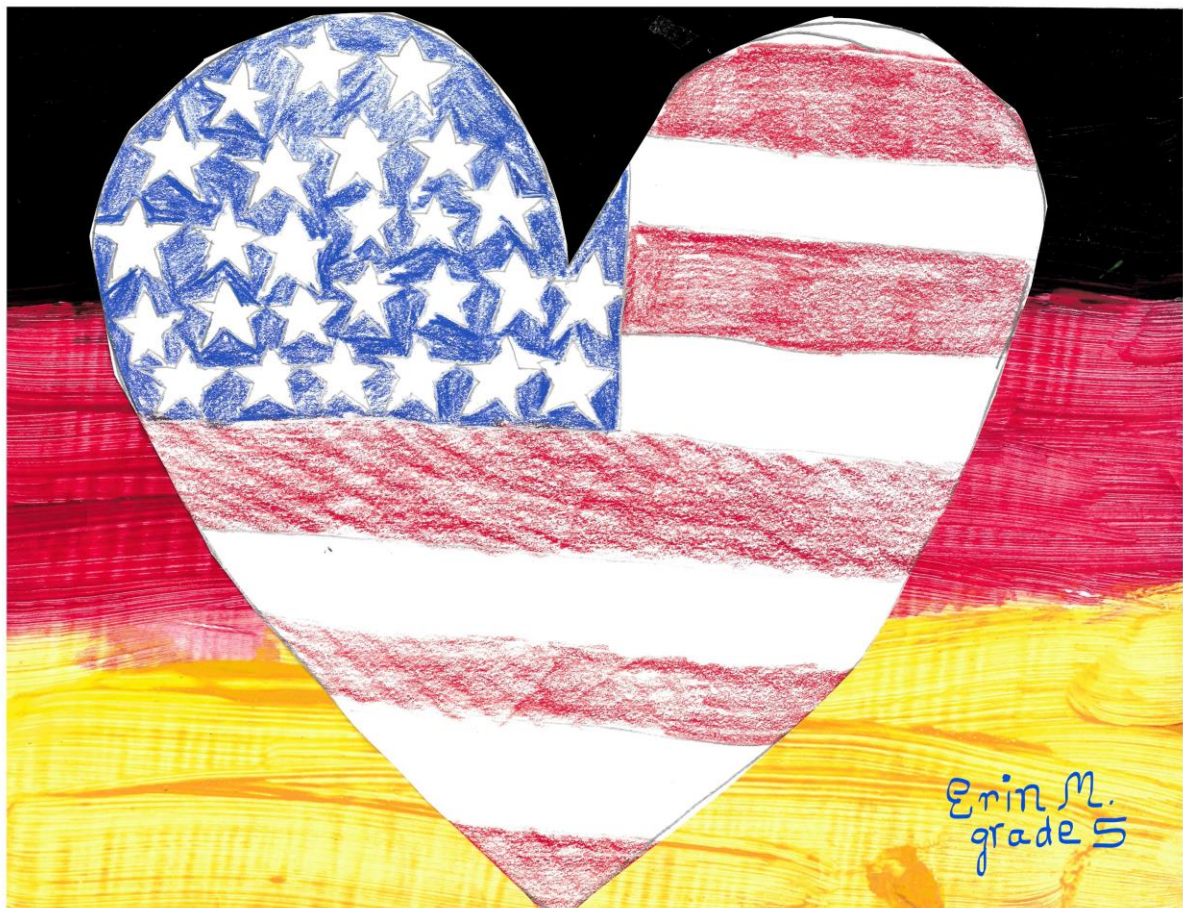


UNITED STATES ARMY GARRISON ANSBACH

The **BEST** Hometown in Europe

# Child and Youth Services

## PARENT HANDBOOK



We are so happy you are here!



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## WELCOME TO CHILD AND YOUTH SERVICES

Dear Parents,

Welcome to USAG Ansbach Child and Youth (CYS) Services! We recognize the strength of our Soldiers comes from the strength of their Families; we consider it an honor and look forward to supporting your Family readiness. CYS is an Army program that provides services to all Military, Department of Defense and Contract Agencies who support the mission of our Garrisons. Our highly trained staff is committed to providing a safe nurturing environment that meets the holistic needs of the child/youth ages four weeks to 18 years old. Lastly, our programs and activities are specifically designed by early childhood and youth development specialists to meet the growing needs of 21st century Military Families.

CYS believes that parents are the most influential individuals in the lives of their child/youth. For this reason, our facilities and programs strive to create a Family friendly environment where parents and staff work in partnership in the positive development of their child/youth. Research shows that when Families and teachers work together in support of learning, it results in the child/youth remaining in school longer, performing better in school and possessing a higher sense of self-esteem.

We thank you for collaborating with us in the growth and development of your child/youth. We look forward to your visits and encourage you to become involved in the planned learning activities in the centers or in the comfort and convenience of your own home.

Thank you for entrusting USAG Ansbach, Child and Youth Services with the care of your child/youth.

Sincerely,

Veronica Bischoff,

Chief, Child and Youth Services





## CUSTOMER COVENANT

Family and Morale, Welfare and Recreation (FMWR) is committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation. We understand that we create value for our customers through predictable, consistent and efficient customer focused service.

## MISSION

Our Mission is Caring. We support the military lifestyle while reducing conflicts between mission readiness and parental responsibilities. When a Soldier loses duty time during deployment, mobilization or contingency situations due to a lack of childcare, it negatively affects the military mission. CYS provides critical support services to mitigate such stressors.

## VISION

We are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in CYS
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs
- Accountability for Army, Community, CYS Service Staff, Child/youth and Parents
- Satisfied customers – Child/youth, Parents, Army and Community
- Maintaining status as a “Benchmark for America’s Childcare” and becoming “Benchmark for America’s Youth Programs”

## GOALS

**Availability:** Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development, instructional programs and school transition/education.

**Affordability:** Operate efficiently within Army resource guidance. Establish fees that consider Army Family budgets and meet Army financial goals so that the CYS Program is affordable to both the Army and the Army Family.

**Quality:** To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers and contractors.

**Accountability:** To safeguard the Army’s resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their Families.

## PHILOSOPHY

Our CYS programs are designed to help your child/youth build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing



programs where children/youth have opportunities to participate individually or as a group in age appropriate developmental activities that allows for optimal social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your child/youth can resolve conflicts through learning age appropriate conflict resolution and mediation skills. We believe in collaborating with parents and community to nurture a spirit of cooperation and self-respect for self and others; reinforce character building and encourage positive parenting.

## FAMILIES & CULTURE

Families are the first and primary teachers in their child's life. We support Families in this role through a variety of services that address the specific needs of each family, to include formal and informal education opportunities. Communication between the child's primary teacher and Family, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity. We encourage Families to share their culture, heritage and home language.

We encourage Families to share their culture, heritage and home language and we offer numerous opportunities for Families to share their culture, heritage, holiday preferences and home language.

Our parent conferences, Parent Advisory Council or PAC, open houses, newsletters, parent workshops and daily interactions allow many opportunities to converse with parents about what is important to their family. It is also a great way to earn Parent Participation Points, which you can later redeem for a fee discount!

## CONFIDENTIALITY

Only authorized CYS Service staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Medical information concerning patrons is confidential under state and federal law and may not be discussed at any time with any person under any circumstance.

## CULTURAL DIVERSITY/NON DISCRIMINATION

In accordance with Federal Law, Title VII, the Department of Army, Child and Youth Services prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program operations serving Soldiers, Families and the community. The Department of Army affirms its covenant to support and serve Family and MWR customers and employees. ***We encourage our families to share their culture, heritage and home language throughout all CYS programming.***

## OPEN DOOR POLICY

CYS program staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

## COMMUNICATION

We encourage Parents/guardians to contact the facility or program director to voice questions, comments and concerns about our programs. We also encourage parents to take part in our Parent Advisory Committee (PAC) meetings to provide us with feedback. You have the option of remaining anonymous or, should you desire feedback may post a comment on the Interactive Customer Evaluation (ICE) survey on your garrison's website at <http://ice.disa.mil>.

## CHAIN OF RESPONSIBILITY

The most effective way to resolve issues is to channel them through the CYS Chain of Responsibility. Should all attempts at resolution fail, parents/guardians can elevate their issues or concerns up through the Chain of Command in the order below:

- ↓Primary Program Assistant (Classroom Teachers/Leads)
- ↓Supervisory Program Lead
- ↓Assistant Facility Director
- ↓Facility Director
- ↓Chief, Child, Youth & School Services Division
- ↓Director, Family and Morale Welfare & Recreation
- ↓Deputy to the Garrison Commander
- ↓Garrison Commander

## CHAPTER 1- SAFETY & RISK MANAGEMENT

### CHILD ABUSE PREVENTION

DoD defines reportable child abuse and neglect as follows: Child abuse and neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or combinations of these, by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened. The term encompasses both acts and omissions on the part of a responsible person. A "child" is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility or any staff person providing out of home care is legally responsible.

