UNITED STATES ARMY
CHILD & YOUTH SERVICES

2016

USAG ANSBACH

PARENT HANDBOOK

IMCOM
SOLDIERS • FAMILIES • CIVILIANS

CONTACT INFORMATION

Katterbach Parent Central Services
Family Child Care
(Registration for all programs)
Katterbach Kaserne, Bldg 9028, Rm 26
CIV 09802.83.2533, DSN 467.2533

Child Development Centers
Katterbach Kaserne, Bldg 9028
CIV 09802.83.2828, DSN 467.2828

School Age Centers
Katterbach Kaserne, Bldg 9028
CIV 09802.83.2828, DSN 467.2828

Youth Centers
Katterbach Bldg 5515,
CIV 09802.83.2395, DSN 467.2395
Storck Youth Center, Bldg 6706CIV 09841.83.4066, DSN 467.4066

Youth Sports and Fitness
Katterbach, Bldg 5984
CIV 09811.83.4866, DSN 468.4866

CYS Nurse/Nutritionist
Katterbach Kaserne, Bldg 5515
CIV 09802.83.3060, DSN 467.3060

NOTE: CYS Services Programs are closed on all Federal Holidays and select Training Holidays. Patrons will be given advance notice of Training Holiday dates.

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Welcome Letter

Dear Parents,

Welcome to USAG Ansbach, Child, Youth and School (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 Services 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 yrs old. Lastly, our programs and activities are specifically designed by early childhood and youth development specialist to meet the growing needs of 21st century military Families.

CYS Services 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 partnering with USAG Ansbach CYS Services 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, in the home of your provider or in the comfort and convenience of your own home.

Again, thank you for considering USAG *Ansbach*, Child, Youth and School (CYS) Services!

Sincerely,

Veronica Bischoff,

Chief, Child Youth and School Services

CUSTOMER SERVICE

CAREGIVERS CREED

I am an Army Caregiver, a professional trained in my duties. I serve Department of Defense Families who protect the nation by protecting their children. I will always provide a safe, nurturing, and enriching environment. Never will I put children in harm's way or allow others to do so. I will build trust with parents so they can concentrate on their mission. I will always treat Families with the dignity and respect they deserve. Army Caregivers are key members of the Army Team. I am an Army Caregiver!



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.

To that end, we promise our customer they will…..

- Always be respected & treated as individuals who are valued
- Receive a prompt and friendly greeting in a professional and courteous manner
- Experience aesthetically-pleasing facilities
- Receive timely, accurate and helpful information
- Be offered high quality products and services
- Have an opportunity to provide feedback

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 impacts the military mission. CYS Services provides critical support services to mitigate such stressors.

Vision: CYS Services programs are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in CYS Services Family Childcare Homes and Child Development Centers.
- 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 Child Care" 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 Services 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: CYS Services 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 partnering 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: 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.

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

Diversity/Non-Discrimination: In accordance with Federal Law, Title VII, the Department of Army, Child Youth and School 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.

Open Door Policy: CYS Services program level 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 Services offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

Army Family Covenant (AFC): The Army Family Covenant institutionalizes a commitment by Army leaders to provide Soldiers and Families of all components with programs and services that maintain a quality of life commensurate with the quality of their service and sacrifice to the Nation.

Communication/Feedback: We encourage Parents/guardians to contact the Garrison Chain of Command to voice questions, comments and concerns about our programs. Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS Services programs may do so at the following email address: www.contactus@armymwr.com. If you do not have access to email, write your questions, comments or concerns and place them in the drop box designated by the Parent Central Services office. You have the option of remaining anonymous or, should you desire feedback, you may include your name and address. You may also complete an Interactive Customer Evaluation (ICE) survey on your garrison's website

Chain of Command: The most effective way to resolve issues is to channel them through the CYS Services Chain of Command. 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 Lead Teacher)
Assistant Facility Director
Facility Director
Chief, Child, Youth & School Services Division
Director, Family and Morale Welfare & Recreation
Deputy Garrison Commander
Garrison Commander

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

a) Report incident to the installation reporting Point of Contact (RPOC). The RPOC # is: **Military Policy at Katterbach 09802.83.3856 or Storck Barracks 09841.83.4565/4581**

b) Notify the appropriate CYS Services program director after notification to RPOC.

c) 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 Services facilities and FCC homes 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: 703-604-2547 (call collect).**

Background Clearances: 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 and burgundy scrub tops or red bib aprons or red polo shirts. 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.

Sign In/Out of Facilities: 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.

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 Services staff

works along with the Parent/Guardians using Positive Guidance (POSITIVE DISCIPLINE, POSITIVE PARENTING, GENTLE AND LOVING 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 <u>not</u> allowed in the CYS Services 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 closure of the FCC home or removal of a CYS Services staff member, contract employee or volunteer.

<u>Biting</u>: 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 Services setting if available.

<u>Bullying:</u> U.S. Army Garrisons and DoDD 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 Services has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS Services 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 Services 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 Services Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

<u>Video Surveillance System (VSS):</u> All CYS Services program facilities utilize a comprehensive video surveillance system. VSS is designed to deter and reduce the risk of child abuse in CYS Services facilities; protect staff from unwarranted allegations of child abuse, provide Soldiers and Parents with "peace of mind" and support CYS Services 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 Services staff not paid with CYS Services funding may be used to supplement the ratio.

