



UNITED STATES ARMY
CHILD & YOUTH SERVICES

2017

**Fort Leavenworth
Parent Handbook**



Ft. Leavenworth CYS Facilities & Contact Information

Parent Central & Outreach Services (Registration for all CYS programs)

Building 198; Resiliency Center, 600 Thomas Ave.

Monday-Friday 8:00-5:00

Thursdays..... 8:00-6:00

3rd Thursdays closed for training 02:15-3:45

Reception Desk: DSN: 552-5138 • CIV: 913-684-5138

Assistant Director: DSN: 552-4955 • CIV: 913-684-4955

Director: DSN: 552-1651 • CIV: 913-684-1651

Email: usarmy.leavenworth.imcom-fmwrc.mbx.ftlvncyssenrollment@mail.mil

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

To make a childcare waitlist Request for Care, visit: MilitaryChildCare.com



Main Child Development Center (MCDC)

Offers: Full-day & Hourly childcare for 6wks-5yrs (Preschool)

Building 62 / 120 Dickman Ave.

Monday-Friday 5:30-6:00

Front Desk: DSN: 552-9351 • CIV: 913-684-9351

Assistant Directors: DSN: 552-9358 or 9361 • CIV: 913-684-9358 or 9361

Director: DSN: 552-9357 • CIV: 913-684-9357

Email: usarmy.leavenworth.imcom-fmwrc.mbx.leav-ftlvnmaincdc@mail.mil

Santa Fe Child Development Center (SFCDC)

Offers: Full-day childcare for 6wks-5yrs (Preschool)

Building 2400 / 190 Hancock Ave.

Monday-Friday 5:30-6:00

Front Desk: DSN: 552-2377 • CIV: 913-684-2377

Assistant Director: DSN: 552-2379 • CIV: 913-684-2379

Director: DSN: 552-2376 • CIV: 913-684-2376

Email: usarmy.leavenworth.imcom-fmwrc.mbx.leav-ftlvnsfcdc@mail.mil

Osage Child Development & School Age Center

Offers: Part-Day Preschool for 3-5 yrs., Part-time Pre-K Strong Beginnings

Before & After School childcare & Hourly Care for Kindergarten – 5th grade (on post schools only)

Before School Care for 6th- 9th Grade (on post schools only)

Full-day childcare for Kindergarten-5th grade on School-Out Days & Summer Camp weeks

Building 1098 / 130 Dickman Ave.

Monday-Friday 5:30-6:00

School-Out Days & All Camp Weeks 5:30-6:00

Front Desk: DSN: 552-3821 • CIV: 913-684-3821

Assistant Director: DSN: 552-3820 • CIV: 913-684-3820

Director: DSN: 552-3817 • CIV: 913-684-3817

Email: usarmy.leavenworth.imcom-fmwrc.mbx.ftlvnsas@mail.mil

Family Child Care (FCC)

Offers: Childcare for 4wks-5th grade. (Ages vary with each FCC Provider.)

Building 198; Resiliency Center, 600 Thomas Ave.

Monday-Friday..... By Appointment

Director: DSN: 552-5129 • CIV: 913-684-5129

Email: usarmy.leavenworth.imcom-fmwrc.mbx.leav-familychildcareoffice@mail.mil





School Liaison Officer

Building 198; Resiliency Center, 600 Thomas Ave.
Monday-Friday 8:00-4:30
DSN: 552-1655 • CIV: 913-684-1655
Email: usarmy.leavenworth.imcom-fmwrc.mbx.leav-school liaison@mail.mil

SKIES Unlimited Instructional Programs
Schools of Knowledge, Inspiration, Exploration and Skills

Various locations based on the class
DSN: 552-3207 • CIV: 913-684-3207
Director: DSN: 552-7515 • CIV: 913-684-7515
Email usarmy.leavenworth.imcom-fmwrc.mbx.ftlvnskies@mail.mil



Youth Sports and Fitness

Building 198; Resiliency Center, 600 Thomas Ave.
Assistant Director: DSN: 552-7526 • CIV: 913-684-7526
Director: DSN: 552-7525 • CIV: 913-684-7525
Weather Hotline: 913-684-5113
Email: usarmy.leavenworth.imcom-fmwrc.mbx.ftlvnyouthsportsandfitness@mail.mil

Harrold Youth Center (Middle School & Teen)

Building 1056 / 45 Biddle Blvd.
6th-8th Grade: Monday-Friday..... 3:00-8:00 (School Year)
6th-8th Grade: Saturday 1:00-8:00 (Ongoing)
9th-12th Grade: Monday-Thursday 3:00-8:00 (School Year)
9th-12th Grade: Friday 3:00-11:00 (School Year)
9th-12th Grade: Saturday..... 1:00-11:00 (Ongoing)
Summer Hours7:00-6:00 (7:00-1:00 Summer Camp enrolled only / 1:00-6:00 Open Recreation)
DSN: 552-5118 or 5131 • CIV: 913-684-5118 or 5131
Assistant Director: DSN: 552-4955 • CIV: 913-684-4955
Director: DSN: 552-5115 • CIV: 913-684-5115
Email: usarmy.leavenworth.imcom-fmwrc.mbx.ftlvnyouthservices@mail.mil

CYS Nurse

Building 198; Resiliency Center, 600 Thomas Ave.
DSN: 552-7532 • CIV: 913-684-7532
Email: usarmy.leavenworth.imcom-fmwrc.mbx.leav.ftlvnCYSnurse@mail.mil

CYS Administration

Building 198; Resiliency Center, 600 Thomas Ave.
Monday-Friday 8:00-5:00
Administrative Assistant: DSN: 552-1653 • CIV: 913-684-1653
CYS Coordinator DSN: 552-1660 • CIV: 913-684-1660
CYS Operations Specialist: DSN: 552-1656 • CIV: 913-684-1656
CYS Administrator: DSN: 552-1667 • CIV: 913-684-1667

CYS Webmaster (WebTrac)

Building 198; Resiliency Center, 600 Thomas Ave.
Functional Technology Specialist: DSN: 552-2858 • CIV: 913-684-2858
Email: usarmy.leavenworth.imcom-fmwrc.mbx.leav-mwrcymswebmaster@mail.mil

Contact CYMS Email: usarmy.leavenworth.imcom-fmwrc.mbx.leav-mwrcontactcyms@mail.mil

Facebook pages: All CYS info go to: www.facebook.com/cyss.ftleavenworth

Harrold Youth Center info go to: www.facebook.com/cyss.ftlvnteencenter



PROGRAM CLOSURES:

All Ft. Leavenworth CYC Programs & Offices are closed on all Federal Holidays & Two (2) Professional Development Days each year.

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Welcome Letter

Dear Parents,

Welcome to Fort Leavenworth, "The Best Hometown in the Army"!

At Child & Youth Services we recognize the strength of our Soldiers comes from the strength of their Families; we consider it an honor and look forward to supporting your Family readiness. Child & Youth Services (CYS) is an Army program that provides services to all Military, Department of Defense and Contract Agencies who support the mission of our Garrisons. Our highly trained staff is committed to providing a safe, nurturing environment that meets the holistic needs of the child/youth ages four weeks to 18 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.

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

We thank you for partnering with Fort Leavenworth 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 Fort Leavenworth, Child & Youth Services!

Sincerely,

Carole Hoffman

Carole Hoffman

Child & Youth Services Coordinator
Fort Leavenworth, Kansas



CUSTOMER SERVICE

CAREGIVERS CREED

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



CUSTOMER COVENANT

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

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

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

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

Vision: Child & Youth Services programs are dedicated to providing:

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

Goals:

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

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

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

Open Door Policy: Child & Youth Services 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 at any time.

Deployment Support Services (DSS): The Army Family Covenant 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. More information is in Chapter 4, Parent Fee Reductions/Incentives.

