



UNITED STATES ARMY
CHILD & YOUTH SERVICES

2025

**Picatinny Arsenal
Parent Handbook**

CONTACT INFORMATION

Parent Central Services (Registration for all programs)

Building 3156

Monday-Friday 07:00-17:00

DSN: 880-5555 • CIV: 973-724-5555

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

Outreach Services

Building 3156

DSN: 880-5555 • CIV: 973-724-5555

CYS Health Specialist

DSN: 880-6971 • CIV: 973-724-6971

Child Development Center

Building 175

Monday-Friday 07:00-17:00

DSN: 880-4337 • CIV: 973-724-4337

Building 3228 Preschool

Monday-Friday 07:00-17:00

DSN: 880-8490 • CIV: 973-724-8490

Building 3153

Monday-Friday 07:00-17:00

DSN: 880-9055 • CIV: 973-724-9055

Building 3156 Strong Beginnings

Monday-Friday 07:00-17:00

DSN: 880-5555 • CIV: 973-724-5555

School-Age Center

Building 3156

Monday-Friday 07:00-08:00 and 14:30-17:00

School Out Days, All Camps..... 07:00-17:00

DSN: 880-5555 • CIV: 973-724-5555

Youth Center

Building 3228

Monday and Tuesday..... 14:30-17:00

Wednesday-Friday 14:30-20:00

Saturday..... 10:00-18:00

DSN: 880-7183 • CIV: 973-724-7183

School Liaison Officer

Building 3156

DSN: 880-5555 • CIV: 973-724-5555

Sports and Fitness

DSN: 880-7892 • CIV: 973-724-7892

CYS Website www.picatinny.armymwr.com

NOTE: CYS Programs are closed on all Federal Holidays.

TABLE OF CONTENTS

INTRODUCTION

- Welcome Letter
- Customer Service (Caregivers Creed/Customer's Covenant)
- Mission
- Vision
- Goals
- Philosophy
- Families
- Confidentiality
- Diversity/Non-Discrimination
- Open Door Policy
- Communication/Feedback
- Chain of Command

CHAPTER 1 - SAFETY & RISK MANAGEMENT

- Child Abuse and Neglect
- Background Clearance
- Sign In/Out of Facilities
- Child Guidance & Touch Policy
- Biting
- Bullying
- Behavior Support
- Closed-Circuit Television, CCTV
- Adult/Child Ratios
- Training & Professional Development
- Parental Involvement
- Regulation & Inspection
- Accreditation

CHAPTER 2 - REGISTRATION PROCESSES AND PROCEDURES

- Global Data Transfer
- Patron Eligibility
- Parent Central Services
- Items Required for Child/Youth Registration
- Immunization
- Health/Sports Physical Assessment
- Special Needs Identification
- Special Needs Accommodation Process/Multi-Disciplinary Inclusion Action Team (MIAT)
- Special Diet
- Medical Action Plan
- Reasonable Accommodation
- Wait List
- Middle School/Teen Registration

CHAPTER 3 - DAILY OPERATIONS

- Daily Admission/Release: Arrival & Departure Procedures
- Denial of Child Care Services

- Re-Admission After Illness
- Basic Care Items
- Administration of Medication
- Self-Medication
- Rest and Nap Period
- Personal Items from Home (Clothes/Shoes/Jewelry/Sleep Aids)
 - Diapering/Toilet Training
- Transitions
- Celebrations (Birthday & Holidays/Special Events)
- Emergencies (Closure/Evacuations/Mobilization)
- Accidents/Incidents
- Transportation Policy
- Field Trips
- Food & Nutrition
- Family Style Dining
- Parent Participation Program
 - Parent Education
 - Parent Advisory Board
 - Parent Conference
- Late Parent Pick-Up

CHAPTER 4 –PAYMENTS AND REFUNDS

- **Tax Liability**
- **Total Family Income (TFI)**
- **Program Fees**
 - Hourly Care Fees
 - Late Pick Up Fee
- **CYS Payment**
 - Late Payment
 - Financial Hardship Waiver
 - Leave/Vacation Options
 - Withdrawal/Out-Processing
 - Absenteeism
 - Refund
- **Parent Fee Reduction Incentives**
 - Deployment Support Services
 - Parent Participation Fee Reduction
 - Multiple Child Reduction (MCR)

