



# SKIES Unlimited

Schools of Knowledge, Inspiration, Exploration & Skills

## PARENT HANDBOOK

[Updated January 2016]





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# SKIES *Unlimited*

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## LETTER TO PARENTS

Welcome to the Joint Base Langley Eustis (JBLE) SKIESUnlimited Instructional Program. We are pleased that you have decided to enroll your child/youth in the program. We recognize that you have other options available for instructional programming, but we are so glad you chose the SKIESUnlimited program to meet your child's extracurricular activity needs.

Instructional programs foster the development of critical life, leadership, and social skills. The latest education research confirms that a student's involvement in after-school instructional programs is beneficial on all levels. Instructional programs have been shown to promote the intellectual development of children and youth. Also when involved in instructional programs during the critical hours of 3-8 pm, youth are less likely to engage in undesirable behavior.

It is the goal of the SKIESUnlimited program to offer quality experiences. Communication is the key to a successful parent and instruction partnership. We encourage your thoughts, ideas, questions and concerns; and, are here to make your child/youth's instructional experience a pleasant one. Again, welcome to the JBLE SKIESUnlimited Instructional Program.

We look forward to serving you!

Mrs. Ninoshka Basantes,  
SKIESUnlimited Program Director  
633d Force Support Squadron



### **WHAT IS SKIESUnlimited?**

The name SKIESUnlimited combines the acronym from "School of Knowledge, Inspiration, Exploration & Skills" with the word Unlimited for the unlimited learning possibilities this exciting program offers children and youth.

SKIESUnlimited encompasses instructional programs for children and youth from toddler to adolescence i.e., 18 months through the end of their senior year in high school. Through SKIESUnlimited, children and youth have equal access to opportunities to expand their knowledge, inspire them, allow them to explore, and acquire new skills.

### **JBLE SKIESUnlimited Instructional Program Benefits.**

Instructional programs present an opportunity to build individual knowledge and leadership skills, practice social skills and experiment with various activities and programs. There are countless advantages when youth participate in instructional programs. The JBLE SKIESUnlimited Instructional program focuses on the following youth development outcomes:

Respect for self & others	Creativity
Teamwork	Goal-setting
Healthy relationships	Personal safety
Positive self-identity	Coordination
Self-motivation	Discipline
Appreciation for knowledge	

**Mission:** To provide and professionally manage a system of safe, affordable and quality instructional options for children/youth of military personnel, their dependents as well as other Department of Defense affiliated personnel and civilians.

We promote family self-reliance and reinforce values by recognizing the challenges of our Military personnel and their families. Our programs support Military personnel, which in turn enhance mission readiness. In other words, Military personnel can concentrate on their mission knowing their children are safe and supervised in quality child and youth programs.



**Philosophy.** We believe in the importance of children/youth and the importance of supporting our Military families and their mission through their children.

**Goals.** Our goal is to provide military families with the best service possible and to provide children/youth with age appropriate educational and recreational activities in the safest and most convenient manner possible. In addition, our programs

- ✦ Facilitate self-reliance
- ✦ Ensure availability of predictable programs and services for eligible children/youth ages 18 mos-18 years.
- ✦ Maintain affordability of child and youth programs for all patrons through operational efficiencies and seamless delivery.

## Eligibility

All participants must have a valid/current registration with Child and Youth Programs (CYP) and be a dependent 18 months - 18 years old of:

- ✦ Active Duty Military personnel,
- ✦ Appropriated Fund (APF) employee,
- ✦ Non-appropriated Fund (NAF) employee,
- ✦ Department of Defense (DoD)
- ✦ Civilian employee,
- ✦ Contractor employee,
- ✦ National Guard and Reserve personnel

## How to Register/Enroll

To register for CYP and SKIES Unlimited activities, you must go to Parent Central Services located at 650 Monroe Avenue, Fort Eustis, VA 23604. All registration forms can be found at:

[www.eustismwr.com](http://www.eustismwr.com), click: Child & Youth Tab, click: Parent Central Services.

