



# **USAG Benelux Parent Handbook**

SHAPE/Chievres

Brussels

JFC Brunssum

Updated January 2020

## CONTACT INFORMATION

### **SHAPE/Chievres**

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

Building 503

Monday, Tuesday, Thursday & Friday..... 08:30-17:30

Wednesday..... 08:30-18:00

DSN: 366-6839 • CIV: 065.32.6839/6797

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

### **Child Development Center**

Building 616

Monday-Friday..... 06:00-18:00

DSN: 366-6721 • CIV: 065.32.6721

### **School-Age Center**

Building 602

Monday, Tuesday, Thursday & Friday..... 06:00-08:30 & 13:00-18:00

Wednesday..... 06:00-08:30 & 12:00-18:00

School-Out Days, All Camps ..... 06:00-18:00

DSN: 366-6777 • CIV: 065.32.6777

### **School Liaison Officer**

Building 503

DSN: 366-6791 or CIV 065.32.66791

### **SKIES*Unlimited* Instructional Programs**

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

DSN: 366-6745 • CIV: 065.32.6745

### **Youth Center**

Building 503

Monday, Tuesday & Thursday..... 15:30-18:30

Wednesday..... 15:00-1830

Friday..... 15:30-20:00

Lunchtime..... 11:45-12:30

School-Out days..... 13:00-18:00

DSN: 366-6813/6811 • CIV: 065.32.6813/6811

### **YS Sports and Fitness**

Building 503

DSN: 366-6856/6848 • CIV: 065.32.6856/6848

**NOTE: CYS Programs are closed on specified Belgian Holidays and two employee Training Days each year.**

## CONTACT INFORMATION

### Brussels

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

Building 3

Monday-Friday..... 08:00-17:00

DSN: 368-9651 • CIV: 02.717.9651

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

#### **Child Development Center**

Building 3

Monday-Friday..... 08:30-17:30

DSN: 368-9651 • CIV: 02.717.9651

#### **School-Age Center (Sterrebeek Annex)**

Building 80015

Monday, Tuesday, Thursday & Friday..... 07:30-08:30 & 15:00-18:00

Wednesday..... 07:30-08:30 & 14:15-18:00

School-Out Days, All Camps..... 07:30-18:00

DSN: 368-9534/9535 • CIV: 02.717.9534/9535

#### **School Liaison Officer**

DSN: 366-6791 • CIV: 065.32.6791

#### **Youth Center (Sterrebeek Annex)**

Building 80015

Monday, Tuesday, Thursday & Friday..... 15:00-18:00

Wednesday..... 14:15-18:00

School-Out days..... 13:00-18:00

DSN: 368-9534/9535 • CIV: 02.717.9534/9535

#### **YS Sports and Fitness**

Building 80015

DSN: 597-9539 • CIV: 068.25.9539

**NOTE: CYS Programs are closed on all US Federal Holidays and two employee Training Days each year.**

## CONTACT INFORMATION

### Brunssum

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

Building 602

Monday, Tuesday, Thursday & Friday..... 08:00-17:00

Wednesday.....08:00-18:00

DSN: 314.597.4266/4267 • CIV: 045.534.0266/0267

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

#### **Child Development Center**

Building 602

Monday-Friday..... 07:00-18:00

DSN: 314.597.4271/4273 • CIV: 045.534.0217/0273

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

Building 602

Monday, Tuesday, Thursday & Friday..... 07:00-08:30 & 15:30-18:00

Wednesday..... 14:15-18:00

School-Out Days, All Camps.....07:00-18:00

DSN: 314.597.4272 • CIV: 045.534.0272

#### **School Liaison Officer**

Building 602

DSN: 314.597.4277 • CIV: 045.534.0277

#### **Youth Center**

Building 602

Monday, Tuesday & Thursday..... 15:30-19:00

Wednesday..... 14:15-19:00

Friday..... 15:30-21:00

School-Out days..... 13:00-18:00

DSN: 314.597.4280 • CIV: 045.534.0280/0277

#### **YS Sports and Fitness**

Building 602

DSN: 314.597.4281/4281 • CIV: 045.534.0281/0282

**NOTE: CYS Programs are closed on specified NATO Holidays and two employee Training Days each year.**

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## Welcome Letter

Dear Parents,

Welcome to USAG Benelux Child and Youth Services (CYS), proudly serving SHAPE/Chievres, Brussels, and JFC Brunssum communities! 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 children/youth ages six weeks to 18 yrs 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 USAG Benelux CYS in the growth and development of your child/youth. We look forward to your visits and encourage you to become involved in the planned learning activities in the centers or in the comfort and convenience of your own home.

Again, thank you for considering USAG Benelux Child and Youth Services!

Sincerely,

SHAWN P. TICHO  
Chief, USAG Benelux Child and Youth Services

## **CUSTOMER SERVICE**

### **CAREGIVERS CREED**

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

### **CUSTOMER COVENANT**

Family and Morale, Welfare and Recreation (FMWR) is committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation. We understand that we create value for our customers through predictable, consistent and efficient customer focused service.

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

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

**Mission:** Our Mission is Caring. We support the military lifestyle while reducing conflicts between mission readiness and parental responsibilities. When a Soldier loses duty time during deployment, mobilization or contingency situations due to a lack of child care, 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 programs
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs
- Accountability for Army, Community, CYS Staff, Child/Youth and Parents
- Satisfied customers - Child/Youth, Parents, Army and Community

- Maintaining status as a “Benchmark for America’s Child Care” and becoming “Benchmark for America’s Youth Programs”

**Goals:**

- **Availability:** Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development, instructional programs and school transition/education.
- **Affordability:** Operate efficiently within Army resource guidance. Establish fees that consider Army Family budgets and meet Army financial goals so that the CYS Program is affordable to both the Army and the Army Family.
- **Quality:** To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers and contractors.
- **Accountability:** To safeguard the Army’s resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their Families.

