



# JOINT BASE CHARLESTON SCHOOL AGE CARE FAMILY HANDBOOK

**PARENTS ARE WELCOMED ANYTIME**

**Dear Families,**

Welcome to Joint Base Charleston AB School-Age Care (JBCHS AB SAC). We are glad you have become part of our program. We are committed to providing the best care possible for child(ren). Caring for child(ren) is not simply our job; it is a profession that provides an important service to you and the mission.

As a part of our program, you will have many opportunities to participate and become involved in activities with your child(ren). We're very proud of our program and want everyone to know that the service we provide is the best. Please feel free to offer input or suggestions at any time.

This booklet has been developed to acquaint you with our guidelines and policies. Please review it thoroughly to become informed and knowledgeable about our program. We look forward to a rewarding time working with you and your child(ren).



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## **CYP Mission Statement**

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 by managing and delivering a system of **quality, available,** and **affordable** programs and services for eligible children and youth fifth through 18 years of age.



### **Philosophy**

Our program provides safe, enriched supervised environments for children and youth during out of school time. Individual interest, experiences, abilities and needs guide the programming. Children/youth have the right to be heard, and to 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 attitudes and validating self-worth.

### **We strive to provide children and youth with:**

**A sense of competence:** We want all of our children/youth to feel that they can accomplish tasks well. We search for opportunities to let *all of our children* shine!

**A sense of usefulness:** We provide programs that offer your child(ren) an opportunity to make meaningful contributions. Our staff is constantly looking for ways to allow our children to contribute both within our program and the larger community.

**A sense of belonging:** One of our main goals is to provide your child(ren) with a feeling they fit in and are a part of the school-age program community. Each child belongs to a homeroom group and has the opportunity to develop a special relationship with their primary counselor. Children have numerous opportunities to participate in team sports and cooperative group activities.

**A sense of influence:** We believe that children/youth should be given a chance to be heard and to influence decisions. The program's activities, selection of materials and equipment are influenced by the children/youths' interests and needs.

## **Program Goals**

Our program values the community's involvement in decision-making concerning overall development. Members of the Continuous Quality Improvement (CQI) Team (parents, staff, teachers, children, etc.) collaborate to ensure the following program goals are met. We accomplish this by offering children/youth opportunities to develop:

### **Social Skills**

- A sense of community (within our program and outside our base gates)
- A sense of ownership and responsibility within our School-Age program
- Altruism (living and acting in the interest of others without personal gain)
- An acceptance of diversity

### **Emotional Skills**

- An enhanced sense of self-esteem
- Assertiveness skills (appropriate expression rather than acting aggressively)
- A trusting relationship with an adult confident role model
- A sense of expertise – a chance to *shine!*

### **Educational / Intellectual Skills**

- An understanding of academic principles and life skills through fun hands-on experiences and field trips
- Study skills through homework assistance (space, materials, adult help)
- Knowledge of personal safety skills
- An appreciation of the arts

### **Physical Skills**

- Fitness and health
- A sense of “personal best” (comparison of their present to past performance versus comparison with other children)
- A knowledge of healthy food choices and cooking activities
- An ability to rest and relax



## **Accreditation**

Our programs are accredited through the Council on Accreditation (COA). COA standards provide children and staff with a quality program that is committed to providing each child with a unique growing and learning experience. The standards focus on six elements of quality: human relationships; indoor environment; outdoor environment; activities; safety, health and nutrition; and administration.

## Program Affiliations

**4-H** is the nation's largest youth development organization. Our program offers programming to provide fun activities in the following areas of focus: head, heart, hands, and health.

- Head - Managing, Thinking
- Heart - Relating, Caring
- Hands - Giving, Working
- Health - Being, Living



**BOYS & GIRLS CLUBS  
OF AMERICA**

**Boys & Girls Clubs of America provide young people with:**

- A safe place to spend time during non-school hours as an alternative to the streets or being home alone.
- A chance to play, have fun, laugh and learn.
- Opportunities to build new skills that raise each child's belief that he or she can succeed and receive recognition for personal accomplishments.
- Connections to new friends and caring adults in a positive environment, reinforcing a sense of belonging, personal accountability, civility and civic responsibility.