## Preview Class

Parents are encouraged to schedule a preview of a class of interest before making a decision to enroll their child/youth. Parents are allowed a 1 time preview of a class, free of charge. To preview a class please contact the SKIES Director @ 757-878-1991 or Parent Central Services @ 757-878-4025.



### **Payments**

Payment is due at the time of initial registration/enrollment into a SKIESUnlimited activity. Although the initial payment must be paid at the time of registration/enrollment at Parent Central Services, all recurring monthly payments can be made at either Parent Central or any Child and Youth Program.

#### **Madison Child Development Center**

926 Madison Avenue  
(757) 878-3294/4000

#### **Pershing Child Development Center**

1140 Pershing Avenue  
(757) 878-4723/3072

#### **School Age Care (SAC)**

925 Madison Avenue  
(757) 878-5339

#### **Youth Programs (YP)**

1102 Pershing Avenue  
(757) 878-4448/2662

### **Credit Card Authorization Form**

All CYP registered patrons **MUST** complete a credit card authorization form, (1) at time of registration or re-registration; and, (2) if the household account assesses a late fee for none payment and a credit card form is **NOT** on file. Services may be denied if a patron refuses to complete the credit card authorization.

### **Fees and Late Fees**

SKIESUnlimited payment is due on the first business day of each month. As a courtesy, SKIESUnlimited registered patrons have until the **5<sup>th</sup> business day** after the 1<sup>st</sup> of the month to pay activity fees **IN FULL** before a late fee of \$10 PER CHILD, PER ACTIVITY is applied. If payment is **NOT** paid in full and a Credit Card Authorization is on file, that credit card will be processed to obtain payment in full which will include all late fees.





### **Prorated Fees**

The SKIESUnlimited program allows patrons to enroll at anytime during the month. Your first payment is due at time of registration and will be pro-rated depending upon date of enrollment and start of the activity. SKIESUnlimited provides 4 weeks of instruction for a full month's tuition, except in the case of a federal holiday. Your bill may or may not be pro-rated, depending on the instructor making up the class. It is the parent's responsibility to attend the make-up class. If you do not attend for whatever reason, the bill will not be pro-rated. If you are going out of town for two consecutive weeks or more, your tuition can be pro-rated if you submit a request in writing prior to your first absence. Requests for pro-rated payments will only be considered if submitted to the SKIES Director. Talking to or submitting a written request to the instructor will not serve as a form of notification.

### **Credits/Refunds**

Credits or refunds should be requested in writing to the SKIES Director by the child's parent/guardian. Valid reasons accepted for refund/credit:

- ✚ Family relocation for a TDY or Deployment with little or no notice to the sponsor
- ✚ Extended Illness or serious injury
- ✚ And other reasons on a case by case basis

### **Withdrawal**

To withdraw your child/youth from a SKIESUnlimited activity, written notification of withdrawal must be submitted to the SKIES Director or Parent Central Services. **All withdrawal notifications must be submitted before the billing cycle begins, otherwise the parent/guardian will be responsible for all fees regardless of child/youth's attendance. Please be advised that child(ren)/youth can only be withdrawn from the activity when the household account balance is \$0.**

### **HOLIDAYS**

Unless otherwise informed by your instructor, SKIESUnlimited classes will not be held on federal holidays.





## **SEVERE WEATHER SNOW/ICE**

All SKIESUnlimited classes will be cancelled in the event of the following weather issues:

- ✚ Tornado watch or warning
- ✚ Post closure due to rain, snow and icy conditions
- ✚ On-Post school closure due to rain, snow and ice

## **No Call, No Show**

It is the responsibility of the parent/guardian to inform the instructor if the child/youth will be out for an extended period of time. If a youth misses two consecutive lessons and is a no call/no show, the youth will be automatically withdrawn from the program with no refund or make up. If the parent/guardian would like for the child/youth to continue after they have been withdrawn, they must re-register for the activity if space is available.

