

SCHOOL AGE PROGRAM PARENT HANDBOOK



school-age-program
Air Force Services

HOURS OF OPERATION

Monday - Friday 6:30 am - 5:30 pm
Closed on all Federal Holidays.

815 Harrier Avenue
Satellite Beach, FL 32937
Housing Area. off base
Tel: 321-494-4749/3684
FAX: - 494-7532



45th

FORCE
SUPPORT SQUADRON



AIR FORCE MISSION STATEMENT

To assist DoD, military and civilian personnel in balancing the competing demands of the accomplishment of the DoD Mission and Family life by managing and delivering a system of Quality, Available and Affordable programs and service for eligible children and youth birth through 18 years of age.

CORE BELIEFS

- A safe place to learn and grow
- Ongoing relationships with caring adult professionals
- Life-enhancing programs and character development experiences
- Hope and opportunity

LOCATION AND FACILITY

The Youth Center is located in Building 3656, 815 Harrier Avenue, in the Pelican Coast Housing Area. Included in the building is a new state-of-the-art gymnasium, game room, studio room, Net Cafe computer room, activity room and a snack bar. Our program provides a large selection of recreational equipment, table/board games such as billiards, pinball and ping-pong, as well as current video games consoles. In addition, we have youth baseball/soccer fields, a multi-purpose outdoors court and a school-age playground.

Note: Due to special events that may be held in other facilities/locations, notifications will be posted when we will close or reduce hours. When required, Youth Programs relocates to an alternate operating location.

WELCOME TO OUR PROGRAM

This booklet has been designed to help you to understand some of the policies of our program as well as give you information about procedures, services, and expectations.

Our School Age Program is one of four programs that are within Youth Programs. The other three programs are Open Recreation, Youth Sports and Teen Programs.

If you have any questions or concerns, please feel free to call the program at 494-4749. You are always welcome at any time during our hours of operation as we have an open door policy.

CHIEF, AIRMAN AND FAMILY SERVICES FLIGHT	494-7442
CHIEF, YOUTH PROGRAMS	494-9096
SCHOOL AGE PROGRAM COORDINATOR	494-4748
TRAINING and CURRICULUM SPECIALIST	494-4748
SAP PROGRAM FRONT DESK	494-4749

AF MISSION STATEMENT FOR CYP PROGRAMS

“ To assist DOD military and civilian personnel in balancing the competing demands of the accomplishment of the DOD mission and family life by managing and delivering a system of quality, available, and affordable programs and services for eligible children and youth, birth through 18 years of age.”

SCHOOL AGE PROGRAM MISSION STATEMENT

To provide a variety of activities to elementary aged children that allows them to grow and develop their talents and interests, as well as foster a sense of belonging and community, implemented and supervised by a caring staff with which children can develop secure and trusting relationships.

SCHOOL AGE PROGRAM PHILOSOPHY

Air Force School Age Programs provide safe, enriching, supervised environments for children and youth during out of school time. Individual interests, experiences, abilities and needs guide the programming. Children have the right to be heard, listened to and to influence decisions. We promote experiences and opportunities that enhance rather than duplicate the school day. Our programs maintain an atmosphere that encourages flexibility and allows for freedom of choice within appropriate guidelines. We strive to reinforce family values and emphasize the uniqueness of each child by promoting positive attitudes and validating self-worth.

SCHOOL AGE PROGRAM GOALS

- To enhance military readiness by providing care for the children of working parents in an environment where their children are safe and healthy, and where their children's emotional, social and physical needs will be met.
- To provide a program where communication between parents and staff leads to enhanced parent involvement in the program and partners in meeting the needs of children.
- To foster an atmosphere that is relaxed and trusting; where children are encouraged to pursue their own interests, develop friendships and grow in confidence, independence and respect for themselves and others.
- To provide children a variety of developmentally appropriate activities, to include activities which complement the school experiences, promote teamwork, model and promote life skills which will enhance their academic, vocational, social and personal development.
- To provide positive child guidance and promote the uniqueness and self-worth of individuals.

EMERGENCY CLOSING

Natural disaster or conflict: the commander may suspend school age program operations and parents may be notified to pick children up within one hour.

