



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

**Joint Base Lewis-McChord  
Parent Handbook**



**IMCOM**  
SOLDIERS • FAMILIES • CIVILIANS



**NOTE: CYS Programs are closed on all 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. CYC is an Army program that provides services to all Military, Department of Defense and Contract Agencies who support the mission of our Garrisons. Our highly trained staff is committed to providing a safe, nurturing environment that meets the holistic needs of the child/youth ages four weeks to 18 yrs old. Lastly, our programs and activities are specifically designed by early childhood and youth development specialist to meet the growing needs of 21st century military Families.

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

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

Again, thank you for considering JBLM Child and Youth Services.

Sincerely,

*Bea Westcott-Curl*

Sophia "Bea" Westcott-Curl  
Chief, Child and Youth Services  
Joint Base Lewis McChord, Washington



## CUSTOMER SERVICE

### **CAREGIVERS CREED**

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



### **CUSTOMER COVENANT**

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

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

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

**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:** CY5 programs are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in CY5 Family Childcare Homes and Child Development Centers.
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs
- Accountability for Army, Air Force, Marines, Navy, Coast Guard, DoD Civilian Children & Youth.
- Satisfied customers – Army, Air Force, Marines, Navy, Coast Guard, DoD Civilian parents, Children & Youth
- Maintaining status as a “Benchmark for America’s Child Care” and becoming “Benchmark for America’s Youth Programs”

**Goals:**

- **Availability:** Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, youth development, instructional programs and school transition/education.
- **Affordability:** Operate efficiently within Army/DoD resource guidance. Establish fees that consider Army/Air Force Family budgets and meet Army/Air Force financial goals so that the CY5 Programs are affordable to both the Army/Air Force and the Army/Air Force 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 DoD’s resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Military members and their Families.

**Philosophy:** CY5 programs are designed to help your child/youth build within themselves a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing programs where children/youth have opportunities to participate individually or as a group in age appropriate developmental activities that allows for optimal social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your child/youth can resolve conflicts through learning age appropriate conflict resolution and mediation skills. We believe in partnering with parents and community to nurture a spirit of cooperation and self-respect for self and others; reinforce character building and encourage positive parenting.

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

**Confidentiality:** Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Medical information concerning patrons is absolutely confidential under state and federal law and may not be discussed at any time with any person under any circumstance.

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

**Open Door Policy:** CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

**Communication/Feedback:** 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). If you do not have access to email, write your questions, comments or concerns and place them in the drop box designated by the Parent Central Services office. You have the option of remaining anonymous or, should you desire feedback, you may include your name and address. You may also complete an Interactive Customer Evaluation (ICE) survey on your garrison's website.

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

1. Classroom Lead Teacher/Program Specialist
2. Assistant Director
3. Facility Manager/Director
4. Child or Youth Administrator
5. CYS Chief
6. Director of Family and Morale, Welfare and Recreation
7. Chief of Staff
8. Joint Base Commander

**Core Values and patron conduct:**

JBLM CYS recognizes and incorporates both the Army Core Values and the Air Force Core Values in their programs. As patrons have the expectation to be treated with respect, honor and dignity by the CYS employees, CYS personnel expect this in return. **Customers who become aggressive and/or use foul language with CYS employees will be asked to leave and services may be denied. Military Police will be contacted if employees feel threatened.**

**Total Army Strong:** Total Army Strong institutionalizes a commitment by Army leaders to provide Soldiers and Families of all components with programs and services that maintain a quality of life commensurate with the quality of their service and sacrifice to the Nation.



## **JBLM MWR Child and Youth Services (CYS) Program Contact Information**

### **Parent Central Services – Lewis Main**

253-966-CYSS (2977)  
Bldg 2295 12th & Bitar  
Mon-Thurs 8 a.m.-5 p.m.  
Appts. & walk-ins until 4 p.m.

### **Parent Central Services - McChord Field**

253-966-CYSS (2977)  
Bldg. 578 Lincoln Blvd  
Mon, Wed, Fri-0900-1300

*Email: USArmy.JBLM.IMCOM.List.DFMWR-[CYS-Registration@mail.mil](mailto:USArmy.JBLM.IMCOM.List.DFMWR-CYS-Registration@mail.mil)*

### **Beachwood CDC**

253-967-2600  
Bldg. 8300 American Lk Ave  
Mon-Fri 6 a.m.-6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Beachwood-CDC@ mail.mil*

### **Clarkmoor CDC**

253-967-2300  
Bldg. 2095 Bitar Ave  
*Full-day* Mon-Fri 6 a.m.-6:00 p.m.  
*Part-day Preschool*  
Mon-Fri 8-11 a.m. & 12:30-3:30 p.m.  
*Kindergarten Care*  
Mon-Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Clarkmoor-CDC@ mail.mil*

### **Hillside CDC**

253-477-3125  
Bldg. 6396 Garcia Blvd.  
Mon-Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Hillside-CDC@ mail.mil*

### **Madigan CDC**

253-967-2800  
Bldg. 6995 Jackson Ave.  
Mon-Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Madigan-CDC@ mail.mil*

### **McChord CDC East**

253-982-4901  
Bldg. 578 Lincoln Blvd.  
Mon-Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-McChord-CDC@ mail.mil*

### **McChord CDC West**

253-982-4166  
Bldg. 580 Lincoln Blvd.  
Mon-Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-McChord-CDC@ mail.mil*

*JBLM CYS Program Contact Information Continued*

**Yakima CDC**

509-577-3037  
Bldg. 160 - 970 Firing Center Rd  
Mon-Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.YTC.IMCOM.List. DFMWR-CDC@mail.mil*

**Cascade School Age Center**

253-967-6710  
Bldg. 2402 Bitar Ave Mon-  
Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Cascade-SAS@ mail.mil*

