

## **DC Courts' Child Care Center -- Frequently Asked Questions**

### **\*\* Where is the Child Care Center located?**

The Child Care Center is located on C Level in the Moultrie (Superior Court) Building at 500 Indiana Avenue in room C-185.

### **\*\* Is the Child Care Center licensed?**

The Center is a licensed Child Development Center. The office of the State Superintendent of Education (OSSE) issues the annually renewable Child Care Center license.

### **\*\* What are the hours of the Child Care Center?**

The Child Care Center is open from 8:30 a.m. to 5:00 p.m. daily, Monday through Friday. The Center is closed on weekends and federal holidays.

### **\*\* How will I know if I am eligible to use the Child Care Center?**

If you are a member of the public who has business with the Court or you are a Court employee, you are eligible to use the Child Care Center during the time that you are handling your business with the Court.

### **\*\* How long does it take to register?**

People registering for the first time should allow at least 10 – 15 minutes for completing the computerized registration form and signing printed documents. If your child has attended the Center previously, it takes a few minutes to print the registration and admittance forms for you to sign.

### **\*\* How much does it cost?**

Child Care service is free to eligible members of the public. Court employees contribute a fee which is given to the Victims Assistance Program. The fee is reduced by 50% for 2 or more children for Court employees

### **\*\* Will my special needs child be able to use the Child Care Center?**

The Center handles special needs situations on an individual basis. If the child's needs can be met by the available staff in the Child Care Center's environment, your child may be able to use the Center.

### **\*\* What information do I need to bring with me?**

If you have a current Department of Health (DOH) health certificate for your child, you should bring it. All children will need a health certificate. If your child is age 3 or older, a dental health certificate also will be needed. The

emergency treatment form requires health insurance information. You need to bring that information as well. (If your child is school-age, you may be able to get this information from your child's school.)

**\*\* Do I need my child's shot record?**

The Department of Health requires that specific health forms be completed. The child's shot record is helpful during a first visit to verify that your child has had certain shots. However, unless it is on the Department of Health form, you will need to have the required form completed by your child's doctor before the child's next visit.

A current immunization record is required for each registered child.

**\*\* My child has to have medicine during the day. Will the Child Care Center staff give it to him/her?**

If your child must receive medication during his/her visit to the Center, the person who left the child should be available to administer the medication at the appropriate times.

**\*\* My child was not feeling well this morning but seems fine now, can s(he) use the Child Care Center?**

Sick children may not attend the Center. If your child becomes ill during the day at the Child Care Center, you will be contacted to pick him/her up.

**\*\* If I am on a case as a juror, can my child come every day?**

The Child Care Center is available to you as long as you have business with the Court.

**\*\* Can I leave my child in the Child Care Center all day?**

Your child is eligible for service as long as you have business with the Court. When your business is done, you are expected to pick your child up.

**\*\* If my court business is in another court building, can my child still use the Child Care Center?**

Your child is eligible for service as long as you have business with the Court. When your business is done, you are expected to pick your child up.

**\*\* How does the Child Care Center determine that my child(ren) is/are toilet trained?**

A toilet-trained child is one who is capable of using the bathroom

independently. He/She wears underwear and can attend to related personal hygiene needs after using the toilet. Children in pull-ups are considered to be in transition, not toilet trained.

**\*\* Are meals provided?**

The Center does not provide meals. There is a designated morning and afternoon snack time for children whose parents provide snacks. All children are expected to be taken out for a lunch hour.

Please do not provide candy for snacks.

**\*\* Is there a cafeteria in this building?**

The Fire Hook Café is located on the C-Level in the Moultrie Building. There are additional food establishments in the vicinity of the Courthouse.

**\*\* How long is the lunch break?**

Children should have at least a 1 hour lunch break outside the Center.

**\*\* What will my child do while in the Center?**

Your child will have opportunities to participate in independent and group activities while in the Center. Opportunities for creative arts, music, computer and board games, dramatic play and other educational experiences utilizing and developing his/her skills are offered.

**\*\* Will my child be taken outside?**

No. Children are engaged in a secure environment in the Center until picked up.

**\*\* What does the Child Care Center staff do in case of an emergency involving my child?**

Staff will be the first respondents in the event of an emergency. The parent will be contacted. In situations where time is of the essence, medical authorities will be contacted first and parents immediately thereafter. (It is critical that parents provide correct contact information. If you change locations, Child Care Center staff must be notified.)

During registration, all parents are expected to sign an *Authorization for Child's Emergency Medical Treatment* form.

**\*\* What does the Child Care Center staff do in case of an emergency evacuation of the building?**

In case of an emergency requiring evacuation of the building, children are taken across C street to the plaza between the U.S. District Courthouse and the Canadian Embassy. Children will remain there until cleared to return to the building. Parents may pick up children at the plaza location if they wish.

During the year the Center conducts practice Fire Drills to familiarize the children with the evacuation process.

**\*\* What happens if my child misbehaves?**

Children are expected to listen to staff when in the Center. Parents of extremely disruptive children may be asked to remove their child from the Center. (Staff uses verbal warnings, time-out and re-direction as general approaches to discipline, based on the child's age.)

**\*\* If I can't make it back to pick my child up, can I send somebody else?**

Parents should provide a list of names of people authorized to pick up a child in the event the parent is unable to do so.

If the parent decides to send someone whose name does not appear on the authorized pick-up list, the parent must call and provide information about that person. A photo ID will be required from that person. Children will not be released to anyone for whom permission has not been granted.

**\*\* What happens if my child is left in the Center after it closes?**

The Center closes at 5 p.m. Children left after 5 p.m. may be referred to Family Services. It is advisable to have designated emergency contacts that will be contacted when your child is left in the Center, if you cannot be reached.

**\*\* What resources does the Center have to help me with parenting?**

The Center is able to provide contact information and free pamphlets on certain topics. Feel free to ask staff about desired information.

**\*\* What do I do if I have a compliment?**

The Center has survey cards that you may fill out after each visit. You also may submit a letter to the Center Director or Division Director if you wish.

**\*\* What do I do if I have a concern?**

All concerns should be brought to the attention of the Center Director as soon as possible after it arises.

**\*\* Is the staff trained?**

The director and assistant director provide training to all staff, including volunteers and youth aides, to increase their knowledge and to develop their skill in working with children ages 2 through 12 years of age. Staff members are required to earn continuing education credits (CEUs) annually.