



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

# **USAG Rheinland-Pfalz Parent Handbook**



**IMCOM**  
SOLDIERS • FAMILIES • CIVILIANS

## CONTACT INFORMATION - BAUMHOLDER MILITARY COMMUNITY

### **Parent Central Services (Registration for all programs)**

Building 8876, Wetzel

Monday-Friday ..... 0800-1630

DSN: 531-3440; CIV: 0611-143-531-3440

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

### **School Liaison Officer**

Building 162, Rhine Ordnance Barracks

DSN: 541- 9061; CIV 06311-143-541-9061

### **SKIES Unlimited Instructional Programs**

***Schools of Knowledge, Inspiration, Exploration and Skills***

DSN: 486-5412; CIV: 06371-86-5412

### **Wetzel Child Development Center**

Building 8862

DSN: 531-3415; CIV: 0611-143-531-3415

### **Smith Child Development Center**

Building 8099, Smith Barracks

DSN: 531-2936; CIV: 0611-143-531-2936

### **Family Child Care (FCC)**

Building 8876, Wetzel

DSN: 531-3437; CIV: 0611-143-531-3437

### **School-Age Center**

Building 8879, Wetzel

DSN: 531-3418 • CIV: 0611-143-531-3418

### **Youth Center**

Building 8875, Wetzel

DSN: 531-3423; CIV: 0611-143-531-3423

### **Youth Sports and Fitness**

Building 8876, Wetzel

DSN: 531-2938/2939; CIV: 0611-143-531-2938/2939

**NOTE: CYS Programs are closed on all Federal Holidays.**

## CONTACT INFORMATION - KAISERSLAUTERN MILITARY COMMUNITY

### **Parent Central Services (Registration office for all programs)**

Building 162, Rhine Ordnance Barracks

Monday-Friday - 09:00-17:00.

Appointment on Monday, Wednesday and Friday.

Walk-in on Tuesday and Thursday

DSN: 541-9065/9066/9067; CIV: 0611-143-541-9065/9066/9067

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

### **School Liaison Officer**

Building 162, Rhine Ordnance Barracks DSN: 541- 9061; CIV 06311-143-9061

### **SKIES Unlimited Instructional Programs**

*Schools of Knowledge, Inspiration, Exploration and Skills*

Building 3819, Landstuhl DSN: 486-5412; 06371-86-5412

### **Landstuhl Child Development Center I**

Building 93802 DSN: 486-7350 • CIV: 06371-86-7350

### **Landstuhl Child Development Center II**

Building 3812 DSN: 486-6566 • CIV: 06371-86-6566

### **Miesau Child Development Center**

Building 1314 DSN: 541-9124; CIV: 0611-143-541-9124

### **Sembach Child Development Center**

Building 83 DSN: 541-9099; CIV: 0611-541-9099

### **Kleber Child Development Center**

Building 3224 DSN: 541-9035; CIV: 0611-143-541-9035

### **Landstuhl School-Age Center**

Building 3851 DSN: 486-7281 • CIV: 06371-86-7281

### **Sembach School-Age Center**

Building 66 DSN: 541-9305 • CIV: 06111-43-541-9305

### **Youth Center Landstuhl**

Building 93812 DSN: 486-8658; CIV: 06371-86-8658

### **Youth Sports & Fitness**

Building 3819, Landstuhl DNS: 486-8375; CIV: 06371-86-8375

**NOTE: CYS Programs are closed on all Federal Holidays.**

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Dear Family Members,

Welcome to USAG Rheinland-Pfalz Child & 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 your Family readiness. CYS is an Army program that provides services to all Military, Department of Defense and Contract Agencies who support the mission of our Garrisons. Our highly trained staff is committed to providing a safe, nurturing environment that meets the holistic needs of the child/youth ages four weeks to 18 years old. Lastly, our programs and activities are specifically designed by early childhood and youth development specialist to meet the growing needs of 21st century military Families.

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

We thank you for partnering with USAG Rheinland-Pfalz CYS in the growth and development of your children. We look forward to your visits and encourage you to become involved in the planned learning activities in the centers, in the home of your provider, or in the comfort and convenience of your own home.

