

***DYESS AFB, TEXAS***

***CHILD DEVELOPMENT CENTER  
AND  
SCHOOL AGE PROGRAM***

***PARENT HANDBOOK AND AGREEMENT  
CONTRACT***

Welcome to the 7th Force Support Squadron Airman and Family Services Child Development Center and School Age Program! We provide children and families with accurate information, exemplary services, and diverse, interesting and educational programs. Our learning approach emphasizes “learning-by-doing”. Our programs are designed to develop and enhance the physical, emotional, intellectual, and social development in children and families. We have written this handbook so you have one place to look for all the information you may need as your children and family participate in our multi-aged programs. With your support, cooperation and suggestions, we can continue to surpass Air Force standards in our goal to be the Best in the Air Force!

Chief, Airman and Family Services  
7 FSS/FSF, 696-4301

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**1. Mission/Curriculum Goals/Philosophy/Objectives:** The mission of the 7th Force Support Squadron is “**Develop, Sustain, and Regenerate People through First-Class Customer Service, the First Time, and Every Time.**” The Airman and Family Services Child Development Center (CDC) and School Age Program (SAP) support the Air Force mission by providing affordable, available and quality child care for children ages 6 weeks to 12 years old. We offer quality programs for children of active duty military, guard and reserve, Department of Defense (DoD) civilian and other eligible personnel so they can concentrate on their work for the DoD. Our programs are DoD certified and nationally accredited. The curriculum goals and program practices are based on current knowledge of early childhood education and child and youth development. We are responsible for supporting the whole child, meaning all areas of development are considered inter-related and equally important. Our program philosophy acknowledges that children learn through active, hands-on involvement with their environment, peers and caring adults. We respect each child’s unique interests and experiences, abilities and needs which allows us to be responsive to and appropriate for each child. Children are valued as individuals as well as part of a group. Our program respects and supports the ideals, cultures and values of families in their task of nurturing children. We advocate for children, families, and the professionals in our programs. Our objectives are on a continuum with DoD and Air Force guidelines and the accreditation criteria and standards of the National Association for the Education of Young Children (NAEYC) and the National AfterSchool Association (NAA). We also use Caring for Our Children: National Health and Safety Performance Standards: Guidelines for Out-of-Home Child Care Programs as a guiding resource. In addition to NAA standards, our SAP incorporates philosophies and programs from the Boys and Girls Clubs of America and 4-H Clubs of America.

**2. Hours of Operation:** Programs operate Monday through Friday, except as noted

- Child Development Center hours are 0630 to 1730
- School Age Program hours during the school year are 0630 to 0830 and 1500 to 1800 with transportation to and from school being provided by the program. School Age Program hours on no-school days are 0630 to 1800
- School Age Program business hours are 1300 to 1800
- Programs are closed on weekends and Federal Holidays
- Extended hours in support of mission requirements are approved by 7th Mission Support Group Commander
- 7th Bomb Wing Commander Policy for Family Days is at Attachment 1

**3. Drop-off and Pick-up Times:** Children may not be dropped off prior to facility opening. CDC nap hours are 1200-1400.

**4. Eligibility and Enrollment:**

a. Program eligibility is governed by DoDI 6060.2, Child Care Programs, and AFI 34-262, Services Programs and Use Eligibility. In general, children of active duty military, reservists on active duty or during inactive duty personnel training, DoD appropriated and non-appropriated fund civilians, and some DoD contractors are eligible. Decisions regarding eligibility in special circumstances will be handled on a case-by-case basis.

b. For PCS inbound personnel: Personnel who are PCS inbound to Dyess AFB may request care by submitting a DD Form 2606, Department of Defense Child Development Program Request for Care Record, **with a copy of PCS orders**. The request will be considered inactive until the program is notified of the arrival of the family at Dyess. Upon activation, the date of receipt of the 2606 with the PCS orders will determine placement within the waiting list priorities. It is the parent's responsibility to notify the program of their arrival. The 2606 will be removed from the waiting list and voided if the program is not contacted within 30 days of the entrance on duty/reporting date on the PCS orders.

c. For expectant parents: A DD Form 2606 may be submitted after the second trimester or 90 days prior to the expected delivery date. The request will be considered inactive until the program is notified of the birth. Upon activation, the date of receipt of the 2606 will determine placement within the waiting list priorities. It is the parent's responsibility to notify the program of the birth. The 2606 will be removed from the waiting list and voided if the program is not contacted within 30 days of the expected delivery date.

d. For deploying parents. A DD Form 2606 may be submitted with a copy of TDY orders. The request will be considered inactive until the program is notified of the return of the deployed parent to Dyess. Upon activation, priority placement will be given based on the date of the request and the date of return of the deployed parent. It is the parent's responsibility to notify the program of their return. The 2606 will be removed from the waiting list and voided if the program is not contacted within 30 days of the expected return date.