**Hillside Youth/Teen Center**

253-967-4441  
Bldg. 6397 Garcia Blvd.  
SY: Mon-Thu 5:30 a.m.-8 p.m. Fri 5:30 a.m.-9 p.m. Sat 3-10 p.m.  
*Summer Break*  
Mon-Fri 7 a.m.-8 p.m. Sat 3-9 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Hillside-YS@mail. mil*

**McChord School Age Center – Under renovation. Temporarily located at Bldg 560**

253-982-2203  
Bldg. 3032 Dogwood St.  
SY: Mon-Fri 6 a.m. - 6:00 p.m.  
*Summer Break*  
Mon-Fri 11:30 a.m.-8 p.m. Sat 3-9 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-McChord-YS@mail. mil*

**Lewis North School Age Center**

253-966-7166  
Bldg. 8584 American Lake Ave  
Mon-Fri 6 a.m. - 6:00 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-North-Fort-SAS@ mail.mil*

**Youth Sports & Fitness**

253-967-2405  
Bldg. 2295 12th & Bitar  
Mon-Fri 8:30 a.m.-5 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Sports@mail.mil*

**Family Child Care (FCC) Office**

253-967-3039  
Bldg 2013B North 3rd St  
Mon-Fri 8 a.m.-5 p.m.  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-Family-Child- Care@mail.mil*

**McChord CYS Gateway Center – Temporary Facility For School Age Care**

253-982-1563  
Bldg 560 Lincoln Blvd  
Email: *USArmy.JBLM.IMCOM.List. DFMWR-CYS-McChord-CDC@ mail.mil*

*JBLM CYSS Program Contact Information Continued*

**Raindrops & Rainbows Parent-Child Play Center**

253-966-4802

Bldg. 8197 American Lake Ave.

Mon-Fri 8:30 a.m.-noon & 1-4 p.m. Sat 9 a.m.-Noon & 12:30-3 p.m.

**School Support Services**

253-967-7195

Bldg 2295 12th & Bitar

Mon-Fri 8 a.m.-4:30 p.m.

Email: *USArmy.JBLM.IMCOM.List.DFMWR-CYS-Schools-Liaison@mail.mil*

**SKIES Unlimited**

253-966-3539

Bldg. 6398 Garcia Blvd.

Mon-Thu 9 a.m.-7:45 p.m. Fri 8:30 a.m.-2:30 p.m.

Email: *USArmy.JBLM.IMCOM.List.DFMWR-CYS-SKIES@mail.mil*

**Kids on Site Program**

253-966-5996

Bldg. 2295 12th & Bitar (Office only)

Mon-Fri 8 a.m.-5 p.m.

Email: *USArmy.JBLM.IMCOM.List.DFMWR-CYS-KOS@mail.mil*

**USDA Food Program**

253-966-4060

Email: *USArmy.JBLM.IMCOM.List.DFMWR-CYS-USDA@mail.mil*

**CYS Administration**

Lewis Main

253-967-3056, #2

Bldg 2013B, Rm 230, 3<sup>rd</sup> street

## CHAPTER 1- SAFETY & RISK MANAGEMENT

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

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

- a) Report incident to the installation Reporting Point of Contact (RPOC). MPs 253.967.3107
- b) Notify the appropriate CYS program director after notification to RPOC.
- c) Report the incident to JBLM Family Advocacy Office and the Washington State Child Protective Services Abuse Hotline (if required by state law/host nation agreement).

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes should 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: 703-604-2547 (call collect).

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

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

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

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

Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom or at the front desk. Parents or guardians who volunteer in the programs or on a field trip must wear an identifier that is the color red and will be provided by the director.

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

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

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

**Bullying:** Department of Defense Child and Youth Programs are committed to making our facilities, homes and community safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, *CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff.* We treat each other with respect.(Treat others, *regardless of age or position*, with the same level of respect and dignity you wish to be treated with).

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

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

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

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

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

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

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

**Adult-Child Ratios:**

Childcare/SAC Center (Facilities)		Family Child Care	
Adult/Child	Age	Adult/Child	Age
Infants 1:4	6 weeks to 12 months	Multi-age 1:6	4 weeks to 12 years
Pre-toddlers 1:5	13 to 24 months	Infant/Toddler 1:3	4 weeks to 3 years
Toddlers 1:7	24 - 36 months	Newborns 1:3	Birth to 12 months
Preschoolers 1:10	3 to 5 years	School-Age 1:8	5 years-12 years
Kindergartners 1:12	5 to 6 years		
School-Age 1:15	1 <sup>st</sup> to 12 <sup>th</sup> grade		

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

**Parent Involvement:** Parent /Guardians are encouraged to participate in the Parent Advisory Councils with the CDCs or through the JBLM CYS Parent Advisory Board. These councils/Board provide an avenue for parents to receive information, participate in dialog with the program managers and participate in the planning and evaluation of programs. 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 councils may earn points toward fee reduction on their child care.** For detailed information on the various ways you can participate in CYS Services programs and activities, contact your Parent Advisory Council representative or facility director. Information on how to participate, past minutes and upcoming schedule and parent chair members can be located in the programs on the parent bulletin boards and on the CYS website.

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

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

DoDI 1015.2 MWR Programs

DoDI 6060.2, Child Development Programs

DoDI 6060.3, School-Age Programs

DoDI 6060.4, Youth Services Programs

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

DoD I 6025.18-R Privacy of Health Information

PL 101-647 Crime Control Act

PL 106-104 Youth Sponsorship

PL 104-106 – Military Child Care Act

PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs

PL 106-65, Sec 584, Expanded Child Care and Youth program services

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

PL 101-366 American with Disabilities Act

**Accreditation:** The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS Services programs undergo a rigorous accreditation process. The Child Development Centers and School Age Centers as well as many of our FCC Homes are fully accredited programs through the following entities:

- **National Association for the Education of Young Children (NAEYC)** - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.
- **The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (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 child care providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the family child care program, i.e. relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once family child care providers become accredited, they agree to abide by the standards set forth and to be measured against those standards and compliance reviews.

