



UNITED STATES ARMY
CHILD & YOUTH SERVICES

2023-2024

Fort Cavazos Parent Handbook



IMCOM
SOLDIERS • FAMILIES • CIVILIANS

CONTACT INFORMATION

All offices and services are closed on Federal Holidays.

Parent Central Services (Registration for all programs)

Building 36000, Shoemaker Lane, rm 101
Monday - Friday.....7:30am-4:30pm
Appointments encouraged/walk-ins welcome
Monday- Thursday (07:30am-3:30pm)
Appointments only on Friday
DSN: 737-8029 • CIV: 254-287-8029
CYS Online: <https://go.usa.gov/xn4rd>
Closed on Federal Holidays

Nurse Consultant (CYS)

Monday - Friday.....8:00am-4:30pm
DSN: 737-4240 • CIV: 254-287-4240
254-287-2356
Closed on Federal Holidays

CYS Nutritionist

Monday - Friday.....8:00am-4:30pm
DSN: 738-5389 • CIV: 254-288-5389
Closed on Federal Holidays

CYS Special Needs Program Manager

Monday - Friday.....8:00am-4:30pm
DSN: 737-9658 • CIV: 254-287-9658
Closed on Federal Holidays

School Liaison Office

Building 36000, Shoemaker Lane, rm 101
Monday - Friday 7:30am-4:30pm
DSN: 738-7946 • CIV: 254-288-7946
Closed on Federal Holidays

Child Development Centers

Clear Creek Child Development Center

Building 41015 Clear Creek Road
Monday - Friday5:30am-6:00pm
DSN: 663-9443 • CIV: 254-553-9443
Closed on Federal Holidays

Comanche Child Development Center

Building 52024 Tank Destroyer Boulevard
Monday - Friday5:30am-6:00pm
DSN: 737-4848 • CIV: 254-287-4848
Closed on Federal Holidays

McNair Child Development Center Annex

Building 36084 Shoemaker Lane
Monday - Friday5:30am-6:00pm
DSN: 663-9556 • CIV: 254-553-9556
Closed on Federal Holidays

McNair Child Development Center

Building 113 T.J. Mills Boulevard
Monday - Friday5:30am-6:00pm
DSN: 737-8773 • CIV: 254-287-8773
Closed on Federal Holidays

Meadows Child Development Center

Building 333 761st Tank Battalion Avenue
Monday - Friday5:30am-6:00pm
DSN: 663-8353 • CIV: 254-553-8353
Closed on Federal Holidays

Montague Child Development Center

Building 70004 Clement Drive
Monday - Friday5:30am-6:00pm
DSN: 737-8835 • CIV: 254-287-8835
Closed on Federal Holidays

Family Childcare (FCC)

Building 36000, Shoemaker Lane, rm 101
Monday - Friday7:30am-4:30pm
DSN: 738-3190 • CIV: 254-288-3190
Closed on Federal Holidays

School-Age Care Centers

Kouma School-Age Care Center (Serves Clear Creek Elementary School)

Building 48303 Johnson Drive
Monday - Friday 5:30am-7:30am and 3:15pm-6:00pm
School Out Days, All Camps 5:30am-6:00pm
DSN: 725-6017 • CIV: 254-285-6017
Closed on Federal Holidays

Montague School-Age Care Center (Serves Montague Elementary School)

Building 70020 Clement Drive
Monday - Friday 5:30am-7:00am and 3:00pm-6:00pm
School Out Days, All Camps 5:30am-6:00pm
DSN: 663-7670 • CIV: 254-553-7670
Closed on Federal Holidays

Muskogee School-Age Care Center (Serves Oveta Culp Hobby, Meadows, & Clarke Elementary Schools)

Building 52943 Muskogee Road
Monday - Friday 5:30am-7:40am and 3:00pm-6:00pm
School Out Days, All Camps5:30am-6:00pm
DSN: 663-7706 • CIV: 254-553-7706
Closed on Federal Holidays

Walker School-Age Care Center (Serves Meadows Elementary School)

Building 85018 Warrior Way
Monday - Friday 5:30am-7:00am and 3:00pm-6:00pm
School Out Days, All Camps 5:30am-6:00pm
DSN: 737-7950 • CIV: 254-287-7950
Closed on Federal Holidays

Venable School-Age Care Site (Serves Venable Elementary School)

Building 60160 Venable Road
Monday - Friday 5:30am-7:30am and 3:15pm-6:00pm
School Out Days, All Camps 5:30am-6:00pm
CIV: 254-394-0882/ 254-287-7950
Closed on Federal Holidays

Youth Centers

Bronco Youth Center

Building 6602 Tank Destroyer Boulevard
School Year Hours Monday - Saturday 3:00pm-8:00pm
Late Night Fridays..... 3:00pm-11:00pm (Rotates Among Youth Centers)
Summer Hours, Mon-Sat..... 12:00pm-8:00pm
Specialty Camps
(Spring, Summer, Fall, Winter)..... 7:00am-1:00pm
DSN: 737-6745 • CIV: 254-287-6745
Closed on Federal Holidays

Comanche Youth Center

Building 52019 Tank Destroyer Boulevard
School Year Hours Monday - Saturday..... 3:00pm-8:00pm
Late Night Fridays..... 3:00pm-11:00pm (Rotates Among Youth Centers)
Summer Hours, Mon-Sat..... 12:00pm-8:00pm
Specialty Camp
(Spring, Summer, Fall, Winter)..... 7:00am-1:00pm
DSN: 737-5834 • CIV: 254-287-5834
Closed on Federal Holidays

High Chaparral Youth Center

Building 5485 Hoover Hill Road
School Year Hours Monday - Saturday 3:00pm-8:00pm
Late Night Fridays..... 3:00pm-11:00pm (Rotates Among Youth Centers)
Summer Hours, Mon-Sat..... 12:00pm-8:00pm
Specialty Camps
(Spring, Summer, Fall, Winter)..... 7:00am-1:00pm
DSN: 737-5646 • CIV: 254-287-5646
Closed on Federal Holidays

Montague Youth Center

Building 70020 Clement Drive

School Year Hours Monday - Saturday 3:00pm-8:00pm

Late Night Fridays.....3:00pm-11:00pm (Rotates Among Youth Centers)

Summer Hours, Mon-Sat..... 12:00pm-8:00pm

Specialty Camps

(Spring, Summer, Fall, Winter).....7:00am-1:00pm

DSN: 663-7670 • CIV: 254-553-7670

Closed on Federal Holidays

Youth Sports & Fitness and Instructional Programs

Building 6602 Tank Destroyer Boulevard (Bronco YC)

Monday - Friday 9:00am-6:00pm

DSN: 738-3770 • CIV: 254-288-3770

Building 36000 Shoemaker Lane, rm 101

Monday - Friday 9:00am-6:00pm

CIV: 254-285-5482

Closed on Federal Holidays

TABLE OF CONTENTS

INTRODUCTION

- Welcome Letter
- Customer Service (Caregivers Creed/Customer's Service Standards)
- Mission
- Vision
- Goals
- Philosophy
- Confidentiality
- Diversity/Non-Discrimination
- Open Door Policy
- Communication/Feedback
- Chain of Command

CHAPTER 1 - SAFETY & RISK MANAGEMENT

- Child Abuse and Neglect
- Home Alone Policy
- Standards of Conduct and Accountability
- Background Clearance
- Sign In/Out of Facilities
- Child Guidance & Touch Policy
- Biting
- Bullying
- Closed-Circuit Television System
- Adult/Child Ratios
- Training & Professional Development
- Parental Involvement
- Regulation & Inspection
- Accreditation
- Facility Smoking Guidance

CHAPTER 2 - REGISTRATION PROCESSES AND PROCEDURES

- Global Data Transfer
- Patron Eligibility
- Parent Central Services
- Items Required for Child/Youth Registration
- Family Care Plan
- Immunization
- Health/Sports Physical Assessment
- Special Needs Identification
- Multidisciplinary Inclusion Action Team
- Special Diet
- Medical Action Plan

