



UNITED STATES ARMY
CHILD & YOUTH SERVICES

**West Point
Patron
Handbook
FY 2023**

TABLE OF CONTENTS

INTRODUCTION

Coordinator Welcome Letter.....	5
Program Contact Information.....	6
Caregivers' Creed.....	7
Customer Covenant.....	7
Mission.....	7
Vision.....	7
Goals.....	8
CYS Philosophy.....	8
Families.....	8
Confidentiality.....	8
Diversity/Non-Discrimination.....	8
Transgender Children/Youth Restroom Policy.....	9
Open Door Policy.....	9
Grievances/Ice Comments.....	9
Chain of Command/Contact Information.....	9
Parent Orientation.....	10
Parent Communication.....	10

CHAPTER 1 - SAFETY & RISK MANAGEMENT

Child Abuse and Neglect.....	11
Child Abuse Reporting.....	11
"Home Alone" Policy.....	11
Background Clearances.....	11
Child and Youth Behavior Management.....	12
Human Biting.....	12
Bullying.....	12
Touch Policy.....	12
Alcohol, Tobacco and Drug Policy.....	13
Closed Circuit Television (CCTV) System.....	13
Adult/Child Ratios.....	13
Training & Professional Development.....	14
Regulations, Inspections and Certification.....	14
Accreditation.....	14

CHAPTER 2 - REGISTRATION PROCESSES AND PROCEDURES

Parent and Outreach Services.....	16
Patron Eligibility.....	16
MilitaryChildCare.com (MCC.com) and Waiting List Policy.....	17
Patron Priority.....	17
DoD Priority -Supplanting Matrix.....	18
Army Fee Assistance Program.....	27
Items Required for Child/Youth Registration.....	20
MST Self-Registration.....	20
Global Data Transfer.....	20

Immunizations.....	20
Health Assessment/Sports Physicals.....	20
Special Needs Identification.....	21
Reasonable Accommodation.....	21
Multi-Disciplinary Inclusion Action Team (MIAT)	21
Medical Action Plan (MAP)	21
Food Allergies/Special Diet.....	21

CHAPTER 3 - DAILY OPERATIONS

Visiting CYS Facilities.....	23
Child Arrival (Admission) and Departure (Release) Procedures.....	23
Emergency Contact Numbers/Emergency Contacts.....	25
West Point Access Control Policy.....	25
Child Absentee Policy.....	25
Denial of Child Care Services/Exclusion for Illness.....	25
Re-Admission after Illness.....	26
Basic Care Items.....	27
Nut-Free Facilities.....	27
Administration of Medication.....	27
Self-Medication (MST, CYSFP)	28
Rest and Nap Periods.....	28
Dress Code for Children and Personal Items from Home.....	28
Outdoor Play.....	28
Swimming/Water Play.....	29
Diapering/Toilet Training.....	30
Dental Care (CDC, SB)	30
Transitions within Programs.....	30
Transitions between Age Groups (CDC, SB)	30
Celebrations (Birthdays & Holidays, Special Events)	30
Emergencies, Closures, Evacuations, Mobilization.....	31
Weather and Post Emergencies/Code Red.....	31
Minor Accidents/Incidents.....	31
Serious Accidents/Incidents.....	31
Transportation Policy.....	32
Field Trips.....	32
Food & Nutrition.....	32
Infant Feeding.....	33
Infant Formula and Breast Milk.....	33
Family Style Dining.....	34
Parent Feedback and Participation.....	34
Parent Participation Program.....	34
Parent Education.....	34
Parent Advisory Board.....	34
Volunteering.....	35
Lost and Found.....	35

CHAPTER 4 – PAYMENTS AND REFUNDS

Tax Liability.....	36
Total Family Income.....	36
Program Fees.....	37
Hourly Care Fees.....	37
CYS WebTrac Payments and Pre-Payments.....	37
Late Pick Up Fee.....	38
Late Payments, Non-Payment, Delinquent Accounts and Denial of Services.....	38
Financial Hardship Waiver.....	39
Leave/Vacation Options.....	39
Withdrawal/Out-Processing.....	39
Refunds.....	40
Parent Fee Reductions/Incentives.....	40
Deployment Support Services Fee Reduction.....	40
Parent Participation Fee Reduction.....	40
Multiple Child Fee Reduction.....	40

