

**JB ANDREWS  
CHILD  
&  
YOUTH  
PARENT  
HANDBOOK**



# JB

# ANDREWS

# PROGRAMS



**CDC1**

4575 Virginia Ave  
CLOSED

**Director:**

**Assistant Director:**



**CDC2**

4783 San Antonio Blvd  
(301) 981-3323  
0700 - 1700

**Director:**

Destiny Leggett

**Assistant Director:**

Laury Upshaw-Tucker



**JP HOYER**

3725 Fetchet Ave  
(240) 857-3197  
0615 - 1745

**Director:**

Chandre Coleman

**Assistant Director:**

Brittany Bell



**YOUTH PROGRAM**

4700 Yuma Rd  
(301) 981-5636  
0600 - 1800

**Director:**

Samuel Banks

**Assistant Director:**

Vacant

**School Coordinator:**

Tiffany Hamilton

**Teen Coordinator:**

Vanessa Johnson

**Sports Director:**

Brandon Compton



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## PHILOSOPHY

The practices of the Air Force Child Development Programs are based on current knowledge of child development and early childhood education. We are responsible for supporting the development that is considered inter-related and equally important.

Our program acknowledges that children learn through active, hands-on involvement with their environment, peers and caring adults. We respect each child's unique interest, experience, abilities and needs, thus allowing us to be responsive to and appropriate for each child. Likewise, our program respects and supports the ideals, culture, and values of families in their task of nurturing children. We advocate for children, families, and the early childhood professionals within our programs.

Air Force School Age Programs provide safe, enriching, supervised environments for children and youth during out of school time. We strive to reinforce family values and emphasize the uniqueness of each child by promoting positive attitudes and validating their self-worth. Additionally, we promote opportunities that enhance rather than duplicate the school day and our programs maintain an atmosphere that encourages flexibility and allows for freedom of choice within appropriate guidelines. Individual interests, experiences, abilities and needs guide the programming. Additionally, as active members of the Boys and Girls Clubs of America (BGCA), 4-H and USAF, we have a multitude of program guides to follow to further enrich the program experience.

## MISSION STATEMENT

To assist DoD military and civilian personnel in balancing the competing demands of the accomplishments 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.

## INSPECTIONS

Air Force Instruction 34-144 and the Department of Defense Inspection Checklist govern the center. The Department of Defense mandates all military childcare programs receive three unannounced inspections each year, The Unannounced Comprehensive, The Multi-Disciplinary Team Inspection and The Unannounced Higher Headquarters Inspection. The Unannounced Comprehensive Inspection is conducted by the local Fire, Safety, and Health agencies. The Multi-Disciplinary Team Inspection is conducted by parent representatives from each facility, representatives from the local Family Advocacy Office, and representatives from the HRO offices. The Unannounced Higher Headquarters Inspection is conducted by Air Force Child Development Specialists. The results are reviewed by the squadron commander and the Mission Support Group Commander. Programs have 90 days after inspections to correct all deficiencies.

### NATIONAL ASSOCIATION FOR THE EDUCATION OF YOUNG CHILDREN NAEYC

All Air Force Child Development Programs are required to receive accreditation through NAEYC. Through its accreditation system, NAEYC uses the standards and criteria to define program quality and recognize programs that have demonstrated the capacity to sustain quality over time.

### COUNCIL ON ACCREDITATION COA

All Air Force Youth Programs are required to receive accreditation through NAEYC. Through its accreditation system, NAEYC uses the standards and criteria to define program quality and recognize programs that have demonstrated the capacity to sustain quality over time.

