

JBLE-EUSTIS YOUTH PROGRAMS PARENT HANDBOOK

[Updated Sept 2016]



1102 Pershing Ave
Ft Eustis VA 23604
757-878-2662

Table of Contents

Subject

General

- Introduction
- Prescribing Directive
- Mission
- Philosophy
- Goals
- Eligibility
 - School Age Care
 - Youth Programs
- Hours of Operation
 - School Age Care
 - Youth Programs
- Exceeding Attendance Limitations
- Open Door Policy
- Confidentiality
- Closed Circuit Television (CCTV)
- Youth Programs' Membership
- Orientation
 - School Age Care
 - Youth Programs
- Children/Youth Requiring Accommodations
- Daily Activities
- Schedule of Activities
- Clothing/Personal Belongings
- Nutrition and Food Service

Health Practices

- Exclusion and Readmission
- Medication Administration Procedures (Asthma/Allergy Emergency Medications,
 - Over-the-Counter Medications
 - School Age Care
 - Youth Programs

Table of Contents (continued)

Subject

Safety

- Accountability
 - School Age Care
 - Youth Programs
- Release of Children/Youth
- Incidents/Accidents
- Supervision of Children/Youth – Parking/Unattended in Vehicles
- Alcohol, Drugs and Tobacco/Vaping Products
- Visitors/Building Access/Security
- Emergency Preparedness
- Field Trips

Guidance/Discipline

Child Maltreatment Reporting

School Age Care

- Registration and Enrollment
- Waiting List
- Placement of Children/Youth
- Fees and Charges
- Subsidies
- Accountability
 - Sign In/Out
 - Release of Children/Youth
- Transportation
- Parent Participation
- Protecting the Rights of Children/Youth and Families

For Your Awareness

- Exceptions
- Hold and Save Harmless
- Questions and Concerns
- Family Child Care
- Community Partnerships
- Key Personnel

INTRODUCTION

Thank you for choosing Joint Base Langley-Eustis (JBLE) Youth Programs located on Ft. Eustis. This handbook is intended to inform parents of the DoD and Air Force policies and procedures that govern our Youth Center Program. Read them carefully in order to understand your responsibilities as a Youth Center patron, the role of the Youth Center staff, and what will be expected of your child/youth/youth. JBLE Youth Programs' offer open recreation after school, half/full days out of school, holiday camps, summer camps, and instructional classes.

PRESCRIBING DIRECTIVE

School Age and Youth Programs are required to operate in accordance with AFI 34-144, Department of Defense Instructions 6060.4, and 1402.05, USC Code Chapter 88, Section 1791-1800 and the Military Child Care Act of 1989/96. Copies of all regulatory guidance, policies and inspection results are available for your review at the customer service desk.

MISSION

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

PHILOSOPHY

Air Force Child and Youth 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/youth have the right to be heard, listened to and 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: (1) reinforce family values and emphasize the uniqueness of each child/youth by promoting positive attitudes and validating self-worth; (2) to continue to be committed to youth by providing consistent guidance and stable and dynamic programs to promote positive youth development; and, (3) to design programs to recognize the achievements of youth and maintain solid partnerships with other youth-serving organizations like the Boys & Girls Clubs of America and 4-H that offer a variety of resources. JBLE-Eustis Youth Programs will continue to prepare young people to meet the challenges of adolescence and adulthood through a coordinated, progressive series of activities and experiences that help them become socially, emotionally, physically and cognitively competent. Programs include physical fitness and sports, arts and recreation, training in leadership, life skills and career/volunteer opportunities, mentoring, intervention and support services.

ELIGIBILITY

Dependent children/youth ages 5 through 18 years of age of active duty military, DoD civilian employees either NAF or APF, Air National Guard or Air Force Reserve military personnel on active duty or inactive duty training status, active duty Coast Guard members, combat related wounded warriors, surviving spouses of military members who died from a combat-related incident, those acting in loco parentis for the dependent child/youth of an otherwise eligible patron, eligible employees of DoD contractors, and others may be authorized on a space available basis. In the case of unmarried, legally separated parents with joint custody or divorced parents with joint custody, children/youth are eligible for child care only when they reside with the eligible sponsor at least 25 percent of the time in a month.

Youth Programs: Youth 9 to 18 years of age may be registered members of the Youth Program while youth 5 to 8 years of age may participate in organized programs without membership. Registered youth members may bring guests to youth functions for a minimal fee if their guests meet the basic age criteria. Membership in YP is encouraged in order to receive the best benefit from the program. The parent/guardian must completely fill out AF Form 88, *Air Force Youth Programs Registration* in order for children/youth to become a member and receive a membership card.