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 (e.g. two ratios of preschoolers = 20; a ratio of infants and a ratio of pre-toddlers =9).

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. Please consult youth director for additional information.

Adult/Child Ratios are:

Childcare/SAC Center (Facilities)	
Adult/Child	**Age**
Infants1:4	6 weeks to 12 months
Pre-toddlers 1:5	13 to 24 months
Toddlers 1:7	24 - 36 months
Preschoolers 1:10	3 to 5 years
Kindergartners 1:12	5 to 6 years
School-Age 1:15	1st to 12th grade

Family Child Care	
Adult/Child	**Age**
Multi-age 1:6	4 weeks to 12 years
Infant/Toddler 1:3	4weeks to 3 years
Newborns 1:3	Birth to 12 months
School-Age 1:8	5 years-12 years

Training & Professional Development: All CYS Services personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable regulation and installation policy; child health and safety; child abuse identification, reporting and prevention; age appropriate guidance and discipline; parent and family relations; health and sanitation procedures and position orientation. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYS Services professionals (directors, cooks, etc) complete an orientation and ongoing training as well.

Parent Involvement: Parent /Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, NAEYC Accreditation and Family Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. ***Moreover, parent/guardians who participate in the program may earn points toward fee reduction on their child care***. For detailed information on the various ways parent/guardians can participate in CYS Services programs and activities, contact your Family Advisory Board (FAB) representative or facility director.

Regulations & 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 Services programs are inspected annually and required to be in compliance with the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL):

Installation Level Child Youth and School Services Inspection
AR 608-10, Child Development Services
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 Child Care Act
PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs
PL 106-65, Sec 584, Expanded Child Care and Youth program services
PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/Access to Military Child Care
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 Services 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.

- **National Association for Family Child Care (NAFCC) -** Awarded to family child care providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the family child care program, i.e. relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once family child care providers become accredited, they agree to abide by the standards set forth and to be measured against those standards with periodic integrity and compliance reviews.

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) is 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.

Patron Eligibility: CYS Services accepts children as young as four weeks in Family childcare homes and through eighteen years old in CYS Services programs. Eligible patrons of Department of Defense (DoD) Child Development Programs (CDP) include active duty military personnel, DoD civilian personnel paid from both appropriate funds (APF) and non-appropriate funds (NAF), reservists on active duty or during inactive duty personnel training and DoD contractors. The first priority is child care for Active Duty military and DoD civilian personnel. Each installation Commander and Defense Agency Directors and/or Commanders shall establish a priority system under which access to CDPs shall be determined.

The purpose of the CDP 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. Child Care and SAC is not considered an entitlement. (Reference: DODI 6060.2 and 6060.3, #4 Policies.)

Foreign Military Service members assigned to the Installation/serving the Department of Defense will pay the child and youth fee based on their Total Family Income (TFI). The eligibility criteria and priority are the same as any other Active Duty Soldier or DoD Civilian.

Military personnel of foreign nations and their Families when on orders from the U.S. Armed Forces, or in overseas areas when the overseas commander grants privileges in the best interest of the United States. (Reference: AR 215-1 when addressing children 0-12 refer back to AR 608-10).

Coast Guard when activated are eligible patrons. The eligibility criteria and priority is the same as any other Active Duty soldier. Fees are based on their TFI.

Retiree's eligibility is limited to the use of SKIES, YS and Sports and Fitness programs. Fees are not based on TFI.

***Definition of 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 "Gateway to CYS Services," is the first place a Family visits at a new installation to obtain information and register for CYS Services programs. CYS Parent Central 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 Services for immediate openings.
- ✓Conducts initial and re-registration of patrons into all CYS Services 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 orientations
- ✓Sends eNews publications and messages and contributes to websites of interest to parents.

Items Required for Child/Youth Registration: Children/Youth must be fully registered before they can use any CYS Services programs. Contact your local Parent Central Services Office to set up an appointment to complete your registration. Limited "walk-in" services may also be available**.**

To expedite or avoid delay of the registration process, please have the following available:

- ☑ **Identification Card** (Sponsor or Spouse)
- ☑ **Social Security Number**
- ☑ **Proof of Child Eligibility** (i.e. Legal Guardianship papers, Child Military ID Card, or Tricare card or DEERS printout from Soldier's AKO)
- ☑ **Copy of Child's Birth Certificate** – Required of DoD civilians or contractors,
- ☑ **Immunization Record or transcription**
- ☑ **Proof of Income**: (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment)
- ☑ **Health Assessment/Sports Physical Statement or Well Baby Check Up** (due within 30 days of registration)
- ☑ **Local Emergency and Child Release Designee** (minimum of two)
- ☑ **Family Care Plan** (Dual/Single Military Only)

ALL FORMS MUST BE SIGNED AND DATED TO COMPLETE REGISTRATION!

