



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

**2024**

**Parent / Guardian Handbook**

**SHAPE/Chievres**

**Brussels**

**Brunssum**

Dear Parents,

Welcome to USAG Benelux, Child & Youth Services (CYS)! We recognize the strength of our Military comes from the strength of their Families; we consider it an honor and look forward to supporting your Family. Our highly trained staff are committed to providing a safe, nurturing environment that meets the holistic needs of our children and youth ages four weeks to 18 years. Lastly, our programs and activities are specifically designed by early childhood and youth development specialists to meet the growing needs of 21st century military Families.

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

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

Again, thank you for considering Child & Youth Services as a support to your Family!

Sincerely,

*Shawn P. Ticho*

Shawn P. Ticho  
CYS Coordinator  
USAG Benelux

## CONTACT INFORMATION

### SHAPE/Chievres

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

Building 503

Monday, Tuesday, Thursday & Friday 0830-1730

Wednesday 0830-1800

DSN: 597-7985/7993 • CIV: 065 75-7985/7993

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

#### **Child Development Center**

Building 616

Monday-Friday 0700-1800

DSN: 597-7949 • CIV: 065-75-7949

#### **School-Age Center**

Building 602

Monday, Tuesday, Thursday & Friday 0700-0830 & 1500-1800

Wednesday 0700-0830 & 1200-1800

\*School-Out Days, All Camps 0700-1800

DSN: 597-7974 • CIV: 065-75-7974

#### **School Liaison Officer**

Monday-Friday

0730-1600

Building 503 – SHAPE

Building B3 - Brussels

DSN: 597-7981/9537 • CIV: 065-75-7981 (SHAPE) / 02-280-9537 (Brussels)

#### **SKIES *Unlimited* Instructional Programs**

***Schools of Knowledge, Inspiration, Exploration and Skills***

DSN: 597-7348 • CIV: 065-75-7348

#### **Youth Center**

Building 503

Monday, Tuesday & Thursday 1530-1800

Wednesday 1500-1800

Friday 1530-2000

School-Out days 1300-1800

DSN: 597-7990 • CIV 065-75-7990

#### **YS Sports and Fitness**

Building 503

DSN: 597-7994/7995/7996 • CIV: 065 75-7994/7995/7996

**\*SAC follows SHAPE American Elementary School Schedule ONLY**

## CONTACT INFORMATION

### Brussels

#### **Parent Central Services (Sterrebeek Annex) (Registration for all programs)**

Building 80015

Monday-Friday

0800-1700

DSN: 597-9534 • CIV: 02-280-9534

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

#### **Child Development Center (Sterrebeek Annex)**

Building 80015 Monday-Friday

0700-1800

DSN: 597-9534 • CIV: 02-280-9534

#### **School-Age Center (Sterrebeek Annex)**

Building 80015

Monday, Tuesday, Thursday & Friday

0700-0815 & 1500-1800

Wednesday

0700-0815 & 1415-1800

School-Out Days, All Camps

0700-1800

DSN: 597-9534/9535 • CIV: 02-80-9534/9535

#### **School Liaison Officer**

DSN: 597-9537 • CIV: 02-280-9537

#### **Youth Center (Sterrebeek Annex)**

Building 80015

1500-1800

Monday, Tuesday, Thursday & Friday

Wednesday

1415-1800

School-Out days

1300-1800

DSN: 597-9534/9535 • CIV: 02-280-9534/9535

#### **YS Sports and Fitness**

Building 80015

DSN: 597-9521 • CIV: 02-280-9521

## CONTACT INFORMATION

### Brunssum

#### Parent Central Services

Building H-602

Monday, Tuesday, Thursday & Friday

0800-1700

Wednesday

0800-1800

DSN: 314-597-4266/67 • CIV: 045-534-0266/67

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

#### Child Development Center

Building H-602

Monday-Friday

0700-1800

DSN: 314-597-4271/73 • CIV: 045-534-0271/73

#### School-Age Center

Building H-602

Monday, Tuesday, Thursday & Friday

0700-0830 & 1530-1800

Wednesday

0700-0830 & 1415-1800

School-Out Days, All Camps

0700-1800

DSN: 314-597-4271/73 • CIV: 045-534-0271/73

#### School Liaison Officer

Building H-602

DSN: 314-597-4277 • CIV: 045-534-0277

#### Youth Center

Building H-602

Monday, Tuesday & Thursday

Wednesday

1530-1900

Friday

1415-1900

School-Out days

1530-2100

DSN: 314-597-4280 • CIV: 045-534-0280

1300-1800

#### YS Sports and Fitness

Building H-602

DSN: 597-4282/4281 • CIV: 0031 (0)45 534 0282/ 0281

\*SAC follows AFNorth American Elementary School Schedule ONLY

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## **WHO WE ARE AS AN ORGANIZATION**

### **Customer Service:**

Family and Morale, Welfare and Recreation (Family and MWR) 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 consistent and easy accessibility to our patrons.

