

# Child Development Program

# Parent Handbook



# WELCOME!

Welcome to the MacDill AFB Child Development Program. Thank you for entrusting your child to our care. This handbook is designed to familiarize you with the policies and procedures of the Child Development Program.

The Child Development Program stands behind its commitment to provide the best developmental experiences for your child. Governed by Air Force regulations, the program strives to help children develop. Our Creative Curriculum is designed to meet the cognitive, creative, language, social, emotional and physical needs of each individual child based on their needs, interest and strengths.

We are an approved VPK provider, offering the Florida Voluntary Pre-kindergarten program. We have a gold seal and are accredited through the National Association for the education of young children. We are proud of the program we have to offer you and your child/ren.

We recognize the important role you play in helping us provide a quality program. Your ideas for changes and improvements are always welcome. Your active participation in our program helps us to be the best we can be. Thank you for your continued support. It is a pleasure serving you and your child/ren.

If you have any questions about our programs or policies, please do not hesitate to bring them to the attention of your Child Development Center (CDC) Director.

*Sincerely,*

*Child Development Center Program Staff  
MacDill AFB, Florida*



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## 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.

## Philosophy

The practices of Air Force Child Development Programs are based on current knowledge of child development and early childhood education. We are responsible for supporting the development of the whole child, meaning all areas of development are considered inter-related and equally important. Our program acknowledges children learn through active, hands-on involvement with their environment, peers, and caring adults. We respect each child's unique interests, experiences, abilities and needs, thus allowing us to be responsive to and appropriate for each child. Children are valued as individuals, as well as part of a group. Likewise, our program respects and supports the ideals, cultures, and values of families in their task of nurturing children. We advocate for children, families, and the early childhood professionals within our programs.

## 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
- Build physical development and skills
- Support sound health, safety, and nutritional practices
- Advance creative expression, representation, and appreciation for the arts
- Appreciate and respect cultural diversity
- Develop initiative and decision-making skills

A copy of the philosophy and goals are posted on the parent board in the lobby.

## Accreditation

All three child development centers are accredited by the National Association for the Education of Young Children (NAEYC). NAEYC Accreditation meets the highest quality of early childhood program standards and criteria.

*"I think one of the greatest advances to child care was the creation of the NAEYC Accreditation system, which has helped so much to raise the quality of programs."*

– T. Berry Brazelton, M.D., *The Brazelton Institute Children's Hospital Boston, Harvard Medical School*

*"The primary gauge of quality has been accreditation by the National Association for the Education of Young Children...whose seal of approval is regarded as the gold standard by parents, educators and facilities."*

– *The Wall Street Journal, March 24, 2006*

## Care Offered

### Hourly Care

Hourly care is offered Monday through Friday at all three facilities from 7:00 a.m. until 5:00 p.m. (Due to scheduled nap times at the CDC, drop-offs for hourly care are not encouraged between the hours of 11:00 a.m. and 2:00 pm). Reservations are made by calling the program in which you would like your child to attend. Reservations can be made as far as two weeks in advance. Children must be registered prior to making reservations. To assist us in providing the most support for the community's hourly care needs, please cancel unneeded reservations at least one hour in advance of your scheduled appointment time, with the front desk personnel of the center where care is scheduled.

### Leasing Program

The leasing program is available to all families. In an attempt to help lessen parents' financial burden, the CDC staff have made the commitment to try to lease out vacant child care spaces for hourly care or short-term care. Parents may lease their child(ren)'s slot(s) when they are not using it/them, and any income generated from leasing will be credited to their account, not to exceed their weekly fee. Parents using the leased slot will be charged at the rate of the full-time parent. If spaces are not able to be leased, parents are ultimately responsible for paying the weekly fee, even if their child is absent due to illness or vacation.

## Waiting List Procedures

If there is not a full-time care waiting list, we offer a VPK Program. It is available through the Child Development Program for children four years old, before 1 Sep of that school year. Classes are held Monday-Friday, from 8:30-11:30 am. This is a state program and parents must enroll with the Hillsborough County School Readiness and receive a voucher. Bring the certificate to the Child Development Center and complete our enrollment package, including a current immunization record. This program is funded by the state.