DD FORM 2652	Application for DoD Child Care Fees
	Teen Self Registration Form
	CYMS Profile Print
DA Form 5305	Family Care Plan (dual/single military only)
AE Form 608-10-1A	Health Assessment /Sport Physical Statement
DA 7725	Health Screening Tool (SNAP) Form
	Medical Action Plans (as needed)

Immunizations: Children/Youth accepted for childcare in CYS Services programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever and strep throat, and have written documentation of all age-appropriate immunizations. Child/youth immunizations must be up to date in order to participate in CYS Services programs. A waiver request must be approved by the Chief of Army Public Health Nursing (APHN) before childcare can begin. Children/youth who are not immunized will be denied childcare during outbreaks.

Immunization waivers for medical or religious reasons must have documentation from the licensed independent practitioner or an endorsement from an authorized religious authority of the religion respectively. Children/youth will be excluded from childcare in the event of an outbreak of a vaccine preventable disease.

Health Assessment/Sports Physical Statement: A current health assessment/sports physical statement, within one (1) year of registration, is required for children sixth (6th) grade and under. If a current health assessment/sports physical statement is not available at registration, it is to be completed within 30 days of enrollment. Health Assessments/Sports Physical Statements are good for three (3) years, as long as the child does not have any major health status changes.

Well baby exams or school athletic physicals can be used in place of the health assessment if dated, signed and stamped by the health care provider and parent within one year. ***Children/youth participating only in the middle school/teen program and SKIES Unlimited programs are exempt from this requirement.*** TriCare or other health insurance organizations will only authorize and pay for one child/youth health/sports physical assessment per calendar year.

***Sports Physical*:** No child/youth will be authorized to play, practice or participate in games until a valid physical has been furnished. The form must be signed by a licensed health professional and certify the child/youth is physically fit to participate in chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur, allergies. *The sports physical must remain current throughout the season.*

Special Needs Identification: The Army Child and Youth Services Screening Tool is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter. Upon identification of special needs, supporting documentation must be submitted along with the screening tool and forwarded by CYS Services to the Army Public Health Nurse (APHN) for review. If your child/youth has a disability or other special needs, the parent/guardian will be asked to participate in the Special Needs Accommodation Process (SNAP)/Inclusion Action Team.

Children and youth with the following conditions might be referred to the SNAP/Inclusion Action Team:

- Allergies
- Special Diets
- Respiratory Diagnosis
- Epilepsy/Seizure Disorder
- Diabetes.
- Other

Special Needs Accommodation Process (SNAP) Inclusion Action Team: The SNAP Inclusion Action Team is a multidisciplinary group that explores installation child care and youth supervision options for children that have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions. The team determines child care and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Parent participation is crucial to the success of the SNAP. Every effort is made to accommodate children/youth with special needs.

Special Diet: Children/youth with life threatening food allergies or special dietary needs must provide a statement from their health care provider specifying (1) which foods the child cannot consume, (2) the resulting allergic reaction if ingested and (3) if applicable, any allowable food substitutions. Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must have a representative from their religious institution provide a statement specifying which foods should be eliminated as well as allowable substitutions. For more information, please contact Parent Central Services.

Medical Action Plan (MAP):
Maintaining the health and safety of every participating child/youth in CYS Services programs is of utmost importance. If the child/youth has a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP). Medical Action Plans (MAPs, 7625-3 or Tool #2) are valid for one year or until notified of health status changes, based on the date signed by physician (MAPs) or APHN (7625-3, or Tool #2). This plan is completed by the child's/youth's health care provider to ensure CYS Services staff is aware of the proper medication and the necessary course of treatment for the child/youth.

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.

Wait List: Because of the high demand for childcare, it is not unusual for families to be placed on a waiting list. Placement on this list is determined by sponsor priority and the date of application. Children are placed on the respective CYMS wait list using DD Form 2606 information. Patrons access this service list by telephone, email, WebTrac or by visiting Parent Central Services.

Note: It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by contacting the Parent Central Services office every 90 days to update. Failure to do so will result in removal from the wait list.

When a space is offered in a viable care option (CDC, FCC, etc) parent/guardians are given twenty-four (24) hours to accept or decline the space. If the viable care option is declined, then the child's/youth's name will be moved to the bottom of the wait list you are on. If Parent Central Services is unable to contact the parent/guardian, the space will be made available to the next eligible child/youth on the wait list. Contact Parent Central Services to discuss the available wait list options.

Viable Child Care Option: Care to meet the patron's schedule that reflects the necessary program type (full day, hourly, part day, etc) and the appropriate age group (infant, toddler, preschool and school-age) for the child. Care may be on or off-post in any CDS system (CDC, FCC, SAC, PCS) at any location convenient to either the home or work. Viable off-post care options are those that are comparable in price and quality to CDS sponsored child care options.

Middle School/Teen Registration: Middle school/teens may self register as a guest for CYS Services programs by completing the one page registration form. Forms are available at youth services facilities. Youth may attend the regular Youth Programs (not field trips or special events until registration is finalized) as a guest member immediately upon receipt of completed form. CYS Services staff will validate the registration form. If registration is not validated within 5 working days from receipt of form, youth's guest membership will be cancelled. Once registration is validated (and, if required, DA 7625-1 is completed and returned), an annual pass will be issued to youth.