- Reasonable Accommodation
- Wait List
- Viable Childcare Option
- Middle School/Teen Registration

CHAPTER 3 - DAILY OPERATIONS

- Program Orientation
- Daily Admission/Release: Arrival & Departure Procedures
- Denial of Childcare Services
- Re-Admission After Illness
- Basic Care Items
- Administration of Medication
- Rescue Medication
- Self-Medication
- Rest and Nap Period
- Personal Items from Home (Clothes/Hair Decorations/Shoes/Jewelry/Sleep Aids Lost & Found)
- Diapering/Toilet Training
- Dental Health/Tooth Brushing
- Activity Transitions
- Developmental Transitions
- Celebrations (Birthday & Holidays/Special Events)
- Emergencies (Closure/Evacuations/Mobilization)
- Minor Accident/Emergencies
- Transportation Policy
- Field Trips
- Food & Nutrition
- Family Style Dining
- Parent Participation Program
 - Parent Education
 - Parent Advisory Board
 - Parent Conference
- Mission Related Extended Hours
- After Hour Care

CHAPTER 4 –PAYMENTS AND FUNDS

- Total Family Income (TFI)
- Program Fees
 - Hourly Care Fees
 - CYS WebTrac Payment
 - Other Payment Options
 - Late Pick-Up Fee
 - Late/Delinquent Payments
 - Financial Hardship Waiver
 - Leave/Vacation Options

- Withdrawal/Out-Processing
- Absenteeism
- Refund
- Parent Fee Reduction Incentives
 - Deployment Support Services
 - Parent Participation Fee Reduction
 - Multiple Child Reduction (MCR)
 - Family Childcare Fee Incentive
 - Mission Related Extended Duty Childcare Fee Assistance
 - Mission Related Extended Duty 24/7 Fee Assistance

CHAPTER 5 – CURRICULUM AND PROGRAMS

- Child Development Centers (CDC) & Family Childcare (FCC) Homes
- School Age Care
- Middle School/Teens
- Child and Youth Sports and Fitness Program
- CORE PROGRAMS
 - Child Development Center (CDC) (Ages 6 wks – 5 yrs)
 - Family Childcare (FCC) Homes (Ages 4 wks – 12 yrs)
 - School-Age Care (SAC) Centers (Ages 6-12 yrs)
 - Youth Centers (YCs)
 - Youth Sports & Fitness Programs (Ages 3 -18 yrs)
 - Instructional Programs (Ages 3-18yrs)
 - Get Fit...Be Strong
 - National Alliance for Youth Sports
 - Parent and Outreach Services Programs:
 - Parent Central Services (Ages 0 -18 yrs)
 - Kids On Site (Ages 6 wks – 12 yrs)
 - Kids at Home (Ages 6wks – 18 yrs)
 - Parents On Site/Parent Co-Ops (Ages 6 wks – 12yrs)
 - CYSitters (Ages 6 wks – 12 yrs)
 - Deployment Support Services:
 - National Partners
 - Youth Technology Labs (Ages 6-18 yrs)
 - Operation Military Childcare
 - Child Behavior Consultants/Respite Childcare
 - Community Based Programs: Mission Youth Outreach (Ages 6-18 yrs)
 - Mission Youth Outreach
 - Army Affiliated CYS Programs
 - Army School Age Programs in Your Neighborhood (Ages 6-12 yrs)
 - Army Youth Programs in Youth Neighborhood (Ages 13-18 yrs)
 - Army Sponsored CYS Childcare Programs: (Ages 6 wks-12 yrs)
 - Military Childcare in Your Neighborhood
 - Operation Military Childcare

- School Support Services (Grades K-12)
 - School Liaison Officers (SLOs)
 - Home School Support
 - Homework Center (K-12 grades)
 - School Youth Sponsorship Programs
 - Tutor.Com (K – 1st Yr College)
 - Post-Secondary Preparation Opportunities

Welcome Letter

Dear Parents,

Welcome to Fort Cavazos 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 specialists to meet the growing needs of 21st century military Families.

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

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

Again, thank you for considering Fort Cavazos CYS!

Sincerely,



Sheila R. Curtis, Chief
Child & Youth Services



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 SERVICE

CUSTOMER SERVICE STANDARDS

Family and Morale, Welfare & Recreation (F&MWR) 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.

Overarching **C-U-S-T-O-M-E-R** Service Standards

- **C**heerful greetings for every customer.
- **U**se positive communication, in person, on the phone and in email.
- **S**how a positive image and attitude
- **T**eamwork – Support the Team.
- **O**wn your job – Take responsibility for the role you play in service delivery.
- **M**ake every effort to resolve customer request with respect and professional courtesy.
- **E**xtra mile – Go the extra mile to exceed customer expectations.
- **R**emember to thank every customer.

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 Staff, Child/Youth and Family Outcomes
- Satisfied customers – Child/Youth, Parents, Army, and Community
- Maintaining status as a “Benchmark for America’s Childcare Programs” and becoming “Benchmark for America’s Youth Programs”

Goals:

Availability: Provide adequate program capacity and services with the right mix of age groups and spaces to support:

- employment,
- deployment,
- health and fitness,
- youth development,
- instructional programs and
- school transition/education.

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

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

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

Philosophy: CYS programs are designed to help your child/youth build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing programs where children/youth have opportunities to participate individually or as a group in age appropriate developmental activities that allows for optimal social, emotional,

physical, creative and cognitive growth. We promote and cultivate safe learning environments where your child/youth can resolve conflicts through learning age-appropriate conflict resolution and mediation skills. We believe in partnering with parents and community to nurture a spirit of cooperation and self-respect for self and others; reinforce Character -building and encourage positive parenting.

Families: 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 homelanguage.

Confidentiality: Only authorized CYS 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.

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

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 pop in to visit or observe their child/youth.

Communication/Feedback: Parents/guardians who wish to post questions, comments or concerns regarding Morale, Welfare and Recreation (MWR), CYS programs may do so at the following email address: www.contactus@armymwr.com. If you do not have access to email, write your questions, comments or concerns and place them in the drop box designated by the Parent Central Services office. You have the option of remaining anonymous or, should you desire feedback, please include your name and address. You may also complete an Interactive Customer Evaluation (ICE) survey. ICE survey cards are available at facilities, or online at https://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=73.

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

Primary Program Assistant (Lead Teacher): _____

Assistant Facility Director: _____

Facility Director: _____

Administrator, Child Development Services: Sadie Collins, 254-288-3865

Administrator, Youth & School Age Care: Ashley Hill, 254-287-8436

Chief, Child & Youth Services Division: Sheila R. Curtis, 254-288-3039

Director, Family and Morale, Welfare & Recreation: Dr. Peter Craig, 254-287-4339

Deputy Garrison Commander: Greta Buccellato 254-286-6669

Garrison Commander: COL Laticia R Stokes, 254-286-6669

CHAPTER 1- SAFETY & RISK MANAGEMENT

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

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

- a) Report incident to the installation Reporting Point of Contact (RPOC).
The RPOC # is: 254-287-CARE (2273)
- b) Notify the appropriate CYS program director after notification to RPOC.
- c) Report the incident to State Child Abuse Hotline (if required by state law/host nation agreement).

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes should parent/guardian/staff need to report incidents of suspected abuse. DoD Child Abuse and Safety Violation Hotline number is: CONUS: 1-877-790-1197 or OCONUS: 703-604-2547 (call collect).

Home Alone Policy: The following standards of supervision are enforced for children 12 years and younger:

Children 10 years-old and under (or 11 years old if in the 5th grade) will have direct supervision (that is, line of sight) by a(n):

- o Adult
- o Parent
- o Child & Youth Services (CYS) site staff
- o Designated "responsible" teenager, who is at least 13 years old

Children 11 years old (or 12 years old, if in the 6th grade) will have monitored supervision.