**Philosophy:** CYS programs are designed to help your child/youth build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing programs where children/youth have opportunities to participate individually or as a group in age appropriate developmental activities that allow for optimal social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your child/youth can resolve conflicts through learning age-appropriate conflict resolution and mediation skills. We believe in partnering with parents and community to nurture a spirit of cooperation and self-respect for self and others; reinforce character building and encourage positive parenting.

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

**Confidentiality:** Only authorized CYS 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 and Youth Services prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program operations serving Soldiers, Families and the community. The Department of Army affirms its covenant to support and serve FMWR customers and employees.

**Open Door Policy:** CYS program level staff members are approachable and accessible to parent/guardians during the center’s operating hours. Parents/guardians can voice their

concerns, complaints and/or compliments regarding their customer service experience. CYS offers a family-friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

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

**Total Army Strong:** Total Army Strong is a continued commitment to Soldiers, Families and Civilians. It sustains a system of programs and services to mitigate the unique demands of military life, foster life skills, strengthen resilience and promote a strong and ready Army. Army Families who have a Soldier who is deployed, a member of a Rear Detachment, a Wounded Warrior, and a Fallen Warrior or on TCS, TDY, PCS (unaccompanied tour) may qualify for special child care options under the Deployment Support Services. Contact Parent Central Services for available discounts.

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

Primary Program Assistant (Classroom Lead Teacher)  
Assistant Facility Director  
Facility Director  
Coordinator, Child and Youth Services (CYS)  
Director, Family and Morale Welfare & Recreation (FMWR)  
Deputy Garrison Commander  
Garrison Commander

**Parent's Bill of Rights & Responsibilities:** Each child's maximum potential can best be achieved through a strong partnership between parents and the educational, recreational and child care community. To foster active engagement between parents and the child care community, parents have certain rights and responsibilities.

**All Parents have the Following Rights:**

*1. The right to affordable and available child and school-age care and programming in a safe and supportive learning and recreational environment.*

- Affordable income-based programs
- Reasonable accommodations to support their child if they have specific challenges, whether mental or physical
- A safe and supportive environment free from discrimination, harassment, bullying or bigotry where their child can learn and play
- Courtesy and respect for their child from others regardless of the child or parent's age, creed, color, gender, gender identity or expression, religion, national origin, weight, physical or emotional condition, disability, marital status or political beliefs

*2. The right to access information about their child with access to any educational records, including portfolios or other written records, visual recordings and any information on educational and recreational programs and opportunities available to their children.*

- Information regarding all policies, plans and regulations which require parent consultation
- Access to current information regarding services which are provided by the program and eligibility for those services
- Information concerning behavioral expectations for their child within the program
- Access to information concerning programming including curriculums or courses of study utilized by the program
- Confidentiality of their child's records
- Access and view their child's records upon request and to have a meeting within a reasonable time after making such a request
- Ability to review all teaching materials, instructional materials and any other teaching or recreational aids used in the program
- The right to be informed immediately if the program suspects their child has been abused or neglected or treated in violation of any program policy

*3. The right to be actively involved and engaged in the program and to be given every available opportunity for meaningful participation.*

- Feel welcomed and respected in their child's program
- Be treated with courtesy and respect by all program personnel, and to be accorded all rights without regard to race, color, creed, religion, national origin, sex, gender, age, ethnicity, marital status, sexual orientation, disability or economic status
- Participate in regular written or verbal communication with program staff and share concerns regarding their child's social, academic or behavioral progress
- Meet with program staff directly working with their child and program director in accordance with established procedures
- Participate in meaningful and productive parent-staff conferences to discuss any issues concerning their child, as appropriate, throughout the program year
- Have program staff make every reasonable attempt to ensure parents receive important notices from the program
- Participate as an active member of the program Parent Advisory Council or Child and Youth Services Parent Advisory Board

*4. The right to file complaints regarding matters affecting their child.*

- File a complaint regarding allegations of physical, sexual or emotional abuse of their child
- Appeal an entry in their child's records on the grounds that it is inaccurate, misleading or in violation of their child's privacy
- File a complaint alleging discrimination
- Withdraw their child from any learning material or activity on the basis that it is harmful to their child or to their Family belief system
- The right to opt in or out of any sex education curriculum provided by the program
- Participate in any parent satisfaction survey conducted by the program and to leave comments with the Interactive Customer Evaluation (ICE) system

### **All Parents Are Responsible For:**

- Sending their child to the program appropriately dressed and ready to participate
- Ensuring their child arrives at the program in adequate time to be provided transportation or meals, if required, or to participate in scheduled field trips
- Informing the program if the child will not be attending the program
- Being aware of their child's activities at the program by talking to staff, reading program notices and meeting with program staff if any issues arise
- Maintaining verbal and/or written contact with the program concerning their child
- Adhering to all program policies
- Notifying program management staff of any quality of care issue
- Responding in a timely manner to communication from the program
- Attending any meetings and/or conferences that pertain to their child
- Entering the program's facility in a respectful manner, refraining from disruptive behavior and treating all members of the program with courtesy and respect
- Ensuring that the program is updated with accurate contact information including addresses, phone numbers, emergency contacts, etc.
- Notifying the program if their child contracts a communicable disease

### **Parent Should Also:**

- Provide a supportive home setting where education and respect is a priority
- Reinforce the importance of acquiring the knowledge, skills and values needed to function effectively in society
- Volunteer time, skills and resources at the program, if possible
- Become active members of the Parent Advisory Council or Parent Advisory Board
- Question program staff about their child's activities and behavior and discuss with their child the program's expectations for their behavior
- Teach their child to respect the property, safety and rights of others, and the importance of refraining from intimidating, harassing or discriminatory behavior

## 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, and 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 Military Police, the Benelux Reporting Point of Contact (RPOC). The RPOC #'s are:

- SHAPE/Chievres: 361-5301
- Brussels: 368-9769
- JFC Brunssum: 534-0555

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

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities should a parent/guardian/staff need to report incidents of suspected abuse. DoD Child Abuse and Safety Violation Hotline number is: CONUS: 1.877.790.1197 or OCONUS: 571.372.5348 (call collect).