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 youth is allowed to participate. To enroll in a team sports program, a sports physical is required in addition to this registration. Sports fees may also apply.

CHAPTER 3 - DAILY OPERATIONS

Daily Admission/Release: Arrival & Departure Procedures: 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.

Upon entering the CYS Services 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.

School age children may be swiped in by their parent/designated representative or the child/youth will key their personal identification number (PIN) into CYMS and the parent/designated representative will then sign the child/youth in, as above.

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 Services program.

For pick up of child(ren), parents/designated representatives will follow the same procedures listed above.

Parents/guardians and visitors will enter and exit CYS Services 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.

Unless prior written arrangements have been made with CYS Services personnel, only parents or parent designees shown on DA Form 4719–R may take a child from a CYS Services 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 Services program or FCC home, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the care giving site.

Denial of Child Care Services: CYS Services 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/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

Inability to participate in daily activities.

Obvious illness such as:

- Temperature above 100.5° F (38.06° C) for children 3 months or younger or above 101.0° F (38.3° C) for children older than 3 months.
- Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies—Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
- Ringworm—Flat, spreading ring–shaped lesions.
- Chicken pox—Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days.
- Head lice–nits—Whitish–grey clot attached to hair shafts.
- Culture–proven strep infections that have not been under treatment for at least 24 hours.
- Conjunctivitis (pink eye)—Red watery eyes with thick yellowish discharge.
- Persistent cough, severe diarrhea or vomiting.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections.
- Pinworm infestation.

Re-Admission after Illness: CYS Services staff will provide Parent/Guardian with an illness/injury readmission form (AE Form 608-10-1B) 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. The child/youth may only return to the CYS Services program when the following conditions exist:

- Fever has been absent for 24 hours.

- Nausea, vomiting or diarrhea has stopped for 24 hours.
- The appropriate number of doses of an antibiotic has been given over a 24 hour period for known strep or other bacterial infection.
- Chicken pox lesions have all crusted, usually 5-6 days after onset.
- Scabies is under treatment and a physician's note.
- Lice are under treatment and a physician's note.
- Pinworm treatment has occurred 24 hours before readmission and a physician's note.
- Lesions from impetigo are no longer weeping.
- Ringworm under treatment and a physician's note. The lesions must be covered. If lesions cannot be covered, child/youth will not be admitted until lesion has shrunk.
- Conjunctivitis (Pink Eye) has diminished to the point that eyes are no longer discharging.
- The child/youth has completed the contagious stage of the illness and a physician's note.
- The child/youth is able to participate in the normal daily activities. Hand and foot mouth disease - fever subsides usually 2 to 3 days; rash is not contagious.

Basic Care Items: Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent/guardian each month in order for such items to be applied. Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as on the outside of the bag it is carried in. Contact your FCC Provider or program director for a listing of approved basic care items.

Administration of Medication: Certain medications may be administered in the CYS Services setting when it is not possible for Parents/Guardians to be present. Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part-day or regularly scheduled school-age programs. Medications not on the approved medication list must have a medication Exception to Policy by supporting APHN. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications. Parent/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container, have a current prescription label and if not listed on the "approved medication list" should be accompanied by proper dosing syringe/cup/ spoon. A Child/youth must be taking the medication for at least 24 hours prior to re-admission into a CYS Services program. Parent/Guardians will complete and sign a CYS Services Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A Parent/Guardian must complete and sign the form before medication can be administered. This policy will be discussed during the Parent/Guardian orientation. Please contact the individual program for further information.

Self-Medication: School age youth can self-medicate if the Child/youth's health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS Services programs requires written instructions from the youth's health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. Parent/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS Services programs. Youth must self-administer all medications in the presence of CYS Services staff who will then document the incident. If a youth (6th–12th grade) cannot self medicate, then a SNAP review is required.

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 from Home:

- **Clothing:** Children should come to the center dressed appropriately for the weather (e.g) jackets and hats for fall and spring; coats, boots and snow pants, gloves/mitten for winter). 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 (e.g. art, cooking, and water and sand play). Two changes of clothing for all children under school-age are recommended. All clothing and accessories should be labeled with your child's fuill name.

- **Shoes:** Children footwear should have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, thongs, heels without straps or wedged heels are not allowed.

- **Jewelry**: accessories such as earrings, rings, bracelets, necklaces, and barrettes are not permitted for
  children under three or children who are in multiage rooms with children under three.

- **Sleep Aids:** If your child is over 13 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the program. It is not recommended that children younger than 12 months sleep with soft toys. The naptime toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.

Diapering/Toileting Training:

- **Diapers**: For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child first and last name**.** If your child uses diapers, we require one diaper for every hour an infant is in care and 1 diaper or set of pull-ups/training pants for every 2 hours a toddler is in care, plus extras for emergencies. Diapers are checked every hour for infants and every 2 hours for toddlers.

- **Toilet Training:** Toilet training 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 and training pants.

Transitions: Children are supervised closely at all times and environment facilitates staff visibility and access to children. Extra vigilance is given during transition periods, i.e., arrival, departure, employees shift changes.

Celebrations:

- **Birthday and Holidays:** CYS Services 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.