Again, thank you for considering USAG Rheinland-Pfalz, Child & Youth Services (CYS)

Sincerely,

Jared Barrick  
Coordinator  
Child & Youth Services

Matthew R. Rody  
Coordinator  
Baumholder Child & Youth 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.

**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 children build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. Our programs provide play-based and experiential learning activities. 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 family members and the community to nurture a spirit of cooperation and self-respect for self and others to reinforce character building and encourage positive parenting.

**Family Partnerships:** 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.

CYS Staff will work with families daily to share information about their child’s day and it is expected that parents will reciprocate and be involved in a daily exchange of information. The goal is to ensure each child’s success within the program and this cannot be done without open communication. During times of disagreement or adversity, it is important that CYS staff and parents maintain respectful, child focused communication. CYS staff and parents are to maintain honest, professional communication without the use of demeaning, derogatory or dismissive language or dispositions. If these standards are not upheld, further action may be taken up to and including suspension or termination of childcare. Inappropriate, disrespectful behavior towards parents, children, CYS personnel and CYS volunteers will not be tolerated.

**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. While the content of each child's file is confidential, however, the content of each child's file is immediately available upon request to administrators and teaching staff who have consent from a parent or legal guardian to access the records. Parents and legal guardians are also able to access the records upon request. Regulatory authorities have permission to access the records as well.

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

**Open Door Policy:** CYS 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:** The fastest way to resolve issues is to use the Chain of Command as listed below. However, parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS programs may do so using the following link: [Contact Us - US Army MWR](#). 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.

CYS will give parents advanced notice of any programming or policy changes. CYS utilizes a variety of different methods to keep parents informed of any programming or policy changes to include newsletters, letters, emails, flyers, or website. For more information, or to leave a comment, please visit:

Baumholder: <https://baumholder.armymwr.com/categories/cys-services> or [https://ice.disa.mil/index.cfm?fa=service\\_provider\\_list&site\\_id=107&service\\_category\\_id=6&dep=\\*DoD](https://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=107&service_category_id=6&dep=*DoD)

Kaiserslautern: <https://kaiserslautern.armymwr.com/categories/cys-services> or [https://ice.disa.mil/index.cfm?fa=service\\_provider\\_list&site\\_id=248&service\\_category\\_id=6&dep=\\*DoD](https://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=248&service_category_id=6&dep=*DoD)

**Chain of Command/Customer Service:** We strive for excellent customer service and value your opinions and feedback. If you would like assistance in negotiating difficulties or differences with anyone on our staff, there are procedures in place to work towards a resolution.

The most effective way to resolve issues is to address them at the facility level. A manager is on duty at every CYS facility during all hours of operation. You can direct your questions/concerns to them in person, by calling the center, or contacting them via email. It is our goal to resolve issues in a timely manner.

Should attempts at resolution be unsuccessful at the program level, or if you are not comfortable speaking with the manager on duty, the next step is to contact CYS leadership. The chain of command is below.

Facility Director  
CYS Child Administrator (for CDC and SAC programs in Kaiserslautern only)  
Coordinator, Child & Youth Services  
Deputy Director, Family and Morale Welfare & Recreation (FMWR)  
Director, Family and Morale Welfare & Recreation (FMWR)  
Deputy Garrison Commander  
Garrison Commander

## **PART 1- SAFETY & RISK MANAGEMENT**

**Child Abuse and Neglect:** The Department of Defense 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 **mandated reporters** of child abuse and neglect. This means they are required by law to report suspicions of child abuse or neglect, including violations of the USAG-Rheinland-Pfalz command policy letter number 5, Supervision of Children. If CYS personnel suspect abuse or neglect, the reporting procedure is as follows:

1. Report incident to the installation Reporting Point of Contact (RPOC). The RPOC is the military police.  
Kaiserslautern Military Community - DSN: 489-6060; CIV 0631-536-6060.  
Baumholder Military Community - DSN: 531-2677; CIV 06111-43-531-2677.
2. Notify the appropriate CYS Program Director after notification to RPOC.
3. 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 of 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).