**Background Clearances:** Prescreening and Preliminary Background Checks (PBCs) are conducted on all CYS staff and volunteers to reduce the risk that past conduct may potentially jeopardize the safety, health or well-being of children in CYS programs. Prescreening and favorable completion of PBCs occur for all CYS staff and volunteers prior to working with children.

Line of Sight Supervision (LOSS) is a management tool that is used to monitor individuals, for whom a substantial portion of the background check process has been favorably completed, allowing them to work with children in CYS programs. LOSS is provided by means of the video surveillance system, vision panels within interior doors and windows and/or management-level staff members regularly monitoring the individual under LOSS.

**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 longer 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 enables 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 removal of a CYS staff member, contract employee or volunteer.

**Biting:** Policies will 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.

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

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

Bullying (on post as well as off post), including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The CYS Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

**Video Surveillance System (VSS):** All CYS program facilities utilize a comprehensive video surveillance system. VSS is designed to deter and reduce the risk of child abuse in CYS facilities; protect staff from unwarranted allegations of child abuse, provide Soldiers and parents with "peace of mind" and support CYS management staff in the exercise of program oversight.

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

**Adult/Child Ratios:** Staff-to-child/youth ratios must be maintained at all times of the day except under rare conditions caused by compensatory enrollment as outlined in guidance (see AR 608-10 for more information). The intent is to always be at ratio and not over or under ratio.

Ratios will not be decreased to accommodate children/youth with special needs. Volunteers or other non-CYS staff not paid with CYS funding may be used to supplement the ratio.

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

In the Sports and Fitness Program, appropriate youth/adult ratios are maintained 100% of the time during all sports and fitness program operating hours. The adult/youth ratio is 1:15 at all times indoors and outdoors. The National Governing Body rules determine adult staff/youth ratio for specific activities. Please consult sports director for additional information.

**Adult/Child Ratios are:**

Infants	6 weeks-12 months	1 Program Assistant per 4 children
Pre-Toddlers	12 months-24 months	1 Program Assistant per 5 children
Toddlers	24 months-36 months	1 Program Assistant per 7 children
Pre-School	3-5 year olds	1 Program Assistant per 10 children
School Age	Kinders-5 <sup>th</sup> Grade	1 Program Assistant per 12 children
	1 <sup>st</sup> -5 <sup>th</sup> Grade	1 Program Assistant per 15 children
Youth	6 <sup>th</sup> -12 <sup>th</sup> Grade	1 Program Assistant per 15 children

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

**Parent Involvement:** Parent/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplinary Team Inspection (MDTI) program surveys, NAEYC Accreditation and Family Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. ***Moreover, parent/guardians who participate in the***

***program may earn points toward fee reduction on their child care.*** For detailed information on the various ways parent/guardians can participate in CYS programs and activities, contact your Parent Advisory Council representative or facility director.

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

Installation Level Child and Youth Services Inspections

AR 608-10, Child Development Services

AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities

DoDI 1015.2, MWR Programs

DoDI 6060.2, Child Development Programs

DoDI 6060.3, School-Age Programs

DoDI 6060.4, Youth Services Programs

DoDI 1402.5, Criminal History Background Checks on Individual in Child Care 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 Child Care and Youth Program Services

PL 106-79, Conference Report - DoD Report on Family Child Care Subsidy/Access to Military Child Care

PL 101-366, American with Disabilities Act

**Accreditation:** Accreditation is an activity, not a status. The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs undergo a rigorous accreditation process. The Child Development Centers and School-Age Centers 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 (ages 0-5 years) and helps Families identify high-quality programs for their young children.
- **The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development support and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.

## CHAPTER 2 - REGISTRATION PROCESSES & PROCEDURES

**Global Data Transfer (GDT):** This database makes it possible for Families relocating to a new duty station to forward their child's/youth's registration records to their next duty assignment prior to arrival. Upon arrival, the Parent Central Services at the new duty station need only import the patron's information (e.g. names, birth date, etc.) that is stored in the database. Families will provide needed updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

**Patron Eligibility:** CYS accepts children as young as six weeks through eighteen years old in CYS programs. Eligible patrons of DoD Child Development Programs (CDP) include active duty military personnel, DoD civilian personnel paid from both Appropriated Funds (APF) and Non-Appropriated funds (NAF), reservists on active duty or during inactive duty personnel training and DoD contractors. SHAPE members may participate in CYS programs on a space available basis.

Foreign Military Service members assigned to the installation/serving the DoD 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.

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

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

Eligible SHAPE members will pay a fixed rate as prescribed by the IMCOM HQ G9 approval. The purpose of the CDP and School-Age Center (SAC) programs offered by the DoD Components is to assist DoD military and civilian personnel in balancing the competing demands of Family life and the accomplishment of the DoD mission, and to improve the economic viability of the Family unit. CDP and SAC are not considered an entitlement. (Reference: DODI 6060.2 and 6060.3, #4 Policy)

Call your local Parent Central Services to find out if you qualify for services.

### **Definition of Parent:**

- A parent or legal guardian is defined as the biological mother or father of a child; a person who by order of competent jurisdiction has been declared the mother or father of a child by adoption or the legal guardian of a child.
- In Loco Parentis- when an individual acts "in loco parentis" as the parent, this can only exist when the individual undertakes care and control of another (child/ren) in ABSENCE of such supervision by the natural parents and in absence of formal legal approval. When the parent is still in picture no such "in loco parentis" relationship exists. This guidance has been provided by the IMCOM Office of Staff Judge Advocate.