Communication/Feedback: Parents/guardians who wish to post questions, comments or concerns regarding Family and Morale, Welfare and Recreation (FMWR), Child & Youth Services programs may do so at the installation level or the IMCOM G-9 level. You may complete an Interactive Customer Evaluation (ICE) survey on Fort Leavenworth's website for a specific CYS Program or to the CYS Administration. You have the option of remaining anonymous or, should you desire feedback, you may include your name and contact information. You may post questions on our CYS Facebook page or submit through the "Contact Us" option on the WebTrac Services site. For your convenience, information links to submit questions and feedback are listed at the end of the handbook.

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

Primary Program Assistant (Classroom Lead Teacher/Youth Lead Assistant)

Assistant Facility Director: *See Pages 2 and 3.*

Facility Director: *See Pages 2 and 3.*

Coordinator, Child & Youth Services Division: 913-684-1660

Director, Family and Morale Welfare & Recreation (FMWR): 913 - 684 - 1669

Garrison Commander: 913 - 684 - 1753

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

a) Report incident to the installation **Reporting Point of Contact (RPOC)**.

The **Fort Leavenworth RPOC** number is: **913 - 684 - 2111**. (MP Desk)

b) Notify the appropriate Child & Youth Services program director after notification to RPOC.

c) Report the incident to State Child Abuse Hotline (if required by state law/host nation agreement).

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes should 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 red aprons/bib aprons or red polo shirts. Staff who have completed background checks will be identified by nametags with first and last names and green aprons/bib aprons or green polo shirt. Classroom/Program Leads will be identified by nametags with first and last names and blue aprons/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. All visitors will be escorted throughout the CYS facility. 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 5 minutes must sign in at the classroom or at the front desk.

Child Guidance and Touch Policy: Helping a child/youth understand and make appropriate

choices is the basis for child guidance. When a child/youth misbehaves, Child & Youth Services 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 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 Child & Youth Services Staff member, Contract Employee or Volunteer.

You may request a complete copy of the CYS Touch Policy at any CYS facility

Biting: Policies will focus on modifying the child's behavior within the existing environment rather than "suspending" the child. When this is not possible, it may be necessary to remove the child from the program.

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

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

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

Video Surveillance System (VSS): All Child & Youth Services 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 Child & Youth Services 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 unless required by law. 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 (excluding preschool). 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 Youth 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.

In the SKIES program classes, will follow professionally accepted practices with consideration given to ages and skill levels of participation and type of instruction being provided.

Adult/Child Ratios are:

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

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

Training & Professional Development: All CYS personnel working directly with children & youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable 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. Family Child Care Providers must complete the orientation training, additional FCC specific training, and their homes must pass fire, safety and health inspections prior to being awarded Certification to provide childcare.

Parent Involvement: Parent /Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplinary Team Inspection (MDTI), Program Surveys, NAEYC Accreditation (CDCs), Council on Accreditation (SAC), and Parent Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality.

Moreover, parent/guardians who participate in the program may earn points toward fee reduction on their childcare. For detailed information on the various ways parent/guardians can participate in Fort Leavenworth CYC programs and activities, contact your Parent Advisory Board parent president, CYC Outreach Services, or facility director. More information on the Parent Participation Program is found in Chapter 3, Daily Operations.

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 Child & Youth Services programs are inspected four times a year and required to be in compliance with the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL):

Installation Level Child & 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

DoDI 6025.18-R Privacy of Health Information

PL 101-647 Crime Control Act

PL 106-104 Youth Sponsorship

PL 104-106 – Military Child Care Act

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

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

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

PL 101-366 American with Disabilities Act

Army Directive 2015-44, Updated Policy for Army Child, Youth, and School Services Programs

The Garrison Commander is required to execute/conduct three Garrison level unannounced inspections per calendar year.

- An Installation Multi-Disciplinary Team Inspection(MDTI) completed under the guidance of the Garrison Commander
- A Comprehensive Health and Sanitation Inspection
- A Comprehensive Safety, Fire, and Facilities Inspection

The fourth inspection is conducted by Army Higher Headquarters.

- The Army Higher Headquarter Inspection (AHHI) is a comprehensive inspection conducted by a team from IMCOM G9 CYC, on behalf of the Army to determine the Garrison compliance with the Department of Defense and Army regulatory requirements.

DoD Certification: Certification issued to each DoD Installation's Child & Youth Services Program after the program has been inspected by a representative(s) of the DoD Component or a major command, and found to be in compliance with the DoD standards outlined in DoDI 6060.2,

Child Development Programs. The current Certification to Operate will be posted in the lobby area of each facility.

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

- **National Association for the Education of Young Children (NAEYC)** - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.
- **National After-School Age Alliance for School Age Services (NAA) - The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.

Family Child Care homes have the opportunity to pursue the following Accreditation:

- **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 with periodic integrity and compliance reviews.



CHAPTER 2- Registration Processes & Procedures

Global Data Transfer (GDT): Our 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. Request your current Parent Central Services to export your data file prior, saving the file's name. Upon arrival at the new duty station, provide the file name to Parent Central Services to import your household's information (e.g. names, birth date, child's health records, etc) stored in the database. Families will need to provide required 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 Services accepts children as young as four weeks in Family Child Care homes and through eighteen years old in the Child & Youth Services programs. **Eligibility for any CYS program is contingent on the sponsor's status.** 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 orders or during inactive duty personnel training; combat-related wounded warriors; surviving spouses of military members who died from a combat-related incident; those acting *in loco parentis* for the dependent child of an otherwise eligible patron; eligible employees of DoD contractors; and others authorized on a space-available basis. In the case of unmarried, legally separated parents with joint custody or divorced parents with joint custody, children are eligible for childcare only when they reside with the military service member or eligible sponsor at least 25% of the time in a month that a child receives childcare through and Army program.

Sponsor Priority Levels for Contracted Childcare*: To the extent possible, Child and Youth Services will be offered to the qualifying children to eligible patrons. Garrison Commanders will implement the following eligibility priorities for contracted childcare. (*Full-time care (including FCC), Before/After School & Camp Weeks for KG-5th, Part-day preschool, & Part-time Strong Beginnings Pre-K)

The **first priority** for contracted childcare for qualifying children birth through age 12, in order of precedence from highest to lowest within is:

- 1a. Combat related Wounded Warriors (working spouse/caregiver is not required)
- 1b. CYS *direct* care staff (CYPA, Lead CYPA, or Pre-K Teacher) (Single or Working Spouse)
- 1c. Single/Dual military service members on active duty**
(**Includes Single & Dual Active Duty or Mobilized Guard/Reserve on Orders.)
- 1d. Active duty** military service member with a *working spouse**** (including DoD Civilian spouse)
[***Validated upon acceptance of childcare space. Working spouse must be employed outside the home.]
- 1e. Single and Dual DoD Civilian employee couples paid from APF or NAF
- 1f. DoD Civilian employees paid from APF or NAF with a *working spouse****
(***Validated upon acceptance of childcare space. Working spouse must be employed outside the home.)
- 1g. Surviving spouses (working) of military members who died from a combat-related incident

The **second priority** for contracted childcare will be given equally to qualifying children birth through age 12 of active duty** military service member, DoD Civilian employees paid from APF or NAF, surviving spouses (working) of military members who died from a combat-related incident, and those individuals acting *in loco parentis* on behalf of an otherwise eligible patrons, where a **Non-Working** spouse or, in the case of a DoD Civilian employee, a same-sex domestic partner, **is actively seeking employment**. The status of actively seeking employment must be validated every 90 days.