CHAPTER 5 – CURRICULUM AND PROGRAMS

- **Core Curriculum**
 - **Child Development Centers (CDC)**
 - **School Age Care**
 - **Middle School /Teens**
 - **Child and Youth Sports and Fitness Program**
 - Baseline Programming
 - Get Fit...Be Strong
 - National Alliance for Youth Sports

- **CORE PROGRAMS**
 - **Child Development Center (CDC) (Ages 6wks-5yrs)**
 - **School-Age (SA) Centers (Ages 6-10 yrs)**
 - **Youth Centers (YCs): (Ages 11-18 yrs)**
 - **Youth Sports & Fitness Programs (Ages 3-18 yrs)**
 - **Parent and Outreach Services Programs:**
 - Parent Central Services (Ages 0-18 yrs)
 - Kids On Site (Ages 6 wks-12 yrs)
 - Kids at Home (Ages 6wks-18 yrs)
 - CYSitters (Ages 6wks-12 yrs)
 - Deployment Support Services:
 - Youth Technology Labs (Ages 6-18 yrs)
 - Child Behavior Consultants
 - Respite Child Care
 - **Community Based Programs:**
 - Mission Youth Outreach (Ages 6-18 yrs)
 - **Army School Support Services (Grades K-12)**
 - School Liaison Officer
 - Home School Support
 - Homework Center (K-12 grades)
 - School Youth Sponsorship Programs
 - Tutor.Com (K-1st Yr College)

Welcome Letter

Dear Parents,

Welcome to Picatinny Arsenal, Child and Youth Services (CYS)! 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 Agencies who support the mission of our Garrisons. Our highly trained staff is committed to providing a safe, nurturing environment that meets the holistic needs of the child/youth ages six weeks to 18 yrs old. Lastly, our programs and activities are specifically designed by early childhood and youth development specialist to meet the growing needs of 21st century military Families.

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

We thank you for partnering with Picatinny Arsenal 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 any of our childcare centers.

Again, thank you for considering Picatinny Arsenal, Child and Youth Services (CYS)!

Sincerely,

Jessica Crespo

Child and Youth Services 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 Child Development Centers.
- Predictable services
- Safe, healthy family-friendly environments
- Well managed programs

- Accountability for Army, Community, CYS Staff, Child/Youth and Parents
- Satisfied customers – Child/Youth, Parents, Army and Community
- Maintaining status as a “Benchmark for America’s Child Care” and becoming “Benchmark for America’s Youth Programs”

Goals:

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

□ **Affordability:** Operate efficiently within Army resource guidance. Establish fees that consider Army Family budgets and meet Army financial goals so that the CYS Program is affordable to both the Army and the Army Family.

□ **Quality:** To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult staff, volunteers and contractors.

□ **Accountability:** To safeguard the Army’s resources by efficient management oversight, good fiscal stewardship, reducing waste and protecting assets of programs and services to Soldiers and their Families.

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

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

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

Diversity/Non-Discrimination: In accordance with Federal Law, Title VII, the Department of Army, Child 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: CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

Communication/Feedback: Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS programs may do so at the following email address: jessica.l.crespo2.naf@army.mil If you do not have access to email, write your questions, comments or concerns and place them in the drop box designated by the Parent Central Services office. You have the option of remaining anonymous or, should you desire feedback, you may include your name and contact information. You may also complete an Interactive Customer Evaluation (ICE) survey <http://ice.disa.mil/>

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

Coordinator, Child and Youth Services Division: Jessica Crespo @ 973-724-4994

Director, Family and Morale Welfare & Recreation (FMWR): Andrew Ciccolella @ 520-692-8449

Deputy Garrison Commander: JR Rubio @ 973-724-2100

Garrison Commander: LTC Alex Burgos @ 973-724-7011

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 Services personnel notice or observe any signs of abuse or neglect, they must:

- a) Report incident to the installation Reporting Point of Contact (RPOC), the Picatinny Police at x6666 and the Department of Children and Families (DCF) at 1-877-652-2873 (1-877-NJ ABUSE).
- b) Notify the appropriate CYS program director after notification to RPOC.