**Parent and Outreach Services:** Parent and Outreach 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 or NATO ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active Duty Soldier on orders)
- ✓ Determines patron's needs (Wait list, hourly, part day, full day, SAC, MS/T, SKIES, Sports, etc.)
- ✓ Explains age appropriate programs associated with patron's children
- ✓ Conducts placements through militarychildcare.com
- ✓ Conducts initial and re-registration of patrons into all CYS programs
- ✓ Explains wait list polices and assists with wait list placement
- ✓ Determines patron fee category IAW with the latest fee policy
- ✓ Schedules new patrons for program orientations
- ✓ Sends 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 program. Contact your local Parent Central Services Office to set up an appointment to complete your registration. Limited "walk-in" services may also be available.

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

- ✓ DoD or NATO ID Card (Military, Civilian DoD Contractor assigned to installation, Reservist/National Guard (active duty on orders) to verify eligibility)
- ✓ Parent(s) home and work information (including addresses, home and work phone numbers, unit, organization, business names and e-mail addresses)
- ✓ Sponsor's and spouse's/partner's (i.e. LES, Pay Voucher, W-2, Schedule C (IRS Return), (letter from employer if spouse has not worked one full month) proof of income (If no proof of income is provided, the household will be placed in the highest fee category)
- ✓ Complete immunization records for all children 5<sup>th</sup> grade and younger
- ✓ Local emergency and child release designees (minimum of two emergency contacts are required to include name and home and/or cell phone numbers)
- ✓ Copy of Family Care Plan Short-Term Release Designees from DA Form 5305-R (required for single and dual military Families)

**Completion of the following documents is also required:**

- ✓ Child and Youth Services Health Assessment/Sports Physical (must be completed and signed by a health care professional within 30 days of your registration for each child)
- ✓ Program Agreement
- ✓ DoD Child Care Fee Application
- ✓ Child and Youth Services Health Screening Tool #1 (used to determine if Medical Action Plan Team (MIAT) process must be completed before beginning Child and Youth Services Programs)

**NOTE: A completed registration packet and current immunization records must be on file for children 6 weeks - 5<sup>th</sup> grade before using any Child and Youth Services program.**

**Services will be denied to children with expired health assessments, missing immunizations and/or expired registrations.**

**Immunizations:** Children/Youth accepted for child care in CYS programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever and strep throat and have written documentation of all age-appropriate immunizations. Child/youth immunizations must be up to date in order to participate in CYS programs. A waiver request must be approved by the CYS Coordinator before child care can begin. Children/youth who are not immunized will be denied child care during outbreaks, and parents will be responsible for their child care fees during the exclusion period.

Immunization waivers for medical or religious reasons must have documentation from the licensed independent practitioner and from a parent for religious reasons. Children/youth will be excluded from child care in the event of an outbreak of a vaccine preventable disease, and parents will be responsible for their child care fees during the exclusion period.

**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 is to be completed within 30 days of enrollment. Health Assessments are good for three (3) years, as long as the child does not have any special needs or 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 without special needs and who are participating only in the middle school/teen program and SKIESUnlimited 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, allergies. The sports physical must remain current throughout the season. Sports Physicals are valid for one (1) year only.

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

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

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

**Medical Action Plan (MAP):** Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If 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). MAP's (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 Army Public Health Nurse (APHN). 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 child care, 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. Parents place their children on the wait list through the DoD sanctioned site, <https://public.militarychildcare.csd.disa.mil/mccu/ui/#/>.

**Note: When a space is offered from MilitaryChildCare.com, parents/guardians are given forty-eight (48) hours to accept or decline the space.**

**Wait List Priorities:**

a. Priority Level 1 - The first priority for qualifying children from 6 weeks through age 12, in order of precedence from highest to lowest within priority 1, is children of combat-related wounded warriors, child development program direct care staff, single military service members on active duty or dual active duty service member couples, active duty service members with a working spouse (including a DoD Civilian spouse), single DoD Civilian employees paid from

APF or NAF, dual DoD Civilian employee couples, DoD Civilians with working spouse who is not a DoD Civilian, and surviving spouses of military members who died from a combat-related incident. With the exception of combat related wounded warriors, ALL eligible parents or caregivers residing with the child are employed outside the home.

**Note: Individuals acting in loco parentis on behalf of the aforementioned eligible patrons will be placed in the appropriate priority based on the status of the child's sponsor.**

b. Priority Level 2 - The second priority for full-time care will be given equally to qualifying children from 6 weeks through age 12 of active duty military service members, DoD Civilian employees paid from APF and NAF, surviving spouses of military members who died from a combat-related incident, and those individuals acting in loco parentis on behalf of the aforementioned eligible patrons, where a nonworking spouse or, in the case of a DoD Civilian employee, a same-sex domestic partner, is actively seeking employment.

c. Priority Level 3 - The third priority for full-time care will be given equally to qualifying children from 6 weeks through age 12 of active duty military service members, DoD Civilian employees paid from APF and NAF, surviving spouses of military members who died from a combat-related incident, and those individuals acting in loco parentis on behalf of the aforementioned eligible patrons, where a nonworking spouse or, in the case of a DoD Civilian employee, a same-sex domestic partner, is enrolled in an accredited post-secondary institution. The status of post-secondary enrollment must be verified every 90 days.

d. Space Available – After meeting the needs of parents in priorities 1, 2, and 3, CDPs shall support the need for full-time care for other eligible patrons such as active duty Military Services members with non-working spouses, DoD civilian employees paid from APF and NAF with non-working spouses or same-sex domestic partners, eligible employees of DoD Contractors, Federal employees from non-DoD agencies, and military retirees on a space available basis. In this category, CDPs may also authorize otherwise ineligible patrons in accordance with 10 U.S.C. 1783, 1791 through 1800, 2809, and 2812 to enroll in the CDP to make more efficient use of DoD facilities and resources.