## CHAPTER 2- REGISTRATION PROCESSES & PROCEDURES

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

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

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

Foreign Military Service members assigned to the Installation/serving the Department of Defense will pay the child and youth fee based on their Total Family Income (TFI). The eligibility criteria and priority are the same as any other Active Duty Soldier or DoD Civilian.

Military personnel of foreign nations and their Families when on orders from the U.S. Armed Forces, or in overseas areas when the overseas commander grants privileges in the best interest of the United States. (Reference: AR 215-1 when addressing children 0-12 refer back to AR 608-10).

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

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

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

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



**Parent 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 Services programs. CYS Parent Central Services:

- ✓ Verifies a patron's eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active Duty soldier on orders)
- ✓ Determines services patrons needs (hourly, part day, full day, SAC, MS/T, SKIES, Sports ,etc)
- ✓ Explains age appropriate programs associated with patron’s children;
- ✓ Conducts initial and re-registration of patrons into all CYS Services programs
- ✓ Explains Military Child Care.com polices and assists as needed.
- ✓ Determines patron fee category IAW with the latest fee policy
- ✓ Schedules new patrons for program orientations
- ✓ Sends eNews publications and messages and contributes to websites of interest to parents.

**Items Required for Child/Youth Registration:** Children/Youth must be fully registered before they can use any CYS programs. Contact your local Parent Central Services Office to 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)
- Social Security Number**
- Proof of Child Eligibility** (i.e. Legal Guardianship papers, Child Military ID Card, or Tricare card or DEERS printout from Soldier’s AKO)
- Immunization Record or transcription**
- Proof of Income:** (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment)
- Health Assessment/Sports Physical Statement or Well Baby Check Up**
- Local Emergency and Child Release Designee** (minimum of two )
- Family Care Plan** (Dual/Single Military Only)

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

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

**Immunizations:** Immunizations are a proactive health measure to protect children who have an increased risk for communicable disease while in a group-care setting. To provide maximum protection, immunizations are required at the earliest recommended interval. Immunization is particularly important for children in child care because preschool-aged children have the highest age-specific incidence or are at high risk of complications from many vaccine-preventable diseases. Children/youth who are not immunized will be denied childcare during outbreaks.

Immunization waivers for medical or religious reasons must have documentation from a licensed independent practitioner or an endorsement from an authorized religious authority of the religion respectively. The CYS Coordinator is the approval authority for all medical and religious exemption requests. The CYS Coordinator may seek advisement from the supporting Army Public Health Nurse (APHN)/Health Consultant or their Staff Judge Advocate Office on any particular waiver requests.

**Health Assessment/Sports Physical Statement:** A current Health Assessment (HASPS), within one (1) year of registration is required for children 5th grade and under. If a current health assessment is not available at initial registration, it is to be completed within 30 days of registration if the child/youth does not have any documented special needs. All children/youth identified as having special needs, must provide a current Health Assessment prior to APHN review.

A school, state well baby or other health assessment form is acceptable and will be attached to the CYS HASPS. In lieu of the doctor filling out section B, Parent Central Services may line through section B and the Health Care Professional signature block and write “see attached”. Regardless of which form is used for section B, the parent must complete Part A and Part C with his/her signature and date.

***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.

If there is 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:** The Army Child and Youth Services Screening Tool is required to be completed by parents at initial registration and annually thereafter. This tool aids in identifying children/youth with special needs in order for CYS to provide the most beneficial accommodations. Upon identification of special needs, supporting documentation must be submitted with the screening tool and HASPS to be forwarded by CYS to the Army Public Health Nurse (APHN) for Multidisciplinary Interdisciplinary Action Team (MIAT) review and recommendation.

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

**Special Diet:** Children/youth with life threatening food allergies or special dietary needs must provide a Special Diet Statement (SDS) from their health care provider specifying (1) which foods the child cannot consume, (2) the resulting reaction if ingested and (3) allowable food substitutions.

Children/youth who have special diets due to religious reasons must have a representative from their religious institution provide an SDS specifying which foods should be eliminated as well as allowable substitutions.

Children/youth may not be eligible for services without appropriate documentation.

**No Outside food is allowed to be brought in unless there is a documented medical reason and approved through MIAT review.** For more information, please contact your Center Director or Parent Central Services.

**Medical Action Plan (MAP):**

Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If your child/youth has a medical condition/diagnosis that may require him/her to take rescue medication while participating in CYS programming, you will be asked to complete a Medical Action Plan (MAP). Medical Action Plans must be completed by a health care provider and are valid for one year, based on the date signed by the health care provider. Medical Action Plans are required for children diagnosed with Allergies requiring medication, Diabetes, Seizures and Asthma.

**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. Due to the structure of the CYS program one on one child care cannot be provided.

**MilitaryChildCare.com (MCC) :** MCC is a Department of Defense (DoD) website for military families seeking child care. This single online gateway provides access to information on military-operated and military-subsidized child care options worldwide. Enables families to search for and request care, manage their requests, and update their profile online. Expedites child care placement through a standardized request process and waitlist management tools. Anticipated placement time is shared with families and program and updated periodically so patrons have a real-time estimate for when a care placement offer may be made.

To register for the Militarychildcare.Com waiting list, follow these four steps:

1. Create Account. Go to MilitaryChildCare.com to create an account containing information about your family, or to login using an existing username and password.

