

## TABLE OF CONTENTS

Introduction	2
AF CYP MISSION	3
Philosophy	3
Goals	3
Objectives	3
COA Accredited	3
Communicating with Parents/Open Door Policy	3
Hours and Days of Operation	3
Reporting Child Abuse Policy	4
No Smoking, Illegal Drugs and Alcohol Policy	4
Orientation	4
Priority Placement, Admission Policies	4
Child's Folder	4
Immunization and Special Needs	4/5
Fees	5/6
Fee Reduction Waiver	6
Tax Information	7
Sign In & Out Procedures	7
Arrival of Children	8
Absent Child Procedures	8
Lost or Missing Child Procedures/Policy	8
School Field Trips/Detention/Clubs/Sports	8
Medical Requirements/Exclusion/Readmission	8
Responding to Children/Chronic Health Problems	8
Administering Medications, Controlling Diseases Policies	9/10
Accident Reports/Medical Emergencies Policy	10
Meal Schedule	10
Outside Food	11
School Age Rules	11
Behavior Reports	12
Discipline/Guidance	12
Behavior Support Plans for Challenging Behaviors	12
Suspension from School	13
Parent Involvement	13
Dress	13
Unauthorized Visitors	13
Staff Requirements	14
Ratio	14
High Risk Activities Policy	14
Transporting Children/Field Trips Policy	14
Emergency Procedures Plan	14
Natural Disasters Policy	15
Weather Extremes Policy	15
Inebriated Parents Policy	15
Protection from Toxic Materials	15
Base Child Supervision Policy	15
Summer Day Camp	16
CYB – MFLC Program	16
Protecting the Rights of Children/Youth and Families Policy	16
Grievance Policy & Procedures	17
Termination, Participation, Disclaimer	18
Community Resources	19-21
Receipt SAC Parent Handbook	22

## **SCHOOL AGE CARE PROGRAM PARENT HANDBOOK**

Telephone: (805) 606-2152 / DSN: 276-2152  
16170 Montana St. Vandenberg AFB CA 93437  
Youth Programs Director: Ms. Rose Lime  
School Age Care Coordinator: Ms. Natalie Gruspe  
Training & Curriculum Specialist: Ms. Carola Murdock  
Child and Youth Services Flight Chief: Daniel Strine

### Evacuation Sites

Primary- CDC, Alternate- Main Chapel  
Both located on Summersill Ave.

## **AF CYP MISSION**

To assist Department of Defense DoD military and civilian personnel in balancing the competing demands of the accomplishment of the DoD mission and family life managing and delivering a system of quality, available and affordable programs and services for eligible children and youth birth through 18 years of age.

Welcome to our Nationally Accredited School Age Care program. We hope this handbook will help you become familiar with most of our programs' philosophies, policies, and operating procedures. The School Age Care program is designed to provide before and after school activities, all day care for no school days, summer and winter break camps, enrichment, and recreation, for children between the ages of 5-12 years old (kindergarten through sixth grade).

### PROGRAM AREAS

The children have large activity rooms to choose from, which contain different curriculum areas. Curriculum is used from 4H and the Boys and Girls Club of America.

- Life Skills
- Arts and Crafts
- Physical Fitness
- Performing Arts
- STEM (Science, Technology, Engineering and Math)
- Outdoor Sports, Recreation and Gardening
- Lunch room- Homework/Academics

Caring staff provide care for your child in a building ratio of 1 adult for every 12 children, they are trained in youth development and all health and safety guidelines and provide educational, social, and recreational activities geared toward the interests of the children. We hope you and your children will enjoy the environment and the programs that are provided.

## **PHILOSOPHY**

Air Force School Age Care Program provide safe, enriching, supervised environment for children and youth during out of school time. Individual interests, experiences, abilities and needs guide the programming. Children 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 reinforce family values and emphasize the uniqueness of each child by promoting positive attitudes and validating self-worth.

## **GOALS**

**Personal Development** – supporting positive self-concept, fostering independence and life skills, encouraging responsibility and leadership

- **Social Development** – establishing friendship, learning social skills, gaining social support, developing a sense of community and teamwork
- **Physical Development** – building physical and recreational skills, and learning sports skills
- **Cognitive Development** – advancing success in school, exploring new ideas and facts

## **OBJECTIVES**

- Provide an alternative “out of school” environment for the children we service.
- Provide enriching and educational activities for greater social and community involvement.
- Create positive adult/child interaction and communication.
- Have fun and learn by doing projects and activities planned by the children.
- Develop self-esteem through enriching activities and supportive adult role models.
- Provide Continued Quality Improvement and an annual “Action Plan” developed with the involvement of parents, children and base leadership.

## **COA ACCREDITED**

Vandenberg SAC is accredited through the Council on Accreditation (COA). The COA Accreditation process, attests that our before-/after -School Age Care program meets the highest national standards for providing care to school age children and youth.

## **COMMUNICATING WITH PARENTS/OPEN DOOR POLICY**

We believe in an open door policy - parents are always invited to visit. We encourage families to share their hobbies, talents, cultures and careers with the School Age Care program and join our Parent Advisory Board, as well as get to know your child’s providers and friends in the program.

## **HOURS AND DAYS OF OPERATION**

School Days: 6:30 a.m. to 8:30 a.m. and 2:00 p.m. to 5:45 p.m.

Minimum School Days: 6:30 a.m. to 8:30 a.m. and from school release time until 5:45 p.m.

Summer Day Camp/School Vacations: 6:30 a.m. to 5:45 p.m.

Closed weekends and Federal holidays

Front Desk Hours: 6:30 a.m. to 5:00 p.m.

