



CHILD AND YOUTH
PROGRAMS



Child & Youth Program (CYP) Handbook

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Child and Youth Programs Mission Statement

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



Child and Youth Policy/Guidance References

Air Force Instruction
AFI34-144 Child and Youth Programs
Department of Defense Instruction
DoDI 6060.02 Child Development Programs
DoDI 6060.4 Youth Services Policy
National Association for the Education for Young Children
(NAEYC)
Council on Accreditation (COA)
Caring for Our Children: Health and Safety Performance Standards

Updated 8 April 2024

Child and Youth Programs Key Personnel and Facility Information

CYP Flight Chief and Program Managers - Building 600

TITLE	NAME	NUMBER
Chief, Child and Youth Programs	Heather Weafer	384-2291
Child Development Center Program Manager	Tina Roberts	384-2297
Outreach Program Manager	Gena Walker	384-2321
Youth Program Manager	Curtis Benton	384-2282
School Liaison Program Manager	Adele Daniels	384-1505
School Liaison Program Manager	Holly Warners	384-7500
CYP Office Automation Assistant	Dorena Willis	384-2376

Child Development Centers

Hours of Operation: Monday-Friday 0600-1730

Katmai and Kodiak CDC Currently Closed

FACILITY	BUILDING	PHONE NUMBER
Denali CDC	7377	552-8304
Katmai CDC	7181	552-5113
Kodiak CDC	6	384-1510
Sitka CDC	6376	552-6403
Talkeetna CDC	11	384-0686

School Age Care Centers

Hours of Operation:

Summer and School Breaks: Monday-Friday 0600-1730

Before/After School Care: Monday-Friday 0600-0900 & 1530-1730

FACILITY	BUILDING	PHONE NUMBER
Illa SAC	31-600	384-1068
Ketchikan SAC	7163	552-5091

Youth/Teen Centers

Hours of Operation:

Summer and School Breaks: Monday-Friday 1000-1800 (Youth); 1000-1900 (Teens)

Before/After School Care: Monday-Friday 1430-1800 (Youth); 1430-1900 (Teens)

FACILITY	BUILDING	PHONE NUMBER
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Kennecott YP	6104	552-2266
Two Rivers YP	297	384-1508

Other Key CYP Staff

TITLE	NUMBER
Community Child Care Coordinator	552-3995
Family Child Care Coordinator	552-4664
Instructional Youth Program Coordinator	384-1508
Youth Sports Program Coordinator	552-5308

Holiday Closures

All Child and Youth Programs will be closed on the following Federal Holidays:

January	New Year’s Day Martin Luther King Jr Day
February	President’s Day
May	Memorial Day
June	Juneteenth National Independence Day
July	Independence Day
September	Labor Day
October	Columbus Day
November	Veteran’s Day Thanksgiving Day
December	Christmas Day

CYP will provide limited child care on PACAF Family Days corresponding to the Federal Holidays either in Family Child Care Homes or limited CYP facilities. Please refer to current year holiday calendar schedule/memo.

* Federal Holidays that are declared by the president will be observed and CYP will be closed. Fees will remain the same.

* Fees will be reimbursed on PACAF Family Days that CYP is closed and limited child care is provided by Family Child Care.

*Changes to hours of operation may occur with Mission Support Group Commander’s approval. 30 day written notice will be provided except in the cases of emergency.

Eligibility

Child care eligibility is contingent on the status of the sponsor. Eligible patrons as outlined in the

DoDI 6060.02, include active duty military, DoD civilian employees, guard or reserve on active duty orders, active duty coast guard members, combat related wounded warriors in active duty status, Gold Star spouses of military members who died from a combat-related incident, those acting in loco parentis for the dependent child of an otherwise eligible patron, eligible employees of DoD contractors, and other who may be authorized on a space available basis.

Guard/Reserves must provide active orders at time of enrollment. When active orders expire, it is the member's responsibility to provide new orders.