The **third priority** for contracted childcare will be given equally to qualifying children birth through age 12 of active duty** military service member, DoD Civilian employees paid from APF or NAF, surviving spouses (working) of military members who died from a combat-related incident, and those individuals acting *in loco parentis* on behalf of an otherwise eligible patrons, where a **Non-Working** spouse or, in the case of a DoD Civilian employee, a same-sex domestic partner, **is enrolled in an accredited post-secondary institution**. The status of post-secondary enrollment must be validated every 90 days.

Space-Available: After meeting the needs of parents in priorities 1, 2, & 3, CYS will support the need for full-time care for other eligible patrons, such as active duty** military service members with a **Non-Working** spouses; DoD Civilian employees paid from APF or NAF with **Non-Working** spouses or same-sex domestic partners; eligible employees of DoD Contractors; Federal employees from Non-DoD agencies; and retirees on a Space Available basis determined by the installation.

- ◆ Priority 1 eligible patrons are listed in order of precedence and may not be changed. Each level of Priority 1 (1a-1g) is sorted based on their "Request for Care" date within MilitaryChildCare.com.
- ◆ Priority 2, 3, & Space-Available Within each of these priority groups, eligible patrons are listed in order of their "Request for Care" date within MilitaryChildCare.com.

(Eligibility and Priority Reference: Army Directive 2015-44, 14 DEC 2015)

The purpose of the Child Development Programs 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, Youth Services (6th-12th grade), and Sports and Fitness programs. Fees are not based on TFI for these programs. (*Retirees may be eligible for childcare/SAC only in the Space-Available situation listed above.*) Program fees for Childcare/SAC and Youth Services Summer Camp weeks are 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; or a person in whose household a child resides at least 25 percent of the time in any month, provided that such person stands "*in loco parentis*" to that child and contributes at least one-half of the child's support.
- *In Loco Parentis* – (In the place or position of a parent.) 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 Child & Youth Services,” is the first place a Family contacts or visits at a new installation to obtain information and register for CYS programs. CYS Parent Central Services:

- ✓ Verifies a patron’s eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard Active Duty soldier on orders)
- ✓ Determines services patrons needs (Waitlist, Hourly Care, Part-day Preschool, Full-day, School Age Care, Middle School/Teen, SKIES, Youth Sports & Fitness ,etc)
- ✓ Explains age appropriate programs associated with patron’s children
- ✓ Conducts a search for care in CYS for immediate openings
- ✓ Explains Wait List polices and assists with access to MilitaryChildCare.com
- ✓ Conducts Initial and annual Re-registration of patrons for access to all CYS programs
- ✓ Explains Special Needs Documentation policies and Special Needs Accommodation & Placement Team (SNAP) process.
- ✓ Determines patron fee category IAW with the latest Army Fee Policy (contracted care programs)
- ✓ Schedules new patrons for childcare program orientations
- ✓ Initiates access to a patron’s WebTrac account and explains the site’s functions
- ✓ Communicates requirements for updating documentation to maintain access to CYS programs
- ✓ Informs patrons of the Parent Participation Program & Parent Advisory Board
- ✓ Assists patrons with agency referral information when we cannot meet your childcare needs

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. Ask our Fort Leavenworth office about the “Pre-Registration Option” to assist with the process. **To expedite or avoid delay of the registration process, please have the following available:**

- ☑ **Identification Card** (Sponsor or Spouse. Civilian Sponsors must attend registration with ID card.)
- ☑ **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)
- ☑ **Copy of Child’s Birth Certificate** (Required of DoD Civilians or Contractors)
- ☑ **Immunization Record or transcription** (Required for all children ages infant thru KG and *only 1st-5th grade* children that DID NOT attend a stateside Public School most recent to their registration. Records are to be translated into English.)
- ☑ **Proof of Income:** (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment. To ensure the most current data is on file, these documents are requested during the acceptance process a “tentatively” offered childcare placement.)
- ☑ **Health Assessment/Sports Physical Statement or Well Baby Check Up** (Due within 30 days of registration to maintain access to CYS programs.)

- ☑ **CYS Medical Action Plans** (Completed by Health Care Provider for children requiring rescue medications or medically validated diet substitutions. Religious diet substitutions are allowed with Religious Representative's signature.)
- ☑ **Local Emergency and Child Release Designee** (Minimum of two / "local" is able to arrive within 45 minutes if called when parent is unreachable)
- ☑ **Family Care Plan** (Applies to Dual/Single Military that are enrolled in a contracted childcare program. Due within 30 days of starting a contracted program.)

Forms that must be SIGNED and DATED to complete CYS REGISTRATION!

For all children ages infant thru 5 th grade & youth 6 th -12 th grade with Special Needs.	Health Screening Tool / (SNAP) Form
<i>More info below</i>	CYS Medical Action Plans /Special Diet Statement
6 th -12 th grade (No Special Needs. See below.)	Teen Self Registration Form
<i>More info below</i>	Health Assessment / Sport Physical Statement (HASPS)
Provided at Parent Central	CYS Statement of Understanding
DD FORM 2652	Application for DoD Child Care Fees
DA 5305 portion	Family Care Plan (dual/single military only)

Immunizations: Children/Youth enrolling in or currently enrolled in Army CYS programs must provide written documentation of immunizations appropriate for the child's age. CYS programs will follow the immunization recommendations of the Advisory Committee on Immunization Practices and comply with the generally accepted practices endorsed by the American Academy of Pediatrics and the U.S. Centers for Disease Control and Prevention, as well as the latest guidance from the Office of Family Policy/Children and Youth. Children who have not received their age-appropriate immunizations before enrollment and who do not have a documented and approved religious waivers or medical exemptions from routine childhood immunizations will show evidence of an appointment for immunizations. The required immunization series must be initiated within 30 days of the due date.

Immunization documentation for children in school-age care (1st-5th grade) is not required if they are enrolled in a stateside public school systems where proof of current vaccinations is required. All other children must provide proof of immunization. Children's updated records are to be provided to Parent Central upon receiving the required immunization. Children with overdue immunization will not be allowed to continue using CYS Programs.

The only exceptions to the immunization requirement are for documented medical reasons from a health care provider or an approved religious objection waiver. If an immunization is not administered because of a parent's religious beliefs, the parent must provide a written request for waiver explaining the objection to the vaccination based on religious beliefs. Philosophical exemptions are not permitted. Parents must reapply for a new medical or religious exemption request at each installation.

The installation CYS Coordinator is the approval authority for all medical and religious exemption requests. The CYS Coordinator may seek the advice from the installation Army Public Health Nurse/Health Consultant or the Staff Judge Advocate Office on any particular waiver requests.

In the event of an outbreak of an immunization-preventable disease, children who have been granted immunization waivers will not be allowed to attend CYS programs.

Health Assessment/Sports Physical Statement: This form can serve the purpose of the basic health assessment requirement and sports clearance for those age qualified. As the basic Health Assessment requirement, a Health Assessment/Sports Physical Statement (HASPS), Health Care Provider signed/dated within one (1) year of registration, is required for children sixth (6th) grade and under. If a current HASPS is not available at registration, the Parent portion must be completed and kept on file with CYS and the Health Care Provider portion is to be completed within 30 days of registration. HASPS, as basic health assessments, are good for three (3) years, as long as the child does not have any major health status changes. Parent must sign the HASPS annually until a new Health Care Provider signed assessment is due. (Sports Physical portion is explained below.)

Well-baby/well-child exams, or school athletic physicals can be used as the basic health assessment requirement if dated, signed and stamped by the health care provider within 1 year of the registration. (Digital signature accepted) The provided document will be attached to the Parent completed HASPS and kept on file.

Children/youth participating only in the middle school/teen program and SKIES Unlimited programs are exempt from this requirement. TriCare or other health insurance organizations will only authorize and pay for one child/youth health/sports physical assessment per calendar year. Please request a copy for your records to submit to CYS when due.