## Admission/Enrollment Policies

### *Admission Procedures / Special Needs*

Prior to admission of a child, a Parent/Guardian must complete and sign all applicable portions of the enrollment package. This includes: AF Form 1181, Family Agreement, AF Form 2652, income verification and up-to-date immunizations. The CDC is responsible for validating immunization dates by reviewing your child's shot record, as well as verifying any special needs requirements.

While enrolling children in MilitaryChildCare.com, the CDC must be made aware of any allergies, special needs, or special care instructions your child may have (allergies, asthma, speech delays, physical limitations, etc.), prior to your child's attendance in the program. We are required to coordinate care with the base medical advisor and/or Inclusion Action Team before your child starts in our program. This policy ensures children will receive the specialized attention they may need. The CDC has an abundance of child development resources being used to foster areas of growth and development, as well as individualized training for the caregiving staff so the needs of child are met and the appropriate environment is provided.

### *Emergency Contact/Treatment*

AF Form 1181 is maintained at the center for ready reference in the event of an accident, illness, or other emergency. It is very important

to keep the AF Form 1181 up to date. CDC staff use this information in emergency situations. If there are any changes in your name, address, or phone numbers, please make changes at the front desk, immediately. Your AF Form 1181 must include an emergency contact to notify if you cannot be reached. Your emergency contact should be made aware you have designated him or her on the form. The emergency contact must be local and must be someone other than the parents and be able to pick up your child in the event we cannot reach you.

Your signature authorizes emergency medical treatment, defined as measures necessary to protect your child in a life-threatening situation. Health concerns, or other personal information that might make it easier to provide quality care, should also be annotated on the AF Form 1181. It is vital we be able to reach you or your emergency contact person at all times.

### ***Fees and Charges***

All fees and charges are consistent with annual DoD and AF policies. MacDill Family Member Programs Fees are clearly posted in the CDC lobby. Fees are calculated once a year based on your Total Family Income. Your current year Family Agreement has specific information on weekly fees, hourly fees, late pick-up fees, and credits/refunds.

### ***Check-In/Out, Sign-In/Out***

Daily check-in procedures require you to sign/check your child in/out of the center each day before accompanying your child to/from the assigned room. This allows you to become better acquainted with your child's caregivers and to ensure your child is safely settled. Check-in computers or AF Form 1182s are located in the lobby of each facility and room sign-in sheets (AF Form 1930) are located near the entrance of each classroom. Please check daily to ensure emergency numbers are accurate and give any changes to the front desk personnel. Appropriate signing/checking in is very important and used for accountability of all children present in the event of an emergency. If an emergency occurs, time is of the essence; therefore, each day the admitting parent will annotate a phone number where they can be reached that day on the AF Form 1930.

Sometimes delays occur, so it is necessary for you to authorize other persons to pick up your child when you cannot come or in the event an emergency arises. Their names must be annotated on AF Form 1181. Children will not be released to anyone not listed on this form or to siblings less than 14 years of age. It is the parent's responsibility to inform the CDC if someone other than those indicated on the AF Form 1181 will be picking up their child. This request must be in writing. All newly designated persons the center is unfamiliar with will be asked to show picture identification to verify their identity.

### ***Withdrawal***

A two-week written notice is required prior to withdrawing your child from our program. Please ask the front desk for the proper form to fill out. Payment is required for the two weeks, whether or not your child attends. Failure to provide the required notice will result in a charge for two weeks payment, regardless. Emergency exceptions to this procedure must be addressed.

### ***Attendance: Early & Late Arrivals***

For VPK programs or hourly care appointments, early arrivals are discouraged, as staff scheduled to meet child care ratios is based on confirmed care reservations. Children have little concept of time and have difficulty waiting for more than 2-3 minutes in a restricted area.

Parents must contact the front desk clerks to inform them if their child(ren) will not be in care that day. This policy exists for the safety and security of children served. The desk clerks will start calling parents if a child has not arrived within 1 hour of drop-off time or by 9 am.

## **Emergency Procedures/Plans**

**HURRICANES:** For the safety of the children and staff, the CDCs go to minimal manning at the announcement of HURCON III. The CDCs will consolidate into one facility at announcement of HURCON II and will service only mission-essential personnel. The center will close at announcement of HURCON I. The Child Development Center will re-open, once directed to do so.

SHELTER IN PLACE signs are posted throughout the facility, and staff will direct the children and parents to go to the appropriate area based on the type of emergency. If alarms alert while inside the facility, we ask you evacuate/shelter with us until the “all clear” has been announced.

