



DEPARTMENT OF AIR FORCE



SCHOOL-AGE CARE

YOUTH PROGRAMS

# School Age Parent Handbook

MacDill Air Force Base  
Tampa, FL





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DEPARTMENT OF AIR FORCE



**SCHOOL-AGE CARE**

## **OUR MISSION**

The mission of the MacDill School Age care is to assist the 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.

## **LICENSING AND ACCREDITATION**

MacDill School Age Care is licensed to operate through the Air Force. Headquarters Air Force ensures the program complies with the most recent guidelines: DAFI 34-144. Annually Air Force develops and reviews program standards for School Age Care operation to ensure they reflect the highest level of care and that supports the most current research on school age care. Program compliance is checked through annual unannounced inspections. The certificate to operate as an Air Force School Age Care is posted in the lobby and is renewed after each annual inspection.



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## KEY PERSONNEL

In the event you need to contact the program, feel free to call during normal hours of operation. Cynthia Washington is our Training and Curriculum Specialist. Her role in the program is to train the staff on developmentally appropriate practices and to support families with any concerns you might have regarding your child's time in the classroom. LaCandace Bowden, our clerk, will be glad to assist you with any registration and payment concerns. Chris Hug is the Youth Director and is eager to ensure your child is successful during their time at SAC and will gladly talk with you about any aspects of your child's care and time in the program. He also provides oversight for program operation and at times will be the manager on duty at School Age.

## COMMUNITY RESOURCES

Looking for information and need to know who to call? Here are a few of the most frequently requested phone numbers:

Tinker K-8 School: (813) 840-2043

School Liaison: (813) 828-0146

MacDill Youth Center: (813) 828-7956/57

MacDill Youth Sports: (813) 828-7958

Military & Family Readiness Center: (813) 828-0145

Family Child Care: (813) 828-7760

## ELIGIBILITY

Children, ages 5-12 of all military, DoD civilian personnel, and DoD contractors assigned to MacDill AFB are eligible to use the School Age Care. Five-year-olds must be enrolled and attending kindergarten prior to entering the School Age Care. Services for other children such as retirees is on space available basis.

## OPERATING HOURS

The School Age Care is open Monday-Friday from 6:30 am - 5:45 pm throughout the school year, including winter, spring, summer, and fall camps, and non-student days.

We are closed on all Federal holidays.



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## ENROLLMENT PROCEDURES

Prior to enrollment, documentation must be completed several days in advance of when care is needed to make sure all requirements are met. Parents with special needs children must allow additional time to complete the required paperwork. IAW with DAFI 34-144, we are prohibited from admitting a child without completing the registration process.



Additionally, At the time of registration, parents are required to register their child in the AFSV-CYPBMS system. For more information, please contact the front desk clerk.

## SUPPORTING CHILDREN OR YOUTH AND FAMILIES WITH SPECIAL NEEDS

The program will gladly accept children with special needs if the program can reasonably accommodate their needs and their presence does not endanger the health and safety of other children and the staff. This includes but is not limited to children who have ADHD, developmental delays, food allergies, asthma, chronic illness, autism, and seizures. A Health Assessment must be initiated and completed prior to a child starting care. Additionally, a Special Needs Care Plan (SNCP) may be required. The plan is available at the program and requires written input from parents, and the child's medical provider. The plan outlines the requirements needed to ensure the safety and well-being of the child while in the program. The SAC Coordinator will meet and work with family to determine the best placement, reasonable accommodations needed if needed, auxiliary services or aides and an action plan. If reasonable accommodations can be met, the SNCP will be reviewed by the Installation Inclusion Action Team. This team of professionals includes the Medical Provider, CYP Managers, the Flight Chief, Exceptional Family Member Program Coordinator, and the parent. The plan may outline the recommendation/requirements for care such as medications, adjusted ratios, and special services.

The Health Assessment/SNCP must be updated annually or more often if any changes are needed. The renewal of the SNCP must be reviewed and signed by the parent, SAC manager, the medical advisor and the child's physician.

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## WAITING LIST

Families needing care will need to complete a family profile on the Military Child Care (MCC) website –militarychildcare.com. Once completed you will be prompted to request the services needed. When a space becomes available you will be notified through the email address you provided in MCC about an opening. The next step will be to accept the space offered and to complete the registration process at the program.

