



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

***UNITED STATES ARMY GARRISON ANSBACH***  
***PARENT HANDBOOK***



**IMCOM**  
SOLDIERS • FAMILIES • CIVILIANS

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**WELCOME LETTER**

Dear Parents,

Welcome to United States Army Garrison 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 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 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 United States Army Garrison Ansbach CYS 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 United States Army Garrison 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 provides critical support services to mitigate such stressors. CYS takes care of our Soldiers and Families by providing consistent, effective and safe programs which build and enhance not only Military readiness and retention, but also Family resilience.

**Vision:** CYS programs are dedicated to providing:

- ✓ Seamless delivery systems for child/youth enrolled in CYS 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 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 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 and 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 and offer ample opportunities for Families to share holiday preferences and home traditions with us.*

**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 absolutely confidential under state and federal law and may not be discussed at any time with any person under any circumstance.

**Non-Discrimination/Diversity:** 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. By acknowledging the uniqueness of each family and recognizing the significance of its culture, we are encouraging Families to express their cultures within our programs. By supporting their cultural mores and encouraging them to celebrate diversity, we celebrate who we are, who are children are and how important their Families are.

**Open Door Policy:** CYS 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 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 programs may do so at the following email address: [www.contactus@armymwr.com](mailto: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 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

## CHAPTER 1- SAFETY & RISK MANAGEMENT

**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 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 Policy at Katterbach 09802.83.3856 or Storck Barracks 09841.83.4565/4581**
- Notify the appropriate CYS program director after notification to RPOC.
- 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 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: 571-372-5348 (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 staff work 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 not allowed in the 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 closure of the FCC home or removal of a CYS staff member, contract employee or volunteer.

### **Behavior Modification and Intervention Plan**

Children are learning many skills at a very rapid pace. The skill of being able to get along with others is very important for children to begin to master. Our classrooms foster the development of pro-social behavior and conflict resolution skills based on the children's ages and stages of development. As with all learning, there are steps forward and backward along the way. Aggressive behaviors are never sanctioned in CYS programs. If challenging behaviors present themselves, together we will work with you, your child, and available subject matter experts to work on strategies to diminish aggressive behaviors. Observations will be made and a conference will be held with the child's parents. A Behavior Plan will be developed to address the challenging behaviors. CYS also uses the consulting services of KIT (Kids Included Together). KIT is a systematic approach to include all children in our programs, support positive behaviors, use respectful accommodations when needed while partnering with parents for quality programming for their child.

**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 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.

**Video Surveillance System (VSS):** All CYS program facilities utilize a comprehensive video surveillance system. 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.

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)		Family Child Care	
Adult/Child	Age	Adult/Child	Age
Infants 1:4	6 weeks to 12 months	Multi-age 1:6	4 weeks to 12 years
Pre-toddlers 1:5	13 to 24 months	Infant/Toddler 1:3	4 weeks to 3 years
Toddlers 1:7	24 - 36 months	Newborns 1:3	Birth to 12 months
Preschoolers 1:10	3 to 5 years	School-Age 1:8	5 years-12 years
Kindergartners 1:12	5 to 6 years		
School-Age 1:15	1 <sup>st</sup> to 12 <sup>th</sup> grade		

**Training & Professional Development:** All CYS 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, administering medications, sudden infant death syndrome and developmental programming. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYS professionals (directors, cooks, etc) complete an orientation and ongoing training as well.

**Parent Involvement and Participation:** Parent /Guardians are encouraged to volunteer. There are numerous volunteer opportunities, such as field trips, holiday events, small group activities and special projects for parents available. ***Parent/guardians who participate or volunteer in the program earn points toward fee reduction!*** Parent volunteers complete a volunteer agreement and document time spent volunteering on a sign in sheet. When 10 points are earned, a redemption form is completed to receive a 10% discount on full or part time/day fees.

Parents are also able to participate in the planning and evaluation of our programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, NAEYC Accreditation and Parent Advisory Council. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. For detailed information on the various ways parent/guardians can participate in CYS programs and activities, contact your Parent Advisory Council (PAC) representative or CYS Outreach 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 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 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.

## CHAPTER 2- REGISTRATION PROCESSES & PROCEDURES

**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:** 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 child care 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 child care through an Army program.

The purpose of the Child Development (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. 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).