**Child Abuse Reporting** - All CYS personnel are knowledgeable and considered "**mandated reporters**" who are required by law to report suspicions of child abuse or neglect. If CYS personnel notice suspicious bruises, cuts or burns on a child, they must:

- Report incident to the installation reporting Point of Contact (RPOC). The RPOC # is: **MILITARY POLICE DSN 110** or CIV **09802.83.3110**
- Notify the appropriate CYS program director after notification to RPOC.
- Family Advocacy Program at DSN **467.3972** or CIV **09802.83.3972**.
- Report the incident to State Child Abuse Hotline (if required by state law/host nation agreement).

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities should a parent/guardian/staff need to report incidents of suspected abuse. DoD Child Abuse and Safety Violation Hotline number is:

**CONUS: 1.877.790.1197 or OCONUS: 571.372.5348 (call collect).**

### BACKGROUND CLEARANCE

All individuals who regularly interact with children under 18 years of age in Army-sponsored and sanctioned programs are **required to undergo detailed initial background checks** as well as periodic reinvestigations. Until all background checks are satisfactorily completed, individuals must volunteer/work within "Line of Sight Supervision" (LOSS) of a cleared staff member and are not



permitted to be left alone with child/youth. Staff under **LOSS** will be identified by nametags with first and last names (CDC and SAC staff) and **RED scrub tops** or **red bib aprons** or **red polo shirts**. (CDC staff only) Staff who have completed background checks will be identified by nametags with first and last names and **GREEN scrub tops** or **green bib aprons** or **green polo shirt**. Classroom leads will be identified by nametags with first and last names and **BLUE scrub tops** or **blue bib aprons** or **blue polo shirts**. Management staff will wear nametags with first and last names and appropriate business attire.

### **BUILDING SECURITY & ACCESS**

To maintain a safe and secure environment, all visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge. Parents/guardians simply dropping off or picking up their child/youth do not have to sign in. Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom and at the front desk. See *Daily Admission and Release Procedures in Chapter 3*.

### **ALCOHOL AND TOBACCO POLICY**

Federal law states there will be no smoking within 50 feet of any government building. Please dispose of smoking refuse in proper receptacle.

There will be no alcohol consumption on CYS property at any time. Although we may not deny a parent or guardian access to his/her child/children, we will offer to telephone another source of transportation for the parent and child, such as friend or emergency contact designee, sponsor unit or taxi if we suspect a parent or guardian is intoxicated. This policy is for the safety and wellbeing of your child/children and if you insist on driving your child/children home, CYS Staff will contact the Military Police after you exit the building.

### **PARKING POLICY**

Parking and drop off and pick up of children will be only in CYS designated parking lot and spaces. We ask that parents and guests refrain from parking or dropping off and picking up children in the housing area parking lots and using the emergency and delivery lane. Handicap parking spaces are strictly for those with a designated handicap-parking sticker.

### **IDLING VEHICLES**

We ask that parents and visitors refrain from idling your vehicles (automobiles, buses, minivans etc.) in our parking areas as it is against Installation policy and German law.

### **UNATTENDED CHILDREN IN VEHICLES**

We ask that parents and visitors refrain from leaving children in vehicles without an adult present. This includes short periods during drop off and pick up of siblings attending CYS programs and activities.

### **CHILD GUIDANCE AND TOUCH POLICY**

Helping a child/youth understand and make appropriate choices is the basis for child guidance. When a child/youth misbehaves, CYS staff works along with the parent/guardians using positive guidance to identify the problem and find strategies that enable the child/youth to respond appropriately. Positive guidance is a belief that children should be treated with respect, free from fear of violence and shame and guided with loving encouragement.

*Corporal punishment is never allowed in CYS programs under any circumstances, even with parent approval.*

Boundaries for appropriate and inappropriate touching are established to ensure clear understanding of what is acceptable and what is not acceptable. Inappropriate touching will be investigated and may be grounds for immediate removal of a CYS staff member, contract employee or volunteer.

### **BITING**

Policies will focus on modifying the child's behavior within the existing environment rather than "suspending" the child. The same guidelines for child guidance will be followed in cases involving biting, but with additional emphasis on examining the physical environment, daily schedule and activities provided as a mode of modifying the child's behavior. When this is not possible, the Outreach Services Director will assist parents in obtaining care in another CYS setting if available.

### **BULLYING**

U.S. Army Garrisons and Department of Defense Education Activity (DoDEA) Schools are committed to making our facilities, homes and community safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff. We treat each other with respect. Our community and centers define respect as follows: Treat others, *regardless of age or position*, with the same level of respect and dignity you wish to be treated with.

CYS defines bullying as follows: A mean and one-sided activity intended to harm where those doing the bullying get pleasure from the intended target's pain and/or misery. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, gender (including sexual orientation), physical, or mental attribute. It includes all forms of hazing and cyber bullying and can be and often is continuous and repeated over time. However, once is enough to constitute bullying.

Bullying (on post as well as off post), including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The CYS Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

### **CLOSED CURCUIT TV (CCTV)-VIDEO SURVEILLANCE**

All CYS program facilities utilize a comprehensive video surveillance system or CCTV. VSS is designed to deter and reduce the risk of child abuse in CYS facilities; protect staff from unwarranted allegations of child abuse, provide Soldiers and Parents with "peace of mind" and support CYS management staff in the exercise of program oversight.

The cameras record most activity areas in the interior and exterior of the buildings. You may request to view a portion of your child's/youth's time with the facility manager. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians. Recordings are released only to authorized personnel such as the MPI and CID for official business.

### **ADULT/CHILD RATIOS**

Staff-to-child/youth ratios must be maintained at all times of the day except under rare conditions caused by compensatory enrollment as outlined in guidance (see AR 608-10 for more information). The intent is to always be at ratio and not over or under ratio. Ratios will not be decreased to accommodate children/youth with special needs. Volunteers or other non-CYS staff not paid with CYS funding may be used to supplement the ratio.

## Child Development and School Age Ratios

### Adult/Child

Infants 1:4 6 weeks to 12 months

Pre-toddlers 1:5 13-24 months

Toddlers 1:7 24-36 months

Preschoolers 1:10 3-5 years

Kindergarten 1:12 5-6 years

School Age 1:15 1-12 grade

All rooms in a CDC/FCC home are multi-aged with a minimum age span of 18 months. Maximum group size is limited to two ratios of children/youth. In the Sports and Fitness Program, appropriate youth/adult ratios are maintained 100% of the time during all sports and fitness program operating hours. The adult/youth ratio is 1:15 at all times indoors and outdoors. The National Governing Body rules determine adult staff/youth ratio for specific activities.

## TRAINING AND PROFESSIONAL DEVELOPMENT

All CYS personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. CYS Training is implemented by an onsite Training and Curriculum Specialist. The orientation includes, but is not limited to: CYS philosophy, professionalism, applicable regulations, child health and sanitation, fire and safety, child abuse identification, reporting and prevention, parent and family relations, special needs, administering medications, safe sleep and sudden infant death syndrome, nutrition and obesity prevention, CPR and First Aid, guidance and discipline, supervision and accountability. Training also includes practices from the *Center on the Social and Emotional Foundations for Early Learning or CSEFL*. Training is ongoing and competency based.

## REGULATIONS AND INSPECTIONS

Regulations and services apply uniformly throughout the Army; however, commanders have the discretion to modify specified guidance to meet the appropriate requirements. In order to provide consistency, all Army CYS programs are inspected annually and are required to be in compliance with the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL):

AR 608-10, Child Development Services

IMCOM Regulation 608-10-1

AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities

DoDI 1015.2 MWR Programs

DoDI 6060.2, Child Development Programs

DoDI 6060.3, School-Age Programs

DoDI 6060.4, Youth Services Programs

DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings

DoD I 6025.18-R Privacy of Health Information

PL 101-647 Crime Control Act

PL 106-104 Youth Sponsorship

PL 104-106 – Military Childcare Act

PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs

PL 106-65, Sec 584, Expanded Childcare and Youth program services

PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/Access to Military Childcare

PL 101-366 American with Disabilities Act

## ACCREDITATION

Accreditation is an activity, not a status. The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs undergo a rigorous accreditation process. The Child Development Centers and School Age Centers as well as many of our FCC Homes are fully accredited programs through the following entities:

**National Association for the Education of Young Children (NAEYC)** - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.