### **We will:**

- ✓ Deliver quality products and services
- ✓ Build relationships – with communities, with our customers, and with each other
- ✓ Be kind and respectful to those we serve
- ✓ Conduct ourselves professionally
- ✓ Welcome and encourage feedback; we will communicate and listen
- ✓ Provide neat, professional and aesthetically pleasing facilities
- ✓ Take ownership of our actions

### **Our Mission:**

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

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

- Seamless delivery systems for children/youth enrolled in CYS Child Development Centers, School Age Centers, Middle School Teen, Sports & Fitness, and Instructional Programs.
- Predictable services
- Safe, healthy family friendly environments
- Well managed programs
- Accountability for Army, community, CYS Staff, children/youth and parents
- Satisfied customers – Children/youth, parents, Army and community
- Maintaining status as a “Benchmark for America’s Child Care” and becoming “Benchmark for America’s Youth Programs”

### **Our Goals:**

- **Availability:** Provide adequate program capacity and services with the right mix of age groups and spaces to support employment, deployment, health and fitness, child/youth development, instructional programs and school transition/education.

- **Affordability:** Operate efficiently within Army resource guidance. Establish fees that consider Army family budgets and meet Army financial goals so that the CYS Program is affordable to both the Army and the Army Family.
- **Quality:** To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers and contractors.
- **Accountability:** To safeguard the Army's resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their Families.
- **Philosophy:** CYS programs are designed to help your child/youth build within them a positive self-concept that generates feelings of acceptance and respect for individuality. We believe in designing programs where children/youth have opportunities to participate individually or as a group in age appropriate developmental activities that allows for optimal social, emotional, physical, creative and cognitive growth. We promote and cultivate safe learning environments where your child/youth can resolve conflicts through learning age appropriate conflict resolution and mediation skills. We believe in partnering with parents and community to nurture a spirit of cooperation and respect for self and others; reinforce character building and encourage positive parenting.
- **Families:** Families are the first and primary teachers in their child's life. We support Families in this role through a variety of services that address the specific needs of each family, to include formal and informal education opportunities. Communication between the child's primary teacher and Family, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity. We encourage Families to share their culture, heritage and home language.
- **Confidentiality:** Only authorized CYS staff will have access to patron files. CYS is committed to protecting the privacy of patron information. Medical information concerning patrons is absolutely confidential under state and federal law and may not be discussed at any time with any person under any circumstance.
- **Diversity/Non-Discrimination:** In accordance with Federal Law, Title VII, the Department of Army, CYS prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program operations serving Soldiers, Families and the community. The Department of Army affirms its covenant to support and serve Family and MWR customers and employees.
- **Open Door Policy:** CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.
- **Total Army Strong:** The Total Army Strong institutionalizes a commitment by Army leaders to provide Soldiers and Families of all components with programs and services that maintain a quality of life commensurate with the quality of their service and sacrifice to the nation.

- **Communication/Feedback:** Parents/guardians who wish to post questions, comments or concerns regarding CYS programs may do so by going on the USAG Benelux’s Interactive Customer Evaluation (ICE) site at [ICE:USAG Benelux Community \(disa.mil\)](https://www.usagbenelux.com/Community). You have the option of remaining anonymous or, should you desire feedback, include your name and address.
- **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)
  - Assistant Facility Director
  - Facility Director
  - CYS Coordinator
  - Director, Family and Morale Welfare & Recreation
  - Deputy Garrison Commander
  - Garrison Commander

## **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, and emotional maltreatment, deprivation of necessities, or combinations of these, by an individual responsible for the child’s welfare under circumstances indicating that the child’s welfare is harmed or threatened. The term encompasses both acts and omissions on the part of a responsible person. A “child” is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility or any staff person providing out of home care is legally responsible.

**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:

1. Report incident to the installation Reporting Point of Contact (RPOC). The RPOCs are
  - the Chievres MPs at 597-5252/068.25.5252
  - the Brussels MPs at 597-9760/02.280.9760
  - the Brunssum MPs at 597-4555/0031.0.45.534.0555
2. Notify the appropriate CYS program director after notification to RPOC.
3. Report the incident to State Child Abuse Hotline (if required by state law/host nation agreement).

DoD Child Abuse and Safety Violation Hotline posters are placed in visible and high traffic areas throughout all CYS facilities should a parent/guardian/staff need to report incidents

of suspected abuse.

Any CYS staff member who has been named in an allegation (institutional child abuse) will be removed and reassigned from direct contact in a program with parents/children/youth. The employee will not be authorized to return until an “unfounded” determination is made in writing by ALL investigating bodies.

Contact numbers are as follows:

- DoD Child Abuse and Safety Violation Hotline number is: CONUS: 1-877-790-1197
- Installation Family Advocacy Program (FAP) - DSN 597-7370 COMM 065.75.7370

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

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

Staff under LOSS will be identified by nametags with first and last names and burgundy scrubtops or red bib aprons or red polo shirts. Staff who has 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 works along with the parent/guardians using positive guidance (positive discipline, positive parenting and gentle 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 removal of a CYS staff member, contract employee or volunteer.