Any staff member accused of child abuse or neglect in a CYS program, will immediately be removed from direct contact with children. This is to protect both the rights of the accused staff member and the children in the program. The appropriate authorities will investigate all allegations and make the determination as to whether or not the case is substantiated. Confirmed cases of child abuse or neglect will result in disciplinary measures, up to and including, separation and may result in criminal charges by authorities.

**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 work within "Line of Sight Supervision" (LOSS) of a cleared staff member and are not permitted to be left alone with child/youth. Volunteers are never allowed to be alone with children/youth in a CYS activity.

Staff under LOSS will be identified by nametags with first and last names and burgundy scrub tops, red bib aprons, or red shirts/jackets. Staff who have completed background checks will be identified by nametags with first and last names and green scrub tops, green bib aprons, or green shirts/jackets. Classroom leads will be identified by nametags with first and last names and blue scrub tops or blue bib aprons or blue shirts/jackets once their background checks are complete. Management staff will wear nametags with first and last names and appropriate business attire.

**Building Security and Access:** To maintain a safe and secure environment, everyone must enter and exit through the main door. The main entrances of our facilities are controlled. All visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge. Visitors are escorted during their time in the facility and will never be left alone with children.

All CYS employees also only enter and exit through the front doors and will wear CYS apparel and a nametag so they will be readily identified as staff.

Individuals simply dropping off or picking up children/youth do not need to sign in unless they intend on staying longer than 15 minutes to participate in classroom/program activities.

Playground gates and exterior doors will remain locked from the outside during all hours of operation. Exterior doors that do not exit to a fenced area, such as the playground, are alarmed. Military Police conduct regular visits to the facilities to evaluate security procedures on the premises and surrounding grounds.

**Child Guidance and Touch Policy:** All CYS team members are trained to adhere to the child guidance and touch policies established by Army CYS Standards of Conduct. Positive guidance is a belief that children should be treated with respect, free from fear of violence, shame, or isolation and guided with nurturing encouragement. Positive guidance helps children/youth

understand the consequences of their behaviors and learn to make more appropriate choices.

Our staff members are knowledgeable of developmentally appropriate behaviors and have realistic expectations. Through clear and consistent guidance, children develop a sense of security and less desirable behaviors are often minimized. Boundaries for appropriate and inappropriate touching are established to ensure clear understanding of what is acceptable and what is not acceptable when interacting with children/youth.

Corporal punishment is never used in CYS programs. Violations of the guidance and touch policy will be investigated and may be grounds for immediate closure of an FCC home or removal of a CYS staff member, contract employee, or volunteer.

### **Suspension, Expulsion and Exclusionary Measures:**

The use of behaviors that interfere with children's learning, development and success at play, are harmful to the child, other children, or adults, puts the child at risk for later social problems or school failure (e.g. hitting, biting, cussing, bullying, eloping from the classroom/premises) are taken seriously. These behaviors warrant additional observations and opportunities to teach children the skills needed to be successful. Members of our management team will spend time conducting classroom and child observations to assess the function of the behavior, identify possible triggers and partner with families and other community professionals to develop individualized, positive support strategies to address these behaviors swiftly.

An individualized, behavior support plan will be developed to identify possible triggers, assess the function of the behavior and to implement strategies to reduce the intensity, frequency, and/or duration of the behaviors. Family members, management and direct care providers will partner in the development of the plan. Our goal is to limit or eliminate the use of suspension, expulsion, and other exclusionary measures. Suspension and exclusionary measures are not considered until all other possible interventions have been exhausted. If there is agreement that expulsion is in the best interest of the child, we will offer assistance to the family in accessing services and an alternative placement. Our policies comply with the American with Disabilities Act, as well as Federal and State Civil Rights laws.

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

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

Bullying (on post as well as off post), including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive

environment. The CYS Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

**Closed Circuit Television (CCTV):** Most CYS facilities utilize a comprehensive video surveillance system. CCTV is designed to deter and reduce the risk of child abuse in CYS facilities; protect staff from unwarranted allegations of child abuse, provide family members with peace of mind and support CYS management staff in the exercise of program oversight. A viewing monitor is located in the lobby of each facility where cameras are in use, to allow anyone to observe real-time interactions in the program.