Youth, 5 years of age and younger, may be allowed to participate in an organized program specifically for their age group (e.g., instructional class, special event) when they are accompanied by a parent or sibling 16 years of age or older. Youth 6 to 8 years of age must be accompanied by a parent or sibling 16 years of age or older unless participating in an organized program that includes continuous, direct supervision by an adult. Youth 18 years of age and older and those no longer enrolled in home/high school may not participate in youth activities beyond the summer immediately following their graduation or disenrollment.

HOURS OF OPERATION

Youth Programs

• School Year	Monday-Thursday	1400-1900
•	Friday	1400-2200
•	Saturday	CLOSED
•	Sunday	CLOSED
• Federal Holidays	CLOSED	
• ACC Family Days	CLOSED	
• Summer Camp	Monday-Friday	0700-1300
○ Open Rec	Monday-Thursday	1300-1900
	Friday	1300-2200
	Saturday	CLOSED

The hours of operation are established to best serve the needs of the community; and, will be determined by the use of surveys and actual patrons in attendance. YP is not a mission essential program, and is closed during inclement weather. Emergency closings are only deemed necessary by 633d Force Support Squadron leadership and/or the Air Base Wing Commander.

EXCEEDING ATTENDANCE LIMITATIONS

When children/youth are left after posted closing time, and neither parents nor emergency contacts can be reached, children/youth may be released to the supervision of the Security Police and parents may lose Youth Center privileges. In addition, a \$25.00 per each 15-minute increment late fee will be assessed for the additional time.

OPEN DOOR POLICY

Our program maintains an open door policy encouraging parents to communicate to staff and management any and all ideas, suggestions and concerns, complaints and compliments. We extend an open invitation to you to visit, observe, and participate. Occasionally we need chaperones; if you are interested and available, please let us know. In addition, any time you would like to call and check on your child/youth, the front desk staff will be happy to get the information for you.

CONFIDENTIALITY

We inform children/youth and their parents or legal guardians prior to the disclosure of confidential or private information. There are circumstances when our program may be legally or ethically required to release such information without your consent. If we receive a request for the release of confidential information about your child/ youth, or when the release of confidential information is necessary for program participation, prior to releasing such information, the Chief of Youth Programs will:

- Determine if the reason to release the information is valid;
- Obtain informed, written authorization from a parent or legal guardian; and
- Offer a copy of the signed authorization to the parent or legal guardian, and maintain a copy in your child/youth's file.

CLOSED CIRCUIT TELEVISION (CCTV)

All children/youth 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/youth 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 SAC or YP Manager.

MEMBERSHIP AND REGISTRATION

Parent Central Services, located in Bldg 650, Monroe Ave, Ft. Eustis is the “**Gateway**” to all CYP programs and activities located on Fort Eustis. Parent Central is your first stop for information, registration and referrals. Parents must register their children/youth at the Parent Central Services office prior to becoming members and receiving services. Initial and annual registration is handled through both appointments and walk-in services; although appointments are encouraged. Enrollment packets can be picked up or printed from our website at <http://new.jbleforcesupport.com/parent-central> 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

It is essential that emergency contact data be kept current at all times. 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.

Membership Benefits:

- Members may participate in Keystone and Torch Clubs, which gives them an opportunity to provide input for YP programming
- Reduced fees for certain YP planned activities
- No daily participation fee required to utilize facilities
- Members may bring in guests for only \$2 each visit!
- Members are eligible to receive a discount on room reservations at YP facilities for special events
- Summer Camp and Field trip fees vary depending on scheduled programming

ORIENTATION

Patrons must attend a parent orientation prior to starting the program. An appointment will be scheduled with you at the end of the registration process. You will be given an orientation letter to take with you to the appointment. Orientation normally lasts 30 minutes. All staff can provide an orientation to parents upon request.

CHILDREN/YOUTH REQUIRING 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.

DAILY ACTIVITIES

We provide a fantastic array of fun and educational activities for your child/youth each day. They have the opportunity to participate in activities that may include arts and crafts, science projects, woodworking, robotics, gaming, construction, dramatic play, music, computer activities, reading, creative writing, and more. In addition, each program offers a variety of club activities such as cooking, photography, community service, physical fitness and drama. Daily activities are developed from group meetings with the children. Our youth have a great deal of input into the planning and implementation of all of our activities.

