



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

**Joint Base Lewis-McChord  
Installation Parent Handbook  
2025**



**Parent Central Services**

2295 S. 12<sup>th</sup> Street

Monday-Friday 08:00-17:00

1<sup>st</sup> & 3<sup>rd</sup> Wednesdays 10:00-17:00

CIV: 253-966-2977

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

**Madigan Child Development Center**

6995 Jackson Avenue

Monday-Friday 06:00-18:00

CIV: 253-967-2800

**Clarkmoor Child Development Center**

2095 Bitar Avenue

Monday- Friday 06:00- 18:00

CIV: 253-967-2300

**Hillside Child Development Center**

6396 Garcia Boulevard

Monday- Friday 06:00- 18:00

CIV: 253-477-3125

**Beachwood Child Development Center**

8300 American Lake Avenue

Monday- Friday 06:00- 18:00

CIV: 253-967-2600

**McChord Child Development Center**

578/580 Lincoln Boulevard

Monday- Friday 06:00- 18:00

CIV: 253-982-0143/253-982-4903

**Yakima Child Development Center**

970 Firing Center Road, Bldg. 160

Monday- Friday 06:00- 17:30

CIV: 509-577-3037

**Family Child Care (FCC)**

2275 Liggett Avenue

Monday-Friday 08:00-16:30

CIV: 253-967-3039

**Lewis North School-Age Center**

8584 American Lake Avenue

Monday - Friday

06:00-08:30 and 14:30-18:00

School Out Days, All Camps

06:00-18:00

CIV: 253-966-7166

**Cascade School-Age Center**

2402 Bitar Avenue

Monday - Friday

School Out Days, All Camps

CIV: 253-966-8977

06:00-08:30 and 14:30-18:00

06:00-18:00

**McChord School-Age Center**

3032 Dogwood Street SW

Monday - Friday

School Out Days, All Camps

CIV: 253-982-2203

06:00-08:30 and 14:30-18:00

06:00-18:00

**School Support Services**

Building 2995

CIV: 253-967-7195 or 253-966-0440

08:00-17:00

**Hillside Youth Center**

6397 Garcia Boulevard

Monday- Friday

CIV: 253-967-4441

13:00-19:00

**YS Sports and Fitness**

6389 Garcia Boulevard

Monday – Friday

CIV: 253-967-2405

08:30-17:00

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

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## Welcome Letter

Dear Parents,

Welcome to Joint Base Lewis-McChord (JBLM), Child and Youth Services (CYS)! We recognize the strength of our Military Service Members comes from the strength of their Families; we consider it an honor and look forward to supporting your Family readiness. CYS is an Army program that provides services to all Military, Department of Defense, and Contract Agencies who support the mission of our Garrisons. Our highly trained staff is committed to providing a safe and nurturing environment that meets the holistic needs of children and youth ages four weeks to 18 yrs. old. Our programs and activities are specifically designed by early childhood and youth development specialist to meet the growing needs of 21st century military Families.

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

We thank you for collaborating with JBLM CYS in the growth and development of your child/youth. We look forward to your visits and encourage you to become involved in the planned learning activities in the centers, in the home of your provider or as member of the Parent Advisory Board.

Sincerely,

DeAngelo O. Woods  
Chief, Child & Youth Services  
JBLM, WA

## CUSTOMER SERVICE

### Customer Covenant

Family and Morale, Welfare and Recreation (FMWR) is committed to providing quality through service excellence to our families. We understand that we create value for our customers through predictable, consistent, and efficient customer focused service. JBLM CYS recognizes and incorporates both the Army and the Air Force Core Values in their programs. CYS Programs follow the Family and MWR Customer Covenant that states customers will:

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

### Mission

Our Mission is Caring. We support the military lifestyle while reducing conflicts between mission readiness and parental responsibilities. When a Soldier/Airman loses duty time during deployment, mobilization, or contingency situations due to a lack of childcare, it negatively impacts the military mission. CYS provides critical support services to mitigate such stressors.

### Vision

CYS programs are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in CYS Family Child Care Homes and Child Development Centers (CDC), and School Age Care (SAC)
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs
- Accountability for Army, Community, CYS Staff, Child/Youth and Parents
- Satisfied customers – Child/Youth, Parents, Army, and Community
- Maintaining status as a “Benchmark for America’s Child Care” and becoming “Benchmark for America’s Youth Programs”

### Goals

- **Availability:** Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development, instructional programs and school transition/education.
- **Affordability:** Operate efficiently within military resource guidance. Establish fees that consider Family budgets and meet Army financial goals so that the CYS Program is affordable to both the military and the Military Family.
- **Quality:** To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers, and contractors.



- **Accountability:** To safeguard the military's resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers/Airmen and their Families.

### **Philosophy**

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

### **Confidentiality**

Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Medical information concerning patrons is confidential under state and federal law and may not be discussed at any time with any person without parental authorization.

*Release of information:* Legally separated patrons must provide Parent Central Service copies of legal court documentations of separation. Only court approved/ legal guardians are authorized the release of information.

*Release of other children's identity:* Children identity on incident reports will be confidential to other parties included in the incident. Parents will be notified of the incident and given a copy of the incident report, but the incident reports will not include another child's identity who may have been involved.

### **Diversity/Non-Discrimination**

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

### **Open Door Policy**

All CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments about their customer service experience. CYS offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth. We invite you to join your child's caregiving staff in a partnership that will support your child's development both in our program and at home.

### **Communication/Feedback**

Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS programs may do so at the following email address: [www.contactus@armymwr.com](mailto:www.contactus@armymwr.com). You have the option of remaining anonymous or, should you desire feedback, you may include your name and address.

You may also complete an Interactive Customer Evaluation (ICE) survey at [https://ice.disa.mil/index.cfm?fa=site&site\\_id=957&dep=DoD](https://ice.disa.mil/index.cfm?fa=site&site_id=957&dep=DoD)

### **Chain of Command**

The most effective way to resolve issues is to address them at the lowest level possible. Should attempt at resolution fail, parents can elevate their issues or concerns up through the Chain of Command in the order below:

Primary caregiving staff/FCC Provider (Classroom teacher)  
Room Lead caregiver (Lead CYPA)  
Supervisory Program Specialist  
Assistant Director  
Facility Director  
CYS Administrator  
CYS Coordinator  
Deputy Director, Family and Morale Welfare and Recreation  
Director, Family and Morale Welfare and Recreation  
Garrison Commander

Please contact your child's program directly for contact information for each person within the chain.

## CHAPTER 1- SAFETY & RISK MANAGEMENT

### Child Abuse and Neglect

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

***Reporting Procedures for Suspected Child Abuse/Neglect:*** All CYS personnel are knowledgeable and considered "**mandated reporters**" who are required by law to report suspicions of child abuse or neglect. If CYS personnel notice suspicious marks on a child, suspects neglect, or is verbally relayed such by a child/youth, they must:

- a) Report incident to Installation Reporting Point of Contact (RPOC): [253-967-3107](tel:253-967-3107)
- b) Notify local Child Protective Services at 866-END-HARM: [866-363-4276](tel:866-363-4276)
- c) Notify Madigan Army Medical Center Family Advocacy Program: [253-968-4159](tel:253-968-4159)
- d) Report the incident to the Child Abuse and Safety Violation Hotline.

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes should a parent/guardian/staff need to report incidents of suspected abuse. DoD Child Abuse and Safety Violation Hotline number is **CONUS: 1-877-790-1197 or OCONUS: 571-372-5348** (call collect).

### Background Clearances

All individuals who regularly interact with children under 18 years of age in JBLM CYS programs must undergo detailed initial background checks as well as periodic reinvestigations. This includes volunteers and coaches.

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

Staff under LOSS will be identified by nametags with first and last names and red scrub tops, red aprons or red shirts. Staff who have completed background checks will be identified by nametags with first and last names and green scrub tops, green aprons, or green shirts. Classroom leads will be identified by nametags with first and last names and blue scrub tops or blue aprons, or blue shirts. Management staff will wear nametags with first and last names and appropriate business attire, and a red (LOSS) or green (CLEARED) dot on their name tag.

## **Visitors**

All visitors are required to provide ID when requested, sign in/out at the facility's front desk and obtain a visitor's identification badge to maintain a safe and secure environment. The badge must always be worn in a highly visible location on the person's body when they are in the facility. Parents/guardians simply dropping off or picking up their child/youth do not have to sign in but are required to use the swipe pass issued to sign their child/ren into the facility. Parents/guardians visiting the facility or a classroom greater than 5 minutes must sign in at the classroom and at the front desk. This includes nursing parents, conferences, lunch visits, etc.