Children 12 years old (or 11 years old, if in the 6th grade) may be left unattended for no more than six (6) hours, between the hours of 0600 to 2100, during a 24-hour period. **Additionally, this age group may sign themselves in/out of a youth center for no more than six (6) hours per day during youth center operating hours.**

Parents may designate an adult neighbor, whom the child (11 years old, or 12 years old if in the 6th grade) may physically check in with at intervals. Intervals are defined as no more than six (6) hours. A child cannot be in "check-in" status between the hours 2100 and 0600.

Parents must ensure that the child (11 years old, or 12 if in the 6th grade) is capable and knowledgeable in handling emergency situations.

Teenagers, between the ages of 13-15 years, may be left unattended between the hours of 0600

to 2100, but **not** to exceed eight (8) hours during a 24-hour period.

Teenagers between the ages of 16-18 years (and still in high school), will **not** be left unattended for more than 12 hours during a 24-hour period.

Every Soldier, employee, and Family Member of the military community must report known violations of this policy and suspected child abuse or neglect to the Family Advocacy Program (254-287-CARE/2273) or to the Police (254-287-2176). The Ft. Cavazos Home Alone Policy can be found in the III Corps & FH Reg 420-37 (Installation Housing Community Standards) sections 7a thru 7e.

Standards of Conduct and Accountability: We believe all children and those who care for them deserve a safe, supportive, and caring learning environment. CYS encourages appropriate behaviors that reflect respect, tolerance, patience, understanding and every effort will be made to foster honest and productive dialogue for all.

In the spirit of these beliefs, CYS employees, to include managers, trainers, cooks, custodial, clerical, Child and Youth Program Assistants, FCC Providers, contract employees, and volunteers, will sign and comply to the CYS Statement of Understanding and Acknowledgement of Touch/Discipline/Child and Youth Accountability Policy.

Background Clearances: All individuals who regularly interact with children under 18 years of age in Army-sponsored and sanctioned programs are required to undergo detailed initial background checks as well as periodic reinvestigations.

Until all background checks are satisfactorily completed, individuals must volunteer/work within "Line of Sight Supervision" (LOSS) of a cleared staff member and are not permitted to be left alone with child/youth.

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

Sign In/Out of Facilities: To maintain a safe and secure environment, all visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge. Parents/guardians simply dropping off or picking up their child/youth do not have to sign in. Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom and at the front desk.

Child Guidance and Touch Policy: Helping a child/youth understand and make appropriate choices is the basis for child guidance. When a child/youth misbehaves, CYS staff works along with the Parent/Guardians using Positive Guidance (POSITIVE DISCIPLINE, POSITIVE PARENTING, GENTLE AND LOVING GUIDANCE) to identify the problem and find strategies that enable the child/youth to respond appropriately. Positive Guidance is a belief that children should be treated with respect, free from fear of violence and shame, and guided with loving encouragement. ***Corporal punishment is not allowed in the CYS programs under any circumstances, even with parent approval.***

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

Biting: Policies focus on modifying the child's behavior within the existing environment rather than "suspending" the child. When this is not possible, the Outreach Services Director will assist parents in obtaining care in another CYS setting, if available.

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

CYS defines bullying as follows: A mean and one-sided activity intended to harm and inflict pain and/or misery on a targeted individual or group. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, gender (including sexual orientation), physical, or mental attributes. It includes all forms of hazing and cyber bullying, and can be continuous and repeated over time. However, once is enough to constitute bullying.

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

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

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

All rooms in a CDC/FCC home are multi-aged with a minimum age span of 18 months. Maximum group size is limited to two ratios of children/youth (e.g., two ratios of preschoolers = 20; a ratio of infants and a ratio of pre-toddlers = 9).

In the Sports and Fitness Program, appropriate youth/adult ratios are maintained 100% of the time during all sports and fitness program operating hours. The adult/youth ratio is 1:15 at all

times, indoors and out. The National Governing Body rules determine adult staff/youth ratio for specific activities. Please consult the youth director for additional information

Adult/Child Ratios are:

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

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

Training & Professional Development: All CYS personnel receive standardized orientation training before they are allowed to work directly with children/youth. The orientation includes such topics as:

- applicable regulations and installation policies.
- child health and safety (to include CPR, First Aid, medication administration, communicable diseases and sudden infant death syndrome).
- child abuse identification, reporting and prevention.
- age appropriate guidance and discipline.
- parent and Family relations
- health and sanitation procedures, and
- position orientation.

In addition to the orientation, all direct care staff must complete foundation training. The training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training.

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

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

- Installation Level Child Youth and School Services Inspection AR 608-10, Child Development Services 608-10-1
- AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
- DoDI 1015.2 MWR Programs

DoDI 6060.2, Child Development Programs DoDI 6060.3, School-Age Programs DoDI 6060.4, Youth Services Programs
DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings DoDI 6025.18-R Privacy of Health Information
PL 101-647 Crime Control Act PL 106-104 Youth Sponsorship PL 104-106 – Military Child Care Act
PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs PL 106-65, Sec 584, Expanded Childcare and Youth program services
PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/Access to Military Child Care
PL 101-366 Americans with Disabilities Act

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

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

National After-School Age Alliance for School Age Services (NAA) - The Council on Accreditation (COA): Afterschool Program Standards include:

- After School Administration (ASP-AM),
- After School Human Resources (ASP-HR), and
- After School Programming and Services (ASP-PS).

The Administration Standards cover practices related to:

- continuous quality improvement,
- financial management,
- risk prevention, and
- management and ethical practice.

The Human Resources Standards address:

- recruitment and selection,
- training and professional development,
- support and supervision.

The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.

National Association for Family Childcare (NAFCC) - Awarded to Family childcare 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 childcare program, i.e., relationships, the environment, developmental learning activities, safety and health, and professional and business practices.

Once Family childcare 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.

Facility Smoking/Vaping Guidance: Smoking or vaping is not permitted within 50 feet of any government building. The designated smoking area is out of view of children/youth. A safe disposal area/receptacle for smoking paraphernalia is provided in the designated smoking area and is policed regularly.

CHAPTER 2- REGISTRATION PROCESSES & PROCEDURES

Global Data Transfer (GDT): This database makes it possible for Families relocating to a new duty station to forward their child's/youth's registration records to their next assignment prior to arrival. Upon arrival, Parent Central Services staff, at the new duty station, import the patron's information (e.g. names, birth date, child's health records, etc.) that is stored in the database. Families still must provide needed updates upon arrival. 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 Child Care homes and through eighteen years old in CYS programs. Program eligibility is contingent on the sponsor status. CYS direct care employees get priority for care, and will be the sponsor. For a family with a military member, the military member will be the sponsor. In a dual military family, the senior military member will be the sponsor. Eligible patrons of Department of Defense (DoD) Child Development Programs (CDP) include active duty military personnel, DoD civilian employees paid from either appropriated funds (APF) and non-appropriated funds (NAF), reservists on active duty or inactive duty training status, active duty combat-related wounded warriors, surviving spouses of military members who died from a combat-related incident, those acting in loco parentis for the dependent child of an otherwise eligible patron. Eligible employees of DoD contractors, Federal employees from non-DoD agencies, and military retirees on a space-available basis.

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

PRIORITY SYSTEM. Priority for care is administered by MCC based on the eligibility requirements defined below. Individual priority is verified at the time of enrollment and annually thereafter.

Priority 1, CDP, Direct Care Staff, Service Members. The children of CDP Direct Care Staff and Service Members will be placed in care utilizing the following guidance:

Priority 1A. CDP Direct Care Staff. The children of Direct Care CDP staff will be placed into care ahead of all other eligible patrons except emergency placements. At no time will the child of a Direct Care CDP staff member be removed from the program to accommodate another eligible patron. Direct Care CDP child(ren) will be placed as spaces become available at any CYS facility, which may not be the "preferred" or "requested" site. Providing childcare is not a condition of employment.

