

PARENT HANDBOOK

Letter from the Chief, Family Support Division...

Dear Parents:

Welcome to the Yuma Proving Ground (YPG) Community and to Child, Youth & School Services (CYS Services)! We hope this handbook will answer most of your questions, but please call on us at any time should you need additional information. We believe open, continuous parent – staff communication is vitally linked to the success of our programs, so you are encouraged to share your comments and ideas. We ask you make every effort to stay involved with your child’s program. Read this handbook and jot down any questions, then call your program director.

Your child is entrusted in our care during his/her formative years when basic skills and feelings about self and the surrounding world are developed. Our primary goal is to provide a safe, nurturing environment that fosters positive self-esteem through purposeful play and exploration and a feeling of success. Our common bond is your child, and we look forward to this special partnership. Please keep these important people in your child’s life informed about Family issues or concerns. Talk to them daily so they may provide the best care for your child. Let them know when you or your spouse will be deployed or when there has been an upsetting event in your Family such as death or illness. They are aware of many resources that can help you.

Our Centers have an Open Door Policy. *We encourage you to visit your child at any time for as long as you like. Children especially appreciate you staying for breakfast or dropping in for a snack or lunch. We enjoy their smiles when you share their proud events with them and their friends as another demonstration of your love for them.*

We are always in need of program volunteers. Please consider sharing a special skill or some time in our programs. Please talk to your room/group lead/care provider and ask how you can get more involved. Another very important avenue for involvement is the quarterly Parent Advisory Board (PAB). The PAB is our forum to discuss program changes, get your ideas, and update parents on program changes/upcoming events. This is also where we plan our calendar for holiday celebrations. We want every parent to attend PAB meetings. If you cannot attend, please check with your center director to get those questions answered quickly.

Thank you for coming to Child, Youth & School Services, we look forward to getting to know you and your child!

Sincerely,

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CHILD, YOUTH & SCHOOL SERVICES PHILOSOPHY

Child, Youth & School Services (CYS Services) is an essential Family program that directly supports the military lifestyle and reduces the conflict between parental responsibilities and soldier unit mission requirements. CYC Services is operated under Family, Morale, Welfare and Recreation (FMWR). Programs are administered as a Family, Morale, Welfare and Recreation Activity supported by user fees and limited congressionally appropriated funding. The guidelines and minimum standards for the Army's CYC Services program are directed by Army Regulation 608-10, "Child Development Services", July 15, 1997.

The design of Child, Youth & School Services seeks to support three major elements:

- 1. Children**
- 2. Parents**
- 3. Community and Command**

To meet the needs of all three elements, six major program components are offered:

- Age-appropriate full day care
- Age-appropriate part day care
- Age-appropriate hourly care
- Before and/or after school care
- Middle School/Teen Youth development programs
- Age-appropriate sports and fitness programs

Each program, whether serving infants, preschoolers, school age children or teens, has similar developmental goals and objectives and is comparable in quality. The differences are the number of hours children spend in the program, and the delivery system, such as center based, quarter based, or supplemental options. Parents may select the option that meets their Family and child's needs.

Children are growing and learning continuously, not merely at certain times of the day. Young children learn from "hands on" experience and from the positive interactions children have with adults, other children, the environment and materials. Learning experiences should be realistic and relevant.

The foundation for all development is formed during a child's early years. During these critical years, a child's energy will be directed toward intellectual, physical, emotional, and social fulfillment according to his/her individual potential. To support this process, CYC Services programs practice multi-age grouping within each program and provide a wide range of activities to encourage optimal development of each child. This arrangement allows children to benefit from being around children who are at different developmental stages. An important benefit of multi-age grouping is the consistency of care a child receives when he/she turns another year older and isn't forced to separate from the caregiver to whom he/she is attached or the routine and environment with which he/she is familiar and reliant upon.

The CYS Services Program reflects the philosophy of the National Association for the Education of Young Children (NAEYC), Council on Accreditation (COA), Boys and Girls Club of America (BGCA) National Alliance Youth Sports (NAYS) and National 4-H Clubs.

The Army CYS Services Program recognizes that for all they can provide for children, the Family is still the single most important influence in a child's life. No caregiver, provider, or program leader can replace the parent. Children need parents who will take interest in their endeavors, will encourage their efforts, will provide guidance, and will celebrate their accomplishments.

ENVIRONMENT. The CYS Services Program provides a planned, clean, safe, nurturing environment that promotes the physical, social, emotional, intellectual, and creative development of children. Learning materials, creative materials, games, and physical activities are provided in each environment and are appropriate to the age and development of the children. Special attention is given to the health and safety of each child in all programs.

CAREGIVING. The foundation of each program is built around loving, caring, warm and consistent nurturing. Each center-based caregiver or program leader has one group of children, which is his/her primary care group. Children get to know and relate to their special person. Programs and routines are as consistent as possible, so children can develop a level of trust in the adults who work with them. Each CYS Services program seeks to help children develop positive self-concept. Therefore, all interactions with children will be positive in nature. Family values and differences are respected and affirmed.

CURRICULUM. Five special features are woven into the curriculum of programs:

Multi-Sensory. Children are active learners who learn through hands-on experiences. Planned activities use and strengthen the senses, touch, taste, smell, hearing, and seeing, as well as fostering creativity and physical skill. From these activities, children gain increasing ability to think and understand themselves, others, and the world. As children acquire new understandings they gain confidence and self-esteem. Subject areas such as literacy, math, science, and social studies are presented through integrated and meaningful activities like books, songs, dramatic play, games, cooking, gardening and field trips.

Variety. Programs provide a wide range of developmental activities to appeal to different interests and needs and developmental levels. Children are offered a variety of activities and materials including creative art activities, music, computer use, physical activities, games, books, stories on tape, and opportunities for dramatic play and puppetry. Outdoor activities are also used to expand learning activities for children and homework centers are available for school age children. School age children provide ideas for activity clubs, which the staff will set up.

Flexibility. Daily plans are made for children's activities. However, the caregivers, providers, or leaders will adjust the daily plans to take advantage of new opportunities to teach or engage children. The adults in each program are prepared to meet the needs of children who exhibit skills and needs outside the range of normal development. A Training and Curriculum

Specialist will provide support and training for adults working with children who have special needs.

Self-Directive. Children are encouraged to develop independence and self-help skills, as they are able. This promotes self-reliance and self-esteem. Children are encouraged to make their own choices as they progress in the ability to do so. Both cooperation with the group and independent thinking are encouraged.

Non-Competitive. Children need to be respected and feel successful because of their own accomplishments, not because of the failures of other children. Therefore, “beautiful baby” contests, “fashion shows” and competitive games are not appropriate for young children. Games for children emphasize the fun and skill of an activity not the winner and loser. Cooperative games are ideal for young children. As children mature, appropriate competitive activities may be introduced.

HELPING YOUR CHILD ADJUST

Many children have a difficult time adjusting to settings outside of their home. This is a normal part of a child’s development. We want to work with you in helping your child’s transition to a CYS Services program be as smooth as possible. Transition ideas that have been successful include:

We encourage you to spend short periods of time with your child when he/she first joins in the program. This will enable you and your child to become familiar with those who will be interacting with your child on a daily basis, the activities your child will be participating in and the new setting.

For infants, bring adequate supplies of diapers and wipes. If parents decide to bring in formula/breastmilk it must be prepared and labeled with the name of child, and date brought to the center.

Talk to your child about participating in the CYS Services program. Giving advance notice to children helps the adjustment process.

When leaving your child with us, be sure to take time to hug your child and assure him/her that you will be returning. Slipping out unnoticed can result in mistrust.

Understand your child may not be happy about being left behind. Acknowledge and validate his/her sadness.

Ensure your child is dressed casually enough to enjoy an active day of learning activities/play.

Be punctual in picking up your child. Children become upset when their friends are leaving and they are still waiting.

A warm greeting upon pickup to your child and the staff strengthens bonds and stimulates positive communication.

Talk to your child about his/her activity during the day.

DEVELOPMENTAL ACTIVITIES

CYS Services is based on activities that are selected to help children develop in all areas of growth, not just in academics. Research has shown that a strong foundation in all areas of child development, such as social skills, physical development and language development are good predictors of later success. Because of this knowledge, adults working with children plan for many types of development.

Language experiences. Children enrich their language skills through conversations, books, word games, tape recorders and visual aids. Young children see the left to right sequencing used in reading as they observe adults reading to them. They learn to recognize language patterns through books and poetry. They practice self-expression during puppetry play, dramatic play, storytelling, and day-to-day conversation with others. They become attentive to adults as they listen to directions and instructions. Children are exposed to written language because everyday items are labeled.

Self and Community Awareness. Children build a concept of self through an awareness of their roles and abilities as they interact with others. They develop skills in expressing their needs and emotions. They gain respect for the needs and feelings of others. Older children are encouraged to help younger children. For example, school age children come to the child development centers to read to preschool children. Junior Leaders from middle school ages are trained to work with younger elementary school children. Cultural diversity awareness is built throughout all programs with staff members, pictures, books, music and dolls which represent persons of many cultures.

Math Activities. Math concepts are incorporated throughout the daily activities. Children may count the number of friends who are seated at the table with them for breakfast, they will hear caregivers count the children as they leave the room, they will be exposed to time and measurement vocabulary and graphing. School age children will encounter math as they work on computers, measure ingredients as they help with cooking projects, and build more complex projects in a variety of curriculum areas.

Science and Nature. Children's awareness of the world around them increases as they participate in experiments, plant gardens, observe the weather, see the effect of heat on food as they mix and cook, explore with magnets and prisms, and discuss the environment in which they live.

Physical Development and Fitness. Children are encouraged to use their bodies; to develop strength, balance, flexibility, and coordination. They are encouraged to value and care for their bodies by making healthy choices of activities and foods.

Art. Children are encouraged to be creative through multiple art mediums such as drawing, painting and sculpting. Each child's creative work is valued as it is. Art activities are planned to allow children to enjoy the process of creating and self-expression. Art activities are not planned to produce finished products that all look alike or that look like the adult's standard.

