

Eielson
School Age Care
Parent
Handbook

Hours of Operation

Monday—Friday

0630-1800

**Closed on Family Days and PACAF Family Days*

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Welcome

The Eielson AFB School Age Care has been Nationally accredited by the Council on Accreditation (CoA), certifying that it offers an exceptional level of afterschool childcare. The School Age Care is also an affiliate of Boys and Girls Club of America, and an affiliate of 4H club—ensuring high quality and enriching activities for all children in care.

The School Age Care offers child care before and after school, and all day care options for school holidays, cancellations, summer and winter camp, and spring break. Space can be reserved by applying online at www.militarychildcare.com. This program may have a waiting list, so please apply as soon as you are anticipating a need for care. Detailed contracts are available at the School Age Care building, outlining all of the policies that apply.

During school vacations, cancellations, and any scheduled school closure day, an all day camp is offered. Fees and charges are calculated at an all-day care rate. During the summer months, a "Summer Day Camp" is offered. Age appropriate activities and field trips are planned to keep children engaged, excited, and learning. Parents can sign up for the specific weeks they need care during summer, winter, and spring breaks, and are not obligated to utilize care during the entirety of a school vacation.

Philosophy

Air Force School Age Care provides a safe, enriching, and 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.

AF Child and Youth Mission

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

Eligibility

Children ages 5-12 of all active duty military, DoD civilian personnel (APF/NAF), DoD contractors, and ANG/Reservists are eligible to use the School Age Center. Single/dual active duty, ANG/Reservists on active duty, and DoD civilians whose spouse is employed or in school stationed or residing at Eielson AFB are given a higher priority than other groups for enrollment.

Enrollment of children when a spouse is no longer employed or attending school full time may be terminated within 30 days when there is a list of priority eligible children waiting to enroll in a full time program.

Priority 1- Single/Dual Active Duty or Single/Dual DoD Civilian assigned to Eielson AFB

Priority 2 - Active duty or DoD Civilian assigned to Eielson AFB with full-time working/ student spouse

**Note: Full-time employed spouse must be in a permanent or regular position guaranteed a minimum of 20 hours per week. Full time student (12 hours during school year/6 hours during summer). 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 terminated if there are higher priority children on a waiting list. A 30 day written notice will be provided.*

Priority 3 -Active Duty or DoD Civilian assigned to Eielson AFB with a

non-working/student spouse

Priority 4 -Eligible DoD Contractors assigned to Eielson AFB

Priority 5 - Active Duty or DoD Civilian not assigned to Eielson AFB.

Registration

1. Initial: When registering for care you must apply for care through MILITARYCHILDCARE.COM. Once care is offered through MCC a parent or sponsor must present the following:

- *Completed and signed AF Form 1181, Air Force Youth Flight Program Patron Registration. **
- *Current Immunization Record*
- *DD Form 2652 Application for DoD Child Care Fees*
- *Signed Parent Agreement*
- *Current Leave & Earnings Statement (LES), pay stub, or income tax return for both parents is required to calculate Total Family Income and fee category*
- *Credit Card Authorization -Credit cards are run each Wednesday if parents have not paid their bills.*
- *Photo/Video Release Form*
- *Signed Transportation Agreement*

**Note: The child's AF Form 1181 is kept at the center and updated when information changes. Please notify front desk staff of any changes to household information while children are in care, and we will be happy to help you update this form immediately.*

**Additionally, School Age requests your email address to keep you up to date on important information.*

2. Annual

- *Contracts require annual review and renewal for ALL families.*

- *Review of AF Form 1181 and AF Form 2652 to update information and complete a new Parent Agreement. We must also update TFI calculation sheets with LES & Paystubs.*

Fees, Refund & Payment Policy

The Military Child Care Act of 1989 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, but a family will be placed in the highest fee category if no income verification is provided.

To calculate total family income, a copy of all household wage earning adult's LES/Paystubs must be provided at the time of enrollment. Failure to submit any member's income documentation will result in placement at the highest fee category. School Age fees will only be adjusted annually, however, if financial circumstances change during the year, parents may request a hardship waiver according to A&FS directives.