Priority 1B, in the following order of precedence. Single or Dual Active Duty Members; Single or Dual Guard or Reserve Members on Active Duty or Inactive Duty Training Status; and Service Members with a Full-Time Working Spouse; Guard or Reserve Members on Active Duty or Inactive Duty Training Status with Full-Time Working Spouse. The children of patrons that fall under Priority 1B will be placed into care ahead of all other eligible patrons except Priority 1A. At no time will a Priority 1B patron be removed from the program to accommodate any other patron, including 1A patrons.

Priority 1C, in the following order of precedence. Active Duty Members with Part-Time Working Spouse or Spouse Seeking Employment or Guard or Reserve Members on Active Duty or Inactive Duty Training Status with Part-Time Working Spouse or Spouse Seeking Employment. The children of patrons that fall under Priority 1C will be placed into care ahead of all other eligible patrons except for Priority 1A and 1B patrons. Priority 1C patrons may only be supplanted by an eligible patron in Priority 1A or 1B when the Anticipated Placement Time of the Priority 1A and 1B patron exceeds 45 days beyond their Date Care Needed (as indicated in MCC).

Priority 1D, in the following order of precedence. Active Duty Members with a Spouse Enrolled in a Post-Secondary Institution on a Full Time Basis or Guard or Reserve Members on Active Duty or Inactive Duty Training Status with a Spouse Enrolled in a Post-Secondary Institution on a Full Time Basis. The children of patrons that fall under Priority 1D will be placed into care ahead of all other eligible patrons except for Priority 1A, 1B or 1C patrons. Priority 1D patrons will be supplanted by an eligible patron in Priority 1A, 1B or 1C when the Anticipated Placement Time of the Priority 1A, 1B, and 1C patron exceeds 45 days beyond their Date Care Needed (as indicated in MCC).

Priority 2. DoD Civilians. The children of DoD civilians will be placed into care in the following order of precedence:

- (a) Single or dual DoD Civilian Employees.
- (b) DoD Civilian Employees with a full time working spouse.

DoD civilian patrons may only be supplanted by eligible Priority 1A or 1B patrons whose anticipated placement time exceeds 45 days beyond Date Care Needed (as indicated in MCC).

Priority 3. Space Available. When all Priority 1 and 2 patrons have been placed into care, CDPs may place additional eligible patrons not identified in Priority 1 and 2 into Space Available Care. The following order of precedence will be followed when placing eligible patrons into Space Available:

- (a) Active Duty with a non-working spouse.
- (b) DoD Civilian Employees with a part-time working or seeking employment spouse
- (c) DoD Civilian with Student or Non-working spouse
- (d) Gold Star spouses.
- (e) DoD contractors.
- (f) Military Retirees
- (g) Other eligible patrons

Space available patrons may be supplanted by priority 1 or 2 patrons whose anticipated placement times exceeds 45 days beyond Date Care Needed (as indicated in MCC).

Foreign Military Service members assigned to the installation/serving the Department of Defense and 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. Foreign Service Civilians are not eligible for our services as they do not support our mission.

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.

Retirees are eligible for use of Instructional Programs, YS, and Sports & Fitness programs. They are eligible for other programs on a space available basis at the unsubsidized rate.

U.S. Army Installation Management Command (IMCOM) may also authorized ineligible patrons from the civilian community to participate in Army-sponsored Youth Services programs on a space available basis when it is in the best interest of the Army, the installation and the community. All DoD contractors and/or specified space available patrons pay the unsubsidized fee listed under TFI Category DoD Contractors and Specified Space Available.

Definition of Parent:

A parent or legal guardian is defined as the biological mother or father of a child; a person who by order of competent jurisdiction has been declared the mother or father of a child by adoption, or the legal guardian of a child or a person in whose household a child resides at least 25% of the time in any month, provided that such person stands in loco parentis to that child and contributes at least one-half of the child's support.

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

Parent Central Services (PCS): Parent Central Services, commonly referred to as the "Gateway to CYS," is the first place a Family visits at a new installation 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) and maintains documentation to support patron priority status.
- Determines services patron needs (Wait list, hourly, part day, full day, SAC, MS/T, Sports, etc.)
- Explains age appropriate programs associated with patron's children
- Conducts a search for care in CYS for immediate openings
- Conducts initial and re-registration of patrons into all CYS programs
- Explains Wait List policies and initiates offers through MilitaryChildCare.com for placement IAW to DoD priorities.
- Determines patron fee category IAW with the latest fee policy
- Schedules new patrons for program orientations
- Sends eNews publications and messages and contributes to websites of interest to parents.

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

To expedite or avoid delay of the registration process, please bring the following with you.

- Identification Card (Sponsor or Spouse)
- Immunization Record or transcription (not required for K-12 if enrolled in public school)
- Proof of Income: (i.e., Leave and Earning Statements/Pay Vouchers or proof of full time school enrollment).
- Health Assessment/Sports Physical or Well Baby Check Up (due within 30 days of initial registration) see additional information below
- Local Emergency and Child Release Designee (minimum of two)
- Family Care Plan (Dual/Single Military Only)

ALL FORMS MUST BE SIGNED, STAMPED, AND DATED TO COMPLETE REGISTRATION!

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

Family Care Plan: Parent Central Services maintains an electronic copy of the Family Care Plan (FCP) DA Form 5305 for dual/single military parents registered in full and part time programs. FCP is required for MST youth enrolled in weekly before camp supervision programs operating before 1300. The requirement for FCP only applies to US Active Duty Military. The FCP is required for children under the age of 19 who cannot care for themselves in the absence of the Service Member. The program maintains the short-term release designee information.

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, including influenza. Child/youth immunizations must be up to date to participate in CYS programs. School age children who are homeschooled, or who are not enrolled in a local public school system, are required to show proof of immunizations which are age appropriate and that comply with local/state school requirements.

Immunization waivers for medical reasons must be accompanied with signed, stamped, and dated documentation from a credentialed medical provider documenting why the child is exempt. A request for a waiver based on a religious objection must be accompanied by a signed statement from the parent specifying the religious objection. A waiver request must be submitted before childcare can begin. Immunization waiver forms are available at Parent Central Services. Children/youth will be excluded from childcare in the event of an outbreak of a vaccine preventable disease.

Health Assessment: A current health assessment, within one (1) year of registration, is required for children fifth (5th) grade and under. If a current health assessment is not available at registration, it must be completed within 30 days of enrollment. Health Assessments 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 Instructional Programs are exempt from this requirement. Tricare or other health insurance organizations will only authorize and pay for one child/youth health/sports physical assessment per calendar year.

Sports Physical: No child/youth will be authorized to play, practice, or participate in games until a valid sports 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, and allergies. The sports physical must remain current throughout the season.

Special Needs Identification: The Army Child & Youth Services Screening Tool must be completed by parents to screen all children for special needs at initial registration and annually

thereafter. Upon identification of special needs, supporting documentation must be submitted 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 need, the parent/guardian will be asked to participate in the Multidisciplinary Inclusion Action Team (MIAT).

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

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

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

Special Diet: Children/youth with life threatening food allergies or special dietary needs must complete a Special Diet statement (SDS) 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.

***Parents are to adhere to SDS recommendation as it applies to foods that are to be omitted.** Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must have a completed SDS specifying which foods should be eliminated as well as allowable substitutions. Food preferences are not an appropriate use of the SDS form and cannot be accommodated in CYS programs. 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 the child/youth has a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP).

Medical Action Plans (MAPs, 7625-3 or Tool #2) are valid for one year, or until notified of health status changes, based on the date signed by physician (MAPs) or APHN (7625-3, or Tool #2). This plan is completed by the child's/youth's health care provider to ensure CYS staff is aware of the proper medication and the necessary course of treatment for the child/youth.

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

Wait List: Because of the high demand for childcare, it is not unusual for Families to be placed on a waiting list. Placement on this list is determined by sponsor priority and the date of application, as well as the age of the child. Children are placed on the respective wait list by submitting a request for care through MilitaryChildCare.com. With the site, Families have 24-hour access to create their account, search for and request care, manage requests, and update their profiles.