## **Base-wide Exercises**

Extended care may be offered to support Wing exercises or inspections and will be posted prior to the beginning of the exercise, to include specific instructions for reserving or signing up for care. Extended weekday care will be offered from 6 am-6 pm and may be consolidated to one facility, based on the needs of families. For other exercises or extended work requirements, child care needs will be referred to the Extended Duty Care (EDC) program through Family Child Care, which is available at no additional cost. On the last day of the exercise, the CDCs will close once the exercise has ENDEXED and the last child has been picked up or directed to do so.

## **CDC Procedures**

### ***Activities and Daily Schedules***

Diverse activities provide for both the care and development of all children. The daily schedule provides a balance of activities aimed at developing your child’s creative, cognitive, social, emotional, physical, language and emotional skills. Outdoor activities are an important part of your child’s development. Weather permitting, the children spend time outside, daily. If your child is too ill to play outdoors, it is recommended you do not bring him/her to the center. All children are required to go outside during scheduled outdoor time. Appropriate clothing should be brought to the center to meet the needs of changing weather. This also means closed-toed shoes are necessary to ensure children’s safety.

A rest period is provided for children, following lunch. Infants rest according to their individual needs. We must follow the safe sleep guidelines and insure no blankets or soft items are placed in an infant

sleep area. Pre-toddlers, toddlers and preschoolers rest between 11:45 a.m. and 2:15 p.m. This sometimes may or may not follow exact times, depending on the children's needs. A quiet area, soft music, stories and back patting contribute to relaxation. Children who choose not to sleep are provided opportunities for alternate quiet-time activities.

### ***Infants and Toddlers***

Parents of infants are required to bring a sufficient number of wipes and disposable diapers to last for the entire day. Diapers are checked every hour so parents will need to calculate the amount of time their child will be in the center and bring the appropriate number of diapers. Unused diapers will be returned. Children may sometimes have similar items, so please label all bags, clothing, shoes, diapers, and other items brought to the center with your child's name. Dress infants in appropriate daytime clothing and footwear. Pajamas are not preferred daytime clothing for center care. The CDC includes outdoor activities in the children's daily schedule. Children who are able to walk must wear a sturdy pair of shoes. Extra changes of clothing are necessary in case of soiling or spills. The CDC has an abundance of child development resources being used to foster areas of growth and development. Until a child enters the 12 to 24 months-old age group, caregivers will follow the child's cues for sleeping, eating, playing, and cuddling.

### ***Transitions***

As a child grows and develops, he or she is going to transition to the next age group. This is dependent upon more factors than solely the child's chronological age, and includes input from the caregivers, Training & Curriculum Specialist, and Director/Assistant Director. Caregivers will inform and make plans with the parent(s) for the child to "visit" or transition to the next age group. The beginning of the transition process consists of the child spending a few hours with the next age group at different times of the day. When the child feels comfortable, the length of time spent in the new classroom is increased, until eventually the child stays for the entire day, which is based on the child's cues. If they are transitioning well, their time may be shortened to avoid an issue with moving them back and forth from new room to

old room. This process generally takes one week, but may be shorter depending on the child.

### ***Field Trips/Transportation***

Parents will be notified of the date, time, and destination of field trips that require the use of a vehicle ahead of a scheduled trip. Parents give written permission for their child to be taken away from the center for any purpose (walks, field trips, etc.), by signing the AF Form 1181 during registration. Parents who do not wish their child to go on the field trip should find alternate care for them during the time of the trip. The center follows safety requirements by having children wear seat-belts and car seats. Parents need to provide car seats for their child/ren for field trips.

### ***Toilet Learning***

Our toilet learning practices are based on current knowledge of child development and early childhood education. We support the development of the whole child, meaning all areas of development are considered inter-related and equally important in the toilet-learning process. Readiness signs for learning to use the toilet include all areas of development. Some of the signs include verbalization of discomfort, dryness for extended periods of time, and independence in the toileting process. When such signs are evident, a cooperative effort will be made between parent and caregiver to assist in developing healthy toileting habits. Toilet training materials will be made available to parents when their child transitions to the two-year-old classroom. During that toilet learning process, it is appropriate for soiled items to be bagged and returned to the parent for sanitization reasons. Items will not be cleaned or dumped out of children's clothing. We ask parents to partner with us on this process for consistency and to aid in this process. Please coordinate with your individual classroom for additional help and guidance.