## PRIORITY LEVELS

- 1A - CDP Staff
- 1B.1 - Combat Related Wounded Warrior
- 1B.2 - Single/Dual Active Duty Military
- 1B.3 - Single/Dual Guard/Reserve on Active Duty or Inactive Duty Training Status
- 1B.4 - Active Duty Military w/Full-Time Working Spouse
- 1B.5 - Single/Dual Guard/Reserve on Active Duty or Inactive Duty Training Status w/Full-Time Working Spouse
- 1C.1 - Active Duty Military w/ Part-Time Working Spouse; w/Spouse Seeking Employment
- 1C.2 - Single/Dual Guard/Reserve on Active Duty or Inactive Duty Training Status w/Part-Time Working Spouse; w/Spouse Seeking Employment
- 1D.1 - Active Duty Military/Active Duty Coast Guard w/Full-Time Student Spouse
- 1D.2 - Single/Dual Guard/Reserve on Active Duty or Inactive Duty Training Status w/Full-Time Student Spouse
- 2A - Single/Dual DOD Employee
- 2B - DOD Employee w/ Other Civilian Spouse
- 3B - DOD/Coast Guard Civilian w/Spouse Seeking Employment
- 3C - DOD/Coast Guard Civilian w/Full-Time Student Spouse
- 3D - Gold Star Spouse (Combat Related)
- 3E - Single/Dual DOD Contractor
- 3E - DOD Contractor w/Full-Time Working Spouse w/Spouse Seeking Employment w/Full-Time Student Spouse
- 3F - DOD contractor w/Part-Time Working Spouse w/Non-Working Spouse
- 3F - Deactivated Guard/Reserve Personnel
- 3F - Other Federal Employees
- 3F - Military Retirees

## SUPPLANTION

Parents in DOD Priority 1C.1 and lower are notified at the time of enrollment that they have been identified as a family that may be supplanted. They are informed that if a child in a higher priority is on the waitlist they may be supplanted with a 45 day notice in writing.

# ENROLLMENT



All families must request child care for the Child Development Centers and Before and/or After Care for the Youth Program via the MCC Website ([militarychildcare.com](http://militarychildcare.com)). Families are placed on the waitlist by their family priority. Once an offer is made for child care and the parent accepts the enrollment process will begin. An orientation date will be given once the process is complete. All families must attend orientation prior to starting, even if the space is being paid for.

Throughout the fee year, families will be responsible for keeping the information on the Parent Portal current. Examples: change in work/cell phone number, adding/deleting emergency contacts, turning in updated immunization records, etc.

Annual enrollment is required. Dates and times will be announced through the center, please watch for annual enrollment information to be posted.

Termination of care requires a two week notice and care must end on a Friday, completing the week. Terminations via the program withdrawal form. Assessment of fees will continue until 2-week written notice via email is received. If care is ended with a balance the account will be submitted to our Resource Management Office

## Tuition Payments

Fees are always due prior to services being rendered. Joint Base Andrews Child and Youth Programs require all parents to enroll in the Tuition Auto Payment on the CYPBMS Parent Portal with a debit or credit card (Discover is not accepted). Credit/Debit card information is stored in a secured system to protect your privacy. Parents have the following options to pay for care:

**Weekly - Every Monday**

**Bi-Weekly - Every Other Monday following the DOD  
paycheck cycle**

**Bi-Monthly - the 1st and 16th of every month**

**Monthly - the 1st of every month**

If any of the payment days fall on a weekend or holiday, payment is deducted the following business day.

If a refund is approved for a family the refund will be issued in 3-5 business days.

## Late Fees

**Late Tuition Payment Fees** - When payment is not made on the day it is submitted that parent will receive an email from the portal and the program. If that payment is not made by COB on that day, care will be suspended the following business day.

The late fee of \$5.00 will be assessed according to the pay frequency:

Weekly - Thursday

Bi-Weekly - Thursday (week of payment)

Bi-Monthly - the 6th & 20th and

Monthly - the 6th.

If payment is not made by COB of the payment date, care will be suspended until the full payment with late fees is made in full. If payment is not made in 5 business days care is subjected to be terminated.

**Late Pickup Fees** - All families are given a grace period of 10 minutes after closure to pick up. After that 10 minutes a \$2.00/per minute late fee is applied to the account. The late fee will need to be paid in full on the next business day. All families are able to use the 10 minute grace period three time in a fee year. After the three grace periods have been used families will be charged the \$2.00 per minute late fee starting at closure of the program,

ENROLLMENT  
PROGRAM FEES



*Scan to  
download*



## Subleasing

Kinderspot is an app that Joint Base Andrews uses to sublease enrolled children's spaces when families are on leave. Care must be sublet for a full week, Monday - Friday. The enrolled family will receive a credit for their space when the space has been matched with a parent in need of care via the Kinderspot App. Families both subleasing and subletting are able to cancel a space within 3 business days, via the app. All families are permitted only 12 weeks of credits during the fee year.

## Hourly Care

Hourly Care is granted by reservations made via the Parent Portal. The program will approve reservations based on space available as well as staffing. Hourly care is \$8.00 per hour used of care. Families are responsible for paying for the full reservation requested.