## **Child Drop off and Pick Up**

It is the responsibility of the parent to turn their child over to the instructor and the instructor will in turn release the child back to the parent or guardian at the end of the session. All children/youth ages 10 and under must be escorted into the facility by the parent/guardian and signed/checked in with the instructor. [Under age youth are not permitted to be dropped off in front of the Youth Programs building to walk to their activity.](#)

## **Swipe in and Out**

All SKIESUnlimited patrons must swipe in and out of the building during each visit. Each patron has been issued a Key Fob swipe and this swipe card can be used at any CYP facility. If you do not have a Key Fob and have never been issued one then you can obtain one from the customer service desk staff at any CYP facility or Parent Central Services. If you have been issued a Key Fob and have misplaced or lost it, there will be a \$5 fee for replacement.

## **Special Accommodations**

It is the policy and goal of Air Force CYPs to make reasonable accommodations which support inclusion and participation of children/youth with and without disabilities, special learning, medical and developmental needs (i.e., allergies, asthma, speech delays, physical



limitations, religious preferences, etc.). Indicate your child/youth'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/youth. For more information regarding special accommodations, please contact CYP Parent Central Services (PCS) @ 757-878-4025 or the Community Services Exceptional Family Member Program Coordinator @ 757-878-1954.

## **INJURIES & MEDICATIONS**

### **Injuries**

In case of accidental injuries, staff/instructors will perform minimum first aid treatment. An incident form will be completed and presented to the parent to sign indicating acknowledgement of the incident. In cases of serious but not severe or life threatening injuries the parent will be called immediately and based on the conveyed information assist in the decision to call an ambulance or not to call. In all cases of SEVERE injuries, an ambulance will be called and the parent will be notified immediately. Any cost incurred for emergency transit of injured children/youth is the sole responsibility of the sponsor.

### **Medications**

Faculty members are not authorized to administer any over-the-counter or prescribed medications. *If your child is required to use an inhaler or Epi-Pen, you must stay in the building.*

### **Fire Drills**

CYP has a requirement to have a fire drill monthly by the Fort Eustis Fire Department. When there is a fire it is required that everyone in the building exit the facility through the nearest exit and will meet on the sidewalk in front area of the building near the entrance to the Youth Programs' parking lot.

### **Waiting Area**

Parents are welcome to sit in the Youth Programs waiting area "CAFÉ". To maintain the safety of all the children in the facility, children/youth are not allowed to be left unattended at any time. Children/youth cannot run around the facility, or be in unauthorized areas/rooms.



### **Army Family Covenant (AFC)**

AFC benefits may be received for SKIES Unlimited instructional programs as follows:

- ✚ Family members of deployed sponsors (Mission Level 1)  
Serving in a war zone or in support of the Global War on Terrorism -up to \$300 per deployment
- ✚ Family members of sponsors who are on an unaccompanied PCS, TCS or TDY for 90-179 days (Mission Level 2) - up to \$150 per deployment
- ✚ Family members of sponsors who are part of the Rear Detachment (as identified on Rear D/Personnel Availability Report) (Mission Level 3) - up to \$150 per deployment
- ✚ Family members of Wounded Warriors - up to \$300
- ✚ Family members of Fallen Warriors - up to \$300 yearly

### **Instructor Liability**

SKIESUnlimited programs are designed to be instructional and developmental and are not intended to be related in any way to hourly care. Instructors are responsible for children/youth participating in their program only during the time they are in actual attendance of class. It is the responsibility of parents to care for children/youth before and after class.

Students are advised not to arrive earlier than 10 minutes before class time. Students are expected to depart the facility immediately following class. Instructors are not responsible for children/youth before or after classes and cannot be held liable for children/youth during this time. It is the parent's responsibility to be present or have another adult be responsible for the child(ren)/youth at any time before and after classes.