Music. Children learn to enjoy music by singing, being sung to, hearing music, and making music. Musical games add to their delight of music. Children can explore dance through creative movement activities. Music from many styles and cultures is provided to foster pleasure in music. No one musical style is used to the exclusion of other styles.

HOW CHILDREN LEARN FROM ACTIVITY AREAS

Activity areas are those places designed for specific purpose within the environment. Children use these areas to interact with materials, other children, adults and the world around them. Specific areas are provided to support productive age appropriate activities and play. These areas help children develop skills and abilities needed to succeed in life.

Blocks. Blocks are essential in a child and youth environment and support the concept of geometry, balance, and design. Children learn about sizes, shapes, numbers, order, length, heights, and cooperation with other builders. Many successful architects and engineers began with blocks.

Dramatic Play. The dramatic play area bridges the home with the child's new setting. Here they create imaginary characters, make sense of their world, practice skills, experiment with roles they have experienced at home, and work out problems such as going to the hospital. This area encourages social skills, language skills, negotiating and problem solving.

Table Toys. Table toys include games, manipulatives, and collections of materials for sorting, organizing, and arranging. In this area children develop small muscle control, cognitive skills, and social skills. They learn how to create ideas out of the materials. Puzzles help a child discriminate shapes and form which is an essential skill for learning to discriminate shapes of letters for reading and writing.

Art Areas. This center allows a child to explore with colors and forms texture. There is no right way to create with paints, colors, and glue. The freedom for self-expression is the reason for the art area. Children learn hand eye coordination and fine motor control as they develop skill using brushes and drawing materials.

Sand and Water. Children explore how the water feels, flows, pours, and splashes. They see what sinks and floats and other science principles. They create with sand and see the consequence of their effort on a material. Measuring cups and spoons of water supports development of eye hand control. Working at the water table is often a very soothing activity for children.

Library Areas. This area is a place to get away from the real world and explore the wonder of adventure, fantasy, or poetry. They can sit in a soft place and dream if they wish. The library area contains a multitude of informational materials. Books provide ways of dealing with difficult issues such as divorce and death. Even babies are read to, they are learning the patterns of language and that books are made of a special material. Toddlers can gain information about the world from books. Preschoolers are beginning to make the connection between the printed words and real objects, which is the basis of reading. School age children can practice this important skill and gain pleasure from stories.

Writing Areas. The writing center is a place where children can experiment with writing tools, can begin to create their own “writing” and can appreciate the rich joy of words. Here, they will find paper, pencils, journals, markers and ideas for writing.

Woodworking Areas. Woodworking is another challenging and creative area for preschoolers. Children and youth become very adept with hand-eye coordination and increase carpentry skills. In addition to the skills that can be obtained through woodworking, this area provides a soothing activity for many children who may have difficulties settling down.

Science Center. Is designed for ‘hands on’ fun and exploration to inspire an interest in science, math, physics, engineering and technology.

Outdoor Areas. Outside activities include climbing, games, and running, riding wheel toys, team and individual sports, planting in the garden area and exploring sand and water. Watching clouds, seeing rainbows, observing trees and leaves contribute to a child’s sense of wonder of the natural world. The outdoors fosters development of a child’s physical body as well as their minds and social interactions.

Computer Areas. Being familiar and friendly with technology is the goal of the computer centers. School age children are encouraged to use the computers to research and work out their own projects and ideas. They may create newsletters or other materials for their centers.

Homework Center. This center allows children a space to build on what they have learned in school. The Homework Center Teacher supports the children’s need for a quiet and well-equipped place to write, read, explore, and learn.

GENERAL POLICIES

Child Eligibility Criteria. **Children and youth from 4 weeks through 18 years of age of sponsors eligible to use Family, Morale, Welfare, and Recreation (FMWR) activities (AR 215-1) may use services provided by CYS Services delivery systems.**

Waiting List (Child Placement) Procedures. When Army CYS Services are not immediately available, patrons are placed on the CYS Services Waiting List. Fortunately, YPG CYS Services is generally able to accommodate those needing care. Parents may choose one of two options:

First Available: Families need care immediately and will consider any viable option. When they reach the top of their priority level listing, they will be offered the first vacancy that meets their child age group and care type (full-day or part-day) requirements.

Family Choice: Patrons prefer to wait for placement until a vacancy becomes available at a specific program, site or location. Though they may reach the top of their priority level, they will not be contacted until a vacancy in their specific choice occurs. This may increase the time before a placement can be made.

The Army CYS Services child placement system is based on waiting list priorities:

Priority 1- (In order of precedence from highest to lowest) 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 (APF/NAF), dual DoD civilian employee couples, DoD civilians with working spouse who is not a DoD civilian, surviving spouses of military members who died from a combat-related incident.

Priority 2- (For full time care will be given equally) Active duty military service members, DoD civilian employees (APF/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. The status of actively seeking employment will be verified every 90 days.

Priority 3- (For full time care will be given equally) Active duty military service members, DoD civilian employees (APF/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 will be verified every 90 days.

After meeting the needs of parents in priorities 1, 2, and 3, CYS Services will support the need for full-time care for other eligible patrons, such as active duty military service members with nonworking spouses, DoD civilian employees (APF/NAF) with nonworking 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.

Note: Individuals acting in loco parentis will be placed in the appropriate priority based on the status of the child's sponsor. Expectant parents or those that will PCS to YPG may place their child on the waiting list any time prior to arrival. Full-time care takes priority over part-time care. A child already attending a CYS Services program generally should not be displaced to allow room for a child with higher priority

Waiting List Business Rules. CYS Services will contact Families when a child space is available. Families who select first available option and decline the space offered will be moved to the projected for care list with their initial request date OR can select the Family choice option with their initial request date. Parents are responsible for updating all information on the application as changes occur. Families must contact the Parent Central Services Office a minimum of once every 3 months to confirm interest in remaining on the waiting list and projected for care list. The projected for care list is for Families that anticipate needed child care in the future. This may include Families who have declined an initial placement from the waiting list, unborn children (expectant parents), parents waiting to adopt a child,

withdrawing a child from a CYS Services program for an extended period due to military/Family absences, deployment, and transfers to a new location. When Families have a change in their “projected care” status e.g., birth of a baby, they must notify CYS Services to be moved to the waiting list. CYS Services will place the Family into their patron priority category based on their initial request date.

Note: Active duty military and DoD civilian patrons are eligible when they are assigned to, work on, or reside at the Installation or locations supported by the Installation catchment support area. Expectant parents or those that will PCS to YPG may place their child on the waiting list any time prior to arrival. Full-time care takes priority over part-time care. A child already attending a CYS Services program generally should not be displaced to allow room for a child with higher priority. Most current procedural guidance will be used on waiting list management from DA headquarters.

Waiting List Business Rules. CYS Services will contact Families when a child space is available. Families who select first available option and decline the space offered will be moved to the projected for care list with their initial request date OR can select the Family choice option with their initial request date. Parents are responsible for updating all information on the application as changes occur. Families must contact the Central Registration Office a minimum of once every 3 months to confirm interest in remaining on the waiting list and projected for care list. The projected for care list is for Families that anticipate needed child care in the future. This may include Families who have declined an initial placement from the waiting list, unborn children (expectant parents), parents waiting to adopt a child, withdrawing a child from a CYS Services program for an extended period due to military/Family absences, deployment, and transfers to a new location. When Families have a change in their “projected care” status e.g., birth of a baby, they must notify CYS Services to be moved to the waiting list. CYS Services will place the Family into their patron priority category based on their initial request date.

Registration. Initial registration takes approximately 30-45 minutes. Upon registration completion you will be required to attend parent orientation with the program you have enrolled your child in. Registrations are valid for 1 year and must be updated annually. Parents are required to complete the following forms (and other special needs forms as required. See special needs section):

a. **Health Assessment/Sports Physical.** This form requires a signature and office stamp from a medical facility representative within the past calendar year or within 30 days of enrollment. The sports physical is valid for 1 year and the health assessment is valid for 2 years unless there are changes in your child’s health.

b. **DA Form 5224 R, CYS Services Child and Family Profile.** The information on this form is used to develop programs meeting needs of child and Family, ensure appropriate placement of child, identify contingency plan for child illness, verify Family Care Plan, and identification of potential program volunteers.

c. **DA Form 5226 R, CYS Services Sponsor/Program Agreement.** This form outlines the contract between the sponsor and the program they will be using.

d. **DD Form 2652, Application for Department of Defense Child Care Fees.** This form provides income information for payment category.

e. **CACFP Affidavit for Free and Reduced Price Meals.**

f. **Health Screening Tool.** This form is used to determine if the Multidisciplinary Inclusion Action Team (MIAT) must be completed before beginning CYS Services programs.

g. **FCC Parental Statement of Understanding.** This form is for FCC patrons only.

The following information is required to complete the registration process for all CYS Services programs:

a. Parent (s) home and work information.

b. Proof of parent (s) income (i.e., LES, check stub, W-2, schedule C for self employment). Letter from employer if spouse has not worked a full month is acceptable. 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 pay. Parents' without proof of income are placed in the highest fee category.

c. Official Immunization Record.

d. Local emergency and child release designees other than you or your spouse. A minimum of 2 are required (name, work and home phone numbers) and must be within 1 hour of your child's program location.

e. Family Care Plan/short term release designee (s) from DA form 5305-R. Required for single and dual military.

PLEASE NOTE: We know this is a lot of paperwork, but it keeps your child safe and healthy in our program and is required by Army regulations. A completed registration packet and current immunizations must be on file prior to using any CYS Services program. Services will be denied to children with expired health assessments, missing immunizations or expired registrations.

Fees, Charges, and Discounts

Fees are set according to Department of Defense (DoD) policy and are based on total Family income (TFI) in a sliding scale. This policy is established to ensure fees are consistent and predictable Army-wide and patrons pay a fair share of the cost of care. It is the responsibility of each sponsor to ensure that his/her CYS Services fee application reflects the most current information concerning TFI. Fees are subject to change in accordance with the Army established implementation dates and a 30 day advance notice will be given if such a change becomes necessary.