ELIGIBILITY AND ENROLLMENT

- Dependents of active duty, APF, NAF, DOD civilians and DOD contract employees who are enrolled in any grade Kindergarten through Sixth grade are eligible.
- Registrations are accepted upon request and if space is available. Registration when there is a waiting list will be on a priority basis established by the Base Commander.
- Forms, documents and information needed for enrollment.
 1. AF Form 1181 – Air Force Youth Flight Patron Registration
 2. Special health information – recorded on AF Form 1181. Parent may be asked to complete a release form to request information from child's physician or special education team.
 3. DD Form 2652 – Application for childcare fees.
 4. USDA Income Verification Form
 5. Agreement for School Age Program before and/or Aftercare and Weekly Care Contract.
 6. Charge Authorization to Start/Continue Automatic Payment.

The documents listed above must be updated when changes occur and annually.

PROCEDURE FOR MAKING WEEKLY PAYMENT

Program fees are payable during office hours, 1:30 - 5:30 pm. Drop boxes are available for your convenience. Fees are due by close of business the second duty day of the week. Parents with children enrolled in the program must have a credit card authorization form on file to remain in the program. This card will automatically be charged when payments are not made by close of business the second duty day of each week. Those parents electing not to provide this information must obtain a waiver from the 45th Mission Support Group Commander.

WITHDRAWAL FROM THE PROGRAM/CHANGING CARE OPTION

A two week notice is required when withdrawing your child or children from the program or to change your care option, for example changing from before and after to just after. Please stop by the front desk to pick up the appropriate request form. Emergency withdrawals will be handled on a case-by-case basis.

PROGRAM FEES, SUBSIDIES & TAX CREDIT

DoD requires uniform regulations for military childcare programs. Fees are based on total family income and shall apply to all children who attend. The parent is required to fill the form out completely and provide all information required on the form. BAQ must be filled in. Dual military use the senior member's BAQ. Failure to furnish this information will result in placement in the highest category.

SAP is subsidized with USDA Food Adult and Child Food Service Program reimbursements.

The Tax I.D. number to submit for childcare tax credit is 59-1379564: Information concerning childcare tax credit is available upon request.

LATE PICK UP OF CHILDREN

Parents must call and notify front desk staff when arriving after closing. Your child will be given this information, as it may comfort them to know you are on the way. A "late pick up" fee will be accessed and charged to parents who pick children up past 5:30 pm. The fee is \$5.00 per minute. This is a cumulative fee. The late fee will be automatically charged to the sponsor's credit card the following morning.

INSPECTIONS

The program is inspected and assessed frequently by a variety of agencies to ensure high quality programs. Monthly inspections are completed by military Public Health, Fire and Safety. A base Multi-disciplinary Team Inspection and a Higher Headquarters unannounced inspection occur annually.

ACCREDITATION AND CERTIFICATION

The program is accredited by the Council on Accreditation. Our accreditation holds our program to the highest standard of quality and shows our commitment to ensuring that our program, staff and facilities are all meeting the

developmental needs of the children and families we serve. The center is also certified by the Department of Defense, and undergoes an annual inspection to ensure the program's quality and compliance with Air Force standards for quality child care.

PRIVACY/CONFIDENTIALITY POLICIES

Your right to privacy and confidentiality are of utmost importance to us. All financial information, personal information, and your child's information are covered under our confidentiality policy. Only staffs with a need to know or persons that you specify will have access to your information. If you have any questions about what information is covered or who is allowed access to it, please contact our School Age Program Coordinator.

SMOKE FREE POLICY

In accordance with AFI 34-249 The Youth Center facility, ball fields, parking lot and surrounding areas have been identified as a Smoke Free Facility.

CUSTODIAL AUTHORITY

If a parent possessing custody of a child wishes to instruct the program not to release the child to the other parent, a court order supporting such custodial authority must be left at the program. If the non-custodial parent disputes the validity of the court order and/or insists on the child's release, the Program's staff will contact the parent who registered the child and request that the child be picked-up from the Program immediately.

VISITORS

All visitors (persons who are not on staff and do not have a child enrolled in the program) must sign in at the front desk, wear a visitor's name tag and be escorted while in the facility. This is for the safety of children and staff.