**ENROLLMENT  
ALTERNATIVE CARE**

## DEPARTMENT OF THE AIR FORCE CHILD AND YOUTH PROGRAMS POSITIVE GUIDANCE AND APPROPRIATE TOUCH POLICY

Positive guidance techniques are used by CYP personnel to promote self-control, teach responsibility, and help children/youth make thoughtful choices. Encouraging appropriate child/youth behaviors, the less time and effort are spent on correcting behavior.

Appropriate touch respects the personal privacy and space of children/youth. The age and individual needs of any child/youth should always be considered when determining if touch is appropriate.

The use of physical punishment, psychological abuse, or coercion when disciplining a child is not permissible in Child and Youth Programs. The following techniques are unacceptable for use by any adult to include parents:

- Spanking, slapping, biting, grabbing, hitting, pinching, yanking, shoving, shaking, pulling hair or any other physical abuse
- Threats, name-calling, sarcasm, belittling, teasing, or any other verbal abuse
- Isolation from adult contact or sight
- Confinement in closets, boxes, or other similar places
- Binding or restraining movement of limbs
- Taping the mouth shut
- Withholding meals, snacks, toileting, outdoor play, or rest time
- Forcing food while eating
- Allowing children/youth to remain in soiled or wet clothing
- Intimidating a child with facial expressions, tone of voice, or a physical presence (i.e., finger pointing, standing over them)
- Touching children in an uncomfortable or inappropriate way (i.e., kissing, tickling, forced good-bye hugs, fondling, or touching genitals, except when necessary to clean a child has soiled themselves)
- Coercion or other forms of exploitation of child's lack of knowledge

### Violations

All violations are reported to the Family Advocacy Office.

A Reportable Incident is provided to AFSVC/VCY within 24 hours of the incident when a CYP personnel is involved.

CYP personnel are removed from their positions until all investigations have been completed.

CYP personnel may be removed from their position or may be re-trained depending on the outcome of the investigation.

# CHILD ABUSE PREVENTION SUSPECTED CHILD ABUSE AND NEGLECT

## CLASSROOM RATIOS

### CHILD ABUSE

All employees/parents must report suspected child abuse and/or neglect. The following procedure applies to CYP personnel and children involved in child cases or allegations. CYP Personnel or FCC providers (or household members) accused and/or under investigation for child abuse and/or neglect must immediately be removed from caring for children/youth upon notification of allegation and not be allowed access to children/youth or the program until the case is resolved. CYP personnel under investigation may be placed on administrative leave or detailed to duties not requiring contact with children/youth during this time. While the CYP personnel is on administrative leave, their rights and the rights of the child are protected.

If you see or suspect child abuse, child neglect or a safety violation you should report it to a manager or to the Installation Family Advocacy Program at 240-857-9680 or call the DOD Child Abuse and Safety Violation Hotline at 877-790-1197

### STAFF TO CHILD RATIOS

Ratios are to always be maintained. The following is the mandatory ratio for the DOD Child Development Programs. At least 3 staff are assigned per double ratio group to cover up to a 12 hour day.

Ages 6 weeks to 12 months  
1 staff member to 4 children  
Classroom Capacity - 8

Ages 12 months to 24 months  
1 staff member to 5 children  
Classroom Capacity - 10

Ages 24 months to 36 months  
1 staff member to 7 children  
Classroom Capacity - 14

Ages 3 years to 5 years  
1 staff member to 12 children  
Classroom Capacity - 20 (CDC2) 24 (CDC3)

School Age Children  
1 staff member to 12 children

# MEDICAL/HEALTH POLICIES

## Medical Emergencies

If a medical emergency occurs, and it is necessary for an ambulance to be called, one staff member will travel with the child on the ambulance; parents will be notified, and the staff member will stay with the child until the parent arrives. All children will be transported to the nearest hospital for care. A copy of the child's information from the CYPBMS Portal will accompany the child and staff member to the hospital as it contains authorization for emergency medical treatment of the child.

When an accident does occur, the AF Form 1187 will be completed immediately, and the program will notify the parent. The emergency procedures include any dental emergencies. If a child falls and bump their mouth the parent is to be notified even if there are no immediate visible signs of injury. If there is blood, staff will administer the appropriate first aid. If a tooth is knocked out, the tooth will be placed in a cup of whole milk to be taken with the child to the dentist.