### ***Incident/Accident Reports***

First aid will be administered for all minor injuries, and the incident documented on AF Form 1187. These documents will be at the front

desk awaiting your signature, upon pick-up for the day. All cuts, bruises, falls, or marks on your child will be reported to parents. Serious injuries or injuries above the shoulders require an immediate courtesy phone call to the parents. In the event of a serious injury, 911 will immediately be called. Parents will be notified and asked to meet the child at the treatment facility.

If a parent requests a copy of an 1187 (or any document), they must do so with the FOIA office and the request will be processed in accordance with the FOIA laws. Once the FOIA office receives your request, they enter it into their tracking system and provide the requested 1187, along with your recommended redactions. The FOIA office will then task JA for review, prior to final response.

### ***Health Procedures***

The CDC staff is instructed to observe for signs and symptoms of illness at all times, specifically prior to each child's daily admission to the center. The MacDill Child and Youth Programs Medical Exclusion/Inclusion policy letter lists illnesses resulting in exclusion from the center. Please ask the front desk staff for a copy of this policy. A child may return to the program only when their presence will not compromise the health and safety of the other children. The CDC can override a doctor's authorization to readmit children into the center. If a consult with the child's health care provider is required, this can be accomplished either via a clinic visit with a physician/nurse, or telephone triage consult with a pediatrician/nurse. Parents are requested to notify the CDC if their child has contracted a communicable disease. Documentation must be provided to the program. Once this has been confirmed with a specific diagnosis of a communicable disease, the classroom/s the ill child has spent time in will post a sign which will alert other parents to the symptoms of the illness and other important information regarding the illness.

Parents or an emergency designee will be called if a child becomes ill or develops symptoms of being ill while in care. Within one hour of notification, parents must pick up their child from the isolation room and receive information on readmission.

## ***Medication Administration Procedures***

Employees are trained on administering oral medicine to children enrolled in full-day and after-school programs, if needed more than twice a day or if time-sensitive medications are needed. Oral medication is administered at specific times only: 10:00 a.m. or 2:00 p.m. Because of the possibility of reactions, parents must administer the first dosage and wait twenty minutes before the child may be signed in. All medications will need to be in their original container and have a current prescription on them, complete with the child's first and last name. It is recommended temporary medications be taken home each night. Medications that are needed on a more permanent basis, such as epi-pens, albuterol, etc., may be stored at the center in a locked cabinet at the front desk. Those medications will be administered at the appropriate time. Any medication that has expired, or is past the six-month point, and has not been re-validated, will be given back to the parent. We are not permitted to give any expired medications.

a. AF Form 1055: The top portion of this form, to include statement of parent/guardian, must be completed and signed by a parent or health care provider (Date, Name of Child, Medication, Purpose, Prescription Number, Expiration Date, Dosage, Times, Stop Date, Special Instructions, Diagnosing Provider, and Date seen). Additionally, parents must initial and date the section titled Daily Permission Verification, at the bottom of the AF Form 1055, EACH day medication is to be administered. If a parent fails to provide written permission on the AF Form 1055, the medication will not be administered unless the program staff contacts the parents for approval by phone, fax, email, and obtains permission. As a final courtesy, the center staff may contact the physician prescribing the medication. If the employee is unable to contact any of these sources, the medication will not be administered.

b. Topical Ointment: Programs must have parental permission to apply sunscreen, insect repellent, lip balms, diaper ointments, hand sanitizer and over-the-counter lotions and follow the policies and procedures in the CYP Topical Application Instructional Guide. Parental permission must be given annually. This authorization is located in the parent contract.

c. Asthma Medication: Any child who has had a diagnosis of asthma by a health care professional will need to have a special care plan from the health care provider. Parents need to initial the AF Form 1055, monthly, to authorize administration of emergency asthma medication.

d. Epi-pen: Parents need to sign and initial the AF Form 1055, annually authorizing the use of the Epi-pen. If it is necessary to administer the medication, the employee will contact the parents and emergency medical personnel, based on the individual needs of each situation.

f. Over-the-Counter Medication: All over-the-counter medications must be accompanied by an AF Form 1055, prescription form, or a detailed note, completed and signed by a health care provider, and stamped with the name below the signature. If the health care provider does not complete the AF Form 1055, but only provides a completed prescription form or note, the parents must complete the AF Form 1055 with all required information before the medication can be accepted in the programs. The form must indicate the name of the medication as well as the brand and any directions for administration.

g. Allergies: Please inform the program of any allergies your child has by indicating this information on AF Form 1181. Food allergies must be verified by a letter from the clinic/hospital. Whenever possible, the letter should also indicate suitable food substitutions. Substitutions cannot be made by center staff without a letter from the clinic/hospital. This process must be completed prior to starting, or as soon as it has been identified.