Note: It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by updating their request for care via MilitaryChildCare.com. 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, the parent must submit a new request for care via MilitaryChildCare.com. 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 Childcare 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.

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, and Parent Central Services. 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 five (5) working days from receipt of form, youth's guest membership will be cancelled. Once registration is validated and, if required, a Health Screening Tool 1 and any required Medical Action Plans or Special Diet Statements, are completed and returned, an annual pass will be issued to the youth.

Some special events and field trips may cost a nominal fee. To enroll in a team sports program, a sports physical is required in addition to this registration. Sports fees may also apply.

Placement of children: Child/ren will be placed in the classroom on the space available based. Child and Youth Services does not guarantee specific room assignment and accommodations per parent request.

CHAPTER 3 - DAILY OPERATIONS

Program Orientation: Before a child/youth can begin attending a CYS program, the parent or guardian must attend parent orientation at the program the child/youth will be attending. The orientation will include, but not be limited to:

- a tour of the facility,
- orientation to the program,
- a review of the rules of conduct and procedures,
- an introduction to staff/providers and key volunteers (if any), and
- to complete program specific forms (to include the CYS Sponsor/Program Agreement).

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

All children/youth enrolled in CYS programs must be accounted for daily. If a child/youth is absent from the program, parents must notify CYS. If notification of absence is not received by the parent, CYS will contact the Sponsor and/or the listed emergency contacts in the child/youth file. This practice includes all CDC, FCC, SAC, and Middle School/Teen programs.

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

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

Middle School/Teen (MST) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designated representative, at their own discretion.

Middle School/Teens will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program.

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

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

Parents/guardians and visitors will provide Personal Identification upon the entry of CYS Facilities.

Unless prior written arrangements have been made with CYS personnel, only parents or parent designees shown on DA Form 4719-R may take a child from a CYS program.

Children may not be released to siblings or other children under age 13 unless approved by the program director on a case-by-case basis.

School-age children may not leave a program unaccompanied without written permission from the parent.

No parent may be denied access to a child, including the right to pick up a child from a CYS program or FCC home, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the care giving site.

If it is suspected that the parent/guardian or designated representative picking up the child/youth is impaired, the child/youth will not be released and the military police will be called.

Denial of Childcare 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 one (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 including but not limited to:

- 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 1OCT – 31MAY temperatures of 100 degrees axillary and at least one respiratory symptom such as runny nose, cough, congestion sore throat, intestinal upset, and diarrhea).
- Inability to participate in daily activities. This can include but is not limited to: change in behavior such as lethargy/lack of responsiveness, irritability, persistent crying, difficult breathing, or having a quickly spreading rash.
- Impetigo - Red oozing erosion capped with a golden yellow crust that appears stuck on
- Scabies - Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk
- Ringworm - Flat, spreading ring-shaped lesions
- Chicken Pox – Itchy, skin rash of blister-like lesions covering body
- Head lice - Whitish-grey clots (nits) attached to hair shafts
- Culture - proven strep infections that have not been under treatment for at least 24 hours
- Conjunctivitis (pink eye) - Red watery eyes with thick yellowish discharge
- Persistent cough, severe diarrhea or vomiting
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections
- Pinworm infestation

Re-Admission after Illness: CYS staff will provide Parent/Guardian with an illness/injury readmission form (AE Form 608-10-1B) detailing criteria for readmission. The child/youth's health care provider should use the form to indicate when it is safe for the child/youth to return to the program. However, a note alone from the health care provider **will not** automatically re-admit the child/youth into the program or override Army regulations. The child/youth may only return to the CYS program when the following conditions exist:

- Fever has been absent for 24 hours (without fever reducing 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.
- Chicken pox lesions are all crusted, and medical provider note for clearance to return to care.
- Scabies is under treatment for at least 24 hours.
- Lice treatment is complete.
- Pinworm treatment has occurred 24 hours before readmission and a medical provider note for clearance to return to care.
- Lesions from impetigo are no longer weeping or treatment has begun and medical provider note for clearance to return to care.
- Ringworm under medication treatment for 24 hours and a medical provider's note for clearance to return to care. The lesions must be covered. If lesions cannot be covered, child/youth will not be admitted until lesion has shrunk.
- Conjunctivitis (Pink Eye) discharge and symptoms of infection has cleared and medical provider's note for clearance to return to care.
- The child/youth has completed the contagious stage of the illness and a medical provider's note for clearance to return to care.
- The child/youth is able to participate in the normal daily activities.

*Exception to Healthcare Practices are subject to change in the event of an Epidemic/Pandemic; CYS staff will adhere to fragmentary orders and guidance provided from HQ IMCOM G9.

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 IMCOM REG 608-10-1. Aerosol spray basic care items are not acceptable for use in CYS. In accordance with FDA guidance, use of products with benzocaine and/or belladonna products will not be used in CYS programs. Due to health concerns about the safety of talc (baby powder), it will not be used in CYS programs. Only EPA approved and registered insect repellents (non-aerosol) will be used in CYS programs. The child's parent/guardian will provide the "basic care item" with a written, dated, and signed IMCOM Form 33 stating the reason for the use; frequency, amount, expiration date of item, and location of application. The IMCOM Form 33 will be reviewed/updated by parent/guardian annually or when a basic care items is added or discontinued. 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.

Administration of Medication: The administration of medication incurs a significant potential for liability and is resource intensive. Medication administration will be confined to situations where no other reasonable alternative exists (e.g. meds given three or more times a day or with specific hourly increments, such as every 8 hours). All prescribed medications are "authorized" except for opioids and/or narcotics. Medications that are prescribed as needed (PRN) will not be given in programs, except for rescue medications. Parents/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container, have a current prescription label, and be accompanied by a proper dosing syringe/cup/spoon/dropper. A child/youth must be taking the medication for at least 24 hours prior to re-admission into a CYS program. Parents/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A parent/guardian must complete and sign the form before medication can be administered. This policy will be discussed during the parent/guardian orientation. Please contact your individual program for further information.

Rescue Medications: All CYS staff receive medication training to include when and how to administer rescue medications. CYS staff will adhere to the approved Medical Action Plan (MAP) on file for the child. Parent/Guardian will receive a courtesy call anytime a rescue medication is given to their child.

If a Rescue Inhaler or Benadryl are given, the parent is given a courtesy call. As long as symptoms do not persist, the child may remain in the CYS setting. If the child's symptoms persist before another dose is allowed to be given, then the Parent/Guardian will be called for pickup. If Acetaminophen or Ibuprofen is given for a fever, then the parent is called for pick up per the Seizure MAP instructions.

If Diastat, Epinephrine, or Glucagon are given, then 911/Emergency Medical Services (EMS) will be called as well as the Parent/Guardian. Upon arrival of EMS, the child's care will be transferred either to EMS or to the Parent/Guardian per their request.

Self-Medication: School age youth can self-medicate if the child's/youth's health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written instructions from the youth's health care provider clearly 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. Parents/Guardians and youth are responsible for notifying the program staff of any medication that will be brought into CYS programs/facilities. Youth must self-administer all medications in the presence of CYS staff who will then document the action.

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

Personal Items from Home:

Clothing: Children should come to the center dressed appropriately for the weather (e.g., jackets and hats for fall and spring; coats, boots, snow pants, and gloves/mittens for winter). Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses or clothing with drawstrings on hoodies/sweater are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities (e.g., art, cooking, and water and sand play).

Two changes of clothing for all children under school-age are recommended. All clothing and accessories (such as detachable hoods) should be labeled with your child's full name.

Hair Decorations: Use of barrettes and beads in hair for children enrolled in infant or toddler rooms in Child Development Centers or in multi-age Family Childcare homes is not permitted due to potential choking hazard for children.

