



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

# Fort Stewart/Hunter Army Airfield Parent Handbook FY18



## CONTACT INFORMATION

### Fort Stewart

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

500 Lindquist Road, Bldg. 438

Monday-Friday ..... 0800-1700

DSN: 870-2312 • CIV: 912-767-2312

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

Facebook: [www.facebook.com/STEWARTHUNTER.CYSS](http://www.facebook.com/STEWARTHUNTER.CYSS)

#### Child Development Center 1

56 Steele Avenue, Bldg. 403

Monday-Friday ..... 0530-1800

DSN: 870-3202 • CIV: 912-767-3202

#### Child Development Center 2

76 Lindquist Road, Bldg. 475

Monday-Friday ..... 0530-1800

DSN: 870-1038 • CIV: 912-767-1038

#### Child Development Center 3

280 Davis Avenue, Bldg. 5500

Monday-Friday ..... 0530-1800

DSN: 870-9662 • CIV: 912-767-9662

#### Child Development Center 4

271 Austin Road, Bldg. 7100

Monday-Friday ..... 0530-1800

DSN: 870-1141 • CIV: 912-767-1141

#### CYS Nutritionist

DSN: 870-0016 • CIV: 912-767-0016

#### School-Age Center

97 Austin Road, Bldg. 7160

Monday-Friday ..... 0530-0800 and 1400-1800

School Out Days, All Camps ....0530-1800

DSN: 870-5662 • CIV: 912-767-5662/2635

#### School Liaison Officer

778 Gulick Avenue, Bldg. 443

DSN: 870-6533 • CIV: 912-767-6533

Facebook: [www.facebook.com/FORTSTEWART.SLO](http://www.facebook.com/FORTSTEWART.SLO)

#### SKIES Unlimited Instructional Programs

946 Austin Road, Bldg 7338

DSN: 870-3781 • CIV: 912-767-3781

Facebook: [www.facebook.com/pages/FS-HAAF-SKIESUnlimited/277155425651154](http://www.facebook.com/pages/FS-HAAF-SKIESUnlimited/277155425651154)

#### Youth Center

62 Mindoro Loop, Bldg 5655

Monday through Thursday..... 1400-2000

Friday ..... 1400-2200

Saturday..... 1200-2000

DSN: 870-4491 • CIV: 912-767-4491

Facebook: [www.facebook.com/FORTSTEWARTYC](http://www.facebook.com/FORTSTEWARTYC)

**YS Sports and Fitness**

946 Austin Road, Bldg 7338  
DSN: 870-0315 • CIV: 912-767-0315

**Hunter AAF****Parent Central Services (Registration for all programs)**

304 N. Perimeter Road, Bldg. 6054  
Monday-Friday ..... 0800-1700  
DSN: 729-5425 • CIV: 912-315-5425  
Webtrac: <https://webtrac.mwr.army.mil/webtrac>

**Child Development Center 1**

2597 S. Perimeter Road, Bldg. 8807  
Monday-Friday ..... 0530-1800  
DSN: 729-9032 • CIV: 912-315-9032

**Child Development Center 2**

131 Leonard Neal Street, Bldg. 148  
Monday-Friday ..... 0530-1800  
DSN: 729-1066 • CIV: 912-315-1066

**Pre-K Center**

2599 S Perimeter Road, Bldg. 8805  
Monday-Friday ..... 0530-1800  
DSN: 729-9781 • CIV: 912-315-9781

**School-Age and Youth Center**

304 N. Perimeter Road, Bldg. 6054  
Monday-Friday ..... 0530-0900 and 1530-1800  
729-1011 • CIV: 912-315-1011  
Facebook: [www.facebook.com/pages/HAAF-Teen Center](http://www.facebook.com/pages/HAAF-Teen+Center)

**YS Sports and Fitness**

304 N. Perimeter Road, Bldg. 6054  
DSN: 729-5851 • CIV: 912-315-5851

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## **Welcome Letter**

Dear Parents,

Welcome to Fort Stewart/Hunter Army Airfield 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. CYS is an Army program that provides services to all Military, Department of Defense and Contract Personnel 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 years old.

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. 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 Stewart/Hunter Army Airfield CYS in the growth and development of your child/youth. We look forward to your visits and encourage you to become involved in the planned learning activities in your child's program.