**National After-School Age Alliance for School Age Services (NAA) - The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.

## CHAPTER 2- ELIGIBILITY, REGISTRATION & ENROLLMENT

### ELIGIBILITY

Patron eligibility and priority is determined in accordance with Department of Defense Instruction 6060.02 and latest Headquarters Department of the Army guidance.

Program eligibility is contingent on the **sponsor status**. Sponsor status dictates what a patron is eligible for. In a dual military Family, the senior military member will be the sponsor. For a Family with a Reserve/National Guard member, they must be on an active duty set of orders to be considered the sponsor. If the Reserve/Guard member is not on an active duty set of orders, the sponsor status is identified by determining how the Family supports the mission.

The purpose of the Child Development Center (CDC) and School Age Center (SAC) programs offered by the DoD Components is to assist DoD military and civilian personnel in balancing the competing demands of family life and the accomplishment of the DoD mission, and to improve the economic viability of the family unit. Childcare and school age care is not considered an entitlement.

**Eligible patrons** include active duty military personnel; DoD Civilian Employees paid from either APF or NAF; reserve component military personnel on active duty or inactive duty training status; combat related wounded warriors; surviving 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 others authorized on a space-available basis.

In the case of unmarried, legally separated parents with joint custody or divorced parents with joint custody, children are eligible for childcare only when they reside with the military service member or eligible civilian sponsor at least 25 percent of the time in a month that a child receives childcare through an Army program.

### DEFINITION OF A PARENT

A parent or legal guardian is defined as the biological mother or father of a child; a person who by order of competent jurisdiction has been declared the mother or father of a child by adoption or the legal guardian of a child.

**In Loco Parentis** - When an individual acts "in loco parentis" as the parent, this can only exist when the individual undertakes care and control of another (child/ren) in ABSENCE of such supervision by the natural parents and in absence of formal legal approval. When the parent is still in picture no such "in loco parentis" relationship exists. This guidance has been provided by the IMCOM Office of Staff Judge Advocate.

## PARENT CENTRAL SERVICES (PCS)

Parent Central Services, commonly referred to as the **"One Stop Shop" for Child and Youth Services.**

- ✓ Verifies a patron's eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active Duty soldier on orders).
- ✓ Determines services patrons needs (wait list, hourly, part day, full day, SAC, MS/T, SKIES, Sports, etc.).
- ✓ Explains age appropriate programs associated with patron's children.
- ✓ Conducts a search for care in CYS for immediate openings.
- ✓ Conducts initial and annual renewal registration of patrons into all CYS programs.
- ✓ Explains wait list polices and assists with wait list placement.
- ✓ Determines patron fee category IAW with the latest fee policy.
- ✓ Schedules new patrons for program/facility orientations.



## CYS REGISTRATION



All children must be fully registered with CYS before enrolling in a program or activity. It is an annual requirement and valid for one year from the date signed by the patron.

The following is required for **new and annual** registrations:

- ✓ Proof of Child Eligibility (i.e. Legal Guardianship papers, Child Military ID Card, or Tricare card or DEERS printout).
- ✓ Home and work information: mailing address, home address, telephone numbers, unit, employer and email address.
- ✓ Immunization Record or transcription for each child.
- ✓ Health Assessment/Sports Physical (HASP)-Sports physical is part of the HASP form and is required to participate in any youth sports program.
- ✓ Health and Developmental Screening Form (HST).
- ✓ Medical Action Plan (MAP)-may be required for allergies, diabetes, asthmas/respiratory and seizures.
- ✓ Two (2) Local Emergency Release Designees



**The following is required for *enrollment in the CDC or SAC* program:**

- ✓ Proof of Income (leave and earnings statement, pay vouchers, W2. Families, regardless of their Total Family Income category, must provide income documentation.)
- ✓ DoD Child Care Fee Application DD 2652.
- ✓ Family Care Plan, DA Form 5305 signed and certified by local Commander. Due 30 days after enrollment. (Single and Dual Military Only).

**The following is required for *enrollment in the Youth Center* program:**

Middle school/teens in grades 6-12 may register as a guest for CYS programs by completing the Youth registration packet. Youth may attend the regular Youth Programs (not field trips or special events) as a guest member immediately upon receipt of completed form. Parent Central Services will validate registration within 5 working days. Once validated, an annual pass will be issued to youth.

- ✓ CYS Youth Registration Form (available at Parent Central, Youth Center and WebTrac)
- ✓ Internet/WIFI Acceptable Use Policy and Parental Permission Form
- ✓ Health and Developmental Screening (HST)-*required if youth has health or special needs or if rescue medications are required.*
- ✓ Health Assessment (HASP): *Only when health or special needs are indicated on the HST.*

### **GLOBAL DATA TRANSFER (GDT)**

This database makes it possible for Families relocating to a new duty station to forward their child's/youth's registration records to their next duty assignment prior to arrival. Upon arrival the Parent Central Services at the new duty station need only import the patron's information (e.g. names, birth date, child's health records, etc.) stored in the database. Families will provide needed updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

### **IMMUNIZATIONS**

All Children and youth participating in CYS programs must be immunized per the *most current guidance from the Advisory Committee on Immunization Practices (ACIP) and Centers for Disease Control and Prevention (CDC)*. The ACIP updates information on immunization guidance annually and vaccination schedules for all ages are provided on the CDC website at <https://www.cdc.gov/vaccines/schedules/>.

Documentation of immunization is required at registration for children under 6 years old, those enrolled in the Child Development programs, and school-age children who are not enrolled in DoDEA schools. In the event of a vaccine-preventable disease outbreak, all school-age children and youth will be required to provide proof of immunization in order to continue participation.

The only exception is immunization waiver due to medical or non-medical reason. Philosophical exemptions are not permitted. Children and youth will be excluded from CYS programs during vaccine-preventable disease outbreaks of which they are not immunized or do not possess evidence of immunity.

*Please inquire at Parent Central Services for documentation and approval process needed for medical and non-medical waivers.*



## HEALTH ASSESSMENT/SPORTS PHYSICAL (HASP)

A valid health assessment/sports physical (HASP) **is required** for children fifth (5<sup>th</sup>) grade and younger and must have been completed and signed by a licensed health care provider.

If a current HASP is not available upon initial registration, it is required to be completed and submitted to Parent Central within 30 days from date of registration. The HASP is valid for up to three years as long as the child does not have any major health changes and is not participating in sports.

**To participate in sports the HASP must remain current through the sports season** and be updated by a licensed health care provider annually or if any health changes occur. No child or youth is authorized to practice or participate until a valid sport physical has been submitted to Parent Central Services.

Well baby exams and school athletic physicals are acceptable in lieu of the Army specific HASP form. Please contact Parent Central Services for more information.

## HEALTH AND DEVELOPMENTAL SCREENING (HST)

Parents will complete the Army CYS Services Program Health/Developmental Screening Tool (HST) at initial registration and annually thereafter and/or as requested by CYS. Annual screening for Middle School/Teens is not required unless there is an identified special need.

If a child/youth requires special accommodations or has a medical diagnosis that reflects medical conditions, functional limitations and/or behavioral/psychological conditions, supporting documentation may be required and, along with the HST, forwarded to the Public Health Nurse for MIAT review.

The MIAT is responsible for exploring childcare and youth supervision options, determines placement, and considers feasibility of program accommodations and availability of services to support child/youth needs.

Parent/guardian participation is crucial to the success of the MIAT process and provision of proper accommodations. CYS makes every effort to accommodate children/youth with special needs.

## MEDICAL ACTION PLAN (MAP)

A Medical Action Plan (MAP) is a written treatment plan that provides detailed instructions on managing a medical condition, outlines actions to take for emergencies and used as a guide for staff to administer rescue medication to children/youth. Rescue medication is a term used for medication that given to prevent or lessen reactions of a medical condition such as with breathing difficulties, allergies, diabetes, and seizure disorders.

MAP and medication prescription instructions should match and not conflict. Children/youth requiring rescue medication may not participate in program without required medication and current MAP being on site.

MAPs are valid for one year based on HCP signature or if there is a change in health status. MAPs are completed by the child's HCP to ensure CYS staff are aware of the proper medication and necessary course of treatment for the child/youth.

## SPECIAL DIETS

Special diets may be accommodated in CYS only for medical or religious reasons.