## Hours of Operation

The Joint Base Charleston School-Age Program offers programs before school, after school, before and after school, and all day during school holidays, teacher in-service days and during school vacations for elementary and middle school children, kindergarten – fifth grade. Care is available at the Air Base from 6:30 AM – 8:00 AM and 2:30 PM – 6:00 PM, Monday through Friday; and 6:30 AM – 6:00 PM on teacher in-service days and during school vacations. At the Weapons Station care is available from 6:00 AM – 8:00 and 2:30 PM – 6:00 PM, Monday through Friday; and 6:00 AM – 6:00 PM on teacher in-service days and during school vacations. The programs are closed for all Federal Holidays.

## Programming and Environment

While in our care, children will have the opportunity to get involved in a multitude of activities. Upon entrance into our program, your child will be given a nametag. With the nametag, s/he will be presented a choice board where s/he will place their name in the area where they choose to be. The use of the location board allows your child to move smoothly from one activity to the next, while under the supervision of a Child and Youth Program Assistant (CYPA).

The children also have the opportunity to join clubs such as:

- Art
- Science
- Dance
- Sewing
- Newsletter
- Step
- Torch



**Homework:** Power Hour (homework time) is scheduled daily at least 1 hour in the afternoon. Homework is monitored and assisted by the CYPAs.



### **Family Involvement**

Our program has an open door policy. Parents are invited to enjoy snack or lunch with their child at any time. Parents are also welcome and encouraged to share their expertise (such as a hobby or a talent) with the children by leading an activity/club. Parents are also encouraged to chaperone program field trips.

Upon enrollment, the School-Age Coordinator or designee will conduct an initial orientation to the program, including a tour. Staff keep families informed about happenings in our program through verbal exchanges, notes, newsletters, e-mails and displays.

Parents have many opportunities to get involved in our program. They may choose to be a member on our CQI team. In addition, they may attend the Family Service Support Flight Parent Advisory Board Meeting. This meeting is comprised of parents from all Child and Youth Programs (Child Development Center, the Family Child Care, and School-Age Care). The board discusses issues, concerns, and upcoming events. All parents are encouraged to attend.

The results of the current Multi-disciplinary Team Inspection, Annual Unannounced Higher Headquarters Inspection, Annual Unannounced Comprehensive Fire Inspection, Annual Unannounced Safety Inspection, and Annual Unannounced Comprehensive Health Inspections are available for review.

## *What Are My Rights and Responsibilities as a Parent?*

### **You rights are to:**

- Be involved in your child's after school care
- Receive information regarding your child's behavior and development in the program
- Share in decisions about the care of your child
- Have frequent contact with the teacher about your child
- Have access to the classrooms at any time for visitations and observations
- Be recognized as the "Expert" when it comes to your child
- Be informed when a communicable disease or traumatic situation has arisen at the program
- Be informed by the teacher when your child has a problem
- Be informed about changes in fees and programming
- File a grievance with the School Age Coordinator, Youth Director, or Flight Chief
- To be treated in a fair, non-discriminatory manner

### **Your responsibilities are to:**

- Be involved in your child's education and after school care
- Let the staff know you are concerned and interested in your child's progress
- Set goals with the teachers and share in decisions about your child's care
- Share information about your child and home life changes that may affect behavior
- Discuss problems and concerns with the staff first
- Show appreciation for the staff
- Continually upgrade your parenting skills and understanding of children
- Volunteer to assist in the program in some way
- Follow the program's policies and reread contract regularly
- Keep your child home when sick
- Inform the program if your child will not be attending
- Make payments on time
- Read to your child and spend time talking and playing together

## *Enrollment Policies and Fees*

Our mission is to provide a safe and stimulating environment for the children while military parents, as well as DOD civilians, are fulfilling their duties at work. Congress subsidizes all childcare through appropriated funding. Weekly rates are based on a sliding income scale. Upon enrolling, a copy of fees will be provided.