Parent fees are adjusted when:

- ◆ The Family moves to a new TFI category (e.g. during re-registration or when an unemployed spouse looking for work finds employment)

- ◆ Children transition between programs with different fees, e.g., full day care to kindergarten, full day to part day, after school to summer camp
- ◆ Army fee policy directs a fee change
- ◆ The Family relocates to another installation with different fees
- ◆ A financial hardship waiver is granted to change the TFI

TFI category is adjusted when:

- ◆ The unemployed spouse finds paid employment
- ◆ There is a documented reduction in TFI (e.g. change from full time to part time, furlough, etc)
- ◆ A financial hardship waiver is granted to change the TFI
- ◆ A TFI calculation error places Families in a higher TFI Category. Retroactive credit (from the date of the error) will be applied to the Family household. When TFI calculation errors result in underpayment, Families are notified that fees will be adjusted during the next registration year, unless the mistake is determined to be fraudulent.

Fees are due on the 1st working day of each month or the 1st and the 15th if paying semi-monthly. Payment is due by the 5th business day of the month. Late payment fee is charged after the 5th business day and is \$10.00 per child per payment cycle (semi-monthly or monthly). Families will receive written notification of termination if full payment for the month is not received by the last working day of the month unless a command approved financial hardship waiver is granted. CYS Services is not authorized to extend credit for fees; therefore all accounts must be paid promptly. Hourly care payments are due the day services are rendered or in advance. Please see current school year fee policy for rates. Any reservations not cancelled the day before will be charged a \$8 no show fee.

Hourly care must be paid in full on the day service is provided. **Patrons with outstanding late pick up and/or no show fees will not be allowed to use or reserve a space for care until the fee is paid in full.**

Occasional Users (those not regularly enrolled)/Hourly Care for School Age Children:

- a. Four (4) free hours per month per child of Open Recreation/Hourly Care are authorized for occasional users in one hour increments. Failure to cancel a reservation will result in loss of free hours.
- b. One free hour of Open Recreation is authorized for participation in scheduled 4-H Club meetings or 4-H events.

- c. Open Recreation hours may not be accumulated from month to month or used in lieu of parent fees for children enrolled in regularly scheduled Before & After School or Summer Camp programs.
- d. An Hourly Care Fee of \$4.00 per hour is charged for occasional users attending SAC five or fewer hours per week. Hourly Care is a flat rate of \$4.00 per hour for the first hour and then charged at 30 min increments. Hourly Care may be reserved in 30 minute increments, after the first hour, and may not exceed five hours per week. Hours may not accumulate from week to week or be used in lieu of parent fees for children enrolled in regularly scheduled Before & After School or Summer Camp programs.
- e. A daily fee of \$30.00 is charged for occasional users attending SAC more than four hours per day. A daily fee of \$16 is charged for occasional users attending SAC four or fewer hours per day. These fees will be charged if you exceed your five hours paid per week.
- f. Occasional users may be charged separate fees for field trips, special activities and extended hours that would ordinarily be included in the regularly scheduled monthly/semi-monthly fees. The MCR does not apply to occasional users.

SKIESUnlimited Classes. Enrollment in and the cost of SKIES classes are in addition to enrollment in and the cost for any other CYS Services program. Enrollment in SKIESUnlimited classes is limited and spaces are filled on a first paid basis. Prior to the beginning of each session, new and returning students must pay for that session in order for the student to be enrolled in classes. Minimum class size must be met in order for a program to begin. There are no refunds for SKIESUnlimited classes, unless a program is cancelled. If CYS Services or the instructor cancels a class for any reason, the class will be made up. If a student misses a class, there are no make-up classes. Parent points may not be used for SKIESUnlimited classes and there are no multiple child discounts. There are no classes on Federal Holidays.

Payments for all CYS Services programs will be made at the CDC (Bldg. 1102). Payments received after 5 PM will be credited to the next business day.

Middle School/Teens. After school programs and services including snacks will be offered during weekday duty hours (generally 1400-1800, Monday through Thursday) at no cost to eligible middle school youth in grades 6-9 and teens in grades 10-12. Fees for parents requesting “before school” supervision or other extended hours supervision of children and youth in grades 6-9 will be based on the school-age program fees. Middle school and teen summer camps/programs/activities will be offered at no cost weekdays after 1300 (generally until 1800). Snacks will be provided. Locally determined fees will be charged for extended hours supervision (generally 0545-1300 provided as an enhancement to the no cost afternoon summer programs/camps). Field trip fees are offered for the cost of the activity and will vary for each trip.

Late pickup fees. CDC and SAS 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 SAS 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 an additional \$5.00 per child, per site for the remainder of the hour and then \$5.00 per child, per site for each

hour thereafter. If after one hour the parent or designee has not called or picked up the child, and emergency contact list is exhausted, then the child will be turned over to the YPG Security Police.

Patron Discounts.

1. **Multiple Child Discount (MCD).** A Multiple Child Reduction (MCR) is given for all CYS Services programs except instructional classes, hourly care and Family Child Care homes not subsidized for fee equity. This MCR (15%) is applied to any household with multiple children enrolled in regular CYS Services programs (full day, part day, before and/or after school). A MCR is only applied for camp when 2 or more children are enrolled and attend at the same time. The MCR is applied to the least expensive type of care. The discount is not applied to the first child and does not increase due to the number of children enrolled.

2. **Team Sports Multiple Child Reduction (TSMCR) Discount.** A team sports multiple child reduction (MCR) will be given to a Family with multiple children (after the first) participating in the same team sport, i.e., the first child pays the full fee; remaining children receive 15% discount.

3. **Parent Participation Discount (PPD).** Parent Participation Points may be earned by the parent to offset the cost of care for their child. Points are earned by participation in various CYS Services activities (i.e., field trips, special events, projects, classroom participation, etc.). A total of 10 points per month need to be earned to receive a 10% discount on one childcare fee. These points are nontransferable and can carry over month to month. Original certificate must be turned in at time of payment.

4. **Coaches Discount (CD).** A volunteer head coach may enroll all of their own children at no cost in any sport occurring during the same playing season the parent is coaching. Assistant volunteer coaches may enroll their first child at no cost in any sport occurring during the same playing season the parent is coaching and subsequent children will receive 15% reduction.

Hardship cases. Patrons facing long or short-term financial difficulties that affect their ability to meet established childcare fees or payment schedules may request evaluation as a hardship case. Financial assistance may be available from Army Community Services (928-328-2332) and/or the Arizona Department of Economic Security (DES) (928-783-2863). Families needing assistance with fees may request an exception to policy with a written request and supporting documentation through the soldier's chain of command to the program director. The program director will then pass it through the chain of command for a decision by the Garrison Manager.

Income Tax Receipts. Some childcare costs are tax deductible. A child care statement will be provided at the end of the year upon request. You will be provided with a receipt at the time of payment. Please save all receipts to verify payment for tax purposes.

Withdrawal from Program. You must officially withdraw your child from a CYS Services program in writing two weeks prior to their last day of attendance. Without a written withdrawal, fees will continue to accrue.

Checks. Postdated checks cannot be accepted. Checks cannot be accepted from anyone whose name appears on the IMWRF Bad Check List until authorization from IMWRF is received. Name, rank, SSN and unit phone must be on each check. Returned check fee is \$25.00. Cash payments will be required after the first returned check. Fees may also be paid by Visa, MasterCard, Discover, debit card, or money order.

Leave Policy. CDC parents receive up to two weeks (or four weeks if requested at the beginning of the registration year) of leave annually (based on registration date) with no fees for care during their leave and without loss of their childcare space. Leave credits do not transfer from post to post. Leave shall not be given in less than one-week increments (five consecutive days, not including weekends). Leave cannot be accumulated from year to year. Leave option may only be utilized if the child is not in care. **The parent must be up to date on fees, program requirements, and registration in order to use the leave option.** The leave option is requested in writing (enclosed), two weeks in advance of requested period. No refunds will be made for leave not taken. When taking a vacation leave option, the patron will be credited the weekly DoD fee.

IMMUNIZATIONS

It is the responsibility of the parent/sponsor to ensure that their child's immunizations are kept current. In accordance with AR 608-10, any child whose immunizations are not current cannot receive care. The following is a list of immunizations each child needs before attending any Child, Youth & School Services program:

Birth – 2 months	Hepatitis B#1
2 months	DTaP#1, HIB#1, IPV#1, PCV
4 months	DTaP#2, HIB#2, IPV#2, Hepatitis B#2, PCV#2
6 months	DTaP#3, HIB#3, Hepatitis#3, PCV#3
12 months	MMR, Varicella
15 months	DTaP#4, HIB#4, IPV#3
4-6 years	DTaP#5, Polio#4, MMR

Once you have registered, you will be directed to the program of your interest. You will be required to attend parent orientation. Parent orientations are scheduled on an as needed basis. During registration you will be assigned an orientation date. Attendance at a parent orientation is required prior to the day the child is scheduled to start. Parents will meet with the Director to review policies, procedures and philosophy followed by a tour of the facility and a visit to your child's room. If you have selected Family Child Care, you will meet the staff and learn about FCC policies and procedures.

REGARDING PARENTS

Communication between staff and parents requires a proactive approach. To enhance parent/staff communications, we have established the following policy:

Day to day informal talks that take place while parents are dropping off or picking up their children. Parent conferences may be requested at any time with the child's designated care provider, program director or training and curriculum staff.

Newsletters are an important part of the communication process with parents. Announcements are made through monthly newsletters regarding new staff members and children, and special events. Current information about the program and ideas for parents to use with their children at home are also regularly featured.

Special activities are ways in which CYS Services communicates with parents on an on-going basis. This includes inviting parents to eat with the children, having special workshops of interest to the parents, and activities such as those held during the Week of the Young Child and the Month of the Military Child.

