

Sheppard AFB
Madrigal Youth Center
School Age Care

PARENT HANDBOOK



Table of Contents

Welcoming Letter.....3

Mission Statement CYP.....4-5

Phone Numbers & Staff.....6-7

Hours of Operation.....8

School Schedule.....9

Summer Schedule.....10

General Information.....11-22

- goals
- communication with parents
- parent participation group
- staffing
- discipline and guidance
- transportation and field trips
- youth’s responsibilities
- termination/suspension of enrollment
- alcohol, drugs, and tobacco products policies
- program fees/financial policies
- emergency procedures/plans
- medical/health policies
- food/snacks
- personal belongings
- supporting youth and families with special needs
- child abuse and neglect numbers



Dear Parents,

Welcome to the Madrigal Youth Center's School Age Care program (SAC). We are very excited about working with you and your child. We invite you to participate in meals and join your child in activities they accomplish in our program.

The SAC offers a wide variety of activities for children to enjoy. The choice board that we have in our program are Art, Imagination Station, Science, Game Zone, Pre-teen, indoor, and outdoor.

The "before school" care begins at 0600am, Monday- Friday. Breakfast is served at 0700-0800am. John Tower leaves the facility at 0720am and Sheppard leaves at 0745am.

The "after school" care begins when we bring your child back to the facility. On early release days, the children will be picked up as soon as school is released. On standard days, care begins at 1530pm Monday-Friday. John Tower Elementary is picked up at 1515pm and arrives back at the facility around 1530pm. Sheppard Elementary school is picked up at 1530 and arrive back at the facility around 1545. Snack is served from 1545-1630. Choice board and planned activities/clubs are open throughout the afternoon. The program closes at 1800.

Please stop by the front desk or call 676-5437 with any questions or concerns.

Thank you in advance for your support,

Sandra Fortunas
School Age Coordinator



Vision Statement

To offer a quality program that is safe, academically enriched, positively guided with positive interaction. To maintain an atmosphere which encourages flexibility and allows for children's freedom of choices within age-appropriate guidelines, and surround the youth in our programs with loving, caring, and understanding staff.

Philosophy

Air Force School Age Programs provide safe, enriching, supervised environments 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.

Mission Statement for CYP Programs:

To assist active duty military personnel 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.

Youth Center Staff

Youth Center Director

Xan Kahn

676-2342

Training and Curriculum Specialist

Jan McLay

676-7657

School Age Program Coordinator

Sandra D. Fortunas

676-1105

Programs Coordinator

Leeann Gregg

676-4599

Sports Director

Lawrence "Josh" Hein

676-7701

Lead Office Manager

Lora Booker

676-5437

Youth Program Assistants (Counselors)

Sharon Brown

Brook Simon

Julie Rocamontes

McKayla Weaver

Jacob Greathouse

Maria Weaver

Ryan Black

Natascha Scoughton

Colby Coleman

Mercedez Ford

Valerie Hanners

Hannah Terry

Hours of Operation

118 Avenue I, bldg. 196

School Age Program

5(in Kinder)-12 years old

Mon-Fri 0600-0815 & 1530-1800

Summer 0600-1800



SCHOOL AGE PROGRAM SCHOOL SCHEDULE

0600	School Age Program Opens
0600-0700	Interest Areas are Open for Choice
0700	Breakfast Begins
0720	Tower Elementary leave for school
0745	Breakfast Ends
0745	Sheppard leave for school
1530	Tower Elementary arrives from school
1530	Snack Begins
1530-1730	Interest Areas are Open for Choice
1545	Sheppard Elementary arrive from school
1600-1615	Snack Ends
1730-1800	Indoor activity in gymnasium
1800	Program Closes



ATTENTION PARENTS: You have an open invitation to visit in our program.

SCHOOL AGE PROGRAM SUMMER SCHEDULE

0600	School Age Program Opens
0645-0745	Interest Areas are open for choice
0700-0800	Breakfast is open
0800	Departure for Morning Field Trips
1100-1200	Lunch is open
1300	Departure for Afternoon Field Trips
1500-1600	Snack is open
1800	Program Closes

GOALS:

- Provide a program which enhances and reinforces life long leisure skills, academic progress avocation, and interests to promote individual development for each child.
- Foster resilience, self-sufficient children, youth and families and enhance readiness for life skills, by providing appropriate guidance, promoting positive attitudes and enhancing or reinforcing self-worth.
- Help youth develop self-confidence and the ability to get along with others, to promote teamwork skills and to assist in building physical and recreational skills.
- Offer an age-appropriate environment and activities that builds upon youth's interest and ensures their safety.
- Create a supportive environment in which youth can develop independence and life skills.
- Provide activities and guidance which promote responsibility and concern for others.
- Maintain an atmosphere that encourages flexibility and allows for youth's freedom of choice within age-appropriate guidelines.