Verification Requirements:

- a. A working spouse must provide verification of employment such as a Pay/Leave and Earning Statement, Form 1099-MISC, Schedule C (Form 1040 or 1040SR), or a self-certification statement with an estimated number of hours worked on a weekly or monthly basis.
- b. Spouses actively seeking employment must submit verification every 30 days once the child is enrolled in care. The child may be removed from care if the spouse has not gained employment after 90 days. The installation commander may authorize an extension of care beyond 90 days as long as higher priority patrons are not impacted.
- c. Spouses enrolled in a post-secondary educational program on a full time basis must verify educational admission or enrollment as a full time student every 90 days once the patron is enrolled in care. If, at the time of verification, the spouse is not currently enrolled in, they must show proof of resumption of full time student status within 30 days or the child may be removed from care.

Patrons in Priority 1C and lower may be supplanted if a patron of higher priority requires child care. CYP will provide a 45-day notice for termination.

Financial Policies

Fees and Charges

Fees are to be based on total family income (TFI) and shall apply to all children who attend on a regular basis. Total family income must be verified annually, and weekly fees adjusted if applicable. TFI includes all earned income (before taxes) including wages, salaries, tips, long-term disability benefits, voluntary salary deferrals, retirement or other pension income including Supplemental Security Income (SSI) paid to the spouse and Veteran's Affairs (VA) benefits paid to the surviving spouse, Basic Allowance for Housing Reserve Component/Transit (BAH/RC/T), and in-kind quarters and subsistence received by a Military Service member, DoD civilian employee, or spouse, and anything else or value, even if not taxable, that was received for providing services.

In the case of unmarried parents, legally separated parents with joint custody, parents living separately with a legal custody agreement, or divorced parents with joint custody, children are eligible for child care only when they reside with the active duty Service member or eligible civilian sponsor at least 25 percent of the time in a month that the child receives child care through a DAF CYP Program. For blended families, the income of the household which establishes eligibility will be used for the TFI. For household in which non-related adults or unmarried couples are living in the same residence, include the income of all adults who financially contribute to the welfare of the child. In household where the parents are married or in a legal partnership and one parent is geologically separated from the other include the income of both parents. During deployments or remote assignments, temporary custody to relatives or friends, TFI will only be based on the sponsor's TFI.

Fee adjustments and hardship waivers are reviewed on a case-by-case and may be for short periods of time or until the next TFI review. Families in need of a fee reduction are required to provide the center Director a personal financial analysis conducted by the Airman and Family Readiness Center and a letter from their commander, first sergeant or supervisor. Families experiencing divorce or legal separation do not need a financial analysis, but a copy of the legal document is required. All supporting documentation should be included in the family's request for a fee reduction package. The request will be forwarded through the Flight Chief for recommendation to the Installation/SBC CC or designee (no lower than the Mission Support Group Commander) for approval or disapproval.

A discount is provided for families who have multiple children enrolled in care. Patrons pay the full fee for the youngest child (highest rate) and other children from the same family enrolled in the program will each receive a multiple child discount of 15%. If patrons have children enrolled in both the Child Development Center and School Age Program, the discount is given at the School Age Program.

JBER utilizes Child and Youth Business Management System. All payments for JBER Child and Youth Programs must be accomplished in CYPBMS. Parents must have complete CYPBMS including a valid credit card for payment prior to starting in the program. Parents are expected to keep their payment information up to date.

Third Party Child Care Subsidy

Families may be eligible for additional financial assistance through other local/state/federal/country programs. The family's fees will still be based on their TFI; however, their weekly fees will be based on the co-pay required by the 3rd party. Note: If a family's weekly co-pay and 3rd party subsidy does not equal the weekly fee based on the TFI, the family will be responsible for the difference.

Late Pick-up Procedures and Fees/Late Payment Fees

In the event you are running late, please call the facility and notify them. If you are late picking up and no notification is made, the administrative staff will begin calling parents and emergency contacts. If no contact is made with parents or emergency contacts within 15 minutes of closing time, then 673d Security Forces Squadron will be called.