Parent bulletin boards are used to post current information in each program room.

Parent surveys are done on a regular basis. Sometimes parents are more willing to voice their concerns through writing or responding to specific questions. Surveys will be done at least once a year.

Regular conferences with parents are more formal than talking with parents on a day-to-day basis. These include the staff working directly with the child and are an opportunity to discuss a child relative to his/her progress in the program. These will be conducted at a minimum of once per year.

Occasionally, an Incident/Accident Form is completed to assist in keeping parents informed of the well-being of their children. These forms are used to document/communicate unusual behaviors, accidents, or injuries that occur to the children. This form will be made available to you at the end of the day to read and sign. If the injury involves bleeding or a head trauma, the parent will be contacted telephonically.

STAFF TRAINING

All Child, Youth & School Services caregiving staff and providers undergo an initial training program prior to working with your child. Staff are trained in the 13 functional areas required for a child development associates (CDA). After initial training is completed, CYS Services staff must complete additional training of not less than 38 units in the first year of employment and 24 units annually thereafter.

Training includes CPR, First Aid, Administration of Medication, Child Abuse Recognition, Prevention and Reporting, Developmental Programming, Child Growth and Development, Special Needs Training, Child Guidance, Environments, and other classes which support quality caregiving.

Each center-based program has a qualified room leader responsible for planning and scheduling appropriate activities for your child. The room leader is also responsible for

maintaining communication with parents on a daily basis. Please take the time to inform your child's room leader of any concerns you have regarding your child. Please ask questions, offer suggestions, and surface any concerns you may have.

Parents are always welcome to participate in staff training sessions. Many of the topics addressed are relevant to parenting as well as to child care issues.

If you have concerns or suggestions, which have an impact on the entire center, bring these to the attention of the Assistant Director or the Director. Parental involvement is an important part of a successful program. CYS Services has an open door policy during all program hours. We need your objective ideas to continue to improve our program and services.

REGARDING CHILDREN

Infants. Young infants need frequent one-to-one interactions with those who care for them. Infants rely upon adults to respond to nearly all their needs, including changing, feeding, and comforting them. Infants are absorbing life around them at all times. Adults need to sing to infants, talk to them in a simple and clear manner, comfort them, praise them, and model for them. Play for an infant occurs on the floor, in strollers, in someone's arms, and in rocking. The environment must have pictures of people, familiar objects and friendly animals. Space is required for young infants to roll over, pull up, and crawl. Mirrors are important in infant environments so they can see and learn about themselves. Toys include busy boards, clutch balls, rattles, spoons, teething toys, vinyl covered pillows to climb on, nesting toys, small blocks, squeeze toys, and heavy cardboard books with simple pictures. With the exception of infants with medical conditions which warrant side or stomach sleeping positions, all infants 12 months of age or younger will be placed on their backs to sleep.

As infants begin to sit up on their own, they can join in Family style dining with another infant and an adult to provide assistance as needed. As they begin walking, steps can be provided for them to practice going up and down. They like to carry objects around the environment like baby dolls and purses.

The infant environment should invite exploration of objects. Supervised water play is appropriate, as is painting. Routines are essential in the infant's environment.

Toddlers. Toddlers have newfound mobility, which lends itself to running, cruising, and climbing. Toddlers enjoy group movement-if one child does something, they all want to do that same thing. Toddlers love to explore and will get into anything accessible to them. This is why it is so important to have an environment that encourages safe exploration. Toddlers are also becoming more adept with their fine muscle development. Puzzles can be more than one piece. They can begin turning book pages quite nicely. They like to bang, so "bang, bang" toys are appropriate. They also like to throw, and it is appropriate to have soft balls that can be thrown and a target, such as a box, to receive it.

Toddlers have an abundance of creativity and initiative, which is exhibited in excessive energy. They are developing the ability to express themselves, thus they need opportunities to

initiate language. They also like to be read to frequently. Toddlers haven't yet learned to distinguish themselves from the world around them. Everything belongs to them and sharing is not a concept they understand. Adults have to model appropriate behavior but, should not expect toddlers to "get it."

Routines are important to toddlers. Supportive routines must be established. Toddlers are dependent on routines to develop trust.

Toddlers are learning to use the toilet. They cannot be pushed into this activity but the means must be there for them when they are ready.

Toddlers are becoming more social but are still into parallel play. Opportunities must be available for them to play side by side with their friends. Singing, dancing and finger plays are other favorite activities.

Because toddlers are creative, opportunities for expression should be available. Painting, water, and sand play support creative ventures.

Toddlers need predictability and repetition in their environment but they themselves can be very unpredictable. A curriculum established to support toddlers must recognize the challenges a toddler presents, and provide a variety of activities that support optimum growth and development of the toddler.

Preschoolers. The preschool age child is becoming more social and is developing real friendships. Dramatic play can become more complex by provisioning the area with props reflecting the child's larger social world.

Fine motor skills are being refined daily. Activities involving wooden blocks can be expanded to support their experimentation with balancing. Woodworking is another activity that can be added to the preschool environment. This supports fine motor development as well as creativity.

Literacy skills are becoming pronounced. Preschoolers are beginning to progress through normal stages of writing development. Support for this activity includes writing utensils, cutting materials, stamps, pads, lots of word and sentence sources, crayons, markers, papers, dictionaries, books galore, and more. Children are continuing to read but more concretely at this stage. They want to know how to spell their name (they like seeing their name on their cubby, sleeping mat, etc.). Labels throughout the environment are important to support the growing literacy abilities.

Expression continues to be important. This can occur in the dramatic play area, woodworking area, block area, or painting area. Paints should always be accessible to preschoolers. With preschoolers it is still the process that is important so don't expect products. They need access to a variety of materials.

The preschooler also needs praise, but it must be honest, as they know the difference.

Preschoolers like to climb and take on larger challenges than the toddler. Rhythm and movement is an important activity to include in the preschool environment. More complex puzzles, clay, and pegboards are examples of materials that support fine muscle development.

While the preschooler is becoming more independent, he/she still needs the comfort and support of the adult. Predictability and routines are important to the preschooler.

The Strong Beginnings (Pre-K) program is five days a week, and three hours a day for children entering Kinder the following year. The program follows the school district's schedule and operates only when school is in session. The curriculum focuses on the social, emotional, and physical development of children, equipping them with basic academic and "Kindergarten Classroom Etiquette" skills to enhance school readiness. Wrap around care for children is provided before and after Strong Beginnings for those children needing full day care. This also gives a part day option to parents that have one spouse at home and would like their Kindergarten bound children to receive school readiness enrichment classes each week.

School Age. The elementary years are a time of important developmental advances that establish a child's sense of identity. During these years, children make strides toward adulthood by becoming competent, independent, self-aware, and involved and more skilled in their own problem solving abilities. Biological and cognitive changes transform children's bodies and minds. Social relationships and roles change dramatically as children enter school, join programs, and become involved with peers and adults outside their Families. During these years, children develop a sense of self-esteem and individuality, comparing themselves with their peers.

The tumultuous physical and social changes that accompany this age group, the desire for autonomy and distance from the Family, and the transition from elementary school to middle school can all cause problems for young people. When adolescents are in settings (in school, at home, or in community programs) that are not attuned to their needs and emerging independence, they can lose confidence in themselves and slip into negative behavior patterns.

In our work with children and young adults, the most important tools we possess in helping them change, grow and develop into healthy, happy and well-adjusted members of society is ourselves. Our ability to relate to young people in an open, sensitive, consistent and caring way is perhaps the single most important contribution we make to the overall growth of these young people. "Education" does not occur solely when the young person is sitting in the classroom with the teacher. It is a fundamental understanding that whoever is spending time with the young person can have a direct effect on behavior and learning, and hence growth. This is why the role of the school-age caregiver is so important to the full development of the children in his or her charge. Not only are they charged with the safety and wellbeing of each child in their group, but also with the responsibility of helping to shape those children into confident and strong young citizens.

Youth Fitness and Sports. Youth Fitness and Sports offer a wide range of positive sports and environments that promote healthy development of all children and youth. Youth Fitness and Sports Programs encompass a variety of safe and supervised activities that:

- a. Foster the development of leadership, sportsmanship and teamwork skills.
- b. Offer children and youth opportunities to build skills and feel competent in competitive and non- competitive situations.
- c. Empower children and youth to achieve self-confidence.
- d. Enhance or reinforce learning opportunities for children and youth through individual and group activities.
- e. Instill values associated with the pursuit of sports, fitness and health activities in adulthood, particularly self-discipline, persistence and decision making.
- f. Reduce the likelihood of situations and behaviors that put children and youth at risk.
- g. Provide a variety of opportunities for parental and command involvement.
- h. Minimize parental lost duty time related to youth misconduct.
- i. Promote positive attitudes and reinforce Army core values.
- j. A sports physical is required annually.

Middle School/Teen. The Middle School and Teen Programs offer a free after-school drop-in recreation program which provide positive alternatives that help minimize at risk behaviors. Activities which foster positive self-identity; educational; technological; employment; social; emotional and cultural competence; community and civic involvement; health and wellbeing; and a moral compass. Programs continually change and improve to meet the needs of today's younger and older teenagers. The youth have an active voice in planning, developing, and executing new and innovative ideas to be implemented into the overall program. Each teenager is an individual with a unique personality, special interests, and strong likes and dislikes. However, there are also numerous developmental issues that everyone faces during the adolescent years. Following are normal feelings and behaviors of the middle school and early high school adolescent.