Again, thank you for choosing Fort Stewart/Hunter Army Airfield Child & Youth Services!

Sincerely,

Stacy L. Groth  
CYS Coordinator

## **CUSTOMER SERVICE**

### **CAREGIVERS CREED**

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



### **CUSTOMER COVENANT**

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

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

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



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

**Vision:** CYS programs are dedicated to providing:

Seamless delivery systems for child/youth enrolled in CYS Family 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.

**Families:** Families are the first and primary teachers in their child’s life. Communication is critical and the key to your child’s success in CYS. An open and honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity is encouraged.

**Confidentiality:** Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Medical information concerning patrons is absolutely confidential under state and federal law and may not be discussed at any time with any person under any circumstance. We pledge that all parents can share information in the confidence that it will only be used to enhance the welfare of their children/youth.

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

**Open Door Policy:** All CYS 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.

**Code of Conduct:** We believe all children and those who care for them deserve a safe, supportive and caring learning environment. We encourages appropriate behaviors that reflect respect, tolerance, patience, understanding and every effort will be made to exercise courteous and productive dialogue for all.

**Communication/Feedback:** Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS programs may do so at the following email address: [www.contactus@armymwr.com](mailto:www.contactus@armymwr.com). You may also complete an Interactive Customer Evaluation (ICE) survey on your garrison's website.

Frequent communication between parents, staff, and children is necessary, both through informal and formal meetings. Key communication measures are:

Curriculum will include "Character Counts" education. This curriculum includes 7 pillars of good character.

Conflict Resolution techniques will be taught to children and staff. This will enable staff to model using good character by showing respect for their fellow team members.

Regular staff meetings to discuss issues and concerns.

Parent/Teacher conferences as needed.

Parental involvement in the Parent Advisory Board and encouraging parent involvement in CYS activities and events.

**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)

Supervisory Lead

Assistant Facility Director

Facility/Program Director

Program Operations Specialist: 912-767-6071

Chief, Child and Youth Services Division: 912-767-3098

Director, Family and Morale Welfare & Recreation (FMWR): 912-767-2401

Deputy Garrison Commander: 912-767-8615

Garrison Commander: 912-767-8606

## CHAPTER 1- SAFETY & RISK MANAGEMENT

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

**Child Abuse Reporting:** *All CYS personnel are knowledgeable and considered "mandated reporters" who are required by law to report suspicions of child abuse or neglect.* If CYS personnel notice suspicious bruises, cuts or burns on a child, they must report the incident to the following three (3) agencies:

- (1) Installation Reporting Point of Contact (RPOC): 912-767-0025.**
- (2) Family Advocacy Program (MEDCOM): 912-435-6779 (FS) / 912-315-5236 (HAAF)**
- (3) GA State Child Abuse Hotline: 1-855-422-4453**

Notify the appropriate CYS program director after notification to all 3 agencies.

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

**Background Clearances:** All individuals who regularly interact with children under 18 years of age in 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 bib aprons or red polo shirts. Staff who have completed background checks will be identified by nametags with first and last names and green scrub tops or green bib aprons or green polo shirt. Classroom leads will be identified by nametags with first and last names and blue scrub tops or blue bib aprons or blue polo shirts. Management staff will wear nametags with first and last names and appropriate business attire.

**Sign In/Out of Facilities:** To maintain a safe and secure environment, all visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge. Parents/guardians simply dropping off or picking up their child/youth do not have to sign in. Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom or at the front desk.

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

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

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

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

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

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

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

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

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

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

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

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

**Adult/Child Ratios are:**

<b>Childcare/SAC Center (Facilities)</b>	
<b>Adult/Child</b>	<b>Age</b>
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 <sup>st</sup> to 12 <sup>th</sup> grade

<b>Family Child Care</b>	
<b>Adult/Child</b>	<b>Age</b>
Multi-age 1:6	4 weeks to 12 years
Infant/Toddler 1:3	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. Professional Development days are authorized in the Army Child and Youth Fee Policy and approved by the Garrison Commander.

