

YOUTH PROGRAMS

PARENT HANDBOOK



HOURS OF OPERATION

SCHOOL AGE PROGRAM

School Out Days/Camps: Monday – Friday from 6:30 am-6 pm

School Days: Monday – Friday from 6:30-8:30 am and 4-6 pm

OPEN REC & TEEN PROGRAM

Monday – Friday from 3:30-6 pm

We are closed on all Federal Holidays and Resiliency Days as approved by the Wing Commander.



INTRODUCTION

Welcome to the Falcon Trail Youth Center! Our goal is to provide quality care for your children and to provide quality customer service to our parents. A daily schedule of activities is planned to meet the individual developmental needs of the children enrolled in our program. Activities are focused on physical, social, emotional, creative, cognitive and language development.

We have dedicated and professional staff; our supervisory and training staff hold degrees and/or credentials in early childhood education, child development or a related area.

If you have any questions about our policies, program or the staff, the management team is available to assist you. If you have any specific questions regarding our program or your child, please speak with the School Age Program Coordinator or Youth Director. We look forward to providing high quality care for your child and watching them learn and grow in our program.

MISSION STATEMENT

The mission of the Falcon Trail Youth Center is to assist DoD military and civilian personnel in balancing the competing demands of the accomplishment of the DoD mission and family life by managing and delivering a system of quality, available and affordable program and services for eligible children and youth from 5-18 years of age.

PROGRAM PHILOSOPHY

The Falcon Trail Youth Center provides 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 respect each child's unique interests, experiences, abilities and needs. We promote experiences and opportunities that enhance rather than duplicate the school day. Our programs maintain an atmosphere that encourages flexibility and allows for freedom of choice within appropriate guidelines. We strive to reinforce family values and emphasize the uniqueness of each child by promoting positive attitudes and validating self-worth.



GOALS

- Foster positive identity and sense of emotional well being
- Enhance social skills
- Encourage children to think, reason, question and experiment
- Promote language and literacy development
- Support sound health, safety and nutritional practices
- Advance creative expression, representation and appreciation for the arts
- Develop initiative and decision-making skills

MULTICULTURAL PHILOSOPHY & PROFESSIONAL ETHICS

Our program is committed to multicultural awareness. This means we share a commitment to human rights, dignity of the individual and social justice. We strive to create a program that truly reflects the lives of our children, families, staff and community. By recognizing the impact culture plays on families, we will make every effort to provide culturally responsive childcare by affirming human differences and the right of people to make choices about their own lifestyle. We seek to recognize, appreciate and respect the uniqueness of each child.

STAFF QUALIFICATIONS & TRAINING

All staff working in the Child and Youth Programs are required to complete an initial background check and a reverification every five years. In addition to background checks, staff receive a 40-hour new employee training within their first 90 days and an additional 24 hours of training each year. Within the first 18-months of employment, all new staff members working with children complete 15 modules through the Virtual Lab School in the areas of child development such as, social/emotional development, positive guidance, and child abuse prevention. Staff members are also trained in Cardiopulmonary Resuscitation (CPR) and First Aid. Administrative clerks and food service staff are also required to accomplish annual training.

ALCOHOL, DRUGS & TOBACCO PRODUCTS

Drugs, alcohol and tobacco are not permitted at any time at the Youth Center or during a sponsored youth event.

STAFF TO CHILD RATIOS

The School Age Program maintains a staff/child ratio of one counselor for every twelve children. Ratios are reduced to a 1:8 ratios when youth are participating in high-risk activities.

CHILDCARE PRIORITIES



Military Family Types and DoD Priority – Supplanting Matrix

The chart below contains a complete list of all DoD priorities, if the priority is subject to supplanting, and by what priorities.

