



UNITED STATES ARMY
CHILD & YOUTH SERVICES

Parent Handbook

March 2023





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INTRODUCTION

Welcome Letter

Dear Parents,

Welcome to Child and Youth Services (CYS)! We recognize the strength of our Soldiers comes from the strength of their Families; we consider it an honor and look forward to supporting 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. Highly trained staff are committed to providing a safe, nurturing environment that meets the holistic needs of the child/youth ages four weeks to 18 years old. Early childhood and youth development specialist specifically design our programs and activities to meet the growing needs of military Families.

CYS believes that parents are the most influential individuals in the lives of their child/youth. For this reason, CYS Facilities and programs strive to create a Family friendly environment where parents and staff work in partnership for the positive development of their child/youth. Research shows that when Families and teachers work together in support of learning, the child/youth remain in school longer, perform better in school and obtain an increased sense of self-esteem.

We thank you for partnering with 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 Family Child Care (FCC) provider or in the comfort and convenience of your own home.

Again, thank you for considering CYS!

Sincerely,

JEAN WADMAN
Coordinator
Child & Youth Services

CUSTOMER SERVICE

CAREGIVER'S 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.

Vision: CYS programs, dedicated to providing:

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

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: The CYS programs design is 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 the community to nurture a spirit of cooperation and self-respect for self and others, while reinforcing character building and encouraging positive parenting.

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

Confidentiality: Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Personal information concerning patrons is confidential under state and federal law. The information may not be discussed at any time with any person under any circumstance. CYS will request permission from the guardian of the child prior to the release of information with the exceptions of child abuse or court orders.

Diversity/Non-Discrimination: In accordance with Federal Law, Title VII, the Department of Army, Child and Youth Services prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program operations serving Soldiers, Families and the community. The Department of the Army affirms its covenant to support and serve FMWR customers and employees.

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.

Communication/Feedback: Parents/guardians who wish to post questions, comments, or concerns regarding Family and MWR, CYS programs may do so by utilizing our Interactive Customer Evaluation (ICE) survey on the Fort Polk Garrison's website; follow the social media websites on Facebook such as: JRTC and Fort Polk and Fort Polk Family and MWR. Patrons can also communicate to us through our "email us" link on our webpage: <https://polk.armymwr.com/categories/cys-services>.

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

1. Primary Program Assistant (Classroom Lead Teacher)
2. Supervisory Program Specialist
3. Assistant Facility Director
4. Facility Director
5. Child Administrator/ Program Operation Specialist @ 337-531-6692/6187

6. CYS Coordinator @ 337-531-1989
7. Family and MWR Director @ 337-531-1945/1979
8. Deputy Garrison Commander @ 337-531-1606
9. Garrison Commander @ 337-531-1606

CYS Program's Contact Information:

Parent Central Services (CYS Registration), Building 924, 7960 Mississippi Avenue

Office Hours: Monday-Friday 8 a.m.-5 p.m.

PHONE: 337-531-1955/1956

DSN: 863-1955

Webtrac: <https://webtrac.mwr.army.mil>

Child Development Center 701, 7576 Colorado Avenue

Monday-Friday 5:45 a.m.-6 p.m.

PHONE: 337-531-7041

DSN: 863-7041

Child Development Center 702, 7575 Utah Avenue

Monday-Friday 5:45 a.m.-6 p.m.

PHONE: 337-531-0570

DSN: 863-4654

Child Development Center 3349, 7687 Georgia Avenue

Monday-Friday 5:45 a.m.-6 p.m.

PHONE: 337-531-6470

DSN: 863-6470

Child Development Center 14500, North Fort Entrance Road

Monday-Friday 5:45 a.m.-6 p.m.

PHONE: 337-531-8400

DSN: 863-8400

Family Child Care (FCC), Building 924, 7960 Mississippi Avenue

Monday-Friday 8 a.m.-5 p.m.

PHONE: 337-531-1961

DSN: 863-1961

School-Age Center, Building 260, 6125 University Parkway

Monday-Friday 2:45 p.m.-6 p.m.

School Out Days, All Camps 5:45 a.m.-6 p.m.

PHONE: 337-531-2149

DSN: 863-2149

School Liaison Officer, Building 924, 7960 Mississippi Avenue

PHONE: 337-531-6673

DSN: 863-6673

**Youth Center (Siegfried), Middle School & Teen Center,
Building 4996, 5538 University Parkway (temporarily relocated to 7600 Utah Ave)**

Monday-Thursday 2:30 p.m.-7p.m., Friday & Saturdays 2:30 p.m.-10:00 p.m.