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

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

Installation Level Child and Youth Services Inspection

AR 608-10, Child Development Services

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

DoDI 1015.2 MWR Programs

DoDI 6060.2, Child Development Programs

DoDI 6060.4, 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

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

- **National Association for the Education of Young Children (NAEYC)** - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.
- **National After-School Age Alliance for School Age Services (NAA) - The Council on Accreditation (COA):** Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.
- **National Association for Family Child Care (NAFCC)** - Awarded to family 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):** This database makes it possible for Families relocating to a new duty station to forward their child's/youth's registration records to their next duty assignment prior to arrival. Upon arrival the Parent Central Services at the new duty station need only import the patron's information (e.g. names, birth date, child's health records, etc.) is stored in the database. Families will provide needed updates upon arrival at the new location. Contact Parent Central Services for details on how to take advantage of this convenient tool.

**Patron Eligibility:** CYS accepts children as young as four weeks in Family childcare homes and through eighteen years old in CYS programs. Eligible patrons include: Active duty military personnel; DoD civilian employees paid from either appropriated funds (APF) or non-appropriated funds (NAF); Reserve Component military personnel on active duty or inactive duty training status; 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 assigned to the installation; and others authorized on a space available basis. Each installation Commander and Defense Agency Directors and/or Commanders shall establish a priority system under which access to CDPs shall be determined.

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

The first priority is childcare for active duty military and DoD civilian personnel who are either single parents or whose spouse is employed on a full-time basis outside of the home. Priority is applied to the first viable care option.

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.

NDAA 2000 (National Defense Authority Act (NDAA) of 2000, Title 10 U.S.C, section 1799) members are not dependents of members of the Armed Forces or of employees of DoD to include Non-DoD Federal Employees and Retired Military. They are considered "space available patrons" and may only be enrolled when all fully eligible patrons have been placed. Fees are based on the TFI category they are assigned to and will be grandfathered under the terms of the current released Army Child and Youth Fee Policy. NDAA 2000 patrons are eligible for Fee Assistance (MCR, Hardship Waivers, and Request for Reduced Fees).

Non-NDAA 2000 patrons are not otherwise eligible for participation. These patrons are currently identified as "Private Sector Civilians" (i.e., the sponsor has no affiliation with the military/DoD). They include, for example, current and new Partnerships with schools/youth organizations,

Private Sector Civilians and Non-Custodial Grandparents. All Non-NDAA 2000 patrons must be granted written approval from IMCOM prior to enrollment and will pay CAT 9 + 10% as directed in the latest Army Child and Youth Fee Policy. Non-NDAA 2000 patrons are not eligible for Fee Assistance (MCR, Hardship Waivers, and Request for Reduced Fees).

If a spouse is currently not employed or full time student, a 90 day waiver will be issued beginning the day of registration or renewal. Patron must bring in letter from the school on school letterhead stating they are registered as full time student; or if becoming employed, that patron must bring in their paystub.

***Definition of Parent:***

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

***Admission Requirements:*** All children/youth must be registered with CYS to utilize any of our services. Admission into a CYS program is determined by a child or youth's age.

- Unborn: projected care waiting list.
- 4 weeks to 5 years of age: FCC, Hourly care, SKIES, Sports, Full-day child care.
- Kindergarten to 5<sup>th</sup> grade: FCC, Hourly care, SKIES, Sports, Before and After school care.
- 6<sup>th</sup> to 8<sup>th</sup> grade: Youth Center, SKIES, Sports, Before and After school care.
- 9<sup>th</sup>-12<sup>th</sup> grade: Teen Center, SKIES, Sports, Hired.

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

- ✓ Verifies a patron's eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active Duty soldier on orders)
- ✓ Determines services patrons need (Hourly, Part day, Full day, SAC, MS/T, SKIES, Sports, etc.)
- ✓ Explains age appropriate programs associated with patron's children
- ✓ Conducts a search for care in CYS for immediate openings
- ✓ Conducts initial and re-registration of patrons into all CYS programs
- ✓ Explains Wait List policies and assists with wait list placement on [MilitaryChildCare.com](http://MilitaryChildCare.com)
- ✓ Determines patron fee category IAW with the latest fee policy
- ✓ Schedules new patrons for program orientations
- ✓ Sends eNews publications and messages and contributes to websites of interest to parents.