COMMUNICATION WITH PARENTS:

- The School Age Care staff is very approachable and enjoys communicating with parents face to face. If this method is inconvenient to the parents, then the staff can always be reached through phone or email.
- A monthly newsletter is provided to the parents, which lists activities that will be occurring during that time frame.
- Flyers, pamphlets, email, and phone calls are also used to help keep parents informed.
- Accident and Incident reports are a way of keeping parents informed of any accidents or incidents that need to be dealt with immediately.
- There is a special instruction box on the AF Form 1930 for parents to use as a method of communication.
- If youth will not be attending the SAC on a certain day, please notify a staff member as soon as possible. If we do not need to pick your child up from school,

please call NLT 1400 to let the staff know. Also, let us know in advance if someone other than you or your spouse will be picking your child up.

- **Confidentiality policy-** SAP has disclosure of any confidential or private information. Also, under any circumstances when the School Age program may be legally or ethically permitted or required to release information without parents' consent.

PARENT ADVISORY BOARD (PAB):

- The PAB is a liaison between the parent and the Family Member Flight that includes the Youth Center, Child Development Center, School Age Program, and Family Child Care. The group includes parents and staff members for all facilities. Meetings are held quarterly. Fliers will be posted for reminders and changes.

STAFFING:

- A CY-02/Supervisor or higher will be on duty at all times.
- Our ratio is 12 children to 1 counselor.
- All counselors are required to complete 15 Modules, which include topics on child abuse, nutrition, families, orientation, out of school environment, etc. This ensures continuation of their education in child care.
- All staff must have a high school diploma, valid driver's license, and a background check.

DISCIPLINE AND GUIDANCE:

- Discipline and guidance is done by redirection and communication with the youth.
- Redirection and guidance follows the incident immediately.
- The youth will know that the staff member disapproves of the incident, not the child.
- Staff will show respect to each youth while redirecting.
- A parent, a staff member, and the supervisor on duty will sign Incident Reports which include a detailed report of the incident.

- The rules and procedures staff enforce for youth participating is as follows and will not be allowed in the program: running in the building, hitting, biting, or fighting (if a youth has a problem, he/she should go to one of the counselors for assistants), playing in the bathrooms, profanity, and destruction of property.
- All staff are required to follow AF Child and Youth Programs Positive Guidance and Appropriate Touch Instructional Guide

TRANSPORTATION AND FIELD TRIPS:

- The SAC provides transportation to and from school. We also provide transportation to and from field trips.
- Staff members are **NOT ALLOWED** to transport **ANY YOUTH** in their personal vehicles.
- Two staff members are required in the vehicle at all times off base and the staff/child ratio is 12 to 1. On base, one staff member may be in a vehicle if two vehicles are driving tandem (directly behind one another) of one another.
- All passengers in the vehicle will wear a seatbelt.
- Youth are never left unattended.
- Parents must sign AF Form 1181 giving permission for their youth to attend field trips, both on base and off base. If your child does not have your signed permission, they will not be going with the group. A calendar will be given to all parents to ensure they are aware of the time and date of all field trips.
- A staff member will have each parent's phone number with them in case of an emergency.
- SAC will provide all funds, transportation, and food. A transportation fee is added to your weekly fee to offset the cost of fuel, repairs, and monthly maintenance the vehicles used at our facility.
- If a youth is unable to attend a field trip for whatever reason, they will have the option to stay behind with another group of youth. However, the parents need to give permission for the youth to stay behind.
- Field trips are a privilege for all youth. If my youth's behavior is less than favorable, unsafe in any way, the youth may not be able to attend a field trip. The parent(s) will be called and a meeting with management will be held to discuss future field trips.

