



Hurlburt Field Youth Programs

Parent Handbook

117 McMillan Street Building 90304

Hurlburt Field, Florida 32544

850-884-6355

MyHurlburt.com/pages/openrec.html

MyHurlburt.com/pages/teencenter.html



Table of Contents

Youth Program Mission	3
Key Personnel List	3
Registration Requirements / Financial Policies	3
Cancellation Policy	3
Council of Accreditation	3
Boys & Girls Club of America / 4-H	4
Closed Circuit Video Monitoring	4
Release of Youth Policy	4
Field Trips / Transportation / Missing Child	4
Dress Code	5
Personal Items	5
High-Risk Activities	5
Special Needs	5
Accidents / Emergencies	6
Disease Prevention / Health Policy	6
Child Abuse & Neglect Reporting Policy	7
Code of Conduct	7
Alcohol, Drugs and Tobacco Policies	7
Parent Involvement	8
Parent Input	8
Grievance Policy	8
Community Resources	9

Youth Program Mission

“To assist DoD military and civilian personnel in balancing the competing demands 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.”

Key Personnel

Chief, Child & Youth Services Flight- Mrs. Sharon Brewer

Youth Programs Director- Mr. Zollie Ford

Teen Program Coordinator- Mrs. Kellie Gallaher – Kellie.Gallaher@us.af.mil

Open Recreation Coordinator- Mr. Houston Wynn – Houston.Wynn.1@us.af.mil

Hours of Operation

Monday-Friday 2:00 PM –6:00 PM (School Year)

Monday-Friday 1:00 PM – 6:00 PM (Summer, Spring Break & All Day Outs)

Saturday by event only

Sundays, Federal Holidays Closed

Registration Requirements / Financial Policies

Please note, registration is not complete until all of the following items have been submitted:

- AF form 88 and completed registration packet
- Verification of eligibility
- Payment of annual registration fee
- If applicable, special needs documentation

The annual registration fee is \$120 per youth, per school year (August-May). Fee will be prorated by month.

All trips, events, camps, etc. must be paid for in advance to hold a spot.

All payments will be made using the card on file, supplied by the customer.

Cancellation Policy

If your child will no longer be attending the Youth Center, please give us notification so that we may remove them from any distro list. Refunds for PCS, or emergency situations will be decided by the Youth Director on a case-by-case basis.

Council On Accreditation

COA accredited signifies that an organization or program is effectively managing resources and providing the best possible services to all its stakeholders. Hurlburt Field Youth Programs maintains this distinction.

Boys & Girls Club of America

Youth Programs (YP) is affiliated with Boys & Girls Club of America, a national organization with a mission to inspire and enable all young people to realize their full potential as productive, responsible and caring citizens. One of the most important principles of the Boys & Girls Club “movement” is the assurance of fun and interesting experiences. Along with personal relationships with SA staff, the experiences and opportunities for youth collectively have a deep impact on the lives of young people.

As a quality program we provide:

A safe, fun place to learn, grow and form positive relationships with peers

Ongoing relationships with trained, caring, adult professionals

Life-enhancing programs and experiences that help young people see life possibilities

Hope and opportunity that inspires young people to reach their greatest potential

4-H Programming

Including 4-H curriculum enhances our program’s ability to offer children opportunities and experiences that help them master the competencies for positive development and preparation for adulthood. A child that becomes involved in 4-H will be actively involved in educational projects that are fun and that use fun, hands-on, child centered curriculum incorporating the most current research and knowledge available through the Land Grant University system. The 4-H pledge demonstrates 4-H’s focus on the development of the whole child.

Closed Circuit Video Monitoring

All youth may be subject to closed circuit video monitoring and recording as part of their participation and enrollment in CYP.

Release of Youth Policy

All youth (9-18 years old) may sign themselves in and out of the regular daily program. Please make sure they know to indicate the correct time at sign in. It is important that all children are signed in, accurately, since this is our attendance record. It is equally important that a child is signed out. In case of a fire drill or evacuation, we must account for everyone signed in and do not want to be looking for a youth who has left the program.

Field Trips / Transportation / Missing child

All vehicles used by the Youth Programs are registered, inspected, and maintained as required by the State of Florida and the Air Force. Our government vehicles are supplied with fire extinguishers and first aid kits. Parents and/or guardians must sign a permission form before the program transports your youth. Transporting youth will be done in Air Force vans, buses, or contracted buses. All staff transporting youth hold a valid driver’s license and maintain a driving record on file. Two adults will always accompany youth during transport.

In the event a youth becomes separated from the group, staff will search the immediate area for up to ten minutes. If the youth is not located, a representative of the facility being visited will be contacted and asked for assistance in the form of announcements or staff to search. Other groups of youth and staff may assist in the search if there is a pre-arranged meeting time and place to assure the group reassembles for the return trip home. One group or adult will remain at the location the missing child was last seen in case they should return to that area. If the youth is not found after fifteen minutes, staff will call the Youth Center to inform them of the situation. The Youth Center will then notify the parents of the situation. After half an hour, the police will be notified, and the parent will be asked to meet the group at the field trip site.