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

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

- ☑ **Identification Card** (Sponsor or Spouse)
- ☑ **Social Security Number** (Sponsor)
- ☑ **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 and children without an ID Card
- ☑ **Immunization Record or transcription**
- ☑ **Proof of Income** (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment)
- ☑ **Health Assessment/Sports Physical Statement or Well Baby Check Up** (due within 30 days of registration)
- ☑ **Local Emergency and Child Release Designee** (minimum of two)
- ☑ **Family Care Plan** (Dual/Single Military Only)

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

DD 2652	Application for DoD Child Care Fees
	Teen Self Registration Form
DA 5226-R	Sponsor Program Agreement
	Family Care Plan (dual/single military only)
	Health Assessment /Sport Physical Statement
	Health Screening Tool/MAPS

**Immunizations:** Children/Youth accepted for childcare in CYS programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever and strep throat, and have written documentation of all age-appropriate immunizations. Child/youth immunizations must be up to date in order to participate in CYS programs. A waiver request must be approved by the Chief of Army Public Health Nursing (APHN) before childcare can begin. Children/youth who are not immunized will be denied childcare during outbreaks.

Immunization waivers for medical or religious reasons must have documentation from the licensed independent practitioner or an endorsement from an authorized religious authority of the religion respectively. Children/youth will be excluded from childcare in the event of an outbreak of a vaccine preventable disease.

**Health Assessment/Sports Physical Statement:** A current health assessment/sports physical statement, within one (1) year of registration, is required for children sixth (6th) grade and under. If a current health assessment/sports physical statement is not available at registration, it is to be completed within 30 days of enrollment. Health Assessments/Sports Physical Statements are good for three (3) years, as long as the child does not have any major health status changes.

Well baby exams or school athletic physicals can be used in place of the health assessment if dated, signed and stamped by the health care provider and parent within one year. ***Children/youth participating only in the middle school/teen program are exempt from this requirement.*** TriCare or other health insurance organizations will only authorize and pay for one child/youth health/sports physical assessment per calendar year.

**Sports Physical:** No child/youth will be authorized to play, practice or participate in games until a valid physical has been furnished. The form must be signed by a licensed health professional and certify the child/youth is physically fit to participate in chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur, allergies. The sports physical must remain current throughout the season.

**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. Upon identification of special needs, supporting documentation must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review. If your child/youth has a disability or other special needs, the parent/guardian will be asked to participate in Exceptional Family Member Program (EFMP).

Children and youth with the following conditions might be referred to the Multi-disciplinary Inclusion Action Team:

- Allergies
- Special Diets
- Respiratory Diagnosis
- Epilepsy/Seizure Disorder
- Diabetes.
- Other

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

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

**Medical Action Plan (MAP):**

Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If the child/youth has a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan. Medical Action Plans (7625-3) are valid for one year or until notified of health status changes, based on the date signed by physician or APHN (7625-3). This plan is completed by the child's/youth's health care provider to ensure CYS staff is aware of the proper medication and the necessary course of treatment for the child/youth.

**Wait List:** Because of the high demand for childcare, it is not unusual for families to be placed on a waiting list. Placement on this list is determined by sponsor priority and the date of application. Children are placed on the respective wait list using MilitaryChildCare.com information. Patrons access this service list by registering at MCC.com and selecting child care preferences.

**Note:** It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by logging into MCC.com and updating their request for care every 30 days. Failure to do so will result in removal from the wait list.

When a space is offered in a viable care option (CDC, FCC, etc.) parent/guardians are given forty-eight (48) hours to accept or decline the space. If the viable care option is declined, then the child's/youth's name will be removed from the wait list. 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. Contact Parent Central Services to discuss the available wait list options.

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

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

## **CHAPTER 3 - DAILY OPERATIONS**

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

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.

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

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

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

***For 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 personnel, only parents or parent designees shown on DA Form 4719–R may take a child from a CYS program.

Children may not be released to siblings or other children under age 13.

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

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

**Denial of Child Care Services:** CYS takes all reasonable precautions to offer a healthy environment. To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave. Parents/guardians must pick up their child/youth that becomes ill while in care within 1-2 hour after being notified. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

Inability to participate in daily activities.

Temperature above 100.5° F (38.06° C) for children 3 months or younger or above 101.0° F (38.3° C) for children older than 3 months. Exclusion criteria for children/youth and adults who become ill during the influenza season (1 October – 31 May) include: having a fever (100° F axillary or oral) **and** at least one (1) respiratory symptom such as runny nose, cough, congestion, sore throat, intestinal upset, or diarrhea.