## Concussion Policy

All CYP Staff are trained annually on current concussion policies. This includes educating staff on concussion signs and symptoms, implementing safety measures to minimize risk, and having a plan for when a child is suspected of having a concussion. The program also uses age-appropriate safety gear (i.e. helmets, padding, etc.) and enforces rules for safe play.

## Illness/Communicable Diseases

If a communicable disease is reported by the Medical Community or Public Health, the Installation CYP Medical Advisor will coordinate on any communication provided to parents. Children/Youth shall be screened at the time of entry and during care for signs of illness. Children/Youth may not be accepted into care when ill. Children/Youth shall be accepted only when their presence no longer impacts the health of other children as confirmed by the child/youth's health care provider. Parents will be informed when their child is exposed to illness, experiencing distress and/or becomes ill. Awaiting the arrival of a parent, the child will be cared for in the isolation room, to ensure other children are not exposed to the illness. If your child was diagnosed with a communicable illness/disease parents must notify the program immediately. A child may only return to the program when their presence will not endanger the health of the other children. The CYP Programs use the most current version of The American Academy of Pediatrics Managing Infectious Diseases in Child Care and Schools for exclusion criteria and readmission guidelines.

## Readmission After Illness

Children are readmitted when the signs or symptoms that required exclusion are resolved, or with a written statement by a medical provider. The statement from the medical provider must state the child is following prescribed therapy and is cleared to return to care and/or can participate in normal daily activities. The Program Director or designee will make the final determination in the event there is a concern about a child being well enough to be readmitted into the program.

## Medication Policy

Medication is administered by the CYP Staff. The medication must be prescribed by a medical authority. Prior to administering medication, the Operations Clerk must complete an AF Form 1055 Youth Flight Medication Permission and the parents must give daily written permission. Parents must initial AF Form 1055 annually to authorize administration of emergency as-needed medication in accordance with the child/youth's action plan in the even of an emergency. Parents are notified if administration of medication was required and initial the AF Form 1055 subsequently.

Prescription medication shall be in the original container, stored according to instruction, labeled specific with the child's name, name of medication and dosage strength, along with instructions for use and physician's name and date of prescription. No "over-the-counter" medications, including aspirin-like products, antihistamines, cough syrup, etc., will be administered unless a medical authority has prescribed them. Programs must have parental permission to apply sunscreen, insect repellent, lip balms, diaper ointments, hand sanitizer and over-the-counter lotions.

If a child/youth with diabetes is enrolled in a CYP Facility and requires glucose test ion, CYP staff must be trained by medical personnel prior to conducting testing. Training will include testing procedures, bio-hazardous waste disposal practices and universal precautions or protect staff and children/youth from blood borne pathogens. Programs will have a facility bio-hazardous waste removal plan coordinated with the local medical facility. Training annually or as needed.

## Medication Administration

Medication should be administered at home by parent/guardian if possible. During a typical 10 hour day of care, CYP staff will administer medication as follows:

- The first dose of medication must administered by the parent/guardian. If the parent/guardian administers the first dose at the program, they must wait 20 minutes before leaving the program
- If medication is to be administered one or two times a day, medication will not be administered in the CYP (except for time sensitive medications)
- Once if medication is to be administered three times daily
- Twice if medication is to be administered four times daily



# SPECIAL NEEDS ACCOMADATIONS

AFI 34-144, defines children with “special needs” as those with a physical or mental impairment, which subset limits one or more major life activities, has record of such impairment, or is regarded as having such impairment. The CDC/Youth Programs accepts children with special needs with approval format the Joint Base Andrews Medical Advisor for the Airmen and Family Services Flight. A child with special health problems or disabilities will be admitted with the written concurrence of the Medical Advisor. A written plan of care developed jointly by the Inclusion Action Team (IAT), and a parent of child with special needs must be on file and followed to provide quality care of the child.

The process of planning accommodations to meet a child’s needs may be initiated by either the parent of the program at any point during the child’s participation in CYP.

CYP has two distinct pathways for supporting the needs of children within their program environments: 1) parent-initiated path, and 2) program initiated path.

Programs may learn that a child requires an accommodation upon enrollment. Programs may also start to see a child’s needs emerge over time. Since children often enroll in CYP as infants or pre-toddlers, their unique needs are often met with the with the smaller ratios and developmental support that accounts for the care infants and pre-toddlers require, and no specific accommodations are needed. As they grow and the ratios of children to staff become larger and developmental expectations for children expand, needs may become more pronounced, and programs may need to make some adjustments to support participations.