e. 7th Mission Support Group Commander memo, 6 Oct 11, CDC/SAP Waiting List Priority and Policy is attached.

f. **All forms must be signed by the active duty military/civilian sponsor of the child being enrolled.** Enrollment requires completion of the following forms and supporting documentation:

- AF Form 1181, Air Force Youth Flight Program Patron Registration, including verification of immunizations, family data, special needs, and emergency contact information  
Note: Children enrolled in public school do not require verification of immunizations (exception when seasonal flu immunization is required)
- AF Form 2652, Application for DoD Child Care Fees, including supporting Leave and Earnings Statements or pay stubs from the most recent month for calculation of fee category
- AF Form 357, Family Care Certification, for dual military parents and single military parents. **The AF Form 357 must be completely filled out and returned to the program within 60 days of enrollment.** For other than Air Force active duty, the equivalent military component form (Army DA Form 5305-R and Navy NAVPERS 1740/6) must be provided. Failure to submit a Family Care Certification form or equivalent within 60 days will result in immediate contract termination.
- USDA Form H1531, Child Nutrition Program Application (as needed)
- AF Form 1055, Youth Flight Medication Permission (as needed)

FOR SAP ONLY, the following forms are required:

- ✓ AF Form 88, Air Force Youth Programs Registration, including proof of current paid Youth Center membership
- ✓ FitFactor Parental Consent Form
- ✓ Texas 4-H Enrollment Membership Form

g. Other factors for enrollment and eligibility:

1) Assignment of child care space is based on the following priorities:

a) Priority 1 – Single/Dual Active Duty or Single/Dual DoD Civilian assigned to Dyess AFB

b) Priority 2 – Active Duty or DoD Civilian assigned to Dyess AFB with full-time employed spouse

Notes: Full-time student (12 hours during school year/6 hours during summer) equals full-time employed status. Full-time employed spouse must be in a permanent or regular position guaranteed a minimum of 20 hours per week

c) Priority 3 - Eligible DoD Contractors assigned to Dyess AFB with employed spouse

d) Priority 4 – Active Duty or DoD Civilian assigned to Dyess AFB with a non-working spouse

e) Priority 5 – Active Duty or DoD Civilian not assigned to Dyess AFB

Note: PCS inbound personnel with orders are considered assigned to Dyess AFB for priority placement considerations.

2) Priority determination is made at the time of registration or placement on the waiting list. Care for children enrolled based on Priority #3 through #5 may be terminated if there are higher priority children on the waiting list. A written 30-day notice of termination of care will be provided to the family if there are higher priority children on the waiting list. If Priority status decreases while enrolled in the program or on the waiting list (due to unemployment, discontinuation of student status, etc.), there is a 30-day grace period to retain same or gain higher Priority status.

3) If a spouse is a student, proof of full-time student status must be provided each semester. If proof is not provided, the family status will change to a lower priority and child care may be terminated if there are higher priority children on the waiting list. A written 30-day notice of termination of care will be provided to the family.

4) A written notice must be provided to the Program two weeks in advance for withdrawal or cancellation of contract. The penalty for less than a 2-week notice is the fee for two weeks of care or a prorated rate based on the date of the written notice and the date care ceases not to exceed the fee for two weeks of care.

5) To calculate total family income, a copy of the service member's, spouse's, and any other adult (18 years of age or older) income-earning member of the household's most recent LES/pay stub must be provided at the time of enrollment. If income data is not provided, the fee will be based on the highest category fee rate until verification of total family income is provided.

6) Eligibility and priority for care for special circumstances are determined on a case-by-case basis by the Chief, Airman and Family Services Flight and may require 7 MSG/CC approval.

**5. Special Needs Children:** The program accepts children with special needs when the program is capable of meeting the child's needs, the child does not pose a danger to themselves or others, and care is in the best interest of the child. Special needs include diet, allergens, disabilities, or any other factor that is outside the center's standard operating policies or procedures. Prior to a special need child being accepted into the program, written guidance from a physician, therapist or other appropriate health professional is required to be reviewed by the Chief, Airman and Family Services Flight (AFSFC) and the program medical advisor. In some cases, such as when program modifications are required, a committee composed of the program medical advisor, AFSFC, youth or CDC director, and a judge advocate representative will review information and make a recommendation to the mission support group commander to determine appropriate placement. In all cases, if the recommendation is for inclusion into the program, a reasonable period of time must be allowed for staff training to meet the child's needs. If a child is identified with special needs once enrolled in our programs, parents will be required to seek outside intervention services within four weeks. If parents refuse to engage additional services to support their child's development, the program may terminate child care with a 2-week written notice to the parent. If your child has been identified with a special need, the current IFSP/IEP must be on file at the facility and updated yearly.