## FINANCIAL POLICIES

Program fees are based on total family income and the annual DoD fee ranges and policies. Care services must be paid prior to receiving care, and failure to keep fees current may result in services being terminated. Payments are made via the CYPBMS system. Parents will enter their payment information as well as their payment schedule (weekly, monthly, bi-weekly, etc.). Please see the front desk staff if you have any questions.



The School Age Care Coordinator cannot adjust fees to a lower payment category once the payment fee is determined. To request a reduction in your fees, you must submit a request to the Mission Support Group Commander through this program and the Services Squadron chain-of command. You are required to supply all documentation needed to support your request. The fees will not be adjusted until approval is received back from the Support Group Commander.

Refunds will not be given for unused hours/days per the contract. Changes in contracted care such as cancellation of a reservation or withdrawal from care requires two week written notice. Canceling a reservation due to an emergency will be handled on a case-by-case basis. Please contact the front desk or the Coordinator if you have a specific request.

School year contracts for services provide several options to include Before School, After School and Before and After School. You will select the program option that best suits your family needs, as fees will vary. It is important to remember your fees will vary based on the school schedule and the number of hours of services available. For instance, on days when school closes early, the MacDill School Age Care will pick up from the school at the time of the dismissal and additional fees will be charged.

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On non-student days when school is closed, the program will offer full-day services, and you will be charged for the full-day rate. All weekly camps, to include Summer Camp, will be charged at the weekly rate, despite the number of days your child attends.

Parents picking up after our current closing time (5:45 pm) will be charged a late fee after the 3rd late pick-up following a 10-minute grace period IAW the current DoD fee policy.

## **ORIENTATION FOR NEW FAMILIES**

An orientation for new families to the program is to be completed at the time of registration. This orientation includes an explanation of key program policies and a tour.

During fall school registration and Summer Camp when there are many parent completing registrations, several days and times will be established to complete this process with a group of parents. Information

about orientation days and times will be communicated via the CYPBMS email system.



## **ACTIVITIES PROVIDED**

The Staff offer a wide range of directed activities daily. The staff is trained in implementing and developing age-appropriate programs. The lesson plans and ideas for programs are based on the staff's interaction with the children and through surveys.

The children's input is critical to this process. Lesson plans are posted in the rooms. If you have any questions about the programs offered, feel free to talk with the staff.

We value your input, and we appreciate your suggestions for programming. In addition, if you are interested in sharing a talent or skill with the children, talk to the staff about how you can get involved.

Various activities are scheduled daily. We offer programming curriculum in conjunction with 4-H and Boys and Girls Club of America. These activities help to teach children responsibility, leadership, and life skills.

Summer Camp weekly schedules are available prior to the start of camp. They offer parents a detailed description of each week.

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## SERVICE OPTIONS

**BEFORE SCHOOL** - Parents are responsible for walking their child into the facility each morning and signing them into the program via the CYPBMS iPad located in the front lobby. If your child is signed up for care and does not report, parents will be called to verify your child's whereabouts. Please call us if your child will not be attending care before school. Children under the age of 9 may not be dropped off at the front door of the facility.



Children aged 9 and older are allowed to sign themselves into the program as long as there is written permission on file from the parent. This form is available at the front desk.

Breakfast is offered before the group departs for school, however, children are not required to eat while at School Age. As the staff prepares to take the children to school they conduct a roll call to ensure accountability of all children. Children are dropped at Tinker in time for breakfast at the school, and before the bell rings, to start the school day.

**AFTER SCHOOL** - The staff picks up children from the school and ensures that all children are checked in and present. Please call if your child will not be attending after school care so we can ensure accountability. If a child is missing, parents are contacted to ensure that the child is safely accounted for. Children are then transported back to the facility, where they put away their belongings and can engage in self-directed play or enjoy an afternoon snack, which they are given sufficient time to consume. In the afternoon there are numerous options for children to choose from such as homework, outdoor activities, self-directed play, clubs, field trips and staff directed lesson plans. Children are allowed to determine where and how they will spend their time in the program. Outdoor play and programs are available throughout the afternoon based on the weather. As the number of children decreases the rooms might be consolidated and some rooms will be closed. Parents will sign their children out of the program via the CYPBMS iPad located in the front lobby. Children ages 9 years old and above may sign themselves out of care with written parent permission. Please speak to the front desk for more information on this.