## **Child Guidance and Touch Policy**

Child guidance in CYS programs will be positive in nature. CYS staff are trained that positive guidance is based in a trusting relationship between the child and the adult. Our staff help children understand and decide what to do, rather than what not to do. The role of a CYS caregiver is to support each child's individual needs, thereby helping them to become confident, secure individuals with problem solving and thinking skills.

In CYS Programs, children can learn:

- Pro-social skills to use in place of challenging behaviors
- Developmentally appropriate routines
- Appropriate ways to express feelings and emotions
- A sense of self-control

Corporal punishment is not allowed in the CYS programs under any circumstances, even with parent approval. Guidance will never be punitive in nature. By CYS Policy, our staff are prohibited from implementing the following discipline:

- Spanking or any attempt to change a child's behavior with physical force
- Physically or verbally shamed for lapses in toileting
- Physically forcing a child to perform an action such as eating or cleaning up
- Squeezing of a child's face to gain the child's attention
- Time away/Time out, confinement, or isolation
- Demeaning, Humiliating, Shaming or otherwise verbally taunting or teasing a child
- Deprivation of food, water, play opportunities
- Forced physical exercise or punitive work assignments

Boundaries for appropriate and inappropriate touching of children and youth has been developed in accordance with CYS regulatory guidance. It is important for program adults to clearly understand the difference between a child's need for appropriate physical contact and touches that infringe on their safety and well-being.

Appropriate touch is positive and includes scenarios such as hands-on guidance during sports instruction, gentle child-initiated hugs, hand holding, rocking of infants, or assistance for toddler/preschool age children in proper toileting procedures.

Inappropriate touch may include coercion, satisfaction of adult needs at the expense of the child, attempts to change child behavior with physical force, or any physical contact that is in violation of the law and cultural norms.

### **Biting**

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

### **Code of Conduct**

CYS encourages appropriate behaviors that reflect respect, tolerance, patience, understanding and every effort will be made to foster honest and productive dialogue for all. In the spirit of these beliefs, CYS patrons will be expected to follow the code of conduct outlined below.

All children, youth, staff, and families will be treated with respect. Children and youth will be encouraged to bring issues directly to the attention of a supervising CYS staff. The sponsor for all CYS families is responsible for dependent's actions while utilizing CYS programs and on CYS grounds.

All concerns, regardless of subject matter, will be brought to the attention of CYS staff in an appropriate manner. Subjects of a personal matter are best discussed in private offices or workspaces. Parents are encouraged to schedule times to meet with Facility Directors where all interested parties may focus on the matter at hand. Issues regarding concerns or disapprovals of policies and/or business practices are to be discussed with the Facility/Program manager. The front desk and classroom/activity areas are not appropriate locations for such dialogue. In turn, CYS managers will respect patron privacy and address issues that are personal in nature with confidentiality and respect.

Only authorized CYS staff members are allowed in dedicated workspaces or break rooms. Patrons must be extended permission to enter private offices for dialogue.

CYS staff have the right to decline to partake in dialogue that becomes elevated, verbally offensive, or inappropriate. Patrons are to refrain from profanity during CYS events and while in CYS facilities. Any patron or visitor found to be in violation of this may be asked to leave the grounds by a CYS manager or duty or designee. Such dialogue will be reported to the CYS Coordinator for review.

Behaviors that are deemed abusive, unsafe, or threatening will involve Military Police and may be elevated to the Garrison Commander.

### **Behavior Management**

Child Development Centers, School Age Centers, Middle School Teen Program and Family Child Care Homes sometimes require assistance in behavior management. The staff are trained in techniques of redirecting, role modeling, looking for causes of behavior, using appropriate encouragement and guidance following established procedures. Inappropriate

behavior will be documented with an incident report and signed by the staff witnessing the incident and a supervisor. The parent will sign and receive the original copy. A second copy will be placed in the file at the program. Refusal to sign an incident report will not negate the report or record of the incident. The Facility Director will be notified, and observations will be conducted. All observations and incidents will be documented and discussed with the family. Recurring incidents may be elevated to the Garrison Commander.

If needed, the program director, program trainer, program staff, and parent(s) will develop a behavior support plan. Additional support plan team members may include the JBLM CYS Special Needs Program Manager, CYS Nurse Consultant, or Kids Included Together (KIT). If parent(s) are unwilling to participate in the support plan process, care for a child/youth may be suspended and/or permanently terminated. In this case parents will need to make alternate care arrangements. A behavior support plan includes the utilization of other garrison services that correlates to the wellbeing of the child and family, to include the Multidisciplinary Inclusion Action Team (MIAT) team.

Persistent unsafe behavior is behavior that continues despite the program's documented effort to address the behavior by proceeding through all the steps outlined by the behavior support team. When deciding a child/youth cannot safely participate, the program must conduct an individualized assessment based on reasonable judgment to determine the following: the nature, duration and severity of the risk; the probability that an actual injury will occur; and whether reasonable accommodations to policies, practices and procedures will minimize the risk. Risk is based on objective evidence. For CYS programs, documentation of risk is gathered through the Army CYS behavior support process. The JBLM CYS Special Needs Program Manager and KIT will be consulted for persistent unsafe behavior assessments. IMCOM Regulation 608-10-1, Section 10-6, gives specific information regarding persistent unsafe behavior.

In accordance with DoDI 6400.10, all CYS programs will respond to all referrals of possible Problematic Sexual Behavior (PSB) between child(ren) and youth that occur within CYS facilities. CYS personnel utilize established standardized tools to determine if the incident involves non-normative sexual behavior. CYS will consult on non-normative sexual behavior to determine whether it meets established assessment criteria for cautionary or problematic definitions. CYS will refer all sexual behavior involving child(ren) or youth to the Family Advocacy Program (FAP) for review, assessment, and potential activation of the PSB Multi-disciplinary Team response. At any time following a referral of possible sexual behavior, a child/youth exhibiting such behavior may receive a pause in childcare services until such time that a safety and supervision plan, behavior support plan, and/or MIAT can be completed.

If it is decided the child or youth cannot be safely supported in CYS, the MIAT will assist the family in accessing other programs or supports. All exclusions, suspensions or terminations will be decided by CYS Leadership in collaboration with Garrison Command.

### **Behavior Management Exclusion Policy**

Our goal is to limit or eliminate the use of suspension, expulsion and other exclusionary measures for unsafe behaviors. Exclusionary measures are not considered until all other possible interventions have been exhausted.

Children/youth may be excluded from care when parents fail to assist in behavior support plans, MIAT's, or when behavior is extremely unsafe. Behavior that is unsafe poses a direct threat to harm to self or to others. A child/youth having a difficult day that causes an injury requiring

medical assistance may be sent home. The CYS Coordinator or designee must approve any child being sent home. Parent conferences will be conducted and a MIAT meeting may be required.

Unsafe behavior can result in a pause in care for CYS to research, gather, or train additional resources and/or accommodations. A Higher Headquarters review of persistent unsafe behavior may be requested to determine if suspension or expulsion are authorized, and a pause may coincide with this review.

### **Bullying**

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

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

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

### **Alcohol and Tobacco in CYS settings**

Because children and youth are impressionable and because we value their health and yours, alcohol and smoking are prohibited in all CYS buildings and play yard areas. There are designated outdoor smoking areas. Per AR 600-43, paragraph 4-2, designated smoking areas must be at least 50 feet from common points of entry/exit and cannot be located in areas that are commonly used by non-smokers.

Vaping is prohibited inside all federal buildings and is treated the same as smoking a lit tobacco product.

### **Closed Circuit Television (CCTV)**

All CYS program facilities utilize a comprehensive audio-video surveillance system. CCTV is designed to deter and reduce the risk of child abuse in CYS facilities, protect staff from unwarranted allegations of child abuse, provide families with “peace of mind” and support CYS management staff in the exercise of program oversight. The cameras record most activity areas in the interior and exterior of the buildings, excluding areas such as bathrooms, office spaces, and kitchen.

Parents/legal guardians may request to view recordings that include their child/youth. Those requests must be detailed (date/times/locations, etc.) and in writing. Requests are submitted to

the Facility/Program Director to review allowing up to 2 business days to respond. Parents are not authorized a copy of the recordings, and may not record on personal electronic devices, without a Freedom of Information Act (FOIA) authorization from the Garrison FOIA office. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians. Recordings are released only to authorized personnel such as the MP's, legal and CID for official business.