SIGN IN/OUT RELEASE OF CHILDREN

- Parents or their designee noted on AF Form 1181 are required to physically escort children into and out of the building. Parents must sign children in and out on AF Form 1930.
- Children age 9 and above may sign themselves into and out of SAP when parents complete an agreement allow them to do so.
- Parents must complete a SAP Special Events Form and transportation agreement for children ages 9 and above to attend base sponsored events, practices, clubs and other after school programs.
- Children will only be released to parents, guardians, siblings or other children 14 years of age or older, or designees noted on AF Form 1181. In the interest of the child's safety, phone calls to allow check out by persons other than those noted on AF Form 1181 cannot be accommodated. Staff may request identification from any person signing a child into and out of the program.

- Parents or other individuals who staffs believe exhibit signs of intoxication will be asked to contact someone else to pick up their child. If the parent/person refuses to comply with the staff's request, their child will be released to them and Security Forces or the Satellite Beach Police Department will be contacted immediately.

SERVING CHILDREN WITH SPECIAL NEEDS:

As per AF Manual 34-251, modifications, within reason, to the environment, staffing patterns and activities will be used to let children with special needs participate. Children with special health problems will be accepted only with the concurrence of the Airman and Family Services Flight Chief and the program's medical advisor. A committee composed of the program medical advisor, Airman and Family Services Flight Chief, Youth Programs Chief and Judge Advocate representative will be formed to review any case in question and make a recommendation to the Support Group Commander to determine appropriate placement.

ORIENTATION TO THE PROGRAM FOR FAMILIES:

A program orientation appointment is arranged and scheduled for families with the School Age Coordinator or designee, prior to the first day of enrollment. During orientation, families will receive a copy of SAP guidelines, policies and procedures, have an opportunity to ask questions about the program meet staff, other SAP families and tour the facility. Children will receive an additional orientation to the program during the first week of participation, which will include information about the facility, daily schedules/procedures, and emergency response procedures.

CHILD ABUSE/NEGLECT REPORTING

Youth Programs will post the DOD child abuse and safety hotline number, the State of Florida child abuse number, and the Family Advocacy Office number in highly visible areas and offices where parents and personnel have easy access to the telephone number. The numbers will be published in all parent handbooks and other applicable brochures. DOD child abuse and safety hotline number: 1-877-790-1197; State of Florida child abuse number: 1-800-96-ABUSE; Family Advocacy Office number: 494-8171. Safety Office: 494-2202

- Reporting instances of alleged child abuse or neglect is mandatory for all staff, volunteers, coaches, and contracted workers who work within the Airman and Family Services Flight. All personnel, if possible, will coordinate with the Youth Programs Chief on all such reporting for proper coordination.
- The chief/coordinator will additionally report all allegations of suspected child abuse or neglect to the Airman and Family Services Flight Chief and the 45th Force Support Squadron Commander. The Airman and Family Services Flight Chief or designated representative will notify HQ AFSPC within 24 hours.

- Parents of children/youth involved in a child/youth on child/youth allegation will be contacted immediately until reached. Voice mail messages will not be considered as a form of contact.

STAFFING

- The staff to child ratios is 1-12
- Each child is assigned to a Program Assistant. The Program Assistant is responsible to develop an enhanced relationship with the child and learn the child's interests, needs and concerns. The Program Assistant maintains observation records to assist in activity planning and providing feedback to parents. Program Assistants conduct group meetings daily to ensure children understand rules, guidelines, daily routines and activities. During these meetings children give input for activities, food, special events and help to select supplies to purchase for the program.
- People selected to work in SAP are screened according to Youth Program AFI 34-249.
- Staffs are required to have food handler's certification.
- Staffs must be in good physical and mental health, free of tuberculosis and other communicable diseases.
- Staffs must not use illegal drugs, alcohol or tobacco products while working with children.
- Base, state and national background checks are completed on every staff member in Youth Programs.
- Program Assistants complete 15 Air Force school age childcare training modules within 18 months of employment.

Staffs complete CPR and First Aid training within the first six months of hire and re-certify annually. All staffs working in the School Age Program have completed background checks (National Agency Checks – NAC: Installation Records Check – IRC) prior to working alone with children. Please notice if a staff member is wearing a nametag with red and blue stars on them, the blue star indicates that they have a completed background check and the red star indicates that they are CPR certified. Any staff member that does not have a completed background check will never be left alone with the children and will always be in the presence of a staff member with a background check until theirs has been completed.

The SAP has a video surveillance system in every classroom and this also assists us in supervision. The system is utilized to ensure adequate supervision, as well as, positive guidance is being used by Program Assistants and staff throughout of the day.