PHONE: 337-531-1992

DSN: 863-1992

Youth Sports and Fitness, Building 924, 7960 Mississippi Avenue

PHONE: 337-531-6004

DSN: 863-6004

Youth Fitness Facility, Building 2070, 1882 16th Street

PHONE: 337-531-2350

DSN: 863-2350

Note: CYS Programs close on all Federal Holidays and other announced closures such as training days

CHAPTER 1- SAFETY & RISK MANAGEMENT

Child Abuse and Neglect: Department of Defense (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:

- a) Report incident to the installation Reporting Point of Contact (RPOC). The RPOC phone number is: 337-531-HOPE (4673) and the State Child Abuse Hotline: 1-855-4LAKIDS (1-855- 452-5437)
- b) Notify the appropriate CYS program director after notification to RPOC.

c) CYS employees who are suspected of child abuse are reported to 337-531-HOPE and 18554LAKIDS. Employees who have an allegation of abuse will be removed from all CYS programs until allegation is resolved. CYS management files a report of unusual incident (RUI) through CYS channels and through the garrison chain of command within 24 hours. CYS protects the rights of employees and the children/families in our programs.

Safety Violation Hotline Posters in visible and high traffic areas throughout all facilities and FCC homes for easy reference should a staff need to report incidents of suspected abuse. 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 favorably completed, individuals must volunteer/work within "Line of Sight Supervision" (LOSS) of a cleared staff member. LOSS employees will work with a cleared staff at all times.

Identification of staff under LOSS; by nametags and RED identifying apparel.
Identification of cleared staff; by nametags and GREEN identifying apparel.
Identification of classroom leads; by nametags and BLUE identifying apparel.
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 or youth understand and make appropriate choices is the basis for child guidance. When a child or youth exhibits concerning behavior, CYS staff collaborate with the Parent/Guardians using Positive Guidance (Positive discipline/parenting, gentle and loving guidance) to identify 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. **CYS does not allow corporal punishment under any circumstances, even with parent approval. All staff sign the Standards of Conduct** which outlines boundaries for appropriate and inappropriate touch,

expectations and appropriate interactions. Inappropriate touch 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. Children and Youth who have been suspended or expelled from school may not attend a CYS program until suspension is completed.

Biting: CYS understands that biting is a developmentally appropriate behavior; although can present some challenges for all involved. Most biting incidents are a child's way of communicating to other children in care. CYS utilizes biting incidents as opportunities for parent education and behavior modifications. CYS policies focus on modifying the child's behavior within the existing environment rather than "suspending" the child. In most situations, biting is a temporary communication tool that young children use and can resolve with staff and parent intervention. In extreme situations, and after all efforts have been implemented, a family can work with the Facility Director and Parent and Outreach Services Director for potential relocation of the child.

Bullying: U.S. Army Garrisons and CYS are committed to making our Facilities, homes, and community safe, caring and welcoming 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 expect.

CYS defines bullying as follows: A one-sided activity intended to harm others. Often 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 and including all forms of cyber bullying) can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The Facility Director will immediately address actions for the well-being and safety of all children/youth and the community in coordination with the CYS Coordinator's involvement when/if necessary.

Closed Circuit Television (CCTV): All CYS program facilities utilize a comprehensive CCTV system to: deter and reduce the risk of child abuse in CYS Facilities, protect staff from unwarranted allegations, 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, in writing, through the facility director. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians. CYS can release recordings to authorized personnel such as a Military Police Investigator (MPI) and a Criminal Investigative Department

(CID) Agent for official business.

Adult/Child Ratios:

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

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

Maintain all Staff–to-child/youth ratios at all times of the day except **under** rare conditions caused by compensatory enrollment as outlined in guidance (see AR 608-10 and IMCOM CYS Regulation 608-10-1 for more information).

CYS accommodates children/youth with special needs, CYS has no authorization to decrease ratios to create a smaller setting to accommodate the special need. To supplement ratio volunteers or other non-CYS staff not paid with CYS funding may be used.

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 Youth Sports and Fitness (YSF) Program, appropriate youth/adult ratios are maintained 100% of the time during all sports and fitness program operating hours. Please consult youth director for additional information.