## **Determining Accommodation of Children and Youth with Special Needs or Behavioral Issues**

**CYS WILL:** Include children with special needs in all programs and services to the extent possible within resources available, and based on each individual child's condition and safety considerations.

**CYS WILL NOT:** Solely based on a diagnosis of special needs or medical condition, exclude, deny or discriminate in any CYS program or activity.

The Office of the Deputy Chief of Staff, G9 (DCS G9) is the approval authority for accommodation or denial of care for children/youth with diabetes or other medical special needs. The Installation Management Command (IMCOM) G9 CYS Chief is the approval authority for denial of care for children/youth with persistent unsafe behavior. The processes applied in cases of reasonable accommodations will be communicated to parents through individual conferences and information provided at registration when special needs are identified by parents. In the event it is necessary to deny care, CYS will attempt to locate and refer parents to alternative care or services to the extent available.

**Processes for Children and Youth with Persistent Unacceptable or Unsafe Behavioral Patterns.** Children/youth who exhibit unacceptable/unsafe behavior patterns, which are deliberate or have negative impact on other children, youth and/or adults, may need temporary, or permanent, alternative child care/out of school options. If the behavior is repetitive, the facility manager and trainer may contact the family to schedule a support plan meeting to develop strategies to support the child/youth.

1. The first step in the behavior support process includes a variety of classroom techniques for teachers to use with children.
2. In the second step, the CYS behavior support team will conduct focused observations to determine the cause of the behavior. The trainer will focus on the behaviors directly observed, both positive and negative and provide the classroom teachers with feedback/suggestions in assisting your child. In addition, CYS will contact Kids Included Together (KIT) for recommendations for support. KIT is a national nonprofit dedicated to promoting acceptance of differences by teaching people how to meaningfully include children with disabilities or complex needs. KIT also helps organizations create and sustain inclusive environments in which all children can thrive.
3. In the third step, we will share what has been learned through the observations and develop additional supports for your child/youth. At this meeting, we will discuss the outcome of the observations, recommendations from KIT and use your input to create behavior modification strategies. We will meet with you to adjust the plan on monthly basis or more often if necessary to meet the individual needs of your family or child/youth. If the support plan is effective, we will continue the behavior support strategies. If however, the team determines your child/youth cannot safely be supported in CYS, management may assist you in finding alternate care options.

**Biting:** Policies will focus on modifying the child's behavior within the existing environment rather than "suspending" the child.

**Bullying:** Army Garrisons 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 in which you wish to be treated.

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

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

**Close Circuit Television (CCTV):** CYS CCTV is a quality assurance mechanism for the organization, the government and parents. The systems are part of a comprehensive child abuse recognition and reporting "tool kit" that includes background checks, child abuse prevention and identification training, facility control (locked doors and sign in/out procedures), Line of Sight Supervision (LOSS), Child Abuse Risk Assessment Tool (CARAT), parent/legal guardian access, vision panels, etc. The CYS CCTV is not intended to cover 100% of the facility, but rather supplement the processes already in place to ensure the safety and well-being of children/ youth in our programs. The cameras record audio and video of 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 Military Police (MP) and Criminal Investigation Division (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.

All rooms in a CDC 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:**

	Age	Adult/Child Ratio
Infants	6 weeks-12 months	1:4
Pre-Toddlers	12 months-24 months	1:5
Toddlers	24 months-36 months	1:7
Pre-School	3-5 year olds	1:10
Kindergarten	5-6 year olds	1:12
School Age	5-12 year olds	1:15
Youth	13-18 year olds	1:15

**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. All other CYS professionals (directors, cooks, etc.) complete an orientation and ongoing training as well.

**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 Family Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. Moreover, parent/guardians who participate in the program may earn points toward fee reduction on their childcare. For detailed information on the various ways parent/guardians can participate in CYS programs and activities, contact your Parent Advisory Board (PAB) representative or facility director.

**Regulations:** Regulations and services apply uniformly throughout the DoD and 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):

- AR 608-10, Child Development Services
- AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
- Installation Management Command (IMCOM) Regulation
- DoDI 1015.2, MWR Programs
- DoDI 6060.02, Child Development Programs
- DoDI 6060.04, Youth Services Programs
- DoDI 1402.05, 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:** The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs undergo a rigorous national 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 for ages 0-5 and helps Families identify high-quality programs for their young children. Accreditation is valid for four years.
- The Council on Accreditation (COA): COA standards for Children Youth Development (CYD) programs are designed to promote a program’s capacity to provide quality experiences that help children thrive. Accreditation is valid for five years.
- National Association for Family Child Care (NAFCC) - Awarded to family childcare providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the family 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 to import the patron’s information (e.g. names, birth date, child’s health records, etc.) that 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 six weeks through 18 years old in CYS programs. Eligible patrons of Department of Defense (DoD) Child Development Programs (CDP) include active duty military personnel; DoD civilian personnel paid from both appropriate funds (APF) and non-appropriate funds (NAF), reservists on active duty or during inactive duty personnel training and DoD contractors. Priority for care is based on Office of Secretary of Defense (OSD) priorities established in MilitaryChildCare.com

The purpose of the CDP and 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 are not considered an entitlement. (Reference: DODI 6060.2 and 6060.3, #4 Policy.)