SUPERVISION POLICIES

The staff to child ratios is 1-12 with the exception of high risk activities in which the ratio is reduced. Examples of high risk activities include: swimming, shopping, skating, cooking, sewing, tours etc. Staff/Child ratios will depend on

the activity that is going on. We highly encourage parent volunteers go on the trip to provide additional supervision.

Parents may be asked to accompany their child on a field trip if that child requires additional supervision above and beyond what we are able to provide.

BULLYING

In the SAP we have aligned our standards for bullying with the Brevard County School District. We have a zero tolerance policy for bullying and provide our staff with training on how to identify the signs of bullying and how to appropriately intervene. We encourage positive social interaction among the children in the program and ask that families encourage their children to handle conflicts peaceably and to notify us immediately if there is an incident that we need to be aware of. If the situation requires further attention or is recurring, a parent conference will be arranged to discuss the situation in more detail.

CHILD GUIDANCE AND DISCIPLINE

Requirements for guidance are stated in AFI 34-249. Policies promote cooperation and positive behavior. Conflict resolution and problem solving techniques are used to address conflicts and bring about positive results. Positive reinforcement and staff intervention are incorporated when appropriate. Should disciplinary steps need to be taken to correct unacceptable behavior, the following guidelines are used:

- Warning to a child
- Temporary removal from the activity
- Removal of privileges
- Conference with parents may be scheduled to ask for follow through with consequences at home which may be more significant to the child. The child may be involved in the final agreement so everyone knows what is expected.
- Provision for removal from the program is an option if unacceptable behavior continues after the parent has been notified of the behavior and has been given an opportunity to work with the child and resolve the difficulty. Length of suspension will be determined by the Chief of Youth Programs according to the severity of the behavior. Incidents for which removal from the program might be an option could include but not limited to consistent disregard for safety and health rules, consistent disregard for instructions from the staff, incident of physical aggression directed toward other youth or staff members and destruction of government property.

HEALTH, SAFETY, ACCIDENTS, & EMERGENCIES

It is critical that parents and Program Assistants work together to meet your child's needs. Please help us make your child feel comfortable by sharing information about your child with the Program Assistants. Any information regarding illness, behavior changes, or changes in the family structure can help the Program Assistants better understand your child, and meet their individual

needs. If your child becomes ill while in the facility you will be called to pick him/her up to prevent others from exposure. If you or your emergency contact cannot be reached by phone or fail to pick up your child within the required 30 minutes, your First Sgt or Commander will be contacted for assistance.

When your child has a communicable disease they will not be admitted to the center. The supervisor on duty has the authority to refuse admittance of a child suspected of having a communicable disease. To help us keep children healthy, we ask you to help your child wash his/her hands each morning upon entering the program. We also ask that you let us know about any bumps, bruises, scratches, or marks that your child may have received at home prior to entering the program. This better helps us monitor whether an injury occurred in the program or the home.

Accidents will sometimes occur while your child is in the program. A bump, bruise or scratch, or any mark that is noticed while a child is in our care will be reported to you in writing. You will also get a phone call informing you of the accident. In the event of an accident or injury, the desk clerk or a supervisor will notify the parent, and an Accident Form, AF Form 1187, will be filled out by the Program Assistant. The Program Assistant or Desk Clerk will review the accident report with the parent and request that they sign it. For a child who causes an injury to another child or adult, an Incident Report will be filled out for the parent to read and sign. A parent signature is required on the form as well as the supervisor on duty's signature.

If your child is involved in a serious accident/incident and requires emergency medical care, 911 will be called and an ambulance will respond and transport your child to the hospital. A copy of your child's AF Form 1181 and if possible, a staff member known to your child will accompany your child to the hospital. Parents will be contacted as soon as possible to meet the ambulance at the hospital.

The program has established procedures to prevent/handle accidents. Select Program Assistants and Supervisor's on duty are current in Fire, Safety, and Health Task Certification, and both staff and children practice fire drills monthly. Staffs perform daily playground safety checks and daily environment checks. Any hazards found are immediately reported for correction or corrected on the spot. If the correction is not immediate, the area of concern is not available for children's use. A staff person trained in CPR and First Aid is available at all times. During program hours, a telephone is always accessible for incoming and outgoing calls. Written emergency numbers are posted near the phones. Emergency information about children is taken on all field trips. Families are contacted immediately in case of emergency. A first aid kit is available at all times – on walks outside the building, in field trip vehicles, on playgrounds, etc.

