

CHILD DEVELOPMENT PROGRAMS “PARENT HANDBOOK”



Table of Contents

Page	
4	Introduction
4	Prescribing Directive
4	Mission Statement
4	Goals
5	Philosophy
5	Hours of Operation
6	Waiting List Information
6	Children Requiring Accommodations
7	Registration & Admission Procedures
8-9	Outreach Services
9	Fee Information
10	Withdrawals
11-12	Nutrition & Food Service
12-13	CDC Curriculum
14	CDC Policies
15-16	Health Practices
15-16	Medication Administration Procedures
16	Alcohol, Drugs & Tobacco/Vaping Products
17	Child Maltreatment Reporting
18-19	Child Guidance
19	Appropriate Touch
20	Discipline Policy
21	Safety
22	Staff Qualifications
23	Family Involvement and Support Plan
23	Open Door Policy
25-26	Family Child Care
27	Community Resources

Child and Youth Programs prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

INTRODUCTION

Thank you for choosing Joint Base Langley/Eustis (JBLE) Child and Youth Programs (CYP) for your child care needs. This handbook is intended to inform parents of Department of Defense (DoD) and Air Force (AF) policies, and procedures that govern the Child Development Centers (CDC). Read them carefully in order to understand your responsibilities as a CDC patron, the role of the CDC staff, and what will be expected of your child. Families are encouraged to ask questions and take an active part in the program; and, are welcome to come at any time to observe activities. Our CDCs are certified by DoD and accredited by the National Association for the Education of Young Children (NAEYC).

PRESCRIBING DIRECTIVE

Child Development Programs are required to operate in accordance with AFI 34-144, Department of Defense Instructions 6060.2 and 1402.05, USC Code Chapter 88, Section 1791-1800 and the Military Child Care Act of 1989/96.

MISSION

The mission of Child Programs are to assist DoD military and civilian personnel in balancing the competing demands of the accomplishments 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.

GOALS

Our goal is to provide you with the best service possible and to provide your children with age appropriate educational and recreational activities in a safe and healthy environment. In addition,

- Facilitate self-reliance and reinforce Air Force/Army values.
- Ensure availability of predictable programs and services for eligible children and youth ages 4 weeks to 5 years of age not attending Kindergarten.
- Maintain affordability of child and youth programs for both patrons and the Air Force through operational efficiencies and seamless delivery.
- Establish and sustain CYP quality as a “Benchmark for the Nation” in accordance with statutory requirements, DoD policy and Air Force Standards.
- Provide programs which meet the requirements of the Military Child Care Act.

PHILOSOPHY

Our philosophical approach is grounded on current research and knowledge of early childhood education. The program is committed to welcome children and families and to partner with and support them in their parenting role. Children are valued as individuals, as well as part of a group. Likewise, our program respects and supports the ideals, cultures and values of families in their task of nurturing children. We advocate for children, families and early childhood professionals within our programs.

HOURS OF OPERATION

Langley

Russ CDC/Annex	Mon – Fri	0630 - 1800
Hourly Care (space available basis)	Mon – Fri	0700 – 1700
Family Child Care	Mon – Fri	0800 – 1700

Eustis

Madison CDC	Mon – Fri	0530 – 1800
Part Day Preschool	Mon – Fri	0930 – 1230
	School closed/Early dismissal	Closed
First Step Before/After	Mon, Tues, Thurs, Fri	0530 – 0845, 1500 – 1800
Strong Beginnings	Mon – Fri	0530 - 1800
	School closed/Early dismissal	Closed
Pershing CDC	Mon – Fri	0530 – 1800
Hourly Care	Mon-Fri	0830 – 1530
Parent Central Registration	Mon – Fri	0730 – 1630
Family Child Care	Mon – Fri	0800 – 1700

The Centers are closed on all Federal Holidays and designated ACC Family/Army Training Holidays. No reduction in fees or credit will be granted for those days. Credits or refunds will not be granted for absences due to sickness, meals/snacks not eaten, closure of facilities due to weather conditions,(i.e. national emergencies, weather, etc), or contract hours not used.

Special openings during evening hours can be arranged with a minimum of a two-week notice. Twenty children must be in attendance for a special opening. For more information contact the CDC Directors: Langley (757) 764-3585; Eustis Madison (757) 878-4000; Eustis Pershing (757)878-4723.

The Extended Duty Care Program is available through the Family Child Care Office for those families that may need child care beyond our regular business hours. (See flyer on pages 24 & 25).

EXERCISES

During base wide exercises extended hours of care may be provided at the direction of base leadership. Pre-registration is mandatory and payment is required, unless cancellation occurs within 24 hours before the exercise date. An hourly fee, based on your prorated weekly fee, is charged for care used during the exercise. Children picked up after the posted closing time will be charged an additional fee.

WAITING LIST

Waiting List Priorities are established in accordance with DoDI 6060.02. The waiting list is maintained through MilitaryChildCare.com (MCC.com); and, the amount of time for availability of a child care space varies based on the age group and the number of waiting list applicants.

If you do not have access to an on-base child care provider (CDC or Family Child Care), you may be eligible to participate in one of the child care fee assistance programs. Air Force/Army fee assistance programs are offered through Child Care Aware® of America: <http://usa.childcareaware.org/military-programs>.

PLACEMENT OF CHILDREN

Parents on the waiting list will be offered a space from MCC.com and will have 48 hours to accept/decline. If the space is accepted, the completed enrollment paperwork must be returned at the assigned orientation appointment date. Effective with School Year (SY) 2016-2017 Fees, a nonrefundable deposit of \$100 per child is required when the enrollment packet is picked up. The deposit will be applied toward the first monthly (or bi-weekly) payment, which is due prior to the child's first day.

After meeting the needs of patrons in higher priorities, the program can support the need for full-time care for other eligible patrons such as active duty Military Service members with non-working spouses on a space available basis. Space available patrons are notified at the time of enrollment that their space must be vacated if a higher priority patron requires child care; and, will be given a 30-day notice.

If a spouse/partner is no longer employed or actively seeking employment the Parent Agreement can be terminated in order to accommodate working families. The family will be given a 30-day notice.