Training & Professional Development: All Direct Care CYS personnel working with children/youth receive standardized orientation training before they are allowed to work directly with children. Orientation Training includes topics such as: applicable regulation and installation policy; child health and safety; child abuse identification, reporting and prevention; age-appropriate guidance and discipline; parent and Family relations; health and sanitation procedures and position orientation. Training is ongoing and competency

based. Assessments continue to ensure staff comprehend and demonstrate the knowledge and skills learned from training. All other CYS personnel (such as: Cooks, Maintenance Vehicle Operators; Facility Directors; etc.) complete Orientation training and annual training relating to those positions.

Parent Involvement: Parents/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplinary Team Inspection (MDTI), program surveys, National Association for the Education of Young Children (NAEYC) Accreditation, and Parent Advisory Boards (PAB). 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 parents/guardians can participate in CYS programs and activities, contact PAB representative or Facility Director. ***Parents/guardians who participate in the program may earn points toward fee reduction on their childcare.***

Regulations & Inspections: Regulations and services apply uniformly throughout the Army; however, commanders have the discretion to modify specified guidance to meet the appropriate requirements and needs of the Garrison. 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):

Army Higher Headquarters Inspection (AHHI) Inspection
AR 608-10, Child Development Services May 2017
AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
AR 215-3 Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities, Personnel Policy
Comprehensive Health and Sanitation Inspection
Comprehensive Safety Inspection
Comprehensive Fire Inspection
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
DoDI 6025.18-R Privacy of Health Information
IMCOM CYS Regulation 608-10-1 IMCOM, DFMWR, Child and Youth Services
Multi-Disciplinary Team Inspection (MDTI)
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

Accreditation: The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs participate in a rigorous accreditation process. The Child Development Centers and School Age Centers are fully accredited programs. Opportunities for FCC Home Accreditation are also available for Fully Certified Providers. Below lists the accreditation 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.
- ❖ **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 measure the program 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 the 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.) which is stored in the database. Families will provide needed updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

Patron Eligibility: CYS accepts children as young as four weeks in Family childcare homes and through eighteen years old in CYS programs. Eligible patrons of DoD Child Development Programs (CDP) include active-duty military personnel, DoD civilian personnel paid from both appropriate funds (APF) and non-appropriate funds (NAF),

reservists on active duty or during inactive duty personnel training, and DoD contractors. The priority is childcare for Active-Duty military and DoD civilian personnel.

The purpose of the CDP and School Age Center (SAC) programs offered by the DoD Components is to assist DoD military and civilian personnel in balancing the competing demands of Family life and the accomplishment of the DoD mission, and to improve the economic viability of the Family unit. Child Care and SAC is not considered an entitlement. (Reference: DODI 6060.2 and 6060.3, #4 Policy.)

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

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

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

Retiree's eligibility is limited to the use of SKIES, YS and YSF programs and other programs if space available. Retirees will be fall under CONSA fees.

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. Guidance provided by the IMCOM Office of Staff Judge Advocate.

Parent Central Services: Parent Central Services is the first place a Family visits at a new installation 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 need (Wait list, hourly, part day, full day, SAC, MS/T, instructional classes, SKIES, Sports, etc.)
- ✓ Explain age-appropriate programs associated with patron's children.

- ✓ Conducts a search for care in CYC for immediate openings.
- ✓ Conducts initial and re-registration of patrons into all CYC programs
- ✓ Explains Wait List policies and assists with wait list placement
- ✓ Determines patron fee category IAW with the latest fee policy
- ✓ Schedules new patrons for program orientations
- ✓ Can assist with MCC.com and childcare options

Items Required for Child/Youth Registration: Registration must be complete for children and youth to use any CYC programs. Contact your local Parent Central Services Office to set up an appointment to complete your registration. Limited “walk-in” services may also be available.

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

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

ALL FORMS MUST BE SIGNED AND DATED TO COMPLETE REGISTRATION!

DD FORM 2652	Application for DoD Child Care Fees
	Teen Self Registration Form
	CYMS Profile Print
	Family Care Plan (dual/single military only)
	Health Assessment /Sport Physical
	Health Screening Tool (SNAP) Form/MAPS

Immunizations: Children/Youth accepted for childcare in CYC programs must be free from communicable diseases and have written documentation of all age-appropriate immunizations, to include flu vaccines. Child/youth immunizations must be up to date in order to register and participate in CYC programs.