Sports Physical: (Applies to Team Sports; available for 5yrs & older)

No child/youth will be authorized to play, practice or participate in games until a valid sports physical has been furnished. The form must be signed by a licensed health professional and certify the child/youth is physically fit to participate in chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur, allergies. The sports physical statement expires one (1) year from date of Health Care Provider signature/date & must remain current throughout the season. A CYS registered child/youth will be allowed to enroll in a team sport without a SP on file, but one must be submitted to Parent Central prior to the first practice to participate. Health Care Provider forms with the required information will be accepted and kept on file. *(Tip: Not all Provider's forms have an area to indicate Sports Clearance, please request a Sports Clearance Statement be added for the Health Assessment to also serve as that year's Sports Physical.)*

Special Needs Identification: The Army Child and Youth Services Screening Tool is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter (also anytime there is a permanent change in diagnosis). Upon identification of special needs, supporting documentation must be submitted to Parent Central with the screening tool and forwarded to the CYS Nurse & Army Public Health Nurse (APHN) for review. If your child/youth has a disability or other special needs, the parent/guardian will be asked to participate in the Special Needs Accommodation Process (SNAP)/Inclusion Action Team by completing all additional required CYS forms and providing requested documents such as IEPs, IFSPs, etc. for the SNAP review to be completed.

CYS Registration cannot be activated until the SNAP review is complete.

Children and youth with the following conditions might be referred to the SNAP/Inclusion Action Team:

- Allergies
- Special Diets

- Respiratory Diagnosis
- Epilepsy/Seizure Disorder
- Diabetes
- Behavior Concerns
- Other (as determined by CYS)

Special Needs Accommodation Process (SNAP) Inclusion Action Team: The SNAP Inclusion Action Team is a multidisciplinary group that explores installation child care and youth supervision options for children/youth that have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions. The team determines child care and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Parent participation is crucial to the success of the SNAP. 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 CYS Special Diet Statement (SDS) completed and signed by their Health Care Provider specifying (1) which foods the child/youth cannot consume, (2) the resulting allergic reaction if ingested and (3) if applicable, the allowable food substitutions as listed on the back of the SDS. CYS accommodates special diets for documented medical situations. Additional documentation may be requested; Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must have a representative from their religious institution sign the CYS Special Diet Statement specifying which foods should be eliminated as well as allowable substitutions. For more information, please contact Parent Central Services.

Medical Action Plan (MAP):

- Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If the child/youth has a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP). This form must be completed by a Health Care Provider, indicating as much information as possible (e.g. physical or mental limitations, degree of mobility, requirements for continual medications, present degree of control of disorder, developmental level, special equipment in use and/or recommended, appropriateness of attendance at Child & Youth Services facilities, and other considerations as indicated) and returned to the Parent Central Services office.
- ***Note: Only CYS Medical Action Plans & Special Diet Statements will be accepted.*** Fort Leavenworth CYS has chosen this as another level of safety for your child/youth. Using the standardized forms allows for continuity of CYS program staff in reading/interpreting medical action plans for execution.

The following forms will be required before child/youth can attend any CYS Services programming. (The forms must be reviewed by the Army Public Health nurse before registrations can be activated):

- Children with RAD, Asthma, etc. – CYS Services SNAP Respiratory Medical Action Plan
- Children with Special Dietary Requirements – CYS Services Special Diet Statement (allergies/intolerances, religious food preferences, *Parental Preference is not an acceptable Special Dietary Requirement*)
- Children with anaphylaxis or medically alleviated Allergic Reactions – CYS Services SNAP Allergy Medical Action Plan (must accompany a Diet Statement for food allergy)
- Children with Diabetes – CYS Services SNAP Diabetes Medical Action Plan
- Children with Seizure Disorders, including febrile seizures – CYS Services SNAP Seizure Medical Action Plan

- All plans must be STAMPED, SIGNED, & DATED by the Health Care Provider; signed by the parent, and signed by the youth when applicable to self-administer medications.
- **The Respiratory, Allergy, Diabetes, & Seizure Action Plans expire 1 year from the DATE the Health Care Provider signed the form. *It is the parent's responsibility to ensure updated forms are submitted to Parent Central in advance of the current Action Plan's expiration. This is to allow the APHN time to review/approve and Parent Central to provide current plan to the programs.***
- All identified Rescue Medication must be present when child/youth are in childcare/full-day camp. SKIES instructors and Youth Sports & Fitness staff/coaches will not administer medications to children/youth, parents must be on site during these programs.

CYS Program services will be denied without current CYS Medical Action Plans on file & Medications present for the child as required. A 'Medical Dispensation Record' form is required to be completed by parent to accommodate each medication. These forms are available at all CYS Front desks or can be emailed to you by request.

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

Wait List / MilitaryChildCare.com: Because of the high demand for childcare, it is not unusual for families to be placed on a waiting list. Order of placement on this list is determined by sponsor priority (family type) and within the priority group, the date the Request for Care was made. Children are placed on the respective wait list using the MilitaryChildCare.com portal. Patrons create an account and enter a Request for Care (RFC) for each applicable care option/program at the installation they are currently assigned or a future installation. Patrons can review Program Content on the site to review location, hours of operation, and types of care provided, etc. prior to submitting a RFC. When entering your Date Care Needed (DCN), your entry will merge into the "Projected" list if more than 30 day out. All active requests are automatically moved to the "Immediate" list merging into their priority group based on RFC date. (*TIP: To increase your chances of placement we encourage you to make a RFC for all locations the type of care you are needing is offered. For example, full-day childcare for a 2 year old will be a care option at both CDC's and potentially multiple FCC Providers. Each facility/provider requires its own RFC for each child.*)

CYS Programs communicate vacancies to Parent Central which then sends tentative offers through the MilitaryChildCare.com site. Parents will receive emails from the site to validate creation of your account, validation request to remain active on a waitlist, and offers from Parent Central. (*TIP: Ensure your email address is the primary address that is monitored regularly.*) Age groups such as Preschool may have Full-Day and Part-day Care options. A RFC can be made for both if they will meet your needs. Please read the Program Descriptions on the site.

Note: It is the responsibility of the parent/guardian to confirm interest in remaining active on the "Immediate" wait list for a specific Care Option by replying to the auto-generated emails from the MilitaryChildCare.com site. Failure to reply within the required timeframe will result in the site cancelling your waitlist request. Read every email carefully for which care option is being referenced. {"Immediate" indicates you are within 30 days of your Date Care Needed and ready accept care when offered.}

Tentative Offer: When a space is *tentatively offered* in a viable care option (CDC, FCC, etc) parent/guardians are given twenty-four (24) hours to accept or decline the space by logging into their account. If the viable care option is declined, you may change your Date Care Needed and

remain active or Cancel the request for that specific location. If Parent Central Services is unable to contact the parent/guardian, the space will be made available to the next eligible child/youth on the wait list.

If you accept the placement, you may maintain active RFC for other Care Options. Example, you are offered care with a Family Child Care provider, after interviewing, you accept the placement. You prefer center based care, so you choose to remain active for the center based Care Options and cancel any other FCC Care Options.

At acceptance the Parent Central office will explain all documents that are required to validate your priority level and calculate your Total Family Income for your monthly fee. Once eligibility is confirmed, parents must pay a non-refundable holding fee. This is 10% of one month's childcare fee based on your TFI.

Contact Parent Central Services to discuss any questions.

Viable Child Care Option: Care to meet the patron's schedule that reflects the necessary program type (full day, hourly, part day, etc) and the appropriate age group (infant, toddler, preschool and school-age) for the child. Care may be on or off-post in any CDS system (CDC, FCC, SAC, PCS) at any location convenient to either the home or work. Viable off-post care options are those that are comparable in price and quality to CDS sponsored child care options.