Shoes: Children's close-toed footwear should have rubber soles and be suitable for running, climbing, and jumping. To prevent slips and falls, supply non-skid, closed-toe shoes for infants and pre-toddlers who become fully mobile (pulling-up, standing and attempting to walk while cruising along furniture). For safety reasons, flip-flops, thongs, Crocs, heels without straps or wedged heels are not allowed. For specific questions pertaining to appropriate footwear, please see the Facility Director.

Jewelry: Due to the potential for posing a choking/safety hazard, accessories such as earrings, rings, bracelets, necklaces, and barrettes/beads are not permitted for children under three years of age, or for children who are in multiage rooms with children under three years of age. Children with pierced ears must wear stud-like earrings with a screw on safety back. Excessive jewelry should be avoided.

Sleep Aids: If your child is over 12 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the program. The naptime toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.

Lost and Found: Each facility/program will maintain a lost and found. All items will remain on site for no more than 10 days, at which time they will be donated to charity if unclaimed. To minimize lost occurrences, please be sure to label all items brought to the facility with the child's first and last name.

Diapering/Toileting Training:

Diapers: For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child's first and last name.

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

Dental Health/Tooth Brushing: To promote good dental health, CYS programs provide children the opportunity for tooth brushing and gum cleaning (for infants) at least once daily when two or more meals are served. The use of toothpaste is optional.

Activity Transitions: Children are always supervised closely and in all environments; facilitates staff maintain visibility of, and access to children. Extra vigilance is given during transition periods, i.e., arrival, departure and employees shift changes.

Developmental Transitions: As children/youth age and develop, it becomes necessary to transition them from one room/area to another to foster their growth and development. When the time comes it can cause anxiety for both parents and children. To minimize the impact, a transition schedule will be prepared and presented to the parents outlining the details of the proposed transition. If required, this transition schedule will include specialized training and accommodations in the new environment. Transitions are normally done over a week, but can take more or less time, depending on the child. During the transition period, parents will be kept informed of the child's progress and are more than welcome to meet the staff of the new classroom to ensure a smooth transition.

Celebrations:

Birthdays 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 these events. 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 celebrations. Senior Commanders from Active Army, Guard, and Reserve and other branches of service; congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events. Openings for childcare are available during other special events such as balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through Parent Central Services.

Emergencies Closures/Evacuation/Mobilization: In the event of emergency, mobilization, or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency (MAC) Plan. Children/youth may be moved to designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/guardians and military police will be notified. Specific information can be obtained from your local CYS program. Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs, or pre-approved Kids on Site location. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs. In the event of illness, emergency, or facility closure, CYS will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the child/youth, the following procedures will be implemented:

- The emergency notification child release designee on record will be called. If the center is unable to contact him/her, the next designee listed will be called.
- If none of the designees can be contacted, the military police will be notified and their procedure will be followed in reference to locating the parent and custody of the child/youth.

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

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

Parents/guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child's/youth's folder and child abuse allegations are reported to higher headquarters.

Transportation Policy: CYS staff are trained to operate government vehicles to safely transport children/youth on and off post. Our safe passenger rules must be adhered to at all times. Please review them with your child/youth. Failure to follow these safety rules may result in the suspension of a child's/youth's transportation privileges. The CYS program does not provide/utilize bus monitors to and from school at CYS expense.

- Seat belts must be worn at all times in mini-buses. Buses will not move until everyone is buckled up.
- Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated.
- Inside voice is to be used at all times in vehicles.
- Eating, chewing, and drinking are prohibited in vehicles.
- No objects (including heads and 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 & Recreation (FMWR) programs and other local sites to augment developmental programming. 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 trip and will be required to sign a permission form for each child/youth participating in the trip. Ratios will be maintained by paid staff, and may be supplemented with other adults such as parents or volunteers. Ratios for high risk activities must follow special guidance. Please consult the program director for additional information on high risk activities.

Food and Nutrition: Family Child care homes and CDC programs provide all infants canned food and cereal. Family Childcare homes and CDC programs offer 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, child's first and last name and contents.

Glass bottles are only allowed upon parental request. The glass bottles must have a rubber grip or silicone sleeve (sold as a unit). All bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reasons. Bottles for infants may only contain formula or breast milk. Whole milk is allowed for children over 12 months.

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

Family Style Dining: Except for SAC and YC programs that serve buffet-style meals, CYS programs sit and dine "Family style" with children/youth in FCC homes and centers. Family style dining promotes expanded language and cognition skills, builds fine motor skills and models appropriate eating habits while fostering social interactions. Most importantly, Family style dining promotes a feeling of unity and acceptance that is essential to emotional development. It is developmentally age appropriate for children/youth to participate in cleaning and setting tables, preparing meals, serving themselves (with staff assistance if needed) and assisting with clean-up after meals.

Parent Participation Program: CYS encourages parents to volunteer in their Child's/youth's program whenever possible. This allows the parent to have firsthand knowledge of how the children/youth spend their day; assists the program in providing essential individual attention to the children/youth; and fosters closer relationships between the program and the parents. The parent participation program allows parents/guardians to earn points by volunteering/participating in pre-approved activities on post, off post or in the comfort of the parent's home. ***Parents/guardians who wish to take advantage of this cost saving opportunity can earn a 10% monthly fee reduction per child, for each 10 hours of Parent Participation.*** Here are a few ways parent/guardians can earn points towards fee reductions in childcare:

Parent Education: Attend classes which are offered at least quarterly. Regularly scheduled classes include some of the following:

- (1) child growth and development,
- (2) special needs awareness,
- (3) baby sign language,
- (4) SIDS training, and
- (5) child guidance techniques.

Parent Advisory Board (PAB): Participate in the PAB, which is a parent/guardian/staff forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardian concerns are channeled through the program director to the garrison commander for review and disposition.

Parent Conferences: Attend parent conferences, which provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.

Mission Related Extended Hours: Provided at no additional cost for short term childcare (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. To the extent possible, CDC's support unit requirements for childcare during training exercises, and alerts. Child Development Center 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 3 hours/day.

After Hour Care: Children/youth must be picked up by posted closing time. When a child/youth is left at the site past closing, staff will attempt to contact the parent/guardian using all telephone numbers provided, to include the emergency release designees. If there are no positive responses to these calls, and the child/youth has not been picked up within one (1) hour of posted closing time, CYS staff will contact the Military Police.

CHAPTER 4: PAYMENTS AND REFUNDS

Total Family Income (TFI): The TFI is calculated by Parent Central Services staff at registration time. TFI includes all earned income including wages, salaries, tips, long-term disability benefits, voluntary salary deferrals, basic allowance for housing Reserve Component/Transit (BAH RC/T) and subsistence allowances and in-kind quarters and subsistence received by a Military Service member, civilian employee, a spouse, or, in the case of an eligible DoD civilian employee, the same-sex domestic partner, and anything else of value, even if not taxable, that was received for providing services. For households in which unmarried couples or pairs are living as a family, the income for both adults is used to determine TFI, as well as any other adult contributing to the welfare of the child. TFI is verified using the most recent W-2 or current Leave and Earning Statement (LES) of the Military Service member, or DoD civilian employee and, if applicable, their spouse and/or all adults who financially contribute to the welfare of the child. TFI calculations must include quarters 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 Basic Allowance for Housing with Dependents Rate (BAH RC/T) of the senior member only; for DoD civilian OCONUS, include either the housing allowance or the value of the in-kind housing provided. Rather than use the Basic Allowance for Housing (BAH) listed on the Leave and Earning Statement (LES), installations must use the Non-Locality Basic Allowance for Housing with Dependents Rate (BAH RC/T) for all members, regardless of whether they live in government housing or off the installation. The local BAH rate is used in locations where military members receive less than the BAH RC/T allowance. The local BAH rate is located at: <http://www.defensetravel.dod.mil/site/bah.cfm>.

DOCUMENTATION NEEDED TO DETERMINE TFI:

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

Families, regardless of their Total Family Income category, must provide income documentation. Families are no longer 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 and could result in denial of childcare services.