When cameras are non-operational or are not in use, two CYS staff members must be present with all groups of children, at all times.

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. Requests to view CCTV footage will be sent to the installation’s Freedom of Information Office. 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 outlined in our regulations must be maintained at all times of the day during indoor and outdoor play. Ratios will not be decreased to accommodate children/youth with special needs. Volunteers or other non-CYS staff not paid with CYS funding may supplement supervision but cannot be considered in the adult/child ratio count.

Infant, toddler, and preschool classrooms are multi-aged with a minimum age span of 18 months. Multi-age groupings allow for children to be enrolled in the same classroom with the same teaching staff for longer periods of time. Teaching staff are assigned to work with each class of children consistently over time to create stability, predictability, and to foster stronger relationships.

In the Sports and Fitness Program, appropriate youth/adult ratios are maintained 100% of the time. 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:**

Facility-based Programs	
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	1 <sup>st</sup> to 12 <sup>th</sup> 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

**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 policies, child health and safety, child abuse identification, reporting and prevention, age-appropriate guidance and discipline, family relations, an introduction to our curriculum, ethical conduct, health and sanitation procedures and position orientation. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYS professionals (directors, cooks, etc.) complete an orientation and ongoing training as well.

**Family Involvement:** Adult family members are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, NAEYC Accreditation processes, and Family Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. Families are encouraged to share their culture, heritage, and home language with CYS' programs. Family members who participate in the program may earn participation points toward fee reduction on their child care. For detailed information on the various ways to participate in CYS programs and activities, contact your Family Advisory Council representative or Facility Director.

**Regulations & Inspections:** Regulations and inspections 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 Army Regulations, Department of Defense Instruction, and Public Law.

**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.
- **The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (CYD-AM), After School Human Resources (CYD-HR), and After School Programming (CYD-OST). 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.

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

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

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



**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 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 polices and assists with wait list placement
- Determines patron fee category IAW with the latest fee policy
- Schedules new patrons for program orientations

**Items Required for Child/Youth Registration:** 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 complete the registration process, please have the following available:**

- Identification Card (Sponsor or Spouse)
- 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 (Form 608-10-1) (due within 30 days of registration if child/youth does not have any special needs; includes a vision and hearing screening)
- Local Emergency and Child Release Designees (minimum of two )
- Family Care Plan (DA Form 5305) (Dual/Single Military Only; due within 60 days of enrollment)
- Teen Registration Packet (Youth in grades 6-12) \*Provided at Parent Central Services
- Health Screening Tool \*Provided at Parent Central Services
- Medical Action Plans completed and signed by a healthcare provider \*Provided at Parent Central Services to take to appointment with healthcare provider
- Photo Use \*Provided at Parent Central Services
- Statement of Understanding \*Generated at Parent Central Services upon registration

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

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

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

Well baby exams or school athletic physicals can be used in place of the health assessment if dated, signed and stamped by the health care provider and parent within one year.

***Children/youth participating only in the middle school/teen program and SKIES Unlimited programs are exempt from this requirement.*** TriCare or other health insurance organizations may 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.

**Multi-Disciplinary Inclusion Action Team:** The MIAT Inclusion Action Team is a multidisciplinary group that explores installation child care and youth supervision options for children that have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions. The team determines child care and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Family involvement is crucial to the success of the MIAT. Every effort is made to accommodate children/youth with special needs.

**Special Needs Identification:** The Army Child and Youth Services Screening Tool is required to be completed by a parent/guardian to screen all children for special needs at initial registration and annually thereafter. Upon identification of special needs, supporting documentation must be submitted 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 the Multi-Disciplinary Inclusion Action Team (MIAT).

Children and youth with the following conditions might be referred to the Multi-Disciplinary Inclusion Action Team (MIAT):

- Allergies
- Special Diets
- Respiratory Diagnosis

- Epilepsy/Seizure Disorder
- Persistent concerning/unsafe behaviors
- Diabetes
- Other

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

**Medical Action Plan (MAP):**

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

**Note:** It is the responsibility of a parent/guardian to confirm interest in remaining on the wait list by responding to MCC.com emails every 60 days to update. Failure to do so will result in removal from the wait list.