Children/youth with food sensitivities, intolerances, or allergies or medically based special dietary need must provide a statement from their HCP specifying which foods to omit, the resulting reaction

if ingested and allowable food substitutions.

For proper documentation and more information, please contact Parent Central Services.

### REASONABLE ACCOMMODATION

These are basic adjustments, supports and/or modifications that may be needed by a child/youth with special needs to facilitate access to a program on an equal basis to their non-disabled peers. Accommodation for children/youth with special needs is not considered reasonable if it imposes an undue hardship on the operation of the program, requires fundamental alteration of the program or poses a direct threat to the health or safety of the child/youth with special needs or others.

### REQUEST FOR CHILDCARE- MILITARYCHILDCARE.COM

MilitaryChildCare.com is the single on-line gateway for families to access military operated or military subsidized childcare options. Families in USAG Ansbach have access to this Department of Defense website which simplifies and improved the childcare request for care process. Eligible families can search and request for care for all of the options available at the installation and expedites the placement through a standardized request process and waiting list.



#### Benefits for Families

- ✓ Provides a single gateway to military childcare options worldwide
- ✓ Allows families to manage their childcare requests
- ✓ Allows families to update their household profile
- ✓ Enhances and streamlines communication

#### Benefits for CYS Programs

- ✓ Standardizes procedures
- ✓ Expedites placement
- ✓ Enhances daily operations
- ✓ Supports planning

## CHAPTER 3- DAILY OPERATIONS

### ARRIVAL

#### **Child Development and School Age Center (CDC/SAC)**

Upon entering the facility, parents/designated representative will swipe their child into the Child Youth Management System (CYMS) at the front desk before proceeding to their child's classroom. Under no circumstance will the parent/designated representative move beyond the front desk without first swiping in. After swiping in at the front desk, the parent/designated representative may proceed to the classroom. Upon entering the classroom, the parent/ designated representative will sign the child in, annotating his/her name, date, time and signature.

#### **Youth Center (YC)**

Middle School/Teens (MST) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designated representative. MSTs will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program.

### DEPARTURE

*For child departure from the facility, parents/designated representatives will follow the same procedures listed above. After picking up the child from the classroom, parent/designated representative will swipe the child out at the front desk before departing the facility. Under no*

circumstance will a child/youth be released to any person who is not authorized to pick up the child/youth. Positive control of child/youth will be maintained at the classroom level.

Parents/guardians and visitors will enter and exit CYS Facilities through the front entrance/reception area, except during emergency evacuation and fire drills. **During evacuations/fire drills, patrons will follow designated facility evacuation procedures. Patrons may not be allowed to enter or depart the facility during evacuation or shelter in place drills.**

Unless prior written arrangements are made with CYS personnel, only parents or parent designees shown on DA Form 4719–R may take a child from a CYS program. Children may not be released to siblings or other children under age 13 unless approved by the program director on a case-by-case basis. School age children may not leave a program unaccompanied without written permission from the parent.

No parent may be denied access to a child, including the right to pick up a child from a CYS program, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at Parent Central Services. Children/youth must be picked up by posted closing time. When a child/youth remains at the site past closing, staff will attempt to contact the parent/guardian using all telephone numbers provided, to include the emergency release designees. If there are no positive responses to these calls, and the child/youth is not picked up within **1 hour** of posted closing time, **CYS will contact the Military Police.** It is important for parents to keep emergency designees current with Parent Central Services.

#### **DAILY HEALTH SCREENING AND EXCLUSIONARY CRITERIA**

CYS takes all reasonable precautions to offer a healthy environment. To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave. Parents/ guardians must pick up their child/youth that becomes ill while in care within **1 hour after being notified.** **Children or youth who show visible signs of illness may be denied admission into facility or excluded from childcare based on the following:**

✓ **Temperature** greater than 100.5° F for children under three months and greater than 101° F for children over three months of age. Exclusion criteria for children/youth during the influenza season (1 October 31 May) include: having a fever of 100° F or above *and* at least one respiratory symptom such as runny nose, cough, congestion or sore throat *and/or* intestinal upset or diarrhea.



✓ **Inability to participate** comfortably in daily activities. This can include, but is not limited to: change in behavior such as lethargy/lack of responsiveness, irritability, persistent crying, difficult breathing, or having a quickly spreading rash.

✓ **Vomiting:** Two or more episodes of vomiting during the previous 24 hours or one occurrence in the child care program accompanied by other indicators such as low grade fever or inability to participate in the program.

✓ **Diarrhea** defined by watery stools or decreased form of stool. Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing soiled pants or clothing.

✓ **Signs or symptoms** that may include but are not limited to lice, nits (lice eggs), rash, lesion, blister, discoloration or inflammation of skin or eye, eye discharge, runny nose, sore throat, cough, wheezing, difficulty breathing, nausea, complaints of pain, aches or discomfort, and/or fatigue.

### RE-ADMISSION AFTER ILLNESS OR INJURY

CYS staff will provide Parent/Guardian with an illness/injury readmission form detailing criteria for readmission. The child/youth's health care provider should use the form to indicate when it's safe for the child/youth to return to the program. However, a note alone from the health care provider **will not** automatically re-admit the child/youth into the program or override Army regulations.

**Children and youth may only return to the CYS program when the following criteria are met:**

- ✓ The child is well enough to participate in normal daily activities.
- ✓ The child's presence will not endanger the health of other children.
- ✓ Fever has been absent for 24 hours without the use of a fever-reducing agent or the parent provides a note from the child's healthcare provider clearing them to return to care.
- ✓ If an antibiotic was prescribed, the appropriate number of doses has been given over a 24 hour period.
- ✓ For guidelines on specific illnesses, please see the attached Appendix B- Communicable Disease Chart V4 January 2019 of IMCOM Regulation 608-10-1.
- ✓ Please note that a medical HCP clearance statement will be required if there is any question the child/youth may still be contagious or is not well enough to return to care.
- ✓ Children wearing casts, slings, have concussions/head injuries, or that have stitches must have a written statement from a healthcare provider allowing the child to return to care including with the level of participation permitted while using the CYS program.

\*All medical HCP statements clearing a child to return to care after illness or injury should include if there are any specific recommendations for limited activity or detailed treatment instructions.

### ACCIDENT AND INJURY REPORTING/MEDICAL TREATMENT

CYS policy requires completion of a written incident/accident report immediately following any accident or injury. Some cases may involve falls, scratches, bruises, bites and scrapes that occur while your child/youth is in our care to include emergency situations. Parents/guardians will be informed of the incident/accident and will be asked to sign the report and a copy may be given to the parent. In case of injury the head or neck region, parents will be notified immediately.

In the event of an accident resulting in injury to a child/youth requiring medical treatment, the CYS staff will immediately contact emergency services followed by notification of the Parents/Guardian. CYS personnel or FCC Providers will accompany the child/youth immediately to the nearest emergency room by ambulance. The staff or provider will remain with the child/youth until the parent/Guardian arrives at the emergency room.

In the event of a serious accident/incident, the report procedures outlined in IMCOM Regulation 190-45-1 will be followed.

## BASIC CARE ITEMS

Basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Aerosol spray basic care items are not to be used in CYS. In accordance with the Food and Drug Administration (FDA) guidance, use of products with benzocaine and/or belladonna should be avoided and will not be used in CYS programs.

Due to the health concerns about the safety of talc, baby powder will not be used in CYS programs.

Parents/guardians will provide basic care items with written and signed consent to administer form. Please ensure all basic care items are not expired and are within their expiration dates.

## ADMISTRATION OF MEDICATION

Medication administration is confined to situations where no other reasonable alternative exists (i.e. meds given three or more times a day or with specific times during which a child or youth is in care). Medications that are prescribed on an "as needed" (PRN) basis will not be given in CYS programs, with the exception of rescue medication.

Most routine medications prescribed by a HCP are authorized for use in CYS programs except for Opioids and/or Narcotics and those medications which require extensive medical knowledge or pose a high medical risk if improperly performed. All requests for exceptions to policy (ETPs) for the aforementioned unauthorized medications must be approved by the Assistant Chief of Staff for Installation Management (ACSIM) prior to implementation.

**Rescue medication** is a term used in CYS for medication that is given to prevent or lessen reactions of a medical condition. Rescue medications require a corresponding Medical Action Plan (MAP) completed by a HCP. MAP and medication prescription label instructions should match and not conflict. Children/youth prescribed a rescue medication will not be allowed to participate in CYS programs without their rescue medication.

All medication must be in its original container with a child-proof cap, have a current prescription in English which must include the child's name, medication name, dosage, route, time, special instructions, date and HCP's name. Parents are also responsible for ensuring all medication is accompanied by a proper dispensing device typically provided with the medication (such as a medication dosing spoon, cup or syringe).