All fees must be paid weekly. Fees are due at close of business on Wednesday. As a courtesy, School Age will bill to a credit card on file every Wednesday to ensure timely payment. Families are required to keep a card on file, but can make payments prior to Wednesday if they wish to avoid a charge to the card.

All weekly fee amounts are stipulated in the Parent Agreement Contract prior to start of care. Please inquire at School Age with further questions regarding fees or billing. *Late fees will be*

assessed at \$10.00 per day.

There are no School Age fee refunds for vacations, illnesses, holidays, or suspensions.

Hourly/ Drop-in Care

The School Age Care is happy to offer hourly care for parents who need only occasional and sporadic care during the week. Parents wishing to use hourly care must still complete an enrollment packet, and are responsible for reserving space as it is available. Parents who have completed an enrollment packet may make a reservation up to a week in advance by calling 377-5437. Fees for hourly care are \$4.00 an hour.

Late Pick-Ups

A late pick-up flat fee charge of \$2.00/per minute/per child will be assessed. The program will notify the sponsor's emergency contact to pick up the child if the child has not been picked up within 5 minutes of close of business. After 30 minutes of close of business, 354th Security Forces Squadron will be notified to pick-up the child. The program reserves the right to suspend services to those parents who are continually

late picking up their children.

Termination/Suspension of Care


If your child is going to be absent from the program, please contact us as soon as possible. If your child will be gone due to leave, please inform the front desk. If you wish to change the status of your current enrollment (i.e. before school, before & after school) please inform front desk and fill out a change in status request form. All requests for change in status are subject to availability. If you wish to terminate care, a two week notice is required on a change of status form.

Winter, Spring, & Summer Camp

During these breaks, you will only pay for the weeks you are enrolled. If a week of care is not needed that you have signed up for, please inform the front desk the Friday before. There will be sign ups at the front three weeks before breaks begin. Camps will not affect current enrollment for those who do not require care. NO CHANGE STATUS FORM REQUIRED.

Field Trips/Transporting Youth

Field trips are an integral part of programming at the School Age Care. Due to the remote nature of our installation and the prohibitive weather we experience for over half the year, we take advantage of every opportunity possible to get outside and do something different!



The program may be taken to different facilities on base frequently, and especially during summer months. This could include a nature trail, the bowling alley, the fitness center, the pool, the community center, or the base theater. On rare occasion we will actually close the facility and operate an all-day-field trip at the ski lodge or another remote location.

All parents are required to sign a transportation agreement as part of care, but additional permission will be requested for activities that may involve some risk such as snow tubing or hiking off-base. Participation in a field trip activity is NEVER mandatory, but School Age staff will always encourage full participation and taking healthy appropriate risks.

As a rule, the School Age Care will not charge for field trips. If a trip incurs too much expense, School Age staff will give notice to parents a week in advance requiring an additional fee for child involvement.

Please remember parent volunteering is welcomed and encourage on ALL field trips!

Children are transported by bus, van or supervised walks. Children are never transported by personal vehicle. All staff authorized to transport children have a valid driver's license and have passed a driving record background check. Children are required to wear seat belts at all times when in a vehicle equipped with such.

A signed permission slip is required when going off the installation for field trips. All on-base field trips require authorization on AF Form 1181, Youth Flight Program

Registration. Any activity considered high risk, (i.e. sledding, ice fishing) requires signed permission.

Child Abuse and Reporting

The child and youth programs have taken steps to protect children from abuse and neglect and to support children, parents, staff and providers. The Air Force ensures protection through the following policies:

If you or anyone you know suspects child abuse in an Eielson CDC, School Age Care, or Youth Program, report it immediately to the Director/Supervisor. All suspected cases of child abuse and neglect are reported to the Family Advocacy Office at 3774041/4042. The Child Abuse Hotline at and HQ PACAF Child Development Project Officers within 24 hours.