CHAPTER 5 – PROGRAMS, PHILOSOPHIES AND CURRICULUMS

Developmental Characteristics of Children.....	42
Core Programs, Philosophies and Curriculums.....	46
Child Development Center (CDC)	46
School Age Center (SAC).....	46
Middle School and Teen (MST) Program.....	46
Child and Youth Sports and Fitness Program (CYSFP).....	48
Parent and Outreach Services (P&OS).....	50
School Support Services.....	50



**DEPARTMENT OF THE ARMY
U.S. ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON WEST POINT
681 HARDEE PLACE
WEST POINT, NEW YORK 10996-1514**

October 2022

Dear CYS Patrons,

Welcome to West Point Child & 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 and Department of Defense agencies who support the mission of our Garrison. Our highly trained staff is committed to providing a safe, nurturing environment that meets the holistic needs of the child/youth ages four weeks to 18 years old. Our programs and activities are specifically designed by early childhood and youth development specialists to meet the growing needs of 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.

Our governing regulation is IMCOM REG 608-10-1/608-10 Installation Management Command (IMCOM), G9, Family and Morale, Welfare and Recreation (FMWR), Child and Youth Services (CYS)), our business operations regulation is AR 215-1 (Morale, Welfare, and Recreation), and our NAF Human Resources regulation is AR 215-3. The CYS Army Higher Headquarters Inspection criteria has the most up-to-date information on our guiding policies and procedures. Please let our staff know if you wish to access these regulations.

Programming, policy changes and general information are posted at the front desk of each facility and in activity rooms, as well as on multiple forums: the CYS Facebook page and the FMWR website (<https://westpoint.armymwr.com/>).

We thank you for partnering with West Point 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 the centers, in the home of your Provider or in the comfort and convenience of your own home.

Thank you for your patronage.

Sincerely,

Erin Faherty

Erin Faherty
CYS Coordinator

PROGRAM CONTACT INFORMATION

***ALL PROGRAMS CLOSED FOR FEDERAL HOLIDAYS, STAFF DEVELOPMENT DAY, GARRISON DIRECTED CLOSURES AND CODE RED WEATHER EVENTS.**

Parent & Outreach Services (P&OS)

Lee Area CYS Facility, 140 Buckner Loop

Registration (ages 0-18 years)

Open Monday-Friday DSN: 688-4458//1362/0939 • CIV: 845-938-4458/1362/0939

MCC.com: <https://militarychildcare.com> • WebTrac: <https://webtrac.mwr.army.mil>

Child Development Center (CDC) 1207 Patrick Trail

Full day care and Strong Beginnings pre-kindergarten program (ages 6 weeks – 5 years) Open Monday-Friday DSN: 688-4798/4523 • CIV: 845-938-4798/4523

Lee Area CYS Facility 140 Buckner Loop

School Age Center (SAC) before and after school care and summer camp (grades K-5) Hourly care (grades K-5)

Part-day preschool (ages 3-5 years)

Open Monday-Friday DSN: 688-8530/0941 • CIV: 845-938-8530/0941

Middle School & Teen (MST) Program

Youth Center, 500 Washington Road

Grades 6-12

Open Monday- Friday 1400-1800 DSN: 688-3727 • CIV: 845-938-3727

Child & Youth Sports & Fitness Program (CYSFP) (ages 3-18)

Youth Center, 500 Washington Road

DSN: 688-3208/8525 • CIV: 845-938-3208/8525

School Support Services

681 Hardee Place, 2nd floor

School support (grades K-12)

DSN: 688-2092 • CIV: 845-938-2092

CYS Nurse

Lee Area CYS Facility 140 Buckner Loop

Nurse: DSN: 688-8528 • CIV: 845-938-8528

CUSTOMER SERVICE

CAREGIVERS' CREED (reflects the CYS commitment to Families)

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: The mission of West Point Child & Youth Services (CYS) is to reduce the conflict between mission readiness and parental responsibility by offering quality programs and accountability for children and youth. We are "readiness enablers".