When a parent notates there is a special need on the child’s Health Assessment the Center Director will complete the accommodation tool necessary. This information will be passed on to the Medical Advisor for review. The IAT Team will meet once a month and make determinations and/or accommodations if applicable. Until the entire process has been completed by the IAT Team the child may not start care.



# MEALS

## ALLERGIES & SUBSTITUTIONS

The Child and Youth Programs participates in the USDA Program. We provide nutritious meals and snacks for all children in the center during meal/snack times. Only food prepared at or for the center is served for meals, snacks and special events. All USDA Program guidelines for the preparations of balanced, proportioned, tasty meals/snacks are followed. A weekly menu is posted on the lobby of the program. Menu changes may occur occasionally and are noted on the weekly menu. Children signed in for the program are served prepared meals and snacks. Parents are invited to join their children for breakfast, lunch or snack at any time.

"This institution is an equal opportunity provider"

Only food prepared at or for the CDC is served for meals, snacks and special events. Any foods children bring into the center must be consumed in the lobby. The United States Department of Agriculture regulates this policy. In addition, there may be children in the center that have allergic reactions if they consume and/or are exposed to certain foods. It is very important to ensure no outside food or drink is brought into the center, including foods and snacks inside backpacks and diaper bags.

Any outside food found in bags or backpacks will be discarded.

### **Meal Times**

**0830-0930 Breakfast**

**1130-1230 Lunch**

**1430-1530 Snack**

# MEALS ALLERGIES & SUBSTITUTIONS

## Allergies

If children have allergies to certain foods or drinks the parent must have the Dietary Needs and Emergency Action Plan completed by a physician, on file for a substitution to be made. Once the action plan is on file an alternate item will be served.

## Special Diets

If families request meal substitutions due to vegan, vegetarian or religious reasons, the program ensures the substitutions meet USDA CACFP guidelines, are available through regular inventory/purchasing channels, and be of comparable costs.

## Food Accommodations

When the CDC is unable to provide food required for a child's medical conditions, parents may provide food when prescribed by the child's health care provider and approved by the Installation's CP Medical Advisor. The installation's Public Health office is consulted for safe food storage. All food must meet the USDA CACFP guidelines.

# MEALS ALLERGIES & SUBSTITUTIONS

## Infant Feeding

Good nutrition is essential to the growth and development that occurs during an infant's first year. Providing infants with the right food promotes good health and gives them the opportunity to enjoy new tastes and textures while establishing good eating habits. Adherence to the following guidelines is required to ensure infants/toddlers are served foods based on their individual nutritional needs and developmental stage:

- Cow's milk is not offered or served to infants younger than 12 months of age.
- Children 12 months of age are only offered whole milk.
- Bottles will NOT contain solid food. No type of cereal should be placed in the bottles. At initial enrollment, parents of infants provide staff with information about their child's feeding schedule and a list of foods. The staff will provide the parents with the Infant Feeding Policy.
- Request to deviate from above guidelines must be substantiated, in writing, by the child's primary health care provider (i.e., specific medical condition/dietary need) and must include a list of alternative foods that can be safely offered.

## SAFETY AND SECURITY

It is our highest priority to keep the children, staff and parents and safe. JB Andrews Child Development Programs are located on a military installation with very limited access. The following procedures are in place to insure the safety of all children, staff and parents.

- We have one entrance and exit into the building.
- Front desk staff supervise the entrance to the facility during care hours.
- Name to Face procedures are done when leaving and entering the classroom from the playground. This procedure is also done by the front desk staff any time a classroom is leaving out the front entrance.
- During real life emergencies, to include Fire Drills, children may not be released to parents or guardians. Children must stay signed into the program and with program staff until the situation is over and clearance have been given.

## EMERGENCY PROCEDURES

All staff are trained annually on Emergency Procedures (i.e. Shelter in Place, Evacuations and Active Shooter, etc.). Operational plans are put into place to cover emergencies or contingency situations.

# ARRIVALS & DEPARTURES

The CYPBMS Portal as well as the AF Form 1930 are used for monitoring children's arrival and departure from the program and to ensure accountability of all children in care. Children will be signed in and out at the front desk via the iPads. Upon entering the classroom, parents are to sign their child in on the AF Form 1930. The front desk and classroom staff will monitor parents to ensure the procedures are being followed.