**6. Fees:** The Military Child Care Act of 1989 (Public Law 1809, Section 1504) requires that the DoD establish uniform fees for child care based upon total family income (TFI). It is not required that families provide income verification; however, if verification documentation is not provided, the family will be placed in the highest fee category. Verification documentation is only required for placement in a lower fee category. AF Form 2652 must be completed regardless of category fee; however, highest fee category parents may decline release of income data. Fees are determined by TFI and usage of the Basic Allowance for Housing (BAH-II) chart. All earned income, as well as BAH and Basic Allowance for Subsistence must be added in determining TFI. TFI is determined as follows:

**'The application for Department of Defense Child Care Fees (DD Form 2652) will be used to verify TFI as defined in DoDIs 6060.2 and 6060.3. When calculating TFI, military income includes Basic Pay, Basic Allowance for Housing Type II, Basic Allowance for Subsistence, and income received under the FSSA entitlement. TFI will be computed using the Basic Allowance for Housing (BAH-II) Type II Married with Dependents Rate chart or local BAH rate in locations where military members receive less than the BAH-II allowance. Only in the latter cases, should the BAH rate on the member's Leave and Earnings Statement be used to calculate TFI. For single military members with children, the BAH II Married with Dependents Rate (the rate on the chart) must be used. For dual military members, regardless of where they reside, the BAH II Married with Dependents Rate (the rate on the chart) of the senior member only is used to calculate the TFI. The BAH-II chart is based on the calendar year. The current year's chart will be used until superseding guidance is received from**

**higher headquarters. More information can be obtained on BAH at: [www.dtic.mil/perdiem](http://www.dtic.mil/perdiem) and <http://militarypay.dtic.mil>.**

Subsidies are available through Child Care Program Operations (CCPO) or the TRIAD Fund. CCPO is a state regulated program through Workforce Solutions of West Central Texas. If income meets their requirements, they will supplement or pay daycare fees. Parents interested in assistance need to contact CCPO directly at (325) 795-4283. The TRIAD Fund offers short-term assistance to active and former military personnel with health and welfare issues such as child care, transportation, utilities, respite care, food and shelter. For more information about TRIAD, dial 2-1-1 or (325) 673-8211 during regular business hours. **ALL ASSISTANCE IS CONFIDENTIAL**

a. Fees are due no later than the second business day of the week that care is provided. Cash, personal check, money order, or MasterCard/Visa credit card are accepted. Payment will be accepted up to 1700 at the CDC and 1800 hours at the SAP. Variations may occur due to program limitations. In these cases, parents will be notified of exceptions. Drop boxes are available for payment by check. Please do not use the drop box for cash payments. If the drop box is used, a receipt of verification of payment will be issued within 24 hours. Ensure checks are filled out properly with your child's name on the check, squadron, rank, duty phone and the dates for which you are paying for care.

b. Air Force Services Standard Business Policies, dated 17 July 2006, requires parents to provide credit card information and authorization for payment processing to ensure payment for services. Enrollment in the program requires you to complete an authorization form. To ensure security of the information, the credit card information and authorization forms are filed in a binder that is kept in a locked container. If payment is not received by close of business on the second work day of the week for which care is being received, the program will charge your credit card your **weekly fee** plus a \$5 late fee on the morning of the third work day of the week. A receipt of verification of payment and a copy of the sales charge slip will be provided to you within 24 hours of the charge. If the credit card payment is rejected and you do not pay in full by close of business on the last work day of the week, care will be suspended the same day and your child will not be able to attend until full payment of any fees and charges due is made in full. If full payment is not received 15 calendar days from the original payment due date, your contract will be terminated.

c. Late pickup fees (after 1730 at the CDC and 1800 at the SAP) are described in para 6i of the parent handbook.

d. The weekly fee rate does not include any vacation/leave weeks. There are no free weeks. Parents must pay their weekly fee rate to secure their space in the program. Your contract will be terminated if you do not pay your weekly rate and your credit card is rejected for payment. Refer to paragraph b above.

e. The weekly fee rate for the SAP changes based on the school calendar. During spring, fall and winter school breaks (no school days inclusive of Federal Holidays); the weekly fee rate is the full-day rate. If your child will not be attending the program during any of these three school breaks, you must pay your contracted school year rate (before only, after only or before and after care) to secure your space. Your contract will be terminated if you do not pay your weekly rate.

f. For the SAP, this contract is valid for the school year including fall, winter and spring break weeks. A separate enrollment period and contract is used for the summer break weeks.

g. If you are going on vacation, your child care space may be leased to an authorized user. Please contact the front desk staff for further information. (CDC only)

h. For emergency leave or medical evacuation, orders/leave verification must be provided to the facility. A copy of the orders must be submitted in order to not be charged during this time. If a child will be out of the program for 5 consecutive days due to illness, a doctor's note may be submitted in order to not be charged during this time.