## **REPORTING CHILD ABUSE POLICY**

Hiring procedures are in place to insure the hiring of the best qualified people. Staff members and volunteers are trained on preventing, identifying, and reporting child abuse and neglect. All suspected abuse must be reported orally and in writing within 24 hours. Personnel suspected of abuse are removed from duty until investigations are completed and a determination is made regarding the individual's suitability to return to work.

<b>VAFB Installation Family Advocacy</b>	606-8217
<b>DOD Child Abuse and Safety Hotline</b>	1-877-790-1197

## **NO SMOKING, ILLEGAL DRUGS AND ALCOHOL POLICY**

Smoking on or around the Youth Center property/facilities is prohibited at all times. The use of illegal drugs or alcohol around the Youth Center property is also prohibited.

Please dispose of cigarette butts properly

## **ORIENTATION**

All parents will be asked to attend a mandatory parent orientation upon initial enrollment for the school year (in the Fall) or Summer Day Camp. This will cover in more depth our policies, procedures, and/or changes, and ways that YOU can be involved in our program. This orientation will cover a tour of the facility and an introduction to key staff. You will also have the opportunity to ask any questions you may have. Signing that you have read and understand our parent handbook is part of your orientation.

## **PRIORITY PLACEMENT, ADMISSION POLICIES**

All requests for care must now be taken through the online DOD Request for Care System at [www.MilitaryChildCare.com](http://www.MilitaryChildCare.com). The system will automatically sequence requests based on the request for care date and priority category.

## **CHILD'S FOLDER**

All children must be registered before they attend the program. Each child must have the following forms on file:

- AF Form 1181 (AF Youth Flight Program Registration)
- A copy of the child's current immunization record to include influenza vaccination
- AF Form 2652 (Application for DoD Child Care Fees)
- USDA Center Eligibility Application – Child Care Food Program
- Multi-Cultural Education Survey

## **IMMUNIZATIONS AND SPECIAL NEEDS**

**IMMUNIZATION:** In accordance with AF Instructions 48-110 IP, Immunization and Chemoprophylaxis for the Prevention of Infectious Diseases, all children and youth enrolled in CYP Programs are required to follow Center for Disease Control and Prevention (CDC)/Advisory Committee on Immunization practices (ACIP) recommended age appropriate vaccinations and immunizations. These individuals may not attend CYP programs without an approved medical/religious exemption from AF/A1S on file.

All youth must provide a copy of the child/youth's current immunization, to include a current flu shot as part of enrollment and prior to participation. Documentation of immunizations must be recorded in the child/youth's file.

An immunization exemption may be granted for medical/religious reasons. Medical exemptions must include a reason from the adult/child/youth's medical physician for the exemption. Exemptions that are allergy-related must include a statement from the adult/child/youth's allergy physician. All request for exemptions must be signed by the MSG/CC and forwarded to AF/AIS for consideration. A list of all current individuals with approved exemptions must be maintained by the program.

**SPECIAL NEEDS:** The Vandenberg SAC is an inclusive facility. We make every accommodation possible within the constraints of our facility, staffing, and AF policy. Patrons will notify the SAC on the Child Placement Questionnaire of any special needs (e.g. developmental, physical, allergies, and/or asthma) their child may have. Patrons will complete the Parental Permission Request and provided all necessary documentation. The program's medical advisor will review all documentation to determine the child's needs within the program setting. If necessary, an Inclusion Action Team (IAT) may meet to review/discuss the child's enrollment and any special provisions needed to meet the child's need. If reasonable accommodations can be met, training will be provided to SAC staff members to meet all specific instructions for care. Note: Long term or permanent changes in ratio or group size must be approved by the IAT and coordinated through AFSVA/SVPY.

### **FEES**

Fees are based on total family income as stated in DODI 6060.2, DEFINITION OF TOTAL FAMILY INCOME. Parents are to pay the highest fee set by the installation unless they provide proof of total family income that falls into a lower income category. Fees are subject to change upon release of the annual DoD Fee Policy.

School Age Care fees are specific to enrollment in our two feeder schools--Manzanita Charter School and Crestview Elementary--and vary from one school to the other based on the total number of contracted hours of care. Patrons may choose from Before-, After-, or Before- and After-school care options. After-school care fees for both schools include Wednesday early dismissal days. Patrons will pay the Hourly Rate by Fee Category for additional hours of care outside of the contracted hours (such as half days for parent/teacher conferences, emergency school closures, Professional Learning Days, etc). The program sends out emails in advance reminding patrons of any additional charges when they are about to occur; please ensure you have an accurate email address(es) on file.

School Age Care fees are not inclusive of weeks when school is not in session (18-22 February 2019; 15-19 April 2019; 25-29 November 2019; 23-27 December 2019; and 30 December 2019-3 January 2020). If you choose not to enroll for these weeks, you will not be charged for them. However, your child(ren) cannot attend these weeks if not registered in advance.

\*Please see current fee letter posted in our facility at the front desk.