YOUTH'S RESPONSIBILITIES:

- Youth are given responsibilities appropriate to his/her age and maturity. Each youth assists the staff member in making rules for the various centers. It is the youth's responsibility to follow through with the rules and guidelines.
- General responsibilities include but are not limited to: cleaning up after themselves following each meal served; cleaning up their area before going to another center; keeping track of their choice board card; telling a staff member they are changing centers; conforming to the rules in the centers; respecting each other; putting their personal belongings in their cubby; keeping track of their belongings from the Youth Center to school or vice versa. Neither the Staff Members nor the SAC program will be responsible for lost or stolen items.
- We advise youth to leave personal toys, games, and money for field trips at home. The SAC supplies all necessary items for field trips.
- Our choice board is the Youth Center's accountability process. Therefore, it is important that all youth understand how to use the choice board. They will be required to move their magnetic each time they switch areas to ensure their whereabouts within the School Age Care Program.

ENROLLMENT:

- Parents will need to create a profile on MilitaryChildCare.com, to get on the waitlist for School Age Program. Once offered a slot in our program, the required paperwork needs to be completed. For our summer program, if you are not currently enrolled, parents will have to go on to MilitaryChildCare.com. The youth must be 5 years old and completed kindergarten. For the school year, the youth needs to be 5 prior to 1 September and entering into kindergarten. Youth must be a dependent of an active duty military, NAF employee and/or DOD civilian according to the priorities set forth in AFI 34-144.
- Required forms are listed below:
 - AF Form 1181 (Youth Activities Registration)- copy of your child's shot records
 - AF Form 2652 (Application for DOD Child Care Fees)- copy of LES and pay stubs to calculate Total Family Income
 - School Age Program Contract initialed and signed
 - Germ X signed
 - Standard of Conduct signed
 - Sunscreen Authorization signed
 - Insect Repellent Authorization signed

- USDA Form 1531-child Nutrition Program Application
- Credit Card Form filled out and signed
- **A TWO-WEEK NOTICE IS REQUIRED TO WITHDRAW FROM THE PROGRAM. PARENTS WILL CONTINUE PAYMENT THROUGH THE TWO WEEKS NOTICE. WITHDRAWAL FORMS ARE AVAILABLE IN THE OFFICE OF THE MADRIGAL YOUTH CENTER.** In the event that you do not make payment on your account, the credit card authorization on file will be charged for the full amount owed to include the late fees. The only exception will be “short notice” PCS orders. A copy of the PCS orders must be attached to the withdraw notice.
- If a youth displays repeatedly disruptive or inappropriate behavior, he/she will be subject to suspension or termination from the program. Some of these offences include, but not limited to, following program rules and policies (ex, harming another youth), inappropriate guidance techniques while at the program, and inappropriate language. Should your youth not adapt or if management determines your child would do better in a different environment, a meeting between management and the parent will take place.
- **AT NO TIME WILL A YOUTH ATTEMPT AND/OR HARM A COUNSELOR /CHILD OUT OF ANGER.**

If this does occur, the youth will be placed on an immediate behavior plan and management will meet with the parents of the youth. The following guidelines will be met:

- **First offense:** The youth will be sent home immediately.
- **Second offense:** The youth will be suspended for three days from the program (**NO REFUND**).
- **Third offense:** The youth will be terminated from the program.

ALCOHOL, DRUGS, AND TOBACCO PRODUCTS POLICIES:

- Youth will not be released to anyone who appears to be intoxicated or under the influence of any drug.
- **NO ALCOHOL, DRUGS, AND/OR TOBACCO PRODUCTS ARE ALLOWED ON THE MADRIGAL YOUTH CENTER PROPERTY.**
- Tobacco use needs to 75 feet away from our building. A smoking pit is located across the street (Avenue I) in the Lodging court yard.

PROGRAM FEES/FINANCIAL POLICIES:

- Per DOD regulations, fees are set according to Total Family Income. A transportation fee will be added to the weekly fee to offset the expense of fuel, repairs, and maintenance on our vehicles.
- All information is required on AF Form 2652 in order to determine category and weekly fees. Failure to provide required information will result in no care.
- All fees will be directly taken from your chosen credit card using the Orbital system. You will receive either an email or text each time you are charged.
- Nonrefundable day fees are charged on days that the elementary schools are out and the SAC is open all day. A sign-up sheet will be posted two weeks in advance. Summer and winter camps will be posted, if care is needed 30 days in advance.
- Days missed due to sickness, natural disasters, disciplinary suspensions, command down days, federal holidays will NOT be refunded or credited. Your weekly fee is required for days or weeks missed in order to hold your youth's spot in the SAC.
- SAC will be closed during all federal holidays.
- SAC Exodus hours will be 0700-1700 during winter camp.
- During down days due to severe weather, the base will be open to essential personnel. During severe weather conditions, our facility is **NOT** considered **MISSION ESSENTIAL** and we **WILL BE CLOSED**. We ask that parents track Facebook or watch your local television channel for information concerning base closure due to severe weather

EMERGENCY PROCEDURES/PLANS:

During any emergency, whether a drill or the actual occurrence, NO YOUTH will be permitted to leave our premises until it has been completed. This is to ensure all our youth are accountable for during the incident.