Obvious illness such as:

- Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies—Crusty, wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
- Ringworm—Flat, spreading ring-shaped lesions.
- Diarrhea – defined by watery stools or decreased form of stool that is not associated with changes of diet. Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing soiled pants or clothing. In

addition, diapered children with diarrhea should be excluded if the stool frequency exceeds two (2) or more stool above normal for that child; or loose or watery stools associated with fever; or if the child's ability to participate in program activities is affected.

- Chicken pox—Crops of small blisters on a red base that become cloudy and crusted in 2 to 4 days.
- Head lice—nits—Whitish-grey clot attached to hair shafts.
- Culture proven strep infections that have not been under treatment for at least 24 hours.
- Conjunctivitis (pink eye)—Red watery eyes with thick yellowish discharge.
- Persistent cough, severe diarrhea or vomiting.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections.
- Pinworm infestation.
- Hand, Foot and Mouth Disease cause sores in or on the mouth, hands, feet, and sometimes the buttocks / legs. The virus spreads easily through coughing and sneezing.

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

- Fever has been absent for 24 hours.
- Nausea, vomiting or diarrhea has stopped for 24 hours.
- The appropriate number of doses of an antibiotic has been given over a 24 hour period for known strep or other bacterial infection.
- Chicken pox lesions have all crusted, usually 5-6 days after onset.
- Scabies is under treatment and a physician's note.
- Lice are under treatment and a physician's note.
- Pinworm treatment has occurred 24 hours before readmission and a physician's note.
- Lesions from impetigo are no longer weeping.
- Ringworm under treatment and a physician's note. The lesions must be covered. If lesions cannot be covered, child/youth will not be admitted until lesion has shrunk.
- Conjunctivitis (Pink Eye) has diminished to the point that eyes are no longer discharging.
- Hand and foot mouth disease - fever subsides usually 2 to 3 days; rash is not contagious.
- The child/youth has completed the contagious stage of the illness and a physician's note.
- The child/youth is able to participate in the normal daily activities.
- Children wearing casts, slings, have concussions/head injuries, or that have stitches must have a written statement from a healthcare provider with the level of participation allowed upon return to care.

**Basic Care Items:** Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent/guardian each month in order for such items to be applied. Basic care items will be in their original container and stored out of reach of children. Each item should have the child's

first and last name legibly written on it, as well as on the outside of the bag. Contact your FCC Provider or program director for a listing of approved basic care items.

**Administration of Medication:** Certain medications may be administered in the CYS setting when it is not possible for Parents/Guardians to be present. Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part-day or regularly scheduled school-age programs. Medications not on the approved medication list must have a medication Exception to Policy by supporting APHN. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications. Parent/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container, have a current prescription label and if not listed on the “approved medication list” should be accompanied by proper dosing syringe/cup/ spoon. A Child/youth must be taking the medication for at least 24 hours prior to re-admission into a CYS program. Parent/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A Parent/Guardian must complete and sign the form before medication can be administered. This 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 is knowledgeable about the health condition and the treatment procedure. Self-medication in CYS programs requires written instructions from the youth’s health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. Parent/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs. Youth must self-administer all medications in the presence of CYS staff who will then document the incident. If a youth (6th–12th grade) cannot self-medicate, then a MIAT review is required.

**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/youths engage in some other quiet activity (e.g. read a book, coloring, etc.). Infants are allowed to follow their own resting/naping patterns.

**Personal Items from Home:**

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

- **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. Children younger than 12 months will not be permitted to sleep with soft toys. The naptime toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (book bags, books, school supplies, clothing, and blankets, etc.) are labeled with your child's full name.

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

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

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

### **Celebrations:**

- **Birthday and Holidays:** CYS recognizes that religious, ethnic and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth.
- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. Senior Commanders from Active Army, Guard, and Reserve and other branches of service; congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events. Openings for child care are available during other special events such as balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through Parent Central Services.

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

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

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

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

**Minor Accident /Emergencies:** In the event of a minor accident resulting in injury to a child/youth requiring medical treatment, the CYS staff will immediately contact emergency services followed by notification of the Parents/Guardian. CYS personnel or FCC Providers will accompany the child/youth immediately to the nearest emergency room by ambulance. The staff or provider will remain with the child/youth until the parent/Guardian arrives at the emergency room.