### ***Child Abuse Prevention/CCTV***

The center and parents who use the program have a partnership in protecting children. Parents/guardians are hereby notified that CCTV surveillance systems are in use in CYP facilities so you are aware of its usage, and that requests to review the video may be made regarding the daily activities. As stated in our AFI 34-144 13.8.3.: In the spirit of openness and transparency, parents/guardians may come to CYP and view their child/youth participating in events in real-time on the CCTV monitor unless contraindicated by a Collective Bargaining

Agreement (CBA) covering CYP employees, in which case, approval for reviewing must be made through the Freedom of Information Act (FOIA) Requestor Service Center and must include a review by the installation legal office. If a parent chooses to request a copy of a specific incident, they must do so through the Director/Assistant Director. To obtain a copy of an incident is a FOIA request and will need to be made with the local FOIA office.

Employees are trained annually on child abuse/neglect identification and reporting procedures. To protect children, windows are not blocked and lights remain on during normal duty hours. There is a single entrance point into the facility and only those on official business are allowed into the program and are accompanied/monitored while in the building. All employees are required by law to report suspected child abuse or neglect as mandated reporters. Employees observing signs of child abuse or suspecting child neglect will report their concerns to the Director or Supervisor on duty, immediately.

### ***Touch Policy***

Appropriate touching creates a positive emotional response in the child. Examples of appropriate touch include: hugs, hand holding, back rubbing, pat on the head/shoulders, help in physical activities, etc. However, the children's preferences about physical proximity must be taken into consideration at all times. Inappropriate touching elicits an improper negative response. This type of touching usually involves exploitation of the child(ren). Examples of inappropriate touch include: spanking, striking, prolonged tickling, fondling, forced kissing and molestation. All employees are trained in appropriate touch, during the orientation process, as well as annually, to include procedures for diapering and/or toileting.

### ***Guidance Policy***

The goals of the guidance policy are to assist children in developing self-control and engaging in socially acceptable behaviors. Adults will model, coach, and encourage techniques of discipline that are fair, consistent, and respectful of children and their needs.

Appropriate guidance techniques include...

- Consider possible reasons for behavior
- Listening
- Understanding development
- Providing opportunities for choices
- Establishing limits and rules
- Anticipating and preventing challenging behaviors
- Indirect guidance
- Reinforcement
- Redirection
- Intentional environments
- Logical and natural consequences
- Conflict resolution
- Providing language to identify expressions of emotions
- Modeling prosocial behavior
- Be in control without being overly controlling
- Restraint as a last resort to prevent children from hurting themselves or others

Inappropriate guidance techniques include...

- Physical punishment such as spanking, slapping, hitting, biting, shaking, pinching, etc.
- Verbal abuse, screaming, threatening, or making derogatory remarks about child or his/her family
- Restrictions or confinement by physical means
- Binding to restrain movement of mouth or limbs
- Isolation away from adult contact/sight
- Withholding or forcing meals, toileting, outdoor play experiences or rest time
- Allowing children/youth to remain in soiled or wet clothing
- Intimidating a child
- Touching children in inappropriate ways
- Coercion
- Withholding of meals/snacks

The following children's behavior is considered inappropriate in the program...

- Causing physical harm to another child or adult by hitting, biting, kicking, throwing toys/equipment

- Use of inappropriate language, spitting or other forms of verbal abuse or degradation directed at other adults/children
- Repeated refusal to comply with center/room rules and/or failure to listen to caregivers
- Children's behavior that is potentially harmful to themselves or others

Should a child repeatedly behave in a detrimental way to himself/herself, other children, or adults, the employee will inform the Director, and Training and Curriculum Specialist. A Behavior Plan will be initiated which begins with a meeting between the CDC personnel and the parents. The plan is a step-by-step process, which includes several observations, a daily tracking log of behaviors, and periodic meetings between the parents and management team. The plan is flexible and designed to meet the needs of the child. If the decision for disenrollment is made between the management team and the Flight Chief, a letter of disenrollment with at least two weeks' notice will be issued to the parents. The CDC director will assist the parents in finding alternate child care.