The child/youth's HCP or parent/guardian will administer the first dose of any routine medication. **Children are to be on oral medication at least 24 hours** before the medication can be given by CYS personnel.

Parents/guardian must complete a Medical Dispensation Record form and provide consent and signature in order for CYS to be able to administer the medication.

Please contact your child/youth's CYS program if your child/youth will be or has been prescribed medication that will need to be administered while using our services.

This policy will be discussed during the parent/guardian orientation. Specific medications and medication administration guidance is available in the most current Medication Administration Guide of the IMCOM Regulation 608-10-1.

## YOUTH SELF MEDICATION

Older school-aged children and youth may carry and/or administer their own rescue medication with permission from their HCP and parent. Documentation that they accept responsibilities as per their MAP will be kept on file.

Parent/Guardians and youth are responsible for notifying the program staff at the front desk of any medication that will be brought to CYS programs.

## REST AND NAP PERIODS

Child/youth enrolled in CDC and FCC full-day programs or hourly care will have a rest period, usually following lunch. Child/youth wishing to nap can do so, while other child/youths engage in some other quiet activity (e.g. read a book, coloring, etc). Infants are allowed to follow their own resting/napping patterns.

## PERSONAL ITEMS AND CLOTHING

**All personal items must be labeled with your child's first and last name.**

✓ **Clothing:** Children should come to the center dressed appropriately for the weather. Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities. We recommend parents/guardians to provide at least two changes of clothes and socks for CDC children and to provide at least one change of clean clothing and socks for SAC children. For children who are potty training or have occasional accidents, a change of shoes is also recommended. Soiled or wet clothing will be placed in a secured plastic bag and returned to parents/guardians upon pick-up. CYS will not launder clothing and is not responsible for lost or damaged clothing. If your child leaves the facility with CYS clothing, please return the items after laundering.



- ✓ **Jackets, Coats and Sweaters:** for each season; winter, spring, summer, fall.
- ✓ **Hats, Gloves and Caps:** We recommend during cold weather months children bring a hat to keep their head and ears warm and protected from the wind and mittens or gloves. During sunny weather, children should wear a summer hat or cap to protect their skin from the sun.
- ✓ **Shoes and Boots:** Children's footwear should be comfortable, supportive, have non-slip soles, suitable for running, climbing and jumping, and appropriate to the weather conditions such as snow and ice. For safety reasons, flip-flops/thong sandals, mules (shoes that have no back or straps around the foot's heel), or wedged heels are not allowed.
- ✓ **Choking Hazards:** Small items or items with small parts such as earrings, charms, barrettes and rings are highly discouraged for children under three years old or children who are in multi-age rooms with children under three years old as they present a choking and aspiration hazard. In addition, due to strangulation hazards, items such as necklaces, ties, scarves, teething necklaces and string ties on children's clothing are not permitted for children under three years old.
- ✓ **Fingernails:** Children's fingernails must be trimmed short to prevent inadvertent scratching and potential injury to other children and adults.
- ✓ **Toys from home:** Personal items are limited to one small blanket and comfort toy for your child to have during nap/rest time.

## DIAPERING AND TOILET LEARNING



**Diapering:** For health and sanitation reasons only commercially available disposable diapers, training pants, and wipes are permitted in our programs. Cloth diapers, training pants or wipes are allowed when the use of disposable types create a health risk for the child and the parent/guardian submits a health care provider's statement to that effect with the length of time to be used.



### Parents/guardians will provide the following to the child's room:

**For infants:** one disposable diaper or cloth diaper unit for each hour an infant will be in care. If cloth diaper, then requires medical documentation as indicated above and assembled as a unit (absorbent inner lining completely contained within an outer covering made of waterproof material that prevents the escape of feces or urine).

**For toddlers:** one set of disposable training pants or cloth training pants unit for every 2 hours a toddler will be in care. If cloth training pants, then then requires medical documentation and needs to follow same instructions as above for cloth diapers.

At least one extra set of clothing or more for those toilet training and it is recommend to include socks and shoes too.

**Disposable wipes:** Disposable wipes labeled with the child's first and last names. Cloth wipes are only permitted if medically required as indicated above and must provide sufficient amount for each diaper change.

**Cloth diapers:** For cloth diapers, training pants, and/or wipes, parents/guardians must also provide a cleaned and disinfected hands-free container, such as a foot-operated pail, labeled with the child's first and last names. This is needed to properly store wet or soiled cloth diapers/training pants and/or wipes.

Diapers and training pants are checked and changed promptly if they are wet or soiled to include after a child wakes up from a nap. All diapers are changed according to the CYS Diaper Changing Steps. Cloth diapers, training pants, and wipes will not be emptied or rinsed before they are placed in a plastic bag and deposited in the provided hands-free container. The container and contents will be taken home by the parent/guardian at the time the child is picked up from care.

Parents/guardians are responsible for cleaning and disinfecting the hands-free container and cloth items prior to returning to the room.

**Toilet Learning:** Toilet learning is a natural developmental process. Peak readiness is typically at 2 ½ years, but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing/ training pants.

### TRANSITIONS

Children are supervised closely at all times with a face to name accountability. Our learning environments also facilitate staff visibility and access to children. Extra vigilance is given during transition periods, i.e., arrival, departure, employees shift changes and moves between activities.

### BIRTHDAYS AND HOLIDAY CELEBRATIONS

CYS recognizes that religious, ethnic and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth. All food items must be



Commissary bought (e.g. cake or cake mix in its original sealed package) and approved in advance by the director and/or dietician prior to serving to children. Food items may not be prepared at home or in unapproved facilities.

- ✓ We ask that parents do not bring candy, chewing gum or goody bags to the program for these occasions as these items can cause feelings of ill will between children and may also be a choking or safety hazard.
- ✓ Parents/guardians who want to provide foods for birthday celebrations are allowed to bring cakes, cupcakes or cookies. These food items **may not** be prepared at home or in unapproved facilities, but instead parents/guardians are encouraged to provide a cake mix in the original sealed package or to purchase a cake from Army and Air Force Exchange Service (AAFES) or Defense Commissary Agency (DECA) and take it directly to the child's classroom for the point of sale.

## SPECIAL EVENTS



Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child, Month of the Military Family and Army Birthday. Senior Commanders from Active Army, Guard, and Reserve and other branches of service, congressional delegates, local district officials and other key stakeholders plan and engage in

observance of these events. Openings for childcare are available during other special events such as balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through Parent & Outreach Services.

## TRANSPORTATION POLICY

As appropriate, CYS provides safe transportation for children/youth on and off post. Our safe passenger rules must be adhered to at all times, please review them with your child/youth. Failure to follow these safety rules may result in the suspension of a child's/youth's transportation privileges. The CYS program does not provide/utilize bus monitors to and from school at CYS expense.

- ✓ Seat belts must be worn at all times in mini-buses. Buses will not move until everyone is buckled up.
- ✓ Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated.
- ✓ Inside voice is to be used at all times in vehicles.
- ✓ No objects (including body limbs) shall be extended out a window.
- ✓ Littering is prohibited. Trash should be placed in designated trash containers.

## FIELD TRIPS

As part of the curriculum, field trips and nature walks are scheduled to Family and Morale, Welfare and Recreation (FMWR) sites and other local sites to augment our developmental program. All field trips receive input from Families, child/youth and staff to offer planned activities in conjunction with community service projects. Field



trip sites are visited by staff prior to the scheduled trip Parents/guardians will be informed in advance of the date and destination of each trip and will be required to sign a permission form for each child/youth participating in the trip. Ratios must be maintained by paid staff supplemented with adults such as parents or volunteers. Ratios for high risk activities must follow guidance. Please consult the program director for additional information on high risk activities.

Some special events and field trips may cost a nominal fee, but participation in these events is not mandatory. In the case of field trips, written parental permission must be granted before a child/youth is allowed to participate.

### FAMILY STYLE DINING



With the exception of SAC and YC programs that serve buffet-style meals, CYS programs sit and dine “family style” with children/youth in FCC homes and centers. Family style dining promotes expanded language and cognition skills, builds fine motor skills and models appropriate eating habits while fostering social interactions. Most importantly, family style dining promotes a feeling of unity and acceptance that is essential to emotional development. It is developmentally age appropriate

for children/youth to participate in cleaning and setting tables, preparing meals, serving themselves (with staff assistance if needed) and assisting with clean-up after meals.