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. DoD Child Abuse and Safety Violation Hotline number is: 1-877-790-1197.

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). LOSS is provided by means of the video surveillance system, vision panels within interior doors and windows, and/or management-level staff members regularly monitoring the individual under LOSS.

Staff under LOSS will be identified by nametags with first and last names and red apparel. Staff who have completed background checks will be identified by nametags with first and last names and green apparel. Classroom leads will be identified by nametags with first and last names and blue apparel. 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, 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 removal of a CYS staff member, contract employee or volunteer. Procedures for positive guidance and appropriate touch are available at each facility.

Biting: Policies will focus on modifying the child's behavior within the existing environment rather than "suspending" the child. When this is not possible, 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 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.

Behavior Support: When addressing challenging behaviors, CYS will reference Operational Guidance for Behavior Support. Army CYS uses a support pyramid model to understand and respond to concerning and unsafe behavior. Pending level of support needed, behavior is an opportunity for CYS personnel to teach skills and help youth connect in positive ways through the creation of individualized behavior support plans. Exclusionary measures may be considered when unsafe behavior persists.

Closed-Circuit Television: All CYS program facilities utilize a comprehensive closed-circuit television. CCTV 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. All requests must be submitted in writing to the CYS Coordinator. 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. 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 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). We encourage infants and toddlers to stay with same teaching staff for a period of nine months or longer.

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:

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

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. All CYS programs will be closed twice annually for Staff Development.

Parent Involvement: Parent /Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplinary Team Inspection (MDTI), program surveys, NAEYC/COA Accreditation and Parent Advisory Board. 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 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 Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL).

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 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 0-5 years) and helps families identify high-quality programs for their young children.
- **The Council on Accreditation (COA):** Standards for Child and Youth Development include Program Administration, Human Resources, and Out-of-School-Time. 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. Out-of-school-time Standards set forth additional recommended practices for working on children/youth development afterschool and on school out days.

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.) 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 eighteen years old in CYS programs. Eligible patrons of Department of Defense (DoD) Child and Youth Services include:

- ☐ Active-duty military personnel
- ☐ DoD civilian employed at the installation paid from both appropriated and non-appropriated funds
- ☐ Reserve component military personnel on active duty or inactive duty training status
- ☐ Active duty combat related wounded warriors
- ☐ Gold star 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
- ☐ Others authorized on a space available basis

The purpose of CYS 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 is not considered an entitlement.

Definition of Parent:

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

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

- ✓ Verifies a patron's eligibility using the DoD ID Card (Military, Civilian, DoD contractor assigned to the Garrison, Reservist/National Guard, Active-Duty soldier on orders)
- ✓ Determines services patrons needs (Wait list, hourly, part day, full day, SAC, MS/T, Sports, etc.)
- ✓ Explains age-appropriate programs associated with patron's children
- ✓ Refers patrons to www.militarychildcare.com for request for care options
- ✓ 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

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 Child Eligibility** (i.e. Legal Guardianship papers, Child Military ID Card, or Tricare card or DEERS printout from Soldier's AKO)
- ☒ **Immunization Record or transcription**
- ☒ **Proof of Income:** (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment)
- ☒ **Health Assessment/Sports Physical Statement or Well Baby Check Up** (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!

Immunizations: Children/Youth accepted must have written documentation of all age-appropriate immunizations. Child/youth immunizations must be up to date in order to participate in CYS programs. The only allowable exceptions to this requirement are for health care provider-documented medical reasons or for religious objections. Philosophical exemptions are not permitted. An immunization waiver request form must be submitted to the CYS Coordinator at least 30-days prior to the immunization due date. All approved medical and non-medical waivers must be reviewed annually.

Health Assessment/Sports Physical Statement: A current health assessment/sports physical statement, within one (1) year of registration, is required for children fifth (5th) grade and under and youth enrolled in full day care options. 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 valid for three (3) years, as long as the child does not have any health status changes.