Foreign Military Service members assigned to the installation 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.

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.

Child care programs are provided for retirees on a space available basis. Retired military personnel are eligible to use SKIES, and Sports and Fitness programs where fees are not based on TFI.

### **Definition of Parent:**

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

**Parent Central Services (PCS):** 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/NATO ID Card (military, civilian, DoD contractor assigned to the garrison, Reservist/National Guard, active duty Soldier on orders)
- Determines all of the services patrons need and want
- 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
- Determines patron fee category IAW with the latest fee policy
- Schedules new patrons for program orientations
- Sends e-News publications and messages and contributes to websites of interest to parents.

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

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

- Proof of Eligibility – ID Card (sponsor or spouse)
- Parent(s) Current Home and Work Address
- Health Screening Tool
- Medical Action Plan (MAP)/Special Diet Statement (SDS) if needed
- Proof of Child Eligibility (i.e. legal guardianship papers, child military ID card, or Tricare card or DEERS printout from Soldier’s AKO)
- Official Immunization Record or transcription
- Proof of Parent(s) 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)
- Military Orders

All forms must be signed and dated to complete registration!

DD Form 2652	Application for DoD Child Care Fees
Liability Waiver	Teen Self Registration Form
Family Care Plan (dual/single military only)	
Health Assessment /Sport Physical Statement	
Health Screening Tool (SNAP) Form/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. This includes the flu vaccination. Per AR40-562 "Immunizations and Chemoprophylaxis," flu shots are required for both CYS staff and children. USAG Benelux CYS parents will be required to provide CYS with documentation that their child has received an annual flu vaccination no later than December 1<sup>st</sup> of each year.

**Medical/Non-Medical/Religious Waivers:** As with any vaccine, a waiver may be requested for those with a medical or non-medical objection. Philosophical exemptions are not permitted. All requests for medical waivers must include a written statement from the child's health care provider specifying the immunization that is requested to be waived and the medical condition that exempts the child from being immunized. Medical waivers are submitted to the Army Public Health Nurse for submission to the Chief, Installation Department of Public Health. A request for a waiver based on a religious objection must be accompanied by a signed statement of the parent specifying the religious objection. Non-medical waivers must provide a written request for waiver explaining the objection to the vaccination. Non-medical waivers must be submitted by installation CYS, through the IMCOM Directorate (ID) and Army Material Command (AMC)/Installation Management Command (IMCOM) to Headquarters Department of Army DCS, G-9. The APHN will be apprised of all approved waivers. Children/youth will be excluded from child care in the event of an outbreak of a vaccine preventable disease.

Immunization is applicable for child care programs. Immunizations are not required for sports, SKIES or Middle School Teen Open Recreation. In the event of a declared outbreak, youth will have to show proof of receipt of applicable immunization in order to participate in the Youth program.

Dependents of households where at least one parent/guardian is a U.S. citizen must follow the U.S. pediatric immunization requirements. NATO patrons are encouraged to follow the US immunization requirements, or may follow the immunization requirements based on the Sponsor's citizenship. In the event of a declared outbreak, all children will have to show proof of receipt of applicable immunization in order to continue to participate in the program.

**Health Assessment/Sports Physical Statement:** current health assessment/sports physical statement, within one year of registration, is required for children 5th 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 are good for three years, as long as the child does not have any major health status changes. Sports physicals are good for 12 months.

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 and SKIES Unlimited programs are exempt from this requirement.

**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. Soldiers must report that they have Family members with special needs and, if determined necessary by the Army Medical Department, enroll in the Exceptional Family Member Program (EFMP). 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 are invited to participate in the Multidisciplinary Inclusion Action Team (MIAT).

Children and youth with the following conditions may be referred to the MIAT:

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

**Multidisciplinary Inclusion Action Team (MIAT):** The Multidisciplinary Inclusion Action Team (MIAT) is a multidisciplinary team established to ensure appropriate placement for children requiring reasonable accommodation or supervision while attending CYS Programs. The team meets to coordinate and review any new applications that indicate any possible special needs to review concerns regarding children already placed in Child and Youth Services (CYS) programs. Children that have been diagnosed with medical conditions, functional limitations or behavioral/psychological conditions are screened by APHN. 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.

**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. SDS are valid for three years with annual parent/ guardian signature confirming no change in child's condition. 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 MAP. MAPs, 7625-3 or Tool #2 are valid for one year or until notified of health status changes, based on the date signed by a physician or APHN. 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.

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

**Wait List:** Because of the high demand for childcare, it is not unusual for Families to be placed on a waiting list. Patrons can access this service by visiting [MilitaryChildCare.com](https://militarychildcare.com). This DoD program makes it easier to find the child and youth care your family needs. Now military and DoD Civilian Families can search for child and youth care options through a single website. Using MilitaryChildCare.com, you can find comprehensive information on child care programs worldwide, conduct a customized search for the care you need, and submit a request for care at any time and from any location.