Military Family Type	Priority	Supplanted By
Child Development Program Staff	1A	Cannot be supplanted
Combat Related Wounded Warrior	1B.1	Cannot be supplanted
Single/Dual Active Duty Military/Coast Guard	1B.2	Cannot be supplanted
Single/Dual Guard/Reserve on Active Duty or Inactive Duty Training Status	1B.3	Cannot be supplanted
Active Duty With Full-Time Working Spouse	1B.4	Cannot be supplanted
Guard/Reserve on Active Duty or Inactive Duty Training Status With Full-Time Working Spouse	1B.5	Cannot be supplanted
Active Duty With Part-Time Working Spouse	1C.1	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Active Duty With Spouse Seeking Employment	1C.1	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Guard/Reserve on Active Duty or Inactive Duty Training Status With Part-Time Working Spouse	1C.2	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Guard/Reserve on Active Duty or Inactive Duty Training Status With Spouse Seeking Employment	1C.2	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Active Duty With Full-Time Student Spouse	1D.1	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5, 1C.1, 1C.2
Guard/Reserve on Active Duty or Inactive Duty Training Status With Full-Time Student Spouse	1D.2	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5, 1C.1, 1C.2
Single/Dual DoD Civilian/Coast Guard Civilian	2A	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
DoD/CG Civilian With Full-Time Working Spouse	2B	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Active Duty With Non-Working Spouse	3A	Supplanted by all priority 1 or 2
Guard/Reserve on Active Duty or Inactive Duty Training Status With Non-Working Spouse	3A	Supplanted by all priority 1 or 2
DoD/CG Civilian With Spouse Seeking Employment	3B	Supplanted by all priority 1 or 2
DoD/CG Civilian With Full-Time Student Spouse	3C	Supplanted by all priority 1 or 2
Gold Star Spouse (Combat Related)	3D	Supplanted by all priority 1 or 2
Single/Dual DoD Contractor	3E	Supplanted by all priority 1 or 2
DoD Contractor With Full-Time Working Spouse	3E	Supplanted by all priority 1 or 2
DoD Contractor With Spouse Seeking Employment	3E	Supplanted by all priority 1 or 2
DoD Contractor With Full-Time Student Spouse	3E	Supplanted by all priority 1 or 2
DoD/CG Civilian With Part-Time Working Spouse	3F	Supplanted by all priority 1 or 2
DoD/CG Civilian With Non-Working Spouse	3F	Supplanted by all priority 1 or 2
DoD Contractor With Part-Time Working Spouse	3F	Supplanted by all priority 1 or 2
DoD Contractor With Non-Working Spouse	3F	Supplanted by all priority 1 or 2

Military Family Types: Supplanting

Military Family Type	Priority	Supplanted By
Deactivated Guard/Reserve Personnel	3F	Supplanted by all priority 1 or 2
Other Federal Employees	3F	Supplanted by all priority 1 or 2
Military Retirees	3F	Supplanted by all priority 1 or 2

1. At no time will the child of a Direct Care CDP staff member be removed from the program to accommodate another eligible patron.
2. At no time will a Priority 1B patron be removed from the program to accommodate any other patron, including 1A patrons.
3. Priority 1C patrons may only be supplanted by an eligible patron in Priority 1A or 1B.
4. Priority 1D patrons will be supplanted by an eligible patron in Priority 1A, 1B, or 1C.
5. DoD and Coast Guard civilian patrons (Priority 2) may only be supplanted from care by an eligible Priority 1A or 1B patron when the Anticipated Placement Time of the Priority 1A or 1B patron exceeds 45 days beyond their Date Care Needed (as indicated in MilitaryChildCare.com).
6. Space Available (Priority 3) patrons will be supplanted by an eligible Priority 1 or a Priority 2 patron.

1. *When Service members designated as combat-related wounded warrior in an Active Duty status require hospitalization, extensive rehabilitation, or significant care from a spouse or care provider and requires full-time child care, they may be placed into Priority 1B. This designation requires Installation commander approval (this authority cannot be delegated).

2. Definitions: Full-Time and Part-Time Working

a. Full-Time Working: Working 30 hours per week or 100 hours per month OR working less than 30 hours per week or 100 hours per month and enrolled in a post-secondary educational institution

b. Part-Time Working: Working less than 30 hours per week or 100 hours per month

3. Guidance: Full-Time and Part-Time Student

a. Full-time student status will be verified once an offer is made. The family may be asked to show documentation from the school verifying the full-time status during the eligibility verification process.

b. Part-time students who are not working should select "Non-Working."