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 (annual) 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 may be asked to participate in the Multi-Disciplinary Inclusion Action Team (MIAT).

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

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

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

Special Diet: 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 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 (MAP). Medical Action Plans (MAPs or Tool #2) are valid for one year or until notified of health status changes, based on the date signed by physician. 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: Due to the volume of care requested, patrons will need to be placed on a waiting list. The Department of Defense program, MilitaryChildCare.com, makes it easy for families to find child and youth care. Military and DoD families can search for care options through this website. MilitaryChildCare.com allows families to find comprehensive information on childcare 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: School Age children enrolled in Before School, After School, and Before & After School Programs are not required to request care through MCC for school out days/summer camp. Occasional users (those not regularly enrolled in Before/After care) will be required to request care via MCC for all school out days. To be considered a “regular” patron, school age child must be enrolled in Before/After care majority of the school year to gain priority registration for summer camp.

Middle School Teen Registration Items Required:

- ☒ **CYS Youth Program Registration & Sponsor Consent**
- ☒ **Middle School/Teen Code of Conduct**
- ☒ **Youth Technology Lab Parent Permission/Agreement Card for Internet Use**
- ☒ **Additional Medical Paperwork if applicable**

CHAPTER 3 - DAILY OPERATIONS

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

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

School Age children will swipe their key fob and CYPA will sign child(ren) in upon entering the facility when dropped off at program by school transportation.

Note: To ensure that all children enrolled in the program are accounted for, Program Staff will contact parent(s) when child/youth do not arrive to the program at their usual time. Parent(s) should notify program if child/youth will be absent or late. Sponsor/Spouse or emergency contacts/school/transportation department (when applicable) will be contacted through all communication options available to Program Staff until child/youth is accounted for.

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

MST youth will swipe their key fob 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 the CYMS profile print 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, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the care giving site.

Picatinny Arsenal Supervision Guidelines prohibits children to be left unattended in a vehicle. Picatinny Police will be contacted with any observation of child left in vehicle. Note the designated spots to park for drop off/pick up. Leaving an idling vehicle unattended is prohibited.

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 30 minutes after being notified.

Note: Parents should provide Program with emergency contact or alternate pick-up options in the event parent(s) cannot respond to pick up request within 30-minute timeframe.

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 for children 3 months or younger or above 101°F for children older than 3 months. During Flu season exclusion temperature is 100°F with one other respiratory symptom present. (Vomiting, diarrhea, and intestinal upset are additional common influenza symptoms that may be observed in children)
- Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies—Crusty wavy ridges and tunnels in the webs of fingers, hand wrist and trunk.
- Ringworm—Flat, spreading ring-shaped lesions.
- Chicken pox—Crops of small blisters on aired base that become cloudy and crusted in 2 to 4 days.
- Head lice—nits—Whitish—gray 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.
- Pinworm infestation.
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections.
- Respiratory Virus (COVID-19, flu, RSV)

Re-Admission after Illness: CYS staff will provide Parent/Guardian with an illness/injury readmission form 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 fever reducing medication)
- 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
- 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.
- 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.
- Hand, foot, and mouth disease - fever subsides usually 2 to 3 days; rash is not contagious.

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. An authorization form must be obtained from the parent/guardian annually in order for such items to be applied. Basic care items must be in their original container, stored out of reach of children, and must be labeled with the child's first and last name. Basic care items will be returned if expired or no longer needed.

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, partday 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 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. All rescue medications must remain at CYS. Medication storage will remain out of reach of children and easily accessible to CYS staff within any program area the child participates. Any expired medication will be returned to the parents for proper disposal. 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 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 full-day programs or hourly care will have a rest period, usually following lunch. Child/youth wishing to nap can do so, while other children/youth engage in some other quiet activity (e.g. read a book, coloring, etc). Infants are allowed to follow their own resting/naping patterns. Infants will be put to sleep as recommended by the American Academy of Pediatrics in order to reduce the risk for Sudden Infant Death Syndrome. Exceptions requested by physicians to place infants on the stomachs due to a medical condition are permissible with detailed, written instructions. A CYS Infant Sleep Position

Agreement must be signed by all patrons enrolling children in CDC programs less than 12 months of age.