CHILDREN REQUIRING ACCOMMODATIONS

It is the policy and goal of Air Force CYPs to make reasonable accommodations which support inclusion and participation of children with and without disabilities, special learning, medical and developmental needs (i.e., allergies, asthma, speech delays, physical limitations, religious preferences, etc.). Indicate your child's additional needs during the request for care process as we are required to coordinate with the CYP Medical Advisor prior to enrollment to assess the best placement and accommodations for individual children.

Registration and Admission Procedures

Registration on MilitaryChildCare.com is necessary before your child may participate in a Child Development Program.

We care for your children
while you protect America

MILITARY
CHILDCARE dot COM

Using **MilitaryChildCare.com**, you can find comprehensive information on child care programs worldwide, conduct a customized search for the care you need, and submit a request for care at any time and from any location. *Follow these four steps!*

STEP 1 CREATE ACCOUNT
Go to **MilitaryChildCare.com** to create an account containing information about your family, or to login using an existing username and password.

STEP 2 SEARCH and REQUEST CARE
Search the system for the child care options that best fit your needs and submit your requests for care.

STEP 3 MANAGE MY REQUESTS
You can manage your requests for care from anywhere in the world.

STEP 4 UPDATE MY PROFILE
Keep your *My Profile* page up-to-date with important information.

Introducing
MILITARY
CHILDCARE dot COM

A Department of Defense (DoD) program that makes it easier to find the child and youth care your family needs.

It's that easy!

To get started, visit:
MilitaryChildCare.com
For questions/support, call:
855.696.2934

Prior to admission of a child, you must complete and sign all applicable portions of the registration forms.

The CDC is responsible for validating immunization dates by reviewing and maintaining a copy of your child's shot record. On-going updates of your child's immunizations are required to maintain enrollment. Admission may be denied if established immunization requirements have not been fulfilled.

We participate in the USDA Child and Adult Care Food Program; therefore, each child must have an "Income Eligibility Application" on file.

Additional forms are provided to all families and are required to be completed in their entirety and submitted to the front desk prior to your child's first day of attendance. Admission will be delayed if all registration and admission procedures are not followed.

OUTREACH SERVICES - Eustis

Parent and Outreach Services is the “**Gateway**” to all child care programs and activities located on Fort Eustis. Parent Central is your first stop for information, registration and referrals.

Parents must register their child at the Parent Central office prior to receiving services. Initial and annual registration is handled through both appointments and walk-in; although appointments are encouraged. Enrollment packets can be picked up or printed from our website at [Jbleforcesupport.com/parent central](http://Jbleforcesupport.com/parent%20central) to be completed prior to your appointment date.

Patrons must also provide the following supporting documentation:

- Valid identification card
- Current immunization record
- Proof of total family income (most recent leave and earning statements and/or pay stubs)
- Proof of eligibility (DEERS documentation, DoD Identification Card, Passport, Proof of medical insurance)
- Health assessment (30 days are given to get initial)
- Three (3) emergency designees (other than spouse/sponsor), (one designee must be local, 45 minutes – to 1 hour driving distance)
- Social Security Numbers for sponsor and spouse
- Supporting documents required for children identified with Special Needs

Patrons must attend a parent orientation prior to starting the program. An appointment will be scheduled with you during the registration process. You will be given an orientation letter to take with you to the appointment.

There is an annual requirement to re-register **before** your registration’s expiration date. Failure to do so may result in denial of program participation.

OTHER SERVICES:

- Resource and Referral: Assists families in locating off post childcare options and information on childcare availability at other military installations.
- Volunteer Services: A central point of contact for volunteers within any CYS program. Interested volunteers may complete a volunteer packet through the OS office.
- Parent Education: OS maintains a small parent resource library to assist parents with needed resource materials.
- Short Term Alternative Child Care (STACC): Offers onsite childcare for special group functions. CYS staff or organization provides childcare. Cost is based on the number of staff contracted.

- Volunteer Child Care in Unit Settings (VCCUS): Participants are trained to provide childcare in a group setting, enabling units or other installation organizations to hold meetings/functions and provide their own childcare.

We help build Resilient Children, Resilient Youth, and Resilient Families. There when you need us.

FEE INFORMATION

Section 1793(a) of Title 10, United States Code requires DoD to prescribe uniform fee regulations annually. Fees are based on total family income (calculated using LES/pay stubs) and apply to all children who attend on a regular basis. *Application for Department of Defense Child Care Fees*, DD Form 2652 is used to verify total family income.

Programs provide a 10% discount to families with multiple children enrolled in the CDC, School Age Care or Family Child Care Subsidy programs.

Hourly care will be assessed at \$4.00 per hour across JBLE CYPs effective with implementation of SY2016/2017 fees.

Weekly fees are posted at the customer service desk. Payments can be made with cash, personal check, Visa, MasterCard or Club Card. Payments can also be made over the phone with a credit card. Payments can be made during operating hours up to ½ hour before closing.

Fees are due in advance of care.

All patrons using Air Force child development programs are required to provide a credit/debit card number or bank authorization to be kept on file upon enrollment (see late fees).

Parents may elect to pay once a month (due on the 1st of the month) or twice a month, with payments due on 1st and 15th of each month.

No credit or refund will be given for days your child is absent in the following situations: the center is closed due to weather conditions (snow, ice, hurricane, flood, etc), training, holidays, productivity days, ACC designated down days, child/parent illness, medical appointments or annual leave. Fort Eustis programs will be closed in adherence of TRADOC Training Days. Notifications of scheduled closings will be posted in advance.

Late Fees:

Overdue Payment: Credit/debit card will be swiped if payment has not been received by the 3rd working day after it is due. A **\$25.00 late fee** will accrue in the event credit cards are declined effective with the implementation of SY2016/2017 fees. If the account becomes 2 weeks delinquent enrollment may be terminated without notice and all outstanding fees apply.

Late Pick-up: After a grace period of 5 minutes, a \$2.00 per minute fee will be charged for every minute each child remains in the Center after closing effective with the implementation of SY 2016/2017 fees. The child/children will be taken to a Family Child Care Home 1 hour after

closing. The parent will be notified of the name and address of the provider; and, will be responsible for paying all assessed costs.