**Forms/information needed for registration:**

- Current Immunization Record
- Sponsor's and spouse's current Leave and Earnings Statement (LES)
- Emergency Contacts (at least two)

Fees are based on total family income and apply to all children who attend on a regular basis. DD Form 2652, Application for Department of Defense Child Care Fees, is used to verify total family income annually. Families choosing not to complete DD Form 2652 and show proof of income will be placed in the highest fee category. Families with children concurrently enrolled in child development, family child care, or school age programs are entitled to receive a 10% multiple child discount. Families will pay the full fee for the first child (highest rate). Fees are charged for weeks in attendance and are not prorated for federal holidays, illness, missed days/vacation, or Program closure due to inclement weather/national emergencies. Emergency situations are to be brought to the attention of the Program Director and will be handled on a case-by-case basis.

Fees are payable prior to the week service is rendered and are due by close of business on Friday of each week. Payment may be made with cash, personal check, Visa, MasterCard, or Club Card. Note: Cash, personal check or Club Card are the preferred payment methods. Telephonic credit card payments are not permitted.

All patrons utilizing the School-Age Program are required to provide a credit/debit card number or bank authorization and agree to have the card charged or account debited for their child(ren) participating in the program. Failure to make payment will result in the credit or debit care being automatically charged Monday morning for the amount owed. Parents are responsible to update all credit card information. Declined cards/insufficient funds will result in a late fee assessment of \$5.00 per day per child.

A late fee is assessed for each child picked up after closing. Payment of late fees is due the next business day.

The Extended Duty Care Program is available to help parents with child care emergencies when they arise. Parents are encouraged to contact the Family Child Care Office at 843-963-2546 for more information.

### **Terminations**

Eligibility for care is determined by the Sponsors employment and spouse's status (employed, seeking employment or enrolled in an accredited post-secondary institution). Sponsors are responsible for notifying the program of any change in status. Spouses must verify, in writing, that he/she is seeking employment or is enrolled in a post-secondary institution every 90 days if not employed full-time. Space available patrons will receive a 30 day written termination notice if their child's care space is needed for a child with a higher priority. (See Director for additional information/questions)

### **Enrolling Children with Special Needs**

Children with special needs are welcome to participate in the school-age program. A technical definition for special needs is a youth who has a physical or mental impairment which substantially limits one or more major life activities. Prior to enrolling in any CYP, the youth's developmental and/or medical requirements must be reviewed by the CYP Medical Advisor and a team of experts. If reasonable accommodations can be met, an Inclusion Action Plan is developed to provide written instructions concerning how the program will meet the youth's needs, changes to the environment, specialized training, and required staff: youth ratios, etc.

### **Transporting Children**

Upon registering your child, you must indicate to the program and staff if your child will need transportation. If at any time your child will be a "Parent Pick-up," please call the center to notify staff prior to the bus leaving the center. The bus used to transport children leaves promptly at 700 in the morning to take children to school and the buses leave at 1315 to pick up children from school.

**Field Trips:** While in the program, children will have an opportunity to attend field trips. If at any time a child does not want to participate in a scheduled field trip, s/he can stay at the center if there is staff available to accommodate the request.



### **COMMUNICATING WITH PARENTS**

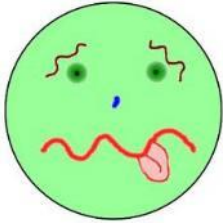
Youth Programs staff will make every attempt to communicate directly with parents when you pick your child up for the day; if there is an emergency we will contact you by phone. Information on upcoming events will be displayed throughout the facility and e-mailed to addresses provided on enrollment paperwork.

## **STAY CONNECTED!!**

- Like us on Facebook at JB Charleston Youth Programs
- Do you receive emails from us? We would like to send you flyers, newsletters, and other information. Make sure we have your current email address and telephone number on file

You are also welcome to use this email address should you ever have any questions or concerns, 628fss.fsf.2@us.af.mil.