Personal Items from Home:

- **Clothing:** Children should come to the center dressed appropriately for the weather (e.g. jackets and hats for fall and spring; coats, boots and snow pants, gloves/mitten for winter). Children should come in "play clothes" so that they feel free to participate in indoor and outdoor activities. Long dresses are not permitted for safety reasons. Washable clothing is recommended as children may be involved in messy developmental activities (e.g. art, cooking, and water and sand play). Two changes of clothing for all children under school age are recommended. All clothing and accessories should be labeled with your child's full name.
- **Shoes:** Children's footwear should have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, thongs, open-toed shoes, Crocs, heels without straps or wedged heels are not permitted.
- **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 permitted that children younger than 12 months sleep with soft toys. The naptime toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.

Diapering/Toileting Training:

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

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

Celebrations:

- **Birthday and Holidays:** CY Services recognizes that religious, ethnic and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth. Outside food is not permitted.
- **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.

Emergency Closures/Evacuations/Mobilization: In the event of emergency, mobilization or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Emergency Action 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 Picatinny police will be notified. Specific information can be obtained from your local CYS program.

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 Picatinny police will be notified, and their procedure will be followed in reference to locating the parent and custody of the child/youth.

Accidents/Incidents: In the event of an accident/incident 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 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 file, recorded in CYMS, and evaluated periodically to evaluate trends. Serious accidents/incidents and child abuse allegations are reported to higher headquarters and Garrison Leadership.

Transportation Policy: CYS staff obtain a Commercial Driver's License in order to safely transport children/youth on and off post. Failure to follow safety rules may result in the suspension of a child's/youth's transportation privileges. The CYS program does not provide/utilize bus monitors 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. Risk Assessments are completed by Staff, reviewed by Program Management, Garrison Safety Office and Force Protection, and approved by FMWR Leadership 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. Field Trip ratios and ratios for high-risk activities must follow guidance. Please consult the program director for additional information on field trip ratios and high-risk activities.

Food and Nutrition: CYS wants to be an active partner in helping your child learn to enjoy a variety of foods as part of developing healthy lifetime eating patterns. Across all Army Garrison CYS programs, standardized menus offer seasonal breakfast, lunch, and snack options. Menu options include required whole grain items, less sugar, and an increase in fruit and vegetables.

CDC programs provide all infant jar food and cereal. CDC programs offer 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 per IMCOM guidance with infant's first and last name, date, time and assigned color coding system.

Glass bottles are allowed with silicone sleeve and appropriate labeling, as described above. 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 cleanup 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 or off post. ***Parent/guardians who wish to take advantage of this cost saving opportunity can receive a 10% reduction on one month's childcare fee.*** Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

- **Parent Education Classes**
- **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.

- **CYS Special Events/Program Activities:** Opportunities for sharing culture, heritage, and home language.

Late Parent Pick Up: 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 Operating Procedures to address alternate childcare placement.

CHAPTER 4: PAYMENTS AND REFUNDS

Tax Liability: All Civilian Families using on-post childcare 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 childcare 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 \$5,000 (\$2,500 for married individuals filing separately) exclusion are taxable and reportable. Sponsors are responsible for considering any Dependent Care Flexible Spending Accounts (DCFSA) to determine if the net value plus the DCFSA value exceeds the \$5,000 or \$2,500 amount.

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

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.

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

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

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

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

Parent fees **will be** adjusted when:

- The Family moves to a new TFI Category.
- Child/youth transition between programs with different fees, e.g., Full Day to Part Day, After School to Summer Camp, School Age Care to Youth Program, 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: Fees are generated semi-monthly on the 1st and the 15th of the month. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the 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 Total Family Income (TFI) category. SAC patrons may also request care for a half day (<4 hours at \$34) or a full day (>4 hours at \$54) on No School Days. Gap days longer than three (3) days would be assessed camp fees. **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.
- **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. After 15 minutes, the charge is \$8.00 per child/per site for the next 45 minutes. 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.

CYS Payments: Payments may be made with credit card, auto debit or online through WebTrac.