### **Suggestions & Comments**

Your satisfaction is our reward for providing excellent service. However, even in the best of programs mistakes can happen. If you have any comments or suggestions, please contact **IPS** at 757-878-5882 or [Ninoshka.basantes.naf@mail.mil](mailto:Ninoshka.basantes.naf@mail.mil).



## **Student/Parent Responsibilities**

### **Student Responsibilities**

- ✚ Students will help their parents by being ready for class by the time parents are ready to leave home.
- ✚ Students will show respect for themselves by being dressed appropriately for class and giving their all during class.
- ✚ Students will show respect for others by keeping their hands to themselves during class, waiting quietly for others to have a turn, and talking only when appropriate.
- ✚ Students will show respect to the instructors by being ready for class on time, listening when the instructor speaks, and being prepared for their turn.
- ✚ Students will show respect for their classroom by not bringing gum or food, putting trash in the proper places, and bringing only water to the class.

### **Parent Responsibilities**

- ✚ Children/youth 10 and under are required to be accompanied by a parent or a designated parental representative while traveling to and from class. It is mandatory that children/youth 10 and under NOT be allowed to walk to and from class alone and that parents make arrangements for their children accordingly. Parents must accompany their children/youth to and from all classes held at a non-CYP facility regardless of child's age. Once Children are given over to parents care, Instructors nor *SKIESUnlimited* staff are no longer responsible for them. Parents you are responsible. You must have them in your care and they must stay with you and you must supervise them.
- ✚ Every effort should be made to pick up your child/youth on time after the class is over. Instructors should not be expected to keep your child/youth longer than the scheduled duration of the class.
- ✚ If your child is sick, please do not bring him/her to class. Your child will not get much out of the class and may pass on the illness to others. A courtesy call to the class location would be appreciated.



- ✚ It is important to provide your child/youth's instructor with a cell or other phone number at which you can be reached and an emergency contact name and number in case you are not available.
- ✚ Please notify the instructor if your child/youth requires any special accommodations. This will assist the instructor in providing the best possible learning experience for your child/youth.
  
- ✚ It will help greatly if your child/youth takes care of restroom needs prior to the beginning of each class. For safety reasons, your child/youth will not be allowed to leave the class to go to the restroom unless accompanied by an instructor, CYP staff, or you, the parent.
  
- ✚ Please emphasize good manners and consideration of others. If your child/youth's behavior in class is a distraction to learning, the instructor will contact you for a conference. If the behavior continues to disrupt the class, we will follow the established and accepted procedure to remove your child/youth from the class.
  
- ✚ Make sure your child/youth has the materials, clothing, shoes, or equipment required for his/her class.
  
- ✚ If your child/youth is unable to attend a class, please notify the instructor or a SKIES *Unlimited* staff member in advance. We do not do make up for missed classes. There are no pro-rations for missed classes.



# Character Counts

## Six Pillars of Character

### Trustworthiness

Be honest  
Don't deceive, cheat or steal  
Be reliable-do what you say you'll do  
Have the courage to do the right thing  
Build a good reputation  
Be loyal-stand by your family and friends

### Respect

Treat others with respect; follow the golden rule  
Be tolerant of differences  
Use good manners, not bad language  
Be considerate of the feelings of others  
Don't threaten, hit or hurt anyone  
Deal peacefully with anger insults and disagreements

### Responsibility

Do what you are supposed to do  
Persevere: keep on trying!  
Always do your best  
Use self-control: be self-disciplined  
Think before you act-consider the consequences  
Be accountable for your choices

### Fairness

Play by the rules  
Take turns and share  
Be open-minded; listen to others  
Don't take advantage of others  
Don't blame others carelessly

### Caring

Be kind  
Be compassionate and show you care  
Express gratitude  
Forgive others  
Help people in need

### Citizenship

Do your share to make your school and community better?  
Cooperate  
Stay informed; vote  
Be a good neighbor  
Obey laws and rules  
Respect authority  
Protect the environment