There is a Department of Defense (DoD) Child Abuse and Safety Hotline for individuals to report suspected child abuse or safety violations at military Child Development, Youth Centers or Family Child Care homes. The hotline is housed in the Office of the Deputy Assistant Secretary of Defense (Family Support, Education, and Safety), Office of the Family Policy and Support. The telephone number is: **1-877-790-1197**

All child and youth staff on Eielson AFB are trained in the

identification and reporting of child abuse, and are mandated to report any suspected child abuse on or off duty. The following precautions are taken to minimize the potential for child abuse to occur:

- All volunteers and visitors (such as guests, base support personnel) are required to sign in and out when entering the facility, and are escorted by an adult at all times if children are present in the facility.
- No staff member or volunteer may take a child from the center unless it is for emergency medical treatment or as part of a group activity such as a field trip, with the parent or guardian's written permission. Staff are not permitted to transport children in their personal vehicles.
- Friends or family members of staff may not be present in activity rooms or staff break room unless approved as volunteers (regular volunteers may not work at the center until local background checks are completed and they have completed mandated child abuse and child guidance training) by the Director/Coordinator and their participation noted in advance.
- All staff are trained and retrained annually on health and safety, child abuse identification/reporting, appropriate touch and guidance, and receive regular observations to ensure compliance with supervision guidelines
- All personnel in the child and youth programs undergo extensive background checks to include mental health and criminal history checks. The screening would detect incidents of child abuse and/or neglect, violence in the household, drug dependency, and other similar characteristics of non-suitability.
- Our facility entrance is monitored by staff. We also have closed



circuit televisions monitoring the program at all times.

- All youth and staff are subject to closed circuit video and monitoring and recording.

Parent Involvement

Parents are always welcome in our program! All rooms have an open door policy, and parents are always welcome to participate in any School Age Care activity or field trip. Parents wishing to come into the program to play with their children or share lunch with them are encouraged to do so! Also, any parents with special talents or skills are encouraged to share ideas and time with the staff and our children—we actively ask for parent volunteers.

Parents wishing to become more involved with the goings on of the School Age Care are encouraged to join the Parent Advisory Board. The PAB meets quarterly and its primary function is to enhance parent participation and education, develop an annual parent involvement plan, and work together to improve programming and support to School Age.

Please enquire within the program to find out how you can get more involved!

Parent Communication

Communication between School Age and parents is vital to the success of our program and maintaining positive relationships. We will communicate to parents through telephone, e-mail, as well as Facebook for upcoming events and any issues that arise throughout the day. Parents are able to contact us via phone, e-mail, or face-to-face with any questions or concerns that they may have.

Facility Usage and Sharing

As a rule, the School Age Care is a self-contained and exclusive facility which is dedicated to the daily care of School Age children only. There are, however, occasions when we are required to support other flight functions or base operations with our space. However:

- *The Youth Director must approve all use of youth program facilities, including outdoor areas*
- *Official Youth Program functions have priority over other functions requiring the use of Youth Program facilities*
- *Loitering outside or inside of Youth facilities is prohibited*
- *No activities will be sponsored or supported by any team or organization representing Youth Programs without the explicitly sanctioned and approved by the Youth Director*

Be assured that the School Age Care is dedicated to the safety and accountability of all children in care. If program space needs to be shared during program hours, parents will be notified through our email list, Facebook page, and with a written notice hung in the facility.

No emergency or circumstance will degrade our strict adherence to supervision of all children, and under no circumstances are unauthorized persons allowed into the building without an escort.

Medication Administration & Health Policies

School Age will accommodate your child's individual medical needs by administering doctor prescribed oral medications. Medications must be in its original container with prescription label, dosage to be given, start and stop date, and the time of day it is to be given. "As Needed" medications are accepted for use only when there is an expiration date. An AF Form 1055 must be on file (completed by the parents), following a medical care plan. Parents must sign AF Form 1055 each day the medication is to be administered.

If your youth is injured or becomes sick while in care, staff will call parents to notify. Staff will inform parents if child needs to be picked up or not. We will do our best to isolate your child until you arrive. If your child were to be involved in a serious accident, proper emergency medical services will be called. We will contact parents or the emergency contact.

Because many childhood illnesses are contagious, please do not send your child to program activities if they are exhibiting any of the following symptoms:

- 1) Fever of 101- must be fever free for 24 hours before returning to program
- 2) Nausea, vomiting or diarrhea- symptom free for 24 hours
- 3) Impetigo or conjunctivitis
- 4) Ringworm
- 5) Chicken Pox
- 6) Strep Throat or streptococcal infections- may return after antibiotic treatment and fever free for 24 hours
- 7) Head Lice- may return the morning after the first treatment

If your child has been in attendance and has contracted/been diagnosed with a communicable illness/disease you must notify School Age so that we can take precautionary measures to prevent the spread of the illness.