The Movement towards Independence:

- Struggle with sense of identity
- Feeling awkward or strange about one's self and one's body
- Focus on self, alternating between high expectations and poor self-concept
- Interests and clothing style influenced by peer group
- Moodiness
- Improved ability to use speech to express one's self
- Realization that parents are not perfect; identification of their faults
- Less overt affection shown to parents, with occasional rudeness

- Complaints that parents interfere with independence
- Tendency to return to childish behavior, particularly when stressed

Future Interests and Cognitive Changes:

- Mostly interested in present, limited thoughts of future
- Intellectual interests expand and gain in importance
- Greater ability to do work (physical, mental, emotional)

Sexuality:

- Increased interest in sexuality
- Frequently changing relationships
- Worries about being normal

Morals, Values, and Self-Direction:

- Rule and limit testing
- Capacity for abstract thought
- Development of ideals and selection of role models
- More consistent evidence of conscience

Teenagers do vary slightly from the above descriptions, but the feelings and behaviors are, in general, considered normal for each stage of adolescence.

CHILD ABUSE PREVENTION

Upon employment, and annually thereafter, all CYS Services staff and FCC providers are trained in the prevention, identification, and reporting of child/spouse abuse. Training is open to interested parents and may be scheduled through your program's Training and Curriculum Specialist.

You will notice that while in a CYS Services program there are many precautions taken to protect your child. Sign-in/out sheets are located in each module for parents and staff to sign. Any visitors (that are not CYS Services parents) must report to the front desk, sign-in, and receive a visitor's tag. CYS Services personnel will accompany them at all times. Visibility panels are included on all doors and rooms, and bathrooms are not blocked off from view. Background checks are completed on all CYS Services personnel. Surveillance cameras have been installed in all centers as an additional prevention measure.

Children are screened daily for evidence of potential abuse and neglect as mandated by AR 608-10, Child Development Services. In the event an allegation is made against personnel working with children, the employee is reassigned to a position which does not have child

contact until a determination is made by law enforcement authorities and the Family Advocacy Case Management Team.

Child, Youth & School Services personnel, FCC providers, and volunteers will ensure that each child in their care is monitored closely for any physical or behavioral indicators of abuse and neglect.

Keeping children and youth safe is everyone's business. If you ever see or suspect child abuse, child neglect, or a safety violation in your DoD Child and Youth Programs, report it to your installation reporting point of contact, which for YPG is 911. Additionally, you may call the Department of Defense Child Abuse Hotline number 1-877-790-1197 or contact the Family Advocacy Program at 328-3224.

CYSS Personnel are all mandatory reporters and any suspected cases of child/spouse abuse and/or neglect must be, by law, reported to the reporting point of contact which on post is 911.

Please note Commander's Policy #9S discusses child supervision requirements on the installation. In addition when dropping your child off at the CDC or YS all cars need to be turned off for the safety of children in and around the facility.

HIRING STAFF TO BABYSIT

Parents frequently ask center staff to baby sit. Child, Youth & School Services does not authorize or take responsibility for any services that CYS Services employees may provide outside of CYS Services premises or programs.

ARRIVAL/DEPARTURE

Parents are responsible for signing and scanning their children into and out of the appropriate CYS Services program upon entering the facility. They must accompany their children to the child's room/center. Children in SAS, CDC's or FCC programs will not be allowed to leave a Child, Youth & School Services Program with anyone other than parents without prior written arrangements being made with the Program Director. For your child's safety, persons other than parents will be required to show identification before being allowed to remove the child from the premises. These designees should be noted at the time of registration. Exceptions or special circumstances may be addressed with the Director as needs arise.

Children under 13 years of age may not pick up children. A parent will not be denied access to their child unless a court order is in the child's file restraining such rights.

Children 10 years of age or older, may sign themselves out of the SAS program only if written parental permission is on file

No more than 12 hours of continuous care per child will be provided in any CYS Services program, with the exception of Services provided in FCC homes authorized to provide extended hours, long term care, or under circumstances approved by the CYS Services Coordinator.

PERSONAL BELONGINGS

Child, Youth & School Services cannot assume responsibility for loss or damage to any personal possessions children bring into the center. It is distressing to children to misplace or lose personal belongings and sometimes difficult for the staff to identify the owner. Therefore, children are encouraged to leave toys, food, money, pets, gum, and candy at home. Please help your child understand why it is not wise to bring toys or other objects that they may not wish to share with the group. However, it is acceptable for a child to bring a small blanket, special soft toy, or stuffed animal for rest time. We discourage toy weapons in all CYS Services programs.

LOST AND FOUND

If your child is missing anything please inquire at the center as soon as possible. It is much easier to return a lost item if it is labeled with the owner's name. Remember to label everything. Unclaimed items are given to charity after a reasonable period of time.

CLOTHING

Children should arrive clean and dressed in comfortable play clothes that are easily washed and allow freedom of movement. All items of clothing should be tasteful, appropriate for the weather and should be labeled with the child's name. For children in the Child Development Center, we do recommend that a change of clothing (labeled and placed in a bag) be brought in for use in case of an accident. CYS Services is not responsible for personal loss or damage. For health and safety reasons children must wear **closed-toed shoes** in the CDC and SAS programs. Parents are advised to have their children wear tennis shoes. Due to choking hazards, children in the Child Development Center should not wear jewelry (earrings, rings, bracelets and necklaces).

Only disposable diapers will be used unless a doctor's slip is presented stating that your child must wear cloth diapers. Bring at least one diaper for each hour your child will be in child care. We request that your child come into the program wearing clean diapers. If your child is being toilet trained, please bring adequate amounts of training pants and changes of clothes for the time he/she will be there. If your child is approximately two years old and showing signs of readiness (e.g. dry for 2-3 hours, verbalizing the need, etc.), the CYS Services staff will be glad to assist you.

Water play will be part of your child's learning activities. The following items will be needed in order for your child to participate: towel, bathing suit, closed toed water shoes or an extra pair of tennis shoes and swimmers (for those children not potty-trained).

ABSENCES

Please notify the program director if your child contacts a communicable illness or will be out several days. If your child will not be attending the CDC/SAS program because of a scheduled appointment, illness, vacation, or other planned absences, please notify the SAS program staff as soon as possible. Absences without prior notification may be mistaken for a missing child, and unnecessary concern and time may be spent by staff searching for the child. If a child does not

arrive at the program as expected, the SAS staff will first contact the school (to see if the child was absent or went home early) and then contact the parent. If the parents cannot be reached, the staff will call the child's emergency contact. If all attempts fail to locate the whereabouts of the missing child, the Base Law Enforcement will be notified. Remember, there are no refunds given for absences from the program.

HEALTH AND SAFETY

For health reasons, we will not accept a child who shows signs of illness, fever, diarrhea, severe cold, unusual rash, or communicable disease. If your child becomes ill during the day, you will be notified. Parents or emergency designee are expected to pick up the child within one hour of notification. In an emergency situation, the child will be taken to the closest emergency room for immediate medical attention. Parents will be notified immediately, and if you cannot be reached, the emergency contact person will be called. If the injury is sufficiently severe and the hospital deems it necessary, treatment will be administered prior to parent's arrival.

After showing symptoms of a contagious disease, children will be readmitted after treatment has begun, the contagious stage of illness has passed, and the child is physically able to function in the program setting and does not pose a significant threat to others. All cases of communicable disease, (head lice, ring worm, etc.), must be reported to the YPG Health Clinic/Army Public Health Nurse (APHN) and posted at the CYS Services program. Following an absence due to a serious illness, a re-admission slip from a physician may be required. Children may return to programs only if they are well enough to participate in usual daily activities and program routine. Clinic/Army Public Health Nurse (APHN) and posted at the CYS Services program. Following an absence due to a serious illness, a re-admission slip from a physician may be required. Children may return to programs only if they are well enough to participate in usual daily activities and program routine. **The CYS Services policy is that the child may return to a care setting when the Primary Care Manager (PCM) says they can in writing if the return to care is in compliance with the CYSS Health SOP's.** The child's PCM will need to provide written special instructions for the CYSS staff. The CYSS program can request a re-evaluation if the child is having significant productive cough, sneezing, diarrhea and/or fever. If a child is on a new medication there is a potential for a medical reaction and the child will need to be observed.

While in a Child, Youth & School Services program, your child is under constant supervision. However, minor injuries may be sustained during play. When this happens, CYS Services personnel will perform the necessary first aid and fill out an Accident/Incident Report for parental signature. The appropriate program director or designee may contact the parent if a child is injured or becomes ill.

ACCIDENTS/INJURIES

Should an accident or injury occur to your child, the following steps will be taken:

1. The Child and Youth Program Associate (CYPA) or program director will try to keep the child calm and quiet regardless of how serious the injury might be.

2. Accepted first aid practices of the American Red Cross or American Heart will be used.
3. In the case of a major injury, the post emergency services will be called to treat and transport the child to the hospital and the parent or guardian will be notified immediately.
4. In the case of a minor injury, the wound will be washed with water and then protected with sterile bandages or ice will be applied. An Incident/Accident Form will be filled out by the CYPA or program director to notify parents of any injuries or accidents that may have occurred during the day.

SERIOUS INCIDENT REPORTS

Should an incident occur in a CYS Services program or facility that include:

1. Injury to a child/youth sustained in a CYS Services program or facility that results in admission to a hospital or which prevents/precludes the child/youth from participating in school/Child Development Center (CDC)/Youth Programs for more than three (3) days.
2. Child neglect, or physical or sexual abuse allegations on any person working or volunteering in any CYS Services program, even if the allegation did not involve a child enrolled in a CYS Services program.
3. Any substantiated child neglect or abuse charge.
4. Revocation or deferment of accreditation for any CDC or School Age Center.

A Commanders Critical Incident Report (CCIR) will be submitted within 24 hours of notification through the chain of command per SECARMY Directive 2015-44

MEDICATION ADMINISTRATION

1. Medicine will be administered according to guidance given in AR 608-10 (para 4-32) and generally only within full-day or after school CYS Services programs enrolling regularly scheduled children. On a case by case basis, the APHN or designee can make exceptions and determine an action plan based on doctor's recommendations and the child's needs. Medicine will be administered only when prescribed by a physician and only when there is no other reasonable alternative to the medical requirement. Exception is given in the case of Basic Care Items.
2. Written permission from a parent or guardian must be obtained before administering medication. DA Form 5225-R (Medication Dispensation Record) must be filled out prior to medicine being administered. All new medications must be administered by parents for the first 24 hours. Each medication requires a separate form that may be used for a one-month period. Time of each dosage and initials of the person administering medication will be entered at the time the dosage is administered. Medication will be returned to parents at the end of each day.

