



Teen Programs Parent Handbook

Aviano AB

Updated May 2021

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GENERAL INFORMATION ABOUT TEEN CENTER

Welcome to the Aviano Air Base Teen Center Program. The Youth Center located in Area 1, Building 116 hosts Open Recreation programs for ages 9-13. The Teen Center located in Building 106, the Community Center, is home to Teen Programs for ages 13-18.

The Teen Center program is designed for youth ages 13-18 who are ready for a new level of independence. It is not considered child care. These programs are led by a Youth Program Coordinator and highly qualified program assistants. The Teen Center staff receives extensive training to work with the youth in our program. Their training includes First Aid, CPR, customer service, child abuse identification, protection and reporting procedures, and positive guidance techniques. Additionally, they must complete 15 training modules that prepare them to provide comprehensive, developmentally appropriate programs for children ages 9-18.

AIR FORCE CHILD AND YOUTH PROGRAMS (CYP) 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

Air Force Teen Center provides safe, enriching, supervised environments for youth during out of school time. Individual interests, experiences, abilities, and needs guide the programming. Youth have the right to be heard, listened to, and influence decisions. We promote experiences and opportunities that enhance rather than duplicate the school day. Our programs maintain an atmosphere that encourages flexibility and allows for freedom of choice within appropriate guidelines. We strive to enforce family values and emphasize the uniqueness of each child by promoting positive attitudes and validating self-worth.

PROGRAM HOURS OF OPERATION:

School Year Monday-Friday dismissal to 1800

Non-school days Monday-Friday 1300-1800

*** Teen Center is closed on all Weekends, Federal Holidays, & Family/Goal Days. ***

KEY PERSONNEL

Aviano Youth Programs Operations Desk	632-7575
School Age Care Coordinator	632-6032
Youth Center Director	632-5823
Training and Curriculum Specialist	632-8713
Youth Program Coordinator	632-6027
Youth Sports and Fitness Director	632-4784
Teen Center	632-5517
Child and Youth Service Flight Chief	632-5811

COMMUNITY RESOURCES

Airman and Family Readiness Center	632-5407
Outdoor Recreation	632-8623
Information Tickets and Travel (ITT)	632-3107
Aviano Elementary School	632-5616
Aviano Middle/High School	632-5877
MFLC Military Family Life Consultant:	327-244-6814 or 340-3875237
Community Center:	632-5479
Library:	632-5382
School Liaison Officer:	632-5811

INSPECTING AGENCIES

Teen Center is inspected by the Department of Defense annually. Inspection certificates are posted in the front of the lobby. Results of this and other program inspections are available for parent review at any time.

ENROLLMENT POLICIES

Members are required to complete an AF Form 88 – Air Force Youth Registration Form. All required information must be provided to include a current immunization record and valid emergency contacts. The parent or legal guardian must update any information changes immediately. This form must be updated annually.

ORIENTATION

A Parent Orientation is required for new members. Please contact the Youth Program Coordinator to schedule an orientation time.

SPECIAL NEEDS

It is the policy of Aviano Youth Programs to make reasonable accommodations to support inclusion of children/youth with special needs. Please annotate special needs on the AF Form 88 in the “special instructions” section. AYP will follow the most recent AF CYP Inclusion Action Team Instructional Guide to create a plan specific to your child’s needs. Check with the Youth Program Coordinator for information regarding the process.

FEES

Aviano Youth Programs operate with a goal of zero profit. All fees go directly toward covering the cost of services, transportation, and supplies for any event. In order to assure commitments can be met, refunds are only given for PCS or medical situations with management approval.

The Aviano Teen Center requires a quarterly membership payment of \$45. The quarters begin the first day of January, April, July, and October. If a membership is needed for less than 1/2 of any quarter due to PCS, the cost can be prorated with management approval. Memberships are renewed automatically, and all members must have a credit card on file. Families PCSing in or out may have the membership fees pro-rated with management approval. A written notice is required if a child withdraws from the Teen Center. Termination notices are available at the AYP front desk. Failure to provide the required notice will result in continued automated payments, even if the child does not attend the program. The written notice must be submitted two weeks prior to the next payment cycle in order to ensure you will not be charged.