Dress Code

Due to safety reasons, children are not permitted to wear open-toe, sandal-type or slide-in shoes to the program. Spaghetti strap or halter-style tank tops or strapless shirts are prohibited. Shorts need to be at a mid-thigh length. Pants must be worn at the natural waistline. Garments with obscene or offensive language are strictly prohibited.

Personal Items

Youth enrolled in Open-Recreation and Teen programs are allowed to have personal items with them while in the building. They are permitted to have their cellphones & tablets with them if they so choose. They are expected to abide by Youth Programs technology guidelines, including visiting only appropriate sites and applications.

High Risk Activities

An adequate number of staff must always be present to protect children's health and safety, ensure children have opportunities to interact with adults, and receive proper care to participate in developmental activities. The adult to child ratio for children in Youth Programs is 1:15. Ratios for high-risk activities are lower, varying according to the nature of the activities. The adult leader will give safety instructions specific to the activity.

Special Needs

We welcome youth with Special Needs to the program. It is the policy and goal of Air Force CYP to make reasonable accommodations which support inclusion and participation of children/youth with and without disabilities. CYP programs must be designed to reasonably accommodate and be inclusive of children/youth (entering or already enrolled in the program), including those with identified disabilities as well as special learning, medical and developmental needs. CYPs must follow the most recent AF CYP Inclusion Action Team Instructional Guide.

Intake and Enrollment- When applying for care, registering for a program or currently participating, if a child/youth is identified as having a disability, medical condition or specific need, CYP personnel will work with the family to determine if an Inclusion Action Team (IAT) meeting is needed. The case will be reviewed as soon as possible to ensure environments, accommodations and any training required are in place before the child/youth starts.

An additional Special Needs form must be completed by our child's physician or the Family Member Programs Medical Advisor in order to begin the program. The I.E.P and Special Needs form will be followed for each child designated as having special needs. Staff will receive additional training if needed to best serve

the interest of the child. If you have any questions, please make an appointment with the Program Manager. This procedure is designed to provide the protection and proper level of care for your youth.

Accidents / Emergencies

Accidents will be reported on AF Form 1187, Youth Flight Accident Report. Parents will be required to read and sign the report. Depending on the nature of the accident, parents may be given a courtesy call regarding the accident. If it is deemed an emergency, parents will be notified immediately. If parents cannot be reached, their emergency contact will be notified. It is very important to keep your contacts updated on a regular basis.

Some conditions require immediate medical attention. If any of the following symptoms are observed in any of the youth, emergency assistance will immediately be requested:

- Convulsions
- Unconsciousness
- Difficulty breathing
- Ingestion of any potential toxic substance
- Diarrhea
- Severe abdominal pain
- Serious physical injury (head injury, injured limb, etc...)

Disease Prevention / Health Policy

Youth programs follows the current version of Managing Infectious Diseases in Child Care and Schools for exclusion of youth and readmission in the program. For the protection of your youth and the other youth in our programs, we need the cooperation of all parents to ensure that communicable disease is not brought into our program. Youth exhibiting signs of or having contagious diseases will not be allowed to participate in the program. A youth may be readmitted to the program only when their presence will not endanger the health of other people.

Basic guidance on when a youth may return:

- Fever free for more than 24 hours
- Four to eight doses of antibiotics administered over a 24-48 hour period
- Scabies is under treatment, when present
- Chicken Pox lesions are crusted, usually five to seven days after onset
- Lice under treatment
- Pinworm treatment has occurred 24 hours before time of requested re-admission
- Conjunctivitis has diminished to the point that eyes are no longer discharging
- The youth passed the contagious stage of the illness
- Youth is well enough to participate in all activities

The program manager has the right to refuse admittance of a youth suspected of having a communicable disease, or not meeting the above criteria following an illness.

Child Abuse & Neglect

All staff members receive annual training on reporting and identifying child abuse. It is our responsibility to report all cases of suspected child abuse to the Family Advocacy Office (FAP) or other authorities. All rooms are equipped with CCTV and are recorded throughout the facility. All staff working with children have a completed Installation Record Check (IRC) and an initiated National Agency Check (NACI). Child Abuse Hotline: 1-877-790-1197 Family Advocacy: 850-881-5061.

Code of Conduct

In order to ensure the health, safety, and welfare of our youth members, the Hurlburt Field Youth Center administers the following disciplinary policies and procedures:

- Respect for all persons and property
- Respect for club facilities & equipment
- Respect for staff & volunteers as employees and program leaders

The following are strictly prohibited: swearing, racial remarks, verbal abuse, fighting or any other form of physical abuse. Use or possession of controlled substances, weapons and intoxicants. Smoking or chewing tobacco products, music containing inappropriate or suggestive language also violates facility rules.