Army CYS programs support Military readiness by reducing the conflict between Soldiers' parental responsibilities and mission requirements. Simply stated, CYS programs provide quality child care, youth out of school options, and school support services so that Soldiers and DoD Civilians can focus on their job, knowing their children are well cared for by professional staff in state of the art facilities. Taking care of our Soldiers and their Families with consistent, effective and safe programs builds and enhances not only Military readiness and retention, but also Family resilience.

Vision: CYS programs are dedicated to providing:

- Seamless delivery systems for child/youth enrolled in CYS.
- 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 a "Benchmark for America's Youth Programs".

Goals:

Availability: We strive to ensure that sufficient numbers of spaces and support services are available to meet the needs of the Installation, while keeping in mind the programs we offer are a service and not an entitlement. This means that while we make every effort to provide the right number of spaces in the right settings and in the right age groups, we may be unable (and it is not a requirement), to meet the total demand.

Affordability: CYS operates on a “shared cost responsibility” philosophy that ensures fees are affordable for both the Family and the Army. This means fees are based on a Family’s ability to pay, and not by the age of the child, typical in Civilian programs.

Quality: All CYS programs operating on Federal property are DoD certified. This means they are frequently inspected to ensure the safety, health and well-being of children/youth in our programs. In addition, CDC and SAC programs are required to be accredited by a nationally recognized accrediting body to validate that quality standards are maintained.

Accountability: Our managers are well trained and competent in safeguarding the Army’s resources by providing efficient management oversight and good fiscal stewardship to reduce waste and protect assets. CYS programs are not meant to produce a profit, but are expected to break even.

CYS 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 allow 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 communities to reinforce character building, encourage positive parenting and nurture a spirit of cooperation and the respect for self and others. Our programs are fun-filled, hands-on, positive, flexible and educational. It is our continuing goal to treat children of all races, religions, Family backgrounds and cultures with equal respect and consideration and to provide developmentally appropriate activities and materials that respect cultural diversity.

Families: Families are the first and primary teachers in their child/youth’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/youth’s primary teacher, Family, management and support staff is critical and includes an open and honest exchange of ideas and concerns, shared decision making and respect for cultural diversity. We encourage Families to share their culture, heritage and home language.

Confidentiality: CYS is committed to protecting the privacy of patron information. Only authorized CYS staff will have access to patron files. 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.

Grievances:

It is the Department of the Army policy that CYS patrons be treated fairly and equitably in all respects, and that those who feel they have not been so treated have a right to present their grievances to appropriate management officials for prompt consideration. CYS offers a Family-friendly environment that encourages parents to drop in, participate in activities and/or observe their child/youth. Patrons are encouraged to voice their concerns, complaints and/or compliments regarding their customer service experience. CYS program level staff are approachable and accessible to patrons for friendly discussions during the center's operating hours. Parents are also welcome to join us quarterly for our Parent Advisory Board meetings. We ask patrons with individual concerns to work directly with their respective program director for immediate action in lieu of waiting for a quarterly PAB meeting. The supervisor or official to whom the grievance is presented will make every effort to resolve the matter promptly and fairly. Should all attempts at resolution fail, parents can elevate their issues or concerns up through the Chain of Command. The Chain of Command POCs are listed on the following page or you may utilize the Interactive Customer Evaluation (ICE) system. This web-based tool allows customers to submit online comment cards to provide feedback to the service providers. You can find us on **ICE** at:

https://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=540&dep=*DoD



Diversity/Non-Discrimination: In accordance with Title VII of the Civil Rights Act of 1964, the Department of Army (DA) and CYS prohibit 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 DA affirms its covenant to support and serve Family and FMWR customers and employees.

Transgender Children/Youth Restroom Policy: Please refer to the DA Memorandum dated 26 October 2016, Subject: Transgender Students in Department of Defense Education Activity Schools and Youth Programs for more information.

Open Door Policy: CYS program level staff are approachable and accessible to patrons during the center's operating hours. Patrons are encouraged to voice their concerns, complaints and/or compliments regarding their customer service experience. CYS offers a Family- friendly environment that encourages parents to drop in, participate in activities or observe their child/youth. Parents are also encourage to join us quarterly for our Parent Advisory Board (PAB), for more information please speak to your child(ren)'s Facility Director.