- **Special Events:** Throughout the year, CYS Services sponsors special events and awareness campaigns such as Month of the Military Child 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 child care 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 Central Services.

Emergencies Closures/Evacuation/Mobilization: In the event of emergency, mobilization or other contingency in which the facility needs to be evacuated, CYS Services staff will follow a written Mobilization and Contingency Plan with instructions for evacuation or shelter in place. Children/youth may be moved to the 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. Specific information can be obtained from your local CYS Services program.
Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs or pre-approved Kids on Site location. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs.
In the event of illness, emergency or facility closure, CYS Services will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the child/youth, the following procedure will be put into action:

- The emergency notification child release designee on record will be called. If the center is unable to contact him/her, the next designee listed will be called.

- If none of the designees can be contacted, the military police will be notified and their procedure will be followed in reference to locating the parent and custody of the child/youth.

Minor Accident /Emergencies: In the event of a minor accident resulting in injury to a child/youth requiring medical treatment, the CYS Services staff will immediately contact emergency services followed by notification of the Parents/Guardian. CYS Services 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.

CYS Services policy requires written incident/accident reports for 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. All reports are kept in the child's/youth's folder and child abuse allegations are reported to higher headquarters.

Transportation Policy: CYS Services staff is trained to operate government vehicles to safely transport 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 Services program does not provide/utilize bus monitors to and from school at CYS Services 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.
- Eating, chewing and drinking are prohibited 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 the 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.

Food and Nutrition: FCC homes and CDC programs provide all infant jar food, cereal and teething biscuits. FCC homes and CDC programs offer on-site ready to feed iron-fortified formula for infants in full- and part-day programs. These specific USDA CACFP 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.

Glass bottles are not allowed and all bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in the SNAP care plan due to medical reason. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months. No juice for infants under 12 months.

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.

Family Style Dining: With the exception of SAC and YC programs that serve buffet-style meals, CYS Services 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.

Parent Participation Program: The Military Child Care Act requires the establishment of a parent participation program at each DoD installation. The program allows parents/guardians to earn points by participating in pre-approved activities on post, off post or in the comfort of the parent's home. ***Parent/guardians who wish to take advantage of this cost saving opportunity will receive a 10% monthly fee reduction.*** Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

- **Parent Education:** Offer classes at least quarterly during the CYS Services Orientation

Training and through Army Community Service. Regularly scheduled classes include some of the following (1) child growth and development (2) special needs awareness, (3) character counts, (4) baby sign language and (5) child guidance techniques.

- **Family Advisory Board (FAB) or Parent Advisory Council (PAC)**: The FAB/PAC is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS Services 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 FAB/PAC may earn double the parent participation points.

- **Parent 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.

Mission Related Extended Hours: Provided at no additional cost for short term child care (generally up to 3 hours/day). CYS Services childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. Child Development Centers (CDC) supports unit requirements for childcare during training exercises, and alerts to the extent possible. CDC operating hours for full-day care will reflect installation variable duty hours. Other childcare programs provided for extended hours are FCC Extended Hours and Long Term Care homes, trained baby-sitters, and Army Community Services foster homes as well as available off-post options. Extended hours per operations are according to the Installation's Child Youth Operations Plan (ICOP).

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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 or FCC Provider. Extended duty hours care is generally up to 3 hours/day.

After Hour Care: Children/youth must be picked up by posted closing time. When a Child/youth is left 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 has not been picked up within 1 hour of posted closing time, CYS Services will develop local Standing Operation Procedures to address alternate childcare placement.

CHAPTER 4: PAYMENTS AND REFUNDS

Joint Base Location: At Joint Base locations where Army is the supporting Service, non-Army Families are not eligible for deployment support services fee reductions unless reimbursed by the supported Service. At Joint Base locations where the Army is supported by another Service, Army Families are eligible for deployment fee reductions, which are reimbursed to the supporting Service

Tax Liability: All Civilian Families using on-post child care are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their child care subsidy. Each year DoD must determine the value of the child care subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy. Only child care subsidies that exceed the $5,00 ($2,500 for married individuals filing separately) exclusion and taxable and reportable. Sponsors are responsible for considering any dependent Care flexible Spending Accounts

(DCFSAs) to determine if the net value plus the DCFSA value exceeds the $5,00 or $2,500 amount.

Total Family Income (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. Current BAH chart is located at http:www.defensetravel.dod.mil/suite/bah.cfm

DOCUMENTATION NEEDED TO DETERMINE TFI:

a. Military Sponsor's current Leave and Earnings Statement (LES).
b. Civilian Sponsor's current LES.
c. Spouse/Partner's LES, W-2 forms, and/or other income documentation.
d. Schedule C (IRS return) from previous year to demonstrate wages from self employments.
e. 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.

Families who fail to show proof of TFI are charged Category 9 parent fees. If the required documents are provided at a later date, the TFI Category is adjusted accordingly and new fees effective from that date.

Fees for Blended Families AND Fees for 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.