TERMINATION OF CARE

The Falcon Trail Youth Center will supplant children from the program IAW with the Militarychildcare.com supplanting matrix. When children are supplanted from the program, the sponsor will receive a 45-day termination of care notice and a list of optional childcare options will be provided. Families may also be removed from the program for failure to pay their childcare fees in accordance with the most current DoD Fee Policy. If your family has special circumstances that prevents you from making your childcare payment on time, please contact the Youth Center Director to discuss payment options.

SPECIAL NEEDS & INCLUSION

It is the policy and goal of Air Force Child & Youth Programs to make reasonable accommodations which support inclusion and participation of children/youth with and without special needs. CYP programs are designed to reasonably accommodate and be inclusive of children/youth (entering or already enrolled in the program), including those with identified disabilities as well as special learning, medical and developmental needs. Child and Youth Programs follow the most recent DoD Inclusion Guide.

FEES & CHARGES

All families may choose their payment frequency in CYPBMS. Payments are due on the dates of the chosen payment frequency. Late fees are assessed as outlined in the most current DoD Fee Policy. Additional charges will be assessed for late pick up, school delays, snow days, scheduled school out days, and camp weeks.

If your child is at the center beyond close of business, every attempt will be made to contact you and/or an emergency contact using the numbers provided in CYPBMS. At 30 minutes past the close of business, proper authorities will be notified. The child may be removed from the center and placed with Family Advocacy or the Department of Human Services.

REGISTRATION

- After accepting a slot in militarychildcare.com, all families are required to register their child through CYPBMS. Children may not start in the program until parent have completed the registration process in CYPBMS and provide required documents to the program clerk.
- In addition to registering your child in CYPBMS, the sponsor must bring a current immunization record, a current leave and earning statement (LES) and/or pay stub for every adult member of the household. If your child has a special need, allergy or other medical needs, additional documentation will be required and an IAT meeting may be required before the child's start date.
- Two local emergency contacts other than you and/or spouse is required. This ensures that should your child become ill or need to be removed from the center for any reason, an alternate person is available to pick up your child.
- For the safety of your child, it is essential that your contact information and emergency contact information is kept up to date in CYPBMS.
- Children must be signed in and out each day using the ipads located at the front desk by a parent or other authorized person.
- If a person other than the parent signs a child out, they must be listed in CYPBMS as a person authorized to pick up the child. Siblings picking up children must be at least 14 years old and listed as an authorized person to pick up the child. For the child's safety, a picture ID is required of all persons picking up a child(ren) until the front desk staff become familiar with who they are.
- Parents may not bring children who are ill into the program. The supervisor on duty has the authority to deny admission to any child who appears ill. If your child becomes ill while in the program, you or your emergency contact must pick up your child within one hour of notification to limit exposure to other children and staff.

CHILDREN'S BELONGINGS

Each child will be provided with a locker for personal belongings. Upon arrival, children should place their personal belongings in their locker. Items and possessions should be labeled with the child's name. Personal belongings not needed to participate in the program should remain at home. The program will not assume responsibility for lost, broken or stolen items brought from home.

PARENT PARTICIPATION

We welcome your involvement as a parent in our program. Our parents have the opportunity to be involved in many different ways. We encourage participation on the Parent Advisory Board, Quality Improvement Team and attendance at our special functions or stopping by occasionally for breakfast or snack with your child(ren).

Our program allows for personal communication with families on a daily basis at drop-off and pick-up times. Please optimize this time as appropriate. If you need to further discuss a topic please make arrangements to schedule a meeting. We also communicate with families via e-mail and phone calls. We welcome your feedback and want to maintain open lines of communication with you.

EMERGENCY EVACUATIONS

If the center must evacuate the facility due to an emergency, parents can pick up their child(ren) at Outdoor Rec, bldg. 5136 Eagle Dr, Ste B101. All families will be notified of an evacuation and pick up instructions via email, text message, phone call, or an ATHOC notification.