Immunization waivers for medical or religious reasons must have proper documentation. Non-immunized Children/youth will be excluded from childcare in the event of an outbreak of a vaccine-preventable disease.

Health Assessment/Sports Physical Statement (HASP): A current health assessment, within one (1) year of registration, is required for children (5th) grade and under. Parents have 30 days to submit a health assessment if a current health assessment is not available at registration. Passes will suspend if not turned in within 30-days. Health assessments are good for three (3) years, if the child does not have any major health status changes and the parent signs the document within the year timeline.

Well baby exams or school athletic physicals may 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, with no special needs, participating only in the Middle School Teen (MST) program are exempt from this requirement.***

Sports Physical: No child/youth will be authorized to play, practice, or participate in games until a valid sports physical has been furnished. The form must be signed by a licensed health professional and certify the child/youth is cleared to play sports. Special medical considerations/restrictions should be noted. Pertinent medical conditions such as asthma, seizures, diabetes, heart conditions, or food allergies may require additional documentation. The physical must be current at the time of enrollment and remain current throughout the sport season.

Multi-Disciplinary Inclusion Action Team (MIAT) or Special Needs

Accommodation Process (SNAP): The MIAT is a multidisciplinary team that explores installation childcare and youth supervision options for children that have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions. The Army Child and Youth Services Screening Tool #1 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, CYS will forward supporting documentation with the screening tool to the Army Public Health Nurse (APHN) for review. If your child/youth has a disability or other special need identified, the parent/guardian may be asked to participate in a MIAT. The MIAT Care Plan (DA7625-3 or Tool#2) is valid for one year. The Exceptional Family Member Program (EFMP) will notify parent to schedule meeting.

Children and youth with the following conditions may be referred to the MIAT/SNAP

- ✓ Allergies (life threatening/food/environmental)
- ✓ Special Diets
- ✓ Respiratory Diagnosis
- ✓ Epilepsy/Febrile/Seizure Disorders
- ✓ Diabetes
- ✓ Other

Special Diet: Children/youth with life threatening food allergies or special dietary needs must provide a CYS Diet Statement or other statement from their health care provider (remove this) specifying (1) which foods the child cannot consume, (2) the resulting allergic reaction if ingested and (3) any allowable food substitutions. Children/youth may

not be eligible for services without appropriate documentation. For more information, please contact Parent Central Services.

Medical Action Plan (MAP): Maintaining the health and safety of every child/youth participating in CYS programs is of utmost importance. A medical condition/diagnosis, such as allergies, asthma, seizures or diabetes, that require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete the appropriate Medical Action Plan (MAP). The MAP is good for one year from the date the physician signs. The plan is completed by the child's/youth's health care provider to ensure CYS staff are aware of the proper medication and the necessary course of treatment for the child/youth. Any change in health status may require new plans.

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.

Waitlist: 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 wait list using Military Child Care website. Patron's access this online at: <https://militarychildcare.com> or visiting Parent Central Services.

Note: It is the responsibility of the parent/guardian to confirm interest in remaining on the waitlist by on Military Child Care every 30 day. Failure to do so will result in removal from the wait list.

When a space is offered in a viable care option (CDC, FCC, etc.) parents/guardians are given forty-eight (48) hours to accept or decline the space. The parent then has forty-eight (48) hours to enroll in the program offered or the space will be made available to the next eligible child/youth on the waitlist. 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 waitlist options.

Viable Child Care Option: Care to meet the patron's schedule that reflects the necessary program type (full day, hourly, part day, etc.) and the appropriate age group (infant, toddler, preschool and school-age) for the child. Care may be on or off-post in any program (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 CYS sponsored childcare 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 7625-1 or Tool#1 is completed and returned), an annual pass will be issued to youth.

Some special events and field trips may cost a nominal fee, but participation in these events is not mandatory. In the case of field trips, written parental permission must be granted before a youth is allowed to participate. To enroll in a team sports program, a sports physical is required in addition to this registration. Sports fees may also apply.

CHAPTER 3 DAILY OPERATIONS

Daily Admission/Release: Arrival & Departure Procedures: Under no circumstance will a child/youth be released to any person who is not authorized to pick up the child/youth. Positive control of child/youth will be maintained at the classroom level.

Upon entering the CYS 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.

Upon picking up parents/designated authorized representative will go straight to their child's classroom, they will sign the child out of the classroom annotating time and signature. Upon exiting the facility parents will swipe the child out from CYMS at the front desk.