Annual TFI **will not** be adjusted unless:

- Unemployed spouse/partner finds paid employment
- Family is granted a Financial Hardship/Extenuating Circumstances Reduction
- Annual Internal Review Audit documents inaccurate documentation of TFI or Fee changes
- Special circumstances (Furlough)

Parent fees **will be** adjusted when:

- The Family moves to a new TFI Category.
- Child/youth transition between programs with different fees, e.g., full day care to kindergarten, Full Day to Part Day, After School to Summer Camp, Child Development Center to Family Child Care, etc.
- Army Fee policy directs a fee change.
- A Financial Hardship Waiver is approved.
- The Family relocates to another installation with different fees
- Special circumstances (Furlough)

Program Fees: Are generated semi-monthly on the **1st and the 15th of the month**. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the child care space offered by the CYS Services Parent Central Services Office.

Services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.

- **Hourly Care fees**: The Standard Army-wide hourly care rate is **$4 per hour per child** for ALL CYS Services programs regardless of Total Family Income (TFI) category. Evening child care will be charged at a rate of $5.00 per hour per child. **Multiple Child Reductions do not apply to hourly care.** Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of child care services. 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. Check with your installation for further details.

- **CYS Services WEBTRAC Payments:** Some CYS Services programs allow patrons to make online payments. Please contact your local Parent Central Services for availability of WebTrac payment options.

Other Payment Options: Payments may be made with cash, check, credit card, auto debit or through WebTrac. Personal checks will be accepted in the amount due only.

- **Late Pick-Up Fee:** CDC and SAC programs have a late pick-up fee of $1.00 per minute up to15 minutes per Family per site regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a $15 late pickup fee at each site if pick up is 15 minutes after closing. When the Family is later than 15 minutes, the Family is charged $5.00 per child, per site for the remainder of the hour and then $5.00 per child, per site for each hour thereafter. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend child care are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.

- **Late Payments:** Payment for regular scheduled care for full day/part day care. Late payment fee is charged after the 5th business day and is $10.00 per child per payment cycle (semi-monthly) or $20.00 (monthly).

When late or non-payments have been identified, the procedures as outlined in the SOP, Subject: "Non-Payment of Child Care Fees, Collection of Delinquent Accounts and Denial of Services" will be followed which include:

- Verbal Warning. By Front Desk staff during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.

- Personal Follow-Up. By Program Manager on 6th day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver from IMCOM G9 and reminding of them of penalties if payment arrangements are not made by established deadlines.

- Written Notice of Non-Payment/Potential Termination. By Program Manager on 6th day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, Program Manager should also do a final verbal follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage them to seek assistance if warranted.

Note: When payment is not received, garnishment of wages will be initiated.

Financial Hardship Waiver: Families must demonstrate a need for a child care fee reduction due to financial hardship based on a review by an ACS financial counselor or a certified financial professional external to CYS Services. 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 child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review.** Contact the Outreach Services director at your childcare facility for assistance in filing a hardship.

Leave/Vacation Options: Family Child Care Fees are annualized during registration for a 2 week Leave/Vacation which reserves the child's space. The option chosen must be used during the registration year and cannot be carried over into the next year. Families who opt for 4 weeks of Leave/Vacation pay a higher monthly fee than families who chose the 2 weeks fee option. Family Leave/Vacation must be taken in a minimum of one week increments. Families must provide advance notice prior to taking leave/vacation. **Leave vacation options are available to patrons enrolled in CDC/FCC programs ONLY.**

Withdrawal/Out-processing: Parents are required to provide a minimum of 2 weeks' notice in writing prior to withdrawal. This notice should be given to the Center Director, Assistant Director or clerical staff. Failure to submit written notification will result in on-going assessment fees. The other available option is for parents to use the two week leave in lieu of the two week notice of withdrawal.

Absenteeism: *No credits or refunds are issued for child/youth absenteeism due* to: (a) regular childhood illnesses or injuries (two weeks or less) (b) CYS Services program closures due to inclement weather, staffing training, or special installation circumstances determined by the Garrison Commander (GC), (c) withdrawal except in situations approved by the CYS Services Coordinator where the child/youth has not started the class and for (d) 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: (a) program closures for repair or renovation when an alternate care setting is not provided (b) unexpected prolonged child absence due to Family emergency or extended illnesses (c) withdrawal from a regularly scheduled child care programs upon receipt of PCS orders and (4) withdrawal from a Youth Sport (occurring before midseason of the sport) upon receipt of PCS orders. Forms are available at Parent Central Services or at your program facility.

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services: Parents receive a 20 percent (20%) deployment reduction for regularly scheduled child care and reduction for other deployment support services.

Army Wounded Warriors/Warriors in Transition and Survivors of Fallen Soldiers in TFI Categories 2-9 are assigned to TFI Category 1 regardless of income. Families whose TFI already places them in Category 1 receive a reduction of 20 percent below their category 1 parent fee.

Please contact Parent Central Services for additional information regarding Deployment Support Services.

Parent Participation Fee Reduction: Parents may earn a fee reduction for participating for a minimum of 10 hours in CYS Services programs. A 10% reduction on one month's fee for one

child/youth may be awarded for each 10 hours of parent participation. Reductions are limited to 10% per child/youth per month.