- **Late Payments:** Payment for regular scheduled care for full day/part day care. Late payment fee is charged after the 5th business day and is \$10.00 per child per payment cycle (semi-monthly) or \$20.00 (monthly).

When late or non-payments have been identified, the procedures as outlined in the Army Fee Policy will be followed which include:

- **Verbal Warning.** By Front Desk staff during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.
- **Personal Follow-Up.** By Program Manager on 6th day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing Families of their option to request a Financial Hardship Waiver 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 6th day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, Program Manager should also do a final verbal follow-up in conjunction with this letter to ensure the Family fully understands the pending consequences and to encourage them to seek assistance if warranted.

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. Fee Adjustments for Financial Hardships must be reevaluated at least every six months by the counselor or Garrison Commander. **Families whose childcare fees are 25% or more of their Total Family Income (TFI) may request a hardship review.** Contact the Outreach Services director at your childcare facility for assistance in filing a hardship.

Leave/Vacation Options: 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 2 weeks' advance notice prior to taking leave/vacation. **Leave vacation options are available to patrons enrolled in full day CDC/Kindergarten programs ONLY.**

Withdrawal/Out-processing: Parents are required to provide a minimum 30 days' notice in writing prior to withdrawal. This notice should be given to the Center Director, Assistant Director or Administrative Support staff. Failure to submit written notification will result in ongoing assessment fees.

Note: A one-time ten percent reduction may be applied to the final payment for full day, and before/after school care programs when a notification of more than 30 days for withdrawal or disenrollment for a program is provided. This reduction is not applied to Families transitioning to other on post CYS programs (e.g. transition from CDC to SAC, etc.)

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, staff training, or special installation circumstances (such as holidays) determined by the Garrison Commander (GC), (c) withdrawal except in situations approved by the CYS Coordinator where the child/youth has not started the class and for (d) unused leave/vacation. Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the program director to the garrison commander.

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

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services: Parents receive a 20 percent deployment reduction for regularly scheduled childcare and reduction for other deployment support services.

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 childcare programs or seasonal youth sports offered by CYS. MCRs for childcare and youth sports are determined separately and may not be combined. MCRs are *not* applied to Hourly Care or School Age occasional user fees.

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

Regularly scheduled childcare programs (Full-day, Part day, 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 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 mealtimes, clean-up times, napping and rest times, and diapering and toileting are integral parts of the curriculum, not separate items between curriculum areas. Daily specific lesson plans and schedule along with weekly lesson plans are posted.

The Army's Strong Beginnings Pre-K is designed to prepare children to be successful to enter school. Curriculum focuses on the social, emotional, and physical development of children. Strong Beginnings Pre-K provides developmentally appropriate preparation for Kindergarten in a way that promotes resiliency and a lifelong love of learning. It provides a wide variety of activities within a routine, where purposeful play is encouraged, and children develop vital cognitive, linguistic, social and emotional skills.

SCHOOL AGE CARE (SAC)

Curriculum and programming centers around the school age five services areas: Education and STEM, Sports and Recreation, The Arts, Health and Wellness, & Leadership and Service. 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.

MIDDLE SCHOOL/TEENS (MST)

The MST program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. The framework is comprised of Five Service Areas to meet the core requirements: Education and STEM, Sports and Recreation, The Arts, Health and Wellness, & Leadership and Service. 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 the following program areas:

- Youth Councils 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 Development 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 Sports & Fitness Program Framework is comprised of Four Service Areas:
 - Team Sports: Three (3) Baseline Sports, such as soccer, baseball or t-ball, and basketball. Two (2) Locally-Selected Options, such as softball, hockey, swimming, bowling, double-dutch, flag football, tackle football, cheerleading, volleyball, water polo, team handball, etc.
 - Individual Sports: Three (3) Locally-Selected Sports, such as golf, in-line skating, wrestling, swimming, skiing/snowboarding, archery, etc.
 - Fitness and Health: Nutrition Education/Counseling and Health Promotion Activities/Events. At Least One Other Locally-Determined Option, such as aerobics, swimming laps, weight-lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.
 - Outreach: ○ Intramural Sports for SAC and MST ○ Motor Skill Activities for CDC and SAC
 - Skill-Building Clinics for SAC, MST and community children and youth ○ MWR Partnerships (e.g., golf or bowling).
 - At Least One Additional Activity, such as pick-up sports with MST, Special Olympics, or outdoor adventure experiences
- *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), and Child & Youth Sports & Fitness (CYSF). All children and youth enrolled in SAC, MST, and CYSF 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 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.
- 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.