2. Search and Request Care. Search the system for the child care options that best fit your needs and submit your request for care.
3. Manage My Requests. You can manage your requests for care from anywhere in the world.
4. Update My Profile. Keep your My Profile page up-to-date with important information.

**Note:** It is the responsibility of the parent/guardian to keep their MCC account up-to-date and confirm that care is still needed every 30 days. Failure to do so will result in cancelation of care requests and waitlist position.

When a space is offered in a viable care space option (CDC, FCC, etc) parent/guardians are given twenty-four (24) 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.

Definition of a Viable Child Care Space: 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.

Middle School/Teen Registration: Middle school/teens may self-register for CYS programs by completing the one page registration form. Forms are available at youth services facilities. If your youth has documented special needs, a full registration is required. This registration must be completed at Parent Central Services.

Youth without special needs may attend the regular Youth Programs (not field trips or special events until registration is finalized) as a guest member immediately upon receipt of the self-registration form. CYS staff will validate the self-registration form. If registration is not validated within 5 working days from receipt of form, youth's guest membership will be cancelled. Once registration is validated, an annual pass will be issued to youth.

For youth with documented special needs, an annual pass will be issued once MIAT review is complete.

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

## CHAPTER 3 - DAILY OPERATIONS

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

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

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

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

MSTs will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program.

***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.

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

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

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

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

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

Obvious illness such as:

- Axillary temperature in excess of 100.5°F for children under 3 months of age and axillary or oral in excess of 101°F over 3 months of age. Axillary or oral temperature of 100°F during flu season (Oct 1 – May 31) accompanied by at least one (1) respiratory symptom such as a runny nose, cough, congestion or other symptoms such as a sore throat, intestinal upset or diarrhea.
- Persistent coughing or cough that interferes with activity
- Severe diarrhea (two or more times above normal), loose/watery stools not contained in diaper or causing soiled pants or clothing for toilet-trained children
- Eyes or ears red or draining
- Injury
- Inability to participate in routine program activities
- Rash
- Unhealed sore
- Vomiting.

**Re-Admission after Illness:** Children/youth may return to care after treatment has begun, the contagious stage of the illness has passed and the child is physically able to function in the program setting. Additional criteria for readmission is as follows:

- Fever has been absent for 24 hours without the use of fever-reducing medications.
- Vomiting and diarrhea have been absent for 24 hours.
- The appropriate number of doses of antibiotics has been given over a 24-hour period for known bacterial infections and the physician has approved the readmission.
- Fungal infections have been under treatment for 24 hours.
- Chickenpox lesions are crusted, usually 5-6 days from onset.
- Scabies infections have been under treatment for 24 hours.
- Lice have been under treatment for 24 hours.
- Pinworms have been under treatment for 24 hours.
- Lesions from impetigo are no longer weeping and child/youth has been on antibiotics for 24 hours.
- Conjunctivitis (pink eye) is no longer producing discharge.

If the child was evaluated and treated by a medical provider for any condition, the parent/guardian must provide CYS staff with a signed, stamped note that states the child is cleared to return to care. A note is especially necessary if there is any question that the infection is still communicable or child/youth is not well enough to return for care. In addition, any specific recommendations for limited activity or observations should be specified on the medical clearance note. In addition, a healthcare provider's recommendations may not override the guidelines prescribed by AR 608-10.

**Basic Care Items:** Basic-care items are over-the-counter diaper creams, teething gel without benzocaine, insect repellants, sunscreens, lip balm, petroleum jelly, and moisturizing lotions. Contact your FCC Provider or program director for a listing of approved basic care items.

Basic care items will be in their original container and must be accompanied by a Basic Care Item Consent Form stating reason for use; frequency, amount, and location of application. This form must be completed and signed by the parent/guardian every 90 calendar days.

**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, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part-day or regularly scheduled school-age programs. Medications not on the approved medication list must have a medication Exception to Policy by supporting APHN. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications. Contact your FCC Provider or program director for a listing of approved medications.

All medications must be in the original container, have a current prescription label and be accompanied by a proper dosing syringe/cup/ spoon as applicable. Parent/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A Parent/Guardian must complete and sign the form before medication can be administered.

The physician or parent will administer the first dose of any medication and children/youth will be on oral medication at least 24-hours before dosage is given by CYS personnel.

Parent/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for any required rescue medication(s).

**Self-Medication:** School age children and youth may self-medicate if the child/youth's health care provider determines that it is developmentally appropriate, and the child/youth knows enough about their health condition and treatment procedure. Permission for self-medication in CYS programs is documented on all Medical Action Plans.

Children/youth must self-administer all medications in the presence of CYS staff who will then document administration on the child's Medical Dispensation Record, DA 5225-R.

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

**Personal Items from Home:**

- **Clothing:** Children should come to the center dressed appropriately for the weather (e.g jackets and hats for fall and spring; coats, boots and snow pants, gloves/mitten for winter). Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking, and water and sand play). Two changes of clothing for all children under school-age are recommended. All clothing and accessories should be labeled with your child's full name.
- **Shoes:** Children footwear should have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, thongs, heels without straps or wedged heels are not allowed.
- **Jewelry:** Accessories such as earrings, rings, bracelets, necklaces, and barrettes are not permitted for children under three or children who are in multiage rooms with children under

three.

- **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.

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

- **Diapers:** For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child first and last name.
- **Toilet Training:** Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years, but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

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

#### **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 the Centers and SAS*** due to the large amount of children with special dietary requirements and the requirement for Government supported child care 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. The staff cannot hand these out as the center cannot be responsible if a child is injured or chokes on an item in the gift bags.

For Holidays and special events (listed below) the Center will occasionally provide cake/cupcakes/fruit parfaits/yogurt parfaits, cookies and other snack items for a holiday or special event.

- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army/Air Force Birthday. Senior



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

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

Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs or pre-approved Kids on Site location. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs.

In the event of illness, emergency or facility closure, CYS will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the child/youth, the following 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 minor accident resulting in injury to a child/youth requiring medical treatment, the CYS staff will immediately contact emergency services followed by notification of the Parents/Guardian. CYS personnel or FCC Providers will accompany the child/youth immediately to the nearest emergency room by ambulance. The staff or provider will remain with the child/youth until the parent/Guardian arrives at the emergency room.

CYS policy requires written incident/accident reports for falls, scratches, bruises, bites and scrapes that occur while your child/youth is in our care to include emergency situations. Parents/guardians will be informed of the incident/accident and will be asked to sign the report. Any serious accidents/incidents are reported through the JBLM Chain of Command within 2-hours of notification to JBLM CYS Coordinator. All reports are kept in the child's/youth's folder and child abuse allegations are reported to higher headquarters.

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

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

- Littering is prohibited. Trash should be placed in designated trash containers.

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

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

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

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

**Family Style Dining:** With the exception of SAC and YC programs that serve buffet-style meals, CYS programs sit and dine "family style" with children/youth in 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, off post or in the comfort of the parent's home. ***Parent/guardians who wish to take advantage of this cost saving opportunity will receive a 10% monthly fee reduction.*** Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

- **Parent Education:** Offer classes at least quarterly during the CYS Services Orientation Training and through Army Community Service. Regularly scheduled classes include some of the following (1) child growth and development (2) special needs awareness, (3) character counts, (4) baby sign language and (5) child guidance techniques.
- **Parent Advisory Council/Boards (PAC/PAB)** The CYS PAB is a parent/guardian council meets quarterly, alternating between Lewis Main and McChord field to discuss current issues and offer recommendations for CYS program and service improvements.

Center based Parent Advisory Councils meet every other month on the fourth Tuesday or as designated at individual programs.

- **Parent Conferences:** Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress. Parent conferences are conducted after 2-weeks of enrollment in CDC and FCC programs and then every 6-months until the child transitions to the SAC. Parent conferences are also conducted on an as needed basis dependent on the needs of the child or youth in all CYS programs.

**Mission Related Extended Hours:** Provided at no additional cost for short term child care (generally up to 3 hours/day) CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. Child Development Centers (CDC) supports unit requirements for childcare during training exercises, and alerts to the extent possible. CDC operating hours for full-day care will reflect installation variable duty hours. Other childcare programs provided for extended hours are FCC Extended Hours and Long Term Care homes, trained CDC baby-sitters, and Army Community Services foster homes as well as available off-post options. Extended hours per operations are according to the Installation's Child Youth Operations Plan (ICOP).

Families are not charged for approved Army mission related extended hours care. **Families must provide written validation confirming the mission related extended hours care.** The Soldier's Unit/Sponsor's Supervisor will provide documentation to qualify for approved mission related extended hours care to the center based program staff or FCC Provider. Extended duty hours care is generally up to 3 hours/day.

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

## CHAPTER 4: PAYMENTS AND REFUNDS

**Deployment Benefits - Joint Base Location:** See the JBLM Parent Central Representative for more information. At Joint Base locations where Army is the supporting Service, non-Army Families are not eligible for deployment support services fee reductions unless reimbursed by the supported Service. At Joint Base locations where the Army is supported by another Service, Army Families are eligible for deployment fee reductions, which are reimbursed to the supporting Service. Ask your Parent Central Services Representative if these are available to you.

**Tax Liability:** All Civilian Families using on-post child care are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their child care subsidy. Each year DoD must determine the value of the child care subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy. Only child care subsidies that exceed the \$5,00 (\$2,500 for married individuals filing separately) exclusion and taxable and reportable. Sponsors are responsible for considering any dependent Care flexible Spending Accounts (DCFSA) to determine if the net value plus the DCFSA value exceeds the \$5,00 or \$2,500 amount.

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

### **DOCUMENTATION NEEDED TO DETERMINE TFI:**

- a. Military Sponsor's current Leave and Earnings Statement (LES).
- 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-employment.
- e. Letter from employer if Spouse/Partner has not worked one full month. The letter must include rate of pay and anticipated average number of employment hours in order to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment.

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

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

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 **will be** adjusted when:

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

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

- **Hourly Care fees:** The Standard Army-wide hourly care rate is \$4 per hour per child for ALL CYS programs regardless of Total Family Income (TFI) category. **Multiple Child Reductions do not apply to hourly care. Only 15 hours of care is authorized per child per week.** Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of child care services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your installation for further details.
- **CYS WEBTRAC Payments:** Some CYS programs allow patrons to make online payments. Please contact your local Parent Central Services for availability of WebTrac payment options.

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

- **Late Pick-Up Fee:** CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per Family per site regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the Family is later than 15 minutes, the Family is charged \$5.00 per child, per site for the remainder of the hour and then \$5.00 per child, per site for each hour thereafter. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend child care are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.
- **Late Payments:** Payment for regular scheduled care for full day/part day care. Late payment fee is charged after the 5<sup>th</sup> business day and is \$10.00 per child per payment cycle (semi-monthly) or \$20.00 (monthly).

When late or non-payments have been identified, the procedures as outlined in the SOP, Subject:

“Non-Payment of Child Care Fees, Collection of Delinquent Accounts and Denial of 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 first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver from IMCOM G9 and reminding of them of penalties if payment arrangements are not made by established deadlines.
- Written Notice of Non-Payment/Potential Termination. By Program Manager on 6th day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, Program Manager should also do a final verbal follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage them to seek assistance if warranted.