When a space is offered in a viable care option (CDC, FCC, etc.) parent/guardians are given forty-eight (48) hours to accept or decline the space. If the viable care option is declined, then the child's/youth's name will be removed from the wait list you are on. If Parent Central Services is unable to contact the parent/guardian, the space will be made available to the next eligible child/youth on the wait list. Contact Parent Central Services to discuss the available wait list options.

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

**Middle School/Teen Registration:** Middle school/teens may self-register as a guest for CYS 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 Form 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. Sports fees may also apply.

## PART 3 - DAILY OPERATIONS

**Daily Admission/Release: Arrival & Departure Procedures:** Each morning, your family will be warmly greeted by our team. As you sign your child in using the CYMS computer at the front desk, you may notice a pop-up notice on your account. This is a communication tool that may be in regards to some paperwork that is required or a reminder from the classroom. The Administrative Assistant at the front desk will be able to assist you.

Upon arrival to your child's classroom, you can expect to be greeted by the caregivers in the classroom. Please take this opportunity to let the staff members know about any special situations that may impact your child's day, ask questions about the day's programming or anything else that may enhance the quality of your child's day. Before saying goodbye to your child, please ensure their personal belongings have been put away, they've washed their hands and you've manually signed them into the room. We will be happy to help setup a successful goodbye routine for children who have difficulty separating at drop off.

At the end of the day, parents (or authorized alternate pick-up designees) will sign their children out of the CYMS computer at the front desk and on the attendance sheet in the classroom. When possible, allow for a few minutes at the end of your day to observe your child participating in the classroom environment. Although the teachers cannot give you their undivided attention for very long while they are supervising children, you can always expect to hear about the highlights of your child's day, such as how well they ate, slept and played with their peers. Families of infants and toddlers will receive written information about their child's day and families of preschoolers will receive this information weekly.

If your child is transported to and/or from another program, such as the elementary school, we will work with your family and the school staff to establish a holistic communication plan to further foster family-staff interaction.

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.

Youth participating in an open recreation program, such as the Youth Centers, means they are allowed to enter and depart the facility without a parent/designated representative. Youth will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program.

Unless prior written arrangements have been made with CYS personnel, only parents or individuals listed as release designees may take a child from a CYS program. Children may be released to siblings or other children in accordance with the installation child supervision policy. School-age children may not leave a program unaccompanied without written permission from the parent. 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 children/youth will be maintained at the classroom level.

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 or if the parent/guardian appears to be under the influence of alcohol or other substances.

**Authorized Parking:** Each CYS facility-based program has designated drop-off and pick-up parking for customer convenience. Idling vehicles are bad for the environment. Emissions from idling vehicles are linked to increases in asthma, allergies and heart and lung disease. Children are especially vulnerable when idling vehicles are near schools and child development centers. Letting your engine run idle is against the law in Germany, even during extreme hot or cold temperatures. All families, bus drivers and maintenance vehicle operators must turn off their engines in our parking lots.

**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:

- Inability to participate in daily activities
- 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 (During flu season (01 Oct-31 May) all children, regardless of age, with a fever of 100.0°F and at least one other respiratory symptom to include runny nose, cough, congestion or sore throat, vomiting or intestinal upset will be excluded from care.)
- 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
- 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, diarrhea or vomiting (not related to feeding)
- Symptoms of other contagious diseases such as mumps, hepatitis, and viral/strep infections
- Pinworm infestation

**Re-Admission after Illness:** CYS staff will provide families with an illness/injury readmission form (AE Form 608-10-1B) detailing the reason for exclusion and the criteria for readmission. A 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 (this list is not all inclusive):

- Fever has been absent for 24 hours without medication
- 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 and a note from the healthcare provider clearing return to care for known strep or other bacterial infection
- Chicken pox pustules have dried and crusted and a medical provider's note clearing return to care, usually 5-6 days after onset
- Lice are treated (hair shampooed with pediculicide). CYS in accordance with CDC approves of two methods to treat head lice for children to return to care: prescription medication (e.g. Benzyl alcohol lotion, Ivermectin lotion, Malathion lotion, Spinosad topical suspension) or OTC medications containing Permethrin or Pyrethrum extract.