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

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

## CHAPTER 3 - DAILY OPERATIONS

**Daily Admission/Release Arrival Procedures:** Upon entering the CYS facility, parents/designated representative will swipe their child into the Child and 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, time and signature. School-age children may be swiped in by their parent/designated representative or the child/youth will key their personal identification number (PIN) into CYMS, and the parent/designated representative will then sign the child/youth in, as above. Middle School/Teens (MST) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designated representative. MSTs will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program. Please provide accurate phone numbers where you can be reached in the event of an emergency that day. Parents remain responsible for the safety and guidance of their children until they are greeted by the caregiver.

**Departures:** At the end of the day, please allow your child enough time to clean up before leaving. Putting playthings away teaches responsibility. Also sign out at the appropriate locations. Look for special notes in your child's cubby or at the parent area at the front desk. Children at the CDC and youth in the SAC program must be picked up inside the facility. No child will be allowed to go out to his or her parent's car for pick up.

**Parking Lot Safety:** Of great concern is the safety of children and youth as they are dropped off at the centers in the mornings and picked up in the afternoon. For safety reasons, cars are not allowed to be running in CYS parking lots without a driver behind the wheel. Per the Army in Europe Child and Youth Supervision Policy, no child is to be left alone in a vehicle under the age of 6.

It is normal to see a parent or guardian rushing to pick up or drop off their children. Kids love to run and parking lots are a danger zone for them as in their haste they start playing and/or forget to look both ways. Please be patient and alert when entering or exiting parking lots. We thank you for making sure the parking lot is safe for all of our CYS Families.

**Release of Children:** Children will not be released to anyone other than those authorized by the parent and identified as a release designee. When choosing a release designee remember that **children cannot be released to anyone under the age of 13**. Remind all release designees to carry a picture I.D. with them in order to verify who they are when they arrive at the facility. It is the parent's responsibility to inform CYS if someone other than those identified as authorized release designees will be picking up your child. This must be in writing. When children will be picked up at school by parents or someone other than CYS personnel, CYS must be notified so they can annotate the absence on the daily roster.

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, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the caregiving site.

**Denial of Child Care Services:** CYS takes all reasonable precautions to offer a healthy environment. To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave. Parents/guardians must pick up their child/youth that becomes ill while in care within 1 hour after being notified. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

**Inability to Participate in Daily Activities:**

Obvious illness such as:

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

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

- Fever has been absent for 24 hours
- Nausea, vomiting or diarrhea has stopped for 24 hours
- The appropriate number of doses of an antibiotic has been given over a 24 hour period for known strep or other bacterial infection

- Chicken Pox lesions have all crusted, usually 5-6 days after onset
- Scabies is under treatment and a physician's note
- Lice are under treatment and a physician's note
- Pinworm treatment has occurred 24 hours before readmission and a physician's note
- Lesions from impetigo are no longer weeping
- Ringworm under treatment and a physician's note; the lesions must be covered; if lesions cannot be covered, child/youth will not be admitted until lesion has shrunk
- Conjunctivitis (Pink Eye) has diminished to the point that eyes are no longer discharging
- The child/youth has completed the contagious stage of the illness and a physician's note
- The child/youth is able to participate in the normal daily activities
- Hand and foot and mouth disease - fever subsides usually 2 to 3 days; rash is not contagious

**Basic Care Items:** Acceptable basic care items are limited to topical items used for; the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent/guardian every 90 days in order for such items to be applied. Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as on the outside of the bag. Contact your program director for a listing of approved basic care items.

**Insect Repellent:** Northern Europe's climate and fauna do not normally warrant the use of insect repellent. When public health authorities recommend use of insect repellents due to a high risk of insect-borne disease, only repellents containing DEET (not more than 30% DEET) will be used, and these are applied only on children over two months of age. Staff will apply insect repellent (provided by parents) no more than once a day and only with written parental permission, using the CYS Basic Care Item Treatment Form. SAC and Youth programs may utilize these products following normal treatment guidelines if participating in specialized outdoor camps or activities where exposure is likely.

**Administration of Medication:** Certain medications may be administered in the CYS setting when it is not possible for parents/guardians to be present. Only prescribed antibiotics, antihistamines, decongestant and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full day, part day or regularly scheduled school-age programs. Medications not on the approved medication list must have a medication Exception to Policy by supporting IMCOM G9. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications. Parent/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container, have a current prescription label, and if not listed on the

“approved medication list”, should be accompanied by proper dosing syringe/cup/spoon. A child/youth must be taking the medication for at least 24 hours prior to re-admission into a CYS program. Parent/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. This policy will be discussed during the parent/guardian orientation. Please contact the individual program for further information.

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

**Rest and Nap Periods:** Children/youth enrolled in CDC full day programs or hourly care will have a rest period, usually following lunch. Children/youth wishing to nap can do so while other children/youth engage in some other quiet activity (e.g. read a book, coloring, etc.). Infants are allowed to follow their own resting/napping patterns.

**Personal Items from Home:**

- **Clothing:** 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, jackets or sweatshirts with drawstring hoods, and mittens connected by strings are not permitted for safety reasons for children who attend the Child Development Center. Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking and water and sand play). Two changes of clothing for all children under school age are recommended. All clothing and accessories should be labeled with your child’s full name.
- **Shoes:** For health and safety reasons, all children who are pulling up or standing must wear socks with sturdy, closed-toe shoes with a full back and non-slip tread (e.g. tennis shoe). Open-toe shoes are **NOT** allowed in CDC and SAC programs. A flexible-soled shoe, rather than a stiff rigid leather-soled shoe is recommended by most professionals for proper walking development. Shoes must fasten firmly (e.g. straps or ties).
- **Jewelry:** accessories such as earrings, rings, bracelets, necklaces and barrettes are not permitted for children who attend the CDC.
- **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. It is not permitted that children younger than 12 months sleep with soft toys. The naptime toy or blanket will be put in the child’s cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (e.g. book bags, books, school supplies, clothing and blankets) are labeled with your child’s full name.

### **Diapering/Toileting Training:**

- **Diapers:** For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child's first and last name.
- **Toilet Learning:** Toilet learning is a natural child's 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 readiness. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

**Transitions:** Children are supervised closely at all times. Additionally, the environment facilitates staff visibility and access to children. Extra vigilance is given during transition periods (e.g. arrival, departure, employee shift changes).