- It is the responsibility of the parent/guardian to inform the School Age Care program of changes in Total Family Income.
- Parents may obtain a copy of the category and fee chart at the front desk.
- There is no reimbursement for illnesses, holidays, or TDY's.
- If an emergency should arise, patrons will be responsible for half their child's weekly fee up to a one month period of time while on Emergency Leave. To be eligible patrons must provide medical documentation prior to the start date of the Emergency Leave or if there is a death, the family must show proof of the death in the family.
- Two weeks advance notice will be required when dropping your child from the program. The front desk can supply the correct form.
- Fees are due at the latest, by Monday of the week of care. You can pay anytime before this day. If payment has not been received by 1700 on Monday, your credit card autopay will be utilized.
- Credit Card Auto pay Authorization must be on file to be registered for the School Age Care program. Signed forms are kept in a locked secure location at all times.
- Activity fees are not included in the weekly fees. Activity fees may vary according to the event.
- (AM only) patrons need to call ahead to reserve care for no school and minimum days.
- Early dismissal each Wednesday is calculated into your current fee.
- Patrons will be charged an additional fee based on their hourly rate by Fee Category for any additional hours before or after the contracted day for early dismissal (with the exception of Wednesdays) and no school days.
- Hourly rates of \$5.00 per hour will be charged for drop-in care. Any part of an hour is rounded to one full hour. Calls can be made starting at 6:30 am the morning care is needed if available slots are open.
- Hourly rates for enrolled children who need to utilize hours they are not contracted for (if before care only patron needs to use after care, or vice/versa) will be based on income category hourly rate.
- Patrons whose payment method is returned for non-sufficient funds (NSF) will lose their child's space in the Center if the weekly fee, including any non-sufficient funds charged, and any other applicable penalty fees, are not paid in full prior to the Tuesday following the NSF notification.
- A late payment fee of \$5.00 per day per family will be assessed.

### **LATE FEE POLICY**

A late pick-up fee of \$2.00 per minute will be charged for any child left in the Center after the 1745 closing time after a 5-minute grace period. This fee can be waived by the Manager on Duty depending on circumstances AND if advanced notice is given (prior to 1745). After one-half hour (6:15 PM), if a child's parents, or persons designated to pick up the child, have not arrived, the Center staff will contact Security Forces for assistance in locating the parents.

### **FEE REDUCTION REQUEST**

1. Request a copy of the procedure memo from the front desk
2. All fee reductions must be approved by the installation or MSG commander
3. You must provide a memorandum from your First Sergeant/Commander in support of reduction

## **TAX INFORMATION**

Payments made for childcare can be used as credits on your tax return (Childcare Credit, Earned Income Credit). We encourage you to take advantage of this opportunity and retain your receipts. Our Tax ID # is 530228403.

Subsidies: are any reductions you receive based on your total family income and applied to Civilian sponsors only. Upon request you will be provided with a notification of the tax value of your child care subsidy annually. The IRC requires that child care subsidies generally be treated as cash income, in addition to normal earnings. While no direct subsidy payment is made to any sponsor, either military or civilian, the DoD installation-based Child Development Programs are equally subsidized for all sponsors through appropriated funds. These subsidies enable the programs to provide quality care to your children at a rate less than would normally be charged. The subsidies essentially reduce your cost of this nationally accredited child care. **It is the responsibility of the patron to seek tax advice regarding the requirements for treating subsidies as income or claiming exclusions based on the value of the subsidies."**

## **SIGN IN & OUT PROCEDURES**

The Youth Center staff is responsible and accountable for every child enrolled in the School-Age Program. To ensure meeting the accountability requirements, both the parents and the School-Age Program staff are to comply with the following sign in/out procedures:

**When dropping off or picking up your child, you must sign your child in or out on AF Form 1930 located in the hallway or in the child's homeroom. Write in arrival time when arriving and departure time with signature at departure.**

- The staff may sign out your child **when departing for and arriving from school** with written permission on file from the parents. Children arrive/leave to walk to and from Crestview School. Staff may walk with or be stationed at various locations of the walk to ensure safe arrival at the Youth Center as an added security measure.
- Parent or designated person must be present to sign children in or out, and the name of the designated person must be on file. No one will be allowed to sign your child in or out unless they are named on the AF Form 1181. Names can be added in person and over the phone with a proper password. Please provide all important information to the front desk staff.
- If copies of the legal documents are on file at the SAC, a divorced or separated parent who does not have legal custody of a child may not pick up the child unless authorized by the custodial parent by being listed on the AF Form 1181. Without legal custody documentation, children will always be released to their biological parent(s).
- If a child is nine years old, he/she can sign in and out of the program with written permission from the parents.
- A sibling must be 14 years old to sign a child out and must have permission on file.
- Under no circumstances can Youth Center staff sign your child in or out of the program to take to and from school outside of their duty hours, this is against AF policy unless they are a parent.

### **ARRIVAL OF CHILDREN**

Crestview Children walk to and from school under the supervision of school age staff until 2:45. Children in 4<sup>th</sup> grade and up are not under the supervision of school age staff while walking to and from school and are expected to arrive by 3:15, and check in with their room provider to ensure they are signed in. The provider will keep track of late arrivals and notify the parents if the child does not arrive in a timely manner.

### **ABSENT CHILD PROCEDURE**

**All parents must notify the front desk personnel at 606-2152 if their child will not be attending the School Age Care program for that day or Lost Child Procedures will be implemented.** When you call to notify us that your child will be absent, you will be asked for your password to protect your child's safety. If your password is not established, you will be asked for other identifying information.

### **LOST OR MISSING CHILD PROCEDURES/POLICY**

If your child does not arrive from school at the expected time, the staff is required to report your child as missing and **LOST CHILD PROCEDURES** will be implemented as follows:

1. Immediately notify the Youth Center operational clerk, and the supervisor to check if the child has been signed out by an authorized person.
2. Search the premises, surrounding area, and the school.
3. Notify parents, Flight Chief and Commander.
4. Notify police and parent's commanding officer to locate the parents and missing child.