Infraction of any of the above, or any other action deemed inappropriate, may result in the following procedures:

- Discussion: Warning of the inappropriate action and guidance to avoid reoccurrence
- Suspension: A suspension from the Youth Center and may return ONLY after the parent/guardian confers with staff
- Expulsion: Removal from the Youth Center either permanently or as determined by the Director. If a time period is given, the youth may reapply after stated time. Application will be reviewed by the Program Director for consideration

NOTE: If the member and his/her family do not meet the terms of the behavior argument, membership rights at the Youth Center maybe revoked indefinitely.

Alcohol, Drugs, and Tobacco Policies

Measures are in place to minimize exposure to harmful substances for youth participating in our program. 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 youth participating in any CYP program or sponsored activity. This includes outdoor CYP activity areas. CYP personnel, specified volunteers and contractors may not use any of these substances while caring for youth and may not use tobacco products in the presence of youth while youth are in their care.

No one who is under the influence of alcohol or illegal drugs will attend, supervise, or participate in any CYP whether located in a CYP facility or other locations used for CYP activities.

If a parent/guardian or approved person arrives to pick up a youth and appears to be intoxicated, the staff is instructed not to release the youth to that person, unless there is another responsible person available who is capable of driving safely. If there is no driver available who appears capable of driving safely, the staff will offer to call a friend or taxi for the driver to ensure the child will get home safely. If there is no capable driver

and the parent does not want a friend or taxi called, the staff has been instructed not to release the youth and to call Security Forces.

Parent Involvement

The Youth Center offers many opportunities for parents to become involved in our program. During winter, spring and summer break, field trips are scheduled. We enjoy parent participation with authentic cultural celebrations and encourage you to share your heritage with us! It is a learning experience for the staff and youth. Some ideas: Volunteer to teach a song in your native or second language, share a favorite recipe ... tell us the story behind it. Are you good at Sports? Sewing? Art? Cooking? Dancing? Gardening? Music? Woodwork? Were you involved in 4-H or Boys & Girls Club of America Programs growing up? Come share with us! See the Director for additional ways you can get involved and enrich our youth by enhancing their experience in our program.

Parent Input Into Program Policies

Parent/Guardians are invited to participate in the Parent Advisory Board and (QIT) Quality Improvement Team, which focuses on issues facing working parents and childcare issues and continuous improvement of the program. Meetings are held once a quarter at the Youth Center. Parent Advisory committee team and QIT consists of individuals committed to program improvement examining the quality of our program and then suggesting/making changes that will lead to better practices.

Family Surveys are also a wonderful way to voice opinions and offer suggestions; Youth comments count, boxes are also available. Working together, we will make a positive experience for all youth enjoy.

Grievance Policy

These policies and procedures have been designed to provide a process in which youth, their families and employees can present an issue for review and resolution. All grievances or concerns should be presented on an individual basis rather than as a group. The objective of this policy is to resolve an issue without escalation or mediation, it at all possible.

Grievance means a circumstance or action considered to be unjust; grounds for complaint.

The program has the following system in place to use to elevate concerns, complaints, and grievances without fear of interference or retaliation.

Youth: Youth may initiate a grievance at any time by speaking directly to a staff (informal); or to the program manager by submitting their issue in writing (formal).

1st level: Discuss your concerns or grievances with the Manager for a prompt resolution.

2nd level: If grievance is unresolved, you are encouraged to address your concern with the Director. The YP Director shall meet with parents within two business days of the grievance notification.

3rd level: If grievance is unresolved, it will be brought to the attention of the Child & Youth Services Flight Chief. He/She will examine all facts to mediate a positive resolution within five business days of the grievance notification.

The Hurlburt Field Chain of Command or the Inspector General's office is also available to military and DoD civilian sponsors. The program requests your cooperation in complying with this policy so every effort can

be made to resolve grievances in a reasonable and effective manner. It is the intent of the program to keep these matters confidential, involving only those directly involved in the grievance.

Community Resources

Airman and Family Readiness: 850-884-5441

School Liaison Officer: 850 884-5441/6829

Family Child Care office: 850-884-4300

Child Development Centers: Main 884-6664/West 884-5154 /East 881-1260

Family Advocacy: 850-881-5061

Drug Demand Program: 850-884-2574

Emerald Coast Boys and Girls Club: 850-862-1616

Emergency Control Center: 850-884-6360

Fire Department: 850 884-6715/2910

HAWC (Health & Wellness Center): 850-884-4292

Housing Office: 850-884-7505

Library- Hurlburt: 850 884-6266/6947

Okaloosa School District: 850-689-5850

Santa Rosa School District: 850-623-3868

Medical Group: 850-881-1020

Outdoor Recreation: 850-884-6939

Rescue Mission: 850-478-4027

Security Forces: 850-884-7114