PROTECTING THE RIGHTS OF CHILDREN, YOUTH & FAMILIES

The Falcon Trail Youth Center is committed to protecting and upholding the rights and privacy of children, youth, and their families. All youth will be treated fairly and in a non-discriminatory manner regardless of racial, ethnic, gender, cultural, religious, or linguistic background. All information on youth and their families is maintained in a confidential manner to ensure their privacy is protected. The program will obtain written consent from youth and their families prior to recording, photographing or filming children. The program has a system in place for participants and their families to use to elevate their

concerns, complaints, and grievances without fear of interference or retaliation. Program participants and their families are encouraged to express their concerns or grievances through the Chain of Command beginning with the School Age Coordinator. If the situation is not resolved, customers may elevate their grievance to the Youth Director and Airman & Family Services Flight Chief.

GUIDANCE POLICY

Program staff have a responsibility to provide a safe and healthy environment for all children in our program. The program will strive to model the proper way for children to interact with other children and adults. Physical and emotional punishment of any kind is prohibited in the program.

The Youth Center uses positive guidance techniques and redirection. The purpose of this is to help children learn acceptable behavior and develop self-control. When redirecting or guiding a child's behavior, the age, intellectual development, temperament, and past experiences will be considered. The staff will make every effort to be consistent in explaining and maintaining rules and limits while working with children.

Persistent behavior problems will be discussed with the parent(s). Program staff will solicit your help in working on a solution to help your child be successful in our program. When unacceptable behavior erupts on a continuing basis, the parent(s) will be kept informed of occurrences verbally. When a child demonstrates persistent misbehavior, an IAT may be required. If the established strategies do not work, a suspension or termination of care may be necessary.



CHILD ABUSE REPORTING

Children participating in the Falcon Trail Youth Center are to be protected from child abuse and neglect. Staff, contract employees and volunteers wear name tags or other identifying apparel. Staff without completed background check may not work alone with children under any circumstances. Access to the building is monitored and staff members respond when strangers enter the facility. All staff members have been trained in child abuse identification and reporting and they are all mandated reporters. The Department of Defense hotline phone number for reporting suspected child abuse is 1.877.790.1197. There are hotline posters located in the front lobby and offices.

REPORTING PROBLEMATIC SEXUALIZED BEHAVIORS

As CYP professionals, our goal is to keep children safe from problematic sexualized behaviors. All CYP staff are trained on utilizing the following strategies to ensure the safety of all children in our programs:

- Implement active supervision practices and ensure proper accountability of all children.
- Environment will be set up in a manner to eliminate blind spots and aid active supervision.
- Teach children about personal space throughout daily routines, resolving conflicts, books, activities, etc. All teachings will be conducted in a developmentally appropriate manner.

All CYP professionals are required to complete annual training on Problematic Sexualized Behaviors which is conducted by Family Advocacy. At the discretion of the Training and Curriculum Specialist and/or supervisor, CYP Professionals may complete the Sexual Development & Behavior in Children and Youth courses through Virtual Lab School. When concerns with problematic sexualized behaviors arise, staff are required to report as outlined in the local guidance. As needed, families may be provided with resources from the USAFA Family Advocacy Office, Military Family Life Counselors, and other local resources. Please see your Trainer or CDC Director if resources are needed for families.

COMMUNICABLE DISEASES & EXCLUSION

Staff visually check children when they arrive at the program for any obvious indications of illness. Children sent home from school or not in attendance at school due to illness will not be accepted for care at the School Age Program, Open Rec and Teen Program. Children who become ill while attending the program will be isolated from other children until picked up by their parent. Ill children must be picked up within an hour of parent notification. Children must be symptom and fever free for 48hrs without the use of medication before returning to the program. When a diagnosis of a communicable disease is made, all parents of the exposed children will be notified.

MEDICATION ADMINISTRATION

School Age Program will only administer medications prescribed by a doctor. Parents will administer the first dosage of all medications. Asthma inhalers, oral and topical medications can be administered by program staff.

A trained and designated staff person will administer oral medication. Medication must be in the original container with the prescription label. The parent must complete the permission form AF Form 1055 in entirety. Before medication can be administered, the parent must sign the AF Form 1055 and initial it daily before program staff can administer the medication.