3. CYS Services personnel are prohibited from using force to administer any medication. If a child refuses to take medication it will be documented on DA Form 5225-R (Medication Dispensation Record) and the parents will be notified.

4. As stated in the Child, Youth & School Services Health SOP, asthma medication must be brought in, as per asthma care plan or services will be denied for that day (See Health SOP).

5. All medication will be:

a. In original container with child-proof cap. Please place this in a Ziploc bag with the appropriate syringe or measuring cup for administering the medicine (you may want to ask the pharmacy to put the medication in two bottles – one for home and one for care provider).

b. Dated and labeled with physician's name, child's name, name of medication, dosage and time (i.e.; 3 x day for 10 day). CYS Services personnel will not be able to administer "as needed" medication without special permission from the APHN. Medication can only be administered at the CDC when prescribed three or more times per day. (Medications administered once or twice daily should be given by parents at home.) Contact the CDC for more information.

c. No "over-the-counter" medication will be administered unless ordered by doctor and all specifications above are met.

d. Ear, eye and nose drops are like any other medication and can be given in CYS Services programs if the child's physician says it is the best treatment for the illness.

e. Designated center-based personnel are authorized to administer medication within the CYS Services programs according to physician's instructions.

f. Individuals administering medicine must have received prior specialized training and annual re-certification training.

BASIC CARE ITEMS

The following items have been approved for use in Child, Youth & School Services programs under the following conditions:

1. Over the counter "basic care items" are limited to topical items used for the prevention of sunburn, diaper rash (ointments and lotions). They are:

- a. Desitin/A and D Ointment, or other diaper rash creams.
- b. Sunscreen (no DEET permitted)
- c. Lip balm (Chapstick)
- d. Oragel Natural (for teething irritation)
- e. Insect Repellent (DEET concentration no greater than 30%)
- f. Hand/Body Lotion (non-medicated)

Approved “basic care items” will be in their original container and labeled with the child’s first and last name.

2. A Basic Care Form must be completed giving staff the authorization to apply the basic care items to your child. Prior to “basic care items” being administered, the child’s parents/guardian will complete the form and provide the basic care item with a written reason for use, frequency, amount and location of application.

It is very important that we know about any medication you are giving your child at home also.

MEALS

1. All children enrolled in CYS Services programs are fed meals and snacks that meet the United States Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) nutritional and amount guidelines for children. No child will go longer than three hours without a meal or snack being offered to them. Infants are fed on demand. Parents are not charged extra for meals as all SAS and CDC programs receive reimbursement for all meals served. Cycle menus approved by a dietitian, are posted for parents information and comments.

2. All meals are served “Family style” in the classroom, meals in the School Age and Middle School Teen program are served buffet style and staff members eat with the children. Family style dining promotes good eating habits, with time allowed for socialization. Pleasant meal times help shape positive food attitudes. CYS Services allows children to choose from a selection of healthy foods and to decide how much they will eat. This child-led approach leads to greater acceptance and enjoyment of food. Good eating habits begin in childhood and can lead to healthy life-long behaviors. Children participate in all aspects of this activity from setting the table, to serving themselves, and helping to clean up. During our field trips, school out days and summer camp, food service changes to a mixture of Family style dining and a buffet service.

3. You are encouraged to enjoy a meal/snack with your child anytime. We ask that you tell the center Director 24 hours in advance so you can be included in our meal.

4. Health regulations do not allow food brought from home to include pop tarts, candy, drinks, etc.

5. We encourage all mothers to breast feed their infants and are happy to provide a place that is comfortable for you and your child. There is little doubt that breast-feeding provides the healthiest start for all children for nourishment, immunity and parental bonding.

6. Should a parent wish, they may provide premixed formula in pre-labeled, plastic bottles. All bottles must be labeled with child’s full name and date. Each bottle must have a lid-covered nipple to prevent contamination. Medication, infant cereal mixed with formula, and any other additives will not be accepted in bottles in any CYS Services program. (Medication must be administered in a precise manner to prevent poisoning or illness). Infants are not ready to digest

cereal until they are developmentally ready to eat from a spoon at approximately four months of age. Infant cereal in bottles is a choking hazard, can cause digestive problems, and is actually force feeding because an infant is forced to eat in order to prevent thirst. Infants are held during bottle-feeding to provide quality interactions and nurturing between caregiver and infant. To help prevent baby bottle mouth, ear infection, and choking, no bottles are propped in CYS Services programs. Juices are to be 100% fruit juice.

7. CYS Services enjoy sharing in your child's special celebrations and birthdays. For holidays, birthdays or other special occasion celebrations, only nutritious food and drink will be served to the children in a CYS Services program. Examples are as follows: 100% fruit juice, blueberry muffins, banana or pumpkin bread, pizza, fresh fruits and vegetables with dip, banana shakes, oatmeal cookies, etc. **No outside food or drinks will be accepted into the CDC or SAS Programs.** Items such as Kool-Aid, candy, snacks like chips or Cheetos will not be served in any Child Development Center setting.

CYS Services philosophy concerning developmental programs emphasizes the importance of hands on involvement of children, i.e., children can make their own decorations and favors, personalize placements and hats, and create their own menu to include food preparation and cooking experiences.

Parents are always welcome to participate in and attend these special celebrations. Children and parents derive great pleasure in sharing such occasions, especially when the children have catered the event. No outside Services, such as clowns, are permitted. For safety reasons, balloons and lit candles will not be included in celebrations.

ALLERGY/FOOD PREFERENCE FOR RELIGIOUS REASONS

1. Children who have been identified with having food allergies are to complete the Special Diet Statement and the Allergy Medical Action Plan prior to the child being admitted to the center (enclosed). A doctor's signature and office stamp is needed to complete the form. A list of approved food substitutes from a nutritionist is to be submitted to the center or program that has been chosen.

2. Food Preference for religious reasons. Parents are to notify the center at the time of orientation that their child is unable to eat certain food i.e., pork products or Jell-O due to religious beliefs. The Center will provide substitutes when possible if the doctor has signed a note and a nutritionist has submitted a list of approved food substitutes and quantities.

CLEANLINESS

Our centers are maintained at a high standard of sanitation. They are cleaned daily by professional janitorial services, center custodial workers, or staff. Preventive pest control is conducted. Monthly inspections are conducted by Community Health and Preventive Medicine. Our staff cleans and disinfects changing tables after each diaper change. All toys and equipment are disinfected on a regular schedule. We promote cleanliness and good hygiene with the

children. Frequent hand washing is practiced by staff and children. Hand washing is always required before entering a room, before eating, water play, and after toileting.

FIRE DRILLS

Fire Drills are conducted monthly for all age groups. During a fire drill your child will be taken outside. Evacuation Plans are posted in each classroom.

EMERGENCY PROCEDURES

In the unlikely event that the center is severely damaged or declared unsafe, all children will be evacuated to an emergency shelter where they will await your arrival. Should such an emergency occur, the Center Director will attempt to notify you as soon as possible. A notice will be posted at the center with information on the alternate site.

PROGRAM CLOSURES

CYS Services programs exist to support the military mission. The Child Care Center and School Age Services are closed on all federal holidays, the day after Thanksgiving, two days for training and/or any Command directed closings. Some FCC providers choose to be open on some holidays. If you need care due to the mission, please contact Central Registration for assistance with your need.

In the case of inclement weather, CYS Services Programs will remain open unless government offices are closed. Should it be necessary to close for any reason, you will be called to come and pick up your child. There are no discounts for Command directed closings or closings because of "Acts of God".

GUIDANCE, TOUCH AND DISCIPLINE POLICY

Our goal is to provide quality care for youth that promotes physical, cognitive, emotional, and social growth. We believe most problems are prevented with a creative, active curriculum in a positive, caring environment. We believe most children come to us wanting to learn and get along with new friends. We strive to give children attention and praise when they behave correctly and to correct in a way that preserves a child's dignity and self-esteem when there is misbehavior.

Physical or verbal punishment does not contribute to these goals and is not used in our program. Army regulations strictly prohibit all forms of corporal punishment. We encourage parents to examine our guidance techniques and gather information on the many benefits of positive guidance. Consistency between home and the CYS Services programs create autonomy and emotional maturity.

CYS Services personnel will use only constructive positive discipline techniques. Constructive discipline recognizes that children want to do what is correct and the misbehavior is often a symptom of a problem or need for attention. Caregiving of young children focuses on guiding and supporting children while using their problem-solving techniques. Helping children

to decide what to do, rather than what not to do, is the basis for child guidance. Our role is to meet children's individual needs and thereby assist them in becoming confident, secure individuals with good problem-solving and thinking abilities.

1. Positive discipline will be used by CYS Services personnel based on an understanding of individual needs and behaviors of children at varying developmental levels. Simple, understandable rules will be established so that every child will know what is expected of him/her.

2. Discipline will be constructive in nature including such methods as diversion, separation of child from situation, praise of appropriate behavior; or gentle, physical restraint such as holding. CYS Services personnel will not punish children by:

- a. Spanking, pinching, shaking, or other corporal punishment.
- b. Isolation away from adults sight/contact.
- c. Confinement in closets, boxes, or similar places.
- d. Binding to restrain movement of mouth or limb.
- e. Humiliation or verbal abuse.
- f. Deprivation of meals, snacks, outdoor play opportunities, or other program components. Short-term restrictions on the use of specific play materials and equipment or participation in a specific activity are permissible.
- g. Extended periods of "time-out" (e.g. in excess of one minute per year of age).
- h. A child may not be punished for lapses in toilet training or refusing food.
- i. High chair and cribs will not be used for discipline purposes.
- j. The current touch policy can be viewed at the Parent Central Services office.

3. All CYSS staff will take a child's developmental level into consideration when assessing a child who bites. A two year old who bites vs. an eight year old who bites will be treated very differently.