### **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 the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth. Food for the celebration will be prepared in the CYS facility. Food cannot be brought from home whether homemade or store bought.
- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. Senior Commanders from Active Army, Guard and Reserve and other branches of service; congressional delegates; local district officials and other key stakeholders plan and engage in observance of these events. Openings for child care are available during other special events such as balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through Parent Central Services.

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

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

- 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:** 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.

**Serious Accident/Incidents/Emergencies:** In the event of a serious incident/accident resulting in injury to a child/youth requiring medical treatment, the CYS staff will immediately contact emergency services followed by notification of the parents/guardian. CYS personnel 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 that occur while your child/youth is in our care to include emergency situations. Parents/guardians will be asked to sign the report. All reports are kept in the child's/youth's folder, and all serious accidents/incidents and or child abuse allegations are reported to higher headquarters. Parents/guardians are responsible for any associated medical expenses in the event of an injury in the absence of negligence on the part of CYS.

**Sudden Infant Death Syndrome (SIDS):** CYS programs promote and follow practices that reduce the risk of Sudden Infant Death Syndrome (SIDS). SIDS is greatly reduced through these measures, and we actively encourage our parents to follow them at home:

- Placing all infants on their backs to sleep
- Not allowing pillows, quilts, stuffed toys and other soft items in cribs
- Infants heads remain uncovered while they are sleeping
- Infants are never left unattended, even while sleeping

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

- Seat belts must be worn at all times in mini-buses; buses will not move until everyone is buckled up
- Everyone must remain seated and facing forward on buses; buses will not move until everyone is properly seated
- Inside voice is to be used at all times in vehicles
- Eating, chewing and drinking are prohibited in vehicles
- No objects (including body limbs) shall be extended out a window
- Littering is prohibited; trash should be placed in designated trash containers

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

information on high-risk activities.

**Food and Nutrition:** CDC programs provide all infant jar food, cereal and teething biscuits. CDC programs offer 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 current date, date prepared and child's first and last name.

Glass bottles are not allowed, and all bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reasons. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months.

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

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

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

- **Parent Education:** Offer classes at least quarterly during the Parent Advisory Council and through Army Community Service. Regularly scheduled classes include some of the following (1) child growth and development, (2) special needs awareness, (3) character counts, (4) baby sign language and (5) child guidance techniques.
- **Parent Advisory Board:** The PAB is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition.
- **Parent Conferences:** Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for parent/guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.

**Mission Related Extended Hours:** Provided at no additional cost for short-term child care (generally up to 3 hours/day) CYS child care programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty

hours. CDC supports unit requirements for child care during training exercises and alerts to the extent possible. CDC operating hours for full day care will reflect installation variable duty hours. Other child care programs provided for extended hours are trained CDC baby-sitters 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. Extended duty hours care is generally up to 3 hours/day.

**After Hour Care:** Children/youth must be picked up by posted closing time. When a child/youth is left at the site past closing, staff will attempt to contact the parent/guardian using all telephone numbers provided, to include the emergency release designees. If there are no positive responses to these calls, and the child/youth has not been picked up within 1 hour of posted closing time, CYS will develop local Standing Operation Procedures to address alternate child care placement.

## CHAPTER 4 - PAYMENTS AND REFUNDS

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

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

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

### **Documentation Needed to Determine TFI:**

- a. Military Sponsor's current Leave and Earnings Statement (LES). Note that a letter from the National Military Representative (NMR) will not suffice.
- b. Civilian Sponsor's current LES.
- c. Spouse/Partner's LES, W-2 forms, and/or other income documentation.
- d. Schedule C (IRS return) from previous year to demonstrate wages from self employments.
- e. Letter from employer if spouse/partner has not worked one full month. The letter must include rate of pay and anticipated average number of employment hours in order to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment.

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

Fees for blended Families and fees for legally separated Families will be based on the TFI of the household. In households where the parents are married or in a legal partnership and the custodial parent is geographically separated from the sponsor, the income of both is included.

Fees for legally separated Families are contingent on a legal separation document or a notarized statement stating the sponsor is legally separated.

Fees for SHAPE members as well as contractors will be set at a fixed, unsubsidized rate as prescribed by the DoD Fee Policy.

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

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

Parent fees **will be** adjusted when:

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

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

- **Hourly Care Fees:** The standard Army-wide hourly care rate is \$5 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 child care services. Same day or walk-ins may be accepted on a space available basis. Reservations for child care can be made in advance; check with your facility director for further details.
- **CYS WEBTRAC Payments:** USAG Benelux CYS programs allow patrons to make online payments. Please contact Parent Central Services in your community for Webtrac log-in information.

- **CYS Training Days:** All CYS facilities and programs are closed two days each year for staff training.

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

- **Late Pick-Up Fee:** CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per Family per site regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the Family is later than 15 minutes, the Family is charged \$5.00 per child, per site for the remainder of the hour. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend child care are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.
- **Late Payments:** Late payment fee is charged after the 5<sup>th</sup> business day and is \$10.00 per child per payment cycle (semi-monthly) or \$20.00 (monthly) for regular scheduled care both full and part day.
- When late or non-payments have been identified, the procedures as outlined in the SOP, Subject: "Non-Payment of Child Care Fees, Collection of Delinquent Accounts and Denial of Services" will be followed which include:
  - Verbal Warning by Front Desk staff during swipe in/swipe out on the 4<sup>th</sup> and 5<sup>th</sup> days each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.
  - Personal follow-Up by Program Manager on 6<sup>th</sup> day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver from IMCOM G9 and reminding of them of penalties if payment arrangements are not made by established deadlines.
  - Written Notice of Non-Payment/Potential Termination by Program Manager on 6<sup>th</sup> day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, the Program Manager should also do a final verbal follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage them to seek assistance if warranted.