Fire prevention and evacuation:

- Every month we will practice evacuating our facility to ensure all the youth in our facility are aware of the evacuation procedures if a fire was to occur in our facility.

Vehicle:

- If a GOV emergency occurs, the operator of the vehicle must notify the SAC Coordinator, Family Member Support Flight Chief, or the Services Commander, and another vehicle will be sent immediately to return the children to the center.
- If a child is injured on a field trip, the proper first aid treatment will be applied immediately. If the injury is severe, an ambulance will be called and the SAC Coordinator will be notified immediately. The Supervisor on Duty will notify the parents, Family Member Support Flight Chief, and Services Commander.

Tornadoes (weather):

- Youth will remain in the building during a tornado watch (potential for them).
- Youth will be taken to facility restrooms during a tornado warning (have been seen and/or touched ground).
- Youth will not be released to parents or designees during a tornado warning. Parents are welcome to stay inside the tornado with their youth.

Accidents:

- When an accident occurs, the SAC staff will immediately notify the front desk and Supervisor on Duty (who will decide severity).
- SAC staff members will fill out an accident report that tells the parent exactly what happened and what actions were taken. The parent, counselor, supervisor, and person notifying the parent must sign the form.
- All head injuries and genital area accidents, no matter how minor, will be reported to the parent immediately so the parent is given an opportunity to seek medical attention if he/she sees necessary. Minor cuts and abrasions will be cleaned with soap and water. If necessary, a bandage will be applied. Minor bruises will have ice applied.
- When immediate medical attention is required and the parent cannot be reached, the SAC Coordinator or Supervisor On Duty will call 911.

Active Shooter:

- All youth will be escorted to the storage area in the back of the gymnasium. At no time will any youth be allowed to leave the area until the Security Police have given us permission.

- If the shooter is in the building, the youth will evacuate and meet at the Contracting Office across the street (Avenue J).

BASE EXERCISE POLICY:

- To prepare for real world threats, Sheppard AFB periodically performs exercise. SAC is considered high-risk areas and demands extra attention from the base. To support this effort and to ensure we are practicing the procedures well, the SAC will participate fully in the exercises.
- What does this mean to you as a parent?
 - Allow extra time to get your youth in and out of the center during exercise days.
 - Park away from the building (75 ft) in FPCON Charlie and Delta and turn your vehicle off. The parking lots will have orange cones out to show you the cordoned areas.
 - Be prepared to show your ID card. A possible search/inspection of items you are carrying and signing of an access log is required (depending on level of threat).
 - In a FPCON Delta, we will no longer allow people out of the building until we receive the information that the threat level has changed to Charlie from the (82 Services) UCC. For those entering the facility, we will allow you in when all the procedures in 2c are completed. This level of threat is usually a short period of time and we thank you in advance for your patience and understanding.
 - We appreciate your help and support to keep your children safe while we become proficient in the process of protecting our facility from external threats. Should you have any questions, please contact the SAC Coordinator at 676-6435 or 676-5437.

SAFETY:

- Smoking is **NOT** allowed within 75 feet from the building.
- Please turn your car engine when coming inside the center. Cars left running will be ticketed by Security Police. Parking in front of our facility is **NOT ALLOWED**. This is a fire zone and needs to be vacant to allow emergency vehicles access to our facility.
- Closed Circuit Television Video (CCTV) monitoring and recording is used in all rooms of the Madrigal Youth Center. The CCTV will be watched by the front desk clerk and management to ensure the safety of both the staff and the youth in our program. The recording is kept for 30 calendar days.

MEDICAL/HEALTH POLICIES:

Sick Youth

- Signs and symptoms of illness: *Managing Infectious Diseases in Child Care and Schools* is used as our source for illness. All children are screened at the time of entry for signs of illness including communicable diseases. Youth who are ill will not be admitted to the program. If a child becomes ill, the parents will be notified immediately to discuss the youth's condition. The youth will not be allowed to remain in the program if their illness could endanger the health of other youth or if they do not feel well enough to participate in the program activities.
- Follow guidance on protecting youth from disease in AFI 34-144. Some conditions require immediate professional medical attention. If any of the following symptoms occur the local OI guidance will be followed.