**Closures and Training Days**

All JBLM CYS programs close four times per year for annual in-service training. Closure notice is given out in advance to parents and posted within all CYS facilities. CYS closures are approved by JBLM Garrison Commander.

**Adverse Weather Conditions**

JBLM CYS programs will follow Garrison directives when adverse weather is observed or predicted. CYS programs are considered Weather Mission Essential and will be open when an adverse weather plan is implemented by Garrison Command. CYS Child Development Centers and School Age Programs will follow delayed reporting procedures (i.e. a two-hour delay is implemented garrison-wide, CDC/SAC programs will open at 0800) if the garrison is on a delayed start.

For Weather Mission Critical adverse weather events, CYS will consolidate childcare into fewer facilities. The list of Mission Critical facilities is made available to patrons who require this childcare during Critical adverse weather. Patrons must submit a Weather Mission Essential/Critical letter to their child's facility annually. Forms are available at your child's facility front desk.

Only patrons with approved Weather Mission Essential/Critical letters will be admitted to care during Weather Mission Essential and Critical weather events.

**Adult/Child Ratios**

Staff-to-child/youth ratios must be maintained at all times of the day as outlined in guidance (see AR 608-10 for more information). Ratios will not be decreased to accommodate children/youth with special needs. Volunteers or other non-CYS staff not paid with CYS funding may not be used to supplement the ratio.

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

The National Governing Body rules determine adult staff/youth ratio for specific activities. Please consult youth director for additional information.

**Adult to Child Ratios**

<b>Child Care/SAC Center (Facilities)</b>	
<b>Adult/Child</b>	<b>Age</b>
Infant 1:4	6 weeks to 12 months
Pre-toddler 1:5	13 to 24 months

<b>Family Child Care</b>	
<b>Adult/Child</b>	<b>Age</b>
Multi-age 1:6	4 weeks to 12 years
Infant/Toddler 1:3	4weeks to 3 years



Toddler 1:7	24 - 36 months
Preschooler 1:10	3 to 5 years
Kinder 1:12	5 to 6 years
School-Age 1:15	1 <sup>st</sup> to 12 <sup>th</sup> grade

Newborns 1:3	Birth to 12 months
School-Age 1:8	5 years-12 years

### **Training & Professional Development**

All CYS personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable regulations and installation policy; child health and safety; child abuse identification, reporting and prevention; age-appropriate guidance and discipline; parent and family relations; health and sanitation procedures. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYS professionals (directors, cooks, etc.) complete an orientation and ongoing training as well.

### **CYS Staff Qualifications**

At a minimum, CYS staff must have a high school diploma or General Equivalency Diploma (GED). All employees must be able to communicate in English, both orally and written. For positions in Child and Youth Services, employees must possess and maintain the physical ability to lift and carry up to 40 lbs., walk, bend, stoop, and stand on a routine basis.

Satisfactory completion of pre-employment background checks in accordance with AR 215-3, para.2, and a Childcare Tier 1 background investigation is required.

Successful completion of annual (or transition) training requirements within the prescribed time frame and demonstrated on the job competence is required.

### **Parent Involvement**

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

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

## **Regulations & Inspections**

JBLM CYS programs maintain a culture of continuous quality assessment and are vetted through third party inspections on an ongoing basis. Monthly, quarterly, and annual inspections are conducted by component agencies such as garrison safety, public health, and fire.

Annual unannounced inspections are conducted by Army higher headquarters to ensure programs are following Army Regulations 215-1, DoD Instructions, and Public Law

### **Army Regulation**

AR 608-10, Child Development Services

IMCOM Regulation 608-10-1, Child Development Services

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

### **Department of Defense Instructions**

DoDI 1015.2, MWR Programs

DoDI 6060.2, Child Development Programs

DoDI 6060.4, Youth Services Programs

DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings

DoDI 6025.18R, Privacy of Health Information

DoD 1000.3, Safety and Occupational Health Policy

### **Public Law**

PL101 647, Crime Control Act

PL106 104, Youth Sponsorship

PL104 106, Military Child Care Act

PL104 201, Sec 1044: Cities concern for lack of support for DoD Youth Programs

PL106 65, Sec 584, Expanded Child Care and Youth program services

PL106 79, DoD Report on Family Child Care Subsidy/Access to Military Child Care

PL101-366, American with Disabilities Act

### **Annual Inspections**

Multi-Disciplinary Team Inspection (MDTI) – Installation level

Annual Higher Headquarters Inspection (AHHI)

Comprehensive Fire & Safety

Comprehensive APHN & Environmental

### **Accreditation**

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

- **National Association for the Education of Young Children (NAEYC)** - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children. NAEYC Accreditation demonstrates both a commitment to quality and continuous quality improvement.

## Stages of the NAEYC Accreditation Process



- **National After-School Age Alliance for School Age Services (NAA) - The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.
- **National Association for Family Child Care (NAFCC) -** Awarded to family childcare providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the family childcare program, i.e. relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once family childcare providers become accredited, they agree to abide by the standards set forth and to be measured against those standards with periodic integrity and compliance reviews.

## CHAPTER 2- REGISTRATION PROCESSES & PROCEDURES

### Global Data Transfer (GDT)

Our Child & Youth Management System (CYMS) database makes it possible for families relocating to a new duty station to forward their child/youth's registration records to their next duty assignment prior to arrival. Upon arrival, the Parent Central Services at the new duty station can import the patron's information (e.g. names, birth date, child's health records, etc.) stored in the database if exported from the previous garrison. Families will provide any updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

**Patron Eligibility and Waitlist:** CYS accepts children as young as four weeks (FCC) and through eighteen years old in our CYS programs.

- Eligible DoD Child Development Program patrons include Active Duty military, including Reserve Component on Active Duty and National Guard members on full-time National Guard duty who are performing Active Guard and Reserve duty, combat related wounded warriors, surviving spouses, and those acting in loco parentis for an otherwise eligible patron's dependent child.
- DoD Civilians and eligible employees of DoD contractors
- Foreign military service members assigned to the installation/serving the DoD are eligible

patrons. The eligibility and priority are the same as any other Active Duty member.

d. Coast Guard, when activated, are eligible patrons. The eligibility and priority are the same as any other Active Duty Service Member.

e. Gray area retirees (retired reservists under age 60) have the same priority as regular Army retirees for using Category C Morale, Welfare, and Recreation (MWR) programs only. Eligibility is limited to using the Instructional Program, Youth Services (Middle School and Teen Program) and the Youth Sports and Fitness (YS&F) Program.

f. Childcare is defined as programs in Child Development Centers (CDC) and School Age Care (SAC), including but not limited to, seasonal full-day camps, full-day childcare, as well as, before and after school care.

g. Eligibility of care ends upon End Term of Services (ETS), and termination of sponsor's DoD Employment. A two-week grace period is provided to allow the sponsor to find alternative care or provide income/eligibility verification.

**Wait List:** Patrons must visit [www.militarychildcare.com](http://www.militarychildcare.com), set up an account, and select the required care. **Note:** It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by updating account information every 30 days. Failure to do so will result in removal from the wait list. Because of the high demand for childcare, it is not unusual for families to be placed on a waiting list. Sponsor priority and the date of application determine placement on this list.

a. Priority 1A, CYS Direct Care Staff. The children of Direct Care Staff are placed into care ahead of all other eligible patrons. Direct Care Staff are employees, paid from either Appropriated Funds (APF) or Non-appropriated Funds (NAF) responsible for the care of children enrolled in CDCs and SACs. Direct Care staff are staff members whose main responsibility focuses on providing care to children and youth. Priority 1A patrons may not be supplanted.

b. Priority 1B, in the following order of precedence: (a) Single or Dual Active Duty Members, (b) Single or Dual Guard or Reserve members on Active Duty or Inactive Duty Training Status, (c) Active Duty with Full-time Working Spouses, and (d) Guard or Reserve members on Active Duty or Inactive Duty training status with full-time working spouses. Children of Priority 1B patrons will be placed into care ahead of other eligible patrons, except Priority 1A patrons. Priority 1B patrons may not be supplanted.

c. Priority 1C, in the following order of precedence: (a) Active Duty Members with part-time working spouses or spouses seeking employment and (b) Guard or Reserve members on Active Duty or Inactive Duty training status with a part-time working spouses or spouses seeking employment. Children of Priority 1C patrons will be placed into care ahead of all other eligible patrons, except for Priorities 1A and 1B. Priority 1C patrons may be supplanted by eligible patrons in Priority 1A or 1B whose anticipated placement time exceeds 45 days beyond the dates care is needed, as indicated in [militarychildcare.com](http://militarychildcare.com).