Parent participation hours may accumulate month to month and may not be shared with other Families. The CYS Services Coordinator may approve Military Units or formal organizations such as Family Readiness Groups (FRG) to “adopt" Families who are unable to accumulate participation hours due to deployment or other extenuating circumstances. Families **must be identified and approved prior** to the accumulation of points. Members of units or organizations are not required to have children or youth enrolled in CYS Services. Adopted Families **may not** use hours accumulated on their behalf when the deployment or extenuating circumstance ends.

Multiple Child Reductions (MCR): A 15% MCR is applied when more than one child is enrolled in regularly scheduled child care programs or seasonal youth sports offered by CYS Services. MCRs for child care and youth sports are determined separately and may not be combined. MCRs are *not* applied to Hourly Care, SKIES*Unlimited* fees, or School Age occasional user fees.

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Seasonal youth sports*:* MCR applies to Families with more than one child enrolled in a seasonal youth sport. The Standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in a youth sport occurring in the same season.

Regularly scheduled child care programs (Full-day, Part day, FCC home, Before and After School Age, etc): MCR applies to Families with more than one child enrolled in ongoing child care programs. The child enrolled in the highest cost care option is considered the first child and pays full fee. The Standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in regular ongoing child care program.

Family Child Care Fee Incentive: FCC Parent Fee Assistance represents a savings to Families over Army CDC and SAC fees for designated Total Family Income Categories. This savings is an efficiency incentive to encourage more Families to use FCC Homes as their primary source of child care. Contact Parent Central Services for additional information on FCC Parent Fee Assistance.

Extended Duty Child Care Fee Assistance: Provided at no additional cost for short term child care (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor’s typical duty day/care requirements). A written validation statement is required from the Soldier’s unit/Sponsor’s Supervisor to the FCC Provider to qualify.

Mission Related Extended Duty 24/7 Fee Assistance: Provided at no additional cost for care beyond FCC regularly scheduled care hours. Individual Families are authorized up to 15 days for Extended Duty Child Care per year.

CHAPTER 5 - CURRICULUM AND PROGRAMS

CORE CURRICULUM:

CHILD DEVELOPMENT CENTERS (CDC)/FAMILY CHILD CARE (FCC) HOMES

The Creative Curriculum is the authorized curriculum used in CDCs/FCC for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, *Checkpoints*, will be used to document the progress of children. 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. Concrete experiential learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural.

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 CARE (SAC)

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. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of skill, ability and interest levels.

Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (e.g., 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.

Program activities are offered in Life Skills, Citizenship and Leadership Programming. A variety of clubs and committees will be available to expand children's interpersonal, speaking, and leadership skills. Program choices will be offered to help children develop skills in independent living and life planning such as cooking, swimming, etc.

MIDDLE SCHOOL/TEENS (MST)

The MST program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed The framework is comprised of Four Service Areas to meet the core requirements. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency. Activities will reflect the program's written philosophy and goals for youth in a prominent area.

Program opportunities will be offered in life skills, citizenship and leadership in the following program areas:

- Youth Councils, which will provide opportunities for youth to actively participate in planning and conducting youth programs.

- Volunteer Community Service will provide opportunities for youth to actively learn through service to their community.

- Workforce Preparation provides opportunities for youth to prepare for successful entry into the workforce.

- Youth Technology Lab. Provides opportunities for youth to explore interests, enhance technology skills, and research information.

We encourage our Families to share their culture, heritage and home language throughout all curriculums.

CHILD AND 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;

- The System is comprised of Four Service Areas to meet the core requirements:
  - o Team Sports
  - o Individual Sports
  - o Fitness and Health
  - o Outreach

- Team Sports are offered for all children ages five and above in the following sports:
  - o Baseball/T-Ball
  - o Soccer
  - o Basketball
  - o A minimum of two additional teams sports offered at any time of the year (volley ball, dodge ball, cheerleading, tackle football, etc., based on community needs and interests).

- Individual Sports are offered in at least three locally selected sports. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc.

- Fitness and Health programs focus on nutrition education/counseling and health promotion. These programs are implemented throughout the CYS Services system.

  - o Nutrition, Counseling or Health activities/event
    At least one other locally determined option i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.

Outreach programs are offered in CDC, SAC, MST and FCC in four areas throughout the year.
- Intramurals (SAC/MST)
- Motor Skill Activities (CDC/SAC) i.e. Start Smart
- Skill Building Clinics (all)
- MWR Partnerships (SAC/MST) i.e. Gymnasium, Outdoor Recreation

A minimum of one additional outreach activity (usually a special event or camp) is offered.

CORE PROGRAMS:

Child Development Centers (CDCs): (Ages 6 weeks-5 years) Offer on-post full-day, part-day, hourly child care, extended duty day care("We've Got You Covered") and the *Strong Beginnings* Pre-Kindergarten program. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification. (Child Development Center 74017).

Child Development (CD) Homes: (Ages 4 weeks-12 years) Offer full-day, part-day, hourly child care to include extended duty day, weekend care, 24-hour care as needed in government owned or leased housing designated for this purpose. Care for between 7 and 12 children is provided by two trained CYS Services employees. 24-hour care requires additional fire safety protection.