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**DROP-IN CARE** - Drop-in care fees are based on the most current hourly rate which is available in the annual fee letter. Please speak to the front desk for more information about the rate when making your reservations for drop-in care. This fee is subject to change with the review and approval of program fees on an annual basis. Reservations for drop-in care must be made 24 hours in advance by submitting the request via CYPBMS.

**FULL-DAY CARE** - Parents are responsible for walking their child into the facility in the morning and for via the CYPBMS iPad located in the main lobby. If you reserved full day services, please call the program before 9 am if your child will be arriving later in the day or if he/she will be absent. Per regulatory guidance, we are required to contact parents when their child(ren) do not show for care as scheduled.

Breakfast is served at 8:15 am on full days and activities will be provided throughout the day. Activities will be offered in the BGCA core areas of the arts, leadership and service, health and wellness, sports and recreation, and education. Full-day care may include a field trip on or off base. Specific details about the trip's destination, admission fees and times will be available in the classroom.

Lunch is served at 11:15 am; children are encouraged to participate in the meal. In the case of field trips, lunches will be provided by the program or served upon their return. Outdoor play is part of the normal schedule and will be offered at several times throughout the day, weather permitting.

Snack is served at 2:15 pm during full days. As the number of children decreases at the end of the day, children will be consolidated as needed. Please be sure you sign your child out at the end of the day via the CYPBMS iPad.



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## TRANSPORTATION AND FIELD TRIPS

The children will be transported in government or chartered vehicles for all trips. The vehicles are inspected and will be driven by licensed, trained drivers. The children will be expected to always follow transportation safety rules. The rules are explained to the children, and you will be notified if your child is being unsafe while on the program vehicles. Due to the serious nature of vehicle safety, you will be notified immediately if your child is not following the rules and the consequences discussed.



If your child is involved in serious or repeated incidents of not following transportation safety, there may be a loss of program transportation. In this situation, you would be responsible for getting your child to and from school and your child would be prohibited from field trips.

Vehicles are checked daily with each use and at least annually by a trained mechanic.

Transportation after school is limited to the regular dismissal time for all students. We provide transportation for children enrolled in extended learning after-school however we are not able to return to the school for individual tutoring or after-school activities. In the event a child is left behind at school, the School Age Care staff will return immediately to the school to pick up the child.

On-Base field trips are offered, and this information is posted on staff lesson plans. In addition, off base trips may be scheduled on school out days and camps. Whenever possible, the admission fees are covered by the program and offered at no additional expense to parents. During certain trips, we are not able to provide alternate care for those choosing not to go on them. This information will be posted or shared in advance. If your child can not attend the field trip, you will need to make alternate care plans.

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## EXCLUSION POLICIES

Discipline provides the opportunity to enable a child to develop self-control. The program rules are posted in the hallway, next to the Locator Board, for all of the children to see. The rules must be developed to guide the behavior of the children for the protection and growth of children. The rules must be designed and administered in such a way to help the child develop self-control and assume responsibility for his actions through clear and consistent limits appropriate to the ages and development of children in care. These techniques include but are not limited to, redirecting the child to an alternate activity, rewarding acceptable behavior, encouraging children to talk about their feelings and providing an example for children by speaking and interacting with children in a positive manner.

Any discipline must be related to the child's action and be handled without prolonged delay on the part of the staff, so the child is aware of the relationship between his/her actions and the consequences. The Air Force Child and Youth Programs Positive Guidance and Appropriate Touch Instructional Guide discuss the acceptable forms of guidance as well as the unacceptable forms of discipline. This Instructional Guide is reviewed annually by all staff. The Instructional Guide is posted in the Parent Bulletin board and available for parents.

Should a child repeatedly behave in a way that is detrimental to himself, other children, adults or the program property, the problem will be brought to the attention of the School Age Coordinator. At this time, parents will be contacted to discuss the problem. Parents are required to follow the approved discipline methods while in the program. The Coordinator will work with the staff to develop a behavior plan. The plan will outline the areas of concern and the consequences for continued misbehavior. This plan will be discussed with the child. A parent and all parties will be required to sign the plan. If a Behavior Plan does not offer a solution to the issue, the Coordinator may make a recommendation for possible removal from the program.