Middle School/Teen Registration: Middle school/teens (6th-12th grade) may self register as a guest for CYS programs by completing the one page registration form. Forms are available at youth services facilities. As a guest member youth may attend the regular Youth Programs (not field trips or special events until registration is finalized) immediately upon receipt of completed form. CYS staff will validate the registration form by contacting the sponsor. If registration is not validated within 5 working days from receipt of form, youth's guest membership will be cancelled. Once registration is validated (and, no other information is required), the annual registration will be issued to youth. Youth with Special Needs will require a completed Health Screening Tool and any applicable Medical Action Plans for review through the SNAP process prior to annual registration being issued.

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 Services program.

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

Parents/guardians and visitors will enter and exit CYS facilities through the front entrance/reception area, except during emergency evacuation and fire drills. During 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 Services program. The designation of a short-term designee approved for pick up must be provided to the CYS facility in writing listing the approved dates for pick up. Check with the facility front desk for the form. **For the safety & security of all children, CYS will not accept designee permission by phone call. CYS encourages you to have multiple approved designees listed in case there is an emergency.**

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. Siblings picking up must be on the designee list.

No parent may be denied access to a child, including the right to pick up a child from a Child & Youth Services 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 (Health related): Child & Youth Services 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. Staff may ask parents to delay drop off until determination of wellness is made when visible symptoms are present. Communication between CYS staff & parents should be open and honest with regard to the health and wellness of the children in order to maintain the healthiest environment for all. **Parents/guardians must pick up their child/youth that becomes ill while in care within one (1) hour after being notified.**

Outlined below are the illness criteria for denial of service from AR 608-10 for children/youth.

- ◆ Temperature in excess of 100.5 °F axillary (underarm) for children under 3 months of age, in excess of 101°F axillary for children over 3 months of age, or in excess of 101 F orally for children 5 years and older.
- ◆ During influenza season, children having a fever of 100 F axillary or orally and at least one other symptom such as runny nose, cough, congestion, sore throat, intestinal upset, or severe diarrhea
- ◆ Inability to participate in routine program activities.
- ◆ Runny nose with green or yellow mucous discharge.
- ◆ Persistent coughing (lasting more than one week) or a cough that interferes with participation in CYS activities.

- ◆ Rash: Any acute undiagnosed rash with fever and/or behavioral change, until Medical Provider determines illness is not infectious.
- ◆ Severe diarrhea: watery stools or decreased forming of stool that is not associated with changes in diet. Diapered children whose stool is not contained in the diaper and where the stool frequency exceeds two more above normal for that child, and toilet trained children that cannot maintain continence (diarrhea is causing soiled pants or clothing), may be excluded. Children may remain in care as long as the stool is contained in the diaper or the child maintains continence, unless an additional criterion is met (e.g. the inability to participate in activities). Children experiencing diarrhea due to medication side effect will be excluded if they meet the exclusion criteria listed.
- ◆ Vomiting: two (2) or more episodes during the previous 24 hours or one occurrence in one day accompanied by other indicators such as inability to participate or fever.
- ◆ Conjunctivitis (Pinkeye): red, watery eyes with thick yellowish discharge.
- ◆ Ringworm: flat, spreading ring-shaped lesions.
- ◆ Chicken Pox: crops of small blisters on a red base that become cloudy and crusted in two to four days.
- ◆ Impetigo: red, oozing erosion with a golden yellow crust that appears stuck on.
- ◆ Scabies: crusty, wavy, ridges and tunnels in the webs of fingers, hands, wrists and trunk.
- ◆ Culture-proven strep infections that have not been under treatment for at least 24 hours.
- ◆ Pinworm infestation.
- ◆ Staphylococcus Aureus (S.aureus): Skin infections including Methicillin-Resistant S.Aureus(MRSA), may initially appear as red raised areas that become pus-filled sores. Exclusion is warranted if the child has a fever, a change in behavior, the lesion(s) cannot be covered by a bandage or the bandage needs frequent changing, or a health care professional recommends exclusion.
- ◆ Diaper Rash: Any diaper rash or redness that persists for more than five days and/or does not improve with the use of diaper rash medication must be evaluated by a health care provider. The parent/guardian must provide documentation from the HCP that the child's rash was evaluated. The prescribed treatment will be followed.
- ◆ Head lice: Live lice and/or nits (whitish-gray eggs) attached to hair shafts. Children/youth with head lice will not be sent home before the end of the program day, but the parent/guardian will be notified that the child may not return to the program until after the first treatment has been administered.
- ◆ Symptoms of other contagious diseases such as measles, mumps, hepatitis or strep infections.

Program Notification: Parents are to notify the program front desk immediately if your child or youth has been exposed to or diagnosed with a contagious disease. The CYS Nurse will be informed and provide guidance on notifying parents of children enrolled in any CYS program/class/group if their child has been exposed to a contagious illness. Primary notification is posted in classrooms. CYS (too include FCC providers) cannot care for children/youth with the above listed criteria, Parents should arrange for alternate care in the event of illness to alleviate conflicts with duty/work schedules.

School-Age: Parents of children/youth sent home from school prior to the CYS after-school pick-up time are to notify the program to alleviate accountability concerns and health notification in case other parents should be notified of exposure to a contagious condition.

Re-Admission after Illness: CYS Services staff will provide Parent/Guardian with an Illness/Injury Readmission Record detailing criteria for denial of care and guidelines for readmission. The Child/youth's health care provider should use the form to indicate when it's safe for the Child/youth to return to the program. A child may return to the CYS program when the child feels well enough to participate in usual daily activities, when their presence will not endanger the health of the other children and when the children's Primary Care Manager (PCM) makes that determination. However, a note alone from the health care provider **will not** automatically re-

admit the Child/youth into the program or override Army regulations (AR608-10). **A signed physician statement will be required for readmission of children following and communicable disease.** The program director will contact the CYS Nurse & APHN for approval to readmit the child, if any questions arise.

In lieu of written instruction from the health care provider, the child/youth may return only when the following conditions exist. {Time frames (i.e. 24 hours) start at the time the child is symptom free or has had prescribed dose of medication for 24 hours and must be a minimum of 24 hours from the time the child was picked up.}:

- ◆ Fever has been absent for 24 hours without the use of fever-reducing medication.
Parents/Guardians are not allowed to enter CYS programs to administer any type of fever reducing medication.
- ◆ Nausea, vomiting, or diarrhea has subsided for 24 hours
- ◆ Diarrhea stops or the continued loose stools(contained in diaper and stool frequency does not exceed two or more above the normal for that child/toilet trained children are able to maintain continence) are deemed not to be infectious by a licensed health care professional.
- ◆ The appropriate number of doses of antibiotics has been given over a 24 hour period for known strep, impetigo, or other bacterial infections, and the physician has approved readmission.
- ◆ Chickenpox lesions are crusted, usually 5-6 days from onset.
- ◆ Scabies are under treatment.
- ◆ Lice are under treatment and show no evidence of nits or live lice.
- ◆ Pinworms have been under treatment for 24 hours.
- ◆ Lesions from impetigo are no longer weeping.
- ◆ Skin infections such as Staphylococcus Aureus (S.aureus) and or Methicillin Resistant Staphylococcus Aureus (MRSA) must be covered by diaper or clothing or bandage and a note from the health care provider (HCP) stating that the child is no longer contagious.
- ◆ Ringworm lesions are healed or have been under treatment for 24 hours.
- ◆ Conjunctivitis (pink eye) is under treatment, with a note from the HCP that child is no longer contagious and symptoms have diminished to the point that eyes are no longer discharging.
- ◆ Children suffering from contagious illnesses may be readmitted into the CYS program once the communicable stage has passed and/or a signed note from HCP is present stating the child is no longer contagious.
- ◆ The child does not require additional CYS staff to care for him/her.
- ◆ Children still in diapers with positive cultures for salmonella will not be readmitted until two stool cultures at least 24 hours apart are negative. Older children (toilet trained) shedding salmonella may be readmitted providing there is strict adherence to hand washing policies by care providers and children following use of the toilet

Basic Care Items: Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). CYS staff cannot apply basic care items without current parent/guardian permission. Parents must complete and sign a 90-Day Basic Care Treatment Sheet for each basic care item; indicating brand name, time or frequency, amount to apply, and area of application. Basic care items will be in their original container and stored out of reach of children with the child's first and last name legibly written on it, as well as on the outside of the bag.