School Age Center (SAC) children may be swiped into CYMS at time of arrival by their parent/designated representative or by the SAC staff when arriving by bus, The parent/designated representative will then sign/swipe the child out of the facility when exiting the facility.

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.

The youth will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program.

Parents/guardians and visitors will enter and exit CYS Facilities through the front entrance/reception area, except during emergency evacuations and fire drills. During evacuations/fire drills, patrons will follow designated Facility evacuation procedures.

Upon departing the parents/designated representative will swipe their child out upon leaving the building.

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.

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.

Denial of Child Care Services: CYS takes all reasonable precautions to offer a safe and 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 illness will be screened closely and may be denied care based upon inability to participate in daily activities or with any obvious signs of illness as stated below IAW AR 608-10, paragraph 4-28 and IMCOM 608-10-1 and Communicable Disease chart (Appendix H).

Obvious illness such as:

- Fever - Temperature above 100.0° F. (38.06° C) (axillary) for children under 3 months and above 101.0° F (38.3° C) (axillary) for children older than 3 months. During Flu season (1 OCT – 31 MAY), child/youth/adult with temperature of 100.0° F. (38.06° C) (axillary) and at least one respiratory symptom such, as runny nose, cough, congestion, or sore throat, intestinal upset, and diarrhea.
- Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies—Crusty, wavy ridges and tunnels in the webs of fingers, hand, wrist and trunk.
- Ringworm—Flat, spreading ring-shaped lesions.
- Chicken pox—Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days.
- Head lice—nits—Whitish—grey clot attached to hair shafts.
- Culture—proven strep infections that have not been under treatment for at least 24 hours.
- Conjunctivitis (pink eye)—Red watery eyes with thick yellowish discharge.
- Persistent cough, severe diarrhea, or vomiting.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections.
- Pinworm infestation.

Children who have been suspended from school or are unable to attend school due to behavioral concerns or illness will not be permitted to attend CDC 701, SAC or MST.

Re-Admission after Illness: CYS program staff will provide Parent/Guardian with a CYS Illness and Readmission Record form detailing criteria for exclusion and readmission. The child/youth's health care provider will use the form or similar form to indicate when it is 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 without the use of fever reducing medication.
- ✓ Nausea, vomiting or diarrhea has stopped for 24 hours.
- ✓ Chicken pox pustules are dry and crusted, usually five to six days after onset.”
- ✓ Impetigo lesions are no longer weeping and treatment has begun.*
- ✓ Scabies is under treatment for 24 hours. *
- ✓ Lice are under treatment (hair shampooed with pedicule) and no live lice present.
- ✓ Pinworm medication treatment has been completed for 24 hours. *
- ✓ Conjunctivitis (Pink Eye) Discharge and symptoms has cleared, or after 24 hours of antibiotic treatment is complete. *
- ✓ Ringworm after treatment 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.
- ✓ The contagious stage of the illness is complete and physician note (if applicable).
- ✓ The child/youth is well enough to participate in normal activities.
- ✓ *- REQUIRED NOTE FROM HEALTH CARE PROVIDER TO RETURN TO CARE

Basic Care Items: Acceptable basic care items are limited to topical items, non-aerosol, 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 IMCOM CYS Regulation 608-10-1 and Health Standard Operating Procedures (SOP) must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent/guardian at the beginning of use 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 stored in. Contact your FCC Provider or Facility 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 a parent or guardian to be present. Only prescribed medications (with the exception of Opioids and/or Narcotics) from health care providers and U.S. Medical Treatment Facilities (MTF) 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 (ETP) by supporting APHN. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications that are indicated on a Medical Action Plan (MAP) completed by a health care provider. All medications must be prescribed, in the original container, have a current prescription

label and should be accompanied by proper dispensing device for child/youth age such as a syringe, cup or dosing spoon. The healthcare provider or parent will administer the first dose of any medication. Children will be on oral medication at least 24-hours before dosage is given by CYS personnel. Parent/Guardian will complete and sign a CYS Medical Dispensation Record, for each approved medication to be administered. A Parent/Guardian must complete and sign the form before medication can be administered. This policy will be discussed during the Parent/Guardian orientation. Please contact the individual program for further information.

Self-Medication: School Age youth can self-medicate if the child's/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 programs requires written instructions from the youth's health care provider clearly explaining what and when self- medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. Parents/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs. Youth must self-administer all medications in the presence of CYS staff who will then document the incident.