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," is the first place a Family visits at a new installation and a one stop shop to obtain information and register for CYS 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 for immediate openings.
- ✓ Conducts initial and re-registration of patrons into all CYS programs
- ✓ Explains Wait List policies and assists with wait list placement
- ✓ Determines patron fee category in accordance with 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 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 your 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)
- ✓ **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**
- ✓ **Health/Developmental Screening Tool**
- ✓ **2 Local Emergency and Child Release Designees**
  - (one for Youth Registration )
- ✓ **Family Care Plan** (Dual/Single Military Only)





**THESE FORMS WILL BE SIGNED AND DATED DURING REGISTRATION/RENEWAL**

- ✓ Application for DoD Child Care Fees-DD Form 22652
- ✓ Teen Self Registration Form-grade 6-12
- ✓ CYMS Liability Waiver
- ✓ Family Care Plan- DA Form 5305 for Dual and Single Military only
- ✓ Health Assessment/Sports Physical-AE Form 608-10-1A
- ✓ Health and Developmental Screening-DA 7725
- ✓ Medical Action PlanS as needed

**Immunizations:** Children enrolling in or currently enrolled in Army CYM Services programs must provide written documentation of immunizations appropriate for the child's age. CYM Services programs will follow the immunization recommendations of the Advisory Committee on Immunization Practices and comply with generally accepted practices endorsed by the American Academy of Pediatrics and the U.S. Centers for Disease Control and Prevention, as well as the latest guidance from the Office of Family Policy/Children and Youth. Children who have not received their age appropriate immunizations before enrollment and who do not have documented and approved religious waivers or medical exemptions from routine childhood immunizations will show evidence of an appointment for immunizations. The required immunization series must be initiated within 30 days of the due date.

**Immunization documentation for children in school-age care** is not required if they are enrolled in local public school systems where proof of current vaccinations is required. All other children must provide proof of immunization.

**Immunization Exceptions:**

The only exceptions to the immunization requirement are for documented medical reasons from a health care provider or an approved religious objection waiver. If an immunization is not administered because of a parent's religious beliefs, the parent must provide a written request for waiver explaining the objection to the vaccination based on religious beliefs. Philosophical exemptions are not permitted. Parents must reapply for a new medical or religious exemption request at each installation. The Garrison CYM Services Coordinator is the approval authority for all medical and religious exemption requests for that installation.

**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 registration/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. Health Assessment/Sports Physicals must be in English.

*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.*

### **CYS Programs Health/Developmental Screening:** The CYS Programs

Health/Developmental 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 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 a Multidisciplinary Inclusion Action Team meeting or MIAT.

Children and youth with the following conditions might be referred to the MIAT Team: Allergies

- ✓ Diets
- ✓ Respiratory Diagnosis
- ✓ Epilepsy/Seizure Disorder
- ✓ Diabetes
- ✓ Other

**Multi-Disciplinary Inclusion Action Team Meeting (MIAT):** The MIAT 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 sometimes 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 MIAT. 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. A request for a waiver based on a medical condition must be accompanied by a signed, stamped, and dated statement from a credentialed medical provider documenting why the child is exempt. A request for a waiver based on a religious objection must be accompanied by a signed statement of the parent specifying the religious objection.



### **Medical Action Plan (MAP):**

Maintaining the health and safety of every participating child/youth in CYS 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 are valid for one (1) year or until notified of health status changes, based on the date signed by physician (MAPs). This plan is completed by the child's/youth's health care provider to ensure CYS 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.

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.

**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.

**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 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 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 7725 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. Parents of youth requiring before school supervision, pay a before school fee. 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 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 program.

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

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.

Unless prior written arrangements have been 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 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.

#### **Daily Health Screening and Evaluation:**

CYS Services personnel and FCC providers will screen each child before admission. This will be done by personnel who have been trained by APHN or CYS Nurse. Screening will be done immediately upon child's arrival and prior to parent's departure.

CYS Services personnel will inquire whether the child has had:

- 1) Nausea, vomiting or severe diarrhea (three (3) or more episodes within previous 24 hours).
- 2) Consultation with their primary health care provider regarding child health concerns.
- 3) Fever-axillary temperature greater than 100.5° F for infants three (3) months and younger) or greater than 101° F axillary or oral in all other children.
- 4) Inability to participate in daily activities.

**Denial of Child Care Services:** 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/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:

#### **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 ridge 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.

**Exclusionary Criteria.** Children who appear ill or show visible signs of fever are excluded based on the following symptoms:

1. Temperature greater than 100.5° F axillary (armpit) for children under three months and greater than 101° F axillary or oral for children over three months of age.



2. Exclusion criteria for children/youth and adults who become ill during the influenza season (1 October – 31 May) include: having a fever (100° F axillary or oral) **and** at least one (1) respiratory symptom such as runny nose, cough, congestion, sore throat, intestinal upset, and diarrhea, **NOTE: Individuals may be infected with the flu and have respiratory symptoms without a fever.**
3. Inability to participate comfortably in daily activities. This can include, but is not limited to: acute change in behavior – this could include lethargy/lack of responsiveness, irritability, persistent crying, difficult breathing, or having a quickly spreading rash.