Emergency as needed medications for asthma or allergies (inhalers, EpiPen, etc.) must have a current action plan outlined by the prescribing health care provider and it must be approved by our Medical Advisor. The need for such medication must be reverified every 12 months. All emergency medication must remain at the program. If the emergency medication is not present, then the child may not come to care.

Staff members who administer medication have been trained by a representative of the USAFA Medical Group.

INJURIES

Minor accidents, such as cuts, bumps and bruises will be reported to parents on an AF Form 1187 Accident Report when the child is picked up from care. Parents will be contacted if your child experiences a head injury, if your child complains of constant pain, dizziness, potential sprains/broken bones or if you have requested notification for any injury to your child. If the injury requires emergency medical attention, 911 will be called and an emergency response vehicle will escort your child to Memorial North Hospital. Every effort will be made to reach the parents after the ambulance has been called.

CLOTHING AND OUTDOOR PLAY

Please ensure your child is dressed appropriately for the various activities in which he/she will participate daily. Remember, play is the work of childhood.

Please dress your child so they are free to jump, run and climb. To ensure your child's safety, please ensure children wear closed toed shoes when attending the program. Children attending our programs must be able to participate in all activities.

Outdoor play is a daily part of our schedule. It is our policy that children who are well enough to come to the program are well enough to go outdoors. If children are dressed properly, weather conditions should not pose any health risk. Please supply appropriate clothing for the extreme weather found in Colorado. In the winter, children should have gloves, boots, hats, and coats. In the summer, they should have cool tops, shorts, and close-toed shoes. Children will go outside if the temperature or wind chill is above 15 degrees Fahrenheit and below 95 degrees Fahrenheit. However, children will remain indoors during inclement weather conditions, such as lightning, rain, and dangerous high winds.

SNOW DAYS & BASE CLOSURES

In case of early closing, parents must pick up their children within one hour of being released from duty. This helps us to release our employees before conditions become more hazardous. When the Wing Commander indicates a base closure, the Youth Center will only open for Mission Essential personnel who have a current letter on file. On inclement weather days when delayed reporting has been declared, the programs will only open for mission essential personnel with a current letter on file. If the Wing Commander determines that the Child and Youth Programs are closed or have delayed reporting, the program will follow the guidance provided on the ATHOC notification.

FIRE DRILLS

Fire drills are conducted monthly so all staff members and children are familiar with evacuation procedures. Children are taken from their activity areas to the designated fire evacuation area and accountability is taken of all children and staff. Fire evacuation maps are posted in each activity room, breakroom, gym and office spaces. Parents will be unable to drop off or pick up a child from care during a fire drill.

FIELD TRIPS

Field Trips will be planned regularly throughout the summer and during school breaks. Parents will be notified in advance for all trips and will receive information about any special requirements (swimsuits, towels, etc.). Transportation will be provided by the program by utilizing D20 buses, contract bus services or government vans. Staff responsible for transporting children have been drug tested, have a valid driver's license and a copy of their driving record is provided annually. Copies of all children's emergency contact information will be taken on all filed trips.

Children will wear identifying apparel, so they are easily recognized and accounted for. Staff will check prior to leaving the facility at various intervals in the trip and upon arrival to the destination to verify 100% accountability of all children by conducting name to face roll call and total head count based on who is signed into the program through CYPBMS.





SAFETY INSTRUCTIONS

Please do not leave your vehicle running while unattended. Refer to the USAFA Supervision Grid for authorized guidance for the age children may be left unattended in a car. The USAFA Supervision policy is available in our lobby area.

PROGRAM ORIENTATION

Parents are provided orientation of the program prior to the child's enrollment. The orientation includes the following:

- Information on program philosophy
- Curriculum goals and objectives
- Guidance and discipline
- Ongoing communication procedures
- Support of special needs children
- Health and safety precautions and requirements
- Techniques used by the program to negotiate difficulties and differences that arise in interactions between families and program staff
- Payments
- Meals and snacks
- Confidentiality of child and family information

ACCREDITATION

The School Age Program is accredited through the Council on Accreditation (COA). This process involves a rigorous review of the program including a review of policies and procedures, curriculum, parent involvement opportunities, safety and health standards, and a comprehensive observation of the program.