Fees for Legally Separated Families are contingent on a legal separation document, a signed separation agreement, or a notarized statement explaining that the parents are separated and unable to reconcile their marital relationship, civil union, or domestic partnership. Military must have the Battalion Commander(s) co-sign the document.

Fees for geographically separated patrons will include both incomes and any other adult contributing to the welfare of the child, unless the Commander approves a financial hardship request. Failure to provide can result in loss of childcare.

Fees for Blended Married Families will be based on the TFI of the household.

TFI category is adjusted when:

- The unemployed spouse/domestic partner finds paid employment.
- There is a documented reduction in TFI (e.g. change from full time to part time, furlough, loss of or new employment of unemployed spouse, etc.).
- A financial hardship waiver is granted to change the effective TFI Category.
- A TFI calculation error places Families in a higher TFI Category. Retroactive credit (from the date of the error) will be applied to the Family household. When TFI calculation errors result in underpayment, Families are notified that fees will be adjusted to the correct rate. Patron will be notified their TFI was incorrectly calculated and provided an explanation regarding the miscalculation error. PCS will then adjust the fees in CYMS accordingly.

Parent Fees are adjusted when:

- The Family moves to a new TFI Category (e.g. during re-registration or when an unemployed spouse/domestic partner looking for work finds employment).
- Children 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 childcare, etc.). NOTE: Parent fees are not recalculated; CYMS will adjust the fees once the child is enrolled into the applicable program.
- Army fee implementation guidance directs a fee change.
- A financial hardship waiver is approved. The adjustment is set up in Installment billing with the financial hardship pay code.

Program Fees: Are generated semi-monthly on the 1st and the 15th of the month. Parents pay monthly fees for regularly scheduled full day, part day and part time care in semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the childcare space offered by the CYS Parent Central Services Office. **Services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month, unless a command approved financial hardship waiver has been initiated.**

Hourly Care fees: The Standard Army-wide hourly care rate is \$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 childcare services. Same day or walk-ins may be accepted on a space available basis. Reservations for hourly childcare can be made in advance; check with your installation for further details.

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

Other Payment Options: Payments may be made with cash, check, money order, credit card, auto debit or through WebTrac.

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 remainder of the hour.

CYS emergency procedures will be followed when a child(ren) is left at the program one hour after closing the program. Late pick-up fees are not charged for approved mission related circumstances, or when specific arrangements to extend childcare are made prior to pick-up. Be sure to contact facility regarding documents required for the approval of mission related circumstance.

Late/Delinquent Payments: Payment in full for regularly scheduled Full Day, Part Day/Part Time and Before/After School Care is due by the 5th business day of the payment cycle. A late payment fee is charged after the 5th business day, and is \$10.00 per child, per payment cycle (semi-monthly).

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

- Verbal warning by front desk staff during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines. Personal follow-up by program manager on 6th day of the first delinquent billing cycle. Families with an outstanding balance will be contacted via telephone, in writing, via email or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver from IMCOM G9, and reminding them of penalties if payment arrangements are not made by established deadlines.
- Written Notice of Non-Payment/Potential Termination by program manager on 6th day of the second delinquent billing cycle. If possible, program manager will 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 childcare fee reduction due to financial hardship based on a review by an Army Community Service financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander or designee. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months. Fee adjustments for financial hardship do not apply to Hourly Care, Youth Sports, or Instructional Classes. **Families whose childcare fees are 25% or more of their Total Family Income (TFI) are eligible to request a hardship review.** Contact the Outreach Services director at Parent Central Services for assistance in filing a hardship waiver request.

Leave/Vacation Options: Family Childcare Fees are annualized during registration for a two (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 four (4) weeks of Leave/Vacation, pay a higher monthly fee than Families who chose the two (2) weeks fee option. The option chosen must be used during the registration year and cannot be carried over into the next year. Family Leave/Vacation must be taken in a minimum of five (5) consecutive work day increments. Families must provide two (2) weeks' 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 30-day termination / disenrollment notice to withdraw from full day or before/after school care program. Patrons who fail to provide a 30-day termination/disenrollment notice will be charged the applicable fees. Patrons who provide more than a 30-day termination/disenrollment notice are eligible to receive a withdrawal discount of ten percent. The one-time reduction may be applied to the final (last full billing cycle) payment for full day and before/after school care program. This reduction is not applied to Families transitioning to other on post CYS Services programs (e.g. transitioning from CDC to SAC, etc.), Families being supplanted, and DoD contractors and specified space available patrons.

Absenteeism: *No credits or refunds are issued for child/youth absenteeism due to:*

- (a) child absences two weeks or less
- (b) CYS short term program closures due to inclement weather (3 days or less), staff training (no more than 2 days' year), or special installation circumstances determined by the Garrison Commander (GC),
- (c) withdrawal from an Instructional Program,
- (d) unused leave/vacation, or
- (e) enrichment program on school out days.

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 absences over 2 weeks, with Garrison Commander approval, due to Family emergency or extended illnesses, (c) other extenuating circumstances (Garrison Commander's decision), (d) withdrawal from a Youth Sport (occurring before mid-season of the sport). Forms are available at Parent Central Services or at your program facility.

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services: Deployed contingency operations receive a 20 percent reduction to fees for regularly scheduled full day or part day childcare and respite hourly care, depending on the specified deployment benefits criteria.

Soldiers assigned to a Warrior Transition Unit (WTU), deployed rotational forces, and deployed non-contingency operations may also be eligible for respite hourly care. Survivors of Fallen Soldiers receive 40 hours of hourly care for immediate Family of the deceased.

Please contact Parent Central Services to determine eligibility or for additional information regarding Deployment Support Services

Parent Participation Fee Reduction: Parents may earn a fee reduction for participating 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. Points can only be used for regularly scheduled programs and cannot be used to reduce hourly care fees. Parents may save points for future use.

Parent participation hours may accumulate month to month and may not be shared with other Families. The CYS Coordinator may approve Military Units or formal organizations such as Family Readiness Groups (FRG) to "adopt" Families who are unable to accumulate participation hours due to deployment or other extenuating circumstances. Families **must be identified and approved prior** to the accumulation of points. Members of units or organizations are not required

to have children or youth enrolled in CYS. Adopted Families **may not** use hours accumulated on their behalf when the deployment or extenuating circumstance ends.

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

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

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

Family Childcare 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 incentive to encourage more Families to use FCC Homes as their primary source of childcare. Contact Parent Central Services for additional information on FCC Parent Fee Assistance.

Mission Related Extended Duty Childcare Fee Assistance: Mission-Related Extended Hours Duty Childcare is provided at no cost to Families for short term childcare (generally up to 3 hours/day) beyond regularly scheduled hours of care (based on the Sponsor's typical duty day/care requirement). A written validation statement is required from the Service member's unit/sponsor's supervisor to qualify and must be provided to CYS management for approval.

Mission Related Extended Duty 24/7 Fee Assistance: Provided at no cost to Families for care that often requires overnight care. Individual Families are authorized up to 30 calendar days per child for Extended Duty 24/7 Childcare per year.

CHAPTER 5 - CURRICULUM AND PROGRAMS

CORE CURRICULUM:

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

The Creative Curriculum is the authorized curriculum used in CDCs and FCC homes for children ages 0–5. Through use of this curriculum, we can utilize a program called Teaching Strategies Gold, which allows us to input data and track individualized developmental progress of a child as they reach monumental milestones while in our care. The activities a child engages in while in our program 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. As a result of this process, there is concrete experiential learning that occurs covering six domains:

- Social
- Physical
- Language/Literacy
- Cognitive/Intellectual
- Emotional
- Cultural

Typical child routines such as meal times, clean-up times, napping/rest times, diapering, and toileting are integral parts of the curriculum.

SCHOOL AGE CARE (SAC)

School age programming centers around five service areas:

- The Arts
- Education Support and Career Development
- Character and Leadership Development
- Sports, Fitness, and Recreation
- Health and Wellness and Life Skills

The service areas provide opportunities to support education for the school age child and to expand and enhance their life skills, leadership qualities, and interests. Every child has an opportunity to provide input for the activities provided within the program, as they are valued stakeholders within their school age program.