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

Personal Items from Home:

- **Clothing:** Children should come to the center dressed appropriately for the weather e.g., jackets and hats for fall and spring; coats, boots and snow pants, gloves/mittens for winter. Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. 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.
- **Shoes:** Children's footwear must have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, open toe, shoes without straps are NOT authorized, except on water play days, as they pose a safety hazard for the child. The Facility Director or CYS staff may request appropriate footwear if your child is not wearing safe shoes for the activities, he/she is participating in.
- **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 as these pose choking hazards for the children in care.
- **Sleep Aids:** If your child is over 12 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the program. The quiet time 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. **CYS policy states that children younger than 12 months are not allowed to sleep with soft toys, blankets, etc. in efforts to reduce the risk of Sudden Infant Death Syndrome (SIDS).**

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.
- **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 always supervised closely, 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 and guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Celebrations for special occasions can be done with food prepared at the program, or with celebrations other than food. Please work with the Facility Director to ensure children/individuals with food allergies are not at risk with the food being brought into the facility.

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

Emergencies Closures/Evacuation/Mobilization: In the event of emergency, mobilization or other emergency in which the Facility needs to be evacuated, CYS staff

will follow a written Mobilization and Contingency Plan. 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. In the event of emergencies/lockdowns, parents are not allowed to pick their children/youth up. Specific information can be obtained from your local CYS program.

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.
- ✓ 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 take custody of the child/youth.

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

CYS policy requires written incident/accident reports for falls, scratches, bruises, bites and scrapes that occur while your child/youth is in our care to include emergency situations.

Parents or guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child's/youth's folder and confidential.

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 in CYS buses.
- ✓ Everyone must remain seated and facing forward on buses.
- ✓ Buses will not move until everyone is buckled up.
- ✓ Use inside voices in vehicles.
- ✓ Eating, chewing and drinking are prohibited in vehicles.
- ✓ No objects (including body limbs) shall be extended out a window.
- ✓ Littering is prohibited. Trash should be placed in designated trash containers.
- ✓

Field Trips: As part of the curriculum, field trips and nature walks are scheduled to Family and Morale, Welfare and Recreation (FMWR) sites and other local sites to

augment the developmental program. All field trips receive input from Families, child/youth and staff to offer planned activities in conjunction with community service projects. Field trip sites are visited by staff prior to the scheduled trip. Parents/guardians will be informed in advance of the date and destination of each trip and will be required to sign a permission form for each child/youth participating in the trip. Ratios must be maintained by paid staff supplemented with adults such as parents or volunteers. Ratios for high-risk activities must follow guidance. Please consult the program director for additional information on high-risk activities.

Food and Nutrition: FCC homes and CDC programs provide all infant jar food, cereal and teething biscuits. FCC homes and CDC programs offer Gerber Good Start powdered formula for infants in full day programs. These specific USDA CACFP approved formulas are free of cost and parents/guardians have the option to decline. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date and child's first and last name.

The use of glass bottles is permitted upon parental request. Glass bottles provided must have a rubber grip or silicone sleeve (sold as a unit). Medications or cereal may not be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reason. Bottles for infants (under 12 months) may only contain formula or human milk. Whole milk is served to children over 12 months. Parents may choose to provide human milk through the duration of their child at a Child Development Center. Formula can be provided up to 13 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, CYS children and staff sit and dine "Family style" in FCC homes and CDC's. Family style dining promotes expanded language and cognition skills, builds fine motor skills and models appropriate eating habits while fostering social interactions. Most importantly, Family style dining promotes a feeling of unity and acceptance that is essential to emotional development. It is developmentally age appropriate for children/youth to participate in cleaning and setting tables, preparing meals, serving themselves (with staff assistance if needed) and assisting with clean-up after meals.

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

❖ **Parent Education:** CYS offers monthly Parent Education Classes to include

some of the following topics: (1) child growth and development, (2) special needs awareness, (3) character counts, (4) baby sign language, and (5) child guidance.

- ❖ **Parent Advisory Board (PAB):** The PAB is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYC program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition.

- ❖ **Parent Conferences:** Provides 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. Parents may inquire for additional opportunities for Parent teacher Conferences.

Mission Related Extended Hours: Provided at no additional cost for short term childcare (generally up to 3 hours/day). CYC 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 home and trained CDC baby-sitters. 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; up to 15 days per year. 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, CYC will call the Military Police. CYC address alternate childcare placement in situations where families require additional after hours care and/or repeatedly pick up after closing time.