PAYMENT RECORDS

Your child care payment records are available upon request at the customer service desk.

CHECK-IN/OUT, SIGN-IN/OUT

Daily check-in procedures require that parents check their child in/out (swipe child in/out at Eustis CDCs) at the customer service desk, (child in hand) and also sign them in/out on AF Form 1930, *Youth Flight Daily Attendance Record*, in the classroom. Signing/checking in is very important and used for accountability of all children present in the event of an emergency. Please give any changes in emergency numbers to the customer service desk personnel.

Parents must accompany their child to and from their assigned rooms. This allows you to become better acquainted with your child's program assistant and to ensure your child is safely settled.

Attendance

Notify the center if your child is going to be absent due to illness, vacation, etc. We care about your child and are concerned when they do not arrive. Submit a Vacation Notice to customer service desk personnel if you would like your child care space added to the hourly reservation book. This will allow you to receive a credit reimbursement for any hours your child care space is used by an hourly care customer. Vacation Notices will go into effect with the implementation of the SY 2016/2017 Fees.

RELEASE OF CHILDREN

Children will only be released to those authorized by the parent and indicated on the registration paperwork. It is the parent's responsibility to inform the CDC if someone other than those indicated on registration form will be picking up their Child. **This request must be in writing.** All designated persons picking up children other than their parents will be asked to show picture identification.

Release of Children to Intoxicated Parents – If parent(s) are suspected of being under the influence of drugs or alcohol children will not be released to the parent(s) and CDC personnel will notify Security Forces. A designated driver will be contacted at the parent's request or center's staff request.

WITHDRAWALS

A two-week written notice is required prior to withdrawing your child from our program. Withdrawal forms are located at the customer service desk. Failure to give notice could result in a two-week payment charge.

Deployment/Extended TDY – During periods of deployment or extended TDY (over 45 days), single and dual military parents (with both parents deployed and TDY) have two options: (1) Continue paying for your child care space(s) while deployed or TDY - this guarantees your space retention; (2) Withdraw your child(ren) from the CDC and place their names on the Waiting List through MilitaryChildCare.com. Please discuss your options with the Center Director.

DAILY SUPPLIES

Parents of infants through toddlers are required to provide a sufficient number of wipes and disposable diapers. Diapers are checked frequently, so please calculate the amount of time your child will be in the Center and bring an adequate number of diapers. Label all bags, clothing, shoes, diapers, and other items brought to the center with your child’s first and last name. Many items look very similar and this would help us keep your child’s belongings organized. Please dress your child in appropriate daytime clothing and footwear. The CDC includes outdoor activities in the children’s daily schedule. Children who are able to walk must wear a sturdy pair of shoes. For your child’s safety, do not dress them in flip flops or open toed shoes. Rubber-soled shoes are the safest for climbing and running. Extra changes of clothing are necessary in case of soiling or spills. All items are necessary to ensure your child is safe, healthy, and comfortable.

Nutrition and Food Service

Nutritious meals and snacks are served in accordance with the United States Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) guidelines. The CDC uses “cycle menus” that have been approved by a dietician and are posted on the Parent Board. Breakfast, lunch and snack are served to all those in attendance at designated times throughout the day.

Meal and Snack Schedule

(Children must be present within the first 15 minutes of mealtime to receive meal)

Langley CDCs:

Infants – fed on demand according to their personal schedule

Infant – Pre-Toddlers

Breakfast 8:00 – 8:30

Lunch 11:00 - 11:30

PM Snack 2:15 – 2:45

Toddlers – Pre-School

Breakfast 8:30 – 9:00

Lunch 11:30 – 12:00

PM Snack 2:30 – 3:00

Eustis CDCs:

Infants – fed on demand according to their personal schedule

Infant – Pre-School

Breakfast 8:00 – 8:30

Lunch 11:00 - 11:30

PM Snack 2:00-2:30

Meals are served in a family style setting. Teachers and children sit together during meals. Self-help skills, i.e., passing food, pouring, serving, using utensils, cleaning up spills, scraping plates, etc. are encouraged and fostered each mealtime. Children are encouraged to try new foods. Parents who arrive at meal/snack time to pick up their child are invited to sit with their child until they have finished eating.

Parents are welcome to eat with the children; however, we ask that you notify your child's teacher so that extra plates, utensils and food can be added to your child's room food cart.

Infant/Toddler Feeding

Good nutrition is essential to the growth and development that occurs during an infant's first year. Providing infants with the right foods promotes good health and gives them the opportunity to enjoy new tastes and textures as they establish good eating habits. At enrollment time, parents of infants provide staff with information about their child's feeding schedule and a list of foods, if any, the child may be offered. Requests to deviate from above guidelines must be substantiated, in writing, by the child's primary health care provider for a specific medical condition/dietary need and must include a list of alternative foods that can be safely offered.

Our youngest infants are fed their bottles while in the arms of the teacher. Our older infants, who are able to sit in a chair and hold their own bottle, will do so. Bottles will not be placed in the crib with infants, nor propped. Infants will be fed cereal/baby food with a spoon while the infant is sitting in an upright position. Unless prescribed by a physician, we do not allow nor add anything to bottled formula/breast milk. Human milk in ready-to-feed sanitary containers labeled with the infant's first and last name and date is accepted; and, will be stored in the refrigerator for no longer than 48 hours (or no more than 24 hours if the breast milk was previously frozen).

The CDC provides formula for infant feeding. However, should you choose to bring your own formula, it must be provided in an unopened container or in individual bottles with the child's first and last name and date.

Food from Home

Only food prepared at or for the CDC is served for meals, snacks, and special events; therefore, with the exception of infant formula and human milk parents/children will not be allowed to bring food into the Center. Exceptions are infant formula or breast milk. When a parent chooses (personal preference) to bring in a different formula than those offered by the CDC, the formula must be brought in unopened sealed containers or in individual bottles. Parents must bring clean bottles for their child's use at the CDC daily with one clean bottle for each feeding. Each bottle must have a lid and be labeled with the child's first and last name, date and name of formula. Human milk must be in plastic bottles with lids and the bottle must be labeled with the child's first and last name and date.