i. Late Pick Up Fee: Facility closing is 1730 for the CDC and 1800 for the SAP. A late fee will be charged when a child is not picked up by close of business. The late fee is \$5.00 for the first 5 minutes or any part thereof past closing time and an additional \$10.00 for each 5-minute period thereafter. These fees are charged for each child and according to the clocks at each facility. Late fees must be paid with your next regular payment. If 30 minutes have elapsed since closing and no contact has been made with the parent or the emergency contact on the child's AF Form 1181, Security Forces will be contacted.

j. Your fees pay for the cost of nonappropriated fund direct care staff only, with Congressionally appropriated funds paying the remaining costs of operation (utilities, administrative staff, equipment, most supplies, etc.). Credit and/or a refund is not given for Federal Holidays or days missed due to vacation or illness except under paragraph h. A credit and/or a refund is not given in cases of a closure due to national emergencies, weather, etc. If the program is closed for a Family Day or special circumstance, a credit equal (not a refund) to that day's rate for your fee category may be applied to your account.

**7. Activities:** We know children learn through play. Social, emotional, physical and cognitive activities are offered daily through interactive learning experiences.

a. CDC Activities. Every CDC classroom has special areas of concentration. For example, construction, manipulative/pre-mathematics, dramatic play, science, water play/pre-physics, etc. Lead teachers write and gain approval of daily lesson plans from the facility Training and Curriculum Specialist. Plans are based on children's interests and individual observations conducted and documented by staff members. Lesson plans are posted on the parent board in each classroom. Individual and group activities are selected to fit each child's growing needs and desires. Every child has a developmental folder in his/her classroom and you are encouraged to review your child's folder at any time. We also have conferences twice a year that parents are encouraged to attend. Every age range has their own playground and specific equipment for their size. All children go outside every day – weather permitting. Please dress your child appropriately for indoor and outdoor experiences.

b. SAP Activities. SAP activities allow children to work alone, in pairs, and in small or large groups. Activities are developed from children's interests and surveys. Materials are age specific and used within the developmental range of the children. Different family cultures are shared from families enrolled in the program. There are regular opportunities for active physical play such as team sports and individual sports.



Children are offered enriching activities that promote basic life/leisure building skills, as well as higher level thinking skills. The indoor environment offers dramatic play (housekeeping, cooking, dress-up, theater, script writing), music and movement (singing, dancing, use of musical instruments, tapes and CDs), arts and crafts (painting, drawing, sculpting and origami), construction (block building, wood-working), and reading and writing (short stories, newsletters, poetry, and use of computers). SAP incorporates programs developed by the Boys and Girls Clubs of America and 4-H Clubs of America. Age appropriate outdoor play equipment and physical fitness activities are a part of the curriculum. The staff develops a weekly lesson plan with inputs from the children and their families. The lesson plans are reviewed and approved by the program's Training and Curriculum Specialist. The approved lesson plan is posted for parents' review.

## **8. Footwear and Clothing:**

a. For safety and health reasons, opened-toe or clog type shoes are not permitted. All footwear must have a non-skid sole. As a minimum, shoes must be closed-toe with a strap that fastens securely around the heel of the foot. It is recommended that children have a pair of tennis shoes or similar that can be left in their cubby and used when they arrive with inappropriate footwear. Infants should have two pairs of shoes, one for outside and one for inside. Children who do not have appropriate footwear may be limited in the types of activities they are allowed to participate. The program may refuse acceptance of any child whose footwear presents a clear and present safety hazard.

b. Outdoor play is an integral component of development. Please ensure your child has appropriate clothing to play out of doors every day and in all types of weather.

**9. Guidance Policy:** Programs provide a caring environment that encourages growth in discipline, self-control, and respect for the rights of others. Staff members establish clear and reasonable expectations and exercise a kind, firm, and consistent manner to promote compliance. Redirection and encouragement are utilized to help children learn positive ways of dealing with situations. Kindness, as well as firmness, will be exercised by staff members. Physical punishment will not be administered or tolerated. All staff members are trained annually on positive guidance techniques. Parents will be advised of unacceptable behavior exhibited by their children.

a. The following behavior is considered unacceptable in our programs:

1) Causing physical harm to another child, adult, or property by hitting, biting, kicking, throwing or any other physical action.

2) Use of inappropriate language, racial slurs, spitting, or other forms of verbal abuse or degradation.

3) Repeated refusal to comply with center or room policies and/or failure to listen to staff members.

4) Behavior that is potentially harmful to self or others.

b. The following methods of discipline are used:

1) Positive Reinforcement is used most often, such as praising positive behaviors and reminding children of limits. Redirection and encouragement are utilized to help children learn positive ways of dealing with situations.

2) Ignoring. Certain attention-getting behavior often stops if ignored, i.e., swearing, temper tantrums, yelling during group times, etc. Staff are trained to know when to ignore and when intervention is necessary. Children will be treated fairly and with consistency.

