

Welcome to the Children's Waiting Room (CWR)

Operated by: New Hope Academy

Policies & Parent/Guardian Agreement Form

We offer engaging, fun experiences for your child while you conduct court business. We will do our very best to care for your child while they are with us.

ARRIVAL: Upon arrival you will be asked to:

- **Complete an emergency information form**
- **Get an identification sticker** that you will need to have to pick up your child (1 for each child and 1 for yourself – **MANDATORY possession to pick up**)

Times available: 8:00 am – 12:00 am & 1:15 pm – 4:00 pm

- Child(ren) must be picked up for lunch, even if they are coming back for the afternoon.
- The CWR closes at 4:00 pm; all children should be picked up by 3:45pm.

Food: If your child has food allergies or is on a restricted diet, discuss the snacks with the caregiver to be sure they are safe. You are also welcome to drop off such necessities, if you like. We do supply water and crackers only.

Health: All children need to be healthy to use the CWR. If your child shows symptoms of fever, breathing difficulties, severe cough, diarrhea, vomiting, sore throat, infections of the skin or eyes; or lice they cannot be cared for in the Children's Waiting Room. If your child becomes sick while in care, a caregiver will contact you to pick them up immediately.

Behavior Issues: The CWR policies have been developed with the safety of children in mind, if your child is misbehaving or exhibits any inappropriate behavior, you will be contacted to pick your child up immediately. Behavior issues may limit your future use of the CWR.

PICK UP: You must have the sticker given at check-in to be able to pick up the child(ren).

If an emergency evacuation is required while your child is in care they will not be released to the adult until the building is cleared and children return to the Children's Waiting Room. All Adults must follow the public evacuation process as designated by the courthouse.

I have read, understand and agree to each of the parent/guardian policies set forth in this document, and agree to hold harmless New Hope Academy, CDI/ CDC and the Superior Court of California, Contra Costa County, its agents, officers, and employees, from and against any and all claims, losses, liabilities or damages, including payment of attorney's fees arising or resulting from the performance of this Agreement.

Parent/Guardian Signature: _____ Date: _____

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Emergency Information Form

**** You MUST keep your check-in sticker with you at all times ****

Parent/Guardian/Caregiver Name: _____

Your cell phone number: (_____) _____ (will use if urgent contact is needed today)

Where will you be located today?

Child(ren)'s Information:

First/Last name: _____ Age: _____

First/Last name: _____ Age: _____

First/Last name: _____ Age: _____

First/Last name: _____ Age: _____

Does the child/ren have any allergies to foods or medicines? Yes No (if Yes, please briefly explain)

Does the child/ren have any medical conditions that we should be aware of? Yes No (if Yes, please briefly explain)

Is there a current restraining order? Yes No (if Yes, please briefly explain)

I HEREBY AUTHORIZE THE FOLLOWING PERSON TO PICK UP MY CHILD(REN) IN AN EMERGENCY.

Name: _____ Cell Phone: _____ (Photo ID Req.)

IN CASE OF INJURY OR SUDDEN ILLNESS, I HERBY GIVE AUTHORITY TO ANY HOSPITAL OR DOCTOR TO RENDER IMMEDIATE AID AS MIGHT BE REQUIRED. IT IS UNDERSTOOD THAT I WILL ACCEPT THE EXPENSE OF THIS SERVICE.

Parent/Guardian/Caregiver

Signature:

_____ Date: _____

CWR Reminders!

1. Do not lose your check-in sticker – do not give it to anyone else to pick up your child either.
2. You must pick up child(ren) before 12:00pm if dropping off in the morning and before 4:00pm if dropping off in the afternoon
3. CWR is only for families conducting Family Court business.
4. The CWR staff will call your cell phone for urgent matters. If you are in a courtroom, the courtroom clerk will be notified to contact you since cell phones are not allowed in the courtroom - you will be identified by the court personnel by wearing your sticker on your left chest.