ILLNESS

Usually, a child who is sent home because of symptoms of illness should remain home until symptom-free for 24 hours. If a child is not feeling well enough to participate in daily activities of the program, then the child is best cared for at home. Depending on the condition of the child, the Chief of Youth Programs, School Age Coordinator or designee can recommend that a parent seek medical attention for their child. For more information, please see your child's Program Assistant or inquire at the front desk.

Please contact the program as soon as possible, within 24 hours, whenever your child has a contagious illness; so we may look for symptoms in other children or staff and post a notice. Contagious illnesses spread rapidly in activities where children are in close contact. To help reduce the number of ill children, we ask that when your child is ill he/she not be brought to the program. Our guidelines for admittance to our program during or following illness are the following:

EXCLUSION CRITERIA

- **Ear Temperature of 101 or greater or elevated temperature** accompanied by behavior changes or other signs of illness
Admission: When fever is gone for 24 hours and child feels well enough to participate in program activities.
- **Symptoms and signs of possible severe illness** such as lethargy, uncontrolled coughing, difficulty breathing persistent crying or other unusual signs
Admission: When normal behavior has resumed or a medical evaluation indicated inclusion in the program is acceptable. A doctor's note may be required.
- **Uncontrolled diarrhea**
Admission: 24 hours after uncontrolled diarrhea has stopped.
- **Vomiting illness** (two or more episodes of vomiting in the previous 24 hours)
Admission: 24 hours after vomiting stops.
- **Rash with fever or behavior change**
Admission: When fever is gone for 24 hours, and with a doctor's statement that the condition is not communicable.
- **Scabies, head lice, or other infestation**
Admission: 24 hours after treatment has been initiated.
- **Strep throat or other streptococcal infection**
Admission: 24 hour after initial antibiotic treatment and cessation of fever with a doctor's statement that the child is no longer contagious.
- **Mumps**
Admission: 9 days after onset of parotid gland swelling, with a doctor's statement that the child is not contagious.
- **Hepatitis A**
Admission: As directed by a health care provider and public health office.
- **Chicken Pox**

Admission: 6 days after onset of rash or until all sores have dried and crusted.

- **Impetigo**

Admission: 24 hours after treatment has been initiated.

- **Measles or Rubella**

Admission: 6 days after onset of rash and a health care provider states the child is non-communicable

- **Purulent conjunctivitis or pink eye** (defined as pink or red conjunctiva with white or yellow eye discharge)

Admission: With a doctor's statement that the child is no longer contagious.

If your child becomes ill while in our program, you will be notified. If it appears to be a contagious illness, your child will be separated from the other children to prevent exposure to others until a parent or family member arrives.

Families will be notified verbally and in writing if their child has been exposed to any communicable disease. This notification will give information about the disease to include symptoms and signs of infection, mode of transmission, period of communicability, and control measures to stop spread of the disease in the program.

ADMINISTERING MEDICATION

- All medication must be given to staff to be placed in locked container or under refrigeration in an area non-accessible to children. Only qualified staff that has been trained by base medical staff will administer medication.
- A parent or guardian must complete AF Form 1055 giving permission for staff to administer medication. Parents must initial AF Form 1055 each day medication is to be given. For those children with inhalers left at the program, parents must sign the AF Form 1055 at the beginning of each month. Staffs are prohibited from administering medication when AF Form 1055 has not been initialed.
- Only current prescription drugs, labeled with the child's name, name of medication, dosage strength, and dosage schedule will be administered.
- Medication will never be administered after expiration date, nor to any person other than the one named on the label.
 - Due to possible reactions, the first dose of medication must be administered by the parent. Staffs are not authorized to administer the first dosage.
 - Parents are responsible to furnish all supplies necessary to administer medication.
 - Parents must submit any and all medical instructions in writing, signed by a healthcare professional.
 - Staff is not permitted to administer any type of injection with the exception of an epi-pen.

HAND WASHING

We require that upon arrival into the program children wash their hands. This helps prevent the spread of illness. In addition, children and adults wash their hands after toileting, after handling bodily fluids, before and after meals, after handling animals, when coming in from outdoors, and after water play.