Special diets due to a medical condition, must be documented by a physician stating the medical reason for the restriction along with an appropriate substitution. Request an accommodation form for specific requirements.

Curriculum

CDCs implement *The Creative Curriculum*[®] for Preschool and *The Creative Curriculum for Infants, Toddlers & Twos*, a comprehensive, developmentally appropriate curriculum that has been shown to promote the cognitive, language, social/emotional, and physical development of young children.

Some of our centers use CreativeCurriculum.net which is an online curriculum-based system that integrates ongoing assessment of children's development with reporting, program planning, and family communication tools. It is linked with *The Creative Curriculum*[®] for Preschool and *The Creative Curriculum for Infants, Toddlers & Twos*, an excellent tool used for program planning and for analyzing and documenting child progress.

Daily Activities and Classroom Schedules

Diverse activities are provided for both the care and development for all children. The daily schedule provides a balance of activities that are aimed at developing your child's creative, cognitive, social, emotional, physical, language and affective skills.

Outdoor activities are an important part of your child's development. Weather permitting; the children spend time outside daily. If your child is too ill to play outdoors, it is recommended that you do not bring him/her to the center. All children are required to go outside during scheduled outdoor time. Appropriate clothing should be brought to the center to meet the needs of the changing weather.

Child Assessment/Ages & Stages Questionnaire (ASQ)

Child assessment is an integral aspect of our program. Ongoing assessments are conducted on a regular basis and information is shared with parents during informal and formal parent-teacher conferences. The Ages & Stages Questionnaire (ASQ) is an additional screening tool provided to the parents upon enrollment and at regular intervals thereafter. ASQ is used to evaluate children's strengths, interests, progress and needs and assist the center staff in adapting and improving classroom curricula and practices. If the completed questionnaires indicate the need for a more in-depth child evaluation, families are provided a referral to appropriate professionals.

Parent/Teacher Conferences

CDC teachers regularly provide opportunities for Parent-Teacher communication. Formal conferences are offered twice a year to all enrolled children. Conference time enables parents and teachers the opportunity to discuss their child's recent assessments, current development and future goals.

Sleeping Arrangements

A rest period is provided for children following lunch. The CDC provides individual cots, mats or cribs, sheets and blankets for the children. However, children may bring a “security” item such as blanket or stuffed animal for rest time. A quiet area, soft music, stories and back patting contribute to relaxation. Children who choose not to sleep are provided opportunities for alternate quiet time activities after all children have been given an opportunity to attempt to sleep. For health reasons cribs, cots, and mats are placed at least 18 inches apart when in use, unless the cribs have closed ends.

Infants nap according to their individual schedule. All young infants have their own designated crib while the older infants use both individual cribs and mats for napping. No additional items are added into the cribs in an effort to protect the infants from Sudden Infant Death Syndrome (SIDS).

Toilet Learning

Learning to use the toilet is a complicated and developmental process, which involves the integration of the child’s physical, neurological, social, and emotional processes. Until a child shows significant signs of readiness, i.e. verbalization of discomfort, dryness for extended periods of time, child initiated willingness to use the toilet, etc. toilet learning can be stressful for both parent and child. When such signs are evident, a cooperative effort will be made between parent and caregiver to assist in developing healthy toileting habits.

Clothing/Personal Belongings/Toys

Children should be dressed appropriately for the daily activities in which they will participate. Young children often need additional changes of clothing in the event of food or drink spillage or a toileting accident. If your child does not have a change of clothing, we may have to ask you to leave work to bring us the necessary items in order to keep your child comfortable. The CDC has a limited supply of extra children’s clothing that may be used. Children must arrive clean and fully dressed for the weather. Closed-toed shoes are required for safety reasons. Children’s clothing must be labeled with their first and last name.

Children should be discouraged from bringing toys and other possessions to the program. We realize how difficult this may be for some children, but the chances of these possessions getting lost or broken are great. In the two year old and preschools rooms it is permissible to bring personal items on “Show and Share Days”. Classroom teachers will post the day/date of this activity. The CDC is not responsible for lost/damaged items but will try to keep all items safe.

To ensure the safety and contentment of all children enrolled in the CDC, do not allow your children to:

- Bring food, gum, or candy.
- Bring money as small children may find and swallow it, or other harmful circumstances could occur.
- Wear jewelry or other high value items. Jewelry can also be a safety hazard to young children. It can catch on play equipment or be pulled by another child causing physical harm to the child.
- Bring anything in their diaper bag, except diapers, clothes, bottles, pacifiers, wipes, blankets, etc. No medications of any kind should be left in the diaper bag.

Transitioning to a New Age Group

Transitions provide opportunities for children to learn and grow. Teaching staff will identify children that are ready to transition to the next age group and notify Management and the Training & Curriculum Specialists of projected transitions one month in advance. Date of space availability is determined and parents and the staff in the gaining classroom will be notified 2 weeks in advance of the actual transitioning date. Parents are invited to tour the new classroom and meet the new staff. It is our goal to make each transition a success by working in partnership with each family.

CDC Policies

Confidentiality – Protecting the Rights of Children and Families

The CDC is committed to protect and uphold the rights and privacy of children and their families. All children will be treated fairly, in a non-discriminatory way, regardless of racial, ethnic, gender, cultural, religious and linguistic background and abilities. All information of children and their families is maintained in a confidential manner to ensure their privacy is protected. Confidential and private information will be disclosed only with parental consent. Staff and volunteers are trained annually on the importance of keeping all information about children, families and other staff confidential.

Health Practices

Exclusion & Readmission

CDCs follow the current version of *The American Academy of Pediatrics Managing Infectious Diseases in Child Care and School* for exclusion and readmission of children.

For the health and safety of your child and the other children in the Center, please keep your child home if he/she shows signs of obvious illness or a contagious condition.

The CDC staff will observe children for signs and symptoms of illness at the time of entry and during care. Children shall be accepted only when their presence no longer impacts the health of other children as confirmed by the child's health care provider. Parents are requested to notify

the CDC if their child contracts a communicable disease. Parents of children who have been exposed to a confirmed communicable condition will be notified.

Parents or emergency designee will be called if a child becomes ill or develops symptoms while in our care. Within one hour of notification, parents must pick up their child and receive information on readmission.