Child and Youth Programs close at 1730. Late pickup fees for CDC and SAC (Before/After and Summer Camp): \$2.00 per minute/child will be assessed for late pickup following a 10-minute grace period. Note: Families will only be authorized to use the grace period, 3x during the fee year; after the 3rd time of after 1730 pickup, the late pickup fee will be effective upon the closing time.

Late payment fees are \$5.00 per day per family. Childcare services will no longer be provided if the family has missed two consecutive payments. Upon the 2nd missed payment, programs will notify the family, without a payment in full or an approved payment plan (by the CYP Flight Chief), childcare services will end at the close of business 2 business days later.

Parents will be responsible to pay for care provided during a government shutdown. Child care fees will be collected for services rendered after an appropriations bill or continuing resolution (CR) is passed. Note: Late payments will be waived until 5 business days after the enactment of an appropriations bill or CR.

Credits

Fees will be reimbursed on PACAF Family Days that CYP is closed and limited child care is provided by Family Child Care. All other family days with limited child care in the CDC/SAC are calculated into monthly fees.

Fees will be reimbursed for "First Come, First Serve" Child Care Vacation spaces based on the hours that the space is filled.

Subletting/Leasing/Renting Child Care Spaces

All CDC/SAC parents will be given the option of subletting/leasing/renting their space. All DAF CDPs must provide families the option to sublet/lease/rent their space when their child is not

present for an entire week or more (must be in weeklong increments, Monday-Friday). Subletting/Leasing/Renting is approved for week increments, may not exceed 12 weeks during the fee year, and the sponsor must be assigned to the installation. Note: The CYS Flight Chief may approve up to 12 additional weeks (over the 12 weeks) based on individual circumstances (i.e., maternity leave/parental/convalescent leave, ect.). Under no circumstances shall the owner of the space profit from the subletting/leasing/renting of their space. **Weekly fees paid are calculated and are based on the Total Family Income of the patron occupying the sublet/leased/rental space. If space is used for hourly care, the hourly fee paid will be \$8.00 per hour per child.** Parents occupying the sublet/lease/rental space must be notified of the conditions upon which their space may be terminated and enrollment in a sublet/rental space does not give them higher priority on the waiting list if a permanent space becomes available.

Transportation

Vehicles used to transport children/youth comply with Federal motor-vehicle safety standards in accordance with Title 49, U.S.C Section 3.125 and applicable State or host requirements. Only approved transportation will be used for CYP field trips.

Anti-Idling Vehicles

Vehicles are not allowed to idle in the facility's designated parking areas at any time, including drop-off and pick-up. The exception is if the vehicles need to idle in extreme heat or cold to maintain interior or engine temperatures.

Idling vehicles contribute to air pollution and emit air toxins, which are pollutants known or suspected to cause cancer or other serious health effects.

References for anti-idling can be located in *Caring for Our Children 4th Edition*, 6.5.2.1 Drop-Off and Pick-Up.

Medical/Health Procedures

Accidents and Injuries

CYP personnel are trained to respond to medical emergencies. Children participating in care must have an AF Form 1181 on file. Each form includes parent/guardian's emergency phone numbers, authorization for medical treatment and any known allergies or special needs.

CYP personnel procedures:

1. Minor cuts, scrapes and bumps are attended to at the program. Parents are notified on the AF, Form 1187, Incident Report, which states the nature and cause of injury. This form will be kept on file after the parent signature is obtained.
2. If a more serious injury has occurred, first aid will be administered by CYP personnel. In case of loss of blood or broken bones, parents will be notified immediately and will escort their own child to the hospital. If the situation is of a more serious nature and/or life threatening, emergency personnel will be contacted first and the parents second. If it becomes necessary to seek medical attention, the parents will always be notified. If the parents are not available, then the emergency contact person will be contacted. If no one can be reached, the Child Development Center staff will transport the child via ambulance to a hospital along with the necessary documentation for treatment. Through this time, every effort will be made to reach the parents.

Ill Children

In determining whether a child should be excluded from the JBER Child and Youth Programs, an Exclusion/Inclusion policy has been established in accordance with American Academy of Pediatrics Managing Infectious Diseases in Child Care and School Setting as recommended by AFI 34-144, Chapter 7.7, Signs and Symptoms of Illness, and the JBER Pediatric Clinic Child and Youth Medical Advisor.