### INFANT MEAL PROGRAM



Infant programs provide all infant jar food, cereal and teething biscuits. Programs offer on-site ready to feed iron-fortified formula for infants in full- and part-day programs. These specific United States Department of Agriculture (USDA) approved formulas are free of cost and parents/guardians have the option to decline. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date and child’s first and last name. Bottle labels are available at the front desk upon request.

*\*Ask our front desk for a printout of the bottle labels.*

Infants (under 12 months) will be fed individually and according to the infant’s feeding plan. Infant Feeding Plans are based on USDA CACFP guidelines and are established by the parent and recommendations of the child’s physician or other qualified health professional.

Infants will be fed "on demand" when they are hungry, rather than on imposed schedules and will be held during all bottle feedings unless they can hold their own for self-feeding. Children are not permitted to walk around with bottles or cups as this exposes them to safety and health risks. The use of glass bottles is permitted upon parental request. Glass bottles provided must have a rubber grip or silicone sleeve (sold as a unit).

Bottles for infants will only contain formula or breast milk. Due to safety and health risks, medications or cereal are prohibited from being added to infant's bottles, unless specifically written by a health care provider for documented medical reasons; this may necessitate a MIAT.

Breast milk may be brought in bottles labeled with the child’s first and last names and the date. In contain no more than two (2) to three (3) ounces of breast milk. Parents are responsible for ensuring that breast milk sent to the CYS program has been stored appropriately while at home.

Our program supports breastfeeding mothers. A protected area is available for mothers who wish to have more privacy during breastfeeding their infant and/or for pumping. Fathers are also welcome to sit in this area to feed their infant.

## PARENT PARTICIPATION

The Military Childcare Act requires the establishment of a parent participation program at each DOD installation.



CYS **Parent Participation Program or PPP** provides parents an excellent opportunity to share their unique gifts, talents and abilities while volunteering in the regularly scheduled program their child attends.

**Great Incentive! Parent Participation Fee Reduction:** Parents earn points towards a fee reduction for volunteering. **A 10% reduction** on one month's fee for one child/youth is awarded for each 10 hours of parent participation.

Reductions are limited to 10% per child/youth per month.

There are numerous participation opportunities such as helping with field trips, holiday events, surveys, attending workshops, classroom activities and special projects. While participating in meaningful activities, parents not only positively influence the lives of military children but also CYS program operations on their installations.

Parents are also able to participate in the planning and evaluation of our programs through annual program surveys, inspections, accreditation and attending Parent Advisory Committees. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. Parent participation is a win-win for everyone!



Parent participation hours may accumulate month to month until **10 points are earned.**

Points may not be shared with other Families.

### To start earning points:

- ✓ Sign a Parent Volunteer Agreement
- ✓ Document hours worked on Parent Volunteer Sign In Sheet
- ✓ Redeem points by signing the Parent Volunteer Redemption Sheet

For detailed information on volunteer opportunities ask for our Parent Participation Guide or contact the CYS Parent & Outreach Services Director.

Here are a few of the ways parents/guardians can participate and earn points:

- ✓ **Parent Advisory Committee (PAC):** The PAC is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition. Parents who attend the PAC may earn double the parent participation points.
- ✓ **Parent Classes:** Classes offered through CYS or Army Community Service. Regularly scheduled classes include some of the following: child growth and development, child abuse prevention and awareness, special needs awareness, character counts, baby sign language





- and child guidance techniques.
- ✓ **Parent/Teacher Conferences:** Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.
- ✓ **Volunteering in the Classroom:** decorate bulletin boards, read a story or two, conduct an arts and crafts activity or gross motor activity or share a special talent or skill with the children.
- ✓ **Volunteering for a special event:** CYS holds special events throughout the year, such as Month of the Military Child. We are always in need of assistance and planning ideas for these events.
- ✓ **Meet and Greet:** Every month, CDC/SAC will set up an informational table with various subject matter experts. We will use this mechanism to allow parents to meet our staff, highlight special events and services in the community and provide positive interaction. Newsletters will also be distributed.
- ✓ **Parent Pick Me Ups & Newsletters:** these are quick, to the-point newsletters or one page educational tips geared towards parents and children. Parents receive a one to two page hand-out that they can read and discuss on-site at the Meet & Greet or take home.

### MISSION RELATED EXTENDED HOURS SERVICES

Provided at no additional cost for **short-term** childcare. CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours when possible.

Child Development Centers (CDC) supports unit requirements for childcare during in processing (16 hours of childcare), training exercises, and alerts to the extent possible. Families are not charged for approved Army mission related extended hours care. Families must provide written validation confirming the mission related extended hours care. The Soldier's Unit/Sponsor's supervisor will provide documentation to qualify for approved mission related extended hours care to the center based program staff. Extended duty hours care is generally up to 3 hours/day.

Extended hours childcare may be available for special events, balls and other unit or private organization functions.

### RESPIRE CHILCARE

Respite childcare for parents provides parents/guardians with temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered **16 hours** per child, per month at no cost with a referral from Army Community Services. Respite care is also available for deployment with care beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns.

### CHILDCARE FOR INPROCESSING SOLIDERS

Military Soldiers may receive up to **16 hours** of childcare at no cost while the Soldier and spouse attends the community orientation/newcomer briefings. CYS Services registration and parent orientation must be completed. Space must be available in the program to offer this service.

### WEATHER POLICY

Child and Youth Services wants to ensure the safety and comfort of your child each day. We have temperature and weather policies that help us to do so. All CYS staff members are responsible for monitoring temperatures and watching children for signs of heat stroke and heat exhaustion. Temperatures in



child-activity rooms are kept at a comfortable range between 68° and 78°F (20° and 26°C). When indoor temperatures exceed 78°F (26°C), cooling techniques, such as fans, will be implemented. When indoor temperatures reach 85°F (29°C), the Child and Youth Services program director will consult with preventive-medicine and safety personnel to determine if a recommendation to close facility should be made to the CYS Coordinator.

When the outdoor temperature is 90°F (32°C) or higher, we will do everything to ensure your child is protected from heat exhaustion and we will not stay out longer than 20 minutes when the temperature is above 90 degrees. Water will always be available and we can also apply sunscreen. When the outdoor temperature is 86 to 89 °F (30 to 32°C), our time outside is limited to 30 minutes for your child's comfort.

In colder seasons, when the outdoor temperature is 25 to 34 °F (-4 to 1 °C), our outdoor play is be limited to 30 minutes. If the temperature is below 25 °F (-4 °C), 15 minutes is our golden rule. During heavy rain, lightning, blowing snow, or icy conditions, we will refrain from going outside to play and use our multi purpose room for a variety of active play. Please dress your child appropriately for the weather each day. This includes providing coats, hats, boots, and mittens or gloves during inclement weather.

## EMERGENCY OPERATIONS PLAN



All emergency situations are basically designated into two categories: Those situations which require “**Evacuating**” the building and those where you are required to “**Shelter-in-Place,**” where you stay in a building until authorities deem it is safe to leave the building.

In the event of such an emergency in which the facility needs to be evacuated or if we need to shelter in place, CYS staff will follow a written

**Emergency Operations Plan** approved by command with instructions for evacuation or shelter in place. Children/youth may be moved to designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/guardians and military police will be notified. In the event of an evacuation or shelter in place, parents/guardians will not be able to enter or exit the facility until clearance is given by appropriate authority. Specific information can be obtained from your local CYS program.

## CYS CLOSURES

Childcare will be provided only for mission essential personnel during installation closures, inclement weather closures and special emergency and health contingency operations. In the event of a notification for work call delay or post closure issued by the Garrison, parents will pick up their child or children from Child and Youth Services facility within **1 hour** of the Garrison facility closure notification. Childcare will be provided only for mission essential personnel during post closures and/or early releases. Mission essential personnel include Military Police and fire and emergency services or personnel as directed by the Garrison Commander.

## CHAPTER 4: PAYMENTS AND REFUNDS

### PARENT FEES

Fees are determined during the CYS registration and enrollment process for regularly scheduled Child Development, School Age and Youth Center before school or camp programs and annually during registration renewal thereafter.

### TOTAL FAMILY INCOME (TFI) FEE CALCULATION

**Calculating total family income or TFI is completed as part of the CYS registration process.**



TFI is all earned income including wages, salaries, tips, special duty pay (flight pay, active duty Demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior members only; for Defense civilian OCONUS include either the housing allowance or the value of the in-kind housing provided. Basic Allowance for Housing with Dependents Rate (BAH RC/T) for all members is used, regardless of whether they live in government housing or off the installation. Current BAH chart is located at <http://www.defensetravel.dod.mil/suite/bah.cfm>.