- **Functional Fitness: (CDC – MST)** Functional Fitness presents developmentally appropriate exercises through body weight exercises, cardiovascular training, core development, balance and coordination. Each exercise is tailored to 4 specific fitness areas which are Strength and Fitness, Agility and Coordination, Core/Balance and Integrated Stabilization, Speed and Reaction. Functional Fitness is intended to instill confidence and goal setting for each child in a fun environment. The program creates a knowledge and enjoyment of physical fitness they can incorporate for the rest of their lives.

CORE PROGRAMS:

Child Development Centers (CDCs): (Ages 6 weeks-5 years) Offer on-post full-day, part-day, hourly child care, and the *Strong Beginnings* Pre-Kindergarten program. May also include standalone CDC annexes and satellite sites. Care is provided by trained staff and operations are subject to Department of Defense (DoD) Certification. NAEYC certified.

School-Age Centers (SAs): (Ages 6-10 years) Offer full day Kindergarten program, before and after school programs, weekend activities during the school year, summer care and camps during school vacations. Kindergarten program is led by certified teacher. Care is provided by trained staff and operations are subject to DoD Certification. COA certified.

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 6 through 12 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.

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 Parent Participation program. Provides program information to parents.

- Kids On Site: (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.
- CYSitters/Trained Babysitters: (Ages 6 weeks-12 years) Offer formal training for teens who provide short term hourly childcare in Families' own homes. Training covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities and the "business" of babysitting. Trained 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>.

Deployment Support Services

- Youth Technology Labs (YTLs): (Ages 6-18 years) Provide a safe, secure, and age appropriate place where children and youth can engage in technology-based activities and programs; both key to linking youth with their deployed parents and serving as a vital component of CYS Home Work Centers and Mobile Tech Labs that support geographically dispersed children and youth.
- 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 childcare for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered 16 hours per child, per month at no cost care beginning 30 days before Soldier is deployed and ending 90 days after Soldier returns.

Community Based Programs

- Mission Youth Outreach: (Ages 6-18) Partnership between Army CYS and Boys & Girls Clubs of America providing children from families of reserve and active-duty personnel with a free membership at their local Boys & Girls Club. Reserve, National Guard, and Active-duty youth need to be able to connect with other youth in similar situations. The partnership delivers physical, emotional, social, and cultural programs for military youth living in civilian communities. Mission: Youth Outreach supports military kids coping with the stress of having a parent or parents deployed by creating a network of youth who can empathize and help them cope with their new world of being suddenly "military." Through a Joint Military Services initiative, military dependent children ages 6-18 can get pre-paid programs and services through their local Boys & Girls Clubs.

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

- **School Liaison Officers (SLOs):** Have strong educational backgrounds and are located on each Army garrison. SLOs provide support to Garrison Commanders, Army Families and school districts. SLOs advise garrison command staff on matters related to schools; assist Army Families with school issues; communicate information and support services to Army Families and schools; support Army Families during school transitions; collaborate with school districts to build positive relationships and address issues that impact Army students; facilitate training for parents, schools, and garrisons; foster reciprocal transition practices among school districts and increase school transition predictability for Army Families.
- **Homeschool Support:** Provided to Families who choose to homeschool their children. SLOs gather and share policies and resources to help these families overcome unique challenges and barriers.
- **Homework Centers (K-12 grades):** Create a safe and familiar before- and after-school academic support environment in school-age centers and youth centers.
- **School Youth Sponsorship Programs:** Ease school transitions in CONUS and OCONUS schools. Please contact Parent Central if in need of a Youth Sponsor or interested in becoming a Youth Sponsor.
- **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.