A child may return to the program only when their presence will not compromise the health and safety of other children. The Child and Youth Program, Family Child Care, School Age Program, and/or AF Policy can override a doctor's authorization to readmit children into the center. The admission approval slip from the child's health care provider must be physically provided or faxed/mailed to the program.

Communicable Diseases

If a child is seen by a physician and diagnosed with a communicable illness, please ensure the doctor provides it in writing and the facility is notified as soon as possible. Once notified, the facility will post a sign informing families that their children may have been exposed.

Allergies

Food items may be substituted for a child or youth's medical condition with written permission by the child's health care provider. Parents must submit a completed JBER Special Diet Statement. The form must include medically approved substitutions. Concurrence must be received from the program's medical advisor. Substitutions have to meet the Child and Adult Care Food Program guidelines. Should medically approved substitutions not be available through the Child and Youth Program food vendor, then parents may provide food from home.

Substitutions are to meet the Child and Adult Care Food Program guidelines and Public Health storage requirements. (AFI 34-144, 8.1.5)

Medication/Storage

"Medication" includes routine prescription items such as antibiotics; over the counter medications used to treat severe allergic reactions, asthma, seizures, and/or diabetic emergencies. AF Form 1055, Youth Flight Medication Permission Form, must be completed before any medication may be administered to the child. Medications will be administered only under daily written direction of parents, and with approval from a physician. No over the counter medications are authorized without permission from the child's physician. Child and Youth Programs cannot administer the first dose of a new medication. Medication administered one or two times a day is not administered except for time sensitive medications. This requirement does not apply for children in extended care. See complete details of medication administration in AFI 34-144 7.10.6. (AFI 34-144 7.10)

Medications are not to be administered during open recreation in Youth Programs. Medications may be provided for programs that extend beyond the normal typical day (e.g., full day camps, field trips). Emergency medication may be given during open recreation. Youth may self-carry their emergency medication. (AFI 34-144 7.10)

Medication is secured at the front desk. Keep medications in the original container, labeled with the child's name and prescribed dose. Medication is returned to the parents when no longer needed or have passed the expiration date. (AFI 31-144 7.10.3)

Emergency Procedures

Emergency Preparedness Drills/Disaster Preparedness

Monthly fire evacuation drills are conducted in all programs and family child care homes. Fire drills are conducted different times during the month. In addition, the CYP programs participate in two shelter-in-place drills annually. Evacuation maps with designated emergency exits and written emergency instructions in activity rooms are located by the exit door, front lobby, kitchen, and administrative offices. Active Shooter drills are conducted quarterly. CYP participates in base exercise drills. In the event of lock down, no one will be able to leave or enter the building. Everyone on site participates in drills. No children or youth are permitted to be signed out of program during the drill. Accountability of all children or youth is accomplished with a few minutes of evacuating as required in the DoD Fire Comprehensive Inspection Checklist. Emergency evacuation procedures are posted at each entrance/exit of the classroom.

Disaster /Weather Related Closures

In the event of a natural disaster, parents will be notified to pick up their children immediately. Contingency operations may require Child and Youth Programs to operate at a different location. In the event this occurs, parents would be notified of the alternate location.

Natural events beyond our control, which cause less than 3 days closure, are not refundable. Examples of these include, but are not limited to, the following: earthquakes, power outages, snowstorms, volcanic eruptions, water line breakage, etc. The centers follow base delayed openings and early release schedules. Notification will be given on the JBER Facebook page.

Weather related reporting procedures: In the event that the installation commander deems delayed reporting, CDC and SAC facilities will open at their scheduled hours for members with a completed commander signed mission essential form(s) and will accept all other children 1 hour prior to the designated delayed reporting time. In the event of early release of due to weather, CDC and SACs will close 1 hour after an early release reporting and Youth Centers will close. Credits are not given for delayed reporting or early release.