d. Priority 1D, in the following order of precedence: (a) Active Duty members with spouses enrolled full time in post-secondary institutions, or (b) Guard and Reserve members on Active Duty or Inactive Duty training status with spouses enrolled full time in post-secondary institutions. Children of Priority 1D patrons will be placed into care ahead of other eligible patrons, except for Priorities 1A, 1B, and 1C. Priority 1D patrons may be supplanted by eligible patrons in Priority 1A, 1B, or 1C whose anticipated placement time exceeds 45 days

beyond dates care is needed, as indicated in [militarychildcare.com](http://militarychildcare.com).

e. Priority 2, DoD Civilians. Children of DoD Civilians will be placed in the following order of precedence: (a) Single or dual DoD Civilian Employees, and (b) DoD Civilian Employees with full-time working spouses. DoD Civilian patrons may only be supplanted by eligible Priority 1A or 1B patrons whose anticipated placement time exceeds 45 days beyond dates care needed as indicated in [militarychildcare.com](http://militarychildcare.com).

f. Priority 3, Space Available. After Priority 1 and 2 patrons are placed into care, CYS may place other eligible patrons not identified in Priority 1 and 2 into space available care. Space Available patrons will be placed in the following order of precedence: (a) Active Duty with non-working spouses, (b) DoD Civilian employees with spouses seeking employment, (c) DoD Civilian Employees with spouses enrolled in fulltime post-secondary education programs, (d) Gold Star Spouses, (e) DoD Contractors, and (f) other eligible patrons. Space available patrons may be supplanted by Priority 1 or 2 patrons whose anticipated placement times exceeds 45 days beyond dates care needed as indicated in [militarychildcare.com](http://militarychildcare.com).

### ***Definition of Parent:***

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

### **Waitlist and Viable Childcare Spaces**

When a space is offered in a viable care space option (CDC, FCC, etc.) parent/guardians are given forty-eight (48) hours to accept or decline the space. If the viable care option is declined, then you will lose your waitlist position and care request is canceled.

A viable space is defined as any opening within the CYS Services delivery system to include Child Development Centers, School Age Centers, Family Child Care homes, and Community Based Programs.

### **Parent Central Services (PCS)**

Parent Central Services, commonly referred to as the "Gateway to CYS," is the first place a family visits at a new installation to obtain information and register for CYS programs. CYS Parent Central Services:

- ✓ Verifies a patron's eligibility using the DoD ID Card (Military, Civilian DoD, Reservist/National Guard, Active Duty soldier on orders)
- ✓ Determines services patrons needs (Waitlist, hourly, full day, SAC, MS/T, Instructional Programs, Sports, and FCC, etc.)
- ✓ Explains age-appropriate programs associated with patron's children
- ✓ Conducts a search for care in CYS for immediate openings

- ✓ Conducts initial and re-registration of patrons into all CYS programs
- ✓ Explains Wait List polices and assists with wait list placement
- ✓ Determines patron fee category IAW with the latest fee policy
- ✓ Schedules new patrons for program orientations
- ✓ Sends news publications and messages and contributes to websites of interest to parents

**Items Required for Child/Youth Registration**

Children/Youth must be fully registered before they can use any CYS programs. Contact your local Parent Central Services Office to set up an appointment to complete your registration. Limited “walk-in” services may also be available.

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

- ☑ **Identification Card** (Sponsor or Spouse)
- ☑ **Proof of Child Eligibility** (i.e. Legal Guardianship papers, Military ID Card)
- ☑ **Copy of Child’s Birth Certificate** – Required of DoD civilians or contractors
- ☑ **Immunization Record or transcription**
- ☑ **Proof of Income:** (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment)
- ☑ **Health Assessment/Sports Physical Statement or Well Baby Check Up** (due within 30 days of registration or prior to enrollment with a documented special need)
- ☑ **Local Emergency and Child Release Designee** (minimum of two)
- ☑ **Family Care Plan** (Dual/Single Military Only)

**ALL APPLICABLE FORMS MUST BE SIGNED AND DATED TO COMPLETE REGISTRATION!**

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

**Immunizations**

Children enrolling in or currently enrolled in CYS CDC/FCC program must provide written documentation of immunizations appropriate for the child’s age. Immunization documentation for school age children/youth is not required if the child is enrolled in a local public-school system where proof of current vaccinations is required. CYS will accept any government approved valid immunization record signed by a healthcare provider. CYS programs follow the immunization recommendations of the Advisory Committee on Immunization Practices and comply with generally accepted practices endorsed by the American Academy of Pediatrics and the U.S. Centers for Disease Control and Prevention. The only exceptions to the immunization requirements are for approved documented medical or non-medical exemption waivers.

**NOTE: ALL children and employees are required to maintain a current immunization record, which includes having an anual flu shot.**

### **Health Assessment/Sports Physical Statement**

A current health assessment/sports physical statement, within one (1) year of registration, is required for children 5th grade and under. Parents will be given 30 days following an initial registration if no documented special needs are acknowledged. Children/youth with identified special needs must provide a current Health Assessment prior to a MIAT review and starting care. Health Assessments/Sports Physical Statements are good for three (3) years, if the child does not have any major health status changes.

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

***Children/youth participating only in the middle school/teen program and Instructional Program are exempt from this requirement.*** Tricare or other health insurance organizations will only authorize and pay for one child/youth health/sports physical assessment per calendar year.

### **Sports Physical**

Children of all ages enrolled in CYS sports and fitness team, and individual sports programs must have a CYS Sports Physical completed by parents and licensed practitioner. The HASP (Part B & C) must be completed for sports. The licensed practitioner will check "All Sports - yes" or sports applicable under Part B, Participation Recommendation.

The HASPS must be current through the date of the last game of the sports season. Sports Physicals are required yearly. If there are no current HASPS, the child/youth may be allowed to register, receive uniforms and observe practices/games. A current HASPS will be provided prior to the first practice, or the child/youth will not participate in practice or games until it is provided.

### **Special Needs Identification (updated annually)**

The Army Child and Youth Services Health Screening Tool #1 (HST) is required to be completed by parents to screen all children/youth for special needs at initial registration and annually thereafter. Upon identification of special needs, required supporting documentation must be reviewed by the appropriate CYS personnel (i.e. Nurse Consultant, Special Needs Program Manager, Nutritionist). Once documentation has been reviewed, it is then forwarded to the Public Health Nurse (PHN) for review and approval.

Dependent upon the severity of a child's/youth's disability and/or special needs, the parent/guardian may be asked to participate in a formal Multi-disciplinary Inclusion Action Team (MIAT) meeting.

### **Multidisciplinary Inclusion Action Team (MIAT)**

Formally known as the SNAP process. Below is the timeline for the SNAP (MIAT) process. The Multidisciplinary Inclusion Action Team is a multidisciplinary group that explores installation childcare and youth supervision options for children that have been diagnosed with special needs, life-threatening conditions, functional limitations or behavioral/psychological conditions. The initial process begins by submitting all documents to the APHN office. The team determines childcare and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Parent participation is crucial to the success of the MIAT. Every effort is made to accommodate children/youth with special needs.

### **Special Diet (updated every 3 years, parent resigns annually)**

Personal food preference is prohibited in CYS. Food modifications are based on medical or religious reason ONLY and require a CYS special diet statement. Children/youth with life threatening allergies, food intolerances or special dietary needs must provide a CYS Special Diet Statement from their healthcare provider. Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must provide a CYS Special Diet Statement signed by a representative from their religious institution. Failure to bring in the appropriate substitution(s) outlined for religious diets when CYS cannot accommodate, may result in a denial of care until the appropriate substitution can be provided.

### **Medical Action Plan (MAP) (updated annually from the doctor's signature date)**

Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If the child/youth has a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP). Medical Action Plans are valid for one year based on the date signed by healthcare provider or if changes occur within the 12 months. This plan is completed by the child/youth's health care provider and approved by the APHN to ensure CYS staff is aware of the proper medication and the necessary course of treatment for the child/youth.

### **Rescue Medication**

All life-saving medication, such as Epinephrine or Albuterol, must always be with your child when in care. Rescue medications must be in the original container with pharmacy label attached. Appropriate dispensation devices must be provided (measuring cup, syringe). Rescue medications must match the health care provider's orders as written on the appropriate MAP. Children may not attend CYS care without their rescue medication.