CHAPTER 4: PAYMENTS AND REFUNDS

Tax Liability: All Civilian Families using on-post childcare 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 childcare subsidy. Each year DoD must determine the value of the childcare subsidy. This net value is the amount that is

considered potentially taxable income associated with the DoD childcare subsidy. Only childcare subsidies that exceed the \$5,000 (\$2,500 for married individuals filing separately) exclusion and taxable and reportable. Sponsors are responsible for considering any Dependent Care Flexible Spending Accounts (DCFSA) to determine if the net value plus the DCFSA value exceeds the \$5,000 or \$2,500 amount.

Total Family Income (TFI): is all earned income including wages, salaries, tips, special duty pay (flight pay, active-duty Demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior members only; for Defense civilian OCONUS include either the housing allowance or the value of the in-kind housing provided.

DOCUMENTATION NEEDED TO DETERMINE TFI:

- ✓ Military Sponsor's current Leave and Earnings Statement (LES).
- ✓ Civilian Sponsor's current LES.
- ✓ Spouse/Partner's LES, W-2 forms, and/or other income documentation.
- ✓ Schedule C (IRS return) from previous year to demonstrate wages from self-employments.
- ✓ 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 to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment.

Families are not permitted to automatically elect to enroll in the highest fee Category. Failure to provide the required information will delay the process and approval of childcare services and could result in denial of care.

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 has a life changing event.

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

Program Fees: Are generated semi-monthly on the 1st and the 15th of the month. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the childcare space offered by the CYS Parent Central Services Office. **Services can 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 \$8 per hour per child for CDC programs regardless of Total Family Income (TFI) category. A daily fee of \$50 is charged for occasional users attending SAC more than four hours of care per day. A daily fee of \$30 is charged for occasional users attending SAC less than four hours per day. **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 childcare services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your installation for further details.

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

Late Pick-Up Fee: CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per child per site regardless of the number of children in care at that site. When the Family is later than 15 minutes, the Family is charged \$15.00 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 childcare are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.

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

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

1. 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.

2. Personal Follow-Up by Program Manager on 6th day of the first delinquent billing cycle.

3. 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 them of penalties if payment arrangements are not made by established deadlines.

4. 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.

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

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

Financial Hardship Waiver: Families must demonstrate a need for a childcare 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 that aligns with CYS Fee Categories. Recommendation for a fee reduction must be routed through the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. **Families whose childcare fees are 25% or more of their Total Family Income (TFI) should be told of their options and can request a hardship review.** Contact the Outreach Services director at your childcare Facility for assistance in filing a hardship.

Refunds: Per Army Fee Policy Guidance

Refunds are not authorized for:

→ Child absences two weeks or less unless a medical documentation diagnosis is provided.

→ CYS Services short term program closures due to inclement weather (3 days or less), staff training or special installation circumstances as determined by the Garrison Commander.

→ Withdrawal from an Instructional class.

→ Unused leave/vacation.

→ Enrichment program on school out days.

Refunds are authorized for:

- Program closures for repair or renovation when an alternate care setting is not provided.
- Unexpected, prolonged child absences over 2 weeks, with Garrison Commander approval, due to Family emergency or extended illnesses.
- Other extenuating circumstances (Garrison Commander's decision).
- Withdrawal from a Youth Sport (occurring before mid-season of the sport or uniform has been provided).
- Program closures for repair or renovation when an alternate care setting is not provided.
- Unexpected, prolonged child absences over 2 weeks, with Garrison Commander approval, due to Family emergency or extended illnesses.
- Other extenuating circumstances (Garrison Commander's decision).
- Withdrawal from a Youth Sport (occurring before mid-season of the sport).

NOTE: Garrison Commanders may refund or credit fees on a case-by-case basis for individual Families with special circumstances when the child will not be in the program for a period of time and the fee has already been paid or when a program is closed for special circumstances.

Fee Refund Request Process: To request a refund or credit for program fees for nonattendance, provide a memorandum to the Garrison Commander through the CYS Coordinator. Provide specific dates requested for the credit or refund of fees and the extenuating circumstances as to why the child/children were not attending care. Request must include all medical documentation or other documents in support of the request.