ACTIVITIES AND DAILY STRUCTURE

SAP uses multi-age grouping when implementing activities. Program Assistants are assigned activity areas and children are free to visit the interest areas of their choice.

A wide variety of age appropriate activities take place each day. Program Assistants create weekly activity plans based on the interests of the children that focus on core programming areas such as education and career development, fine arts, community service, character and leadership development, and health and life skills.

These core programming areas come from our Air Force partnership with not only the Boys and Girls Club, but 4-H Clubs as well. These activities enhance or reinforce lifelong leisure skills, academic progress, vocations, and community service and also promote individual development and social skills. Examples of activities in which children participate are: cooking, sports, sewing, arts, crafts, music, drama, dance, fitness, science, nature, woodworking etc. Twice a year Program Assistants offer parent conferences and will provide feedback concerning children's experiences in the program.

For more specific details, a copy of the activity plan is posted in each classroom on the bulletin board and copies are available upon request.

ACTIVITIES FOR OLDER CHILDREN 9-12 YEARS (4th -6th grades)

These youth are experiencing many changes – emotionally, morally, and physically. Their minds are growing, bodies changing and ideas about themselves as members of society are expanding. Activities and experiences for these youth must be designed and implemented in such a way that is engaging and challenging.

To accomplish this, SAP will provide these youth the following:

- Boys and Girls club programs will be used to implement developmentally appropriate activities. Activities include opportunities for creative expression, sports, outdoor recreation, leadership development, peer helping, practical skills, personal improvement, and job exposure experience and community service.
- With supervision from their Program Assistants, youth will be given greater autonomy and will have more freedom of movement within the center. This will allow more time away from younger SAP children.
- Youth ages 9 and older have the option to sign in and out of SAP and walk to and from school with written permission from parents.

HOMEWORK

SAP has a designated homework area. The program assistant assigned to that area will provide homework assistance if needed. For more individual help, we have volunteer tutors who can be assigned to help your child with specific needs.

FIELD TRIPS

Field trips may be scheduled on full days and after school. Trips can be educational or recreational. Some trips will be scheduled as part of a community service activity. You have already given permission on your AF Form 1181 however you will be asked to sign an additional permission slip as a reminder of the actual trip.

SUNSCREEN & HEAT/COLD EXPOSURE

Any time children go outside they are protected from the sun by sunscreen. We use sunscreen approved by our medical advisor. Children are also provided water to drink when outdoors. For outside play the length of time outdoors is dependent on the weather conditions. The warmer or cooler the temperature is will relate to the lengths of time children are allowed to play outside to avoid heat/cold related injuries.

LOCATOR BOARD

Locator board is located across from children's cubbies. It enables staffs and parents to know the whereabouts of each child during the day. Children designate their area of choice on the board. Staff asks parents to encourage and require that children demonstrate responsibility and keep their location designated on the board. This process is very critical and is a highly regarded inspection requirement. You will receive a locator board policy letter that explains the process in more detail as part of your orientation to sign, along with your child.

PASSPORTS

Passports are laminated picture ID cards children place on the sign-in board in the activity area the child has selected. This enables staffs to know exactly which children are in their area and assists in maintaining required ratios.

MEALS AND SNACKS

All children, regardless of race, color or creed, registered at the Patrick School Age Program will participate in the U.S. Department of Agriculture Food Program. Costs for meals and snacks are included in the program fees. Drinking water is available at all times.

Paperwork must be completed annually by the parents for this program. Menus are approved by a dietitian/nutritionist and are healthy and appropriate for the ages and sizes of the children. Food served is rich in vitamins, iron, minerals, and whole grains and are low in fat, sodium and sugar.

A doctor's statement is needed if your child has any medically-necessary dietary needs or has a documented food allergy. We do not alter any children's meals for personal or family preferences other than religious or medical ones. All

parents are responsible for notifying us of their child's medically documented allergies.

Family style meals and snacks are served in our program. Our children participate in all phases of the meal service from setting the table to cleaning up. Staffs encourage children to serve themselves and at least taste all of the food items, and to participate in conversation at the table. Good manners are also encouraged while eating. Food may not be brought into the center and children will not be allowed to purchase items from the snack bar.