**Re-Admission after Illness:** CYS 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 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 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 program. Parent/Guardians will complete and sign a CYS 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.

**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.*** Parent/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS Services 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 from Home:** We ask that parents leave all electronic devices, personal toys and games at home. Items accidentally brought to the programs will be stored in your child's cubby/locker until pick up time. CYSS is not responsible for loss, damage and/or theft of your child's treasured items. If your child has a special soft toy or blanket that he/she naps with, it may be brought to the program. 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 occasional laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.

- ✓ **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 full name. CYS will not launder clothing nor are we responsible for damaged or lost clothing. Two changes are recommended. If your child leaves our program wearing clothes from our program, please return them laundered.
- ✓ **Hats and Caps:** Please send along a hat or cap for outside play, even in the summer. It will protect your child's face from the sun and his/her hair from the sand.
- ✓ **Shoes:** Children's 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.
- ✓ **Fingernails:** Children's fingernails must be trimmed short to prevent inadvertent scratching and potential injury to other children and adults.

### **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 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 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 staff will follow a written **Mobilization and Contingency Plan (MAC)** 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 program.

Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs or pre-approved 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 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. Please ensure emergency designees are kept current at Parent Central Services.

- 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.

### **Accident and Injury Reporting:**

CYS policy requires completion of a written incident/accident report, AE Form 608-1E 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 a **minor accident** resulting in injury to a child/youth requiring medical treatment, the CYS Personnel or FCC Provider 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.

Any **serious accident or incident**, such as child abuse, hospitalization, loss of limb, etc., are reported to higher headquarters within 24 hours.

**Transportation Policy:** CYS 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 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.
- ✓ 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 Meal Service:** All programs must comply with the United States Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP). Regulatory requirements state that programs will offer nutritious foods that help meet children's total nutritional needs. Military Treatment Facility dietician-approved menus are used and posted in all FCC, CDC and SAC programs. Meals and/or snacks are provided in scheduled 3-hour intervals. All food provided by CYSS must be consumed at the facility and, except for special occasions, no outside food may be brought into CYSS facilities.





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 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.

**Infant Food and Formula:** FCC homes and CDC programs provide all infant jar food, cereal and teething biscuits. FCC homes and CDC programs also offer a choice of two brands of canned powder iron-fortified formula to parents/guardians of infants in full- and part day programs. These specific 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. NOTE: Glass bottles are not allowed and all bottles must have caps. Medications or cereal may not be mixed with formula. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for



children over 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 commendations of the child's physician or other qualified health professional. Breast milk may be brought in bottles labeled with the child's first and last names and the date. Bottles should 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 Services program has been stored appropriately while at home.

**Glass bottles** are not allowed and all bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in a MIAT care plan due to medical reasons. 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 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. CYS Services Parent Participation Program provides parents an excellent opportunity to share their unique gifts, talents and abilities while volunteering in regularly scheduled programs (e.g. full day, part day, before and/or after school). While participating in meaningful activities, parents not only positively influence the lives of military children but also CYS Services program operations on their installations. Parent involvement is a win-win for everyone! The program also allows parents/guardians to earn points



by volunteering in the program their child/children attend.

Parent/guardians who take advantage of this cost saving opportunity will receive a 10% monthly fee reduction after earning 10 points. All parents enrolled in regular full, part time or part day programs are eligible. Hourly care patrons may participate in volunteer opportunities but are not eligible for a fee reduction.

Here are a few ways Parent/Guardians can participate in CYS programs and earn points towards fee reductions in childcare:

- ✓ **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.
- ✓ **Parent Education:** Workshop and training opportunities offered through CYS and Army Community Service (ACS).
- ✓ **Parent Advisory Council (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. The board, with the advice of the program staff, is responsible for developing and overseeing the implementation of the parent participation program in accordance with Section 1506(a) of the Military Child Care Act of 1989. The Parent Advisory Board/Council is made up of elected members and a CYS staff representative. Minutes are taken at each meeting and forwarded to the Garrison Commander for review and disposition. Parents who attend the PAC may earn double the parent participation points.
- ✓ **Meet and Greet:** On the first Thursday of each month, the 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.
- ✓ **Parent Pick Me Ups:** these are quick, to the-point educational tips geared towards parents and children. Parents receive a one to two page hand-out that they can read and discuss on-site or take home.
- ✓ **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 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).

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 will develop local Standing Operation Procedures to address alternate childcare placement.

## CHAPTER 4: PAYMENTS AND REFUNDS

**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)

### **Errors in Calculating Total Family Income:**

When TFI calculation errors result in underpayment, Families are notified that fees will be adjusted 30 days after notification for the next billing cycle, unless the mistake is determined to be fraudulent.