EMERGENCY SYMPTOMS

- Convulsion
- Unconsciousness
- Difficulty breathing
- Ingestion of any potentially toxic substance

LESS SERIOUS SYMPTOMS

- Temperature over 101 degrees F (oral)
- Earache
- Vomiting
- Diarrhea
- Severe Abdominal Pain
- Serious Physical Injury (head injury, injured limb, etc)

COMMUNICABLE DISEASE

- Follow guidance on protecting children from communicable disease in AFI 34-144. Parents will be notified if youth are exposed to a communicable disease. A letter coordinated with PH must be given to parents and posted at the programs sites.

CHRONIC HEALTH PROBLEMS

- Detailed information about specific health issues such as diabetes, epilepsy, allergies and asthma must be communicated to the SAP staff by the parents with an action plan from a doctor. The program medical advisor will approve the enrollment of all youth with chronic medical problems.

MEDICATION

- The SAC will only administer medicine that has been prescribed by a physician. It should be in its original container; labeled with the youth's name; type of medication; dosage strength; time given; physicians name; and date of prescription.
- The physician, parent, or sponsor will complete an AF Form 1055 Youth Flight Medication Permission. The AF Form 1055 must be initialed daily in order for the child to receive medicine. As needed medication, such as an Epi Pen, will be signed yearly by parents.
- For staff to apply sunscreen, a letter must be signed by the parent. A Germ X and Insect Repellent permission form for must be signed by a parent as well.

FOOD/SNACKS:

- SAC is USDA funded and all meals are served at the center, except for dinner. Youth are not permitted to bring food in or out of the center.
- We follow USDA guidelines when preparing menus for our program. A menu is posted in the SAC corridor on the parent bulletin board.
- Youth with food allergies will need to fill out an action plan and bring in a doctor's note stating the allergy. An alternative option will be offered to the youth to ensure it meets their medical needs. Only youth with food allergies may bring in food from home to supplement their medical needs.

PERSONAL BELONGINGS:

- Youth are asked to leave all toys, videos, and personal belongings at home.
- A lost and found is located in both buildings if a youth misplaces their personal items.
- If the item has not been retrieved over a period of time, the articles will be displayed first and then taken to Good Will Missions.

SUPPORTING YOUTH AND FAMILIES WITH SPECIAL NEEDS:

- Youth with special needs are provided service when the program can reasonably accommodate their needs. When youth with special needs are accepted, the program adapts the space and activities so they can participate.

- An action plan is required which must be filled out by the youth's physician prior to entering our program. A medical review board will meet to discuss the youth's disability to ensure the SAC program will meet all of the youth's needs. Parents will need to be present for this discussion.

CHILD ABUSE AND NEGLECT NUMBERS:

If you see or suspect child abuse, child neglect or a safety violation in your DoD Child and Youth Programs or Schools, report to your installation:

676-2271/4149

Or call the Child Abuse and Safety Hotline:

1-877-790-1197

Local: 1-800-252-5400

Overseas: 1-703-604-2547

COMMUNITY RESOURCES:

- Schools: Sheppard Elementary 940-235-1184
John Tower Elementary 940-855-3221/7519
- School Liaison: Mike Wenk 940-676-6774
- Airman and Family Readiness 940-676-4358
- Child Development Center 940-676-2038
- Commons (library/community center) 940-676-6152
- Family Advocacy 940-676-2271
- Family Health 940-676-6855
- MFLC 940-257-4671
- United Regional Hospital- Emergency 940-764-2120
- Call-a-Nurse 940-764-8570
- Clinics of North Texas 940-766-3551

For the safety and well-being of both the youth and the counselors working at the Madrigal Youth Center, at least one Closed circuit television (CCTV) monitor will be in each classroom. The CCTV will be periodically observed by a staff member who has a current, complete and a positive adjudicated determination on their background check. The CCTV will be recorded and kept on file for 30 days.

Parents are always welcome in our program at any time. We offer parent participation activities quarterly which provide our youth the opportunity to spend time with their parents and for them to exhibit their skills that they have acquired in our facility. Hope to see you there!!!

