

**SOP#: ADCR-6**

**Arranging a Stay at The Children's Inn**

**Version #: 2.0**

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## **POLICY**

The Children's Inn at NIH is a private, nonprofit residence for children and families participating in pediatric research at the National Institutes of Health Clinical Center. Patients and their family who live outside of a 50-mile radius may stay at the Children's Inn up to their 30<sup>th</sup> birthday. Request for an exception for distance requirement is made through the research team's social worker, patient care coordinator or other member of the research team. The Children's Inn is a 24-hour facility, and a Manager on Duty (MOD) is always available. Reservations are required and space is not guaranteed.

## **PURPOSE**

To identify the steps required to make a reservation at The Children's Inn.

## **RESOURCE**

The Children's Inn at NIH reservations & accommodations website: [Make a Reservation - The Children's Inn at NIH \(childrensinn.org\)](https://childrensinn.org)

## **PROCEDURES**

### **STEP 1: Making a Reservation**

- Reservations are made via the Children's Inn website, [Make a Reservation - The Children's Inn at NIH \(childrensinn.org\)](https://childrensinn.org). Select the "make a reservation" button. Enter the check in date, check out date, and number of guests. (Please note, you can only reserve the children's inn for a max of 30 nights. If your protocol requires a stay longer than 30 nights, you will have to make the reservation for 30 nights. Once you receive the confirmation email, respond by stating that you will need the Inn for x amounts of nights due to the protocol, and they will adjust the reservation).
- Enter all the required information on the "make a reservation" page.
- You must enter the patient's guest information as well. The Children's Inn performs a background check on all guests. Make sure you have all the guests' full legal names, date of birth, phone numbers and email addresses. Finally, you must enter the relationship of the guest to the patient (caregiver, parent, etc.).

- If a patient is on contact isolation, you will need to complete a separate reservation request by selecting “Isolation Room Information” and then by clicking “Make an Isolation Room Request.” Prior to making the contact isolation room request, call epidemiology to confirm that the patient can stay at the Inn with their specific contact isolation. Please note, isolation rooms are also very limited. Patients on respiratory isolation are generally not allowed to stay at the Children’s Inn.
- Once the reservation is made, The Children’s Inn will contact the family by email with reservation instructions. This email will provide instructions for arrival and details about The Children’s Inn. If the family does not have computer access, the staff at Children’s Inn will contact them by phone or mail.

### **STEP 2: Subsequent Reservations**

- The family may call the Inn directly for reservations after the initial reservation is made but it is preferred that the research team make subsequent reservations, so it is assured an ATV is placed.
- Reservations can be made online through the url: [Make a Reservation - The Children's Inn at NIH \(childrensinn.org\)](https://childrensinn.org)
- If the family does not have computer access, they may call 800-644-4660 (24 hours a day) to make a reservation.

### **STEP 3: Enter ATV**

- Research coordinator or patient care coordinator must place ATV request into the system once the reservation is confirmed by The Children’s Inn. A room can accommodate up to six people. All minors must be accompanied by an adult.
- Once the reservation is made, you will need to enter an ATV. The ATV will process the payment for the room. To enter the ATV, visit <https://atv2.cc.nih.gov/> and select the corresponding patient.
- Check “Lodging” under patient- arranged and reimbursed.
- Under “Voucher for” select the Children’s Inn and fill out all required information (check in, check out, protocol).
- Obtain approval from the CCR Deputy Clinical Director or their designee in special scenarios where the family may need a Children’s Inn room, even if the patient is admitted to the hospital.

Please note: Without an ATV entered for the Children’s Inn, the room will NOT be paid. The research team must enter an ATV after reserving the room immediately after the reservation has been made. If subsequent reservations after their initial stay are made by the patient, the team should inform the patient to notify the research team so that the required ATV for payment can be entered prior to the patient/families stay at the Inn.