Family Child Care (FCC) Homes: (Ages 4 weeks-12 years) Offer full-day, part-day, and hourly child care to include extended duty day, weekend care, 24-hour care as needed in a home environment. Care for up to eight children (depending on mix of ages) is provided by trained, certified, and monitored Family Child Care Providers in their own homes (privately owned and government owned or leased housing) and is subject to DoD Certification.

School-Age (SA) Centers (aka Child Development Centers): (Ages 6-12 years) 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. (School Age Center [Child Development Center ages 6-10] 74016).

Youth Centers (YCs): (Ages 11-18 years) The Youth Program offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 7 through 12 (may include 6th grade depending on local school configuration) who are generally 11 – 18 years of age. This is achieved through a comprehensive Youth Program framework consisting of the Four Service Areas. 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 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 Center 74066).

The HIRED! Apprenticeship Program is a workforce-preparation and apprenticeship enterprise designed to meet the employment and career-exploration needs of Army teens 15-18 years of age. The goal of the HIRED! Apprenticeship Program is to help teens develop the necessary confidence and employer-valued abilities to succeed in today's competitive job market. Child, Youth & School (CYS) Services and Morale, Welfare & Recreation (MWR) Partner Organizations have joined together to prepare teens for these rapidly-changing conditions. The HIRED! Apprenticeship Program provides a community-wide framework to help develop today's youth to become productive members of society.

Youth Sports & Fitness Programs: (Ages 3-18 years) Offer developmentally appropriate opportunities for children and youth to be engaged in individual and team sports, competitions, skill building clinics, and nutrition and health classes that foster development of life-long healthy habits. Provided by trained CYS Services employees and volunteer coaches in a variety of settings including Youth Centers, MWR Facilities, Schools, community fields and facilities. DODI 6060.4, AR-215-1, AR-608-10.

- Baseline Programming includes:
  - o Team Sports
  - o Individual Sports

- o Fitness and Health
- o Outreach

- ***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. The "*Get Fit, Be Strong"* initiative is executed in School Age Care (SAC), Middle-school/Teen Programs (MST), Child & Youth Sports & Fitness (CYSF) and Army Youth Programs in Your Neighborhood (AYPYN) Schools. All children and youth enrolled in SAC, MST, CYSF and AYPYN 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. CYS Services/AYPYN staff and parents will also be able to participate in this initiative, thus setting great examples and serving as role models for children and youth. IMCOM Operations Order 11-419.

- **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 Services 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.

Parent and Outreach Services Programs

- **Parent Central Services**: (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, and babysitter training and referral services for Families. Includes CYS Services *Family Advisory Board (FAB)*, non-traditional outreach services, and *Parents On Site* volunteer program. Provides program information, sends eNews publications and messages and contributes to web sites of interest to parents.

- **Kids On Site/Short Term Alternative Child Care:** (Ages 6 weeks-12 years) Offers short term hourly child care for Families using/attending Command Sponsored events, e.g., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events etc. Provided by CYS Services employees in a variety of on and off post settings that may include Family and Morale, Welfare and Recreation facilities, Chapels, Armed Forces Recreation Centers, Hotels, Schools, Armories, etc. Parents remain on site or are immediately available in an adjacent facility.

- **Kids At Home:** (Ages 6 weeks-18 years) Offers non-traditional outreach services to support Families with children/youth whose primary care/educational setting is in their own home. Includes *imAlone* classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and *Home School Services,* e.g., use of CYS Services tech labs, multipurpose rooms, homework centers, instructional programs for educational purposes during school hours (when facilities are not in use) by children/youth who are home schooled and accompanied by their parents.

- **Parents On Site/Parent Co-Ops**: (Ages 6 weeks-12 years) Offer 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 Services staff assistance and operations are subject to *DoD Certification.*

- **CYSitters/Trained Babysitters:** (Ages 6 weeks-12 years) Offer formal training for teens and adults who provide short term hourly child care 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 CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS Services' babysitter referral list at http://www.sittercity.com.

- ***SKIES*Unlimited Instructional Program**: (Ages 3-18 years) Offers range of out of school classes, e.g., 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 Services Programs and Schools. Provided by CYS Services employees and contract instructors in a variety of settings which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools.

Deployment Support Services

- 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 Services Home Work Centers and Mobile Tech Labs that support geographically dispersed children and youth through Operation Military Kids.

- **Child Behavior Consultants**: 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 Services facilities, garrison schools and summer camps.

- **Respite Child Care**: Offers respite child care for parents to give them 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 care beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns.

- **"We've Got You Covered**:" Offers extended hours in designated CYS Services operations to ensure child care is available for enrolled full day children at no additional cost to Soldiers who have mission requirements beyond normal duty hours.

- **ICYSmiles (aka "I See Your Smiles"):** Offers separated Families and Soldiers opportunities to download and view video footage of their children participating in CYS Services Programs. Existing video surveillance systems in CYS Services Facilities allow Families to record video messages to send to absent loved ones.

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 (SLOs**): Have strong educational backgrounds and are located on each Army garrison. SLOs 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**: Provided to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.

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

- **School Youth Sponsorship Programs**: Ease school transitions in CONUS and OCONUS schools.

- **Tutor.Com:** (K-1st Yr 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.