Leave/Vacation Options: Family Child Care Fees are annualized during registration for a two-week leave/vacation which reserves the child's space. The option chosen must be used during the registration year and cannot be carried over into the next year. Families who opt for four-week leave/vacation option pay a higher monthly fee than Families who chose the two-week option. Family leave/vacation must be taken in a minimum of five business day increments (federal Holiday, Saturday and Sunday not included). Families must provide advance notice prior to taking leave/vacation. **Leave vacation options are available to patrons enrolled in CDC/FCC full day programs ONLY.**

Withdrawal/Out-processing: Parents are required to provide a minimum of one months' 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 conjunction with a two week notice of withdrawal if household has vacation leave available. A 10% fee reduction can be applied if a family notifies the program, in writing, of a 30-day termination/withdrawal notice.

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services: Parents may receive a 20 percent deployment reduction for regularly scheduled childcare and reduction for other deployment support services.

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 childcare programs or seasonal youth sports offered by CYS. MCRs for childcare and youth sports are determined separately and may not be combined. MCRs are *not* applied to Hourly Care, instructional programs, 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 childcare programs (full-day, part-day, FCC home, before and after school etc.): MCR applies to Families with more than one child enrolled in ongoing childcare 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 childcare 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 childcare. 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 childcare (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) and FAMILY CHILD CARE (FCC) HOMES

The Creative Curriculum is the authorized curriculum used in CDCs/FCCs 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 CENTER (SAC)

Curriculum and programming centers around the school age Five Services Areas: Sports, Fitness & Recreation; The Art, Health, Wellness and Life Skills; Education, Support and Career Development; and Character and Leadership Development. Youth have input into activity choices to ensure the activities meet their needs and interests. Documentation of youth input into activities is on file at the program. Program choices are designed and implemented to meet a variety of youth interests to cover a wide assortment of skills, abilities and interest levels.

Daily schedules/lesson plans will be flexible; provide stability without being rigid; allow youth 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 all of the Five Service Areas with a variety of clubs and committees available to expand youth's interpersonal, speaking, and leadership skills. Program choices are offered to help youth develop skills in independent living and life planning such as cooking, swimming, etc.

MIDDLE SCHOOL/TEENS (MST)

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

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

1. Youth Councils, which will provide opportunities for youth to actively participate in planning and conducting youth programs.
2. Volunteer Community Service will provide opportunities for youth to actively learn through service to their community.
3. Workforce Preparation provides opportunities for youth to prepare for successful entry into the workforce.
4. Youth Technology Lab. Provides opportunities for youth to explore interests, enhance technology skills, and research information.

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

CHILD AND YOUTH SPORTS AND FITNESS PROGRAM

The Child and Youth Sports and Fitness Program utilize a comprehensive framework to ensure the physical, cognitive, social and emotional needs of youth are addressed.

- The System is comprised of Four Service Areas to meet the core requirements:

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

- Team Sports; ages five and above in the following sports:

Baseball/T-Ball

Soccer

Basketball

A minimum of two additional team sports offered at any time of the year (Volleyball, dodge ball, cheerleading, tackle football, etc., based on community needs and interests).

- Individual Sports; 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, weightlifting, 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.

CORE PROGRAMS:

Child Development Centers (CDCs):(Ages 6 weeks-5 years) Offer on-post full-day, part-day, hourly childcare, 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.

Family Child Care (FCC) Homes: (Ages 4 weeks-12 years) Offer full-day, part-day, and hourly childcare 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 School Age Services): (Ages 6-12 years) Offer before and after school programs, special events quarterly, summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification.

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 6 through 12 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 are provided by trained staff and operations are subject to DoD Certification.

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. IMCOM CYS Regulation 608-10-1. 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) and Middle School and Teen Programs (MST). All children and youth enrolled in SAC, MST, and YSF 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 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.

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.

Instructional Programs: (Ages 3-18 years) Offers a 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.

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 (CFAB), 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 childcare 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.

CYSitters/Trained Babysitters: (Ages 6 weeks-12 years) Offer formal training for teens and adults who provide short term hourly childcare in Families own homes. Training covers skills needed to care for children and includes First Aid and CPR, program activities and the “business” of babysitting safely and appropriately. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS’ babysitter list. Verification of sitters is available at Parent Central Services.

Deployment Support Services

Child Behavior/Military Family Life 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 childcare 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.

School Age Center (Grades 1-12): The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. The School Age Center (SAC) 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.

Home School Support: Provided to Families who choose to home school 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 to include installation integration.

Tutor.com: (K-1st year of 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.