During arrival staff will be communicating with parents/guardians to discuss how the child's night/morning have gone. They will also give the child a look over for any signs of illness or anything out of the ordinary, such as scratches, bruises, etc., and discuss these things with the parent/guardian. Staff will also be ensuring that children have all the materials they need for the day (i.e., bottles labeled correctly, diapers/pull-ups, wipes, etc.). In the event that a child does not have the necessary items for the day the parent/guardian will be asked to provide them in a timely matter. If this situation continues care may be denied until the situation is rectified.

Staff will use departure time to relay to the parent/guardian information about the child's day.

# TRANSPORTATION

In the event children will be transported a permission slip will be signed by a parent.

In accordance with state law: If your child is 4'9" (57 inches) or taller and they can sit with their back against the vehicle seat, knees bent at the edge of the seat, and the lap belt low on their hips and the shoulder belt across their chest and collarbone they may be secured with a seatbelt. If your child is under 4'9" (57 inches), you must provide the appropriate car seat or booster seat restraint for transportation.

## RELEASE OF CHILDREN/CHILDREN LEFT AFTER HOURS

CDC2 closes at 1700, JP HOYER at 1745 and the Youth Program at 1800. If a child is not picked up after closing the Operations Clerk will attempt to contact the parent/guardian. If the parent/guardian is unable to be contacted they will notify the emergency contact or authorized pick-up persons. If no designee can be located after 15 minutes, Security Forces will be contacted and given the name of the sponsor.

## ABSENCES

If your child will not be attending the program on a given day, please call the center by 0700. This has been mandated to insure the safety of our families. If you will be going on vacation please let the front desk and/or classroom staff know. The clerks will be calling every morning to check to see if your child will be attending if they have not arrived by 0800.

## TRANSITIONS

Children are reassigned to the next age group around the time of their birthday. Infants will not move until they are 12 months of age. Transition Plans are given to parents with information about the classroom their child will be going to. Also parents are encouraged to have an exit conference with their child's current classroom, as well as an orientation conference with the new classroom. Children ages 23 months and older are able to transition to the next age group 30 days prior to their birthday.

## PARKING

Patrons must park in the designated parking area. If there is an exercise and/or during real world events and the parking area is closed due to safety conditions, patrons will be directed to park in another area. Patrons are prohibited from parking within the emergency/restricted areas. Families are discouraged from leaving their vehicles idling while picking up their children. There will be an exception in extreme heat and extreme cold.

## VISITORS

All personnel, parents/guardians and patrons are required to enter and exit through the main entrance of the program. All visitors are required to sign in and out on the AF Form 1109 located at the front desk. Visitors are also required to wear visitor's identification and are monitored/escorted while in the facility.

## DRESS ATTIRE

Children are encouraged to explore their environment and engage in several activities throughout the day. The children play outside, do art projects and engage in science experiments. We encourage families to dress the children comfortably and ready for the day. For the children's safety we recommend that no open-toed shoes be worn in the program. Crocs are permitted to be worn but please have them in sport mode (strap behind the heel). All shoes are required for all children that are 12 months and up. Infant staff will inform parents/guardians when shoes are to start being worn. Parents/guardians are required to ensure that children have extra clothes in their backpacks or with their belongings.

## HARMFUL SUBSTANCES

In accordance with the AFI 34-144, smoking, consuming alcohol, using tobacco products (including e-cigarettes and vape) and/or using illegal/illicit drugs (including marijuana) are strictly prohibited in the sight or presence of children/youth participating in any CYP program or sponsored activities. This includes outdoor CYP program or sponsored activities. All of the above activities are also prohibited on the grounds of the programs at all times.

Should a staff member suspect a parent/guardian of being intoxicated, under the influence of drugs, or unable to safely transport a child, Security Forces will be called to evaluate the situation. The parent/guardian will remain in the lobby area until the arrival of Security Forces and determination that it is safe for the child to vacate the facility with the parent/guardian.

## VIDEO SURVEILLANCE SYSTEM

The video surveillance system is required as part of the Air Force Child Abuse Prevention Program. CCTV may be utilized to help monitor children/youth, as well as to identify personnel training needs and other requirements necessary for maintaining a safe and secure environment. All children may be subject to closed circuit video monitoring and recording as a part of your participation/enrollment in the Child and Youth Programs. The system is installed to enhance the supervision in all rooms. The monitors are at the front desk and in the manager's offices to ensure continuous observation of the facility. Parents may view the CCTV footage by requesting an appointment with management. Appointments must be made a minimum of 24 hours in advance.