Note: It is the responsibility of the parent/guardian to confirm interest in remaining on the MilitaryChildCare.com wait list every 45 days. Failure to do so will result in removal from the wait list and patrons will have to submit a new request for care.

When a space is offered in a viable care option parent/guardians are given 48 hours to accept or decline the space. If the viable care option is declined, then the child's/youth's name will be moved to the bottom of the wait list you are on. 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 (part/full day, hourly, etc.) and the appropriate age group (infant, toddler, preschool and school-age) for the child.

**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 a completed form. CYS staff will validate the registration form. If registration is not validated within five working days from receipt, 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 however, 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**

**Arrival & Departure Procedures:** Under no circumstance will a child be released to any person who is not authorized to pick up the child. Maintaining accurate accountability of all children will be maintained at the classroom level.

Upon entering the CYS facility, parents/designated representative will swipe their child into the Child Youth Management System (CYMS) at the front desk before proceeding to

their child's classroom. Under no circumstance will the parent/designated representative move beyond the front desk without first swiping in. After swiping in at the front desk, the parent/designated representative may proceed to the classroom. Upon entering the classroom, the parent/ designated representative will sign the child in, annotating his/her name, date, time and signature.

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

Middle School/Teens (MST) youth participate in an open recreation program, which means they are allowed to enter and depart the facility without a parent/designated representative. MSTs will swipe their key fob or enter their PIN and sign in before they may participate in the CYS program.

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

Parents/guardians and visitors will enter and exit CYS facilities through the front entrance/ reception area, except during emergency evacuation and fire drills. During evacuations/ fire drills, patrons will follow designated facility evacuation procedures. Unless prior written arrangements have been made with CYS personnel, only parents or parent designees shown on DA Form 4719–R may take a child from a CYS program. Children may not be released to siblings or other children under age 13 unless approved by the program director on a case–by–case basis.

School–age youth may walk independently to nearby sports and Instructional Program Activities IAW Garrison Home Alone Policy and with written parent consent.

Parents will not be denied access to their child, including the right to pick up their child from a CYS program **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 one (1) hour** after being notified. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

- Inability to participate in daily activities.
- Obvious illness such as:
  - Temperature above 100.5° F (38.06° C) for children 3 months or younger or above 101.0°F (38.3° C) for children older than 3 months (All ages 100° F (37.8° C) and at least one respiratory symptom during influenza season 1 Oct - 31 May)
  - Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on

- Scabies—Pimple-like rash, scales or blisters and track like burrows in the skin
- Ringworm—Fungal infection, often ring shaped rash
- Chicken pox—Itchy, raised, pink or red fluid-filled blisters
- Lice—Grayish-white adults, Nits (lice eggs) attach to hair shafts
- Strep—Culture proven strep that has not been under treatment for at least 24 hours. (Red, sore, swollen tonsils w/ white (pus) patches and fever)
- 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, and hepatitis
- Pinworm—Intestinal parasite, usually presents with anal itching

**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 without the use of antipyretic or fever reducing medications (ex. acetaminophen or ibuprofen)
- Nausea, vomiting or diarrhea has been absent for 24 hours
- There are no weeping sores
- Chicken pox lesions have all crusted over, usually 5-10 days after onset
- Scabies is under treatment
- Lice is under treatment
- Pinworm has been treated for the past 24 hours
- Eyes and ears are free of discharge
- Ringworm has been treated for the past 24 hours and areas are covered
- Lesions from impetigo are no longer weeping and the child is under treatment
- The child has completed the contagious stage of illness (a doctor's note **may be** requested)
- The child feels well enough to participate in scheduled daily activities

**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 repellents 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). Basic care items purchased from the host nation with non-English labels are acceptable if on the local approved list. An authorization form must be obtained from the parent/guardian prior to initial use. 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 center director or CYS Nurse 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. **Please note: All medication (to include OTC must be checked in at the front desk and reviewed/signed off by a member of management. No medication (to include OTC is authorized in the classrooms unless it is prescribed by the physician and has been properly documented on CYS required documentation. All medication must be stored out of reach of children and therefore may not be left in your child's bag.**

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 part/full-day care or regularly scheduled school-age programs. Medications not on the approved medication list must have a medication "Exception to Policy" in place from Higher Headquarters Installation Management Command which can take approximately four weeks to process. 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 knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written instructions from the youth's health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth **must** refer to the parents and health care provider for assistance. Parent/guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs. Youth must self-administer all medications in the presence of CYS staff who will then document the event.

**Rest and Nap Periods:** Child/youth enrolled in CDC 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/napping patterns.

### **Personal Items from Home:**

- **Clothing:** Children should come to the center dressed appropriately for the weather (e.g. jackets and hats for fall and spring; coats, boots and snow pants, gloves/mitten for winter). Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses and clothing that may pose a choking hazard (e.g. mittens with strings) are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking, and water and sand play). Two

changes of clothing for all children under school-age are recommended. All clothing and accessories should be labeled with your child's full name.