## **Medical and Health Procedures**



To protect your child's well-being and the well-being of others, staff are to recognize signs and symptoms of illness. When a child becomes ill in the program, the staff will notify parents; children will not be permitted to remain in the program. Children who become ill with a communicable disease during the program will be separated from other children. Parents are expected to pick up sick children within 1 hour of notification. Failing to do so will result in program personnel contacting the authorized emergency contact and/or sponsor's unit for assistance. Families are asked to help the program reduce the spread of illness by notifying the program immediately if their child is diagnosed with a communicable illness/disease.

The program will exclude children with obvious illness such as, but not limited to:

1. A temperature over 101
2. Vomiting or diarrhea
3. Impetigo - red, oozing erosion capped with a golden yellow crust that appears "stuck on"
4. Scabies - crusted, wavy ridges and tunnels in the webs of the fingers, hands, wrists, and trunk
5. Ringworm - flat, spreading, ring-shaped lesions
6. Chicken pox - crops of small blisters on a red base that become cloudy and crusted in 2-4 days
7. Head lice - Nits (white dots) attached to the hair shaft

***Children sent home from school or not in attendance at school because of health reasons would not be accepted for care***

## **Medication**

If your child is to receive medication, please complete AF Form 1055. This form allows for Child and Youth Program Assistants to administer medication to your child. We will then store medication according to instructions label present on the original bottle. The prescription must be current. “Over the counter” (i.e. Tylenol, Motrin, etc.) medications will not be administered unless prescribed by a physician.

Staff are trained by medical personnel to administer medications. Prior to administering, the following items will be verified to ensure the right medication is given to the right child at the right time.

- Child’s name
- Name of medication
- Dosage strength and instructions for administering
- Physician’s name
- Date of prescription

## **Emergency Procedures**

All Youth Programs personnel are trained in CPR and basic first Aid. First aid kits are available in the facility.

*Accident Reporting Procedures:* If your child gets hurt while in the program, First Aid will be administered and the accident will be documented on AF Form 1187. Parents will be notified immediately by phone of any injury occurring above the neck or for any injury that staff believe warrants additional evaluation by a parent. Notification of minor scrapes, bumps or bruises will be made at the time of pick up. Notification(s) will be annotated on AF form 1187 and available for the parent’s review and signature at the time of pick up.

*Drill Procedures:* Fire drills are conducted once per month and twice during the first week of *Summer Camp* and the first week of the *Before and After School Program*. The building is required to be evacuated in 2 minutes to be considered successful. The designated evacuation area for the AB Youth/SAP Center is the football field located behind the Youth Center. The designated evacuation area for the WS Youth/SAP Program is in the rear of the facility along the Pulaski Parkway sidewalk. Evacuation plans, review and approved by the Fire Department, are available in key locations throughout the facilities. Shelter in Place drills are conducted twice per year.

*Weather/Natural Disasters Procedures:* All children, youth and staff will shelter in place when notified severe weather is imminent. Children/youth will not be released to parents or guardians

until the “All Clear” is sounded. AB Youth Programs will evacuate to the Charleston Club located at on Hill Blvd. and the WS Youth Programs will evacuate to the Red Bank Club located on Redbank Road for any natural disaster requiring evacuation. As the situation allows, parents will be notified of the situation via telecom. Parents are also encouraged to monitor the Joint Base Charleston website, the Youth Program Facebook page and other local media outlets. Occupants will remain sheltered in place until notified by the emergency response authorities that the situation has been resolved or that an evacuation has been ordered.

*Emergency Closing Policy:* It is our goal to support the mission by providing quality child care that meets the needs of the community. Parents will be notified via telecom and/or a variety of local media outlets should an emergency situation require unexpected closure or as ordered by the installation commander.