3) Redirection is another form of discipline within the classroom. For example, a quick review of the rule and then the child is moved back into the activity. This helps encourage self-control regarding basic program guidelines. Also, staff can direct a child's attention to an activity that will take him/her out of a potentially troublesome situation.

4) Separation. Behavior which hurts other children, and attempts by the child to destroy, break or misuse materials require separation. Behaviors such as kicking, hitting, biting, and refusal to conform to limits require separation. Children are separated and encouraged to participate in a solitary activity until they feel they are ready to rejoin the group. If a child is not able to calm themselves or be calmed by a staff member after a reasonable amount of time, parents will be notified to pick up their child.

5) Using a child's name. Calling a child's name in a normal tone of voice lets him/her know you are aware of his/her actions and may help a child regulate his/her behavior and become re-involved in the activity.

6) Conflict Resolution. Children are encouraged to settle problems through negotiation techniques. These techniques are taught and demonstrated regularly to help children learn.

7) Proximity. Moving closer to a child who is beginning to act inappropriately will often lead him/her to think about what they are doing and choose a more appropriate way to meet their needs.

c. Continuous disruptive and detrimental behavior may result in contract termination. Before a decision to terminate is made, the program will work with the child and family for behavior modification. In some cases, the program coordinator or director may recommend professional assistance. Each case is handled on an individual basis. If a child's care is terminated from the center due to inappropriate behavior, a minimum of 6 months is required to pass before re-admittance can occur. At that point, re-evaluation of the child by necessary professionals may be required/requested by the program prior to acceptance into the program

**10. Background Checks and Child Abuse Identification and Reporting:** In accordance with DoD policy and federal and state laws, all child care worker staff are required to have background clearances initiated prior to working with children. Background checks include local, state and federal agencies. Until receipt of favorable background checks is complete, staff are supervised when working with children. Staff are also mandatory reporters of suspected child abuse. Staff receive annual training in identifying and reporting suspected abuse/neglect. The program is not an investigating agency and suspicions of child abuse must be reported to the appropriate authorities. Staff receive annual training on positive guidance, appropriate touch and child abuse identification and reporting procedures.

**11. Parent Expectations:** Parents are expected to treat all staff, children and other families with respect. Parents are expected to adhere to the program guidance policies whenever they are in program facilities or on program grounds. Parents may not verbally abuse or physically punish their children while in program facilities or on the grounds of the facilities. Parents may not verbally abuse or physically punish another adult while in program facilities or on the grounds of the facilities. All program facilities and grounds are violence-, alcohol-, drug- and tobacco-free.

**12. Family-Staff Communication:** Parents who have concerns about any aspect of the program are encouraged to bring them to the attention of management immediately. Satisfactory resolution of problems occurs more easily when facts are fresh. No concern is too minor to bring to the attention of management. It takes parents, management, and caregivers working together to make the programs work to meet the needs of children and families. Parents are encouraged to follow the chain of command in reporting problems. The chain of command is as follows:

CDC    Your child's Room Leader  
        Child Development Supervisor / 696-6196/7974  
        Chief, Child Development Center / 696-5202  
        Chief, Airman and Family Services Flight / 696-4301  
        7<sup>th</sup> Force Support Squadron Deputy or Commander / 696-2960

SAP    Your Child's Lead Teacher  
        School Age Program Coordinator / 696-8562  
        Chief, Youth Programs / 696-4797  
        Chief, Airman and Family Services Flight / 696-4301  
        7<sup>th</sup> Force Support Squadron Deputy or Commander / 696-2960

**13. Strategies for On-Going Communication with Families:** You are a wonderful resource for the programs! Strong staff-parent relationships are the key to our success. Each program keeps families informed about the program by sending home notices, email, and periodic newsletters about program activities and events. A parent information bulletin board is located in each building. Please comment on the program via notes, surveys, Interactive Customer Evaluation (ICE) at <http://ice.disa.mil>, informal and formal meetings and quarterly parent advisory board meetings. Each program encourages parents to share their special skills, hobbies, and family traditions with the program. The staff notify parents about special events and we encourage parents to attend. Staff are readily available to answer questions about your child during pick up and drop off times. If your caregiver is engaged with other children in the room, join the activity and spend time with your child and caregiver. You will be informed in writing of any injuries, accidents or illnesses affecting your child. Parents are strongly encouraged and welcome to visit and participate in program activities at any time. The Airman and Family Services Parent Advisory Board, Parents For Children, meets at least quarterly and parents are highly encouraged to attend. Please check with the front desk for dates. Each program offers a Parent Orientation that is mandatory for enrollment.