- **Shoes:** Children's footwear should have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, thongs, heels without straps or wedged heels are not authorized in CDC and SAC.
- **Jewelry:** accessories such as earrings, rings, bracelets, necklaces, and barrettes are not permitted for children under three or children who are in multi-age rooms with children under three.
- **Sleep Aids:** If your child is over 12 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the program. It is not recommended that children younger than 12 months sleep with soft toys. The nap time toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.

### **Diapering/Toilet 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 2½ years, but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants.

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

### **Celebrations:**

- **Birthday and Holidays:** CYS recognizes that religious, ethnic and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth. All food items must be store bought (e.g. cake or cake mix in its original sealed package) and approved in advance by the director and/or dietician prior to serving to children. Food items may not be prepared at home or in unapproved facilities.
- **Special Events:** Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. 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 childcare 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 CYS Emergency Response Plan. Specific information can be obtained from your local CYS program. 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. Causes for evacuation could be fire, bomb threats, explosion, flood, severe thunderstorm, severe winter storm, hurricane, tornado, toxic fumes, electrical failure or structural failure. Parents/guardians and military police will be notified.

Emergency response plans are developed considering two scenarios of evacuation:

- **Shelter In-Place Evacuation:** Keeping children/youth and staff in place, but securing location for emergency at hand; e.g., tornado and chemical release. Shelter in place in the facilities are mainly areas away from windows (such as hallways).
- **On-Site Evacuation:** Movement of children/youth and staff out of buildings affected and relocate to other areas on installation (if needed). Designated safety area is approximately 50 feet from the facility. Each program (CDC, SAC, and YC) has established a designated safe area outside the 50-foot perimeter. Please note: No child/youth will be dropped off/picked up during evacuation procedures (this applies to drills as well). Parents may remain with child during evacuation procedures. Children may return to their room/facility when they are instructed that it is safe to go.

Lockdown: If a “lockdown” order is given, children will be moved to a safe location in the building. Please note that during a “lockdown” parents **will not** be allowed in or out of the facility until the all clear is given.

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 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.

- Seatbelts 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 gum and drinking are prohibited in vehicles
- No objects (including body parts) 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:** CDC programs provide all infant jar food, cereal and teething biscuits. 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 provided 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 MIAT care plan due to medical reason.

Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months.

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

**Family Style Dining:** With the exception of SAC and YC programs that serve buffet-style meals, CYS programs sit and dine “family style” with children/youth in 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:** Classes are offered at least quarterly. Regularly scheduled classes may include some of the following
  1. Child growth and development
  2. Special needs awareness
  3. Character counts
  4. Baby sign language
  5. Child guidance techniques
- **Parent Advisory Board (PAB):** The PAB is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/guardians concerns are channeled through the program director to the installation commander for review and disposition.
- **Parent 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 three hours a day) CYS childcare programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. Child Development Centers (CDC) support 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. Extended hours per operations are according to the Installation’s Child Youth Operations Plan (ICOP).

Families are not charged for approved Army mission related extended hours care. Families must provide written validation confirming the mission related extended hours care. The Soldier’s unit/sponsor’s supervisor will provide documentation to qualify for approved mission related extended hours care to the center based program staff.

**After Hours Care:** Children/youth must be picked up by posted closing time. When a child/youth is left at the site past closing, staff will attempt to contact the parent/guardian using all telephone numbers provided, to include the emergency release designees. If there are no positive responses to these calls, and the child/youth has not been picked up within one hour of posted closing time the military police will be notified and their procedure will be followed in reference to locating the parent and custody of the child/youth.

**Parking Lot and Traffic Safety:** In an effort to keep our children, patrons, visitors and staff safe while entering and exiting our CYS facilities, we ask that you be mindful that all laws are enforced on this installation. A few reminders are:

- 5 MPH within a parking lot
- All vehicles should be secured and locked when parked and unattended
- Children left unattended in vehicles will be reported to the MPs
- Unauthorized parking (i.e. fire lane) is not permitted
- Entering and exiting the parking lot on the wrong side is not permitted
- Engines may not be left running while patrons enter the facilities

## **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 another service supports the Army, 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 childcare subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD childcare subsidy. Only childcare subsidies that exceed the \$5K (\$2,500 for married individuals filing separately) exclusion and taxable and reportable. Sponsors are responsible for considering any Dependent Care Flexible Spending Accounts (DCFSA) to determine if the net value plus the DCFSA value exceeds the \$5K 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 member only; for DoD Civilians OCONUS who receive a housing allowance use the BAH RC/T with dependents rate of the lowest grade military equivalent from the Civilian Geneva Categories/DODI Equivalent Grades Chart. Current BAH chart is located at <http://www.defensetravel.dod.mil/suite/bah.cfm>

### Documentation Needed To Determine TFI:

1. Military sponsor's current Leave and Earnings Statement (LES)
2. Civilian sponsor's current LES or pay stub
3. Spouse/partner's and/or all adults who financially contribute to the welfare of the child, LES, W-2 forms, and/or other income documentation
4. Schedule C (IRS return) from previous year to demonstrate wages from self-employment
5. Letter from employer if spouse/partner has not yet 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.

Fees for blended Families AND fees for geographically separated Families will be based on the TFI of the household.