### **Reasonable Accommodation**

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

### **Middle School/Teen Registration**

Middle school/teens must be registered with CYS prior to utilizing the facility at that time an annual pass will be issued to youth.

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



## **Parent Orientation**

Orientations for CDC, SAC, and Middle School and Teen (MST) programs will be scheduled following enrollment at Parent Central Services. Orientations will take place at the program your child will be attending. Orientations are conducted by the facility director and may include multiple families enrolling at one time.

Orientations will include:

- A tour of the facility and child's primary classroom/activity area
- Review of program procedures and policies, to include billing/payments/and late fees
- Introduction to program staff and caregivers
- Sponsor/Program Agreement
- Permission for photo release
- Review of your child's special needs accommodations, if any, to include completion of medication dispensation records

In SAC and MST programs, orientations will include use of technology permission forms. If animals are in the facility/FCC home, parents will be notified during orientation.

## **CHAPTER 3 - DAILY OPERATIONS**

### **Daily Admission/Release: Arrival & Departure Procedures**

Under no circumstance will a child/youth be released to any person who is not authorized to pick up the child/youth. Authorized adults must be listed as an emergency contact for the child/youth, with permission to pick up. Only the child's sponsor/spouse is permitted to make changes to the emergency contact list. Adding emergency contacts is only authorized in person. Parents are responsible for maintaining possession of key fobs.

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

Middle School/Teens (MST) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designated representative IAW the JBLM Home Alone/Child Supervision Policy.

MST youth will swipe their key fob and sign in before they may participate in the CYS program.

***For pickup of child(ren), parents/designated representatives will follow the same procedures listed above.***

Parents/guardians and visitors will enter and exit CYS Facilities through the front entrance/reception area, except during emergency evacuation and fire drills. During evacuations/fire drills, patrons will follow designated facility evacuation procedures. In the event of a fire drill, or emergency evacuation, parents will not be permitted to drop off until the event has ended. If the parent is attempting to pick up during a fire drill or emergency evacuation, they

will not take their child without confirming departure with the CYS manager on duty or their designee. This practice allows accountabilities for all children during practice and real-world emergencies. Parents are required to evacuate the building using the nearest emergency exit, as directed by CYS staff, during all drills

Unless prior written arrangements have been made with CYS personnel, only parents or emergency release designees may take a child from a CYS program.

Children may not be released to siblings or other children under age 13 unless approved by the program director on a case-by-case basis. No parent identified in our database or on the registration paperwork will be denied access to their child, including the right to pick up a child from a CYS program or FCC home, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file.

### **Exclusion Criteria**

CYS takes all reasonable precautions to offer a healthy environment. To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave.

Parents/guardians must pick up their child/youth that becomes ill while in care within 1 hour after being notified. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

- Inability to participate in daily activities.
- Obvious illness such as:
  - Temperature above 100.5° F (38.06° C) for children 3 months or younger or above 101.0° F (38.3° C) for children older than 3 months.
  - Common cold—exclude if accompanied by a temperature of 100° F during flu season or an inability to participate in activities.
  - Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
  - Scabies—Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
  - Ringworm—Flat, spreading ring-shaped lesions.
  - Chicken pox—Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days.
  - Head lice—nits—Whitish—grey clot attached to hair shafts.
  - Culture—proven strep infections that have not been under treatment for at least 24 hours.
  - Conjunctivitis (pink eye)—Red watery eyes with thick yellowish discharge.
  - Diarrhea (frequency exceed two or more watery stools above normal for the child) or vomiting (Two or more episodes in the previous 24 hours).
  - Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infection.
  - Pinworm infestation
  - Unknown rash
  - During flu season (Oct – 31 May) temperature > 100° F and at least (1) respiratory symptoms (runny nose, cough, congestion) or other symptoms (sore throat, intestinal upset, diarrhea).

### **Re-Admission after Illness**

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

- Fever has been absent for 24 hours with no fever reducing medication.
- Child is well enough to participate in normal daily activities or a doctor's note clearing them to return to care on the specified date.
- Nausea, vomiting, or diarrhea has stopped for 24 hours.
- The appropriate number of doses of an antibiotic has been given over a 24-hour period.
- Lesions (chicken pox) have all crusted, usually 5-7 days after onset, and a physician's note.
- Scabies, until 24 hours after first treatment and a physician's note.
- Lice are under treatment for 24 hours.
- Pinworm treatment has occurred 24 hours before readmission and a physician's note.
- Lesions from impetigo are no longer weeping.
- Ringworm until under treatment (on medication) for 24 hours and area covered, and provider's note to return.
- Conjunctivitis (Pink Eye) discharge and symptoms of infection have cleared and a medical provider's note clearing them to return.
- The child/youth has completed the contagious stage of the illness and a physician's note.
- Hand and foot mouth disease – when child has no fever and is able to participate in activities.

### **Basic Care Items**

Basic-care items are topical care items such as over-the-counter diaper creams, teething gel without benzocaine or belladonna, insect repellants, sunscreens, lip balm, petroleum jelly, and moisturizing lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). Products containing nut or nut products (to include coconut) are not permitted in the programs.

Parent must complete Basic Care Item Permission to Administer form instructing CYS staff what and how to apply the basic care item to their child. The Basic Care form is good for one year, and multiple items may be applied to one form. Items cannot be shared between children to include siblings.

Basic care items must in in their original container and cannot be expired. If a manufacturer's expiration date is not present, then basic care item is good for one year from when received. Basic care items will not contain common food-based allergens such as shea or coconut due to the potential for allergen exposure. Basic care items will not be provided in aerosol or powder form but can be provided in spray or pump. Each item should have the child's first and last name legibly written on it.

Basic care permission forms are only required in SAC programs if parents are requesting that CYS staff apply the basic care item(s) due to an underlying special need or case-by-case basis.

### **Administration of Medication**

Certain medications may be administered in the CYS setting when it is not possible for parents/guardians to be present. Only prescribed antibiotics, antihistamines, decongestants, antivirals, and topical steroid and antifungal medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part-day or regularly scheduled school-age programs. Medications not on the “approved medication list” must be reviewed by the APHN prior to administration in CYS. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications. All medications must be in the original container, have a current prescription label and must be accompanied with the proper dosage measuring device.

Parents are required to administer newly prescribed oral medications for the first 24 hours. Parent/Guardians will complete and sign a CYS Medication Dispensation Record, DA Form 5225-R, for every medication to be administered. Please contact the individual program for further information. For the rescue medication Epinephrine auto-injection, CYS requires the child/youth to have a full twin pack (two auto-injector) with the child at all times, IAW recommendation from the American Academy of Pediatrics (AAP) and the National Institute of Allergy and Infectious Disease (NIAID).

### **Self-Medication**

School age youth can self-medicate if the child/youth’s health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written instructions from the youth’s health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. Parent/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs. All medications administration will occur in the presence of CYS staff who will then document the incident.

### **Rest and Nap Periods**

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

### **Personal Items from Home**

- **Clothing:** Children should be sent to CYS programs in layered clothing, and it is encouraged to send young children in clothing that they can master taking on and off independently, as age appropriate. Children should wear comfortable clothing in which they can play and get messy. While CYS programs use washable art materials, staining may still occur with some fabrics.

Children will naturally be drawn to rain and mud puddles during outdoor play, and many children regardless of age may experience toileting accidents or spills during mealtimes. Parents are asked to provide at least one full change of clothing (to include shoes, socks, and underwear) that remains at the center.

Should a child run out of spare clothing, CYS staff will attempt to find clean spare clothing from our own inventories of donated, extra clothing. CYS staff will make courtesy calls to parents so that they may choose to provide additional clothing, however, CYS staff will not leave the child in soiled clothing while waiting for parents to arrive.

Parents are asked to label all clothing, to include hats, jackets, and gloves, with your child's first and last name. Each CYS program maintains a centrally located "Lost and Found" where unclaimed and unlabeled clothing will be placed. Parents are encouraged to look through the lost and found on a regular basis for missing items. CYS programs regularly donate lost and found collections on a quarterly basis. Parents will be informed prior to donation cycles.