After several biting incidents in one day or one very serious bite (one that requires medical assistance) the same day, the child's parent may be called to take the child out of the center for the rest of the day if center staff feel the child needs additional assistance. After trying all other approaches consistently over time, The CDC will review with the Multidisciplinary Inclusion Action Team (MIAT) team what it has tried and ask for outside assistance. If it is determined that the needs of child are beyond what the program can provide, the child may need a different kind of setting until this behavior ceases. Biting policies will focus on modifying child behavior

with the existing environment rather than “suspending” the child. When this is not possible, the CLEOS director will assist parents in obtaining care in another CYS Services setting if available.

4. Because we provide quality care in a group setting, a safe environment for all children is imperative. Therefore, CYS Services reserves the right to deny or suspend services to any child whose behavior is detrimental to the program or the safety of children, including him/her, or staff. When we determine that the usual forms of discipline are ineffective, additional measures will be taken as noted below.

5. A child who is misbehaving in an unsafe or harmful manner that endangers the child, other children, or the staff will be told that this behavior is unsafe, unacceptable and must stop. If the behavior continues, staff will continue to supervise the child and call for any necessary assistance while management staff notifies the parent. Parents will be informed that the child is behaving in an unsafe manner and they need to pick up their child immediately (within one hour). A child’s behavior, when malicious or inflicted with the intent to harm another person, will not be tolerated. Serious instances of patterns of unsafe behavior demonstrated by any child may result in suspension or revocation of CYS Services. If a child does not respond to appropriate discipline procedures, the following may occur:

a. A one (1) day suspension from the program, beginning the next day. Parents will be responsible for payment for the suspended day.

b. If the problem continues after the child returns to the program, the child will be suspended for three (3) days. The parent will be responsible for payment for those three days.

c. If the child continues to display inappropriate behavior, a suspension of one (1) week from the program will occur. The parent will be responsible for that week’s payment (five program days).

d. If, after re-admission to the program, the child continues to display behavioral problems, permanent dismissal from the program can occur. At this point, the parent or guardian will not be held responsible for any future payments and a refund may be warranted.

5. Parents may also be notified of inappropriate behavior on an Incident/Accident Report form. These reports are completed by the staff, signed by the Facility Director, and signed by the parent. A signed copy will be furnished to the parent.

CONFERENCES

You are welcome to visit your child’s program at any time. Should you desire to have a conference regarding your child, one may be scheduled with the Program Director or your child’s teacher/caregiver/FCC provider. CDC/FCC Parent’s will be asked to attend a minimum of two formal conferences yearly. During these conferences, staff and Families meet to discuss a child’s behavior, health, friendships, accomplishments, etc.

TRANSITIONS

Prior to a child beginning to transition, the staff and parents will hold a conference to ensure that the child experiences a smooth transition from the one program age group to the next. The inability to control bodily functions will not be the sole reason for excluding a child from moving up to the next age group. Transitions will be made on a case by case basis.

LESSONS PLANS

The lead in each classroom or youth center will post weekly lesson plans that provide information on activities planned and skills that are being developed through these activities.

QUIET TIME

Rest periods will be provided appropriate to ages and needs of children with at least one hour scheduled for all children less than five years enrolled in a full-day program. Children who are not asleep within the first 30 minutes may participate in quiet activities that do not disturb others who are sleeping. Pillows will not be used for children under three years. Pillows used by preschoolers are not to exceed 12" x 12" due to limited cubby storage. Pillows are to have a pillowcase which is washed weekly. *It is helpful and less disruptive if you can plan to arrive or depart before or after quiet times.*

FIELD TRIPS

Field trips are scheduled occasionally (especially during break and vacation periods) to enrich our program and your child's growth. Permission for these excursions has been given on the Sponsor Consent form (DA Form 5222-R) that was completed at registration. Prior notification of field trips will be given to you in the form of a notice or calendar. If you do not wish for your children to participate in a field trip excursion, you will be required to pick them up from the program before departure of the trip. Field trips require all staff to participate so no one is left behind to watch children. There are no refunds given for missed field trips. Parents are welcome to accompany the group on all trips. Payment for parent and hourly care children will need to pay entrance fees as required. Emergency notification information and basic first aid supplies are taken on all trips.

TRANSPORTING OF CHILDREN

Participants will be transported to and from activities and the program in a variety of vehicles. These may include the CYS Services passenger vans, contracted bus services, Army motor pool buses, or school buses. When the CYS Services passenger vans, contracted bus service, or motor pool bus is used on field trips/excursions, a CYS Services staff member will always accompany the children and be responsible for their behavior and welfare.

Child and Youth Services utilizes government vehicles as a privilege to our patrons and trains our staff to safely operate the vehicles with the most precious of cargo – children. Our safe passenger rules must be adhered to at all times, please review them with your child, failure to follow these safety rules may result in suspension of child's vehicle privileges.

- 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 time in vehicles.
- Nothing may be extended out a window.
- Help the group keep the vehicle clean and trash free, place trash in designated trash containers.

SPECIAL INSTRUCTIONS

Parents are responsible for writing down any special instructions to the caregivers. Instructions should be given to the caregiver greeting your child.

EXCEPTIONS TO POLICY

Exceptions to policy must be prepared by the patron and presented to the program director. The program director will then pass it through the chain of command for a decision by the CYS Services Coordinator.

SUGGESTIONS, COMMENTS AND CONCERNS POLICY

Please direct suggestions, comments and concerns to the program director. If you don't wish to or don't have time to talk with the director, go to the following website and fill the comment card for the CYS Services activity you visited:
http://ice.disa.mil/index.cfm?fa=site&site_id=546.

We are always looking for parent input and we encourage you to write down any suggestion that might improve our Services. Your Lead Teacher, Assistant Director, Director and CYS Services Coordinator are all available to help with your concerns. Feel free to use our chain of command.

FAMILY INVOLVEMENT AND INPUT

The CYS Services program offers many opportunities for you, the parent, to become involved in the program. Chaperones are always needed for field trips and certain in-house projects or events. We love sharing authentic cultural celebrations with the children. Please share your heritage with us! It is a learning experience for both the staff and children. Volunteer to teach children a song in your home language, help us do an art project using a theme from your native home, or share a favorite recipe or story about your Family traditions. Are you good at sports, sewing, art, cooking, dancing, music, or do you have a hobby to share? Come share with us! See the Program Director for ideas on ways to become involved, enrich the CYS Services program, and receive a discount on your monthly fee, as our thank you for helping out. Parents can also become a member of the Multi-Disciplinary Team Inspection (MDTI). The team

inspects our local programs once each year, using another set of program standards. Comment cards are another way for parents to voice opinions and offer suggestions.

PARENT ADVISORY BOARD (PAB)

Parents are offered the opportunity to make a difference in their children's care by becoming involved in the Parent Advisory Group. Benefits of membership include ongoing improvement of YPG's Army Child and Youth programs and the opportunity to advocate for young children in a public forum.

The Program's PAB meets quarterly. The PAB representatives work with the Directors and staff on issues of common concern. The PAB offers all parents a voice and an opportunity to be involved and make a difference. Contact your center or the PCS at 328-3119 for more information on meeting times and locations.

SPECIAL NEEDS

Special needs children are defined as children with conditions that require special services, beyond those usually necessary to promote a child's growth and development.

Our programs make every effort to serve special needs children in our programs, provided we can take care of them safely and with reasonable accommodation. Public Law (PL) 94-457, a 1986 amendment to Public Law 94-142, expanded Special Needs care to include children ages 0-3. Families with special needs children should make that known to the Parent Central Services office at registration time. This includes children who receive medication on a daily basis and have food allergies. Special needs children are evaluated by the Multidisciplinary Inclusion Action Team (MIAT), prior to placement to determine adult/child ratio, verify the special need category, make necessary program adaptations and provide specific training to staff if necessary.

PARENT CENTRAL SERVICES (PCS) AND OUTREACH SERVICES

1. PCS is responsible for the placement and registration of all children in all Child, Youth & School Services programs. PCS also maintains the waiting list for these programs and provides Resources and Referral Services for both military and civilian childcare Services available in your area.
2. PCS maintains a list of trained teenage baby-sitters. Patrons needing these services should contact the PCS for a referral list.
3. Kids on Site and Volunteer Childcare in Unit Setting. PCS provides/oversees onsite childcare in support of special functions and meetings.
4. Our volunteer program trains and places all persons performing volunteer services within CYS Services programs.

CENTER-BASED PROGRAMS

Child, Youth & School Services offers:

Full-Day Care. Child care services offered for children ages 6 weeks-5 years that meet the needs of parents requiring childcare on a regularly scheduled daily basis (5 to 12 hours per day). Hours of operation are Monday through Friday 0545-1730.

Part-Day Program. Child care services offered for children ages 3 years-5 years. The part-day program runs from Monday through Friday and has a morning session (0830-1130) and afternoon session (1400-1700).

Strong Beginnings. This is a Pre-K program designed to prepare children to be successful to enter school. Children who will be entering kindergarten the following Fall will be eligible for this program. Hours of operation are Monday through Friday A.M. 3 hours and if needed a P.M. program will be added of 3 hours and follows the school calendar. Strong Beginnings does not operate on School out Days or during the summer. Please see CDC Director for exact times for the current school year.

Before, After, and Before and After School Program. Before and after school care for children in grades Kindergarten - 5 meets the needs of parents requiring childcare on a regularly scheduled daily basis (2 to 12 hours per day). Hours of operation are Monday through Friday 0545-0800 and 1500-1800 (early dismissal every Monday at 1300). During the summer months a summer camp is offered. For more information please contact the PCS office at 328-3119.

Hourly Care Program. Child care services offered for children ages 6 weeks – 12 years that meet the needs of parents requiring childcare on a drop in basis (1 to 20 hours per week in the CDC and 5 hours a week in the SAS program). Operating days are Monday through Friday. Reservations can be made up to 30 days in advance or same day (providing space is available). Patrons will be assessed an \$8 fee for any reservations not cancelled prior to the day of reservation.