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## SUSPENSION

The use of suspension, expulsion and other exclusionary measures is limited. Suspensions should not be viewed as punitive action. The intent of a suspension in CYP is never to punish a child. When a child's behavior escalates to the point of a direct safety threat to themselves or others, it is an indication that he or she is feeling unsafe and needs accommodations to help them communicate more effectively and reduce the likelihood of the behavior occurring again. In limited circumstances suspensions are an acceptable and immediate response to mitigate unsafe behavior as it provides the program time to respond to the threat in a systematic way, including looking at the accommodations necessary to minimize the safety risk.

## TERMINATION OF ENROLLMENT

MacDill School Age Care will do our best to work with parents regarding their child's enrollment in the program. The program reserves the right to recommend termination of enrollment for nonpayment, child/youth unable to adjust to the program environment, or parent failure to comply with program policies.

## MEDICAL AND HEALTH PROCEDURES

The School Age staff is trained in CPR and First Aid and can handle most injuries and accidents. If your child is injured while in the School Age Care, the staff who handled the situation will provide you a written report explaining the details of the incident, and how it was handled to include any first aid given. This form will be provided to you the day of the injury. Be assured the staff will contact parents for all children involved in any major accidents. You are not allowed to speak to any other children that might have been involved with hurting your child nor will the staff give you the name of children involved. This will be handled by the staff. Likewise, we will not allow other parents to talk to your child.



Parents are called about an accident only if it is serious in nature or in the event of a head injury. If you are notified of a serious injury, you will be expected to pick up your child within 30 minutes. In the more serious situations, the injury

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will be reviewed by the supervisor on duty and 911 called, if necessary. In this situation, you will be notified once your child is taken care of, and the staff is free to make this call. For this reason, it is critical you provide good phone numbers where you can be reached daily.

## **SICK CHILDREN/YOUTH**

The School Age staff screens the children each day for health issues. If your child becomes ill and is unable to participate in the program, he/she may need to be separated from the other children and you will be notified.

Signs of illness include a fever, nasal discharge, vomiting, unable to keep up with normal activities, eye discharge and complaints of pain. The front desk staff will call you and let you know your child is not feeling well with at least two of the above symptoms, and you will be expected to pick up your child within 30 minutes of notification.



When a child is sick, they may be relocated to the Coordinator's office to wait for parents if we suspect a contagious condition. While your child waits for you to arrive, the staff will try to make your child as comfortable as possible. If your child is not contagious, they will be allowed to stay in the room until you arrive.

Once a child has been removed for illness, they may not return within 24 hours unless they have a doctor's note stating they are not contagious. If your child is sent home, you will be given a form by the front desk staff stating the reason the child is being sent home and the criteria for readmission. After 24 hours, the child will be readmitted at the discretion of the supervisor on duty. The decision for readmission will be based on the most current version of The American Academy of Pediatrics' "Managing Infectious Diseases in Child Care and Schools." Please do not bring your child to care if they are sick or contagious.

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## CONCUSSION POLICY

A concussion is a type of traumatic brain injury—or TBI—caused by a bump, blow, or jolt to the head or by a hit to the body that causes the head and brain to move quickly back and forth. This fast movement can cause the brain to bounce around or twist in the skull, creating chemical changes in the brain and sometimes stretching and damaging the brain cells.

In the event a child displays any of the symptoms of concussion such as dizziness, confusion, vomiting or “not feeling right” the School Age staff will:

Remove your child from the activity,  
Notify parents or 911 depending on the severity of the symptoms,  
Monitor the child until parents or help arrives and provide a written report of the events.

A written notes from a physician will be required before returning to care. The note will need to include any adjustments or restrictions to your child’s activity level while at SAC.

## STORAGE AND ADMINISTRATION TO MEDICATION

Medication will be stored in a secure area that is not accessible to youth. Medications must be in its original container with a prescription label. An AF Form 1055 must be on file, completed by the parent, following a medical care plan, and signed each day the medication is to be administered.