- **Shoes:** Children footwear should have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, thongs, any open toed shoes, heels without straps or wedged heels are not permitted. A spare pair of rain or snow boots is encouraged to be left in your child's cubby during seasonal weather. Children and youth in CDC, FCC, and SAC programs will play outdoors regularly, to include during mild inclement weather. Exposure during extreme weather will be limited based on windchill and heat indexes. A copy of the inclement weather policy for outdoor play can be found at your child's center.
- **Jewelry:** Accessories such as necklaces, hoop earrings, earring studs without secure backs, jackets or sweatshirts with drawstring hoods, mittens connected by string, and barrettes are not permitted for children. This includes anything that could possibly cause strangulation, choking or other bodily harm to the child wearing the items or others.
- **Sleep Aids:** If your child is over 12 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the program. It is not recommended that children younger than 12 months sleep with soft toys. The naptime toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.
- **Backpacks and Diaper Bags:** CDC and FCC children may choose to bring a backpack to their CYS program. Parents are responsible for checking backpacks at drop off to ensure toys, weapons, food, or electronics have not been left in the bags by mistake.
- **Strollers and Car Seats:** Strollers and car seats can be brought in for drop off, but these cannot be left at the centers overnight.
- **Electronic Devices:** Electronic devices are to be kept home as they can cause distraction, be lost or damaged. Only children who have a medical need approved through the MIAT process may use electronic devices while in care.

### **Diapering/Toileting Training**

- **Diapers:** For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. This request for cloth diaper usage must also be reviewed by APHN. Diapers are checked and changed promptly if they are wet or soiled or a minimum of every 2 hours.

Diapers and baby wipes should be labeled with the child first and last name and are the parents responsibility to provide in the classroom.

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

### **Transitions**

Parents will receive a two-week transition letter detailing your child's development, schedule, and classroom change when aging up to the new age group. Parents are encouraged to meet with the program manager and program trainer if they need further clarification or guidance.

### **Celebrations**

- **Birthday and Holidays:** CYS recognizes that religious, ethnic, and seasonal celebrations are a part of valuable traditions. To ensure each child is recognized on their individual birthday, program staff will incorporate birthday recognition during daily activities. (Having a parent read a story to the group, play their favorite game, be the group time helper, have their friends make them art project as a gift.) CYS wants to make sure ALL children get to feel special for their birthday and will incorporate the celebration within their daily lesson plans.

***Please note outside food, beverages and candy are prohibited at CDCs and SACs*** due to the large number of children with special dietary requirements and the requirement for government supported childcare centers to ensure foods that are low in fat, high in sweeteners and highly salted snacks are restricted. (DoDI 6060.02 Aug 2014)

We ask that party bags, balloons, etc., be reserved for your parties at home. CYS staff cannot hand these out as the center nor be responsible if a child is injured or chokes on an item in the gift bags.

- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. Senior Commanders from Active Army/Air Force, Guard/Reservists and other branches of service, congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events.

### **Emergencies Closures/Evacuation/Mobilization**

In the event of emergency, mobilization or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency Plan. Children/youth may be moved to the designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/guardians and military police will be notified. Specific information can be obtained from your local CYS program.

Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, and FCC programs. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs.

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

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

### **Minor Accident /Emergencies**

In the event of a medical emergency, CYS staff will immediately contact emergency services followed by notification of the parents/guardian. CYS personnel will accompany the child/youth immediately to the nearest emergency room by ambulance. The staff will remain with the child/youth until the parent/guardian arrives at the emergency room.

CYS policy requires written incident/accident reports for falls, scratches, bruises, bites and scrapes that occur while your child/youth is in our care to include emergency situations. Parents/guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child/youth's folder and child abuse allegations are reported to higher headquarters.

### **Children Left Unattended**

Leaving children unattended in vehicles, whether the engine is on or not, during drop off, pick up or any other time in front of the center (CDC, SAC, etc.) or in the parking area is **strictly prohibited**. Parents of children left in vehicles without proper supervision will be immediately reported to the Military Police.

### **Transportation Policy**

Behavior or activities that jeopardize the safe operation of a CYS vehicle or bus, or that interferes with the welfare of the other vehicle occupants is not permitted. CYS staff are trained to operate government vehicles to safely transport children/youth on and off post. Our safe passenger rules must be adhered to. Failure to follow these safety rules may result in the suspension of a child's/youth's transportation privileges.

CYS staff are not responsible for transportation to and from our programs that utilize local school districts. Parents who wish to obtain transportation policies for their child's school district should contact the appropriate district transportation office. CYS does not provide/ utilize bus monitors to and from school on district transportation.

CYS Bus and Shuttle Safety Rules:

- Seat belts, when available, will be always worn
- Bus will not move until everyone is seat belted appropriately
- Children/Youth remain seated and facing forward when the bus is running, to include in parking lots, until otherwise directed by CYS staff
- Children/Youth will use keep hands/feet to themselves. Throwing items on the bus is prohibited.

- No objects (including body limbs) shall be extended out a window
- CYS staff will promptly report misbehavior on a bus/shuttle to their program manager verbally and in writing. After administrative review, the Facility Director will notify parents of any action taken, to include suspension or removal of transportation privileges.

### **Patron Vehicles and Parking**

Patron parking is permitted in designated parking spaces outside each facility. Patrons are not to park in emergency lanes. Patrons will not leave young children unattended in vehicles. Vehicles must be turned completely off while in the parking lots, and cannot be left running unattended, even with doors locked.

### **Field Trips**

Field trips are considered an important part of child development. CYS programs coordinate field trips to augment the developmental programs. Each trip, whether it is a nature walk or a trip that requires transportation, is a source of joy and enrichment for the children and those who accompany them.

All off-site field trips require written parental permission. Permission slips will be posted at your child's center individually for upcoming field trips. Time spans, required equipment (i.e. water bottle, hat, walking shoes), mode of transportation, and supervising staff will be listed. Approximate times of return will be posted and adhered to as closely as possible. Field trip staff will keep the center informed of any delays so that parents can be made aware.

Field trip sites are visited by staff prior to the scheduled trip and a safety/risk assessment is conducted. Parents who wish to chaperone field trips will be expected to comply with the same policies that govern CYS staff. Parents may not transport other children/youth in their personal vehicle.

Alcohol and tobacco (to include vaping) usage is strictly prohibited on field trips. Parents may not take photo/video of children/youth on their personal phones.

Parents may be responsible for picking up children/youth at the field trip location if the child/youth engage in unsafe behaviors that put the safety and wellbeing of the other participants, CYS staff, and the public at risk. Rescue medications and basic care items will accompany children on field trips.

### **Food and Nutrition**

JBLM CYS takes pride in providing well balanced nutritional meals. All meals and snacks are prepared on site in our kitchens. We use a locally sourced vendor for our food orders. Our meals and snacks meet USDA CACFP guidelines and are approved by a Registered Dietician/Nutritionist. CYS intent is to limit food provided from home when CYS can accommodate a child/youth's dietary needs.

Outside food is permitted if there is a documented medical reason and approved through MIAT review. Outside food is also permitted for religious practices with written documentation from the parent who specifies prohibited food and provides food substitutions daily if program cannot reasonably accommodate. For more information, please contact your Center Director or Parent Central Services.



## Infant Feeding Plans

FCC homes and CDC programs provide all infant jar food, cereal and teething biscuits. FCC homes and CDC programs offer on-site ready to feed iron-fortified formula for infants in full- and part-day programs. These specific USDA CACFP approved formulas are free of cost and parents/guardians have the option to decline and provide a USDA approved formula of their choosing. **If parents/guardians elect to provide their own formula or breast milk they are responsible for preparing bottles and providing an adequate number of bottles labeled with the date, child's first and last name, and content (i.e. breast milk, formula).** Color coded bottle bands will be provided by the center. Infants (under 12 months) will be assigned a color band which will be used during their time in the infant room. Bottles with assigned color are only for the assigned infant.

Glass bottles are permitted upon parental request but must have a rubber grip or silicone sleeve sold as a unit. All bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reason. Bottles for infants (under 12 months) may only contain formula and/or breast milk. Whole milk is allowed for children over 12 months but under 24 months.

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

## Family Style Dining

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

## Parent Participation Program

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

- **Parent Education:** Attend classes at least quarterly during the CYS Orientation Training or through Army Community Service. Regularly scheduled classes include some of the following (1) child growth and development (2) special needs awareness, (3) character counts, (4) baby sign language, and (5) child guidance techniques. Army Community Services and their Relocation Readiness Program will also provide cultural and linguistic support services for families.
- **Parent Advisory Board (PAB):** The PAB is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition.

- **Parent/Family Conferences:** Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child/youth's developmental progress. Conferences should be offered every six months in CDC settings.