Following an illness, children may be readmitted only when their presence will not compromise the health of the other children. A child may return when they are symptom free or after completion of the contagious stage of illness.

Medication Administration Procedures

Medication should be administered at home by parents/guardians, if possible. Trained employees may only administer medications to children enrolled in the full day program as follows:

- Once if medication is to be administered 3 times a day.
- Twice if medication is to be administered 4 times a day.
- If medication is to be administered 1 or 2 times a day, medication will not be administered in the CDC (except for time sensitive medications)

The first dose of medication must be administered by the parent/guardian. If the first dose is administered at the CDC, the parent/guardian must wait twenty minutes before leaving the child.. All medications need to be in their original container; and, the medication prescription label must have: child's name, physician's name, beginning and ending dates, dosage frequency, expiration date and name of medication.

a. **AF Form 1055, Youth Flight Medication Permission Form:** All medications must be accompanied by an AF Form 1055, a prescription form or detailed note completed and signed and stamped by a health care provider. If the health care provider does not complete the AF Form 1055, but only provides a completed form or note, the parents must completely fill out the AF Form 1055 with all required information before the medication can be accepted in the program. The center will dispense the medication in accordance with the doctor's instructions. Additionally, parents must give **daily** permission to the center to administer the medication; this is accomplished by **initialing/dating** the bottom portion of the form. Parents, who may have forgotten to initial/date the AF Form 1055 on a specific date may still give permission via email or fax. Parents must initial AF Form 1055 **annually** to authorize administration of emergency as-needed medication in accordance with the child's action/exposure plan in the event of an emergency. Parents are notified if administration of medication was required and initial the AF Form 1055 subsequently. All medications are maintained at the customer service desk with the exception of medications that need to be applied at every diaper change, etc.

b. **Diaper Rash Ointment:** The CDC staff may apply diaper ointment for treatment purposes only. When the child no longer needs the ointment it will be sent home. Parents need to ensure that their child's first and last name is clearly marked on the tube/box and that the expiration date is monitored and ointment replaced when needed.

c. **Sunscreen:** Parents need to fill out a permission form before CDC staff can apply sunscreen for the prevention of sunburn. This is an annual requirement. The sunscreen is purchased by the CDC and has been approved for use by our base medical advisor.

d. **Asthma/Allergy Emergency Medication:** Emergency “as needed” medications for asthma or allergies are accepted and used on an emergency basis. A current and complete action plan outlined by the prescribing health provider is required. Parents initial annually to authorize administration of emergency asthma medication and annually authorizing the use of an Epi-Pen. Parents are contacted if it is necessary to administer the medication.

e. **Over-the-Counter Medication:** No over-the-counter medications, including aspirin or aspirin like products, antihistamines, decongestants, or cough syrup will be administered without a health care provider’s prescription for the child receiving them.

g. **Allergies:** Please inform the Center of any allergies your child may have by indicating such information in the pertinent block of the registration form. Food allergies must be verified by medical personnel and suitable food substitutes must be indicated.

Alcohol, Drugs and Tobacco/Vaping Products

In accordance with AFI 34-144, smoking, consuming alcohol, using tobacco products (including e-cigarettes) and/or using illegal/illicit drugs (including marijuana) are strictly prohibited in the sight or presence of children or in the facilities or on its playgrounds, or within 50 feet of openings into the interior of the building. The use of alcohol, drugs and tobacco products is also prohibited at any function, including field trips. Smoking is not permitted at any time in the presence of children or in any government vehicle.

Hand washing, Sanitation, Standard Precautions

Good hand washing is the first line of defense against the spread of many illnesses. Proper hand washing is required by all staff, volunteers, and children to reduce the risk of transmission of infectious diseases to themselves and others. Staff and those children who are developmentally able to learn health practices are instructed in, and monitored on proper hand washing procedures. Children will wash their hands independently or with staff assistance to ensure the task is completed successfully. To assist in controlling communicable disease, parents are asked to wash hands when entering the classroom.

Cleaning and sanitizing the classroom environments is one of the most important steps in reducing the spread of infectious diseases among children and staff in child care settings. Routine cleaning with soap and water is the most useful method for removing germs from surfaces in the child care setting. However, some items and surfaces require an additional step after cleaning to reduce germs to a level that is unlikely to transmit disease. The Center trains program staff on the guidelines and task frequency that must be adhered to in order to reduce the spread of infectious diseases and maintain a healthy, clean environment.

The Standard Universal Precautions/Exposure Control Plan utilized by the CDC is designed to limit occupational exposure to blood and other bodily fluids in child development facilities and identify appropriate barriers and measures to minimize the potential for exposure/contact and to reduce the spread of infectious materials.

Sudden Infant Death Syndrome (SIDS) Prevention

Providing infants with a safe place to grow and learn is very important. The safe sleep practices in our infant rooms are in accordance with the AF Sudden Infant Death Syndrome (SIDS) Prevention Policy, the recommendations of The American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC). A copy of the entire policy can be found at the customer service desk.

Oral Health

The CDC promotes the habit of regular tooth brushing and oral health practices in young children. Children, one year old and older, are provided the opportunity for tooth brushing and gum cleaning to remove food and plaque at least once daily. The menus promote good oral health by including foods that are high in protein and Vitamins A, C, and Fe; and, low in salt and sugar.

Classroom Pets

Prior to an animal being accepted into the program the Base Veterinarian must complete a health evaluation to ensure the animal is fully immunized and is suitable for contact with children. Teaching staff supervise interactions between the children and animals and guide children to interact appropriately.

CHILD MALTREATMENT REPORTING

All Child and Youth Program (CYP) employees must meet at all times the background checks requirements; and, complete required training prior to working with children. CYP employees are required to report any signs of child abuse or neglect.

If you ever suspect child abuse, child neglect or a safety violation in the Child and Youth Programs report it to the following:

- To report child abuse/neglect or family issues contact Family Advocacy:
Langley: 764-2427 or 5057
Eustis: 878-0807
- To report safety violations contact the Safety Office:
Langley: 764-5057
Eustis: 878-3995

or call the DoD Child Abuse and Safety Violation Hotline: **1-877-790-1197**

All children will be monitored with a closed circuit video monitoring system (CCTV) and recordings may be made regarding the daily activities. Parents/guardians may come to the Center and view their child participating in activities in real-time on the CCTV monitors. Once CCTV recordings are made, the recording becomes an official Government record. Requests by parents for viewing a CCTV recording may be made to the CDC Director.