**14. Inclement Weather/Base Delays:** If for any reason conditions become questionable (weather, force protection measures, etc.) and base leadership directs the child care facilities to delay opening or close early due to such conditions, mass media outlets will be the primary source of information. When and where feasible, attempts will be made to

contact parents via telephone and/or e-mail. In the event of early closure, families will have 1 hour from the time of notification to pick up their children. If the child is not picked up within 1 hour, Security Forces will be notified.

**15. Sign-In/Sign-Out Procedures:** The sponsor or his/her designee must sign child(ren) 'in' and 'out' on the AF Form 1930, located in each classroom or at the parent desk of the SAP. At the CDC, the sponsor or his/her designee must also sign in and out on the AF Form 1182 at the front desk. Sign in and out procedures are critical for accountability of children. If parents neglect to follow these procedures on a continual basis, they will be called back to the center for appropriate signature. It is very important that we are able to locate the sponsor, spouse, or emergency contact if your child(ren) need(s) to be picked up. Only persons listed on the AF Form 1181 will be authorized to pick up a child. This person must be at least 14 years of age and be able to produce proper identification. Additions or deletions to the authorized pick up list of each child must be made in person by the sponsor. Parents or their designee who exhibit signs of intoxication will be asked to contact someone else to pick up the child. If the individual refuses to comply with the staff's request, the child will not be released to them and Security Forces will be contacted immediately. All visitors (persons who are not on staff, persons not authorized to pick up a child and persons who do not have a child enrolled in the program) must sign in at the front desk, wear a visitor's identification badge and be escorted while in the facility.

**16. Illness:** The program will not accept children into care that are exhibiting signs of illness. For a list of these signs, please refer to the health and safety guidelines book, "Caring for Our Children" located at your center. If your child becomes ill while in the facility, you will be called to pick him/her up within 30 minutes to prevent others from being exposed. In some cases, children removed from the program with symptoms of infection may not return to the program until they have been symptom-free for 24 hours or if returned before 24 hours an accompanying physician note stating the child is not contagious and can return to the program early is required. If you or your emergency contact cannot be reached by phone or you fail to pick up your child within the required time frame, your First Sergeant or Commander will be contacted. If your child is exposed to a contagious disease while in our care, you will be notified in writing.

**17. Accidents:** Accidents are inevitable when working with children. The program takes every precaution to prevent and avoid accidents. All staff remain current in Fire, Safety, and Health Task Certification inspections and monthly evacuation drills are conducted. Staff perform daily playground safety checks and daily environment checks. Any hazards found are immediately reported for correction or corrected on the spot. If the correction is not immediate, the area of concern is not available for children's use. Staff are trained to handle incidents involving poison, burns, and other medical emergencies. A person trained in CPR and First Aid is available at all times. A telephone is accessible for incoming and outgoing calls. Written emergency numbers are posted near the phones. Emergency information about children is taken on field trips. Families are contacted immediately in case of emergency. A first aid kit is available at all times. Staff receive blood borne pathogen training.

a. If your child is involved in an accident, a written report will be provided the same day detailing the occurrence. A parent signature is required on the form as well as the signature of the supervisor on duty.

b. If your child is involved in a serious accident that requires emergency medical care, the program will contact emergency response agencies normally via telephone. If transport to an emergency medical facility is required, a copy of your child's AF Form 1181 and a staff member known to your child will accompany your child to the hospital. Priority will be given to caring for the injured child and parents will be contacted as soon as possible.

c. Above the neck accidents. Anytime a child at the CDC has an incident or accident that involves the area above their neck, a supervisor will check on the child immediately. The program will attempt to notify you or your emergency contact within 1 hour of any accident/injury that is above the neck.

**18. Emergencies:** Staff and children are trained to know what to do in case of a general emergency. Emergency procedures for exiting during a fire are posted and practiced regularly. Fire extinguishers are visible and accessible. The staff are trained annually on how to use the fire extinguisher. Staff and children discuss emergency procedures on a regular basis. Staff are trained to respond when strangers enter the program. Specific procedures have been established for higher risk activities such as swimming. The program has established policies to transport children safely and we are compliant with all legal requirements for vehicles and drivers. Each program has a facility evacuation plan established in case an alternate site is required. If the program is relocated to a temporary facility due to evacuation, you will be notified as soon as possible and signs will be posted on the program facility.

**19. Meals/Food and Beverages:** Each program offers breakfast, lunch and snacks as appropriate for their operating hours. Please look in your child's building for posted menus and meal times. Menus are approved by a dietician/nutritionist. Costs for meals and snacks are included in the fees. Drinking water is available at all times. With the exception of infant formula/milk, parents/children are not allowed to bring food into the facility. A physician or clergyman's note must support special diets due to a medical condition or religious reasons. If special dietary items cannot be purchased through normal procurement channels, parents may be required to coordinate through Public Health and the program medical advisor to provide the items. Parents are responsible for notification of their child's medically documented allergies and are required to certify them annually. Family style meals and snacks are served to CDC and buffet style is served at the SAP. Children participate in all phases of the meal service from setting the table to cleaning up. Staff encourages children to serve themselves and at least taste all of the food items and to participate in conversation at the table. Good manners are encouraged.