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 can elevate their issues or concerns up through the Chain of Command in the order below:

All phone numbers are as follows: (845) 938 - #####

Classroom Lead Teachers/Supervisory Program Specialists: Please contact the building's front desk.

CDC: x4798
SAC/PDPS x8530
MST: x3727
CYSFP: x3208

Assistant Directors:
CDC: x4040, x6170
SAC: x0089
CYSFP: x8525

Directors:
P&OS: x3969
CDC: x8526
SAC: x0086
MST: x8889
CYSFP: x8896

Program Operations Specialist: x5838
CYS Coordinator: x2023
FMWR Director: x2103
Deputy to the Garrison Commander: x4414
Garrison Commander: x2022

Parent Orientation: Parents are required to attend an orientation and tour of their child's facility before the child begins care at the facility. Parents should contact the facility front desk or P&OS to set up their orientation tour. Walk in tours are also available.

Parent Communication: West Point CYS will ensure that parents receive pertinent, accurate and timely information relating to the care and well-being of their child/youth. CYS will provide parents with information through CYMS emails, newsletters, facility/classroom postings and PAB relating to the following circumstances:

Absenteeism: Parents are required to inform the appropriate facility if their child will not be attending care. If the facility is not contacted a member of the front desk or management team will reach out for accountability purposes. Parents of children who take the SAC bus should also notify SAC if the child/children are not going to be in attendance. If the program is not made aware of the child's planned absence, they will follow up with a call to the Military Police after a 20-minute period of time. Westpoint_cys_attendance_notification@army.mil

Medical Emergency: CYS management will notify parents immediately of any emergency related to their child/youth that requires, or appears to require, medical attention.

Communicable Disease: See Chapter 3.

Acute Illness: CYS management will notify parents to come and pick up their child/youth within 30 minutes when they become ill while attending a CYS program/activity.

Unusual Occurrence: CYS management will notify parents on a daily basis of any occurrence such as minor injury, biting, extreme behavior changes.

Field Trips: CYS employees will inform parents and obtain parental permission for participation before any planned field trips (on or off the Installation) or occasions when the children/youth will be taken off CYS premises.

Information about Care: CYS management will make available to parents information requested concerning the care of their child/youth within the facility.

Change in Personnel: CYS management will notify parents of major changes in caregiving employees, management personnel, and programming staff, particularly those involving the child's/youth's primary caregiver.

Policy/Procedural Changes: CYS management will notify parents of upcoming major procedural changes (e.g., fees, operating hours) at least 30 days prior (or as information is received) to implementing change (if possible).

Programming and Curriculum Changes: CYS will notify parents as to other changes in their child(ren)'s/youth's program and/or curriculum.

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 and/or neglect. All CYS employees, contractors, volunteers, FMWR partners, interns and support/administrative staff are to adhere to the following procedures for all suspected cases of abuse/neglect, which require non-management personnel with the first-hand knowledge of the incident to:

- Immediately report incident to the Installation Reporting Point of Contact (RPOC), the Military Police Desk, at (845) 938-3333.
- Report the incident to the New York State (NYS) Child Abuse Hotline for Mandated Reporters at (800) 635-1522
- Report the incident to the appropriate CYS Program Director immediately after notification to RPOC. (If the Program Director is unavailable, report the incident to the manager on duty.)
- The Program Director will then report to the Family Advocacy Program (FAP) Manager at 845-938-0629 or the FAP Help Line at 855-827-0400 (24/7, after hours).

DoD Child Abuse/Neglect and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities should a parent/staff need to report incidents of suspected abuse/neglect. The DoD Child Abuse/Neglect and Safety Violation Hotline number is: CONUS: (877) 790-1197 or OCONUS: 7(703) 604-2457 (call collect). Please also refer to the latest West Point Child Abuse and Neglect SOP.

"Home Alone" Policy: (Memorandum: Supervision and Curfew for Minor Children at West Point, latest version): According to the Installation Home Alone/Child Supervision Policy, Military and DoD sponsors are responsible at all times for the supervision, health, safety and welfare of their Family members on the Installation. Deliberate failure to provide for adequate and reasonable care of minor children may result in adverse consequences for the sponsor. CYS personnel who suspect familial child abuse or neglect (including due to a lack of age-appropriate supervision), must, as a mandated reporter, report their suspicions as outlined above. Please note that no child will be released to any person not authorized to pick up the child. Release designees will be 13 years old or older (verification of age is required).