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

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

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

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

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



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.

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

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

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

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

**Mission Related Extended Hours:** Provided at no additional cost for short term child care (generally up to 3 hours/day) CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. Child Development Centers (CDC) supports unit requirements for childcare during training exercises, and alerts to the extent possible. CDC operating hours for full-day care will reflect installation variable duty hours. Other childcare programs provided for extended hours are FCC Extended Hours and Long Term Care homes, trained or CDC 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. Families must provide written validation confirming the mission related extended hours care. The Soldier's Battalion Command (CPT or higher) must provide documentation to qualify for approved mission

related extended hours care to the center based program staff or FCC Provider. Extended duty hours care is generally up to 3 hours/day.

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

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

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

**Tax Liability:** All Civilian Families using on-post child care are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their child care subsidy. Each year DoD must determine the value of the child care subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy. Only child care subsidies that exceed the \$5.00 (\$2,500 for married individuals filing separately) exclusion and taxable and reportable. Sponsors are responsible for considering any dependent Care flexible Spending Accounts (DCFSAs) to determine if the net value plus the DCFSA value exceeds the \$5.00 or \$2,500 amount.

**Total Family Income (TFI)** is all earned income including wages, salaries, tips, special duty pay (flight pay, active duty Demo pay, sea pay), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior members only; for Defense civilian OCONUS include either the housing allowance or the value of the in-kind housing provided. Current BAH/RCT chart used for determination is located online at <http://www.defensetravel.dod.mil/suite/bah.cfm>. All approved Non-NDAA 2000 patrons will pay CAT 9 + 10% regardless of calculated household income.

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

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

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

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

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

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

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

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

**Program Fees:** Are generated semi-monthly on the 1<sup>st</sup> and the 15<sup>th</sup> of the month. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in semi-monthly installments. Incoming Families make their initial 10% Non-Refundable payment for care at the time they accept the child care space offered by the CYS Parent Central Services Office. **Services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.**

- **Hourly Care fees:** The Standard Army-wide hourly care rate is \$4 per hour per child for ALL CYS programs regardless of Total Family Income (TFI) category. **Multiple Child discounts 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. Telephone reservations and/or cancellations must be made at least two hours prior to services by calling 767-3202 at Fort Stewart or 315-1066 at Hunter Army Airfield. Failure to cancel reservations in advance will result in patrons being charged for the time reserved. Payment is due at the time the child/youth is picked up or, if you are only using before school care, payment must be rendered when you are dropping off your child/ren.
- **Occasional Users for School-Age Centers:** An Army-wide Standard Occasional User Fee (\$16.00) will be charged for occasional users attending the School Age Program: \$16.00 for 4 hours or less per day, \$30.00 for more than 4 hours of care per day. An Hourly Care Fee of \$4.00 per hour is charged for occasional users attending SAC five or fewer hours per week.

*Occasional Users* may be charged separate fees for field trips, special activities and extended hours that would ordinarily be included in the regularly scheduled monthly/semimonthly fees. The

Multiple Child Reduction does not apply to occasional users. Reservations are recommended for occasion users to ensure availability of spaces

- **CYS WEBTRAC Payments:** CYS programs allow patrons to make online payments, enroll for instructional classes or sports programs, or print your household activities by visiting <https://webtrac.mwr.army.mil/webtrac> from home or work. Your user ID and password will be set up and emailed to you at the time of your registration. Child Care Tax Statements are available online at any time for current and previous tax years. Registered patrons may also make hourly reservations up to 30 days out through CYS Online.

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

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

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

- Verbal Warning. By Front Desk staff during swipe in/swipe out on the 4<sup>th</sup> and 5<sup>th</sup> days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.
- Personal Follow-Up. By Program Manager on 6<sup>th</sup> day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing and/or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver and reminding them of penalties if payment arrangements are not made by established deadlines.
- Written Notice of Non-Payment/Potential Termination. By Program Manager on 6<sup>th</sup> day of the second delinquent billing cycle

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

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

**review.** CYS does not arbitrarily grant an exception if avenues of economic relief are not pursued through ACS Financial Readiness Services and the sponsor's Commander. Families should contact ACS at (912) 767-5058 on Fort Stewart and (912) 352-6816 at HAAF.