Each program has a current listing of approved basic care items, and regularly inspects items to monitor expiration dates. Over the counter "basic care" items are limited to the following

categories. Some examples of acceptable products are listed and please note that this is not an all-inclusive list:

- (1) Diaper Rash: Zinc Oxide & Petroleum Based such as: A&D Ointment, Desitin, Balmex NF, & Petroleum Jelly.
- (2) Teething Pain: Oragel, Teething Tablets.
- (3) Lip Medication: Lip Balm (must be "For Child Use")
- (4) Skin Lotion/Cream: Eucerin, Vaseline, Aquaphor.
- (5) Sunscreens: Must be approved and marketed for pediatric use, SPF 15 or greater, PABA free, and unscented. Sunscreen may not contain insect repellent. Aerosol or pump sunscreens are not permitted.

NOTE: Please check with your child/youth's program for the most current guidance on applying a *separate* insect repellent as a basic care item.

Administration of Medication: Certain medications may be administered to children/youth when it is not possible for Parents/Guardians to be present. The following guidance is in accordance with AR 608-10.

- ◆ Medications may be administered to children enrolled in the full-day Child Development Center (CDC) programs and Family Child Care homes.
- ◆ Medications will not be routinely administered within the hourly care and part-day programs. (Only on an exception basis when no reasonable alternative exists.)
- ◆ Prescribed medications will not be routinely administered during the School Age Care (SAC) Program or Youth Services (YS) program, with the exception of non-school days and summer or mini camps.
- ◆ Rescue Medications listed on CYS Medical Action Plans required by children/youth attending hourly, part-day preschool programs, or Kids on Site (KOS) will be administered by exception, on a case-by case basis, as approved by the Special Needs Accommodation Process (SNAP).
- ◆ All Rescue Medications listed on CYS Medical Action Plans must be present when children/youth are in center based and family child care programs; Full-day, Part-day, hourly, KOS, School Age, & Middle School/Teen. (*Coaches & SKIES Contractors may not administer meds, parents should remain present with meds.*) **Parent/guardians will complete and have the health care provider sign the corresponding CYS Medical Action Plan (MAP) for the required rescue medication.**
- ◆ Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities and special therapeutic procedures will be administered only when prescribed by a licensed Health Care Provider and only when there is no other reasonable alternative for providing the medical treatment needed by the child/youth.
- ◆ Medications not on the approved medication list must have a Medication Exception to Policy.
- ◆ No "PRN", as needed, medications will be administered, with the exception of Rescue Medications listed on a CYS Medical Action Plan. Medications will be administered per prescription label and as directed by Medical Provider instructions on Medical Action Plan.
- ◆ Parent/Guardian must complete and sign a CYS Medication Dispensation Record, DA Form 5225-R, for each approved medication to be administered. Form is required before medication can be administered by CYS personnel. The medication card is valid for up to 90 days if applicable. (i.e., current Rescue Medications)
- ◆ All medications must be accompanied by a dosing syringe/cup/spoon, with measurements that match the prescription label (i.e. mm, tsp, etc.).
- ◆ The physician or parents will administer the first dose of any medication and children will be on oral medication at least 24 hours before CYS personnel administer a dosage. A physician cannot override this policy.
- ◆ Siblings may not share medications. Each child must have their own current prescription.

Medications must:

- ◆ Be in the original container with a child-proof cap (exception for creams and ointments)
- ◆ Have a dated pharmacy label from an American pharmacy attached to the container. The contact information for the dispensing pharmacy must be listed on the label. Some medications come in boxes and the pharmacy will place the label on the box; the box with the prescription label must be provided with the medication.
- ◆ Have physician's name and instructions for use.
- ◆ The prescription label must include the child's name, name of medication, dosage (or strength), and time of administration.
- ◆ How it is to be given (route), and start and stop dates.
- ◆ Be stored according to instructions.
- ◆ Be a current prescription. (Prescriptions are considered expired one (1) year from fill date. CYS requires all prescription medication to be reviewed by Doctor each year.)

The Administration of Medication policy will be discussed during the Parent/Guardian orientation. Please contact the individual program for further information.

Self-Medication: School age youth can self-medicate if the child/youth's Health Care Provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written instructions from the youth's health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and Health Care Provider for assistance. These indications are made on the CYS Medical Action Plan for rescue medications. Parent/Guardians and youth are responsible for notifying the CYS program staff of any medication that will be brought to a CYS program. Youth must self-administer all medications in the presence of CYS personnel who will then document the incident on the CYS Medical Dispensation Record, DA Form 5225-R.

Because children & youth are at various levels of personal responsibility, check with the School Age Program and Youth Program for policy on maintaining medications approved for self-medicating.

Rest and Nap Periods: Child/youth enrolled in CDC and FCC full-day programs or hourly care will have a rest period, usually following lunch. Child/youth wishing to nap can do so, while other child/youth engage in some other quiet activity (e.g. read a book, coloring, etc). Infants are allowed to follow their own resting/napping patterns. The age-appropriate practices will be discussed during Parent Orientation with CYS program personnel.

Personal Items from Home / Dress Code:

- **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. Please keep safety in mind when choosing clothing to send your child/youth in (ex: long cords/strings that could get caught in playground equipment, loose buttons that could be a choking hazard). Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking, and water and sand play). **Two (2) changes of clothing for all children under school-age are required. More for children that are toilet-training. All clothing, bags, 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 permitted. (An extra pair of socks and shoes are recommended.)
- **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. Following safety guidelines to reduce the risk of SIDS, children younger than 12 months will not be allowed to have anything loose in their crib. Infants are provided a Sleep Sack by the CYS facility or you may provide your own as long as it meets the same design specifications as the CYS program supply. 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.

Personal toys, other than a small item to help your child adjust or rest, and equipment from home are only allowed on a special occasion request to supplement or illustrate a theme or concept being discussed. Parents will be notified in advance of these requests. CYS programs are not liable for lost or broken items brought from home.

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. Children's diapers are checked at designated intervals by age and changed promptly once determined they are wet or soiled. **Diapers and baby wipes should be labeled with the child first and last name. It is the parent/guardian's responsibility to ensure you have supplied enough diapers and baby wipes for the entire day of childcare.**
- **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. **It is the parent/guardian's responsibility to provide sufficient changes of clothing and training pants.** For health reasons, CYS Staff and FCC providers will not wash soiled clothing. The staff will explain the process when you are planning the toilet training approach for your child.

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

Celebrations:

- **Birthday and Holidays:** Child & Youth Services recognizes that religious, ethnic and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth. **All food items must be store bought (e.g. cake or cake mix in its original sealed package) and approved in advance by the director and/or dietician prior to serving to**

children. Food items may not be prepared at home or in unapproved facilities.

- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. Special childcare openings, Parents' Night Out & Super Saturday, are scheduled throughout the year. Schedule is available in CYS Facilities and on the CYS Facebook page. Special 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 as a Kids on Site event. See the Kids on Site section later in this handbook. Coordination is done through Parent Central & Outreach 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.

TORNADO WATCH: All Youth Sports activities are cancelled. Parents/guardians are required to pick children up from the sports fields.