Our menu is located on our Parent Information Board in the lobby. Please review the menu daily and encourage your child to try new foods. Our meal service schedule is as follows:

- Breakfast is served from 6:30 - 7:15 am
- On Full Care days, breakfast is served from 7 - 8 am. Lunch is served between 10:45 am and 12:30 pm depending on the daily schedule.
- Snacks are served 3 - 4 pm (Snack is self-service).

PERSONAL BELONGINGS

- Children are assigned a cubby to store personal items.
- Children are not to bring items of value to SAP. We cannot be responsible for lost or stolen items.
- The Lost and Found box is located beside the locator board. Items not claimed by Friday each week are subject to be donated to local charity organizations.
- Please label all personal belonging with child's name.

DRESS

On full days, dress children in clothes that are cool and comfortable and which can be gotten dirty and messy. Shorts, tee shirts and tennis shoes are best. For safety reasons, open-toed shoes or sandals are not allowed. Children who have on these types of shoes may not be able to participate in certain activities.

TRANSPORTATION

- All drivers and passengers must wear safety belts while riding in vehicles. Behavior that is distracting to the driver and creates a dangerous environment for passengers will not be tolerated. Children who violate vehicle safety guidelines may be denied transportation.
- Program Assistants transport children to/from Holland, Sea Park Elementary, and Roosevelt Elementary Schools using government vehicles.
- Parents are required to sign an agreement allowing program staffs to transport children to and from school in government vehicles.

COMMUNICATION WITH FAMILIES AND CONFERENCES

Communicating with parents on an on-going basis is one of the main goals of our staff. We utilize several different methods to effectively communicate with families. Some examples include formal and informal

conferences, surveys, and handouts for special events, newsletters, and monthly calendars. A parent information and education board is located at the entrance to the SAP lobby and contains information concerning daily activities, menus, and special events.

Parent conferences are offered twice per year, although a parent may request one at any time and your child's Program Assistant may request one as needed. Our hope is that with continued communication between the family and program that your child will understand that the trusted adults in his /her life are working together as a team.

PARENT INVOLVEMENT

We offer a variety of ways for parents and families to be involved in the program together. The program has a parent involvement activity calendar that highlights the planned activities for each month. Notice of these activities can be found in either the monthly newsletter or the Parent Information Board located in the SAP lobby. In addition, parents are welcome in the program at any time. Parents are encouraged to attend and be a part of special events and field trips, to share their talents and abilities with the children, complete and return surveys, questionnaires and customer comment cards, as well as attend any training offered to enhance understandings of child/youth development, special needs, health and safety etc.

FAMILY AND CULTURAL VALUES

We strive to implement our curriculum in a way that is respectful to family's cultural and individual differences. Ways that families can assist us is by giving input, information, and feedback about our program, curriculum, and activities. This can be done by filling out the various family surveys put out by the program to gather information about your child and family, by filling out comments cards with suggestions, contributing ideas for our menu planning, and by volunteering to share a skill or interest with the children in the classroom. Parents input is necessary to have our program accurately reflect the population we serve and to give children a variety of experiences to expand their cultural understandings. We also ask for information about other languages spoken at home, other than English, so we can help your child continue to develop his/her home language and English at the same time.

CONTINUOUS QUALITY IMPROVEMENT (CQI) TEAM

Our program maintains a team comprised of the School Age Coordinator, Training and Curriculum Specialist, Youth Programs Chief, parents, staff members, children, and other interested parties that work on assessing the School Age Program and setting goals for continued program improvement. We are always looking for parent volunteers to join our team. We meet quarterly, usually at noon and have a lunch meeting. This program improvement process is crucial to maintaining our current accreditation and subsequently needed for us to continue to be accredited. It allows a variety of people, who have stake in the program, the opportunity to give their input, set program goals, and assess progress towards those goals all with the purpose of program improvement.

Members serving will be provided the materials to assess the program for compliance and to offer suggestions. If you are interested in joining this important team please speak with the School Age Coordinator or the Training and Curriculum Specialist.

AIRMAN AND FAMILY SERVICES PARENT ADVISORY BOARD MEETINGS

Parents from the Child Development Center, Family Child Care Homes, and Youth Programs meet quarterly to discuss issues and to set goals for our programs. Our meetings are run by parent volunteers who act as our chairpersons. Please come represent the School Age Program at these meetings. If you need more information about the Parent Advisory Board meetings or about becoming a co-chair for the parent board, please speak with the School Age Program Coordinator. Announcements will post and emailed to families of meetings in advance. Taking the time to attend this quarterly meeting is beneficial as you learn about all the child care partners.