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

**No-Show Fee for Hourly Reservations:** Patrons who do not cancel reservations will be charged an \$8.00 No-Show Fee per child. These fees must be paid in full before patrons can begin using CYS.

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

**Absenteeism:** *No credits or refunds are issued for child/youth absenteeism due to:* (a) regular childhood illnesses or injuries (two weeks or less) (b) CYS program closures due to inclement weather (3 days or less), staff training, or special installation circumstances determined by the Garrison Commander (GC), (c) withdrawal except in situations approved by the CYS Coordinator where the child/youth has not started the class and for (d) unused leave/vacation. Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the program director to the garrison commander.

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

**Refunds:** Refunds are authorized for: (a) program closures for repair or renovation when an alternate care setting is not provided (b) unexpected prolonged child absence due to Family emergency or extended illnesses (c) withdrawal from a regularly scheduled 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. Refunds are **NOT** authorized for absences two weeks or less; closure due to inclement weather, staff training or special installation circumstances as determined by the Garrison Commander; unused leave/vacation; withdrawal from SKIES *Unlimited* Instructional Class. Forms are available at Parent Central Services or at your program facility. Refunds will only be given with the approval of the Program Director. If a refund is requested and the original payment was made by credit card, the refund will be applied to that credit card. If payment was made with cash or check and is under \$50, a cash refund is possible if funds are available. For a refund over \$50, a request will be sent to the Central Accounting Office and dispersed to the address that you specify.

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

**Deployment Support Services:** Parents with Sponsor/Spouse deployed in a Contingency Operation or assigned to a Warrior in Transition Units will receive a 20 percent deployment reduction for regularly scheduled child care fees (Full Day, Part Day/Shift, and Before/After School

Care programs). Community Based Fee Assistance Support Services are available through Army Child Care in Your Neighborhood (ACCYN) and Army School-age Programs in Your Neighborhood (ASPYN) providers.

For Soldiers deployed to Contingency Operations areas, assigned to Warrior in Transition Unit, and deployed Rotational Forces or to Non-Contingency Areas will receive up to 16 free Respite Hours per month, per child. Length a Soldier receives deployment benefits will be determined by eligibility criteria of the deployment.

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

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

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

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

Seasonal youth sports: MCR applies to Families with more than one child enrolled in a seasonal youth sport. The Standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in a youth sport occurring in the same season.

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

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

**Extended Duty Child Care Fee Assistance:** Provided at no additional cost for short term child care (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor's typical duty day/care requirements). A written validation statement is required from the Soldier's unit/Sponsor's Supervisor (CPT or above) to the FCC Provider to qualify.

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

## CHAPTER 5 - CURRICULUM AND PROGRAMS

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

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

**CYS Georgia State Pre-K:** The Fort Stewart/HAAF Free Georgia State funded program provides school readiness skills for children entering school in the fall. The Pre-Kindergarten Program is funded entirely by the Georgia State Lottery and is considered to be one of the finest educational programs in the nation. There are currently 6 classroom on Fort Stewart, and 4 classrooms on HAAF that provide child-center learning experiences for our children. Each class is staffed with a 22-2 student/teacher ratio. Children are chosen by a lottery drawing held each spring through the respective CYS Parent Central Services office.

To register your child for the on-post CYS Pre-K program, you must provide the following forms for your child:

- **Original** Birth Certificate
- Immunization Record (Form 3231)
- Eye, Ear, Dental Screening (Form 3300)
- Proof of Eligibility or Residency

Families will be notified if their child's name was drawn in the lottery process. All children not chosen will be placed on a waiting list until spaces become available. Students must be four years of age on or before September 1st of the year in which he or she wishes to attend school.

- Students must be registered with CYS and remain eligible for care.
- The program is voluntary.
- The core instructional program is free of charge.
- The Pre-K program operates for 6.5 hours per day, five days per week.

Before and After School care programs (at the parent's expense) are offered at all CYS Pre-K facilities.

**SCHOOL AGE CARE (SAC):** Curriculum and programming centers around four services areas: Sports & Fitness, Fine Arts, Citizenship & Leadership, and 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 Four Service Areas to meet the core requirements. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency. Activities will reflect the program's written philosophy and goals for youth in a prominent area.