During the school year children/youth are given the opportunity; however, are not required to complete their homework each day. Quiet areas are set up in each facility to provide an environment conducive to accomplishing homework which is offered as a choice. This allows children/youth to make their own decision as to how they spend their time within the day's activities.

High Risk Activities are included throughout the curriculum. To ensure appropriate supervision and safety, we adjust the staff to child ratio for activities such as woodworking, cooking, swimming, field trips, etc. Swimming requires a 1 to 8 ratio while most field trips require a 1 to 12 ratio.

Daily activity schedules are posted on bulletin boards in each activity room of the Center. Please feel free to discuss daily activities with staff members. We welcome and encourage parents to give us ideas for activities and become involved in our program as volunteers, instructors or special guests. Share your talents, hobbies and interests with our children/youth!

All children/youth are subject to Closed Circuit Television (CCTV) surveillance/monitoring as part of their participation/enrollment in CYPs. In the spirit of openness and transparency, parents/guardians may come to CYP and view their child/youth participating in events in real-time on the CCTV monitors.

In order for youth to be transported to and from scheduled activities, it is imperative that parents sign a transportation agreement giving permission for the JBLE Langley Youth Programs' staff to transport youth in a 633rd Force Support Squadron or government vehicle. The Program ensures vehicle operators meet the required qualifications, the vehicles are maintained properly and have a current registration.

SCHEDULE OF ACTIVITIES

The schedules are flexible which allow staff the freedom to respond to children/youth's individual needs and provides parents with general times for scheduled activities. The activities we plan for children/youth, the way the environment is organized, the supplies and materials selected, and the way we interact with children/youth are all designed to accomplish the goals of our curriculum and to give your child/youth every advantage for future success.

A schedule of activities is posted daily in each facility. In addition, a monthly calendar of activities is updated on the Langley Youth Programs Facebook page as well as sent out through an email distribution listing.

CLOTHING/PERSONAL BELONGINGS

Please ensure your child/youth is dressed appropriately to participate in YP activities. The manager on duty has the right to refuse admittance to any child/youth who is not adequately clothed for the day. Children/youth should be dressed in washable clothes (street clothes, not dress clothes). Children/youth cannot wear open toe shoes such as sandals and flip-flops. These are unsafe on playground areas and for physical activities. Children/youth should have proper outdoor clothing with them since outside activities are scheduled daily. If there is a need to lend clothes from the Center to your child/youth, please wash and return them as soon as possible. Label all children/youth's belongings (jackets, sweaters, paint shirts, etc.). Child and Youth Programs cannot accept responsibility for clothing or other miscellaneous articles that are misplaced. If an item is misplaced, we will assist you in relocating it by identifying a lost and found area and placing a "missing" notice at the front desk, if you so request.

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NUTRITION AND FOOD SERVICE

Youth Programs

Daily meals and snacks are not provided in the Youth Program. There may be food served at special events, and available at our snack bar. Outside food is permitted.

HEALTH PRACTICES

Exclusion & Readmission

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

Staff will observe children/youth for signs and symptoms of illness at the time of entry and during care. Children/youth shall be accepted only when their presence no longer impacts the health of other children/youth as confirmed by the child/youth's health care provider. Parents are requested to notify the Program if their child/youth contracts a communicable disease. Parents of children/youth who have been exposed to a confirmed communicable condition will be notified.

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

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

Medication Administration Procedures

Youth Programs

Medications will not be administered during Open Recreation in Youth Programs, but may be given in programs that extend beyond the normal typical day (e.g. full-day camps, day-long field trips and overnight trips). Exception: Emergency medications (e.g. Epinephrine Pens, Glucagon) may be given during Open Recreation. Designated personnel are trained to administer medications. Medications will be maintained at the front desk in a secured, but not locked cabinet labeled "medications." Every medication must be labeled with the child/youth's first and last name and approved by a medical authority for use in CYP. AF Form 1055, *Youth Flight Medication Permission Form*, must be completed before any medication may be administered to the children/youth. Medications will be administered only under daily written direction of parents, and with approval from a medical professional. Youth 9 years of age and older who

attend YP may administer prescription medication to themselves if parents have completed a written statement permitting youth to do so.

If a child/youth refuses to take medicine, he or she will not be forced to do so. Parents will be notified immediately if adverse reactions or side effects do occur. No over-the-counter medicines may be given unless accompanied by a doctor's prescription.