MFLC-CYB PROGRAM

We have a valuable program available to support children and families. It is the Military Family Life Consultant (MFLC) Program and we have a Child and Youth Behavioral MFLC representative in our programs in the afternoons during the school year, and full time during the summer camp program. They provide support while on-site to staff and children with a variety of issues, as well as are available for conversation and interaction with the children and staff and no written records are filed. The MFLC representatives do have background checks however they are required to be in the line of sight of a staff member or parent for safety and security purposes. (They are not staff) They are also available at no cost to families to provide support and assistance at a meeting location of mutual agreement, other than the family home, to assist with a variety of issues relating to children such as communication, behavior, deployment, divorce and much more. Please contact them at 474-4312 to arrange a time to meet or speak about your issues.

There is also an adult MFLC representative available through the Airman and Family Readiness Center to provide support and assistance to individuals and couples and they can be reached at 482-4970.

PARENTAL CONCERNS

Parents who have concerns about any aspect of the program are encouraged to bring them to the attention of management immediately. Satisfactory resolution of problems occurs more easily when information is most current. It takes parents, management, and Program Assistants working together to make this program work to meet the needs of children and families.

If problems do occur, parents are encouraged to follow the chain of command in reporting problems, as we like to resolve issues at the lowest level. The chain of command is as follows:

- Your child's Program Assistant

- School Age Coordinator: 494-4748
- Youth Program Chief: 494-9096
- Airman and Family Services Flight Chief: 494-7442

Concerns will be handled at the lowest level possible first to ensure timely solutions and parental satisfaction. If concerns are not able to be handled at these lower levels then families will be notified as to the status of their concern and when they should expect a response/solution from the program. Concerns that require these higher levels of review will be handled through the upper levels of our chain of command through our Airman and Family Services Flight Chief and the 45th Force Support Squadron Commander.

SCHOOL AGE PROGRAM PARENTAL RESPONSIBILITIES

- You are responsible for payment of all fees as agreed upon in the contract.
- You are responsible for communicating with us about issues regarding your child: medical, school related, behavioral, changes at home, etc. This helps us know your child better and provide more responsive care for them when they are in our program.
- You are responsible for letting us know if your child will not be in the program, will be late, or is ill/injured. This will help us ensure accurate accountability of children.
- You are responsible to picking your child up on time. The program closes at 5:30 pm; late fees will be assessed for pick up after that time as described in the parent handbook.
- You are responsible for ensuring that all contact information and paperwork is current, to include immunizations.

PARENT/GUARDIAN RIGHTS

- You have the right to have your child in a program that is safe.
- You have the right to be heard, respected, and treated fairly.
- You have the right to participate and visit our program at any time.
- You have the right to help plan activities and give feedback to the program.
- You have the right to have your personal information protected and kept confidential.

SCHOOL AGE PROGRAM RULES/RESPONSIBILITIES

- Be respectful of others; children and adults
- Use inside voices
- Walk when inside the building; running is for the playground, court, or gym
- Clean up after yourself
- Keep your hands and feet to yourself

- Be sure to let a program assistant know where you are at all times and change your position on the locator board

SMOKING, DRUG, AND ALCOHOL POLICY

In accordance with AFI 34-249, the use of alcohol, illegal drugs, or tobacco products is prohibited in any youth program facility or its outdoor areas. The use of alcohol, illegal drugs, or tobacco products is also prohibited at any function sponsored for or by the youth program.

DEPARTMENT OF DEFENSE CHILD ABUSE POLICY

All Youth Program staff, volunteers, and contracted instructors are trained annually in child abuse prevention, identification, and reporting, and trained to report Child Abuse as follows:

Family Advocacy Program: (321) 494-8171

Safety Office: (321) 494-2202

Florida Child Abuse Hotline: 1-877-96 ABUSE (962-2873)

DoD Hotline: 1-877-790-1197

CHILDREN'S RIGHTS

*You have the right to be safe
while in the program.*

*You have the right to be heard
and respected by adults and other youth.*

*You have the right to have healthful snacks
and meals provided to you.*

*Youot have the right to help plan activities
and programs that interest you.*

*You have the right to relax and enjoy your time
in the program with your friends.*