Trips/Camps/Special events: Registration Paperwork must be complete and fees for programs must be paid to secure your reservation for that event.

Late Fees: Children must be signed out of the program by 1800. Late pickup will result in a late fee of \$1.00 per minute per child. If a child is not picked up by 1830, the emergency contact on file will be called to come pick the child up. If the emergency contact is not available, then the child may be turned over to security forces.

TRANSPORTING CHILDREN

To assist with meeting the Base Supervision Policy, AYP staff will monitor the Teen Center youth as they transition from the Middle/High School to the Teen Center each afternoon. If the teen is age 13, he or she is responsible for reporting to the cafeteria no later than 10 minutes after dismissal. 15 minutes after dismissal youth will be escorted to the Teen Center by the AYP staff. Youth age 13 will not be signed into the program after leaving the cafeteria unless they are accompanied by an adult on their approved list. Teens ages 14 and above are able to sign into the program at the Teen Center, as well as sign themselves out at any point during Teen Center hours.

FIELD TRIPS

Periodically, the Teen Center will take trips to other facilities both on and off base. Field trip plans and all information about the trip will be provided to parents in advance. Youth may travel on foot or in contracted or Government vehicles. Fees for transportation may be included in the cost of field trips.

PROGRAMMING

Teen Center programming is driven by the interests of the members. Many of the programs are coordinated through our affiliation with Boys and Girls Clubs of America and 4-H. Members are given opportunities to pursue interests in 6 Core Areas:

- 1) Leadership and Service
- 2) Education and STEM (Science, technology, engineering and math)
- 3) College and Career Development
- 4) Health and Wellness
- 5) The Arts- including performing arts
- 6) Sports and Recreation

INTERNET SAFETY

Children who use the computers or iPads in the centers are closely monitored by staff. Approved websites are posted at the computer stations. Staff will closely monitor the children to ensure appropriate internet use. However, it is impossible for Aviano Youth Programs to restrict access to all controversial materials. We are not responsible for materials acquired on the internet network. The use of the iPads and Computers is a privilege that may be revoked if any form inappropriate use occurs.

CHILD GUIDANCE AND DISCIPLINE

AYP staff use positive guidance to help youth enjoy a successful experience at the AYP. Effective guidance takes place when youth trust the adults caring for them and the adults show their unconditional positive care for each individual. All staff who work with youth are trained annually on appropriate guidance and discipline techniques. A copy of the program's guidance policy is available upon request.

CODE OF CONDUCT

Youth must comply with the Youth Programs conduct policies as well as established procedures at other facilities. Repeated or extreme misbehavior will not be tolerated. Parents will be informed of incidents that involve their child on the day the incident occurs whenever possible. If youth age 13 are unable to adhere to the expectations of the Teen Center, it may be recommended that they return to the Open Recreation Program. When necessary, the AYP management may move to suspend or terminate the Teen Center contract. All suspensions will be elevated to the MSG/CC for approval.

DRESS CODE

Youth are expected to dress cleanly, neatly and in a way that is appropriate for the environment and will not distract themselves or others. As a safety precaution, youth are expected to wear socks and closed-toe shoes. Wheeled shoes, tank tops, halter tops and spaghetti-strap shirts are not appropriate attire for AYP programs. If worn, shorts and skirts should be an appropriate length. A good rule of thumb is for shorts and skirts to extend beyond the fingertips when arms are held to the side. The dress code prohibits students from wearing any attire that displays a logo or other message relating to alcohol, tobacco, weapons, foul language, drugs, or gangs.

ALCOHOL, DRUGS, AND TOBACCO PRODUCTS POLICY

All Youth Programs facilities and events are drug, tobacco and alcohol free zones. This means smoking, consuming alcohol, using tobacco products (including e-cigarettes/vaping), and using drugs is strictly prohibited in the sight of children, youth and teens participating in any AYP program or activity.