Parents are required to follow center-approved guidance methods while in child development program facilities.

#### Harmful Substances

As stated in our AFI 34-144 6.12.1.: 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.

### *Meals and Snacks (Food from Home)*

Any child in the center at meal or snack time will be served. If you prefer your child not participate at any given meal or snack period, your child may not be accepted for care during this meal/snack time.

Nutritious menus are planned in accordance with, and meet, DoD, AF, and United States Department of Agriculture Child and Adult Care Food Program requirements. Menus are posted on the parent information board, in the front lobby. Remember, it is imperative you advise us

of any food allergies or provide a letter from a pediatrician if your child requires a special diet.

All food served in the programs must be purchased, and prepared by, the CDC kitchen employees. The cost of meals and snacks is included in the fees. Meals are served family-style, with a caregiver centrally located at each table to assist children when necessary, and to model family-style dining. Toddlers and older children are encouraged to serve and feed themselves based on their abilities. Preschoolers and older children assist with table setting and clean up. Foods indicative of various cultures are served several times a month.

Parents who arrive at snack time to pick up their child are invited to sit with their child until they have finished eating (children are not permitted to leave the classroom with snacks).

**FOOD FROM HOME:** Children are served nutritious meals and snacks. The CDC cannot allow food to be brought to the center from home, due to children with food allergies. The only exceptions are breast milk and infant formula (when a parent has selected a different formula brand from those offered at the center). In this case, the breast milk must be brought in plastic bottles with lids, and the bottle labeled with the child's first and last name, date/time and contents. The bottles must be placed in the child's basket, in the refrigerator, by the parents. Formula must be brought in unsealed cans labeled with the child's first and last name and date.

### ***Birthdays and Other Special Celebrations***

Birthdays are always fun for the children, and parents are welcome to contribute and participate in any special celebration held at the center. Due to health and food regulations, any food prepared outside of the CDC is not allowed. Party favors are not permitted. Though there are limits, there are many things you can do to participate in celebrations with your child at the CDC. Your child can help plan the activities for that day, or parents can read a story to the children. Please talk with your child's caregiver for suggestions. The CDC celebrates children's birthdays monthly for all the birth dates during that month with a special snack. Special holidays are celebrated at the CDC, and we would

like to include your family traditions and celebrations in our curriculum. Please share your ideas with your child's classroom employees.

Parents are not permitted to take photos or make a videotape of special activities. Please advise your child's caregiver in advance, if you wish to have a photograph or video. Permission from each child's parents must be secured before photos and videotaping may be allowed.

### ***Personal Belongings / Toys***

Children should be discouraged from bringing toys, money, food, gum, books, and/or other possessions to the CDC. We realize how difficult this may be for some children, but keeping these items at home is the best way to ensure these possessions aren't lost or broken. If your child needs a comfort item, please discuss this with your child's caregiver in advance. With prior arrangement with the child's caregiver, it is permissible to bring books or other possessions to be shared during group time. The CDC is not responsible for lost/damaged items, but will make every effort to keep all items safe.

### ***Visitors***

There is an open-door policy for parents at the center. Parents are invited to take part in classroom activities and special events. Visiting your child at the center is also a great opportunity to get to know other families in the program and an opportunity for us to provide support to you. Those friends and family may accompany you to your child's classroom during times they are with you and must be signed in at the front desk.

### ***Parking***

Parking spaces are available in the front of the CDC for your convenience. Always turn off your ignition and be cautious of other cars. Parking in the fire or bus lane or handicap spaces is a safety violation. Emphasize safety with your children by using the crosswalks and reminding children to stop, look, and listen. NOTE: Children under the age of ten may not be left in cars unattended.

## Staff Qualifications

The employees at the CDCs are engaged in a comprehensive training program. Prior to working with children, employees complete a thorough New Employee Orientation, which covers topics such as child development, health/safety, food handling, creating a learning environment, working with parents, teamwork with other employees, and identifying, preventing and reporting child abuse. Program employees are also required to complete Pediatric First Aid and a CPR course within six months.