SIGN-IN AND SIGN-OUT POLICY

For the safety and well-being of children we maintain strict accountability standards. It is imperative parents follow established sign in and sign out procedures. Children ages 9 and up can sign themselves in and out with written parent consent.

FOOD PROGRAM

The School Age Program participates in the USDA Childcare Food Program. All parents whose children are attending our program are required to complete a USDA Income Eligibility Form annually. The center serves breakfast, lunch, 2 pm snack and a pm snack during full days of care. Breakfast is served at 0730 and snack is serves at 1615 on school days. Cycle menus are approved by the USAFA nutritionist and are posted on the parent board in the hallway.

Due to our participation in the USDA Food Program and protecting children with food allergies, we do not allow any outside food to be brought into the center. Meals provided in the center comply with the USDA Food Program to ensure adequate nutrition for the children.



RESOURCES AND REFERRALS

The Child and Youth Programs maintain a current list of child and family support services available in the community. There are resources located at the Family Childcare office located at the CDC Annex and in the parent information areas in the School Age Program and each CDC. The following services are listed below:

- Health
- Mental health
- Oral health
- Nutrition
- Child welfare
- Parenting programs
- Early intervention-special education screening and assessment services
- National Association Child Care Resources Agency (NACCRA)
- Basic needs such as housing and childcare subsidies

SECURITY PROCEDURES

Facility and program access is strictly monitored and controlled as a child abuse preventive measure. Access is limited to parents, children, and staff. Others needing access, for example, civil engineers are required to sign in. Authorized adults, other than parents, picking up their children are required to provide photo identification. The authorized adult will then be compared to the names listed in CYPBMS. Visitors other than enrolled parents who are authorized to be at the program must check in at the administrative office immediately upon entering the facility. Visitors are also asked to sign in on the forms provided at the front desk.

CLOSED CIRCUIT VIDEO MONITORING

All children enrolled in our facility are subject to closed circuit video monitoring and recording. Parents may come and view their child participating in real-time events on the CCTV monitor at the front desk. If parents would like to view video, they may submit this request in writing to the Child and Youth Services Flight Chief, Jessica Parks at jessica.parks@us.af.mil.

COMMUNITY RESOURCES

Early Intervention Colorado: www.eicolorado.org
Airman & Family Readiness Center: 333.3444
Alcohol & Drug Abuse Prevention: 333.5177
American Red Cross: 877.272.7337
DoD Child Abuse Safety Violation Hotline: 877.790.1197
Chaplains Service: 333.3300
Domestic Violence Crisis Line: 633.1462
El Paso County Disaster Assistance Center: 444.8301
Employee Assistance Program: 333.4364
Family Advocacy Office: 333.5270
Health Promotions: 333.3733
Mental Health Clinic: 333.5177
Military Family Life Counselor: 651.3759
Military One Source: 800.342.9647
National Association of Childcare Resource & Referral Agencies:
703.341.4100 or www.naccrra.org
National Domestic Violence Hotline: 800.799.SAFE
New Parent Support Program: 333.5270
Colorado Legal Services: 471.0380
Aspen Pointe Mental Health: 635.7000
Pikes Peak Respite Services:
659.6344 or www.pikespeakrespites.com
Sexual Assault Coordinator (SARC): 333.5270 or 888.231.4058
USAFA Security Forces: 333.2000

KEY PERSONNEL

Youth Center Director: Lawrence Hill
School Age Coordinator: Kyla Dauber
Training and Curriculum Specialist: Laurel Mellott
Youth Activities Specialist: Cecilia Talavera
Youth Activities Specialist: Christopher Redding
***Falcon Trail Youth Center Address: 5132 Cathedral Drive
Commercial Phone: 719.333.4169
DSN: 333.4169***

CHILD AND YOUTH SERVICES FLIGHT CHIEF

Jessica Parks
10th Force Support Squadron (Community Center)
Commercial Phone: 719.333.7781 | DSN: 333.7781
Duty Cell: 719-373-2857 | Email: jessica.parks@us.af.mil