If the base operation closes to mission essential personnel only, then the designated CDC/SAC will provide care those families who have completed commander signed Mission Essential form(s). FCC homes will operate per the provider/parent arrangement. All other Child and Youth Programs will be closed.

Release of Children

- To ensure building security and minimize access all families, staff and visitors are *required to enter and exit* through the main entrance.
- Parents must sign their child in upon arrival at the Front Desk and again in the child's assigned classroom.
- Upon departure, parents sign the child out of the classroom first, then again at the front desk prior to leaving the building.
- All visitors must check in at the Front Desk.
- The policy helps ensure accountability in the event of an emergency evacuation.

Weather Conditions

- Outdoor play is a meaningful element in a child's development. Each classroom is scheduled to go outside in the morning and in the afternoon. Please dress your child according to the weather.
- Potential weather warnings are communicated through mass notification system if there is a risk to the children. Children will not be allowed to go outside until cleared by flight.

- Outside areas, such as the playgrounds, are closed when snow, ice, or standing water present potential hazards.
- Weather that poses a significant health risk shall include wind chill at or below 15 degrees F and heat index at or above 90 degrees F, as identified by the National Weather Service.

Termination/Suspension

All patrons must give a 2-week written notice when care is terminated except when patrons are notified of a 45-day notice of child care space supplanting.

At time of enrollment, if spouse has identified as a spouse seeking employment, then verification must be submitted every 30 days once the child is enrolled in care. If the spouse has not secured employment within 90 days, then the child may be removed from care. The installation commander may approve an extension beyond 90 days as long as higher priority patrons are not impacted. Thirty days after employment has been obtained, combined family income based on both pay statements will be used to determine the fee category.

Parents in categories 1C or lower may be supplanted from their child care space if a parent in a higher priority requires child care. If the space is needed for a higher priority, then the patron being supplanted will receive a 45-day notice that the space is needed.

Termination of care will occur immediately for any parent failing to comply with the program's policies. Children who are unable to adjust to the program's environment will be referred to the Inclusion Action Team to access reasonable accommodations. Child/youth unable to adjust to the program environment or any type of behavior that places children/staff in a dangerous situation will result in suspension for the day, a meeting with the parent, and a plan of action to resolve the concern. If a reasonable accommodation is not possible, care could result in suspension or disenrollment.

Patrons are responsible for providing a written two week notice to terminate their space.

Supporting Children/Youth and Families

Children with Special Needs

Child and Youth Programs provide reasonable accommodations to support inclusion and participation of children or youth with disabilities. During enrollment, parents will identify if their child/children have any allergy or special needs. Should the parents identify their child or

youth as having a disability, medical condition, or special need, CYP personnel will work with the family to determine the following for an action plan:

1. Placement in the most appropriate inclusive setting.
2. Reasonable accommodations and support for participation.
3. Auxiliary aides or services to facilitate effective communication.
4. Emergency action plan for medical or other health-related concerns.
5. Method for ongoing communication.

The JBER Child and Youth Action Plan will provide written instructions to meet modifications to the environment, specialized staff training and required staff to child ratios. The plan must be reviewed annually or sooner should the action plan need modifications. Once all paperwork is submitted from the parents, an inclusion action team meeting is conducted within 30 days.

Inclusion Action Team

The purpose of the Inclusion Action Team is to assess reasonable accommodations for children or youth with identified developmental and/or medical requirements. The team is made up of a multidisciplinary group of professionals. The team determines placement in the most inclusive setting appropriate to the child or youth's needs, accommodations and support for participation, auxiliary aides, or services to facilitate effective communication, emergency action plans developed by the child or youth's health care provider for medical or other health-related concerns, methods for ongoing communication, and any additional training or meetings required.

The core team includes:

1. Child and Youth Services Flight Chief or designee (GS-12 or above).
2. Program Managers.
3. Program Medical Advisor.
4. Exceptional Family Member Programs Family Support Coordinator.
5. School Liaison if the child is school age or receiving special education services at the school.
6. Personnel or provider who works with or has objectively observed the child or youth.
7. Parents of the child or youth.
8. Program Training and Curriculum Specialist.