**20. Medications:** In accordance with the AFI 34-248 requirement for medication to be administered by the same person each day when possible, medications are administered at the CDC twice daily at 1030 and 1430 by a task certified staff member. Medications are administered at the SAP as required by a task certified staff member. Parents must complete and sign the AF Form 1055 daily or the medication will not be administered. Medications can be accepted on an "as needed" basis, but must have a daily written approval from the parent or guardian as well as a physician's order. Verification of "as needed" medication is required every six months. All medications must have the following information on the prescription label: name of physician, date filled, prescription number, child's name, dosage amount, frequency, and ending date (ex. use for ten days or until completed). Prescriptions must be current within 10 days of the date filled.

- 21. Personal Items:** The program is not responsible for your child's personal items. Please ensure that all items brought into the facility are labeled with your child's name. Toys can only be brought on special days specified by the program. Personal blankets and/or a pillow may be brought in and used for nap-time only – these items must be laundered weekly by families. The CDC provides sheets to all children and these are laundered daily or weekly, as appropriate for the age group.
- 22. Group Care:** The CDC and SAP provide large group care. We adhere to Air Force and DoD policies and developmental practices that may not always meet individual preferences or needs. The Family Child Care program may be an alternative for families or children who desire or need smaller group care. We can provide you information on alternate care programs by request. Children must be able to participate in all program activities or you may need to find alternate care for your child. Some children have difficulty adapting to a large group environment and exhibit signs such as inconsolable crying (45 minutes or longer), continuous biting, hitting, etc. Every effort will be made to help children adjust to their surroundings. Parents will be consulted and their assistance sought when there is a case of unruliness, constant disciplinary problems, inconsolable crying, or when special care is required. If we recommend for you to seek outside services, and you choose not to, then your enrollment may be terminated.
- 23. Base Recalls/Exercises:** The mission support group commander may direct extended hours of operation in support of mission requirements. The hourly fee rate for your fee category will be assessed for any hours used.
- 24. No Smoking Policy:** All facilities and grounds used by children and youth are smoke and tobacco free areas. Parents and staff must refrain from bringing lighted cigarettes onto the premises and/or the use of tobacco products while in the facilities or on the grounds. There is no smoking within 50 feet of the facility.
- 25. Religious Holidays:** The programs do not observe religious holidays. Parents are encouraged to volunteer to teach children in our classrooms about the cultural holidays their families observe.
- 26. Inspections:** Programs are inspected and assessed frequently by a variety of agencies to ensure high quality, low-risk programs. Monthly inspections are done by Public Health, Fire, and Safety task certified staff members. An unannounced base Multidisciplinary Team Inspection and an unannounced Higher Headquarters DoD inspection occur annually. The CDC is accredited by the National Association for the Education of Young Children and applies for re-accreditation every 5 years. The SAP is accredited by the National AfterSchool Association and applies for re-accreditation every 4 years. Facilities are certified by the Air Force Civil Engineering and Safety Agency (AFCESA) to ensure they are compliant with all federal requirements for child care use.
- 27. Field Trip Participation:** Field trips may be taken at various times throughout the year. Arrival and departure times will be posted prior to field trips. It is the parent's responsibility to have the child at the program in time for field trip departure. All meals and snacks will be provided for all field trips. Parents may be required to pay for any entry/admission fees. If so, the fee will be due no later than prior to trip departure. Staff will not be liable for lost or stolen items.

**28. Transportation to and from School:** In general, transportation for children attending Clack, Bassetti and Dyess schools is provided either by the school, the program or a combination of both. Children must arrive at the program or designated meeting point on time. If a child fails to meet staff members, parents will be contacted and it will be the parent’s responsibility to provide transportation.

	To School	From School
SAP	0725 – SAP transports to Dyess Elementary 0725 – SAP transports to Clack and Bassetti	SAP vans transport Bassetti and Dyess children from school; approximate arrival time is 1520. For Clack, AISD transports to Youth Center; approximate arrival time is 1555

**29. SAP Sign-In/Sign-Out Procedures:** Children who are 9 years of age or older may be authorized on the AF Form 1181 by the sponsor to sign themselves out of the program. The authorization on the AF Form 1181 must be specific, such as “may sign out after 1600 daily”.