Background Clearances: All individuals who have regular/recurring interaction with children in Army-sponsored and sanctioned programs are required to undergo detailed initial background checks as well as periodic reinvestigations. Personnel hired as "provisional" are not permitted to work with CYS children/youth until they complete provisional hiring requirements to be placed under Line of Sight Supervision (LOSS).

LOSS is operationally defined as providing oversight by means of the Closed Circuit Television

System (CCTV) system, vision panels within interior walls and doors allowing for visual access of the occupied room, and/or utilizing a management level staff member to regularly monitor the individual while on duty.

Staff LOSS status is indicated by color: RED/BURGUNDY for those working under LOSS, GREEN for those who no longer require LOSS and BLUE for Lead CYPAs who no longer require LOSS. Staff/volunteer status will be visually identified by the wearing of corresponding color-coded apparel: scrub tops, bib aprons, polo shirts, armbands, and/or sashes. Outside (while wearing coats/sweaters/outerwear), staff will wear the appropriate colored arm band/sash over their outerwear.

All CYS staff/volunteers will wear a nametag, badge, lanyard or armband with their first and last name. Staff who do not wear color-coded apparel as above to indicate their LOSS status will wear the appropriate color dot on their nametag instead. Management and administrative staff will wear appropriate attire and will reflect their status through dot on nametag/badge.

Child and Youth Behavior Management: CYS follows the behavior guidelines set forth in IMCOM Regulation 608-10-1 / 608-10, CYS Operational Guidance for Behavior Support. IMCOM Standards of Conduct and Accountability SOP, and the Multidisciplinary Inclusion Action Team (MIAT) SOP. Additionally, both SAC and MST have a Code of Conduct that all youth and their parents sign each year. Please refer to these documents for more information.

Human Biting: CYS follows the guidelines in the Army Operational Guidance for Behavioral Support.

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. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, gender (including sexual orientation), physical, or mental attribute; includes all forms of hazing and cyber bullying and can be, and often is, continuous and repeated over time. CYS will immediately address such actions for the well-being and safety of all children/youth and the community.

CYS Directors, Assistant Directors, Training Specialists, Army Community Service personnel and medical personnel are available to assist with behavior concerns and other special problems related to your child. Patrons should address concerns or questions regarding the CYS behavior management policy with their Facility Director or Provider both verbally and in writing.

Touch Policy: Positive physical contact is an integral part of a developmental/age-appropriate approach to children and is essential to the emotional and social growth of children. However, it is important to clearly understand the difference between children's need for appropriate physical contact in nurturing and guidance versus touching that infringes on their safety and well-being. Adults involved with children as caregivers, instructors, coaches, mentors, etc. must be mindful of the need to respect the personal space and privacy of children. Boundaries for appropriate and inappropriate touching are established to ensure that CYS personnel have a clear understanding of what is acceptable and what is not.

For more information on appropriate and inappropriate touch within the CYS setting, please review the latest IMCOM Standards of Conduct and Accountability SOP and the Child Abuse and

Touch Policy SOP.

Alcohol, Tobacco and Drug Policy:

Adults: Children and youth are impressionable and we value their health and yours. Smoking and the use of tobacco in any form (including vaping and e-cigarettes) are prohibited in CYS facilities or on CYS property. There are designated outdoor smoking areas outside each facility that are at least 50 feet from common points of entry/exit, not located in areas commonly used by non-smokers and not in the presence or view of children/youth.

Children/Youth: Possession, consumption, or being under the influence of alcohol and/or drugs is illegal and will be dealt with accordingly by CYS staff and/or referred to the Military Police. Smoking and the use of tobacco in any form (including vaping and e-cigarettes) are prohibited in CYS facilities or on CYS property.

Closed Circuit Television (CCTV) System: All CYS program facilities utilize a comprehensive Closed Circuit Television System). The CCTV is designed to deter and reduce the risk of child abuse/neglect in CYS facilities, protect staff from unwarranted allegations of child abuse, provide Families with peace of mind and support CYS management staff in the exercise of program oversight and staff training.