The following procedures will be implemented if the School Age Care Program is not notified of your child's absence:

- 1<sup>st</sup> time calling-Verbal warning.
- 2<sup>nd</sup> time calling- Notification to your Supervisor or First Sgt whether you are civilian or active duty.
- 3<sup>rd</sup> time calling- Suspension of child from program until meeting can be set up with School Age Care Coordinator or Youth Director.

### **SCHOOL FIELD TRIPS/DETENTION/CLUBS/SPORTS**

It is the parents' responsibility to notify the Youth Center if their child needs to remain after school (i.e.: detention, clubs, field trips, and sports). Parents are responsible for making other transportation arrangements in these instances. Please indicate the expected time of arrival for your child when signing them in on these days. We are not responsible for a child's change in schedule for gymnastics or any other extra activity in which they participate. It is the parents' responsibility to notify us of any time changes.

Children will not be allowed to attend the School Age Care program during the time they are suspended from school.

### **RESPONDING TO SICK CHILDREN**

A child who becomes ill while in attendance is made comfortable in a location away from other children (isolation room) and supervised by familiar staff. The child's parent/guardian is contacted immediately to pick up child as soon as possible not to exceed one hour from time of notification. Parents are advised to contact the program with the advice received from the child's



medical professional, if a medical visit was deemed necessary. If a child's parent cannot be reached then the emergency contact will be called. If the condition is life threatening emergency personnel will be called.

- Staff will visually examine each child being admitted. Children with coughs, colds, and other symptoms of upper respiratory infections or other communicable diseases will not be admitted. The desk clerk or staff has the right to refuse admission to any child who is unclean or uncontrollable

#### **CONTROLLING DISEASE POLICIES:**

- When a diagnosis of a communicable disease is made of one or more children in the center, the exposed children shall be watched for symptoms of the disease and the parents of the exposed children shall be notified of the exposure
- In determining whether a child should be excluded from the School Age Care program, the following guidance has been established in accordance with Caring for Our Children National Health and Safety Performance Standards: Guidelines for Out-of-Home Child Care Programs, Third Edition.

#### **REASONS FOR EXCLUSION AND TIME-FRAME FOR READMISSION TO PROGRAM**

- If a child is removed from the center due to illness, the child may return when their presence will no longer endanger the health of other children and child feels well enough to participate in activities and outdoor play.
- **Fever, above 100.4° F** (37.8°C) axillary, accompanied by behavior changes or any other signs or symptoms of illness. The child will be excluded from care until fever free, without aid of medication, for 24 hours or until a medical evaluation finds the child able to be included at the facility. Because young infants, 4 months of age or younger, may have serious illnesses without a significant change in behavior in the early stages of illness, an unexpected temperature, above 100.4° F (37.8°C) axillary, without behavior changes is significant and requires the seeking of medical attention.
- **Diarrhea**, defined by more watery stools, decreased form of stool that is not associated with changes of diet, and increased frequency of passing stool that is not contained by a diaper or the child's ability to use the toilet. Children with diarrhea illness of infectious origin generally may be allowed to return to the program once the diarrhea subsides. Refer to Caring for our Children when diarrhea is caused by Salmonella typhi, E coli, or Shigella infections.  
Blood in stools not explained by change in diet, medication, or constipation/hard stool.
- **Vomiting** (two or more incidents in the previous 24 hours) until vomiting resolves or until a medical evaluation determines that the cause of the vomiting is not contagious and the child is not in danger of dehydration.
- **Persistent abdominal pain** (more than 2 hours) or intermittent pain associated with fever or other signs/symptoms.
- **Mouth sores, with drooling**, unless medical evaluation determines the child is noninfectious.

- **Rash with fever or behavior change**, unless medical evaluation determines these symptoms do not include a communicable disease.
- **Purulent conjunctivitis**, defined as pink or red conjunctiva with white or yellow drainage, until after treatment has been initiated.
- **Head lice**, from end of the day until after first treatment.  
Scabies, until after the treatment has been completed
- **Tuberculosis**, until medical evaluation states the child is on appropriate therapy and can attend group care.
- **Impetigo**, until 24 hours after treatment has been initiated.
- **Strep throat** or other streptococcal infection, until 24 hours after initial antibiotic treatment and cessation of fever.
- **Chickenpox**, until all sores have dried and crusted.
- **Pertussis**, until 5 days of appropriate antibiotics.
- **Mumps**, until 9 days after onset of parotid gland swelling.
- **Hepatitis A virus**, until 1 week after the onset of the illness, or as directed by medical evaluation.
- **Measles**, until 4 days after onset of rash.
- **Rubella**, until 6 days after onset of rash.

#### **ADMINISTERING MEDICATION**

- School Age Care Program personnel will not administer eardrops, nose drops or eye drops.
- Prescription medicine can be administered to children with written daily parental permission. **AF Form 1055** must be completed in its entirety prior to staff administering medication.
- Children with special health problems such as, but not limited to, deafness, blindness, history of convulsions, epilepsy, cerebral palsy, or who are physically or mentally challenged will be admitted only after completion of a special needs profile by the center director, parents, and with concurrence of the medical advisor.

#### **HEALTH GUIDELINES FOR HAND WASHING**

- Personnel, youth, and volunteers wash their hands upon arrival, before and after eating, or handling food, after toileting, after handling bodily fluids (e.g., mucus, blood, vomit), after outside play, and before and after handling animals. Staff wash their hands before and after administering medication and after handling garbage or cleaning. Signs are posted near hand washing sinks reminding staff and youth of hand washing procedures. Proper hand washing procedures are followed:
  - Wash with liquid soap and running water for at least 20 seconds
  - Use disposable towels, to dry hands and turn off water.