- Pinworm treatment has occurred 24 hours before readmission and a healthcare provider's note
- Lesions from impetigo are no longer weeping or treatment has begun and a medical provider's note
- The child/youth is on medication for 24 hours to treat the ringworm and a provider's note clearing return to care; lesions must be covered
- Conjunctivitis (Pink Eye) discharge and symptoms of infection have clear and a provider's note clearing return to care
- The child/youth has completed the contagious stage of the illness and a healthcare provider's note
- The child/youth is able to participate in the normal daily activities

**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). Please note that use of products with benzocaine and/or belladonna (primarily found in teething gel) products will be avoided and will not be used in CYS programs. An authorization form must be obtained from the parent/guardian and updated either at the expiration of an item or annually, whichever comes first, 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. Contact your FCC Provider or program director for a listing of approved basic care items. If the application of basic care items becomes disruptive for the providers or is deemed unnecessary or dangerous by the program director or nurse, application of basic care items may be denied.

**Administration of Medications:** Certain medications can 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 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 the supporting APHN. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications.

A parent/guardian will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. A parent's/guardian's signature is required on the CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication prior to administration by CYS personnel. These instructions will be discussed more thoroughly during the family orientation.

All medications must be in the original container, have a current prescription label and accompanied by proper dosing supplies (e.g. spacer, syringe, cup). A child/youth must be taking the medication for at least 24 hours prior to administration by a CYS employee.

All CYS employees receive training to administer medications. Specialized training for medical, dental, and therapeutic procedures will be provided to management and direct-care staff prior to a child's participation in the program. An employee authorized and trained to administer medications will be on site during all times a child is in attendance.

**Storage of Medications:** In Child Development Centers, medications, required paperwork and appropriate dosing equipment are stored together. Rescue medications are stored with the first

aid supplies in the classroom where the child is participating. This backpack is secured and kept out of reach of children at all times. The zipper is secured, but not locked, to allow for quick access in case of an emergency. The rescue medications accompany the classroom outside, on neighborhood excursions, and field trips.

Medications, such as those classified as controlled substances, are secured at the front desk of the facility. The contents are accounted for at least twice per day and are locked overnight. All rescue medications will always be accessible within two minutes of the identification of an emergency. Emergency drills to ensure the two-minute timeframe can be upheld are conducted monthly.

Approved medications not deemed as rescue medications (e.g. eye drops, antibiotics) are also stored at the front desk of the facility with the first aid supplies or in a refrigerator that is only used for medication storage.

**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 programs requires written instructions from the youth's health care provider on a Medical Action Plan (MAP) clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. Health care provider, Parents/Guardians and Youth must sign the Medical Action Plans and Special Diet Statements acknowledging the youth's understanding. Youth who self-administer medications must have a current AE Form 608-10-1 on file. Parent/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. If a youth (6th–12th grade) cannot self-medicate, then a MIAT review is required. Youth are required to show their rescue medications to the front desk prior to participating in programs, and must have them on their person at all time while participating in CYS activities.

**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/youth engage in some other quiet activity (e.g. read a book, coloring, etc.). Infants are allowed to follow their own resting/napping patterns.

### **Personal Items from Home:**

- **Clothing:** Play clothes that allow for safe, active participation in both indoor and outdoor activities is best. Sometimes play gets messy (e.g. art, cooking, and sensory experiences), therefore, we request two full changes of clothing for all children at the Child Development Center. We plan to go outside every day, so remember to bring items necessary for the weather (rain boots and jackets in the spring; snow pants, hats, and mittens in the winter). All clothing and accessories should be labeled with your child's full name and will be stored in their cubby.
- **Shoes:** Children's footwear should be comfortable, supportive, have non-slip soles, suitable for running, climbing and jumping, and appropriate to the weather conditions such as snow and ice. For safety reasons, flip-flops/thong sandals, mule (shoes that have no back or straps around the foot's heel), or wedged heels are not allowed. Providing an extra pair of shoes is encouraged in case of accidents or wet weather. You can leave rain boots/snow boots at the center when the weather requires.