Daily schedules/lesson plans are flexible, provide stability without being rigid, and allow children to meet their physical needs (e.g. water, food, restrooms) in a relaxed way. Children can move smoothly from one activity to another, usually at their own pace, unless facilitated transitions are 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 are available to expand children’s interpersonal, communicative, and leadership skills. Program choices are offered to help children develop skills in independent living and life planning, such as cooking, swimming, etc. The service areas provide support for the school age child to expand and enhance their educational endeavors, skills, leadership qualities, and interests.

MIDDLE SCHOOL/TEENS (MST)

The MST program uses a comprehensive youth development curriculum framework to ensure the physical, cognitive, social, and emotional needs of youth are addressed. The framework is comprised of Five Service Areas to meet the core requirements. Youth work together with staff to ensure they have valuable input into activity choices, as the activities strive to meet the needs and interests of the youth.

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

- Youth Councils provide opportunities for youth to actively participate in planning and conducting youth programs.
- Volunteer Community Service provides 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 Labs provide 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 uses 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
- Flag football
- Run club

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

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

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

- Nutrition, Counseling or Health activities/events

At least one other locally determined option i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.

Outreach programs are offered in CDC, SAC, MST, and FCC in four areas throughout the year.

- Intramurals (SAC/MST)
- Motor Skill Activities (CDC/SAC) i.e. Start Smart
- Skill Building Clinics (all)
- MWR Partnerships (SAC/MST) i.e. Gymnasium, Outdoor Recreation

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

CORE PROGRAMS:

Child Development Centers (CDCs): (Ages 6 weeks-5 years) Offer on-post full-day, part-day, hourly childcare, and the *Strong Beginnings* Pre-Kindergarten program. May also include stand-alone CDC annexes and satellite sites. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification.

Family Child care (FCC) Homes: (Ages 4 weeks-12 years) Offer full-day, part-day, and hourly childcare to include extended duty day care (“We’ve Got You Covered”), 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 Childcare Providers in their own homes (privately owned and government owned or leased housing), and is subject to DoD Certification.

School-Age Centers (SAC): (Ages 5-12 years) Offer before and after school programs, weekend activities during the school year, summer care, and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification.

Youth Centers (YCs): (Ages 11-18 years) The Youth Program offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 7 through 12 (may include 6th grade depending on local school configuration) who are generally 11–18 years of age. This is achieved through a comprehensive Youth Program framework consisting of the Five Service Areas. Through formal partnership agreements with several nationally-recognized youth-serving organizations, such as United States Department of Agriculture (USDA), 4-H, and Boys & Girls Clubs of America (BGCA), youth have access to programs, standardized curricula, special events, camps, scholarships, etc., no matter where they live. Supervision and programming is provided by trained staff and operations are subject to DoD Certification.

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

Baseline Programming includes:

- Team Sports
- Individual Sports
- Fitness and Health Outreach

Instructional Programs: (Ages 3-18 years) Offers range of out of school classes, e.g., music, dance, martial arts, gymnastics, technology, life skills, and SAT prep designed to complement, expand, and support the academic, life skills, and athletic experiences children and youth have within Army CYS Programs and Schools. Provided by CYS employees and contract instructors in a variety of settings which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools.

Get Fit... Be Strong: A comprehensive health, fitness, and wellness campaign 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 staff and parents will also be able to participate in this initiative, thus setting great examples and serving as role models for children and youth. IMCOM Operations Order 11-419.

National Alliance for Youth Sports (NAYS): NAYS is the nation's leading youth sports educator and advocate with national programs that educate administrators, coaches, officials, and parents about their roles and responsibilities in the context of youth sports, in addition to offering youth development programs for children. Since 1993, the National Alliance for Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases in CONUS and OCONUS locations. Through NAYS, CYS offers youth sports coaches certification, youth sports officials training services, parental sports education, and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

Parent and Outreach Services Programs

Parent Central Services: (Ages 0-18 years) Offers registration, enrollment, records transfers, parent education classes, and babysitter training, and referral services for Families. Includes CYS *Parent Advisory Board*, 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: (Ages 6 weeks-12 years) Offers short term hourly childcare for Families using/attending Command Sponsored events, e.g., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events etc. Provided by CYS employees in a variety of pre-approved on-post settings. 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) Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, and 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 childcare in Families' own homes. Training covers skills needed to safely and appropriately care for children, and includes First Aid and CPR, program activities and the "business" of babysitting. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS babysitter referral list.

Deployment Support Services

National partners, (e.g., Army Recruiting command, Army Cadet Command, Military Entrance Processing Stations, 4-H, Boys & Girls Clubs of America, Military Child Education Coalition, the American Legion, Child Care Aware of America) provide support to geographically dispersed military families where they live. Programs and services are delivered by State Teams comprised of local representatives from the partner agencies listed above.

Youth Technology Labs (YTLs): (Ages 6-18 years) Provide a safe, secure, and age appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and serving as a vital component of CYS Home Work Centers and Mobile Tech Labs that support geographically dispersed children and youth through Operation Military Kids.

Operation Military Child Care (OMCC): Supports the childcare needs of active duty, National Guard, and Reserve Soldier parents who are mobilized or deployed. OMCC helps eligible Families locate childcare options in local communities. Sites must be licensed and inspected annually.

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 Childcare: Offers respite childcare for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business.

Community Based Programs

Mission Youth Outreach: (Ages 6-18) Partnership between Army CYS and Boys & Girls Clubs of America (BGCA) providing children from families of reserve and active duty personnel with a free membership at their local Boys & Girls Club. Reserve, National Guard, and Active Duty youth need to be able to connect with other youth in similar situations. The partnership delivers physical, emotional, social, and cultural programs for military youth living in civilian communities. Mission: Youth Outreach supports military kids coping with the stress of having a parent or parents deployed by creating a network of youth who can empathize and help them cope with their new world of being suddenly "military." Through a Joint Military Services initiative, military dependent children ages 6-18 can get pre-paid programs and services through their local Boys & Girls Clubs.

Army Affiliated CYS Programs: (Ages 6 weeks-18 years) Offer Childcare and Youth Programs at rates comparable to the Garrison for Army Families living off-post in garrison catchment areas. Includes: *Army School Age Programs in Your Neighborhood* for children ages 6-12 years, and *Army Youth Programs in Your Neighborhood* for youth ages 13-18 years. Programs are centrally funded and managed through an Army enterprise contract with a Third Party Administrator that locates providers and administers the fee assistance program for parents using these services. Participating programs are generally in communities surrounding garrisons highly impacted by Army Transformation. Supplements, not replaces, Army operated on base Child and Youth Programs.

Army Sponsored CYS Childcare Programs: (Ages 6 weeks-12 years) Offer childcare for geographically dispersed Families where they reside. Includes *Military Childcare in Your Neighborhood (MCCYN)* for Active Component Families and *Operation Military Childcare (OMCC)* for Reserve Component Families throughout the ARFORGEN cycle. Also serves geographically dispersed Families of recruiters, ROTC, MEPCOM, and Corps of Engineers that live beyond reasonable commuting distance of military bases. Programs are centrally funded and managed through an Army enterprise contract with a Third Party Administrator that locates providers and administers the fee assistance program for parents using these services. Participating programs are available in 50 states, Puerto Rico and Guam. Supplements, not replaces, Army operated on base childcare.

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 information on homeschooling resources, local school policies, and state laws to inform military Families. They also facilitate access to CYS facilities and program support, including access to computer labs and academic materials to support homeschooled students.

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 through 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.

Post-Secondary Preparation Opportunities: Resources for students who desire to further their education beyond high school, to include: test preparation software, testing dates, and locations, list of scholarships available to military dependents, and information on available vocational programs, junior colleges, and career building experiences.

***Thank you again for choosing Fort Cavazos Child & Youth Services.
We are truly honored to serve your Family.***