All employees are required to complete the Air Force Program Assistant Certification Training (PACT) through the Virtual Lab School. PACT is comprised of 15 modules covering topics such as creativity, social/language/physical development, guidance, abuse identification and reporting, promoting self-esteem, etc. The PACT program is required and employees are given from 12-18 months to complete.

**DRESS CODE POLICY:** All employees are expected to report to work in proper uniform or appropriate attire. Classroom employees wear smocks as CDC identifying apparel. Employees wearing blue smocks have completed all required background checks. Employees wearing red smocks have local background checks completed and are awaiting their national checks. These employees are not left alone in a classroom with a group of children until all clearances are returned.

## Communication

Your comments and suggestions, as well as your compliments, are always encouraged. Cooperation and teamwork from parents, caregivers and center management is needed to ensure program success. Parents are encouraged to communicate concerns regarding the care of their children to the classroom employees. If parents are not satisfied with the response they receive, they should speak with the CDC Director/Supervisor on duty. Communicating concerns in a respectful manner and in private is preferred as opposed to talking in front of other adults and children. If parents need a private area to hold a discussion, there are places in the center which may be used to accommodate these situations. Please see the center director for further guidance.

**COMMUNICATION LOGS:** Infants, pre-toddlers, and toddlers each receive a daily communication log from their classroom employees if requested. The information on the log tells you how/what your child ate for the day, information on toileting and how your child's day was. Parents can receive communication log sheets for their preschool child by submitting a request to one of the caregivers in their child's classroom. If you choose to not receive these logs, please let your child's classroom know.

**CONFIDENTIAL INFORMATION:** Personal or sensitive information pertaining to employees, children, parents and/or families will be kept confidential at all times. Financial disclosures, tax information, credit card or club card information, medical information, and account balances are maintained and securely protected by desk clerks and management personnel. No information will be provided to outside agencies without the express written permission of parents or unless requested by appropriate legal authorities. Only direct care employees and management will have access to a child's personal, screening, and assessment information to be used for supporting and enhancing development and sharing progress or challenges with the family.

## Parent Involvement

We encourage parents & guardians to be actively involved in the CDC program. Our objective is to establish a partnership with the parents of the children for which we provide care. Strong parental involvement correlates with quality childcare. The following are suggestions for parental involvement:

- Serve as member of the Parent Advisory Board
- Develop and implement an annual parent involvement plan
- Volunteer for field trips, classroom activities, projects or special events
- Attend social gatherings such as open house, luncheons and picnics
- Volunteer to assist staff on "spring clean-up days" or "adopt a playground"
- Read the monthly newsletter about the activities and events taking place at the CDC

- At least annually, participate in a **PARENT SURVEY AND NEEDS ASSESSMENT** to help us evaluate all programs and assess the current community needs.

**PARENT EDUCATION:** The CDC often invites parents to training workshops throughout the year. Monthly “Lunch & Learn” workshops are offered to all center parents. Parents are encouraged to attend and to suggest future training topics.

**PARENT CONFERENCES:** In addition to daily communication and informal conferences, parents are offered an opportunity to meet individually with their child’s primary caregiver to share the milestones the child has accomplished. Conferences are offered twice a year (Nov & Mar), or any time by request.

## Phone Numbers/DoD Child Abuse Hotline

### Child Development Centers

CDC #1	828-2244
CDC #2	828-0255
CDC #3	828-0195

Family Child Care (Extended Duty Care Program)	828-7760
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School Age Care	828-5971
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Airman & Family Services Flight Chief	828-5097
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Family Advocacy Office	827-9172
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**Department of Defense Child Abuse Safety Hotline**  
**1-877-790-1197**





# CHAIN OF COMMAND

## Title

Child Development Center #1 Director

Child Development Center #2 Director

Child Development Center #3 Director

Child & Youth Services Flight Chief

6th Force Support Squadron Deputy Commander

6th Force Support Squadron Commander

6th Mission Support Group Commander

6th Wing Commander

## Name

Lisa Rothenbush

Sandra Oakley

Debra Dietz

Brenda Ricker

Sandra Kobelia

Lt Col James Lupher

Col Jason Loschinsky

Col Benjamin Jonsson