- **Jewelry:** accessories such as rings, bracelets, and necklaces are not allowed in classrooms with children under the age of three. Earrings with safety closure are permissible. Items such as barrettes, beads, or hair ties need to be in good repair to prevent the risk of choking hazards.
- **Comfort Items:** If your child is over 12 months of age and has a special soft toy or blanket that they nap with, it may be brought to the program. The naptime toy or blanket will be put in their cubby and be made available for use during naptime. Pillows are allowed for children over the age of three years. These items will need to be taken home for weekly laundering. Please ensure all personal items are labeled with your child's full name.
- **Toys:** We carefully select materials and equipment that do not pose choking hazards and are developmentally appropriate. Therefore, as a general rule, bringing toys, books, and similar items from home is not encouraged. There are planned classroom experiences when families are invited to share items from home as a way to augment our programming and honor home cultures. When these experiences are planned, more information will be provided.

### **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 at least every two hours and upon waking from a nap. Diapers are changed promptly if they are wet or soiled. Diapers and baby wipes are provided by each child's family and should be labeled with the child's first and last names.
- **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. Please provide sufficient changes of clothing during toilet learning.

### **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 store 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 situations in which the facility needs to be evacuated, CYS staff will follow the 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. Specific information can be obtained from your local CYS program.

Childcare may be provided for mission essential personnel during emergency post closures at a CDC, SAC, FCC programs, or a pre-approved Kids on Site location. Actual conditions will dictate the feasibility of sufficient staffing/spaces to cover the communities' needs.

In the event of illness, emergency or facility closure, CYS will make every attempt to contact a parent/guardian. If a parent/guardian cannot be located to pick up the child/youth, the following procedure will be put into action:

- The emergency notification child release designees on record will be contacted.
- If none of the designees can be contacted, the military police will be notified and their procedure will be followed in reference to locating a parent/guardian and taking custody of the child/youth.

**Accidents/Emergencies:** 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 and non-emergency situations. Parents/guardians will be informed of the incident/accident by phone, in writing, and/or in-person and asked to sign the report. All reports are kept in the child's/youth's file. A copy can be provided upon request.

In the event of a minor accident resulting in injury to a child/youth that may require medical treatment, a parent/guardian will be contacted and staff will administer first aid until the parent/guardian arrives.

In case of an emergency the CYS staff will immediately contact emergency services followed by notification of a parent/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. Under no circumstance will children be transported by staff members.

**Transportation Policy:** CYS staff members who are trained to operate government vehicles can safely transport children/youth on and off post during authorized excursions. When transported, children are accounted for through name-to-face accountability procedures before departure, throughout the trip, and upon arrival to the destination. 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 schools. Our safe passenger rules must be adhered to at all times, please review the following with your child/youth:

- 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.
- Low voices are 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.

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

**Infant Feeding:** FCC homes and CDC programs provide all infant jar food, cereal, and teething biscuits. FCC homes and CDC programs offer on-site ready to feed iron-fortified formula for infants in full- and part-day programs. These specific USDA CACFP approved formulas are free of cost and parents/guardians have the option to decline. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date and child’s first and last name.

The use of glass bottles is permitted upon request. Glass bottles need to have a rubber grip or silicone sleeve (sold as a unit) and a lid to be used at the center. Bottles for infants (under 12 months) may only contain formula or human milk. Whole milk is allowed for children over 12 months. Medications or cereal may not be mixed with formula/human milk in the bottle, unless indicated in the MIAT care plan due to a medical reason.

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. Each day an infant is in attendance, their family will receive a written report documenting the type, time, and amount of foods consumed.

**Special Feeding Needs:** Reasonable accommodations will be made for children who require special feeding needs as documented due to food intolerances, food allergies or medical diagnoses. The Multi-disciplinary Inclusion Action Team will ensure specialized training for staff on the use of specialized feeding equipment or techniques, if necessary. Families will receive a daily written report documenting the type, amount, and time food was consumed when a child with special feeding needs is in care.