YOUTH SPORTS AND FITNESS

Youth Fitness and Sports programs are provided by staff, volunteers, or by contracted instructors. Sports may include gymnastics, karate, swim team, soccer, flag-football, in-line hockey, cheerleading, basketball, baseball/softball/t-ball, sports clinics, an outdoor adventure club, an extreme sports adventure club and many other clubs and programs. All participants must be registered with the Parent Central Services office prior to signing up for a Youth Fitness or Sports program.

MIDDLE SCHOOL/TEEN

Two separate, but equal programs are offered. Middle school is made up of teens 6th through 8th grades, usually 11 to 14 years old. Teen programming is made up of teens 9th through 12th grades, usually 15 through 18 years old. A sample of the program based curriculum which middle school and high school teens may choose from includes Arts, Recreation, and Leisure Programs, Life Skills, and Mentoring, Intervention and Support Services. Activities and services are offered through the teen centers or outreach sites. The teen centers are age appropriate sites with well-trained, friendly and helpful staff advisors to assist teens. High school teen councils, known as Keystone Clubs design center décor's as well as assist staff in identifying the program.

FAMILY CHILD CARE

Family Child Care (FCC) program is a professionally managed network of individuals providing childcare in their government quarters. FCC was established to support the specific childcare needs of military Families. All FCC providers receive in excess of 60 hours of initial instruction (on such topics as CPR, food sanitation and early child development) prior to being provisionally certified. In addition, providers receive on-going training, and FCC certified homes are monitored regularly by Preventive Medicine, the Fire Department, Safety Office and FCC staff. All providers and their Families submit to extensive background clearances with favorable results required prior to certification and annually thereafter. The potential provider and their family members are screened through an interview in their home. After required training and home inspections, the Post Commander considers the provider's home for certification. The provisional certificate is valid for up to 12 months and additional training is required to achieve full certification.

The Family Child Care (FCC) office is located in building 1105. A Director and a Training and Curriculum Specialist staff the program. The staff provides oversight and inspections of all certified day care homes on post. Home visits are conducted at least quarterly. Observations by the Training and Curriculum Specialists are in addition to the home visits conducted by the FCC Director, Coordinator and program assistant.

It is the mutual responsibility of the parents and the FCC provider to uphold the provisions of the contract for care. The FCC providers are independent contractors with varying Services and requirements. Parental contract provisions typically include:

- Providing disposable diapers and changes of clothing
- Keeping the provider informed of any changes in telephone numbers, working hours, emergency notifications and release information.
- Arriving at the agreed time to pick children up at the end of the day.
- Paying the provider the full amount agreed upon in the contract on the day it is due.
- Specific information on sick days, vacation periods, fees, holidays and periods of provider home closure.
- Substitute or back-up care responsibilities and information.

The Provider

FCC providers are professionally trained to provide quality developmental childcare to children 4 weeks to twelve years of age. The benefits of becoming a FCC provider include:

- Free training in a marketable occupation. Credit transfers to Army installations world-wide.
- Free use of the FCC toy lending library.
- Free referrals by PCS to Families needing childcare.
- Free workshops on such subjects as child growth and development, storytelling, discipline techniques.
- A support system including the FCC staff, other providers and a wide range of professionals such as fire, medical and social Services personnel.
- Reimbursements for foods served in accordance with USDA guidelines.

The Parent

FCC offers parents the opportunity to place their child in a home environment under the care of a trained professional provider. Parents can be assured that the provider and provider's home have met strict standards before being certified and will continue to be monitored on a regular basis. In addition, FCC offers parents:

- The assurance that all providers' backgrounds have been cleared through 7 agencies.
- Flexible hours and the ability to meet special needs.
- Individualized care for your child, as each FCC home can accept only a limited number of children.
- A provider willing to work with you to ensure your child develops his/her fullest potential.

The Child

Children placed in FCC homes reap the rewards of an enriching, developmental environment. They receive nutritious meals, participate in educational activities and play in a clean, safe, and happy home.

It is important that a parent prepare a written statement about any conditions in the FCC home that are causes for concern. Contact the FCC Director at 328-3119.

If you are providing childcare on a regular basis in on post housing you must be certified. If not, you are in violation of AR 608-10 and can be removed from Family quarters. We are always interested in adding FCC providers to our team. *We especially need providers for extended hours care. Contact the FCC office at 328-3119 for further information.*

SOME IMPORTANT THINGS TO REMEMBER

1. All participants in CYS SERVICES Programs must be registered at the Parent Central Services office prior to enrollment in any CYS Services Program/Center. Any registration changes also must be done at the Parent Central Services office.
2. Please leave toys, money (unless required), iPods, CD's, Game boys, and other valuables at home. The CYS Services programs will not be held liable for broken or lost items.
3. A lost and found box is maintained in each room/center. Please check it occasionally for missing personal possessions.
4. If a child brings in a towel, slippers, jacket, sweater, or extra clothing, please make sure that all items are labeled with the child's name.
5. For the safety of all children, it is imperative that they wear shoes and socks to the program each day. No sandals or open-toed shoes allowed.
6. Children are required to be potty-trained before entering the SAS program.
7. All CYS Services program centers are smoke free.
8. If you plan to withdraw from a CYS Services program, you must do so in writing two weeks prior to the last day of attendance. The leave option may not be used for this purpose.
9. Patrons facing long or short-term financial difficulties that affect their ability to meet established fees or payment schedules may request evaluation as a hardship case. All such cases must be evaluated by the Army Community Service (ACS) Financial Manager and requested in writing for approval by the YPG Garrison Manager.

CHILD, YOUTH & SCHOOL SERVICES (CYS SERVICES) – WHO ARE WE?

Child, Youth & School Services Coordinator – coordinates and manages all Army CYS Services systems at YPG.

CYS Services Trainer - are provided in all systems to ensure quality assurance and manage training requirements to minimize the risk of child abuse. CYS Services Trainer oversee developmental programming through observation role modeling in child activity areas and serve as consultants to directors on selection of age-appropriate toys, materials, and resources.

CYS Services Liaison, Education and Outreach Services (CLEOS) - manages the system which includes but is not limited to Waiting Lists, Parent Central Services, Resource and Referral, Volunteers, Parent Education, and Special Needs.

CYS Services Sports and Fitness Director - is responsible for oversight and coordination of all Youth Development Fitness and Sports Programs within the YPG Community to ensure uniform policies and standards for ages infant – 18 years.

Middle School/Teen Director - is responsible for oversight and coordination of all Middle School/Teen Youth Development Programs within the YPG Community to ensure uniform policies and standards for grades 6-12.

Facility Director - one at each Child/Youth Center who manages the overall day-to-day operations and maintenance of the facility and supervises program directors, teachers, caregivers, and other center personnel.

Facility Assistant Director - assist the Facility Director in administration and operation of the day-to-day operations, working with the director to ensure that proper child/staff ratios are maintained, appropriate procedures are followed concerning the business operations of the center and cost efficiency measures are considered.

Lead Child and Youth Program Assistant (Lead) - are assigned to each age group within the center-based system. These teachers are responsible for preparing courses of instruction and lesson plans for child activities and ensuring that the teaching methods and techniques are proper for the child-age group served. Leads oversee Child and Youth.

Child and Youth Program Assistant/Caregiver - work within activity rooms and conduct appropriate play and learning activities and attend to the physical needs of children.

Family Child Care (FCC) Director - is responsible for oversight/management and coordination of all Army quarters-based care systems to ensure uniform policies and standards are followed by providers. Manages a quarters-based system of childcare delivery FCC homes to assist and train the providers and to assure quality and consistent childcare.

Family Child Care Provider - Certified Family members living in government quarters who care for children within a developmentally appropriate program monitored by FCC personnel.

Cooks – prepare nutritious food to meet USDA guidelines. Ensures USDA requirements are met.

Administrative Assistant – skilled individuals who pull us all together, who greet parents and special visitors, receive payments, gather statistics, type correspondence, teach everyone about computers, and much more.

School Liaison Officer (SLO) – The SLO is the Liaison between the Schools and Command and Schools and the Community.

CYS Services – is a team of individuals who are committed to providing the best developmental program possible in a safe nurturing, environment. We look forward to getting to know you and your child, and we welcome your comments at any time.

Important Child, Youth & School Services Phone Numbers

CYS Services

Chief, Family Support Division/CYS Services Coordinator	328-2332
CLEOS Director.....	328-3119
Trainer.....	328-3463

Parent Central Services and Outreach Services

School Liaison Officer.....	328-3119
Central Registration.....	328-3119/3339

Family Child Care

Director	328-3119
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Child Development Centers (CDC) 328-3130

Director	328-3375
Asst. Director	328-3912

Youth/Teen Centers 328-2860

MS/T Director.....	328-2860
Youth Sports and Fitness	328-2361

School Age Services (SAS) 328-2860

Director	328-2369
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Military Family Life Consultant (MFLC) 928-821-4702

FACILITIES DIRECTORY

<u>FACILITY</u>	<u>PHONE</u>	<u>BUILDING</u>
Army Community Service (ACS)	2513	309
Auto Skills Center	3092	710
Cactus Café	2333	451
Coyote Lanes Bowling Center	2308/2790	537
Child Development Center (CDC)	3130	1102
CYSS Parent Central Services	3339/3119	1105
ACS Financial Management	2332	309
Fitness Center	2400	519
MWR Information Technology	3936	300
KFR Roadrunner Café	7500/7600	3507
Leisure Travel Services (tickets)	3714	300
Library	2558	530
Marketing	3096	300
Military & Family Life Consultant	928-821-4702	1102/1001
NAF Personnel	2861	2100
Outdoor Recreation	3989/2023	S6
ROC Garden Café	6104	2105
Swimming Pool	2209	520
Travel Camp	3989/2023	S6
Wild Horse Café	2598	LA AF
Youth/School Age Services	2860	1001
Youth Sports	2361	1001