Families, regardless of their Total Family Income category, must provide income documentation. Families will no longer be permitted to automatically elect to enroll in the highest fee category (nondisclosure of income). Failure to provide the required information will delay the processing and approval of childcare services and could result in denial of childcare services.

### DOCUMENTATION REQUIRED TO CALCULATE TOTAL FAMILY INCOME (TFI)

- ✓ Military Sponsor's current Leave and Earnings Statement (LES).
- ✓ Civilian Sponsor's current LES.
- ✓ Spouse/Partner's LES, W-2 forms, and/or other income documentation.
- ✓ Schedule C (IRS return) from previous year to demonstrate wages from self employment.
- ✓ Letter from employer if spouse/partner has not worked one full month. The letter must include rate of pay and anticipated average number of employment hours in order to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment.

\*TFI includes the Non-Locality Basic Allowance for Housing with Dependents Rate (BAH RC/T) for all military members regardless of whether they live in government housing or off the installation.

Fees for blended and legally separated families will be based on the TFI of the household.

Fees for Legally Separated Families are contingent on a legal separation document or a notarized statement stating the sponsor is legally separated.

### PAYMENT OF FEES

Regularly scheduled Full Day, Part Day/Part Time and Before/After School Care fees must be paid within established semi-monthly payment periods and are due by the 5th business day of the payment cycle. Patrons are billed on the **1<sup>st</sup> and the 15<sup>th</sup> of the month**.

**Incoming Families** make an initial payment for care of 10% of the monthly fee at the time they accept the childcare space offered by the Parent Central Services Office.

**Payment Options:** Payments may be made with cash, check, credit card, auto debit or through WebTrac. See QR code.

Personal checks will be accepted in the amount due only.

### HOURLY CARE FEES

Hourly care hourly rate is set with the Army Fee Policy for all programs regardless of Total Family Income (TFI) category. Rates for evening and weekend childcare vary. Hourly care must be paid in full on the day service is provided. A **2 hour no show fee** may be charged. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance with the

Child Development or School Age Center. Parents must attend parent orientation prior to using hourly care services.

### LATE PAYMENTS

In accordance with the current Army Fee Policy guidance, for services **billed twice a month (1st and 15th)**, a **one-time late payment fee** per child will be assessed on the **6th business day** of each missed payment cycle.

Families will receive a late payment notice outlining the procedures for payment and possible termination if fees are not paid. This information is outlined in the Sponsor Program Agreement, DA form 5226-R, which is reviewed and signed prior to enrollment into a CDC or SAC.

Procedures for late or non payment of fees as outlined in the SOP, Subject: "Non-Payment of Childcare Fees, Collection of Delinquent Accounts and Denial of Services":

- ✓ **Verbal Reminder.** Front Desk personnel give parents a courtesy reminder of approaching deadline during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle.
- ✓ **Personal Follow-Up.** Program Manager follows up on 6<sup>th</sup> day of the **first** delinquent billing cycle. Families with an outstanding balance are contacted via telephone, in writing or in person regarding the outstanding balance penalties if payment arrangements are not made by established deadlines.
- ✓ **Written Notice of Non-Payment/Potential Termination.** Program Manager provides parents on 6th day of the **second** delinquent billing cycle a written notification of delinquent payment and the pending consequences.

Services may be terminated and garnishment of wages may be initiated when fees are not paid in full or a financial hardship waiver is not approved.

### FINANCIAL HARSHIP WAIVER

Fee adjustments for a Family's financial hardship waiver may be approved when a Family can demonstrate a severe hardship. Hardships may result from, but not be limited to: sudden and unexpected illness or accident of the spouse or the same-sex domestic partner of an eligible DoD civilian employee; loss of the spouse's or eligible DoD civilian's same-sex domestic partner's employment or wages; property damage not covered by insurance; or extraordinary and unforeseeable circumstances arising as a result of events beyond the control of the patron. The waiver request must be supported by an Army Community Services recommendation from a financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. **Families whose childcare fees are 25% or more of their Total Family Income (TFI) may request a hardship review.** Contact Parent Central Services for more information.

### LATE PICK UP FEES

In accordance with the current Army Fee Policy guidance, CDC and SAC programs are authorized to charge a late pickup as outlined in the Sponsor Program Agreement, DA form 5226-R, which is reviewed and signed prior to enrollment during program orientation. CYS emergency procedures will be followed when a child or children are left at the program one hour after closing the program.

Late pickup fees are not charged for approved mission-related circumstances or when specific arrangements to extend childcare are made prior to pickup.

## LEAVE/VACATION OPTION

During the enrollment/re-registration process, Families must select either a two (2) or four (4) week leave/vacation fee option for each child. This option is **only** available for families enrolled in full day CDC programs. Leave/vacation must be taken in increments of five (5) consecutive workdays.

## PROGRAM WITHDRAWAL

Patrons are required to provide advance written notice of withdrawal in accordance with the current Army Fee Policy guidance. This notice should be given to the Center Director, Assistant Director or clerical front desk staff. Failure to submit written notification may result in on-going assessment fees.

***\*Patrons may be eligible for a 10% fee reduction applied to their last fully billing cycle/final payment when the termination notice exceeds the minimum requirement.***

## ABSENTEEISM

**Credits or refunds are not issued for child/youth absenteeism for:**

- ✓ Regular childhood illnesses or injuries (two weeks or less)
- ✓ CYS program closures due to inclement weather, staff training, or special installation circumstances determined by the Garrison Commander (GC),
- ✓ Withdrawal except in situations approved by the CYS Coordinator.
- ✓ Unused leave/vacation.

Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the program director to the garrison commander.

## REFUNDS

- ✓ Refunds are authorized for:
- ✓ Program closures for repair or renovation when an alternate care setting is not provided.
- ✓ Unexpected prolonged child absence due to Family emergency or extended illnesses.
- ✓ Withdrawal from a regularly scheduled childcare programs upon receipt of PCS orders.
- ✓ Withdrawal from a Youth Sport (occurring before midseason of the sport) upon receipt of PCS orders.

## CIVILIAN TAX LIABILITY

The Internal Revenue Service (IRS Code Section 61) considers the fee assistance the Army provides for childcare as cash income in addition to normal earnings. Each year DoD determines the value of the childcare subsidy. A Third-Party administrator performs this equation on behalf of DoD. Guidance is provided by DoD prior to the tax year.

## PARENT FEE REDUCTION INCENTIVES

- ✓ **Parent Participation Points:** A 10% reduction on one month's fee for one child/youth may be awarded for each 10 hours of parent participation. Families **must approved prior** to the accumulation of points. See chapter 3 for more information.
- ✓ **Deployment Support:** 20 percent (20%) deployment reduction for regularly scheduled childcare and reduction for other deployment support services.
- ✓ **Multiple Child Reductions (MCR):** A 15% MCR is applied when more than one child is enrolled in regularly scheduled full day, part day, before and after school childcare programs or seasonal youth sports offered by CYS. The Standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in these activities.

## CHAPTER 5 – CORE PROGRAMS

### CHILD DEVELOPMENT CENTER (CDC) AGES 6 WEEKS TO 5 YEARS

Offer on-post full-day, part-day, hourly childcare, extended duty day care and the *Strong Beginnings* Pre-Kindergarten program. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification and National Accreditation (NAEYC).

All activities will be developmental in nature and recognize children’s individual differences by providing an environment that encourages self-confidence, development of self-help and life skills, curiosity, creativity, and self-discipline as outlined in the Creative Curriculum. Through play based concrete experiential learning activities, our curriculum encompasses the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural.

**The Creative Curriculum** is the authorized curriculum used in Army Department of Defense Child Development programs for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, **Checkpoints**, will be used to document the progress of children and then document individual goals for growth and development.



Typical child routines such as meal times, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

### SCHOOL AGE CENTER (SAC) GRADE KINDERGARTEN TO 5TH

Offer before and after school programs, weekend activities during the school year, summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification and National Accreditation from the Council of Accreditation (COA).



Curriculum and programming centers around the school age four services areas: Sports & Fitness, Fine Arts, Citizenship & Leadership, and Leisure & Recreation. Children will have input into activity choices to ensure the activities meet their needs and interests.

CYS offers program activities in Life Skills, Citizenship and Leadership Programming. A variety of clubs will be available to expand children’s interpersonal, speaking, and leadership skills. CYS Program choices meet and cover a wide variety of child interests, skills, abilities and interest levels and help children develop skills in independent living and practical life planning. The **Center on the Social and Emotional Foundations for Early Learning** or CSEFEL, provide CYS with a framework to help promote social and emotional development along with school readiness for young children.

Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (i.e. water, food, restrooms) in a relaxed way, allow children to move smoothly from one activity to another, usually at their own pace, and facilitate transitions when it is necessary for children to move as a group.

### YOUTH CENTER (YC) GRADE 6TH TO 12TH

The Youth Program offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible middle school and teens (MST) in grades 6

through 12 who are generally 11 – 18 years of age. Through formal partnership agreements with several nationally recognized youth-serving organizations, such as United States Department of Agriculture (USDA), 4-H and Boys & Girls Clubs of America (BGCA), youth have access to comprehensive programs, standardized curricula, special events, camps, scholarships, etc., no matter where they live. Supervision and programming is provided by trained staff and operations are subject to DoD Certification.

Youth programs provide youth with the opportunity to explore their values, beliefs and place in this world.

Youth Center programming is available after 1:00 p.m **at no charge**, however, youth must be registered with CYS in order to participate in this program.



Youth Center programming offers a schedule that provides youth with leisure-time activities in a fun environment that develops social skills, provides opportunities for interaction with adults and peers and promotes personal growth. The BGCA curriculum is an intricate part of program planning for the youth program. Activities include skill-building classes, recreational trips, educational tours, individual and group lessons, sports, challenging experiences, open recreation and special events. The Youth Center also offers an educational enhancement program called Power Hour. Power Hour is designed to help members with homework and is supervised by staff and volunteers.

#### The Youth Center offers:

**Before School Care:** Before school care is available upon request to all grades at the School Age Program. Before school rates will apply. For more information please contact Parent Central Services.

**Summer Camps:** During school summer break youth can enjoy sports, arts & crafts, high adventure, technology and fun educational camps in a safe, structured and entertaining environment. Weekly camps allow you to plan for family vacations and summer visitors. Campers are provided a daily USDA lunch and snack.

**Occasional Users/Field Trips/Self Development Activities:** Available on a space available basis and fees may apply.

**Volunteer Community Service:** We provide opportunities for youth to actively learn through service to their community. Our Youth Volunteer Program is designed to promote a volunteer spirit and service attitude in the youth at United States Army Garrison Ansbach. All CYS Youth Volunteers are registered with CYS. Youth who would like volunteer hours can work with Youth Center staff to find activities to fit a student's individual availability and skills.

**Youth Sponsorship/Ambassador Program:** The Youth Sponsorship program welcomes incoming youth to United States Army Garrison Ansbach and CYS. Incoming youth may contact the School Liaison Officer or the school to find out about getting a youth sponsor assigned before arriving. When a new youth registers with CYS, he or she will receive information about school and CYS programs.

**Youth Technology Lab/Homework Center:** Provides opportunities for youth to explore interests, enhance technology skills, and research information. Staff create an environment that supports academic development through our education enhancement program-Power Hour.

#### PARENT CENTRAL SERVICES

Serves as the **CYS One Stop Shop** for program access, registration, enrollment, records transfer, fee collections childcare waiting list and placement, parent participation, and babysitter training and referral services for Families.



## PARENT AND OUTREACH SERVICES

Parent and Outreach Services is referred to as the “**Gateway to CYS Services**” and includes Parent Central Services, parent liaison, community liaison, outreach care, supervision and support services and *Parent Advisory Committee (PAC)*.

### Outreach Services:

- ✓ **Kids On Site/Special Event Childcare:** (Ages 6 weeks-12 years)

Short term hourly childcare for families attending community or command sponsored events, i.e., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events etc. Parents remain on site or are immediately available in an adjacent facility.

- ✓ **Parents On Site/Parent Co-Ops:** (Ages 6 weeks-12 years)

Support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, short term care in unit settings by family members in one unit or organization for similar services at a future agreed upon time with family members in another unit or organization. Care is provided by parents with CYS staff assistance and operations are subject to *DoD Certification*.

- ✓ **CYSitters/Trained Babysitters:**

Formal training for teens, 13 -18 years, who provide short term hourly childcare in families’ own homes. Training covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities and the “business” of babysitting. Trained babysitter receive a certificate of completion and are placed on the CYS’ babysitter referral list at Parent Central Services.

## YOUTH SPORTS AND FITNESS PROGRAM



The Child and Youth Sports and Fitness Program utilize a comprehensive framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. CYS Sports program offers developmentally appropriate opportunities for children and youth to participate in a variety of sports and fitness programs.

Our programs rely heavily on the support of volunteer coaches and volunteers.

### The program consists of four service areas:

- ✓ Team Sports such as baseball, softball, soccer, basketball, cheerleading, flag football and volleyball.
- ✓ Individual Sports such as wrestling, tennis, bowling, track & field and cross country
- ✓ Fitness and Health programs focusing on nutrition education and health promotion
- ✓ Outreach Programs such as intramurals, motor skills activities, MWR partnerships and clinics.

### Outreach activities (usually one special event or camp) is offered:

- ✓ **Get Fit-Be Strong:** A comprehensive health, fitness and wellness campaign in an effort to increase children and youth’s physical activity and teach them healthy lifestyle techniques. All children and youth enrolled in SAC and MST programs have daily opportunities to participate in self-directed and staff-facilitated physical fitness activities while earning recognition from the President’s Challenge Physical Activity & Fitness Awards Program.

- ✓ **National Alliance for Youth Sports (NAYS):** NAYS is the nation's leading youth sports educator and advocate with national programs that educate administrators, coaches, officials and parents

about their roles and responsibilities in the context of youth sports, in addition to offering youth development programs for children. Since 1993, the National Alliance for Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases in CONUS and OCONUS locations. Through NAYS CYS offers; youth sports coaches certification, youth sports officials training services, parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

✓ **SKIES Unlimited Instructional Program:** (Ages 2-18 years)

Out of school instructional classes, such as music, dance, martial arts, gymnastics, technology, life skills, and SAT prep designed to complement, expand, and support the academic, life skills, and athletic experiences children and youth have within Army CYS Programs. Provided by CYS employees and contract instructors in a variety of settings.



## CYS SUPPORT SERVICES

### School Support Services (Grades K-12)

The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. School Support Services provides a variety of programmatic strategies and resources to achieve this mission and to support academic success and wellness for Army children and youth.



### School Liaison Officers (SLO):

SLOs are located at some Army Garrisons and provide support to Garrison Commanders, Army Families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army Families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families.

**Homeschool Support:** SLO's can provide homeschool support and information to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.

**School Youth Sponsorship/Ambassador Programs:** Ease school transitions in CONUS and OCONUS schools. See Youth Center.

### Tutor.Com: (K-1st Year College)

Offers free, online tutoring services to dependent children of active duty Army personnel, dependent children of deployed Army National Guard personnel, dependent children of deployed Army Reserve personnel, dependent children of Army Wounded Warriors/Survivors, inactive/part-time Army National Guard personnel and their dependents and inactive/part-time Army.

### Youth Technology Labs (YTLs): (Ages 6-18 years)

Provide a safe, secure, and age appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and

serving as a vital component of CYS Home Work Centers and Mobile Tech Labs that support geographically dispersed children and youth through Operation Military Kids.

**Military Family Life Consultants (MFLC):** Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS facilities, garrison schools and summer camps. All services are confidential.

**Homework Centers (K-12 grades):** Create a safe and familiar before- and after-school academic support environment in school-age centers and youth centers.



## **CHAPTER 6 –CONTACT INFORMATION**

### **PARENT AND OUTREACH/PARENT CENTRAL SERVICES**

Katterbach Kaserne, Bldg 9028, room 26

CIV 09802.83.2533

DSN 467.2533

### **CHILD DEVELOPMENT AND SCHOOL AGE CENTER**

Katterbach Kaserne, Bldg 9028

CIV 09802.83.2828

DSN 467.2828

### **YOUTH CENTER**

Katterbach Kaserne, Bldg 5984

CIV 09802.83.2395/2588

DSN 467.2395/2588

### **YOUTH SPORTS AND FITNESS/SKIES *UNLIMITED***

Katterbach Kaserne, Bldg 5911

CIV 09802.83.3537

DSN 467.3537

### **SCHOOL LIAISON OFFICER**

Katterbach Kaserne, Bldg 9028, room 7b

CIV 09802.83.2098

DSN 467.2098

### **NURSE/HEALTH AND FOOD PROGRAM CONSULTANT**

Katterbach Kaserne, Bldg 5984

CIV 09802.83.2985, DSN 467.2985

### **BASE OPERATIONS AND CYS CHIEF**

Katterbach Kaserne, Bldg 5984

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All CYS programs are closed on all Federal Holidays and select Training days.

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