### **Mission Related Extended Hours**

CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. When available, FCC offers extended hours and long-term care homes at no additional cost for short-term childcare for up to 15 calendar days. Other childcare programs provided are trained CDC baby-sitters, and Armed Forces Community Services (AFCS) foster homes, as well as available off-post options. Extended hours per operations are according to the Installation's Child Youth Operations Plan (ICOP).

Families are not charged for approved military mission related extended hours care for up to 15 calendar days. Families must provide written validation confirming the mission related extended hours care. The Service Member's Unit/ Supervisor will provide documentation to qualify for approved mission related extended hours care to the FCC Provider.

### **After Hour Care**

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

### **Supervision**

Children and youth will be always supervised. CYS staff maintain supervision of children/youth appropriate to the age and ability of the child/youth. Staff plan for different levels of supervision according to the age of the child and level of risk involved in the activity or program.

Direct-care staff must be able to always maintain sight and sound supervision of infants and toddlers. Mirrors, video, and sound monitors do not replace sight and sound supervision required of sleeping infants, pretoddlers, or toddlers.

Staff supervise preschoolers, kindergarteners, and school-age children by keeping them in sight most of the time. Supervision for short intervals by sound is permissible if staff frequently check on children who are out of sight (I.e. preschooler using the toilet).

An accountability board system is in place at all our School Age Programs that adequately monitor and track the whereabouts of the children as they freely move about the facility. Children and youth on field trips (both on and off post) will be supervised by a qualified management designee and at least two staff members are required for every field trip. Supervision adult-child ratios on field trips is determined by a risk mitigation assessment. Parents can inquire about the assigned risk level for the field trip location at their child's program.

Supervision of MST field trips does not always require direct line-of-sight supervision. If the maturity level of the youth and experience level of the staff permit, it is permissible to divide a larger group into subgroups with established safety protocols.

Pets are handled under direct supervision of caregiving staff. Garden plants can only be accessed with staff supervision. Children in SAC and MST programs can and should participate actively in cleaning items they use on a regular basis, to include the use of sanitizing solutions under staff supervision.

### **JBLM Home Alone Policy**

AR 608-10, AR 608-18, and AR 608-75 requires all installation commanders to implement a "home alone" policy to address ages and circumstances under which a child may be left alone during parental duty hours without adult supervision. Multiple factors (age, responsibility level, maturity, ability to react in an emergency, etc.) must be considered by parents/guardians when determining if your child is ready to be left home alone.

***Direct Supervision:*** Adult supervision on a regular basis during out of school hours and parental duty day. After age 3, an adult must have immediate monitoring ability to be able to respond if needed.

Children ages 0-9 must always be in direct supervision of an adult. They cannot be left home alone for any period of time. Children 10 years of age may be left home alone for up to 2 consecutive hours as long as an adult is aware of their location and activities at all times, and an emergency contact is available. For children ages 11-17 years parents must assess the youth's ability for self-care. As a guideline, youth ages 11-12 should not be home along longer than 4 hours, youth ages 13-15 no longer than 6 hours, and youth ages 16-17 no longer than 10 hours.

JBLM CYS offers a 4H Babysitters Course at the Hillside Youth Center for youth ages 13 and older to prepare them to be able to care for other children. As a guideline on JBLM, youth ages 13-14 may babysit up to 3 hours without adult supervision, youth ages 15-17 can babysit during the day but not overnight hours, and overnight babysitters must be at least 18 years old.

Failure by parents to provide adequate supervision to their children may be subject to criminal prosecution under federal or state statutes, in administrative actions, to include exclusion from the installation, in action by a state agency, or in disciplinary action under the Uniform Code of Military Justice.

## **CHAPTER 4: PAYMENTS AND REFUNDS**

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

## DOCUMENTATION NEEDED TO DETERMINE TFI:

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

Care will be denied for families who fail to show proof of TFI. If new required documents are provided later, the TFI Category is adjusted accordingly and new fees effective from that date.

Fees for Blended Families AND Fees for Legally Separated Families will be based on the TFI of the household.

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

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

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

Parent fees may be adjusted prior to the **annual** Army Fee Policy directive when:

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

### **Program Fees**

Installment bills are generated semi-monthly on the 1<sup>st</sup> and the 15<sup>th</sup> of the month. Parents are responsible for paying parent fees on time. Parents can pay monthly fees for regularly scheduled Full Day, Part Day, and Part Time Care in monthly or semi-monthly installments. Fees have to be paid in full NLT than the 5<sup>th</sup> business day. Incoming families are required to make their initial 10% nonrefundable payment for care at the time they accept the childcare space offered by the CYS Parent Central Services Office. **Services will be terminated if full payment plus late fee charges for the month is not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.**

- **Hourly Care fees:** The Standard Army-wide hourly care rate is \$8 per hour per child for ALL CYS programs regardless of Total Family Income (TFI) category. Hourly care may not exceed 14 hours per week for facility-based programs. **Multiple Child Reductions do not apply to hourly care.** Hourly care payment is due at the time of pick-up. Failure to make

the payment will result in termination of availability of childcare services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your installation for further details.

**No-Show Fee for Hourly Reservations:** A 2-hour no-show fee for Hourly Care may be assessed for patrons who fail to show or cancel their reservation at least 24 hours in advance of the reservation. These fees must be paid in full before patrons can begin using CYS.

- **Occasional Users:** A daily fee of \$54.00 is charged for occasional users attending SAC more than four hours per day. A daily fee of \$34.00 is charged for occasional users attending SAC four or fewer hours per day.

Occasional users must pay weekly camp fees for all seasonal school break camp weeks.

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. Occasional users are charged for seasonal and summer camp programs.

The MCR does not apply to occasional users.

- **Seasonal/Summer Camps:** SAC summer/seasonal camps take place during school breaks of one week or more. Camp fees are charged weekly. Payment is due Monday prior to the beginning of camp week. Patrons who have not paid by the Monday prior will lose their space for the summer camp week and must reapply via [MilitaryChildCare.com](http://MilitaryChildCare.com) and risk losing the week of camp.

Occasional users will pay camp fees for all seasonal school break camp weeks. Regular scheduled users who have paid the monthly SAC fee for before, after, or before and after school do not pay additional fees for these school break periods.

Occasional users needing care three (3) or more days in a week will be assessed camp fees.

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

**Other Payment Options:** Bi-weekly auto-debit payments may be scheduled with credit/debit card at any CYS facility.

- **Late Pick-Up Fee:** CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per family per site regardless of the number of children in care at that site. For example, a family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the family is later than 15 minutes, the family is charged \$8.00 per child, per site for the next 45 minutes. CYS emergency procedures will be followed when the child(ren) is (are) left at the program more than 10 minutes after closing. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend childcare are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.
- **Late Payments:** Payment for regular scheduled care for full day/part day care. Late payment fee is charged after the 5<sup>th</sup> business day and is \$10.00 per child per payment cycle (semi-monthly) or \$20.00 (monthly).

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

- Verbal Warning. By front desk staff during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to ‘Display Message if HH Balance Exists’ so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.
- Personal Follow-Up. By program manager on 6<sup>th</sup> day of the delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing families of their option to request a Financial Hardship Waiver and reminding of them of penalties if payment arrangements are not made by established deadlines.
- Written Notice of Non-Payment/Potential Termination. By program manager on 6th day of the last billing cycle of the month. This is an Army-standard notice. If possible, the program manager will do a final verbal follow-up in conjunction with this letter to ensure the family fully understands the pending consequences and to encourage them to seek assistance if warranted.

**Note: The following actions will be taken when payment is not received on time:**

1. **Notification letter is issued.**
2. **If payment is not paid in full by the 6<sup>th</sup> business day, the Garrison Commander will be notified of the outstanding household balance.**
3. **If there is not a Hardship payment agreement on file, a DD139 is initiated to begin garnishment of wages.**

### **Financial Hardship Waiver**

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

### **Leave/Vacation Options**

Family childcare fees are annualized during registration for a 2 or 4-week Leave/Vacation, which reserves the child’s space. The option chosen must be used during the registration year and cannot be carried over into the next year. Families who opt for 4 weeks of Leave/Vacation pay a higher monthly fee than families who chose the 2 weeks fee option. Family Leave/Vacation must be taken in a minimum of 5 day increments. Families must provide at the minimum two weeks’ notice prior to taking leave/vacation and be enrolled in the program for a minimum of 90 days **(NO EXCEPTION WILL APPLY)**. **Leave vacation options are available to patrons enrolled in CDC/FCC programs ONLY.**

**Note: You cannot use the leave/vacation option in lieu of disenrollment.**

### **Withdrawal/Out-processing**

**Parents are required to provide a minimum of 30-day termination/disenrollment notice in writing prior to withdrawal from a full day or before/after school care program.** This notice must be submitted in written form to the Center Director, Assistant Director or clerical staff. Patrons who fail to provide a 30-day termination/disenrollment notice will be charged the applicable fees. Patrons who provide more than a 30-day termination/disenrollment notice are eligible to receive a withdrawal discount of ten percent. The one-time reduction may be applied to the final (last full billing cycle) payment for full day and before/after school care program. This reduction is not applied to families transitioning to other on post CYS Services programs (e.g. transitioning from CDC to SAC, etc.), families being supplanted, and DoD contractors and specified space available patrons.