*Active Shooter:* In the event of an active shooter situation in the immediate area we will immediately turn off the lights, lock all of the doors and crouch below window lines until the all clear is given. If an active shooter enters the facility, we will take the make every effort to evacuate all children, youth and staff to a safe location. Children, youth and staff will shelter in place if unable to evacuate safely. If in a classroom, all windows will be covered, lights turned off and doors blocked with heavy equipment. As the situation allows, parents will be notified of the situation by telecom and/or local media outlets. Program management and staff will call parents to notify them of the situation and inform them where they can pick their child/ren up from security and police personnel say we can. Children and youth will not be released to parents/family members until authorized by the onsite commander.

### **Bullying**

*Zero Tolerance for Bullying:* Bullying behavior is prohibited in our program. Bullying is defined as any repeated overt act by a youth or group of youth directed against another youth with the intent to ridicule, humiliate, harass or intimidate the other youth. We encourage you to discuss the seriousness of bullying with your child. Please encourage your son/daughter to make such reports if they feel they have been bullied or if they have witnessed another student being bullied. Staff will notify parents of any issue not easily resolved by speaking with children and youth.

### **Food**

We believe good nutrition is a basic right of every child. Our nutrition policies reflect our commitment to ensuring children’s nutritional needs are met in a positive, nurturing manner with respect for individual needs and preferences of the children and their families.

Meals and snacks that are low in fat, sugar, and salt and are inclusive of suggestions from children enrolled in our program. Staff are present during all meal times and serve as models for models for healthy eating habits. Children are not allowed to bring food/ beverages from home.

The Joint Base Charleston JB Child Development Center, Youth & School Age Care Programs and Family Child Care announce the sponsorship of U.S. Department of Agriculture Child and Adult Care Food Program. In accordance with Federal law and U.S. Department of Agriculture Policy this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, complete USDA Program Discrimination Complaint Form, AD-3027, found at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or call (866) 632-9992 to request a copy of form. You may also write a letter that addresses information requested on form. Submit form or letter by mail to USDA Office of the Assistant secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; by email to [program.intake@usda.gov](mailto:program.intake@usda.gov); or by fax to (202) 690-7442.

### **Smoking/Illegal Substance/Alcohol:**

Smoking, consuming alcohol, using tobacco products (including e-cigarettes) and/or using illegal/illicit drugs are strictly prohibited in the sight or presence of children/youth participating in any school age program.

### **Monitoring Children's Arrival and Departure**

Children under 9 years of age must arrive and depart under adult supervision. Daily attendance is documented as children are signed in/out on AF Form 1930. Staff know when children are expected to arrive at the program and contact the parent/guardian if they do not arrive when expected. Staff ensure the children's transition from the program is smooth and supervised. If a child does not board the van or bus (and the parent has not placed a call to the program explaining the child's absence), a staff member immediately phones the school and/or the parent to identify the whereabouts of the child.

Staff closely supervises the lobby area and monitors daily departures to ensure that only authorized adults pick-up children from the center. Staff checks AF Form 1181 for authorization before a child is released to someone other than the parent who usually picks up the child.

### **Child Guidance and Discipline**

Each child enrolled in our program is treated with dignity and respect. In turn, children are expected to respect each other and the staff. Guidance and group management is positive in nature and designed to assist children with developing self-control and respect for others. The use of physical punishment or verbal threats to achieve a change in behavior is prohibited. Physical contact is avoided unless it is necessary to restrain a child from harming himself or others. If correcting a child's behavior, staff explains to the child what he or she should be doing rather than focusing on the unwanted behavior. The staff also explains the reasons for the rules the children are asked to follow. Parents of children who display behaviors that are consistent, intense and/or put themselves or others at risk will be requested to meet with the management team to develop strategies designed to build relationships between the child, staff and family, and assist the child in their development of social and emotional skills.