To request a copy of video footage parents must file a Freedom of Information Act (FOIA) Request. All request for obtaining a copy of a recording must also be reviewed by the installation legal office and approved by the appropriate release authority. CYP personnel do not have the authority to make release determinations and must direct the requesting individual to the installation FOIA Requestor Service Center.

# OUTDOOR ACTIVITIES

Outdoor play is very important for children. Each group is scheduled to go outside daily. Please ensure children are dressed according to the weather. Children will only be kept inside during inclement weather, such as sleet, hail, thunderstorms, etc.

Temperature Climate - Temperatures 32F - 90F are considered temperate and permissible for children to play outside

Cold Weather - Children ages 12 months - 5 years will go outside and play when the temperature is 32 degrees and above (temp includes windchill). Infants will go outside and play when the temperature is 45 degrees and above (temp includes windchill). Appropriate outerwear should be worn/supplied for outdoor play time. Even if there is snow on the ground, all children will go outside for at least 15 minutes.

Hot Weather - Children ages 12 months - 5 years will go outside when the temperature is up to 90 degrees (temp includes heat index). Infants will go outside and play when the temperature is up to 85 degrees (temp includes the heat index). Program management has the discretion to allow children to play outside when temperatures exceed 90 degrees (temp includes heat index) if water is available on the playground.

## MISSION ESSENTIAL

Parents/Guardians designated as Mission Essential Personnel during weather related situations must complete the Mission Essential Child Care Requirement form. This form is to be signed by the parent/guardian's Commander, First Sargent or GS-14 equivalent within the chain of command. This form must be on file prior to any call for mission essential care. Essential personnel care is provided at CDC2 from 0615-1745. Should the Wing Commander deem the base to open on a 2 hour delay the Programs will open at regular time for patrons deemed Mission Essential, with a current letter on file, and 1 hour later than normal operating time for all other patrons.



# PARENT INVOLVEMENT OPPORTUNITIES

As a parent, your involvement and support are integral to your child/youth's success. A strong partnership between parents and CYP Professionals is of utmost importance in supporting your children's growth and development.

Parent information is shared in many different ways. There is a parent information board in the lobby as well as each classroom. The classroom board provides information about what is happening in the future, as well as the current lesson plan and daily schedule. The parent information board located in the lobby provides information on the Air Force Guidance and Touch Policy and the DOD Child Abuse Hotline phone number. Also located here are the results from our most recent inspections. This information is available for parents by request to review if desired.

There is also a display in the lobby which highlights community activities, special events, resources and contact information. Please feel free to help yourself to the information and material provided.

# PARENT INVOLVEMENT OPPORTUNITIES

## Orientation

Prior to the child's first physical day in the program all families are required to attend Parent Orientation. Families will be provided access to the parent handbook online on the MCC website ([militarychildcare.com](http://militarychildcare.com)). The Operational Clerks and/or Program Management Team will meet with each child's parent/guardian to discuss the program's policies and procedures. This is accomplished in a group setting. Parents will also meet with the classroom staff. Parent Orientations are conducted in the enrolled program of the child, on Thursdays at 1230.

## Monthly Activities

Monthly, center wide activities such as, The Fall Family Fest, Harvest Luncheon and Summer BBQs, are scheduled throughout the year to encourage parent involvement. Families are encouraged to come out and join their child's classroom and participate in events. During your parent orientation you will receive a Parent Involvement Calendar with event times and dates.

## Parent Advisory Board

Joint Base Andrews has a Child and Youth Parent Advisory Board (PAB) and that consist of only parents. Parents from all programs, as well as parents that utilize Kinderspot for subleasing and hourly care, are included. The PAB acts only in an advisory capacity, providing recommendations for improving services. The PAB meets with the Flight Chief and Program Directors at least quarterly and with the Mission Support Group Commander (MSG/CC), at least annually. The PAB meets monthly on the 1st Tuesday of the month rotating between programs.