SAFETY

Accountability

Youth Programs

To ensure your child/youth's safety we require that they sign themselves in and out of the facility daily. Children/youth are not allowed to leave the building without parent/adult supervision, unless they are at least 9 years of age and have written permission from their parents or legal guardians. Any additional restrictions for signing in or out of the program must be enforced by the parent.

Release of Children/Youth

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

Incident/Accident Procedures

Minor Accidents

All injuries occurring at the Center 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. A Freedom of Information Act request must be submitted to the appropriate installation office in order to receive a copy of AF Form 1187.

Situations Requiring Medical Treatment

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

Supervision of Children/Youth – Parking/Unattended 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.

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/youth 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/youth or in any government vehicle. Violation could result in removal and/or suspension of any child/youth, parent and/or staff member who is using alcohol, illegal/illicit drugs (including marijuana) or tobacco products in CYP facilities or at CYP functions.

Visitors/Building Access/Security

The Youth Center 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 areas occupied by children/youth with a SAC/YP staff escort. The escort remains with all non-YP 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 an area occupied by children/youth after signing in at the customer service desk and receiving a visitors badge.

Emergency Preparedness

YP has established procedures and a detailed Emergency Response Plan which addresses active shooter, disaster preparedness, weather conditions, contingency operations, and missing child/youth and notification which is available for review upon request. If an emergency occurs which requires the Youth Center to close (i.e. fire, loss of water, natural disasters, etc.), children/youth will be relocated to either Community Commons or the Child Development Center on the main base. Parents or emergency contacts will be notified immediately and instructed where to pick up their children/youth; and, will have one (1) hour to do so. If a child/youth is not picked up within one hour, or if a parent or emergency contact cannot be located, children may be released to the supervision of the Security Police.

In case of Installation closure parents will be contacted immediately; and, will have one hour to pick up their children/youth. Any child/youth that is not picked up within the one-hour time frame may be released to the supervision of Security Forces.

Field Trips

Parents registering children/youth must authorize field trips on AF Form 1181, *Air Force Youth Flight Program Patron Registration* in order for children/youth to participate in these activities. Periodically, additional field trip permission slips may be required for higher risk activities. Children/youth are not required to attend field trips; however, limited activity will be provided in some cases.

GUIDANCE/DISCIPLINE POLICY

The goal of guidance is to assist children/youth in developing self-discipline. Adults will provide positive guidance that teaches children/youth to make their own decisions, help them process feelings, recognize consequences and explore alternative solutions and outcomes to solve problems. All staff and volunteers are responsible for adhering to the guidelines outlined in this policy and will receive training annually.

Discipline techniques that are acceptable to guide the behavior of children/youth enrolled in our programs include:

- Set clear and appropriate limits
- Model acceptable behavior
- Provide an environment that encourages self-discipline
- Anticipate and eliminate potential problems
- Use natural and logical consequences
- Recognize children/youth's efforts
- Use negotiation, reasoning and redirection
- Encourage children/youth to use conflict resolution skills

Discipline techniques that are unacceptable to guide the behavior of children/youth enrolled in our programs include:

- Corporal punishment to include forced physical exercise
- Withholding nutrition or hydration
- Verbal abuse, threats or derogatory remarks about children/youth and their families
- Manual, mechanical and chemical restraints
- Isolation
- Punishment by peers and/or group punishment or discipline for individual behavior
- Punitive work assignments or unnecessarily punitive restrictions

The above discipline techniques are also to be used with children/youth that have special behavioral needs or issues; however, appropriate responses may vary depending on the child/youth and the situation. The following techniques may be used if it becomes necessary to de-escalate a volatile situation:

- Communication techniques (negotiation, mediation, listening)
- Encouraging self-calming behaviors
- Separating those involved
- Involving children/youth in regaining control
- Escorting to a space away from the area of the situation

When behavior problems arise program staff will look at the routines, the environment, and the individual needs of the children/youth to help them overcome the behavior. However, if a child/youth is consistently exhibiting inappropriate behaviors program staff will: (1) inform management and/or the Training and Curriculum Specialist; (2) initiate a conversation with both the child/youth and their family; and (3) if necessary, develop a behavior support and management plan in conjunction with YP staff and the family. Stressors of military and

adolescent life and the effect they have on children/youth's behavior will be taken into consideration.