The team may include additional members that can provide additional resources and/or information.

To ensure the process is conducted in a timely manner, please discuss questions or concerns with your center director/coordinator. Please reference our guidelines and policies outlined in Air Force Child and Youth Programs Supporting Children and Youth with Special Needs

Instructional Guide, AFI 34-144 Child Development, DoDI 6060.02, Caring for Our Children: Health and Safety Guidelines for Out-of-Home Care, NAEYC, and COA. Program staff will provide families with information about programs and services from other organizations. Families will be supported and encouraged to negotiate health, mental health, assessments, and educational services for their children. Child and Youth Programs (CYP) have established partnerships with early education programs, FOCUS, Behavioral Matters, and the Anchorage School District (ASD) to help prepare and manage the transitions between the programs. The staff at CYP are here to assist in connecting families to the services needed. General information is available regarding enrollment procedures and practices, visiting opportunities, and program options. Please contact your center director/coordinator for more information about community services that might be right for you. Before sharing any information about a child with other relevant providers, agencies, or other programs, the Child and Youth Programs will obtain written consent from the family.

Behavior Support Practices

The program develops a behavior plan when children or youth display behaviors that put themselves or others at risk. Positive guidance strategies are used to encourage positive behavior and reduce the needs for conflict. The plan is developed by a team of individuals who are invested in the child/youth's life, including:

1. Families
2. CYP personnel
3. Therapists
4. Teachers
5. Any other personnel that work with the child.

The team works together to develop a support plan that can be used in all environments by all team members.

Once a behavior is identified the program may provide a "We Need Your Help" form. CYPs engage families with this form in two circumstances: (1) a single, severe behavioral incident that poses a significant risk of injury to the child and/or to others, or (2) an emerging pattern of concerning behavior that is not resolving based on initial CYP modification efforts.

The plan includes written documentation that identifies the challenging behavior as well as strengths and interests, family background information, and strategies already implemented. This process reminds adults that the child/youth is much more than his or her behavior. It sets the tone for helping rather than blaming and helps to identify potential relationship issues. The plan will provide a clear description of the behavior, accommodations, and teaching strategies being implemented. The plan will also include a timeline, increased observations and coaching

sessions, expectations for CYP personnel and families, and appropriate responses to the behavior. Additional support provided by Kids Included Together (KIT), Anchorage School District and the JBER Medical Advisor may be utilized to assist during the process.

If the child/youth has a history of dangerous behavior that places him/her or others at risk, safety strategies will be implemented to keep the children/youth safe. Child/youth unable to adjust to the program environment or any type of behavior that places children/staff in a dangerous situation will result in suspension for the day, a meeting with the parent, and a plan of action to resolve the concern.

At times, the constraints of a program may place undue hardships on a child/youth. Group size, ratios, sensory stimulation, etc. may influence behaviors. A different environment may need to be explored to ensure the safety and health of the child/youth and the rest of the children/youth in the program. Before exclusionary measures are considered, the program ensures all possible interventions have been exhausted and work closely with the installation leadership and Air Force Services Activity Child and Youth Specialists.

Positive Guidance and Appropriate Touch

CYP personnel receive training outlined in the Air Force Child and Youth Programs Positive Guidance and Appropriate Touch Instructional Guide. They sign a written statement of understanding during New Employee/Provider Orientation and annually thereafter.

Child Abuse and Neglect Reporting

CYP personnel, FCC providers, specified volunteers, and contractors have a legal and ethical responsibility to protect children/youth from harm. These individuals are mandated reporters of suspicions of child abuse or neglect. Child abuse or neglect includes anything that is physical, sexual, emotional, deprivation of necessities, or combinations of each.

Personnel report all incidents which endanger the health of a child/youth to the program manager (or supervisor on duty) and notify the JBER Family Advocacy Office (FAO) at 580-5858. All information pertaining to the case of alleged abuse or neglect shall be confidential and, as such, should be shared only on a “need to know” basis for whom this information is absolutely necessary

Child Abuse, Neglect or Inappropriate Guidance allegations on a staff member

Any staff member that has an allegation of child abuse and/or neglect will:

- Be immediately removed from the program and placed on administrative leave.