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

**Financial Hardship Waiver:** Families must demonstrate a need for a child care fee reduction due to financial hardship based on a review by an ACS financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander/designated approver. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander/designee.

**Families whose child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review.** Contact the Outreach Services director at Parent Central Services for assistance in filing a hardship. Contractors are not eligible for hardship waivers.

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

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

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

the program director to the garrison commander.

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

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

**Deployment Support Services: (See Annex 1)** Parents MAY receive a 20 percent deployment reduction for regularly scheduled child care and reduction for other deployment support services. Community Based Fee Assistance Support Services are available through Army Child Care in Your Neighborhood (ACCYN) and Army School-age Programs in Your Neighborhood (ASPYN) providers.

Please contact Parent Central Services for additional information regarding Deployment Support Services.

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

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

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

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

**Family Child Care Fee Incentive:** FCC Parent Fee Assistance represents a savings to Families over Army CDC and SAC fees for designated Total Family Income Categories. This savings is an efficiency incentive to encourage more Families to use FCC Homes as their primary source of child care. Contact Parent Central Services for additional information on FCC Parent Fee Assistance.

**Extended Duty Child Care Fee Assistance:** Provided at no additional cost for short term child care (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor's

typical duty day/care requirements). A written validation statement is required from the Soldier's unit/Sponsor's Supervisor to the FCC Provider to qualify.

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

## CHAPTER 5 - CURRICULUM AND PROGRAMS

### **CORE CURRICULUM:**

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

The Creative Curriculum is the authorized curriculum used in CDCs/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 meal times, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

Parent conferences are held after two-weeks of enrollment for the CYS staff and parent(s) to share information and bridge the gap between home and child care. An *All About Me and Cultural Webbing* activity is completed during the 2-week conference. Parent conferences are then held every 6 months or as needed. Parents help set goals for their child(ren) based on the checkpoints and that information is shared on-line thru TS Gold and during the actual conference.

As children age up and move from classroom to classroom and ultimately to the SAC, primary caregivers share the child's developmental goals and progress with the gaining caregiver. Parents are given their child's checkpoints and examples of work when he/she completes their last year in the CDC. Parents then have the opportunity to share this information with the kindergarten teacher.

#### **SCHOOL AGE CARE (SAC)**

Curriculum and programming centers around the school age five services areas: (1) Sports & Life Skills, (2) Arts, Leisure and Recreation, (3) Mentorship and Academic Support, (4) Character Leadership and (5) Health. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of skill, ability and interest levels.

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



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/TEENS (MST)**

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**

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

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

personal hygiene, etc.

- Fitness and Health programs focus on nutrition education/counseling and health promotion. These programs are implemented throughout the CYS system.
  - Nutrition, Counseling or Health activities/event
    - At least one other locally determined option i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.

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

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

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

### **CORE PROGRAMS:**

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

**Child Development (CD) Homes:** (Ages 4 weeks-12 years) Offer full-day, part-day, hourly child care to include extended duty day, weekend care, 24-hour care as needed in government owned or leased housing designated for this purpose. Care for between 7 and 12 children is provided by two trained CYS Services employees. 24-hour care requires additional fire safety protection.

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

**School-Age (SA) Centers (aka Child Development Centers):** (Ages 6-12 years) Offer before and after school programs, weekend activities during the school year, summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification.

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

- The HIRED Apprenticeship Program is a workforce-preparation and apprenticeship enterprise designed to meet the employment and career-exploration needs of Army teens 15-18 years

of age. The goal of the HIRED Apprenticeship Program is to help teens develop the necessary confidence and employer-valued abilities to succeed in today's competitive job market. Child and Youth Services (CYS) and Morale, Welfare & Recreation (MWR) Partner Organizations have joined together to prepare teens for these rapidly-changing conditions. The HIRED Apprenticeship Program provides a community-wide framework to help develop today's youth to become productive members of society.

**Youth Sports & Fitness Programs:** (Ages 3-18 years) Offer developmentally appropriate opportunities for children and youth to be engaged in individual and team sports, competitions, skill building clinics, and nutrition and health classes that foster development of life-long healthy habits. Provided by trained CYC 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
- *Get Fit... Be Strong:* A comprehensive health, fitness and wellness campaign in an effort to increase children and youth's physical activity and teach them healthy lifestyle techniques. The "Get Fit, Be Strong" initiative is executed in School Age Care (SAC), Middle-school/Teen Programs (MST), Child & Youth Sports & Fitness (CYSF) and Army Youth Programs in Your Neighborhood (AYPYN) Schools. All children and youth enrolled in SAC, MST, CYSF and AYPYN programs have daily opportunities to participate in self-directed and staff-facilitated physical fitness activities while earning recognition from the President's Challenge Physical Activity & Fitness Awards Program. CYC Services/AYPYN staff and parents will also be able to participate in this initiative, thus setting great examples and serving as role models for children and youth. IMCOM Operations Order 11-419.
- National Alliance for Youth Sports (NAYS): NAYS is the nation's leading youth sports educator and advocate with national programs that educate administrators, coaches, officials and parents about their roles and responsibilities in the context of youth sports, in addition to offering youth development programs for children. Since 1993, the National Alliance for Youth Sports has created a unique partnership to bring quality youth sports programs to children on military bases in CONUS and OCONUS locations. Through NAYS CYC Services offers; youth sports coaches certification, youth sports officials training services, parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

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

- Parent Central Services: (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, and babysitter training and referral services for Families. Includes CYC *Parent Advisory Board*, non-traditional outreach services, and *Parents On Site* volunteer program. Provides program information, sends eNews publications and messages and contributes to web sites of interest to parents.
- Kids On Site/Short Term Alternative Child Care: (Ages 6 weeks-12 years) Offers short term hourly

child care for Families using/attending Command Sponsored events, e.g., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events etc. Provided

by CYS employees in a variety of on and off post settings that may include Family and Morale, Welfare and Recreation facilities, Chapels, Armed Forces Recreation Centers, Hotels, Schools, Armories, etc. Parents remain on site or are immediately available in an adjacent facility.