- ◆ **Main CDC, Santa Fe CDC, and Osage CDC/SAC:** Facility Director or designee will monitor conditions. Director or designee may at any time decide that weather conditions are such that playground usage is suspended. Staff and children are prepared to evacuate to lower level or shelter in place as necessary.
- ◆ **FCC:** Parents are called and notified of weather conditions.
- ◆ **SKIES classes:** Children are prepared to evacuate to lower level when appropriate for building location. Class cancellations may be determined the safest option and parents will be notified. Parents are required to remain on site during SKIES classes for emergency purposes.

TORNADO WARNING: All children at Main CDC evacuate to lower level & SKIES (Patch) evacuates to lower level, everyone else shelters in place. In the event a watch was not issued, Youth Sports will have Coaches and available parents determine the safest way to move the children to HYC or the nearest designated shelter.

Children are not released during evacuation times and parents must assist with evacuation.

FIRE/OTHER – Short-term for all CYS programs – evacuated to the local vicinity of program.

EVACUATION AREAS: The Main CDC and Osage CD/SAC will serve as evacuation sites for each other. The Santa Fe CDC will evacuate to the Harrold youth Center except in the case of a Tornado Watch. The Harrold Youth Center will evacuate to the Patch facility. FCC homes may be accommodated by other FCC homes or any CYS Services facility within walking distance. SKIES classes will leave classroom and evacuate to nearest shelter. SKIES classes at Patch will be cancelled and children will be re-locate to the Resiliency Center, Kids on Site Room. Parents are required to remain on site during SKIES classes for emergency purposes. Youth Sports will have Coaches and available parents determine the safest way to move the children to HYC or the nearest designated shelter.

Below are address & directions to each designated evacuation location:

Main CDC and Osage CDC/SAC: Located next to each other on 120 Dickman Ave and 130 Dickman across the intersection from the Commissary.

Santa Fe CDC to Harrold Youth Center: HYC is located on 45 Biddle. Turn onto Kansas, continue until the intersection of Kansas and Biddle (4 Way Stop). Turn left. The Harrold Youth

Center is the first building on the left. Alternate route: Go north on Hancock to Iowa, turn right. Go to Biddle, turn right. Harrold Youth Center is the first building on the right.

Harrold Youth Center to Patch: The Patch facility is located at 320 Pope. (This is where many SKIES classes take place.) Head east on Biddle to Pope. Turn right onto Biddle and SAC at Patch is the last building on your left.

Childcare will be consolidated & provided only for Mission Essential Personnel during post closures at the Main CDC. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs. Parents/guardians will be asked to complete a Mission Essential statement, signed by a commander/supervisor, when in contracted childcare. Only these children will be provided care during Mission Essential times.

In the event of illness, emergency or facility closure, CYS will make every attempt to contact the parent/guardian and post information on the CYS Facebook page. 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.

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

Transportation Policy: CYS Services 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.

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 and provide their own formula/breastmilk. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date, child's first and last name, and contents (formula/breastmilk) for staff to use with the FCC/CDC provided formula.

Breastmilk/other 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 SNAP 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. Bottles must come pre-made, CYS staff are not permitted to mix formula. One feeding per bottle, and you are encouraged to provide one extra bottle daily than the normal feeding pattern. The infant protocols are fully explained at the parent orientation with the CDC or FCC provider.

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 on one child's monthly regularly scheduled childcare fee once 10 points are earned. (Full-day, part-day, Before/After School (KG-5th), and Summer Camp weeks (KG-12th)).*** This discount is not applicable to hourly care fees. Monthly Volunteer Opportunities are posted and always check with your program/classroom/FCC provider for additional opportunities and the forms required for tracking hours/points. Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

- **Parent Education:** Attend CYS classes offered based on PAB parent input, during the CYS Staff Orientation Training, and offered as a partnership with Army Community Service. Regularly scheduled orientation 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. Classes will be offered at least quarterly.
- **Parent Advisory Board (PAB):** The PAB is a parent/guardian forum that provides two-way feedback about CYS program operations. The PAB meets at least quarterly to discuss current issues and offer recommendations for all local CYS programs and service

improvements. The PAB can help solve CYS related problems and issues as well as identify parent/community CYS needs. Parent/Guardians concerns are channeled through the program director or Parent President to the installation commander for review and disposition.

- **Parent Conferences:** Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.
- **Additional Information:** Contact the Parent Central & Outreach Services office for additional information on the Parent Participation Program; a copy of the SOP can be requested at any CYS program.

Mission Related Extended Hours: To the extent possible and with advance notification/coordination by the unit commander, hours can be 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. 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 CYS baby-sitters. 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 which would cause a late fee pick-up fee to be charged. 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.

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



UNITED STATES ARMY

CHILD & YOUTH SERVICES

CHAPTER 4: Payments and Refunds

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

Total Family Income (TFI): Parent/Guardian TFI is calculated based on **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. {Income for all adults living in the household contributing to the welfare of the enrolled child is included.} 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.

Rather than use the BAH listed on the LES, Parent Central uses the current Non-Locality BAH chart for the amount to use in the TFI calculation based on rank with dependents.

Chart is located at: <http://www.defensetravel.dod.mil/suite/bah.cfm>

TFI is calculated during the acceptance/enrollment process of a childcare space in a regularly scheduled CDC, FCC, SAC, or Youth Program (before school) or Summer Camp program to determine parent fees. TFI is completed at initial enrollment and must be updated at annual CYS Re-Registration with Parent Central. TFI determines the fee category your program fees are based, Category 1-9 (9A for Contractors).

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.
(Or proof of current school enrollment in lieu of income documentation as applicable.)
- d. Schedule C (IRS return) from previous year to demonstrate wages from self employments.
- e. Letter from employer if Spouse/Partner is recently employed and 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 provide documents to determine 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 with the next program billing. Fees will not be reduced retroactively.

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)

Contractors: Contractor employees in TFI Category 9 are NOT eligible to receive subsidized fee assistance and will be placed in Fee Category 9A. Contractor in TFI Category 9(9A) are not eligible to receive fee reductions such as multiple child reductions, family financial hardship waivers, etc. Contractors in TFI Fee Category 1-8 are eligible to receive the subsidized fee assistance and eligible for fee reductions.

Program Fees: Contracted childcare fees are generated semi-monthly on the 1st and the 15th 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 Services programs regardless of Total Family Income (TFI) category. **Multiple Child Reductions do not apply to hourly care.** Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of child care services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, additional Hourly Care information is in Chapter 5.
- **CYS WEBTRAC Payments:** Log into your WebTrac account to make online payments. Please contact your local Parent Central Services for assistance with username/password.

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. Request auto debit sign-up at the facility your child attends full-day, part-day, or before/after childcare.

- **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:** Late payment fee is charged after the 5th 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 6th 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 Services. The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. **Families whose child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review.**

Leave/Vacation Options: Families using center based Full-day and Part-day programs have the option of selecting fee structure that allows for a 2 week or 4 week Leave/Vacation which reserves the child's space. This is selected at initial enrollment/acceptance of childcare. Family Child Care Fees are annualized during enrollment for only a 2 week Leave/Vacation which reserves the child's space.

The option chosen at enrollment must be used during the registration year and cannot be carried over into the next year. Families are allowed to change their Leave/Vacation Option only at the annual re-registration. 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. To receive the fee credit on your account, families must provide the notification form prior to taking leave/vacation to the CYS program, form available at facility front desk. **Leave vacation options are available to patrons enrolled in CDC/FCC full-day & part-day 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 charge of fees. The other available option is for parents to use two (2) weeks 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) Child & Youth Services 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 CYS program facility.

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services (DSS): Parents may receive a deployment fee 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 (ASPN) providers.

DSS benefits are available for Army Wounded Warriors/Warriors in Transition, Survivors of Fallen Soldiers, Pre-Deployment Briefings, & other categories.