- Remain out of the program until Family Advocacy determines if a case will be opened or closed.
- If an open case occurs, the staff member will remain out of the program until the investigation is complete. Will remain on administrative leave and/or relocated to a facility without children.
- If there is substantiated evidence, the case will be provided to the Family Advocacy Central Registry Board (CRB). The board will make a determination if the incident was deferred/met/did not meet the criteria for physical maltreatment.
- If “met” is the determination, the staff member will be provided the results and will have the ability to request an Incident Status Determination Review (ISDR). The ISDR will be granted when there is new information that was not presented to the CRB, and that information could affect the outcome determination.
- If there isn’t substantiated evidence and FAO closes the case, the program director is then authorized to review video footage to determine the scope of disciplinary action and retraining topics.
- These steps protect both the rights of the accused staff member and the children in care.

Alcohol, Drugs, and Tobacco Products Policies

Smoking, consuming alcohol, using tobacco products (including e-cigarettes) 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 activity. This includes outdoor CYP activity areas and FCC homes.

Parent Communication

CYP personnel, FCC providers, contractors, and volunteers develop relationships with parents in order to provide the best care and services possible. Parents are provided orientation at the time of initial enrollment. Parents are provided a handbook, a tour of the facility/home, and introduced to the staff. Materials and policies will be translated upon request. Parents are notified when their child/youth is injured, exposed to a communicable disease, experiences distress, becomes ill or any other significant event impacting children/youth. Each facility has a bulletin board for communicating items of interest to parents (e.g. Parent Advisory Board minutes, parent education opportunities, etc.). Parents of children enrolled in the CDC and FCC are offered a formal conference at least once a year.

Interactions Between Families and Program Staff

Parents and caregivers play an essential role in children's social development. Good parent-caregiver relationships are fostered through good communication skills and mutual respect. Maintaining a professional relationship and recognizing the following conflict resolution techniques will help foster children to resolve their own conflicts.

- Recognize and manage your own stress. Take a deep breath or step away from the situation and take a few minutes to notice everything around you in a mindful way.
- Remain aware of your emotional reactions to the situation. Understand your role.
- Pay attention to nonverbal communication. Use strategies to diffuse the situation. Speak calmly and provide reassuring expressions.
- Focus on solving the problem rather than "winning." Compromise is the key to solve the problem.

Parent Advisory Board (PAB)

The Parent Advisory Board meets quarterly to discuss program satisfaction and to provide any recommendations for improvement. The board is composed of parents of children/youth enrolled in CYP facilities and chaired by such a parent.

CCTV

All children or youth may be subject to closed circuit video monitoring and recording as part of their participation/enrollment in CYP.

Concussion Policies

A concussion occurs when a traumatic injury to the brain alters mental status or changes the way the brain normally works. It is caused by a blow to the head or body that forces the brain to move rapidly inside the skull. Should your child sustain such an injury while attending a CYP activity, they will be closely monitored by CYP staff. Some of the signs we will look for to indicate the possibility of concussion are dazed or stunned appearance, confusion, clumsy movements, slow response, or loss of consciousness. Please note that parents will be notified

immediately and as with any serious injury, EMS will be contacted for medical evaluation. An AF Form 1187 will be written for any injury and requires your signature indicating you were notified.

USDA Non-Discrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the

complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
program.intake@usda.gov

This institution is an equal opportunity provider.

Parent Resources

JBER Arctic Oasis Community Center	552-8529
JBER Library	384-1640
Army Community Services (MFRC)	384-1517
Military Family Readiness Center (MFRC)	552-4943
EFMP	384-0225/1517
Transition Assistance Program	384-3501
Family Advocacy Program (JBER)	580-5858
School Liaison Program Specialist	384-1505/7500
	580-2778
673d Med Group Appointment Line	

Thread Alaska (Alaska Child Care Referrals)	265-3100
Military One Source	800-342-9647
State of Alaska WIC program	465-3100
State of Alaska Child Care Program Office	269-4500