PUBLIC DISPLAYS OF AFFECTION

Youth should not perform public displays of affection (PDA) while participating in the Aviano Youth Programs. This includes acts of physical intimacy such as holding hands, kissing, cuddling, and groping. Staff members who observe these acts will respectfully ask the youth to stop. Parents will be contacted if such behavior continues.

PARENT INVOLVEMENT

Parents are welcome to visit the program at any time. Input from families is used to refine the program through honest and constructive feedback. Ideas for improvements may be submitted

by phone, email, or in person. Participating in the Aviano Parent Advisory Board (APAB) is a great way for parents to lead the pursuit for high quality Child and Youth Programs.

COMMUNICATION BETWEEN FAMILIES AND STAFF

Communication is important to assure your child receives the support they deserve. We have provided information boards in each program to assure parents have current information for the respective programs. Additionally, you may receive emails about upcoming camps and events. If the AYP staff needs to contact you, they will use the phone and email information provided during registration. **Please update your contact information quickly when phone numbers, emails, and emergency contacts change.**

STAFF RECOGNITION

Great service deserves to be recognized. AYP management wants to hear from you. When a staff member of TEAM AYP creates a special experience or steps up to meet a special challenge, please take the time to share your experience. We are constantly collecting testimonies for our of “Employee of the Month” awards.

CCTV MONITORING

To assure the safety of the children, all who enter building 116 are subject to closed circuit video monitoring and recording. This video will only be released as approved by the 31BW legal office. Teen Center’s building is not monitored by CCTV; however, to assure the safety of children, two staff members are present during all operating hours. In the event that one of the staff needs to leave the room to wash their hands or use the restroom, the remaining staff member will place themselves within sight of another adult within the Community Center.

ILLNESS

Please keep your children home when they are ill. If your child appears to be ill while in the program, you may be asked to remove them until they meet health requirements specific to the situation. Removals will be based on guidance provide by Air Force CYP headquarters. Parents are required to notify the Youth Program staff immediately in the event of a child diagnosed with a contagious disease. Additionally, children should be able to participate in scheduled activities. Parents may be asked to remove children who are sleepy/lethargic and not participating. You will be contacted by the Youth Center if your child is required to be picked up. Parents must respond in a reasonable amount of time (30 minutes) to calls regarding your child.

IMMUNIZATIONS

At the time of enrolment, parents are required to provide documentation that their child is current on his/her immunizations, to include the most recent Influenza (Flu) vaccination in order to participate in Aviano Youth Programs. Only Air Force approved waivers will be accepted. For information on how to request an official waiver please contact the front desk.

MEDICATION

Medications will not be administered during Teen Center hours in Youth Programs, but may be given in programs that extend beyond the normal typical day (e.g. full-day camps, field trips and overnight trips). Exception: Emergency medications (e.g. Epinephrine Pens or Albuterol) may be given during Teen Center hours. Parents must initial AF Form 1055 annually to authorize administration of emergency as-needed medication in accordance with the child/youth’s action/exposure plan in the event of an emergency. Youth who attend Teen Center may administer prescription medication to themselves if parents have completed a written statement permitting youth to do so.

PROCEDURES FOR HANDLING INJURIES AND MEDICAL EMERGENCIES

All accidents and injuries will be documented on AF Form 1187, Youth Flight Accident Report, and reported to the supervisor on duty. Parent notification will be documented on the AF Form 1187. This report is maintained in the child's file. Copies of 1187s are only available with approval from the Wing Legal Office.

If a child sustains a serious injury or some other form of medical emergency at the program, emergency services will be called and the parent notified immediately. When necessary staff will administer appropriate first aid procedures. As a precaution, parents may receive a courtesy call for collisions involving the head and neck.