CHILD MALTREATMENT REPORTING

All Child and Youth Program (CYP) employees must meet background check requirements at all times and complete required training prior to working with children. CYP employees are mandated 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**

FEES AND FEE SCHEDULE

Summer Camp Fees - Vary based on cost of trips

Field Trip Fees - Vary based on cost of trips

Members may bring in guests for a non-member daily fee

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 and agree to have the card charged or account debited for the child/children participating in the program. This information is safeguarded in accordance with AFI 33-332, Privacy Act Program. For omission of credit/debit information, a waiver must be submitted and approved by the Mission Support Group (MSG) Commander. 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.

Summer/Winter and Spring Camps

All fees are payable on a weekly basis. Fees are assessed on the Monday of each week. If payment is not received by 1800 on the Tuesday of the current week, a \$25.00 late fee/ per child will be assessed. If payment is not made within 8 days of the due date, the child will not be allowed back in the center without payment. You will pay a \$10 deposit for each week of care that you reserve. The \$10 deposit is non-refundable but will be applied to the weekly fee for the week that you reserve. If you decide not to use a week that you have reserved, you must give a two week written notice or make payment for the entire week. The \$10 deposit will not be

refunded. If payment is not made by COB on Friday of that week, services will be terminated and any additional weeks of care will be cancelled.

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. It is the customer's responsibility to update the credit card information. If the account becomes 2 weeks delinquent enrollment may be terminated without notice and all unpaid fees will be assessed.

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.

Withdrawal

The YP must be notified in writing at least two weeks in advance if you wish to withdraw your child from the camp program. Failure to give written notice will result in the weekly fee being charged to your account. The financial stability of the program depends upon all spaces remaining occupied.

Payment Records

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

YP PARENT PARTICIPATION

Parents are welcome at all times. Feel free to visit your child/youth's room whenever you wish. If you think your presence will upset your child/youth or the activities going on in the room, you may observe your child/youth on the TV monitor in the main office. In addition, any time you would like to call and check on your child/youth, the desk clerk will be happy to get the information for you.

We ask parents to share special skills they may possess. Parents can teach children/youth woodworking, crafts, drama, dance and many other life skills. We also welcome parental help during field trips, parties, or just coming in to read a story or play a game. There are many things you can do to help make your child/youth's experience at Langley Youth Programs a happy one. Let him/her know that you have faith in their ability to do well. Show interest in newly learned songs, games, dramatic plays, etc. Admire projects that are brought home. Read the information posted on the parent bulletin board so that you are aware of activities and have new topics to discuss with your child. Attend parent conferences. (Times will be posted on the bulletin board.) Let your child/youth know that what he/she does each day is important too.

Parent/teacher conferences can be arranged any time deemed necessary by parent or teachers.

A Parent Advisory Board (PAB) meets quarterly and all parents are encouraged to attend. Many improvements have been made to our program through suggestions from parents at the Board

meetings. This is the perfect opportunity for families to have input into program policies. The dates for these meetings will be posted on the Parent Bulletin Board. A reminder notice will be given 1-2 weeks in advance.

OPEN DOOR POLICY

Our program maintains an open door policy encouraging parents to communicate to staff and management any and all ideas, suggestions and concerns, complaints and compliments. We extend an open invitation to you to visit, observe, and participate. Occasionally we need chaperones; if you are interested and available, please let us know. In addition, any time you would like to call and check on your child/youth, the front desk staff will be happy to get the information for you.

PROTECTING THE RIGHTS OF CHILDREN/YOUTH AND FAMILIES

The SAC Programs is committed to protect and uphold the rights and privacy of children/youth and their families.

- ✓ All children/youth and families will be treated fairly, in a non-discriminatory way, regardless of racial, ethnic, gender, cultural, religious and linguistic background, and abilities.
- ✓ All information on children/youth and their families is maintained in a confidential manner to ensure their privacy is protected. Only program staff with a need to know will have access to the children's/youth's files and families' confidential information.
- ✓ Children/youth's and families' confidential/private information will be disclosed only with the families' expressed consent; except for instances when the program is legally required to disclose such information.

Disclosure exceptions are as follows:

1. The program will release family information to the Family Advocacy office/Child Protective Services following allegations of child maltreatment (abuse/neglect) without obtaining family's consent (program staff are mandated reporters).
 2. The program may also permit limited access to personal/confidential information (child/youth's files) to AFSVA/SVPY staff during Air Force Unannounced Inspections.
 3. The program will provide to AFSVA/SVI Child & Youth staff limited family information (name, rank and duty location of sponsor; name, age, sex of child/youth) in the event of an injury requiring medical attention or hospitalization of a child/youth.
- ✓ The program will obtain written consent from children/youth and families prior to recording, photographing or filming.
 - ✓ Communication (oral and written) with children/youth and families will be provided in the prevailing language(s) of the group served. The program will provide, or arrange for, translation and sign language services, communication technology, and other communication assistance, to the extent possible.
 - ✓ The program has a system in place for participants and their families to use to elevate their concerns, complaints, and grievances without fear of interference or retaliation.