The cameras record classroom/activity areas in both the interior and exterior of the buildings. Patrons may watch the live feed of classroom/activity areas on the Parental Viewing Monitor (PVM) in the lobby of each facility. The PVM consists of a monitor displaying real time video from selected cameras. Front desk staff are available to temporarily adjust the selection and organization of the cameras to enable a parent to view their child's classroom. Concerned patrons may review recordings in the privacy of the Director's Office on the Administrator Workstation (AWS).

Due to confidentiality reasons, recordings are not authorized to be released to patrons. No one is entitled to copies of CCTV recording(s). Requests for copies can be made using Freedom of Information Act (FOIA) procedures through the garrison FOIA office/officer. Images recorded on the CYS CCTV may not be released to parents/legal guardians to take home for review without FOIA approval. Recordings are released only to authorized personnel such as the Military Police, Criminal Investigation Division, Social Work Services, Family Advocacy Program staff and Child Protective Services for official business.

Adult/Child Ratios: Staff-to-child/youth ratios must be maintained at all times of the day. 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 ratios.

All rooms in the CDC (except for Strong Beginnings and preschool) 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 CYSFP, appropriate youth/adult ratios are maintained 100% of the time during all program operating hours. CYSFP will follow the adult to child/youth ratios defined by the national governing body rules for each sport. Please consult the CYSFP Director for additional information.

Adult/Child Ratios:

CDC Facilities		SAC/MST Facilities	
Adult/Child	Age	Adult/Child	Age
Infant 1:4	6 Weeks-1 st birthday	Kindergarten 1:12	5 - 6 years
Pretoddler 1:5	12 months-2 nd birthday	SAC+Kindergarten 1:12	5 - 12 years
Toddler 1:7	24 months-3 rd birthday	SAC 1:15	1 st - 5 th grade
Preschool 1:10	36 months-kindergarten	MST 1:15	6 th - 12 th grade

Training & Professional Development: All CYS personnel working directly with children/youth receive standardized orientation training, including 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, safety and sanitation procedures and position orientation.

Training is ongoing and competency-based. Assessments are completed to ensure caregiving staff comprehend and can demonstrate the knowledge and skills learned from training. Other CYS staff also complete an orientation and ongoing training. **All West Point CYS facilities are closed twice per year for our bi-annual Staff Development Days** (CYS training days). **These dates are posted in advance and are pre-calculated in DoD fees.** Please refer to the latest Army Child and Youth Fee Policy.

Regulations, Inspections and Certification: Regulations 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.

In order to ensure the highest standards of quality and to meet accreditation requirements, Garrison CYS programs are inspected periodically throughout each year. Inspections include at least one Comprehensive Health and Sanitation Inspection, one Comprehensive Fire, One Comprehensive Safety Inspection, one Garrison Multi-Disciplinary Team Inspection (MDTI) and one Army Higher Headquarters Inspection (AHHI). All of these inspections are unannounced. Additionally, each facility receives monthly and quarterly inspections by various Installation proponents.

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 CDC and SAC programs are fully accredited through the following entities:

- **National Association for the Education of Young Children (NAEYC).** The CDC is accredited by the NAEYC. NAEYC sets professional standards for early childhood education programs age (age 0-5 years) and helps Families identify high-quality programs for their young children.
- **The Council on Accreditation (COA).** The SAC is accredited by the COA. COA's commitment to maintaining the highest level of standards and quality improvement is designed to identify providers that have set high performance standards for themselves and have made a commitment to their constituents to deliver the highest quality services. COA is proud to recognize the West Point SAC as one of these outstanding providers. COA accreditation is an objective and reliable verification that provides confidence and

support to a Child and Youth Development program's children and youth, parents, staff and community partners. The COA accreditation process involves a detailed review and analysis of both a program's administrative operations and its service delivery practices. All are "measured" against national standards of best practice. These standards emphasize services that are accessible, appropriate, culturally responsive, evidence based, and outcomes-oriented. In addition, they confirm that the services are provided by a skilled and supported workforce and that all individuals are treated with dignity and respect.