SNACKS AND MEALS

Teen Center does not provide meals at breakfast or lunch. Teen Center has snacks for sale in the snack bar. The Community Center also sells snacks and drinks and youth are able to make purchases there. If the youth are aged 14 or above, they may sign themselves out to purchase food or drinks from other locations. Additionally, children are free to bring snacks to Teen Center. It is the parent/guardian's responsibility to ensure that their child has sufficient access to food for the day.

SIGNING IN/OUT

Teen Center is based on membership and is not considered child care. Therefore, unlike School Age Care, we will not contact parents if a child is absent. Youth are responsible for signing themselves into the program if their parent/guardian directs them to attend after school. Youth ages 14 and above are able to sign themselves in and out of the program at their leisure during Teen Center hours. Youth aged 13 are not permitted to sign themselves out of the program. Due to the base supervision policy, youth under the age of 14 should be escorted to and from the facility by a parent, guardian, sibling over 14 years of age, or another designated adult specified on the membership agreement. Only those persons listed in the Youth Membership folder will be authorized to pick up the child. Individuals must show official identification to the Teen Center staff at the time of pick up. Although the Teen Center is located in the Community Center, youth are not permitted to be in the Community Center unless they are using the Teen Center restrooms or are purchasing snacks from the Community Center. Youth under the age of 16 are not permitted to be in the Community Center unless accompanied by a parent/guardian. If youth are not signed into the Teen Center program and are under the age of 16 without a parent/guardian present, they may be asked to leave by Community Center Staff. This is a Community Center policy.

RESTROOM POLICY

As a safety measure, Teen Restrooms are for use one person at a time. Staff should not be alone with children that are not their own in any single occupancy restrooms. Teens must utilize the restroom pass system when taking a comfort break.

EMERGENCY CLOSURES

Teen Center is not a mission essential program and may be closed during inclement weather or for other exceptional situations. In the event of an unscheduled closing, parents may be notified either by email, telephone or through 31 FSS Facebook Pages.

EMERGENCY PROCEDURES

In the event of Aviano AB exercises/drills, the center will follow proper procedures according to notification. Parents and visitors in the facility are expected to follow the same procedures. No

child is allowed to be signed out during an exercise or drill of any kind. Fire evacuation routes are posted in each room and near the exit. Please follow the instructions provided by the staff.

ACTIVE SHOOTER/ SHELTER IN PLACE

In the event of an Active Shooter incident/drill or a Shelter In Place incident/drill, staff will use the training they have received to remove youth from harm's way. Parents may not be allowed into the facility during these events/drills. Additionally, phone contact may be minimal. Parents will be contacted to arrange for pickup as necessary and appropriate to each situation. Please assure your contact information on file stays current.

LOST/MISSING CHILD

In the event of a lost or missing child, we will immediately contact parents, Security Forces, and other local authorities (if necessary).

SUNSCREEN AND BUG REPELLANT

In the Teen Center program, children are asked to apply their own sunscreen and bug repellent when appropriate. Sunscreen may be provided. However, if you would like your child to wear a specific type, it may be brought from home.

PERSONAL ITEMS

AYP recommends that youth leave personal items of value at home or in backpacks, duffels, etc. **We are not responsible for lost, damaged or stolen items.** This includes cell phones, iPods, iPads, etc. If youth bring these items, we ask that they are kept in their backpack while they are signed into the program.

REPORTING OF CHILD ABUSE/NEGLECT

Youth Program employees and volunteers are mandated child abuse reporters. The Family Advocacy Office must be informed immediately of all suspected cases of child abuse/neglect.

Family Advocacy Hotline: DSN 632-5667 or Commercial 0434-30-5667

Law Enforcement Desk: DSN 632-7200

Safety Office: DSN 632-7476 Commercial 0434-30-7476

Child Abuse/Safety Hotline: The Department of Defense has established a national Hotline for individuals to report suspected child abuse or safety violations at military facilities; however, we suggest you make the initial reports through the local Family Advocacy Hotline number.

DOD Child Abuse/Safety Hotline: (US) 1-877-790-1197 (overseas) 571-372-5348