**30. SAP Non-attendance Procedure:** We strive to keep your child safe and accounted for at all times. To ensure this, Youth Programs needs to be notified by 2:45pm if we **will not** be picking your child up from school. If a SAP staff calls to the YP to ask us to locate the whereabouts of a child we will: call the parent(s) at work, home or the cell phone number we have on file. If we are unable to reach the parent(s) we will call the emergency contact that is on file. On the 1<sup>st</sup> offence we will let you know it is your first offence and explain the calling in policy. On the 2<sup>nd</sup> offence we will give you a verbal warning and a note will be placed in your child’s file stating that this is your 2<sup>nd</sup> offence so that you understand the importance of calling to let us know that we will not be picking up your child. On the 3<sup>rd</sup> offence you will be given a memo for record, a copy will be placed in your child’s file and one will be forwarded to your First Shirt stating this is your 3<sup>rd</sup> offence. On the 4<sup>th</sup> offence your First Shirt will be notified of your noncompliance with this policy despite three notifications on non-compliance. On the 5<sup>th</sup> offence your child will be removed from the program.

**31. SAP Return to Program after Summer Break:** As stated in paragraph 5, fees do not include "free" vacation/leave time during the school year and fees must be paid to guarantee space. To guarantee a return space when school resumes after Summer Break, parents must pay their weekly fee through the end of the school year. A return space is **not guaranteed** when a child is withdrawn from the SAP program prior to the last day of school and/or when the parent does not pay their weekly fee up to the last day of school.

**32. Meals for Children in Before and After School Care:** During regular school days, children attending school will be served breakfast in the morning before going to school from 6:30 to 7:15 and an afternoon snack as soon as possible upon arrival from school until 4:00. On days when school is out or dismissed at half-day and during fall, winter and spring break camps, the program will provide breakfast, lunch, and a snack. An additional snack or meal may be provided during extended hours, such as in support of a base exercise.

**33. Movies:** The viewing of movies is limited; however, they may be used during camps or special programs. Only G-rated movies are permissible. All movies are screened by staff prior to the children viewing. If you have concerns about movie content, please contact the CDC Director or the SAP Coordinator.

**34. SAP Sunscreen and Insect Repellent:** It is the parent's responsibility to provide an approved sunscreen for their child. A list of sunscreens approved by the program medical advisor will be provided by the flight medical advisor. All spray sunscreens are prohibited due to their flammability. Sunscreens not approved by the program medical advisor will not be permitted. The application of sunscreen will be completed by the child unless he/she requests assistance. Assistance may be provided by another child or a staff member. As needed, the SAP will provide insect repellent that is approved by the program medical advisor. This will apply to the children in the CDC also.

**This parent handbook supersedes all other handbooks/information.** When there is a conflict between expressed or written policies and procedures, the information in this document applies. This handbook and agreement contract supersedes all other contracts. This agreement is subject to revisions and modifications. Notification of all changes will be made public. Either party may cancel this contract with a two week written notice.

**THANK YOU for reading this handbook and agreement contract.** If you have questions, please contact the Chief of the program in which your child attends or the Chief, Airman and Family Services. Our goal is to serve all families in a positive and successful manner.

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If you see or suspect child abuse, child neglect or a safety violation, report it immediately to:  
 Dyess AFB Family Advocacy Program: DSN 461-5380 or Commercial 325-696-5380 OR  
 DoD Child Abuse and Safety Violation Hotline: 1-800-336-4592

Check out Interactive Customer Evaluation (ICE) at <http://ice.disa.mil> to provide feedback on all 7<sup>th</sup> Force Support Squadron programs.

July 12

**CONFIDENTIALITY POLICIES / PROCEDURES**

Dyess AFB School Age / Youth Programs policies regarding confidentiality are as follows:

We cannot release any information about a child to anyone other than the parent(s) / guardian(s) who have signed our enrollment contract. **THE ONLY EXCEPTION TO THIS RULE IS IN CASES OF REPORTING SUSPECTED CHILD ABUSE/NEGLECT.** If we need to discuss a matter regarding one of our children with an outside party or if an outside party requests information from us, we must have a consent form signed by the parent(s) / guardian(s) to release the information. The consent form is signed on an as needed basis, and any consent forms signed will be maintained in the child's file.

When permitted or required by law, regulation or court order, confidential information may be released without the authorization of children/youth and their parent(s) or legal guardian(s). We still inform the parent(s) guardian(s) that the information will be released, **WITH THE EXCEPTION OF REPORTING SUSPECTED CHILD ABUSE/NEGLECT.**

If a child gets injured, and another child is responsible, we cannot tell the parents who injured their child.



I, \_\_\_\_\_, authorize the release of  
 Parent(s) / guardian(s) printed name

information regarding \_\_\_\_\_, to  
 child(ren) printed name

\_\_\_\_\_  
 Requesting agency / party

The information requested is concerning (provide description below)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Request: \_\_\_\_\_

Parent(s) / guardian(s) signature:  
 \_\_\_\_\_

\_\_\_\_\_

Youth Programs Staff signature:  
 \_\_\_\_\_

\_\_\_\_\_