## CLOSED CIRCUIT VIDEO MONITORING

While in care, all children are subject to monitoring using closed-circuit television systems. This allows management an opportunity to keep an eye on children and staff throughout the facility from the front desk. Parents are free to watch their child participating while in the program on the monitors at the front of the facility.



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## STAFFING AND SCHEDULING

The keys to maintaining excellence in School Age Care are the adults who work directly with the children. These professionals are dedicated to the well-being of your child. They must have a physical examination, receive training on safe handling of food, complete eight hours of observation, attend several orientations and begin the process for a local and national agency check. Staff with pending background checks will be designated by identifying garment such as a red shirt or other identifying apparel. They will work in the line of sight of staff until their clearance is received. The process for background checks is repeated every few years. Training is an ongoing process. The Air Force Program Assistant Certified Training Program has designed 15 comprehensive and developmentally appropriate modules focused on the School Age child to enhance the counselor's skills and provide the opportunity to learn new ones.

Additionally, the staff participates in training each month that is focused on growth and development, classroom management, curriculum planning, or professional and personal development. The staff is also trained in First Aid and CPR.

Staff typically work in the same classrooms to ensure continuity of care. They are required to take a 15-minute break for every 4 hours they provide childcare.

## RATIOS AND CLASS SIZES

For regular activities, there are no more than 15 youth assigned to one staff member; however, if Kindergartners participate in the program and share space (indoors or outdoors) no more than 12 youth may be assigned to a staff member.



For off base trips the ratio is enriched to 1:8, dependent on the activity. Staff to child ratios may be reduced even further depending on the type of activity being conducted.

No more than 24 youth may be in an activity area with one staff member (e.g., gym).



## **PROGRAM STAFF AND PARENT COMMUNICATION**

Positive, effective communication is an important part of our program. Staff will communicate with parents in a multitude of ways; face-to-face, one-on-one scheduled meetings, telephonic, email, flyers, and with Zoom and or TEAMS.

## **CHILD ABUSE AND NEGLECT**

All MacDill Child and Youth staff are required to report any suspicions of child maltreatment to Family Advocacy in accordance with our DAFI 34-144. The phone number for Family Advocacy is (813) 827-9172.

**The DoD Child Abuse Hotline is 877-790-1197**

## **ALCOHOL, DRUGS, AND TOBACCO PRODUCTS POLICIES**

In accordance with DAFI 34-144, 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 activities. This includes outdoor CYP activity areas.

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## EMERGENCY RESPONSE PLAN

Signage for each emergency response plan is posted in each room within SAC.

Fire drills are conducted monthly and are unannounced. All persons are required to follow the fire evacuation guidelines that are posted throughout the facility.

For natural disasters, the Youth Center will “Shelter in Place” and utilize areas according to each room’s emergency plan

All emergency procedures will be announced by the staff and specific instructions/directions will be given accordingly.

### Hurricane Procedures:

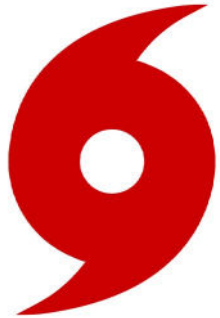
**HURCON 5:** SAC will notify parents of closure once HURCON 3 is declared.

**HURCON 4:** SAC will notify parents of closure once HURCON 3 is declared.

**HURCON 3:** SAC will close. All youth should be picked up immediately.

**HURCON 2:** SAC closed.

**HURCON 1:** SAC closed.



In the event of an Active Shooter, we will utilize “Force Protection” Protocols for detailed emergency response, LOCK DOWN AND BLACKOUT.

## BUILDING SECURITY AND ACCESS

Facility Monitoring: Staff collectively monitors the front lobby throughout the operational hours; youth members and their families are provided with an access card that is tied to the DAF entry access system. All other patrons will be buzzed in at the staff’s discretion utilizing the DAF entry system.

## INVITATION TO VISIT ANYTIME

Parents are always welcome at MacDill School Age Care. We encourage parents to stop by to visit or to stay and participate with their child’s group. We invite parents to share their family traditions, hobbies or interests with their child’s group. Also, there are times when special events are conducted where parents are invited to attend. Please participate in the program events whenever possible.





**MacDill Youth Programs  
– School Age –**

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