CHILD GUIDANCE

The goals of the guidance/touch policy are to assist children in developing self-control and engaging in socially acceptable behaviors. Adults will model, coach, and encourage techniques of discipline that are fair, consistent, and respectful of children and their needs. Simple and understandable rules will be established (with input from children when possible) so that expectations and limitations are clearly defined.

Child Development Program staff and volunteers will use only positive guidance techniques, including logical or natural consequences applied in problem situations, redirection, anticipation and elimination of potential issues, and encouragement of appropriate behaviors.

1. Acceptable guidance techniques include:

- Reinforcement of positive behavior, using encouragement and words of praise.
- Anticipation of problem-triggering situations; keeping expectations to child's level; soliciting cooperation; involving children in rule setting.
- Calling attention to appropriate behaviors; using expressions such as "thank you" and "please".
- Involving children in discussions on how to handle inappropriate behavior; providing several alternatives to undesirable behavior; guiding children in problem solving; applying natural/logical consequences.
- Affording each child a chance to regroup, regain control in a quiet area of the activity room.
- Temporary removal from stressful situations.
- Limiting the child's participating in some activities, for a short period of time.

2. Unacceptable guidance techniques include:

- Physical punishment such as spanking, slapping, hitting, biting, shaking, pinching, etc.
- Verbal abuse, screaming, threatening, or making derogatory remarks about child/family.
- Staff will not tease, humiliate, insult, frighten, or bully children.
- Discussing children's behavior in front of the child, other children, other staff and other parents.
- Restrictions or confinement by physical means.
- Withholding of meals/snacks; punishing children for toileting accidents or lapses.

When behavior problems arise, program staff will look at the routines, the environment, and the individual needs of the child to help them correct the behavior. Examples of inappropriate children's behaviors that may require adult intervention:

- Causing physical harm to other children/adults by hitting, biting, kicking, throwing toys/equipment.
- Use of inappropriate language/verbal abuse, spitting, and degrading comments directed at adults.
- Repeated refusal to comply with Center/room rules and/or failure to listen to staff.
- Children's behavior that is potentially harmful to themselves.

If necessary due to repeated instances of inappropriate behaviors, Director, Training & Curriculum Specialist and staff will meet with parents to develop a behavior support/management plan.

Should a child repeatedly behave in a way that is detrimental to him/her, other children, or adults, the staff will inform the director/designee immediately. Parents may be contacted to discuss the problem; a parent/director conference may be required. Severe incidents may require immediate removal/suspension of a child.

Appropriate Touch

Appropriate touching creates a positive emotional response in the child and is necessary for children's development/growth. Examples of appropriate touches are:

- A reassuring pat on the shoulder
- A welcome hug on arrival
- A back rub at nap time to relax the child
- Holding hands during activities; help and/or support during physical activities
- Lap sitting to comfort a child

The children will always have the option to refuse touches; children's preference about physical proximity must be respected at all times.

Inappropriate touching elicits a negative response and is strictly prohibited. This type of touching usually involves exploitation of the children. Examples of inappropriate touch include:

- Prolonged tickling, fondling, forced kissing and molestation
- Diapering and toileting of children will be done in full view of other staff
- Staff will not touch a child for personal gratification
- The program assistants and technicians are trained in proper diapering/toileting procedures during the orientation process

Supervision of Children – Parking/Unattended Children in Cars

Parking spaces are available in the front of the center for your convenience. Vehicles left unattended while running or unattended and running with children in them pose an extreme danger. According to the current JBLE Youth Supervision Guide it is unlawful to leave children 7 years and under alone for any period of time. Parents should always consider the dangers in the environment and the ability of an adult to quickly intervene. Therefore, to ensure the safest

environment for everyone involved, parents must always take all children out of their vehicles and turn off the vehicle before entering the facility.

Discipline Policy

Discipline will be approached in a positive, consistent way; and, exercised with an understanding of individual needs and child development level. Rules, expectations and limitations are simple and understandable.

Discipline will be constructive in nature using such methods as diversion, separation, gentle physical restraint and positive reinforcement. There will be no spanking or corporal punishment of any kind.

Biting, fighting, hitting, abusive or disrespectful language will not be permitted.

When a child displays inappropriate behavior the situation will be discussed with the child and instructions repeated. Brief separation is sometimes necessary to relieve undesirable situations. In cases of extreme acting up/out, or inappropriate behavior, parents will be notified. Frequent misconduct may result in suspension from the program. **Refunds will not be given for these suspension periods.**

Instances of Biting

We understand biting is a normal part of development in young children; however, in instances where a pattern of biting develops, the director or designee will consult with staff/providers to analyze the situation and form an action plan. Families with biting children may be referred to other agencies for guidance and assessment. Refunds will not be given for periods of removal from the program due to continuous biting. Removal of a child from the program will be considered only after consultation with the Flight Chief. Possible alternatives for childcare will be discussed at this time.

Behavior Support

CYP personnel recognize children as individuals and respect differing abilities, temperaments, activity levels, and developmental characteristics. No one specific guidance technique will work for every situation; therefore approaches are individualized. The staff is trained in techniques of redirecting, role modeling, looking for causes of behavior and using appropriate encouragement and guidance following established procedures.

When a child exhibits inappropriate behaviors which are consistent and intense, do not subside using positive guidance techniques, cannot be redirected, and/or interferes with performance or participation of daily routines or activities, it may be necessary to develop a behavior support plan to assist the child, CYP personnel and families. Regular communication will take place through meetings, parent conferences, written documentation, etc.

Inappropriate behavior will be documented with an incident report and signed by the staff witnessing the incident, the supervisor and the parent. Recurring incidents will be brought to the

attention of Center management. The Director will be notified and observations will be scheduled within 48 hours. All observations and incidents will be documented on a tracking form and will be discussed with families as deemed necessary by management. The Director, parents, and staff will develop a behavior support plan. The success of any plan is contingent upon the staff and families working together. In some instances, it may be determined that the CDC is not the best placement at the time; and, the Director will assist the family in finding alternative child care arrangements.