Families, regardless of their TFI category, must provide income documentation. Failure to provide the required information will delay the processing and approval of child care services and will result in denial of child care services.

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

Parent fees **will not** be adjusted unless:

- Unemployed spouse/partner finds paid employment
- Family is granted a financial hardship/extenuating circumstances reduction
- Annual internal review audit documents inaccurate documentation of TFI or fee changes
- Special circumstances (furlough)

Parent fees **will be** adjusted when:

- The Family moves to a new TFI category
- Child/youth transition between programs with different fees, e.g., full day care to kindergarten, full day to part day, after school to summer camp, CDC to SAC, etc.
- Army fee policy directs a fee change
- A financial hardship waiver is approved
- The Family relocates to another installation with different fees
- Special circumstances (furlough)

**Program Fees:** Are generated semi-monthly on the 1<sup>st</sup> and the 15<sup>th</sup> of the month. Parents can pay monthly fees for regularly scheduled full day, part day and part time care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the childcare 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 \$8 per hour per child for ALL CYS programs regardless of TFI category. **Multiple Child Reductions do not apply to hourly care.** Hourly care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of

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

- **CYS WebTrac Payments:** Some CYS programs allow patrons to make online payments. Please contact your local Parent Central Services for availability of WebTrac payment options.
- **Other Payment Options:** Payments may be made with cash, credit/debit card, and auto-debit.
- **Late Pick-Up Fee:** CDC and SAC programs have a late pick-up fee of \$1 per minute up to 15 minutes per Family per site regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the Family is later than 15 minutes, the Family is charged \$8 per child, per site for the remainder of the hour (45 Minutes) and then \$8 per child, per site for each hour thereafter. CYS emergency procedures will be followed when child(ren) is (are) left at program one hour after closing. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend childcare are made prior to pick-up. Be sure to contact Parent Central Services office regarding documents required for the approval of mission related circumstance.
- **Late Payment Fee:** 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 per child per payment cycle (semi-monthly) or \$20 (monthly).

**Late or Non-Payments:** The procedures followed are as outlined in the current DoD Fee Policy which include in part:

- 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 center director on 6<sup>th</sup> day of the first delinquent billing cycle. Families with an outstanding balance will be contacted regarding the outstanding balance. This will include informing Families of their option to request a financial hardship waiver from IMCOM G9 and reminding them of penalties if payment arrangements are not made by established deadlines.
- Written notice of non-payment/potential termination by center director on 6<sup>th</sup> day of the second delinquent billing cycle. CYS will also do a final follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage them to seek assistance if warranted.

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

**Financial Hardship Waiver:** Families must demonstrate a need for a childcare 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 (GC). Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or GC. **Families whose childcare fees are 25% or more of their TFI may request a hardship review.** Contact the Outreach Services director at your childcare facility for



assistance in filing a hardship.

**Leave/Vacation Options:** Child care fees are annualized during registration for a two 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 two 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 Full/Part-Day programs ONLY.**

**Withdrawal/Out-processing:** Parents are required to provide at a minimum a 30 day 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. Patrons who provide more than a 30-day termination/disenrollment notice are eligible to receive a withdrawal discount of ten percent.

**Absenteeism:** No credits or refunds are issued for child/youth absenteeism due to:

1. Regular childhood illnesses or injuries (two weeks or less)
2. CYS program closures due to inclement weather, staff training, or special installation circumstances determined by the GC
3. Withdrawal except in situations approved by the CYS Coordinator where the child/youth has not started the class
4. Unused leave/vacation

Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the center director to the GC.

**Refunds:** are authorized for:

1. Program closures for repair or renovation when an alternate care setting is not provided
2. Unexpected prolonged child absence due to Family emergency or extended illnesses
3. Withdrawal from a regularly scheduled child care programs upon receipt of PCS orders
4. Withdrawal from a Youth Sport (occurring before mid-season of the sport) upon receipt of PCS orders

Forms are available at Parent Central Services or at your program facility.

**Parent Fee Reductions/Incentives:**

- € **Deployment Support Services:** Parents may receive a 20% deployment reduction for regularly scheduled childcare and reduction for other deployment support services. 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/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 childcare programs or seasonal youth sports offered by CYS. MCRs for childcare and youth sports are determined separately and may not be combined. MCRs are **not** applied to contractors, and specified space available patrons, hourly care, SKIES *Unlimited* fees, or School Age Center 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 MCR is applied to the second child and all subsequent children enrolled in a youth sport occurring in the same season.
- **Regularly Scheduled Childcare Programs:** MCR applies to Families with more than one child enrolled in ongoing childcare programs. The child enrolled in the highest cost care option is considered the first child and pays full fee. The Standard Army-wide MCR is applied to the second child and all subsequent children enrolled in regular ongoing childcare program.