#### **ACCIDENT REPORTS/MEDICAL EMERGENCIES POLICY**

It is our policy to complete an accident report when a child is injured at our facility. If the injury is severe, 911 will be called. If needed, trained staff will administer First Aid/CPR and child will be transported by ambulance to the nearest medical facility. Parents will be notified as soon as possible.

## **MEAL GUIDELINES AND SCHEDULE**

The School Age Care Program fees include breakfast, morning snack, lunch and afternoon snack. Menus are available at the front desk and are also posted in the information display area. Meals and snacks are prepared using USDA guidelines and certified by the base dietician. All children regardless of race, color, or creed, registered in the center will participate in the Child Care Food Program without overt recognition of category (free, reduced, or basic). This program is provided at no extra cost to parents. Parents will complete an enrollment form for the Child Care Food Program at the time of initial registration and annually thereafter.

**Breakfast:** 0645–0745 (on school days please arrive by 0730 to allow time to eat breakfast)

**Breakfast:** 0745 – 830 (non-school days)

**Lunch:** 1130 – 1230 (Non-school days)

**Lunch:** 1230 – 130 (School Days)

**PM Snack:** 1500 –1600

## **OUTSIDE FOOD/DIETARY RESTRICTIONS**

Due to AF and USDA guidelines outside food cannot be brought into the Youth Center. If a child has dietary restrictions due to medical or religious reasons, parent/guardian must provide supporting documentation from a medical professional or a statement from the parent explaining how a menu item goes against their religious belief. A Request for Medical Documentation letter may be obtained at the front desk. Please ensure that all known allergies to food or other items are annotated in the “Special Needs” block on the AF Form 1181.

When the program is unable to provide food required for a child’s medical condition, parents may provide food when prescribed by the child’s health care provider and approved by the CYP Medical Advisor. The Installation’s Public Health Office is consulted for safe food storage. All food must meet USDA CACFP guidelines.

Parents authorize the center to post their child’s allergies/food preferences in a visible place in each classroom and at the kitchen and front desk to ensure their child’s safety.

## **W.I.C**

Women Infants and children nutrition program helps pregnant women, mothers with infants, infants and young children supplement their food budget with WIC checks. You can participate in the California WIC program if you are pregnant, breastfeeding a baby under 1 year of age, just had a baby in the past 6 months, Have children under 5 yrs of age including those cared for by a single father, grandparent, foster parent, step parent or guardian. Have a family income within in WIC guidelines. Check the website at [www.wicworks.ca.gov](http://www.wicworks.ca.gov) for the latest income guidelines and to find your local WIC office.

## **SCHOOL AGE CARE PROGRAM RULES**

1. Be Respectful
2. Be Responsible
3. Be a Problem Solver

4. Be Safe
5. Give Your Best

Children are encouraged to resolve their own conflicts.

No personal items from home will be allowed (toys, games, collecting cards, library books, cell phones, etc.), unless required for specific club days. If your child brings personal items from home the Youth Center is not responsible for loss or damage.

### **BEHAVIOR REPORTS**

If your child does not follow program rules a behavior report will be prepared for your notification and intervention. Behavior reports are only done after several attempts have been made by the staff to correct your child's behavior or when your child has endangered theirs or another child's safety.

### **DISCIPLINE/GUIDANCE**

*All staff receive mandatory annual positive guidance and appropriate touch training. Please let us know if you would like a copy of this training.*

The following are in use in our program as appropriate guidance techniques.

- Considering possible reasons for behavior
- Listening
- Understanding development
- Providing opportunities for choices
- Establishing limits and rules
- Anticipating and preventing challenging behaviors
- Indirect guidance
- Reinforcement
- Redirection
- Intentional environments
- Logical and Natural consequences
- Conflict resolution
- Providing language to identify expressions of emotions
- Modeling pro social behaviors
- Be in control without being over controlling
- Restraint ( a last resort when children are endangering themselves or others, and when child has been unresponsive to all other guidance techniques, the intent is to keep the child safe and to assist with calming behaviors.)

### **BEHAVIOR SUPPORT PLANS FOR CHALLENGING BEHAVIORS:**

It is the Center's goal to provide a safe environment for all children. Children exhibiting challenging behaviors will be placed on a Behavior Support Plan. Parents will be requested to meet with their child's Provider, School Age Care Coordinator/Director, and the Training &

Curriculum Specialist. The plan will include a mix of strategies which build relationships between the child/youth, staff and family, reduces the need for conflict, and teaches them to be successful in their relationship with others. The plan will outline everyone's responsibilities and provides the time for change to occur.

All efforts will be made to assist the child to work through this time. Failure to follow the agreed upon plan may result in removal of the child. When behaviors continue beyond the period of developmental appropriateness or the behavior escalates, the child may be removed from the program for the remainder of the day. If the Behavior Support Plan is not successful, an Inclusion Action Team (IAT) will meet to review/discuss the child's enrollment and any special provisions needed to meet the child's need. If the team determines that reasonable accommodations cannot be met, recommendations for removal from the program will be routed to AFSVA/SVPY for a final determination.

### **SUSPENSION FROM SCHOOL**

When a child has been suspended from school, they are NOT eligible to receive care at the program until their suspension has been completed. Alternate arrangements must be made. During suspension, parents are still responsible for weekly payment.

### **PARENT INVOLVEMENT**

The following involvement opportunities are available:

Parent Advisory Board meetings are held quarterly at 11:30 with lunch provided. CQI (continued quality improvement) Team which works on improvement in all areas of the School Age Care program and prepares an annual action plan. (Requirement of National Accreditation).

