun, welcoming, educational environment for children while their sibling 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.

### **Policies and Procedures**

1. Children utilizing the STAR Center must be 3-8 years of age and be fully potty/bathroom trained.
2. Children may utilize the STAR Center for a **maximum of three hours**. A child may return after 30 minutes for an additional three hours dependent on operating hours.
3. Children utilizing the STAR Center must be in good health and symptom-free of any communicable illness (cold, runny nose, fever, etc.).
4. 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.
5. Each child must be taken to the restroom by caregiver prior to check-in.
6. Upon entering and exiting the STAR Center, each child will be expected to sanitize his/her hands at the gate.
7. Caregiver must complete the registration, health screening, and consent form. Registration must be completed on a once-a-month basis within the same month of the patient's appointment.
8. Caregiver's government issued ID is needed at the time of check-in.
9. Caregiver must remain inside the Children's Outpatient Center while his/her child/children are in the STAR Center.
10. 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.
11. Outside food, toys, and other personal items are the responsibility of the caregiver. STAR Center staff/volunteers may ask the caregiver to remove or keep the item(s) while the child is checked in.
12. Children must be picked up promptly after the patient's appointment. The caregiver who registers and drops off the children must be the same caregiver to pick up the children.