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

**Financial Hardship Waiver:** Families must demonstrate a need for a child care fee reduction due to financial hardship based on a review by an ACS financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee adjustments for financial hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. **Families whose child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review.** Contact the Outreach Services director at your child care facility for assistance in filing a hardship.

**Leave/Vacation Options:** During the enrollment/re-registration process, Families must select either a two (2) or four (4) week leave/vacation fee option for each child enrolled in a **CDC program ONLY**. Vacation must be taken in a minimum increment of five consecutive workdays. The vacation option chosen must be used during the registration year and unused vacation weeks cannot be carried over into the next year. Families who opt for 4 weeks of leave/vacation pay a higher monthly fee than Families who chose the 2 weeks fee option; however, the total amount paid for child care over the year is the same amount Families must provide a two week advance, written notice prior to taking leave/vacation.

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

A one-time ten percent reduction may be applied to the final payment for full day, and before/after school care programs when a 30 day notification for withdrawal/disenrollment from a program is provided. This reduction is not applied to Families transitioning to other on post CYS programs (e.g. transitioning from CDC to SAC, etc.).

**Absenteeism:** *No credits or refunds are issued for child/youth absenteeism due to:* (a) regular childhood illnesses or injuries (two weeks or less) (b) CYS program closures due to inclement weather, staff training or special installation circumstances determined by the Garrison Commander (GC), (c) withdrawal except in situations approved by the CYS Coordinator where the child/youth has not started the class and for (d) unused leave/vacation. Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the program director to the Garrison Commander.

**Refunds:** Refunds are authorized for: (a) program closures for repair or renovation when an alternate care setting is not provided (b) unexpected prolonged child absence due to Family emergency or extended illnesses (over 2 weeks with Garrison Commander's approval) (c) withdrawal from a regularly scheduled child care programs upon receipt of PCS orders and (d) withdrawal from a Youth Sport (occurring before midseason of the sport). Forms are available at Parent Central Services or at your program facility.

Refunds are *not* authorized for: (a) child absences two weeks or less, (b) CYS short term program closures due to inclement weather (3 days or less), (c) withdrawal from a SKIES*Unlimited* instructional class, (d) Unused leave/vacation credit, (e) staff training (no more than 2 days per year provided patrons are provided with advanced notification and alternate options for child care when needed) or (f) special installation circumstance as determined by the Garrison Commander

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

**Deployment Support Services:** Please contact your local Parent Central Services for additional information regarding Deployment Support Services.

**Parent Participation Fee Reduction:** Parents may earn a fee reduction for participating for a minimum of 10 hours in CYS programs. A 10% reduction on one month's fee for one child/youth may be awarded for each 10 hours of parent participation. Reductions are limited to 10% per child/youth per month.

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

**Multiple Child Reductions (MCR):** A 15% MCR is applied when more than one child is enrolled in regularly scheduled child care programs (CDC, SAC and YP before school/camp or youth sports). MCRs for child care and youth sports are calculated separately and may not be combined. MCRs are *not* applied to hourly care, *SKIESUnlimited* fees or School Age occasional user fees.

MCR applies to Families with more than one child enrolled in a seasonal youth sport. The full fee is paid for the most expensive sport when children are enrolled concurrently. All other children receive the MCR.

MCR applies to Families with more than one child enrolled in ongoing child care programs (full day, part day and before and after school). The child enrolled in the highest cost care option is considered the first child and pays the full rate. The MCR is applied to the second child and all subsequent children enrolled in regular ongoing child care programs.

## CHAPTER 5 - CURRICULUM AND PROGRAMS

### **CORE CURRICULUM:**

#### **Child Development Center (CDC):**

The Creative Curriculum is the authorized curriculum used in CDCs for children ages 0–5. The My Teaching Strategies developmental assessment, checkpoints will be used to document the progress of children. All activities will be developmental in nature and recognize children's individual differences by providing an environment that encourages self-confidence, development of self-help and life skills, curiosity, creativity and self-discipline as outlined in the Creative Curriculum. Concrete experiential learning activities encompass the following domains: Social/Emotional, Physical, Language, Cognitive, Literacy, Mathematics, Science and Technology.

Typical child routines such as; meals, cleaning up times, napping/resting times and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Weekly lesson plans and a daily schedule are posted.

#### **School-Age Care (SAC):**

Curriculum and programming centers around the school age five service areas: Sports, Fitness and Recreation; The Arts; Character and Leadership Development; Education, Support and Career Exploration; and Health, Wellness and Life Skills. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests and cover a wide array of skill, ability and interest levels.

Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (e.g. water, food, restrooms) in a relaxed way, allow children to move smoothly from one activity to another, usually at their own pace and facilitate transitions when it is necessary for children to move as a group.

Program choices will be offered to help children develop skills in independent living and life planning such as cooking, swimming, etc.

#### **Youth Center (YC):**

The Youth Center utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. The framework is comprised of five service areas (Character and Leadership Development; Education, Support and Career Development; Health, Wellness and Life Skills; Sports, Fitness and Recreation; and The Arts) to meet the core requirements. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency. Activities will reflect the program's written philosophy and goals for youth in a prominent area.

Program opportunities include but are not limited to:

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

- Volunteer Community Service provide opportunities for youth to actively learn through service to their community
- Workforce Preparation provides opportunities for youth to prepare for successful entry into the workforce
- Youth Technology Lab provides opportunities for youth to explore interests, enhance technology skills and research information

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

### **Child and Youth Sport and Fitness Program:**

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

- The System is comprised of Four Service Areas to meet the core requirements:
  - Team Sports
  - Individual Sports
  - Fitness and Nutrition
  - Outreach
- Team Sports are offered for all children in the following sports:
  - Baseball/T-Ball
  - Soccer
  - Basketball
  - A minimum of two additional team sports offered at any time of the year (volleyball, dodge ball, cheerleading, flag 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 Nutrition option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc.
- Fitness and Nutrition programs focus on nutrition education/counseling and health promotion. These programs are implemented throughout the CYS system:
  - Nutrition, counseling or health activities/event
  - At least one other locally determined option i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.
- Outreach programs are offered in CDC, SAC and YC in four areas throughout the year:
  - Intramurals (SAC/YC)
  - Motor Skill Activities (CDC/SAC) i.e. Start Smart
  - Skill Building Clinics (all)
  - MWR Partnerships (SAC/YC) 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 (CDC):** (Ages 6 weeks - 5 years) Offer on post full day, part day, hourly child care, extended duty day care 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.