- Monthly Newsletter/Bulletin Board
- Monthly Menus
- Volunteer Opportunities
- Resource Referral List

We also have a variety of materials available for parents including informational pamphlets to take home as well as books and videos to check out. Additional parent communication is handled by parent conferences, accident reports, and behavior reports. These are available to all parents as a means to monitor their child's progress. As always, we invite you to stop in and talk to us about your child. You are the key to a successful program and we welcome your input in making important policy decisions.

### **DRESS (please dress appropriately and label coats and sweaters)**

We ask that all children wear closed-toe shoes, preferably tennis shoes, for their own protection. We also ask that you provide your child with a change of play clothes if you are worried about them getting their school clothes dirty. Children are involved in many activities, some messy, such as painting and playing outside. Due to the rapidly changing weather here at VAFB, we also ask that each child bring a coat or jacket for outside activities.

We suggest that parents of younger children keep a change of clothing labeled with your child's name at the Youth Center. When children soil their clothing, parents must immediately pick up their child or bring a change of clothing.

### **UNAUTHORIZED VISITORS**

We do not allow any unauthorized visitors to enter the School Age Care program area. All visitors must sign in at the front desk and present their I.D. for a visitors pass. There is a key code issued to parents only to enter the school age hallway, please do not share this code with your child or anyone else.

### **STAFF REQUIREMENTS**

All staff are trained in the following:

- 1) Emergency procedures - fire evacuation (monthly drills), caring for an injured child, First Aid, CPR, etc.
- 2) Protection of children's health and safety - sanitation procedures, recognition of hazards, accountability, etc.
- 3) Child abuse - recognizing, reporting, preventing, etc.
- 4) Developmentally appropriate practices – activities, adult-to-child interactions, learning environment, etc.

### **RATIO**

We maintain a ratio of 1 staff to every 12 children in the building. The ratio of 1-12 does not mean that your child is in direct sight of his particular provider but they are located in the building according to where they have placed their name tag on the choice board.

### **HIGH RISK ACTIVITIES POLICY**

High risk activities such as swimming, woodworking, cooking, and field trips will have a lower staff to child ratio. Staff are trained on specific guidelines and ratios for each activity.

### **TRANSPORTING CHILDREN/FIELD TRIPS POLICY**

Parents will be given written notice of upcoming field trips. Children who are under 8 years and 80 pounds are required to have car seats. Vans with seatbelts will be used for fieldtrips. Staff members who drive on field trips are required to have a current drivers' license and a yearly driving records check.

### **EMERGENCY PROCEDURES/PLANS**

#### **Fire Prevention and Evacuation**

Fire drills are conducted monthly. In the event the Youth Center needs to evacuate, the children will first be taken to the CDC, an alternate evacuation point will be the Main chapel across from the CDC.

### **ACTIVE SHOOTER PROCEDURES**

Evacuate the area if possible

Lockdown and alert all building occupants to lockdown

Move away from all windows

Remain quiet. Turn off all radios, TV's, lights, & electronics

Use phone services sparingly, so they remain open for emergency responders  
Do not allow personnel or parents to enter/exit the building during lockdown procedures until the ‘ALL CLEAR’ is announced. **NOTE:** Movement within the facility is permitted.

### **EMERGENCY CLOSURE**

Facility closure is determined by the Youth Programs Director in cooperation with Public Health, Emergency Services, etc. Parents will be notified of facility closure as soon as possible.

### **NATURAL DISASTER POLICY**

Staff and children are trained on safety procedures in the event of a fire or an earthquake. Procedures for earthquake safety and fire evacuation plans are posted in the activity rooms.

### **WEATHER EXTREMES POLICY**

Temperatures from 50-80 are considered temperate. Cold weather is 32-50 degrees outdoor activities may continue provided each child has adequate cold weather clothing, if not the parent will be called to bring in. Extreme cold weather including wind chill is below 32 degrees, outdoor activities will be discontinued. Hot weather temperatures are between 80-89, activities will be carried out as normal, 90-99 degrees activities will be carried out in shaded areas for no more than 10 min. Sunscreen 30 SPF or higher will be applied 30 minutes prior to going outside. We do experience winds and rain. Parents are asked to dress their children appropriately and to send a coat or jacket for outside play. Children walk to and from Crestview Elementary School and may also need a raincoat, an umbrella, and galoshes.

### **INEBRIATED PARENTS POLICY**

Staff is not allowed to release children to parents who are inebriated. Security Forces will be called if help is needed. Please make other plans for the pick up of your children if necessary.

### **PROTECTION FROM TOXIC MATERIALS**

The center has been tested for Radon, Asbestos, and Lead Based Paint. Any new work requires safety statements on these three items. The center follows Hazmat and MSDS procedures for chemicals, cleaning supplies, etc.

### **BASE CHILD SUPERVISION POLICY**

The Base Child Supervision Policy is posted in the Lobby of the Youth Center. This policy states ages that a child on Vandenberg AFB can be left alone, babysit, etc.

### **CLOSED CIRCUIT VIDEO MONITORING**

All children and youth are subject to closed circuit video monitoring and recording as part of their participation/enrollment in Child & Youth Programs (CYP).

### **INTERNET SAFETY POLICY**

During our program day your child may have access to the internet under adult supervision. The program is protected by parental control software and your child is also made aware of safe internet use. Older youth must sign an online safety contract.

### **SUMMER DAY CAMP**

Please remember that Summer Day Camp is a separate program from Before and After School Care. You must register your child for the summer camp program to remain enrolled in full time school age care. Please check with the front desk for enrollment dates. There will be priority sign up dates if you are currently enrolled in child care.