- Kids At Home: (Ages 6 weeks-18 years) Offers non-traditional outreach services to support Families with children/youth whose primary care/educational setting is in their own home. Includes *imAlone* classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and *Home School Services*, e.g., use of CYS tech labs, multipurpose rooms, homework centers, instructional programs for educational purposes during school hours (when facilities are not in use) by children/youth who are home schooled and accompanied by their parents.
- Parents On Site/Parent Co-Ops: (Ages 6 weeks-12 years) Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, and short term care in unit settings by Family members in one unit or organization for similar services at a future agreed upon time with Family members in another unit or organization. Care is provided by parents with CYS staff assistance and operations are subject to *DoD Certification*.

CYSitters: Offers formal training for teens and adults who provide short term childcare. Training covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities, and the “business” of babysitting. Trained CYSitters receive a certificate of completion and wallet card and may be placed on the CYS Services’ babysitter referral list available at PCS. Parents must sign for the referral list per AR 608-10, 7-30.e, so number of referrals can be tracked. Youth age 12 can attend the babysitter training but will not be included on the CYS Services babysitter referral list until age 13.

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

## **Support Services**

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

ending 90 days after Soldier returns.

- “We’ve Got You Covered:” Offers extended hours in designated CYS Services operations to ensure child care is available for enrolled full day children at no additional cost to Soldiers who have mission requirements beyond normal duty hours.

**Community Based Programs Military Affiliated CYS Services Programs:** (Ages 4 weeks-18 years).

Buys down the cost of child care and youth programs for Army/Military Families living off-post in Installation catchment areas when no space is available on post or it is not feasible for children to access on post care after school. Catchment area for non-school age children is 15 miles.

These programs supplement as needed and do not replace Army operated on post Child and Youth Programs. Community Based Programs are configured to meet the needs of the installation.

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

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

# ANNEX

## **Army Deployment Support Services FY 2018 Information**

Air Force Personnel please check with Parent Central Services for the JBLM Air Force version of this program

## DSS Summary of Benefits CYS Parent Handbook FY 2018

Eligibility Criteria		Deployment Support Services Summary of Benefits									
		Mandatory Deployment Briefing	Respite 1 16 hours 30/90	Respite 2 16 hours 30/30	Respite 3 16 hours during cycle	Support Group	Medical Appt	Bereavement	Memorial	Fee Reduction 20% on full-day or part-day care 30/90	
Deployed: Contingency Operations *1	180 days or longer	X	X						X	X	X
	90 - 179 days	X		X					X	X	X
	89 days or less	X			X				X	X	X
Assigned to Warrior Transition Unit					X	X	X		X	X	X
Deployed: Rotational Forces *2		X		X					X	X	
	180 days or longer	X		X					X	X	
Deployed: Non-Contingency Operations *3		X			X				X	X	
	90 - 179 days	X			X				X	X	
Survivor Outreach Services								X	X	X	

\*1. Deployed: Contingency Operations: An operation involved in military actions, operations, or hostilities against an enemy of the US or an opposing military force.  
 \*2. Deployed: Rotational Forces: To Pacific and Europe Regions  
 \*3. Deployed: Non-Contingency Operations: Humanitarian and civic assistance

**Current Benefits No Longer Authorized:**

- 5 monthly hours of respite care for Rear Detachment Cadre
- 5 monthly hours of respite care for Recruiters
- Category 1 fee reduction for Wounded Warriors and Survivor Outreach Services
- Sports fee reduction for all
- SKIES fee reduction for all
- Hourly fee reduction beyond the free 16 hours of respite hourly care for all

9/22/2017

## **ANNEX 1 (for Parent Hand Book)**

Army Child Youth and School Services  
Deployment Support Services  
Revised FY 18

### **Definitions<sup>1</sup>: Eligibility Criteria**

**Operational Deployment.** An operational deployment begins when the majority of a unit or detachment, or an individual not attached to a unit or detachment, departs homeport/station/base or departs from an en route training location to meet a Secretary of Defense-approved operational requirement. An event is an operational deployment if it is recorded in the Joint Capabilities Requirement Manager (JCRM) or Fourth Estate Manpower Tracking System (FMTS) and is contained in the annual Global Force Management Data Initiative (GFM DI) compliant tool under the GFM DI reporting structure specified in Department of Defense Instruction (DoDI) 8260.03. Forces deployed in support of Execute Orders (EXORDs), Operational Plans (OPLANs), and Concept Plans (CONPLANs) approved by the Secretary of Defense are also considered operationally deployed. An operational deployment ends when the majority of the unit or detachment, or an individual not attached to a unit or detachment, arrives back at their homeport/station/base. *Forces operationally employed by Secretary of Defense Orders at their home station or in "prepare-to-deploy order" (PTDO) status at home station are NOT operationally deployed.*

*(The following definitions are in the order they appear on the matrix, left column, top to bottom)*

**Criteria 1. Deployed: Contingency Operations.** Contingency operation means a military operation that: (A) is designated by the Secretary of Defense as an operation in which members of the armed forces are or may become involved in: military actions, operations, or hostilities against an enemy of the United States or against an opposing military force; or (B) results in the call or order to, or retention on, active duty of members of the uniformed services under section 688, 12301 (a), 12302, 12304, 12304a, 12305, or 12406 of this title, chapter 15 of this title, section 712 of title 14, or any other provision of law during a war or during a national emergency declared by the President or Congress.