Please contact Parent Central Services for the most current information regarding Deployment Support Services and the required documentation to receive the benefits. These benefits are only available to DSS eligible Army service soldiers/families. *Benefits/fee reductions are effective once documentation has been provided and category of qualification is determined. Adjustments are not made retroactively.*

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 Services 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 Child & Youth Services. 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 childcare programs (Full-day, Part-day, FCC home, Before/After School Age, MS/T Summer Camp, 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. (FCC Provider must be certified for overnight care.)

A copy of the full CYS Fee Policy SOP may be requested at any CYS facility

**Current CYS Fee Charts & DSS Benefits
Information are available in our
Parent Central office & the following website:
www.leavenworth.armymwr.com (CYS section)**

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 homes 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.

SCHOOL AGE CARE (SAC)

Curriculum and programming centers around the school age four services areas:

- ◆ Sports & Fitness
- ◆ Fine Arts
- ◆ Citizenship & Leadership
- ◆ Leisure & Recreation

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.

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

MIDDLE SCHOOL & 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: *The Arts; Education Support & Career Development; Character & Leadership Development; Sports Fitness & Recreation; Health, Wellness & Life Skills*. 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 are in the following 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 age group curriculums.

CHILD AND YOUTH SPORTS & 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

1. The following Team Sports are offered at Fort Leavenworth for all children ages five and older *based on community needs and interests*:
 - ◆ Baseball/T-Ball/Softball
 - ◆ Soccer (Fall & Spring)
 - ◆ Basketball
 - ◆ Cheerleading
 - ◆ Flag Football
 - ◆ *Contact the Youth Sports & Fitness program to make suggestions/requests*

2. Individual Sports are offered in at least three locally selected sports:
 - ◆ Running Club
 - ◆ Wrestling
 - ◆ Golf

3. Fitness and Health programs focus on nutrition education/counseling and health promotion. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc. These programs are implemented throughout the CYS Services 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.

4. 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 Center 74017).

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. (School Age Center [Child Development Center ages 6-10] 74016).

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 6th through 12th (based on Ft. Leavenworth local school configuration) who are generally 11 – 18 years of age. This is achieved through a comprehensive Youth Program framework consisting of the Four Service Areas. Through formal partnership agreements with several nationally-recognized youth-serving organizations, such as United States Department of Agriculture (USDA), 4-H and Boys & Girls Clubs of America (BGCA), youth have access to programs, standardized curricula, special events, camps, scholarships, etc., no matter where they live. Supervision and programming is provided by trained staff and operations are subject to DoD Certification. (Youth Center 74066).

Youth Sports & Fitness Programs: (Ages 3-18 years) Offer developmentally appropriate opportunities for children and youth to be engaged in individual and team sports, competitions, skill building clinics, and nutrition and health classes that foster development of life-long healthy habits. Provided by trained CYS Services 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. CYS /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 CYS 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, childcare waitlist management/placement offers, records transfer, parent education classes, and babysitter training and referral services for Families. Includes CYS *Parent Advisory Board*, non-traditional outreach services, and *Parents On Site* volunteer program. Provides program information, sends eNews publications and messages and contributes to web sites of interest to parents.

- Kids On Site (KOS)/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 on Site support must be requested a minimum of 30 days in advance. Ability to support is dependent on CYS Staff availability and a minimum attendance requirement may be set.
- Kids At Home: 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 by children/youth who are home schooled and accompanied by their parents. (*when facilities are not in use*)
- Parents On Site/Parent Co-Ops: (Ages 6 weeks-12 years) Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, short term care in unit settings by Family members in one unit or organization for similar services at a future agreed upon time with Family members in another unit or organization. Care is provided by parents with CYS staff assistance and operations are subject to *DoD Certification*.
- CYSitters/Trained Babysitters: (Ages 6 weeks-12 years) Offer formal training for teens and adults who provide short term hourly child care in Families' own homes. Training covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities and the "business" of babysitting. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS Babysitter Referral List at Parent Central Services with parental permission form. Classes schedule is posted on CYS Facebook and WebTrac sites.
- SKIESUnlimited 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 Services Programs and Schools. Provided by CYS Services employees and contract instructors in a variety of settings which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools. Parents are required to remain on site during SKIES classes for emergency purposes.

Deployment Support Services

- Operation Military Kids (OMK): Operation: Military Kids is a collaborative outreach effort between many different organizations to build capacity in local communities to support military children and youth impacted by deployment and build resiliency during the reintegration process. OMK is funded through the Army National Guard and Army Reserve. National partners, (e.g., Army Recruiting command, Army Cadet Command, Military Entrance Processing Stations, 4-H, Boys & Girls Clubs of America, Military Child Education Coalition, the American Legion, Child Care Aware of America) provide support to geographically

dispersed military families where they live. Programs and services are delivered by State Teams comprised of local representatives from the partner agencies listed above.

- Youth Technology Labs (YTLs): (Ages 6-18 years) Provide a safe, secure, and age appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and serving as a vital component of CYS Home Work Centers and Mobile Tech Labs that support geographically dispersed children and youth through Operation Military Kids.
- Operation Military Child Care (OMCC): Supports the child care needs of Active Duty, National Guard and Reserve Soldier parents who are mobilized or deployed. OMCC helps eligible Families locate child care options in local communities. Sites must be licensed and be inspected annually.
- Child Behavior Consultants: Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS facilities, garrison schools and summer camps.
- Respite 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. **Please contact the Parent Central office for current Respite Child Care benefits.**
- "We've Got You Covered": Offers extended hours in designated CYS 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

- Mission Youth Outreach: (Ages 6-18) Partnership between Army CYS and Boys & Girls Clubs of America providing children from families of reserve and active duty personnel with a free membership at their local Boys & Girls Club. Reserve, National Guard, and Active duty youth need to be able to connect with other youth in similar situations. The partnership delivers physical, emotional, social, and cultural programs for military youth living in civilian communities. Mission: Youth Outreach supports military kids coping with the stress of having a parent or parents deployed by creating a network of youth who can empathize and help them cope with their new world of being suddenly "military." Through a Joint Military Services initiative, military dependent children ages 6-18 can get pre-paid programs and services through their local Boys & Girls Clubs.
- Army Affiliated CYS Programs: (Ages 6 weeks-18 years) Offer Child Care and Youth Programs at rates comparable to the Garrison for Army Families living off-post in garrison catchment areas. Includes: *Army Child Care in Your Neighborhood* for children 6 weeks-5 years, *Army School Age Programs in Your Neighborhood* for children ages 6-12 years, and *Army Youth Programs in Your Neighborhood* for youth ages 13-18 years. Programs are centrally funded and managed through an Army enterprise contract with a Third Party Administrator that locates providers and administers the fee assistance program for parents using these services. Participating programs are generally in communities surrounding garrisons highly impacted by Army Transformation. Supplements, not replaces, Army operated on base Child and Youth Programs. (*Army Fee Assistance Program*)

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

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 & 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.

Visit these sites for more Child & Youth Services information and resources:

- U.S. Army Installation Management Command, IMCOM G-9, Army Family and MWR;
<https://www.myarmyonesource.com/ChildYouthandSchoolServices/AboutCYSServices/default.aspx>

- CYS Services childcare programs on Army installations may be located via Resource Locator Library;
http://myarmybenefits.us.army.mil/Home/Benefit_Library/Resource_Locator.html
- For active duty military, including mobilized or deployed Reserve and Guard personnel, living in an area where no childcare is offered or is unavailable at an installation due to high demand; use the following for *Army Fee Assistance Program* and other information;
<http://www.militaryonesource.mil/>
- Questions about Child & School Services or requests for more information beyond your installation CYS programs, may be directed to:
IMCOM G9, Child, Youth & School Services
ATTN: IMWR-CY
Building 2266, 2nd Floor
2455 Reynolds Rd
Fort Sam Houston, TX 78234-7588
Phone: (210) 466-1426
<https://www.armymwr.com/contact-us/>



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