Safety

Maintain physical control of your child (carrying or holding your child's hand) at all times while in the center hallways, grounds, and parking areas. Children are not allowed to leave the building without parent/adult supervision. CDC staff will call Security Forces if children are left in a vehicle unattended, vehicles blocking the fire lane/circular driveway in front of the building and when vehicles are left running unattended.

Transportation of Children/Field Trips

A field trip is any excursion away from the boundaries of the program that require planning over and above the daily routine. Field trips offer children opportunities to see various aspects of their community firsthand. Parents will be notified in advance and provided specific information about upcoming field trips. All children who participate must have a signed parental permission form on file. The Center will ensure that vehicle operators meet the required qualifications; the vehicle is maintained properly, has a current registration and has the appropriate safety restraints.

Incident/Accident Procedures

Minor Accidents

All injuries occurring at the CDC are documented on AF Form 1187, *Youth Flight Accident Report* and parents are notified immediately of any neck or above injury or any injury needing medical attention. The Accident Report will be available for signature upon pick-up for the day.

Situations Requiring Medical Treatment

If an accident or serious illness occurs which requires emergency medical treatment children will be transported by ambulance to a local hospital on base. The child's emergency medical authorization information will be given to the hospital staff and a CDC staff member will remain with the child until the parents arrive. The customer service desk staff will immediately try to contact the parents at first notification of the emergency.

Emergency Response Plans

The CDC's response for most emergencies generally involves either sheltering in-place or evacuation of the building. An exception to this is providing emergency medical care. The CDC conducts monthly fire evacuation drills as required by AFI 34-144, *Child and Youth Programs*. The times of the drills are varied to include nap time, early mornings and late afternoons. In the event of a natural emergency outside the CDC, the children and all other occupants of the building will shelter in designated program areas. If an emergency requires evacuation away

from the CDC premises the program will coordinate transportation and continued care of the children until the children are picked up by an authorized individual.

Visitors/Building Access/Security

The CDC has only one main entrance which is used by staff, parents and all visitors. All Center visitors must sign in; visitors on official business (CE, Contracting, Public Health, local business representatives, etc) are allowed in the classrooms with a CDC staff escort. The escort remains with all non-CDC personnel until their designated duty is completed. All other visitors on non-official business will be asked to remain in the lobby area. Parents who have extended family members with them may escort them to a classroom after signing in at the customer service desk and receiving a visitors badge.

Birthdays and Other Special Celebrations

Birthdays are always fun for the children and parents are always welcome to contribute and participate in any special celebration held at the center. Due to health and food regulations food prepared outside of the CDC is not allowed. Party favors are not permitted. Though there are limits, there are many things you can do to participate in celebrations with your child at the CDC such as read your child's favorite book to the class in honor of their birthday. We are always interested in new ways to include all family traditions and cultures into the classroom curriculum. Please share your ideas with your child's caregiver.

If you are interested in taking photos or making a videotape of special activities, please advise your child's caregiver in advance. Permission from each child's parent must be secured before photos and videotaping may be allowed.

Staff Qualifications

The Child Development Center staff is engaged in an ongoing training program. Prior to working with children, employees are required to complete the Air Force Orientation Training which covers topics such as child development, health and safety, creating a learning environment, working with parents, working as a team, and identifying, preventing and reporting child abuse. Program Assistants are also required to complete a CPR and First Aid course within the first six months of employment.

All program assistants are required to complete the Air Force Program Assistant Certification Training (PACT). PACT is comprised of 15 modules covering topics such as creativity, social development, guidance and discipline, child maltreatment. The PACT program is self-paced and takes 12-18 months to complete.

Family Involvement and Support Plan

The Child Development Center realizes the importance parents play in the education and development of their children and strives to share this responsibility with families by respecting their ideas and concerns, encouraging involvement in the program and providing support in an effort to establish and maintain collaborative relationships with each child's family.

When parents are involved in the program, everyone benefits. Parents are encouraged to participate in the Parent Advisory Board and in special events, to be involved in decisions about their child's program and to assist in creative as well as routine duties. Parents can share a particular interest, skill or an aspect of their cultural heritage with the entire class.

Parent Advisory Board (PAB)

The Child Development Center has an active Parent Advisory Board comprised of parents and staff. This board meets at least quarterly to develop an overall program involvement calendar, plan community or enrichment activities and address parents' suggestions, ideas and concerns. Check with the customer service desk for dates, times and locations.

Parent Survey and Needs Assessment

At least annually the CDC will ask that you participate in a survey to help us evaluate the program and assess the current community needs.

Concerns/Chain of Command

At any time you have a concern regarding the care of your child contact the Director immediately. Most issues can be resolved at the lowest level but if a reasonable agreement cannot be reached parents may utilize the 633rd Force Support Squadron Chain of Command. We encourage your comments and suggestions as well as your compliments. Cooperation and teamwork from parents, teachers and management is needed to make the program a success. Parents are encouraged to provide us with your comments and suggestions on Interactive Customer Evaluation (ICE) at <http://ice.disa.mil>. Your timely feedback is an essential element in our effort to continuously improve our performance and help us maintain the quality of excellence you expect and deserve.

Open Door Policy

Our program maintains an open door policy encouraging parents to communicate to staff and director any and all ideas, suggestions and concerns, complaints, compliments, participation in planning events, volunteering for field trips, participation in parties, or just coming into read a story at any time. In addition, any time you would like to call and check on your child, the front desk staff will be happy to get the information for you. Families can visit their children during their stay with us at any and all times. Quality child care is the result of a strong partnership between the families and the program. We look forward to working with you to provide the best possible care for your child.

Diversity

CY Programs respect each and every family's talents, interests, and aspects of their culture as well as their language. When the program policy differs from your family's values and practices we will meet to discuss possible compromises that will support both the program and your family's needs. If you are interested in contributing your time and talents to help children/youth learn about themselves and others, please contact the staff. If your home language is not English, we will be happy to find an interpreter or if you wish to volunteer as an interpreter please contact the program manager.