# PARENT INVOLVEMENT OPPORTUNITIES

## Parent/Teacher Conferences

Teacher-Parent relationships are very important in educating young children. Staff will share information with parents on a daily basis. Conferences provide the opportunity for parents and teachers to get to know each other better, as well as to work together to best meet the needs of the child. Formal conferences are held twice throughout the year. Parents are also welcome to schedule a conference anytime they wish.

## Parents Can Help Too!

Communication between parents and the program are very important. It is helpful to know when parents are TDY/Deployed, children are ill, relatives are visiting, etc. Any of these events may have an impact on the child's demeanor/behavior while in care. It cannot be stressed enough the importance of how families can help. Building a strong team is the foundation of a great child development program.

## Visits/Input

Families of enrolled children are welcome to visit our program at any time. We are very proud of our program and enjoy showing it off. Parents can also get involved by volunteering in their child's classroom. As a volunteer, they can conduct activities under the supervision of the staff.

Parent volunteers are not counted in the ratio.

We also welcome parent suggestions. Parent suggestions, as well as concerns, will be immediately brought to the attention of the management team.

# PARENT INVOLVEMENT OPPORTUNITIES

## Parent Partnership

When conflict arises between teaching staff and families, the management team attempts to resolve the issue at the lowest level before referring to the chain of command for assistance.

Families also have the option to address their concerns through ICE. The Interactive Customer Evaluation (ICE) system is a web-based tool that collects feedback on services provided, by various organizations throughout the Department of Defense (DoD). The ICE system allows customers to submit online comment cards to provide feedback to the service providers they have encountered at military installations and related facilities around the world. It is designed to improve customer service by allowing managers to monitor the satisfaction levels of services provided through reports and customer comments. ICE provides the following the benefits:

- Allows DoD customers to quickly and easily provide feedback to service provider managers.
- Gives leadership timely data on service quality.
- Allows managers to benchmark the performance of their service providers against like services in other DoD organizations.

We refer to the NAEYC Code of Ethic Conduct P-2.14- In cases where family members are in conflict with one another, we should work openly, sharing our observations of the child, to help all parties involved make informed decisions. We shall refrain from becoming an advocate for one party.

## Curriculum

CDC Staff use the ELM Curriculum to support school readiness and life success. Math, language/literacy/communication, self-regulation, social-emotional and physical/health activities are offered to children daily.

YP Staff incorporate the five core Boys and Girls Club of America areas: Leadership and Service, Workforce Readiness, The Arts, Health and Wellness, Sports and Recreation, Education to include Science, Technology, Education and Math (STEM). CYP staff use 4-H curriculum to include STEM, Healthy Living, Civic Engagement, and others with YP activities and educational experiences.

# PARENT INVOLVEMENT OPPORTUNITIES

## Informational Alerts

Parents are encouraged to “like” the Joint Base Andrews Child Development Center Facebook page. This page post pictures and videos of events (your permission will be needed for your child to be posted), upcoming events, as well as notification of closures and emergencies.

During emergencies the CYP will make every effort to coordinate within the 316 WG to send out a mass message using the base notification system.

The programs also use the CYPBMS Portal to send out mass emails to notify parents of information. Also, if needed, there will be Pop-Up Messages on the iPad when signing children in/out of the program.

## MFLC

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# JOINT BASE ANDREWS ON BASE RESOURCES



316.fss.cyp.resourceandreferral@us.af.mil



316.fss.cdc.2@us.af.mil



316.fss.cdc.3@us.af.mil



316.fss.fsyy.youthprogram@us.af.mil



<https://facebook.com/groups/AndrewsPAB/>



<https://www.facebook.com/JBACDCs>



[militarychildcare.com](http://militarychildcare.com)



[parent.afcyp.com](http://parent.afcyp.com)



Family Child Care Office - 301.981.2123



Family Advocacy Office - 240.857.9680



School Liaison Office - 301.981.9211



JB Andrews Military & Family Readiness

Center - 301.981.7087

# JOINT BASE ANDREWS OFF BASE RESOURCES

## **Military One Source**



[www.militaryonesource.com](http://www.militaryonesource.com)



1.800.342.9647

## **Prince George's County Child Find**



[pgcps.org/offices/special-education/child-find](http://pgcps.org/offices/special-education/child-find)



301.952.6000

## **Zero to Three**



[zerotothree.org](http://zerotothree.org)



202.638.1144

## **TRICARE Behavioral Health**



1.888.874.9378

## **National Information Center for Children and Youth with Handicaps**



1.800.999.5599