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

- **Parent Education:** Offer classes at least quarterly during the CYS Orientation Training and through Army Community Service. Regularly scheduled classes include some of the following (1) child growth and development (2) special needs awareness, (3) character counts, (4) baby sign language and (5) child guidance techniques.
- **Parent Advisory Group:** The PAG is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition.
- **Family 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 Parents/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress. Family conferences are held at least twice per year in the Child Development Centers.

**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 CDC 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 three 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 follow local Standing Operating Procedures to address alternate childcare placement.

## PART 4: PAYMENTS AND REFUNDS

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

**Tax Liability:** All Civilian Families using on-post child care are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their child care subsidy. Each year DoD must determine the value of the child care subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy. Only child care subsidies that exceed the \$5,000 (\$2,500 for married individuals filing separately) exclusion and taxable are 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):** 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

[https://www.travel.dod.mil/Portals/119/Documents/BAH/PDF Non-Locality-BAH-Rates/2023-Non-Locality-BAH-Rates.pdf](https://www.travel.dod.mil/Portals/119/Documents/BAH/PDF%20Non-Locality-BAH-Rates/2023-Non-Locality-BAH-Rates.pdf)

### 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. Each family, regardless of income Category, must provide income documentation. Families are not permitted to automatically elect to enroll in the highest fee Category. Failure to provide the required information will delay the processing and approval of childcare services as well as will result in denial of childcare.

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 (i.e. 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 (i.e. Furlough)

**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 their initial payment for care at the time they accept the child care space offered by the CYS Parent Central Services Office. **Services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.**

- **Hourly Care fees:** As of 1 December 2022 the Standard Army-wide hourly care rate is \$8 per hour per child for ALL CYS programs regardless of Total Family Income (TFI) category. 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, check with your program 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.
- **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 \$8.00 per child, per site for the next 45 minutes. 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

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Services” will be followed which include:

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

**Withdrawal/Out-processing:** Parents are required to provide a minimum of 30 days notice in writing prior to withdrawal. This notice should be given to the center administrative or management staff. Failure to submit written notification will result in on-going assessment of fees. The other available option is for parents to utilize any unused vacation weeks in lieu of 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.

### **PARENT FEE REDUCTIONS/INCENTIVES:**

**Deployment Support Services:** Parents receive a 20 percent deployment reduction for regularly scheduled child care and reduction for other deployment support services. Community Based Fee Assistance Support Services are available through Army Child Care in Your Neighborhood (ACCYN) and Army School-age Programs in Your Neighborhood (ASPYN) providers.

Army Wounded Warriors/Warriors in Transition and Survivors of Fallen Soldiers in TFI Categories 2-14 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.

## **PART 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-emotional, Physical, Language/Literacy, Mathematics, Science, Technology and the Arts.

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 CENTERS (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.

## **YOUTH CENTERS (YC)**

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

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

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

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

## **CHILD AND YOUTH SPORTS AND FITNESS PROGRAM**

The Child and Youth Sports and Fitness Program utilizes 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.

## **CORE PROGRAMS:**

**Child Development Centers (CDCs):** (Ages 6 weeks - kindergarten) Offer on-post full-day, part-day, and hourly child care. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification. (Child Development Center 74017).

**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 Centers (SAC):** (Ages kindergarten – fifth grade) 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.

**Youth Centers (YCs):** (Sixth – 12<sup>th</sup> grade) The Youth Center offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 7 through 12 (may include 6<sup>th</sup> 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.

**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.

Baseline Programming includes:

- Team Sports
- Individual Sports
- Fitness and Health
- *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.
- 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, and babysitter training and referral services for Families. Includes *CYS Parent Advisory Council*, 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 6 weeks-18 years)** Offers non-traditional outreach services to support Families with children/youth whose primary care/educational setting is in their own home. Includes *imAlone* classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and *Home School Services*, e.g., use of CYS 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)** Offers 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)** Offers 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.
- **SKIESUnlimited Instructional Program: (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 of children and youth. Provided by CYS employees and contract instructors in a variety of settings.

- **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.

**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.