CHAPTER 2: REGISTRATION PROCESSES & PROCEDURES

Parent & Outreach Services: P&OS is the first place a Family visits at a new Installation to obtain information and register for CYS programs. P&OS:

- Provides information about MilitaryChildCare.com (MCC.com) to include requests for care and waiting list policies.
- Uses MCC.com to determine priority placements for openings and to initiate offers for care.
- Verifies a patron's eligibility using the DoD ID card (Military, Civilian, DoD contractor assigned to the Garrison, activated/mobilized/reservist/National Guard, or reservist/National Guard on Active duty Mobilization orders).
- Conducts initial and re-registration of patrons into all CYS programs.
- Determines patron fee category IAW with the latest fee policy.
- Schedules new patrons for program orientations.
- Sends relevant publications and messages and contributes to websites of interest to parents.

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 Development Programs (CDP) include active duty Military personnel, DoD Civilian personnel paid from both appropriated funds (APF) and non-appropriated funds (NAF), active or mobilized guard/reserve personnel on orders, combat-related wounded warriors, surviving spouses of Military members who died from a combat-related incident, eligible employees of DoD contractors (but not subcontractors), active guard/reserve personnel, Military retirees, other Federal employees and those acting in loco parentis for the dependent child of an otherwise eligible patron.

The purpose of the CDC and SAC programs offered by the DoD 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. CDC and SAC are not considered an entitlement. (Reference: DoDI 6060.02.)

Foreign Military service members assigned to the Installation/serving DoD, Military personnel of foreign nations and their Families when on orders from the U.S. Armed Forces (or in overseas areas when the overseas Commander grants privileges in the best interest of the United States), and activated Coast Guard are also eligible patrons. These Families 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.

Definition of Parent and "In Loco Parentis": A parent or legal guardian is defined as the biological mother or father of a child or 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. An individual can only act "in loco parentis" 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.

MilitaryChildCare.com (MCC.com) and Waiting List Policy: MCC.com services all child care requests for infant, pre-toddler, toddler and preschool full-day care, part-day preschool, the Strong Beginnings pre-kindergarten program, school age care and school age camps. CYSFP Programs do not require MCC.com registration. MCC.com provides a single online gateway for Families to access Military-operated or Military-subsidized child care options worldwide across all Services. The site enables Families to create and maintain a household profile, conduct searches and submit requests for care and manage their requests at any time from any location.

In order to request care for one of the programs above, Families must first go to MCC.com to create an account. Families can then search for and request care for facility-based and in-home child care options. Families can also check the status of their care requests, update information related to their requests and cancel requests that are no longer needed on MCC.com. P&OS will contact Families when space becomes available in their requested program(s).

Due to the high demand for child care, it is not unusual for Families to be placed on a waiting list. Sponsor priority and the date of application determine placement on a program's waiting list. MCC.com helps expedite placement from the waiting list through a standardized request process and waitlist management tools. Families may remain on a preferred program's waiting list even after being offered care or enrolling in another program. However, Families must still request care through MCC.com even if their desired program does not have a waiting list.

Patron Priority: CYS makes offers for care through MilitaryChildCare.com (MCC.com) in accordance with Department of Defense Childcare Priorities. Families in need of care create/update their household in MCC.com and select their sponsor type (e.g., Active Duty Military, DoD Civilian) and spouse status (e.g., Active Duty Military, Working, Student, Seeking Employment, and Non-Working). MCC.com uses this information to create a Military Family type for the household, which is associated with a DoD priority. Children will be placed on a waitlist when there is not sufficient child care capacity to meet demand. MCC.com uses the assigned DoD priority, along with the request for care date and date care needed, to determine sequence on the waitlist.

In order to ensure priority access to childcare for military members, children may be supplanted from care by children in higher priority categories whose wait times exceed 45 days beyond the date care is needed. Families of children who are supplanted will receive 45-day notices and may request new placements, according to their priorities, on MCC.com. Families receiving notification of supplanting may be eligible for Army Fee Assistance to help pay the cost of off-post childcare and may receive enhanced referrals to help them find off-post childcare. Fee assistance enrollment is in accordance with the Department of Defense priority system when there is a wait list based on funding availability. Patrons must meet eligibility requirements for Army Fee Assistance. CYS professionals are available to support and answer any questions.