Emergency Procedures

Inclement Weather

If closure is determined prior to opening, families will be notified through their units utilizing recall notification procedures.

In the event of base closure due to inclement weather during the duty day, Youth Programs facilities will only remain open for essential personnel. Parents of children who are in the facilities will be notified by phone; all non-essential personnel will be required to pick up within 30 minutes of notification. If a parent cannot be reached the emergency contact will be called. The facility will close once all children are safely picked up.

Earthquakes, Wildfires, Ice Storms, Blizzard & other catastrophic natural disasters

These conditions occur with little or no warning. Staff members are trained to react to ensure the safety of youth and one another. Staff and Youth will remain inside the facility as long as it is safe to do so as determined by the Base Commander. Base guidance will be followed in relation to staggered evacuation and/or sheltering during catastrophic disasters.

In the event that an earthquake should occur while children are in the facility the following procedures will take place: Youth will be instructed to take cover under the tables and cover their heads. If outside youth will be moved away from large trees. If possible they will be instructed to go under the climbing structures for shelter. When the earth stops moving instruct everyone to evacuate the building using the closest exit and meet at the designated area. An immediate accountability check will be conducted. Once the all clear has been given the children and staff will return to the building.

Active Shooter, Acts of Terrorism, War, Bio-Hazard and/or Chemical Attack

We will utilize “Force Protection” Protocols for detailed emergency response. **LOCK DOWN AND BLACKOUT** – Notify the UCC at 377-1212/377-2275.

Fire Evacuation

Personnel will pull the handle on the nearest alarm box to alert the Fire Department and youth present when a fire/drill occurs. Staff will immediately start evacuation procedures and follow the written evacuation plan. Once the youth and staff have gathered at the shelter in place location an immediate accountability check will be conducted.

In the event that the School Age facility has been damaged, children will be transported to a designated safe haven in accordance with the Wing Disaster Preparedness Plan.

Supporting Children with Special Needs

Our program makes every effort to serve children with special needs. To assist each child individually we ask that parents work closely with the School Age Program Coordinator, Training and Curriculum Specialist, Youth Center Director and the installation medical advisor. Together they will develop a written plan of care which will determine how best to care for each child. Staff training, if necessary, will be provided and environmental changes may be made if necessary to implement each child’s plan of care.

Exercises

Our normal hours of operation are: Monday—Friday, 0630-1800. The School Age Care supports all base wide exercises **when Command directed**. If Command directs the program to support an exercise, we will open within 30 minutes of a base wide recall, and will maintain the hours of 0530-1930 throughout the duration of the exercise. The program will resume normal operating hours upon termination of the exercise.

Smoking Policy/Use of Alcohol or Illegal Substances

IAW Air Force policy, smoking (please extinguish all smoking material before arriving at the centers/sports fields – there are receptacles in designated locations not at the facility entrances for their disposal), use of alcohol, or illegal drugs is not allowed in or around facilities used for child care or around youth sports fields. For the safety of children, parents under the influence of drugs/alcohol will require an individual to assist them if driving. Security Forces may be called for assistance.

Internet Safety

The Internet has drastically changed the way that children interact with the world. They have access to in-depth knowledge, tools to express their creativity, and people from all over the world. Yet along with offering a fascinating, new way to connect with the world, the Internet also offers new risks. We have collaborated with our base communications squadrons to provide a level security that allows children to have access to the internet but safe from Cyberbullying, exposure to inappropriate materials, and online predators. Staff are trained and continuously provide oversight when children are utilizing the internet.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Phone Directory

Eielson School Age Care	377-5437(KIDS)
Child & Youth Services Flight Chief	377-1582
Eielson Youth Programs	377-3194
Eielson Child Development Center	377-3237
Family Child Care Office	377-3635
Family Advocacy	377-4041
	377-4042
DOD Child Abuse Hotline	1-800-336-4592
Anderson Elementary School	372-2167
Crawford Elementary School	372-3306
1 st Student (Bus Barn)	488-4479