**Criteria 2. Assigned to Warrior Transition Unit (WTU)<sup>2</sup>.** WTUs provide critical support to Regular Army Soldiers who are expected to require 6 months or more of rehabilitation care and complex medical management in an inpatient or outpatient status and to Reserve component Soldiers who are in need of definitive health care based on medical conditions identified, incurred or aggravated while in an active duty status, in support of Overseas Contingency Operations (OCO) and non-OCO activity.<sup>3</sup>



*(The following subset definitions to Criteria 2 are NOT eligibility criteria. They are subset definitions provided for clarity only).*

### **Definitions<sup>1</sup>: Eligibility Criteria continued**

- **Army Wounded Warrior (AW2).** These Soldiers are classified as severely wounded, ill or injured Service Members (SM). These are category three (3) individuals (amputation, severe TBI/PTSD, limited life expectancy, etc.) as prescribed in DODI 1300.24.<sup>4</sup> *(AW2 status is NOT the defining criteria for eligibility of deployment child care support. AW2 Soldiers MUST be currently assigned to a WTU to be eligible).*
- **Non-Medical Attendant (NMA).** A person selected by an eligible Soldier, and approved by the Soldier's attending physician and the Medical Treatment Facility (MTF) commander, who will contribute to the healing and recovery of the Soldier. This individual is placed on military orders which provide certain benefits to the individual. The NMA program is designed for seriously wounded, ill and injured Soldiers who could benefit from the presence and assistance of family or friends. If the Soldier's primary care manager (PCM) determines that the Soldier is eligible for NMA assistance, then one person, designated by the Soldier, is authorized to serve as a NMA. This person provides additional support as the Soldier recovers, rehabilitates and transitions.<sup>5</sup>
- **Soldiers in Transition.** These Soldiers are distinct from Wounded Warriors. They are Soldiers assigned/attached to the Warrior Transition Units/Community Care Units (WTU/CCU) who require at least six months of complex care/treatment/case management.<sup>6</sup> They do not meet AW2 criteria for severely wounded, ill or injured Soldiers as their condition is not as severe as those that meet AW2 criteria.

**Criteria 3. Deployed: Rotational Forces.** Forces allocated to a Combatant Command to execute tasks as assigned by the commander in that commander's area of responsibility for a specified period of time. Forces identified in the Combatant Commanders annual force requirements submission, and validated in the global force management process. *(Note that these Forces must fall under the initial paragraph definition of Operational Deployment. As noted in that paragraph, "Forces operationally employed by Secretary of Defense Orders at their home station or in "prepare-to-deploy order" (PTDO) status at home station are NOT operationally deployed").*

- **Combatant Command Combat Operations.** An exercise is a simulated wartime operation involving planning, preparation, and execution that is carried out for the purpose of training and evaluation.

**Criteria 4. Deployed: Non-Contingency Operations.** Operations that don't meet the definition of contingency operations. For example, humanitarian and civic assistance, which is assistance to the local populace, specifically authorized by Title 10, United States Code, Section 401, and funded under separate authorities, provided by predominantly United States forces in conjunction with military operations.

**Criteria 5. Survivor Outreach Services.** Care for children survivors of fallen Soldiers.

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<sup>1</sup> Definitions have been provided by the Assistant Secretary of the Army (Manpower and Reserve Affairs) and the Army Wounded Warrior Command.

<sup>2</sup> Includes: Army Wounded Warriors (AW2) assigned to Warrior Transition Unit (WTU); Soldiers in Transition assigned to the WTU; Spouse/children/non-medical attendant of wounded AW2 and Soldiers in Transition while assigned to WTU; Retired AW2 on a space available basis.

<sup>3</sup> For example, active duty for training, active duty for special work, Extended Combat Training, or battle assembly.

<sup>4</sup> Historically, this has been the population for which the expedited or special Army Emergency Relief support processes were designed to assist. The probability of an individual within this category returning to duty is very limited. Of 24,000 only 171 have been returned to duty (as of 2016).

<sup>5</sup> Support may include, but is not limited to, driving the Soldier to appointments, providing a safe home environment, assisting with shopping, assisting with medication management, and/or assisting with managing medical and administrative paperwork.

<sup>6</sup> Category two (2) and some exceptional Category one (1) SMs IAW DODI 1300.24. There is a high probability that many of these Soldiers will return to duty or be medically separated.

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**Definitions: Deployment Support Type**

*(Definitions are in the order they appear in the matrix, left to right)*

**Mandatory Deployment Briefing Hourly Care.** Free hourly care or Kidson Site care during mandatory deployment briefings.

**Respite Hourly Care #1.** 16 hours of free hour respite child care per child per month. Starting 30 days before deployment and ending 90 days after return from deployment.

**Respite Hourly Care #2.** 16 hours of free hour respite care per child per month. Starting 30 days before deployment and ending 30 days after return from deployment.

**Respite Hourly Care #3.** 16 hours of free hour respite care per child per month. Care is during the time of deployment only, not pre and post deployment. This level of support is also provided to Soldiers while assigned to a Warrior Transition Unit.

**Support Group Hourly Care.** Free hourly care for support group meetings while assigned to a Warrior Transition Unit (WTU).

**Medical Appointment Hourly Care.** Free hourly care for medical appointments while assigned to a WTU.

**Bereavement Hourly Care.** 40 hours of free hourly care per child for immediate family of deceased. Valid from notification to four weeks after burial.

**Memorial Hourly Care.** Free on-post hourly care for all attendees of a memorial service for a fallen Soldier.

**Fee Reduction.** 20% reduction to fees for regularly scheduled full-day or part-day care. Valid for 30 day prior to deployment and 90 days after returning from deployment. This level of support is also provided to Soldiers while assigned to a Warrior Transition Unit.