**School-Age Centers (SAC):** (Kinder - 5 year old by 1 September of current school year - 5<sup>th</sup> Grade) The SAC program offers before and after school programs, weekend activities during the school year, summer care and camps during school vacations for children in grade K through 5. Care is provided by trained staff and operations are subject to DoD Certification.

**Youth Centers (YC):** (6<sup>th</sup>-12<sup>th</sup> Grade) The YC offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 6<sup>th</sup> through 12<sup>th</sup> 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 and 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, FMWR facilities, schools, community fields and facilities.

- Baseline Programming includes:
  - Team Sports
  - Individual Sports
  - Fitness and Nutrition
  - Outreach
- *Get Fit... Be Strong:* A comprehensive health, fitness and wellness campaign in an effort to increase children and youth's physical activity and teach them healthy lifestyle techniques. The "*Get Fit, Be Strong*" initiative is executed in School Age Care (SAC), Youth Center (YC), Child and Youth Sports and Fitness and Army Youth Programs in Your Neighborhood (AYPN) Schools. All children and youth enrolled in SAC, YC and Youth Sports and Fitness 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 and Fitness Awards Program. CYS staff and parents will also be able to participate in this initiative, thus setting great examples and serving as role models for children and youth.
- National Alliance for Youth Sports (NAYS): NAYS is the nation's leading youth sports educator and advocate with national programs that educate administrators, coaches, officials and parents about their roles and responsibilities in the context of youth sports in addition to offering youth development programs for children. Since 1993, the National Alliance for Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases in CONUS and OCONUS locations. Through NAYS CYS offers: youth sports coaches certification, youth sports officials training services,

parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services and on-site and on-line educational forums on Army installations worldwide.

### **Parent and Outreach Services Programs:**

- Parent Central Services: (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes and babysitter training and referral services for Families. Includes CYS Parent Advisory Council, non-traditional outreach services and Parents On-Site volunteer program. Provides program information, sends publications and messages and contributes to websites of interest to parents.
- Kids On-Site: (Ages 6 weeks - 12 years) Offers short term hourly child care for Families using/attending Command Sponsored events, e.g., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events, etc., provided by CYS employees in a variety of on and off post settings that may include FMWR facilities, chapels, Armed Forces Recreation Centers, hotels, schools, armories, etc. Parents remain on-site or are immediately available in an adjacent facility.
- Kids At Home: (Ages 6 weeks - 18 years) Offers non-traditional outreach services to support Families with children/youth whose primary care/educational setting is in their own home. Includes imAlone classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and Home School Services, e.g., use of CYS tech labs, multi-purpose rooms, homework centers and instructional programs for educational purposes during school hours (when facilities are not in use) by children/youth who are home schooled and accompanied by their parents.
- Parents On-Site/Parent Co-Ops: (Ages 6 weeks - 12 years) Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, short term care in unit settings by Family members in one unit or organization for similar services at a future agreed upon time with Family members in another unit or organization. Care is provided by parents with CYS staff assistance and operations are subject to DoD Certification.
- CYSitters/Trained Babysitters: (Ages 12-18 years) Offer formal training for teens and adults who provide short-term hourly child care in Families' own homes. Training covers skills needed to safely and appropriately care for children and includes first aid and CPR, program activities and the "business" of babysitting. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS babysitter referral list.
- SKIES*Unlimited* Instructional Program: (Ages 3-18 years) Offers range of out of school classes, e.g., music, dance, martial arts, gymnastics, technology, life skills and SAT prep designed to complement, expand and support the academic, life skills and athletic experiences children and youth have within Army CYS programs and schools. Provided by CYS employees and contract instructors in a variety of settings which may include: Child Development Centers, School Age Programs, FMWR and community facilities and schools. (Not available in the Brussels and JFC Brunssum Communities)

### **Deployment Support Services:**

- Youth Technology Labs (YTLs): (Ages 6-18 years) Provide a safe, secure and age appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and serving as a vital component of CYS Homework Centers and Mobile Tech Labs that support geographically dispersed children and youth through Operation Military Kids.
- Child Behavior Consultants: Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents and children within CYS facilities, garrison schools and summer camps.
- Respite Child Care: Offers respite child care for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered 16 hours per child, per month at no cost care beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns.

### **COMMUNITY BASED PROGRAMS:**

**School Support Services:** (Grades K-12) The purpose of School Support Services is to reduce the conflict between military mission requirements and parental responsibilities related to K-12 education. School Support Services provides a variety of programmatic strategies and resources to achieve this mission and to support academic success and wellness for Army children and youth.

- School Liaison Officers (SLOs): Have strong educational backgrounds and are located on each Army garrison. SLOs provide support to Garrison Commanders, Army Families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army Families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families.
- Homeschool Support: Provided to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these Families overcome unique challenges and barriers.
- Homework Centers (K-12 grades): Create a safe and familiar before and after school academic support environment in School-Age Centers and Youth Centers.
- School Youth Sponsorship Programs: Ease school transitions in CONUS and OCONUS schools.
- Tutor.Com: (K-1st Yr College) Offers free, online tutoring services to dependent children of active duty Army personnel, dependent children of deployed Army National Guard personnel, dependent children of deployed Army Reserve personnel, dependent children of Army Wounded Warriors/Survivors, inactive/part time Army National Guard personnel and their dependents and inactive/part-time Army.