**Program Fees:** Are generated semi-monthly on the **1<sup>st</sup> and the 15<sup>th</sup> 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 10% of the monthly fee deposit (non-refundable) at the time they accept the child care space offered by the CYS Parent Central Services Office. The remaining balance is due by 5th business day of payment cycle (1st and 15th).

***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 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 WEBTRAC Payments:** Some CYS 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 to 15 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 5<sup>th</sup> 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 6<sup>th</sup> 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. 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:** Child Care Fees are annualized during registration for a 2 or 4 weeks Leave/Vacation which reserves the child's space. The option chosen must be used during the registration year, cannot be carried over into the next year and cannot be changed during the registration year. The Leave/Vacation option is available for families enrolled in CDC programs only (to include FCC CDC programs).

**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 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 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.

## **NOTIFICATION TO DEFENSE CIVILIAN SPONSOR OF POTENTIAL TAX LIABILITY**

The Internal Revenue Service (IRS Code Section 61) considers the fee assistance the Army provides for child care as cash income in addition to normal earnings.

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 the DoD must determine the value of the child care subsidy. The Third Party Administrator (TPA) performs this equation on behalf of the Department by deducting the amount of your child care fees from the tax value of the child care space to determine a "net value" of the child care space. **This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy.**

## **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 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 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. 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. 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.

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)**



MST programs, grades 6-12<sup>th</sup>) provide youth with the opportunity to explore their values, beliefs and place in this world, as well as get assistance with school and employment issues. MST programs offer 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 Boys & Girls Club of America (BGCA) is an intricate part of program planning for the MST program. Activities include skill building classes, recreational trips, educational tours, individual and group lessons, camping, challenging experiences, open recreation and special events.

**The MST Program** is offered at no charge after 1300 hours for students in grades 6th through 12th. However, youth must be registered with CYS in order to participate in this program.

#### **MST Reserved Care Reservation Program**

To help with a smooth transition from SAC programs into MST programs, CYS offers Reserved Care for youth. There is no charge for this program. A space can be reserved for your child if they attend the MST program after school on a regular basis. This program ensures supervision of youth at all times. Parents can designate what time their child should arrive at the MST



Program after school and what time they can leave and by what means. Parents will be notified if their child does not arrive by the specified time and also when the child leaves the MST program. If you would like to register for this program please see the MST Staff for a registration form or contact Parent Central Services.

#### **Before School Care**

Before school care is available at SAC, bldg. 5984, to all grades at SAC at the Before School Only rate. For more information please contact Parent Central Services.

#### **Summer Camps**

During the United States Army Garrison Ansbach DoDDs Schools 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** may attend routine MST Camp outings on a space available basis, and may be charged fees to cover expenses.

**Youth Volunteer Program:** The Promise Passport 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 must be currently registered with CYS. Youth in grades 6th - 12th may volunteer in CDC programs after undergoing a complete background check with favorable results and completing an orientation class. Placement is based on a student's individual availability and skills. Youth receive recognition during National Volunteer Week. Youth can also volunteer through participation in CYS programs such as Torch Club, Keystone Club, and 4-H.

**Youth Sponsorship Program:** The Youth Sponsorship program welcomes incoming youth to United States Army Garrison Ansbach and CYS. When a new youth registers with CYS, he or she will receive information about the various CYS programs. New members are also encouraged to attend our Youth Center Bash the second Tuesday of each month to meet and be greeted by our youth sponsors.

## 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:

- Team Sports
- Individual Sports
- Fitness and Health
- Outreach

Team Sports are offered for all children ages five and above in the following sports:

- Baseball/T-Ball
- Soccer
- Basketball
- 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 system.

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 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).

**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 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:

- Team Sports
- Individual Sports
- Fitness and Health
- 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/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 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 *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 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 11-15 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 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 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' babysitter referral list at <http://www.sittercity.com>.

**SKIESUnlimited Instructional Programs:** 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 Programs and Schools. Provided by CYS 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 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 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 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



Programs. Existing video surveillance systems in CYS 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.



## CONTACT INFORMATION

**Parent & Outreach Services****Parent Central Services**

CIV 09802-832533

DSN 467-2533

**Outreach Services**

CIV 09802-832098

DSN 467-2098

**Child Development and School Age Center**

CIV 09802-832828

DSN 467-2828

**Youth Center**

CIV 09802-832395/588

DSN 467-2395/588

**Youth Sports and Fitness**

CIV 09802-833537

DSN 467-3537

**SKIESUnlimited****Contact Parent Central Services**

\*\*CYS Programs are closed on all Federal Holidays and select Training days. Patrons will be given advance notice of Training day closures.

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