- ✓ Program participants and their families are encouraged to express their concerns or grievances to the SAC Coordinator for a prompt resolution (1st level). If grievance is not resolved at 1st level, it will be brought to the attention of the Youth Program Director (2nd level) and, if still not resolved, to the AFS Flight Chief (3rd level). The JBLE Langley AFB chain of command or the Inspector General Office is also available to military and DoD civilian sponsors.

TRANSPORTATION AND FIELD TRIP AGREEMENT

Transportation to and from school is provided through the Newport News Public Schools Transportation Office. For information call (757) 881-5052.

In order for youth to be transported to and from scheduled activities, it is imperative that parents sign a transportation agreement giving permission for the JBLE Child and Youth staff to transport youth in a 633rd Force Support Squadron government vehicle. The Program ensures vehicle operators meet the required qualifications; the vehicles are maintained properly and has a current registration.

FOR YOUR AWARENESS

EXCEPTIONS

Please contact the School Age Coordinator or Youth Program's Manager if your family has a special emergency or hardship. Each circumstance will be considered on a case-by-case basis.

HOLD AND SAVE HARMLESS AGREEMENT

Now therefore, in consideration of mutual covenants and agreements between the parties hereto it is agreed as follows,

I agree to save harmless and defend the JBLE Child and Youth Program, 633d Force Support Squadron, Langley Central Base Fund, Department of the Air Force, and the contractor from and against any and all claims, demands, actions, debts, liabilities, and attorney's fees arising out of claimed on account of, or in any manner predicated upon injuries received in any manner caused or contributed to program sessions by the contractor, his agents, servants, or employees. Parents further agree to save harmless the contractor and all other parties involved from and on account of damages of any kind which the child may suffer as the result of the act of participating in program sessions.

The Manager may terminate the enrollment of any child for just cause. This includes but is not limited to continual behavior problems, lack of cooperation from parent and failure to pay fees. The staff and Manager will make every effort to discuss problems with parents to help resolve the situation prior to termination of a child/youth's enrollment.

QUESTIONS AND CONCERNS

Our goals are to offer parents first class service and to provide a warm, caring environment for the children. We realize there will be occasions when misunderstandings occur. If you have a problem or question, please contact the School Age Coordinator/Youth Director. If there are still questions or concerns please contact the Chief of Youth Programs immediately. We encourage parents to talk to caregivers about their children and program activities, but caregivers and operations clerks are not in a position to resolve conflicts concerning rules and policies. The Director needs input from parents to help monitor the program and to ensure that policies and procedures are meeting the needs of our customers. Feel free to contact the Director at any time or use the internet customer comment program (ICE) at www.fsslangley.com.

GREAT FUTURES START HERE.



FAMILY CHILD CARE



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



COMMUNITY PARTNERSHIPS

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

NEWPORT NEWS CITY PUBLIC SCHOOLS

12465 Warwick Blvd, Newport News, VA 23606 (757) 591-4500

<http://www.sbo.nn.k12.va.us/>

ELEMENTARY SCHOOLS

Achievable Dream (K-2, & 3-5)
Briarfield (Under Renovation)
Carver
Charles
Deer Park
Dutrow
Epes
General Stanford (Fort Eustis)
Greenwood
Hidenwood
Hilton
Jenkins
Kiln Creek
Lee Hall
Magruder
Marshall
McIntosh
Nelson
Newsome Park
Palmer
Richneck
Riverside
Sanford
Saunders
Sedgefield
South Morrison
Yates

MIDDLE SCHOOLS

Achievable Dream (6-8)
Crittenden
Dozier
Gildersleeve
Hines
Huntington
Passage
Reservoir
Washington

HIGH SCHOOLS

Denbigh
Heritage
Menchville
Warwick
Woodside

KEY PERSONNEL

Flight Chief, CYP	(757) 225-0280
Chief, Youth Programs	(757) 225-2060
School Age Care, Langley	(757) 225-2606
School Age Care, Eustis	(757) 878-3794
Parent Central Services, Eustis	(757) 878-4025
Outreach Services	(757) 878-3501
CDC/FCC Program Director	(757) 878-1149
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