### **CYB-MFLC PROGRAM**

We have a valuable program available to support children, families, and staff. It is the MFLC (Military Family Life Consultant) Program and we have a Child and Youth Behavioral MFLC representative in our programs during the school year and full time during the summer camp program. They provide support while on-site to staff and children with a variety of issues, they are available for conversation and interaction with the children and staff. The MFLC representative is required to be in the line of sight of a staff member or parent for safety and security purposes. They are also available at no cost to families to provide support and assistance at a meeting location of mutual agreement, other than the family home, to assist with a variety of issues such as communication, behavior, deployment, divorce and much more. Please contact them at 805-423-3261 to arrange a time to meet or speak about your issues or concerns. There is also an adult MFLC representative available through the Air man and Family Readiness Center to provide support and assistance to individuals and couples and they can be reached at 805-400-0238.

### **PROTECTING THE RIGHTS OF CHILDREN/YOUTH AND FAMILIES POLICY**

The Vandenberg AFB School-Age Program is committed to protecting and upholding the rights and privacy of children/youth and their families.

1. All children/youth will be treated fairly, in a non-discriminatory way, regardless of racial, ethnic, gender, cultural, religious, or linguistic background, and/or abilities.
2. All information on children/youth and their families is maintained in a confidential manner to ensure their privacy is protected.
3. Children's/youth/s and families/ confidential/private information will be disclosed only with families' consent. (At the top of the AF Form 1181, it states: ROUTINE USES: Form may be furnished to civilian doctors or hospitals in course of obtaining emergency medical attention for children. Information furnished may be disclosed, upon request, to other Federal, state or local governmental agencies in the pursuit of their official duties. Finally, it may be used for other lawful purposes including law enforcement and litigation.)
4. Communication (oral and written) with children/youth and families will be provided in the prevailing language(s) of the group served.
5. The program will provide, or arrange for, translation and sign language services, communication technology, and other communication assistance, to the extent possible.
6. 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.



7. Program participants and their families are encouraged to express their concerns or grievances to School-Age Program Coordinator for a prompt resolution (1<sup>st</sup> level). If grievance is not resolved at the 1<sup>st</sup> level, it will be brought (participants and families will bring it) to the attention of the Youth Programs Chief (2<sup>nd</sup> level) and if still not resolved to the Airman and Family Services Flight Chief (3<sup>rd</sup> level). The Vandenberg AFB chain of command, to include the Inspector General Office, is also available to military and DoD civilian sponsors.

## **GRIEVANCE POLICY & PROCEDURES**

These policy 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(s) without escalation or mediation, if 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 teacher or the School Age Care program (SAC) Coordinator (informal grievance); or by submitting their issue in writing (formal grievance).

- 1<sup>st</sup> Level - Discuss your concern with the individual if possible. Honest and open communication will often resolve an issue without getting others involved.
- 2<sup>nd</sup> Level – If grievance is unresolved at 1<sup>st</sup> level; you are encouraged to address your concern with the SAC Coordinator who may request additional information if necessary to reach a decision. The SAC Coordinator shall meet with youth within two business days, when a grievance is initiated. The SAC Coordinator will obtain the facts, and seek prompt resolution.
- 3<sup>rd</sup> Level – If grievance is unresolved at 2<sup>nd</sup> level; it will be brought to the attention of the YP Director. The YP Director will investigate the facts to mediate a positive resolution within five business days of submission of the grievance.

**Parents:** Parents may initiate a grievance at any time by speaking directly or submitting their issue in writing to the SAC Coordinator.

- 1<sup>st</sup> Level - Discuss your concerns or grievances with the SAC Coordinator for a prompt resolution.
- 2<sup>nd</sup> Level - If grievance is unresolved at 1<sup>st</sup> level; you are encouraged to address your concern with the YP Director. The YP Director shall meet with parents within two business days when notification of a grievance is received to seek prompt resolution.
- 3<sup>rd</sup> Level – If grievance is unresolved at 2<sup>nd</sup> level; it will be brought to the attention of the Airman & Family Services (A&FS) Flight Chief. The A&FS Flight Chief will examine the facts to mediate a positive resolution within five business days of the grievance.

- The Vandenberg AFB Chain of Command or the Inspector General's Office are 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 if it is necessary to elevate in order to seek resolution.

### **TERMINATION**

Patrons must notify the School Age Care program personnel in writing a minimum of two weeks prior to any other selected date to arrange termination of this agreement. In the event that written notice is not received, the patron will be charged for the time during the mandatory two-week notification period that the child care space remains vacant.

### **PARTICIPATION**

The program does not allow participation by minors without consent from a parent or legal guardian.

### **DISCLAIMER**

The Vandenberg AFB SAC does not allow any preference, limitation, or discrimination because of race, color, religion, sex, handicap, familial status, or national origin, or intention to make such preference, limitation or discrimination.

**COMMUNITY SERVICES LIST**- Below is a partial list of community services for Vandenberg AFB and the surrounding community. Please see the lobby for a fully inclusive list in the red binder.

- **EMERGENCIES**

- 9-1-1
  - For Ambulance, Fire, Police, call 9-1-1 (from land line or cell phone)
  - Vandenberg AF Base Command Post Emergency – 606-9961
- 21<sup>st</sup> Medical Group- is a clinic not an emergency room
  - Building #13850, Corner of Nebraska Ave and South Dakota Av, Vandenberg AF Base 93437, [www.vandenberg.af.mil](http://www.vandenberg.af.mil)
  - Medical Appointments - 606-CARE

**MENTAL HEALTH CLINIC**

Building 13850, Corner of Nebraska Ave and South Dakota Ave, Vandenberg AF Base, 93437, [www.vandenberg.af.mil](http://www.vandenberg.af.mil),

Hours: 0730 – 1630

Phone Number: 606-821

- **Suicide Prevention Hotline** – 1-800-SUICIDE, OPEN 24 HOURS A DAY, 7 DAYS A WEEK
- **Santa Barbara County Suicide Prevention Hotline** – 1-800-400-1572

**FAMILY ADVOCACY PROGRAM**

Family Advocacy is located at building 13850, corner of Nebraska Ave and South Dakota Ave, Vandenberg AFB, CA. 93437, [www.vandenberg.af.mil](http://www.vandenberg.af.mil), 606-5338.