**Disenrollment Restrictions (in SAC only):** Patrons shall not be permitted to disenroll from before/after school care programs to circumvent paying for service. Patrons who are planning to disenroll must submit a 30-day notification for withdrawal/disenrollment from the program. Anything less than 30 days must be approved by the CYS Coordinator.

Those who submit a 30-day notification for withdrawal/disenrollment from the program will be required to re-register on Military Child Care requesting for care. SAC is not permitted to register or reregister a household as they must comply with the Operational guidance and Army Fee Policy with directing families to CYS Parent Central Services (PCS).

### **Absenteeism**

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

**If your child is going to be absent from his/her CYS program (CDC or SAC) please let us know as early as possible. If we do not hear from a family member by 0900, our administrative staff will call to confirm the absence.**

### **Refunds**

Refunds are authorized for (a) program closures for repair or renovation when an alternate care setting is not provided, (b) unexpected, prolonged child absence due to Family emergency or extended illnesses, (c) withdrawal from a regularly scheduled childcare programs upon receipt of PCS orders, and (4) withdrawal from a Youth Sport (occurring before midseason of the sport) upon receipt of PCS orders. Forms are available at Parent Central Services or at your program facility.

## **Parent Fee Reduction Incentives**

### **Deployment Support Services:**

1. The Office of the Assistance Chief of Staff for Installation Management has issued FRAGO 01 to Execution Order 300-16 School Year 2016-2017 Army Child and Youth Fee Policy, which modifies the eligibility criteria and makes the changes below to deployment support benefits.
2. Mission Levels have been replaced with five eligibility criteria:
  - Criteria 1: Deployed Contingency Operations
  - Criteria 2: Assigned to a Warrior Transition Unit
  - Criteria 3: Deployed Rotation Forces
  - Criteria 4: Deployed Non-Contingency Operations
  - Criteria 5: Survivor Outreach Services
3. For a Soldier to be eligible for deployment support benefits, one of the above eligibility criteria must be indicated in either official orders or a letter from the Commander. TDY, TCS and PCS statuses must align with one of the five eligibility criteria.

**Employee Discount:** CYS employees may receive a 50% fee reduction for the most expensive child in CYS care. Additional children may receive the standard 15 percent, multiple child reduction when children in the same family are enrolled in regularly scheduled childcare. Only one employee discount will be applied per child when more than one family member is employed with CYS. Flexible CYS staff working 15 hours or more a week, regular part time, or regular full-time positions are eligible for this discount.

CYS separated staff must provide proof of employment within ten (10) business days to avoid an automatic change to non-working spouse or space available and be subject to supplanting.

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

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

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

**Family Child Care Fee Incentive:** FCC Parent Fee Assistance represents a savings to families over Army CDC and SAC fees for designated Total Family Income Categories. This savings is



an efficiency incentive to encourage more families to use FCC homes as their primary source of childcare. Parents will receive a 15% discount from the total fee amount based on their Total Family Income. Contact Parent Central Services for additional information on FCC Parent Fee Assistance.

**Mission Related Extended Duty 24/7 Fee Assistance:** Provided at no additional cost for care beyond FCC regularly scheduled care hours. Individual Families are authorized up to 15 days for Extended Duty Child Care per year.

## CHAPTER 5 - CURRICULUM AND CORE PROGRAMS

### Child Development Centers

(Ages 6 weeks-5 years) Offer on-post full-day, part-day, hourly childcare, and the *Strong Beginnings* Pre-Kindergarten program. Trained staff provide care, and operations are subject to DoD Certification (Child Development Center 74017).

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

Typical child routines such as mealtimes, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

### Family Child Care (FCC) Homes

(Ages 4 weeks-12 years) Offer full-day, part-day, and hourly childcare to include, weekend care, 24-hour care, as needed in a home environment. Care for up to eight children (depending on mix of ages) is provided by trained, certified, and monitored Family Child Care Providers in their own homes (privately owned and government owned or leased housing) and is subject to DoD Certification.

### School-Age Care

(Grades K-5th) Offer before and after school programs, weekend activities during the school year, summer care and camps during school vacations. Trained staff provide care, and operations are subject to DoD Certification. Curriculum and programming centers around Core Program areas: Education and Science, Technology, Engineering, and Math (STEM); Leadership and Service; Sports and Recreation; Health and Wellness; and The Arts. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of skills, abilities and interest levels.

Daily schedules/lesson plans will be flexible, provide stability without being rigid, allow children to meet their physical needs (e.g., water, food, restrooms) in a relaxed way, allow children to

move smoothly from one activity to another, usually at their own pace, and facilitate transitions when it is necessary for children to move as a group.

Program activities are offered in Life Skills, Citizenship and Leadership Programming. A variety of clubs and committees will be available to expand children's interpersonal, speaking, and leadership skills. Program choices will be offered to help children develop skills in independent living and life planning such as cooking, swimming, etc.

### **Middle School & Teen**

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

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

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

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

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

### **Child and Youth Sports and Fitness Program**

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

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

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

- The System is comprised of Four Service Areas to meet the core requirements:
  - Team Sports
  - Individual Sports
  - Fitness and Health
  - Outreach
- Team Sports are offered for all children ages five and above in the following sports:
  - Baseball/T-Ball
  - Soccer
  - Basketball
  - A minimum of two additional team sports offered at any time of the year (volleyball, dodge ball, cheerleading, tackle football, etc., based on community needs and interests).
- Individual Sports are offered in at least three locally selected sports. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc.
- Fitness and Health programs focus on nutrition education/counseling and health promotion.

These programs are implemented throughout the CYS system: Nutrition, Counseling or Health activities/event. At least one other locally determined option i.e. aerobics, swimming laps, weightlifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.

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

- Parent Central Services: (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, and babysitter training and referral services for Families including, CYS, Family Advisory Board, non-traditional outreach services, and Parents on Site volunteer program. Provides program information, sends messages, and contributes to web sites of interest to parents. Parent Central will also provide information regarding programming/policy changes within CYS.

- CYS BabySitters: (Ages 6 weeks-12 years) Offer formal training for teens and adults who provide short-term hourly childcare in Families' own homes. Training covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities and the "business" of babysitting. Trained CYS Sitters receive a certificate of completion and may be placed on the CYS babysitter referral list at Parent Central Services local office.
- CYS Instructional Program: (Ages 18 months-18 years) Offers range of out of school classes, e.g., music, dance, martial arts, gymnastics, technology, life skills, and SAT prep designed to complement, expand, and support the academic, life skills, and athletic experiences children and youth have within Army CYS Programs and Schools. Provided by CYS employees and contract instructors in a variety of settings, which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools.

### **Deployment Support Services**

- Military Family Life Consultants (MFLAC): Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS facilities, garrison schools, and summer camps.
- Respite Child Care: Offers respite childcare for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered 16 hours per child, per month at no cost care beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns.

### **School Support Services**

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

- School Liaison Officers (SLOs): Have strong educational backgrounds and are located on each Army garrison. SLOs provide support to Garrison Commanders, Army Families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army Families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families.
- Homeschool Support: Provided to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.
- Homework Centers (K-12 grades): Create a safe and familiar before- and after-school academic support environment in school-age centers and youth centers.
- School Youth Sponsorship Programs: Ease school transitions in CONUS and OCONUS schools.
- Tutor.com offers 4,000+ rigorously vetted tutors available in more than 150+ subjects, including bilingual Spanish offerings in math, science, social studies, writing, study skills, and parent coaching

Outreach programs are offered in CDC, SAC, MST and FCC in four areas throughout the: Intramurals, Motor Skill Activities, Skill Building Clinics, and MWR Partnerships.