JBLE Family Child Care Program

Langley (757) 764-2835

Eustis (757) 878-5584



Become a Family Child Care Provider

Are you interested in having your own business within the flexibility of your own home? Family Child Care is looking for individuals interested in caring for children. There is a continuous need for infant care. All start-up materials and training is provided by the Family Child Care Office. For more information, call 757-878-5584 or come by 501 Madison Avenue to sign up for new provider's orientation class.

Advantages of becoming a Family child Care Provider

- Manage your own business
- Set your own hours and fees.
- Resource Center
(Check out items free of charge)
- Transferable Career
- Free Training
- Professional Development
- USDA/CACFP Food Program
- Subsidy Program

Community Based Child Care Services

Child Care Aware: 1866-546-7852

www.va.childcareaware.org

The Planning Council: 1-800-650-2126

www.theplanningcouncil.org

VA Dept. of Social Services: 1-800-543-7545

www.dss.virginia.gov/

Outreach Program:

National Association of Child Care Resource and Referral Agencies (NACCRRA)

www.naccrra.org/militaryPrograms/airforce

Air Force Family Child Care Programs

Joint Base Langley Eustis Family Child Care Program

Hours of Operation
M-F 0800 - 1700



Your Duty

Your Family

Your Life

PCS Care (AF FCC PCSCC)

The Family Child Care office in collaboration with the Airman and Family Readiness Center and the Air Force Aid Society provide the child care only in certified Family Child Care homes for the PCS program. Childcare is provided for Army, Navy, and Marine families assigned to an active duty AF installation. Service is provided to all ranks. Twenty hours of childcare is offered at the gaining and losing installation. There is no cost to parents and no requirement to purchase fulltime care.

Volunteer Care (AF AFAS VOL)

Sponsored through the, Air Force Aid Society. Designed to recognize the importance of volunteers. Care provided only in Certified Family Child Care homes. Childcare is offered to families assigned to AF members of AF installation. Service is provided to all ranks.

AF Subsidy Program (AF FCCS)

Subsidizes weekly child care fees for parents using selected spaces in Certified AF FCC homes. May also be used to subsidize weekly child care fees for parents who use selected spaces in facilities off the installation. Parents pay same fee as if enrolled in CDC or SAC.

Types of Care:

- Under 3 - Care for children under 3 years of age
- Swings/shift - Care for children/youth outside of CDC/SAC Program operating hours.
- Special Needs - Care for children identified with a special need

Extended Duty Care (AF FCC EDC)

Extended Duty Child Care Program offers child care in a licensed FCC home to parents who require child care arrangements beyond the normal 50 hours a week. This program is available to active duty military, reservists, and DoD employees who need care for mission-related duty, extended workdays, temporary shift changes, unplanned weekend duty, mandatory PT, Federal holidays/ Installation Wide Down Days when AF FCCS Provider and CTPs are closed and rapid mobilization or deployment.

Home Community Care (AF FCC HCC)

Child care provided to Guard and Reserve members (all branches) primary (UTA) weekends. Care provided at no cost to parents and there is no requirement to purchase full-time care. Annual training Days are not authorized. The parent has no other adult in the home to provide care to the child (ren). Spouses must be scheduled to work. Care should only be scheduled during working hours.

Supplemental Care 24/7 Care

JBLE CYP offers 24 hour in home Family Child Care. Services specifically for parents who regularly work extended (12 hours) shifts, and who regularly work shifts outside of normal operating hours of the CDC or SAC program. The parent must be scheduled to work and there is no one else in the home to care for the child. Parents must be purchasing fulltime care on or off installation.

Additional Expanded Child Care Programs

- Emergency Medical Child Care
- Deployment Child Care
- Returning Child Care
- Wounded Warrior child Care
- Support for Fallen Warriors

Training and Licensing

Each provider must have a family interview in their home and attend orientation training, First Aid and CPR classes. Background checks are accomplished on every person in the home 12 years of age and older. In the first two years every provider must successfully complete the FCC modules developed for home care. Each provider must complete 24 clock hours of training each year. The FCC panel, consisting of The FSS Airman and Family Services Flight Chief, the Force Support Squadron Deputy Commander, the 633rd Mission Support Group Civilian Deputy Commander, and the 633rd Mission Support Group Commander will grant a Certificate valid for 12 months.

Unauthorized Family Child Care

Operating a Family Child Care Home is a privilege granted by the Mission Support Group Commander. All individuals providing childcare in their home for more than 10 hours per week must be licensed. Unlicensed childcare is a violation of Air Force and JBLE Fort Eustis .

If you suspect someone of providing unauthorized childcare please call 757-878-5584



PARTNERSHIPS WITH THE COMMUNITY

Child and Youth Programs work closely with many of the organizations and activities within the community. These partnerships are coordinated and built to ensure smooth transitions between programs, schools, screening and assessment services, and for special educational needs. Some of these partnerships are listed below. A more detailed list is available at the customer service desk.

COMMUNITY RESOURCES

Security Forces:

Langley: 764-2427 or 5057

Eustis: 878-0807

Family Advocacy:

Langley: 764-2427 or 5057

Eustis: 878-0807

School Liaison Officer:

Langley: 764-2427 or 5057

Eustis: 878-2552

Military & Family Readiness:

Langley: 764-2427 or 5057

Eustis (ACS): 878-3638

Military Family Life Consultants:

Langley: 764-2427 or 5057

Eustis: 878-2552

Pediatrics:

Langley: 225-7630

Eustis: 878-7500

EFMP Medical Advisor:

Langley: 225-7630

Eustis: 878-7500

KEY PERSONNEL

Flight Chief, CYP	(757) 225-0280
CDC/FCC Program Director	(757) 878-1149
Parent Central Services, Eustis	(757) 878-4025
Outreach Services	(757) 878-3501
Russ Child Development Center, Langley	(757) 764-3585
Madison Child Development Center, Eustis	(757) 878-4000
Pershing Child Development Center, Eustis	(757) 878-4723
Langley Family Child Care	(757) 764-3585
Eustis Family Child Care	(757) 878-5584
CYP Nutritionist	(757) 878-2639