



101 Thoreau Street, Concord, MA 01742  
978-369-9401 | fax 978-371-8810 | waldenpondpediatrics.com

**Subject: Waiting Room & Child Supervision Guidelines**

We love welcoming families to our practice and are committed to providing a safe, calm, and caring environment for all children, parents, and caregivers.

To help keep everyone safe and comfortable during your visit, **we kindly ask that children are closely supervised at all times** while in our office. Our waiting areas and hallways are shared medical spaces and are **not** designed for active play.

Please keep the following in mind:

- Children should remain seated or calmly occupied while waiting. If you have concerns about your child's ability to do this, please contact us prior to your appointment so arrangements can be made.
- For safety reasons, running, climbing, or loud play in the waiting room or hallways is not permitted.
- Parents or guardians are responsible for supervising and guiding the behavior of all children in their care during the visit.
- Families with multiple children are encouraged to plan ahead, to ensure each child can be safely supervised.

**- Our staff are focused on providing care and assisting patients and are unable to supervise or monitor children in the waiting room or other areas of the office.**

Our primary goal is the safety and well-being of every child and family we serve. If a situation becomes unsafe, our team may need to step in to help restore a calm environment, which could include rescheduling if needed. **Please note rescheduled appointments will incur a \$50 reschedule admin fee.**

Thank you for your understanding and partnership in helping us create a safe, welcoming, and positive experience for all families.

The Walden Pond Pediatrics Team