## CHAPTER 5 - CURRICULUM AND PROGRAMS

### **Core Curriculum:**

- **Child Development Centers (CDC):** The Creative Curriculum is the authorized curriculum used in CDCs for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, Checkpoints, will be used to document the progress of children. All activities will be developmental in nature and recognize children's individual differences by providing an environment that encourages self-confidence, development of self-help and life skills, curiosity, creativity, and self-discipline as outlined in the Creative Curriculum. Concrete experiential learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural.
  - Typical child routines such as meal times, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

- **School Age Centers (SAC):** Curriculum and programming centers on the school age five services areas: Character and Leadership Development, Health, Wellness and Life Skills, Education Support and Career Exploration, Sports, Fitness and Recreation and The Arts. Children will have input into activity choices to ensure the activities meet their needs and interests. Documentation of child input into activities is on file in the program. Program choices are designed and implemented to meet a variety of child interests to cover a wide variety of 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):** This program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. The framework is comprised of five service areas to meet the core requirements. Youth will work together with staff to ensure they have input into activity choices. Activities must meet the needs and interests of the youth. Intent is to have a combination of youth and adult choices in the lesson plan. Youth will help determine frequency. Activities will reflect the program’s written philosophy and goals for youth in a prominent area.
  - Program opportunities will be offered in life skills, citizenship and leadership in the following program areas:
    - Youth councils, which will provide opportunities for youth to actively participate in planning and conducting youth programs. Volunteer community service will provide opportunities for youth to actively learn through service to their community.
    - Workforce preparation provides opportunities for youth to prepare for successful entry into the workforce.
    - Youth Technology Lab. Provides opportunities for youth to explore interests, enhance technology skills, and research information.
  - We encourage our Families to share their culture, heritage and home language throughout all curriculums.
  
- **Child and Youth Sports and Fitness Program:** The 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 three and above in the following sports:
  - Baseball/T-Ball
  - Soccer
  - Basketball
  - A minimum of two additional team sports offered at any time of the year based on community needs and interests.
- Individual sports are offered in 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
- **Outreach Programs:** Are offered in CDC, SAC, and MST in four areas throughout the year.
  - Intramurals (SAC/MST)
  - Motor Skill Activities (CDC/SAC) i.e. Start Smart
  - Skill Building Clinics (all)
  - Fitness Activities (all)

**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. Care is provided by trained staff and operations are subject to DoD Certification.
- **School-Age Centers (SACs):** Grades Kindergarten – 5<sup>th</sup> grade, offer before and after school programs, occasional weekend activities during the school year, summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification.
- **Youth Centers (YCs):** Ages 11-18 years, offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 6<sup>th</sup> – 12<sup>th</sup> who are generally 11 – 18 years of age. This is achieved through a comprehensive youth program framework consisting of the five service areas. Through formal partnership agreements with several nationally recognized youth-serving organizations, such as United States Department of Agriculture (USDA), 4-H and Boys & Girls Clubs of America (BGCA), youth have access to programs, standardized curricula, special events, camps, scholarships, etc., no matter where they live. Supervision and programming is provided by trained staff and operations are subject to DoD Certification.

- **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
- **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 NAYS 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:** Offers registration, enrollment, records transfer, parent education classes, and babysitter training and referral services for Families. Provides program information, via messages and contributes to web sites of interest to parents.
- **Kids On Site/Short Term Alternative Child Care:** Offers short term hourly child care for ages 6 weeks–12 years 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 FMWR facilities, chapels, Armed Forces Recreation Centers, hotels, schools, armories, etc. Parents remain on site or are immediately available in an adjacent facility.
- **Parents On Site/Parent Co-Ops:** Offer support services for the operation and management of parent co-ops that exchange babysitting services, infant/toddler playgroups, and short term care in unit settings by Family members in one unit or organization for similar services at a future agreed upon time with Family members in another unit or organization. Parents provide care with CYS staff assistance and operations are subject to DoD Certification.
- **SKIES Unlimited Instructional Program:** Offers a 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 for ages 3-18 years. Provided by CYS employees and contract instructors in a variety of settings, which may include CDC, SAC, FMWR and community facilities and schools.

### **Deployment Support Services:**

- **Youth Technology Labs (YTLs):** Provide a safe, secure, and age appropriate place where children aged 6-18 years 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.
- **Respite Child Care:** Offers respite child care for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered 16 hours per child, per month at no cost care beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns.
- **“We’ve Got You Covered”:** Offers extended hours in designated CYS operations to ensure child care is available for enrolled full day children at no additional cost to Soldiers who have mission requirements beyond normal duty hours.

### **School Support Services:**

- **School Support Services:** Purpose is to reduce the conflict between military mission requirements and parental responsibilities related to grades 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 GC, Army Families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army Families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families.
- **Homeschool Support:** Provided to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these Families overcome unique challenges and barriers.
- **Homework Centers:** Create a safe and familiar before- and after-school academic support environment in school-age and youth centers for grades K-12.
- **School Youth Sponsorship Programs:** Ease school transitions in CONUS and OCONUS school.
- **Tutor.Com (K-1st Yr. College):** Offers free, online tutoring services to Family member children in grades K - freshman in college of active duty Army, deployed Army National Guard, deployed Army Reserve, Army Wounded Warriors/Survivors, inactive/part-time Army National Guard and inactive/part-time Army.