### **Reporting Inappropriate Guidance, Suspected Child Abuse or Neglect**

All incidents of suspected child abuse or neglect must be reported. This is true whether the suspected maltreatment is alleged to have occurred at home or in DoD-sanctioned child care activities. The person who suspects child abuse/neglect or inappropriate guidance is responsible for reporting directly to state Child Protective Services (CPS/DSS) and the local Family Advocacy Program (FAP). Staff are mandated reporters and must notify the supervisor on duty of any suspected abuse/neglect. CPS/DSS and/or FAP staff are responsible for determining if the allegation meets established thresholds and conducting the investigation. The results of the investigation may or may not be disclosed to the reporter. Allegations that a child care provider has engaged in prohibitive behavior that does not meet current definitions for abuse will be referred back to the child and youth program manager for further action.

### **Closed Circuit Video Monitoring**

Please be aware that cameras/closed circuit televisions with recording capabilities are in use in the facility. All youth are subject to recording as part of their participation in Child and Youth Programs.

## Community Resources

### **JB Charleston Agencies/Organizations:**

- Airman and Family Readiness Center, (843) 963-4406
- Fleet and Family support Center, (843) 794-7480
- Exceptional Family Member Program (EFMP), (843) 963-4411
- Military & Family Life Counselors, (843) 637-0042
- Joint Base Charleston Libraries, (843) 963-3320
- School Liaison Officer, (843) 963-4438, <http://www.jbcharleston.com/military-child-education>
- Child Development Center, (843) 963-4366/794-7408
- Family Child Care, (843) 963-2546
- Family Advocacy, (843) 963-6972 (AB)/(843) 794-7435 (WS)
- Chapel, (843) 963-2536

### **Off-base Agencies/Organizations:**

- Military One Source, 1-800-342-9647, [MilitaryOnceSource.com](http://MilitaryOnceSource.com)
- Berkeley County Department of Social Services, (843) 761-8044
- Charleston County Department of Social Services, (843) 953-9400
- Dorchester County Department of Social Services, (843) 821-0444
- American Red Cross, (843) 764-2323 ext. 373
- Trident United Way, <http://www.tuw.org/>
- Charleston County Human Services Commission
- Coastal Carolina Boys Scouts of America, <http://www.coastalcarolinaabsa.org>
- Girl Scouts of Eastern South Carolina, <http://www.girlscoutseasc.org>
- Carolina Youth Development Services , (843) 266-5200, <http://www.cydc.org/about-up/>
- Civil Air Patrol, (843) 767-9484
- Carolina Youth Development Center, (843) 266-5200
- Charleston County Human Services Commission, (843) 724-6760



# Reporting child abuse and neglect:



Everyone shares responsibility  
for the safety and well-being  
of military children and youth.

If you see or suspect child abuse, child neglect or a safety violation  
in your DoD child and youth programs or schools, report it:

(843) 963-6972

*Installation Family Advocacy Program  
or designated department*

SC DSS OHAN: (803) 898-7669/1-800-645-9789

*Local Child Protective Services  
or designated reporting line*

**Or call the DoD Child Abuse and Safety Violation Hotline**  
(business hours, Eastern Time):

**877-790-1197** [In the United States]

Overseas: Please call collect at **571-372-5348**  
[Local charges may apply.]

**If a child is in immediate danger, call 911.**



## KEY PERSONNEL

### Air Base:

2451 N. O'Neal Ave., Bldg 1993  
Charleston AFB SC 29404

Youth Director.....	963-3132
School Age Coordinator.....	963-3307
Youth Sports & Fitness Director.....	963-8326
Programs Coordinator.....	963-5683
Teen Coordinator.....	963-1993
Front Desk.....	963-5684

### Weapon Station:

Chapel Dr., Bldg 788  
2316 Redbank Rd.  
Goose Creek SC 29455

Youth Director.....	794-7868
School Age Coordinator.....	794-7347
Youth Sports & Fitness Director.....	794-4134
Teen Coordinator.....	794-7809
Front Desk.....	794-7809

If you need support or help with translating this handbook, please let us know by contacting the AB Youth Center at 843-963-5684 or the WS Youth Center at 843-794-7809.