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

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

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

**CHILD AND YOUTH SPORTS AND FITNESS PROGRAM:** The Child and Youth Sports and Fitness Program utilizes a comprehensive framework to ensure the physical, cognitive, social and emotional needs of youth are addressed;

- The System is comprised of Four Service Areas to meet the core requirements:
  - Team Sports
  - Individual Sports
  - Fitness and Health
  - Outreach
- Team Sports are offered for all children ages five and above in the following sports:
  - Baseball/T-Ball
  - Soccer



- Basketball
- A minimum of two additional teams sports offered at any time of the year (volley ball, dodge ball, cheerleading, tackle football, etc., based on community needs and interests).
- Individual Sports are offered in at least three locally selected sports. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc.
- Fitness and Health programs focus on nutrition education/counseling and health promotion. These programs are implemented throughout the CYS system.
  - Nutrition, Counseling or Health activities/event
  - At least one other locally determined option i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.

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

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

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

## **CORE PROGRAMS:**

**Child Development Centers (CDCs):** (Ages 6 weeks-5 years) Offer on-post full-day, part-day, hourly child care, extended duty day care (“We’ve Got You Covered”) and the *Strong Beginnings* Pre-Kindergarten program. May also include stand-alone CDC annexes and satellite sites. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification. (Child Development Center 74017).

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

**Family Child Care (FCC) Homes:** Not currently offered in FY 2018

**School-Age (SA) Centers (SACs):** (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 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 7 through 12 (may include 6th grade depending on local school configuration) who are generally 11 – 18 years of age. This is achieved through a comprehensive Youth Program framework consisting of the 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 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 offers; youth sports coaches certification, youth sports officials training services, parental sports education and marketing services, Start Smart Sports Development Program for Child Development Services, and on site and on-line educational forums on Army installations worldwide.

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

- Parent Central Services: (Ages 0-18 years) Offers registration, enrollment, records transfer, parent education classes, and babysitter training and referral services for Families. Includes CYS *Parent Advisory Board*, non-traditional outreach services, and *Parents On Site* volunteer program. Provides program information, sends eNews publications and messages and contributes to web sites of interest to parents.
- Kids On Site/Short Term Alternative Child Care: (Ages 6 weeks-12 years) Offers short term hourly child care for Families using/attending Command Sponsored events, e.g., Strong Bonds, Family Readiness Groups, Memorial Services, Yellow Ribbon Events etc. Provided by CYS employees in a variety of on and off post settings that may include Family and Morale, Welfare and Recreation facilities, Chapels, Armed Forces Recreation Centers, Hotels, Schools, Armories, etc. Parents remain on site or are immediately available in an adjacent facility.

- Kids At Home: (Ages 6 weeks-18 years) Offers non-traditional outreach services to support Families with children/youth whose primary care/educational setting is in their own home. Includes *imAlone* classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and *Home School Services*, e.g., use of CYS tech labs, multipurpose rooms, homework centers, instructional programs for educational purposes during school hours (when facilities are not in use) by children/youth who are home schooled and accompanied by their parents.
- Parents On Site/Parent Co-Ops: (Ages 6 weeks-12 years) **Offer** support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, 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 <http://www.sittercity.com>.
- 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 Programs and Schools. Provided by CYS employees and contract instructors in a variety of settings which may include Child Development Centers, School Age Programs, MWR and Community Facilities and Schools.

### **Deployment Support Services**

- 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 for Soldiers deployed to specific contingency areas. Eligibility and duration of benefits are determined by assignment and type of deployment. A Letter of Eligibility should be turned into Parent Central Services for verification and processing of benefits.

**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.
- **Home School Support:** Provided to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.
- **Homework Centers (K-12 grades):** Create a safe and familiar before- and after-school academic support environment in school-age centers and youth centers.
- **School Youth Sponsorship Programs:** Ease school transitions in CONUS and OCONUS schools.
- **Tutor.Com:** (K-1st Yr College) offers free, online tutoring services to dependent children of active duty Army personnel, dependent children of deployed Army National Guard personnel, dependent children of deployed Army Reserve personnel, dependent children of Army Wounded Warriors/Survivors, inactive/part-time Army National Guard personnel and their dependents and inactive/part-time Army.

*Thank you for choosing Child and Youth Services!*



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