Hours: 0730 – 1630

**AIRMAN & FAMILY READINESS CENTER**

Located at 706 Washington Ave, building 10122, [www.vandenberg.af.mil](http://www.vandenberg.af.mil), 606-0039

Hours: 0730 – 1630

Services offered include:

**EDUCATION CENTER**

Building number 14001, [www.vandenberg.af.mil](http://www.vandenberg.af.mil)

Hours: 0730-1630

Phone: 605-5900

## **LEGAL OFFICE**

Located at building number 747 Nebraska Ave, C-104, Call for appointments: 606-6200

## **30 SERVICES SQUADRON ACTIVITIES**

- Human Resources Office - 606-8906
- Lodging - 606-1844
- Fitness Center - 606-3832
- Pacific Coast Club - 734-4375
- Bowling Center - 734-1310
- Library - 606-6414
- Auto Hobby Shop - 606-6014
- Tickets & Tours (ITT) - 606 -7976
- Outdoor Recreation - 606-5908
- Equipment Rental – 606-5908
- Aquatic Center - 606-3581
- Child Development Center - 606-1555
- Family Child Care Programs - 606-1555
- Youth/School Age Care program - 606-2152
- Veterinary Clinic - 606-3019
- Fam Camp - 606-8579

## **BASE COMMUNITY SUPPORT PROGRAMS**

- Base Chaplains: 606-5773
- Life Skills Support Center: 606-8217
- Military One Source: [www.militaryonesource.com](http://www.militaryonesource.com), (User ID: military; PW: onesource) 1-800-342-9647
- Air Force Suicide Prevention website: <http://afspp.afms.mil>
- Santa Maria 24 Hour Suicide Helpline: (805) 925-1100 or (805)928-5818
- Alcohol and Drug Abuse Prevention Treatment Program: 606-8217
- Airman Against Drunk Driving: 606-2233
- Alcoholics Anonymous: (805) 925-3782
- Airman & Family Readiness Center: 606-0039
- Family Advocacy: 606-5338
- Domestic Violence Solutions: (805)925-2160
- Department of Social Services: (805) 346-7135
- Sexual Assault Response Coordinator: 606-SARC/606-7272
- North County Rape Crisis Center and Child Protection Center: Lompoc – (805) 736-7273  
Santa Maria (805) 928-3554
- Airman's Attic: 606-5484
- Area Defense Council: 606-3637
- Legal Aid Foundation: (805) 922-9909
- Health and Wellness Center: 606-2221

## **SANTA BARBARA COUNTY INFORMATION & REFERRAL (no Federal endorsement implied)**

- 2-1-1 Santa Barbara County 2-1-1 is the national abbreviated dialing code for free access to health and human services information and referrals, [www.211sbcounty.org](http://www.211sbcounty.org) or dial 1-800-400-1572.
- 9-1-1 Emergency Services and for non-emergency services (805) 606-3911.
- Child Care Connections (800) 543-7793. Provides childcare referrals, childcare consultations and training for the community on early childhood issues, [www.rnnetwork.org](http://www.rnnetwork.org), (415) 882-0234, California Resource and Referral Network.

## **BASIC LIVING NECESSITIES**

- **Food Bank of Santa Barbara County** – Provides information on how to receive food, [www.foodbanksbc.org](http://www.foodbanksbc.org), (805) 937-3422..
- **WIC (Women, Infants and Children) Program**, (800)EIC-WORKS, [www.fns.usda.gov/wic](http://www.fns.usda.gov/wic) Lompoc, (805) 737-6470.

## **CRISIS CENTERS**

- **American Red Cross** – Emergency & rehabilitation assistance for disaster victims, [www.sbredcross.org](http://www.sbredcross.org), Lompoc Ca. (805) 736-5110, Santa Maria (805) 928-0778.
- **Mental Health Systems** – Provides mental health, drug and alcohol abuse rehabilitation services, (805) 925-8911, [www.mhsinc.org](http://www.mhsinc.org)
- **Teen Line** – 1-800-852-8336
- **California Youth Crisis Line** – 1-800-843-5200

## **DISABILITIES & SPECIAL NEEDS**

- **Community Partnership for Child Development** – provides free, comprehensive early child education programs. Child & family services include health and dental screenings, family support and education, [www.volunteersbc.org](http://www.volunteersbc.org)
- **California Child Services** – Provides testing for early intervention for high risk infants, medical care to children who are at risk for or who have serious, chronic and disabling physical or diseases [www.sbcphd.org/cms/ccs.html](http://www.sbcphd.org/cms/ccs.html)

## **EMPLOYMENT**

- **Work Force Resource** – The Resource Room Career Lab provides job seekers with internet access, resume building tools, workshops, self-directed assessment tools and more [www.workforce.com](http://www.workforce.com) (805) 614-1550.

## **INDIVIDUAL AND FAMILY COUNSELING**

- Crisis Line Immediate Assistant 1-888-868-1649.
- Santa Barbara County Health Services 1-800-896-4042

## **LEGAL ASSISTANCE**