The chart on the following pages contains the Military Family Types and DoD Priorities-Supplanting Matrix. Please contact your Program Manager or P&OS for more information.

Military Family Types and DoD Priority – Supplanting Matrix

The chart below contains a complete list of all DoD priorities, if the priority is subject to supplanting, and by what priorities.

Military Family Type	Priority	Supplanted By
Child Development Program Staff	1A	Cannot be supplanted
Combat Related Wounded Warrior	1B.1	Cannot be supplanted
Single/Dual Active Duty Military/Coast Guard	1B.2	Cannot be supplanted
Single/Dual Guard/Reserve on Active Duty or Inactive Duty Training Status	1B.3	Cannot be supplanted
Active Duty With Full-Time Working Spouse	1B.4	Cannot be supplanted
Guard/Reserve on Active Duty or Inactive Duty Training Status With Full-Time Working Spouse	1B.5	Cannot be supplanted
Active Duty With Part-Time Working Spouse	1C.1	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Active Duty With Spouse Seeking Employment	1C.1	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Guard/Reserve on Active Duty or Inactive Duty Training Status With Part-Time Working Spouse	1C.2	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Guard/Reserve on Active Duty or Inactive Duty Training Status With Spouse Seeking Employment	1C.2	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Active Duty With Full-Time Student Spouse	1D.1	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5, 1C.1, 1C.2
Guard/Reserve on Active Duty or Inactive Duty Training Status With Full-Time Student Spouse	1D.2	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5, 1C.1, 1C.2
Single/Dual DoD Civilian/Coast Guard Civilian	2A	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
DoD/CG Civilian With Full-Time Working Spouse	2B	Supplanted by priority 1A, 1B.1, 1B.2, 1B.3, 1B.4, 1B.5
Active Duty With Non-Working Spouse	3A	Supplanted by all priority 1 or 2
Guard/Reserve on Active Duty or Inactive Duty Training Status With Non-Working Spouse	3A	Supplanted by all priority 1 or 2
DoD/CG Civilian With Spouse Seeking Employment	3B	Supplanted by all priority 1 or 2
DoD/CG Civilian With Full-Time Student Spouse	3C	Supplanted by all priority 1 or 2
Gold Star Spouse (Combat Related)	3D	Cannot be supplanted
Single/Dual DoD Contractor	3E	Supplanted by all priority 1 or 2
DoD Contractor With Full-Time Working Spouse	3E	Supplanted by all priority 1 or 2
DoD Contractor With Spouse Seeking Employment	3E	Supplanted by all priority 1 or 2
DoD Contractor With Full-Time Student Spouse	3E	Supplanted by all priority 1 or 2
DoD/CG Civilian With Part-Time Working Spouse	3F	Supplanted by all priority 1 or 2
DoD/CG Civilian With Non-Working Spouse	3F	Supplanted by all priority 1 or 2
DoD Contractor With Part-Time Working Spouse	3F	Supplanted by all priority 1 or 2
DoD Contractor With Non-Working Spouse	3F	Supplanted by all priority 1 or 2
Deactivated Guard/Reserve Personnel	3F	Supplanted by all priority 1 or 2

Military Family Types: Supplanting

Military Family Type	Priority	Supplanted By
Other Federal Employees	3F	Supplanted by all priority 1 or 2
Military Retirees	3F	Supplanted by all priority 1 or 2

1. At no time will the child of a Direct Care CDP staff member be removed from the program to accommodate another eligible patron.
2. At no time will a Priority 1B patron be removed from the program to accommodate any other patron, including 1A patrons.
3. At no time will a Gold Star Spouse dependent be removed from the program to accommodate any other patron. In addition, surviving spouses of Active Duty Service members, who die while their dependents are enrolled in an installation-based child development program, will not be subject to supplanting by higher priority patrons. Additionally, surviving spouses of Active Duty Service members may maintain their space in the program until they withdraw from the program or the child(ren) age out of the DoD Child Development Programs.
4. Priority 1C patrons may only be supplanted by an eligible patron in Priority 1A or 1B.
5. Priority 1D patrons may be supplanted by an eligible patron in Priority 1A, 1B, or 1C.
6. DoD civilian patrons (Priority 2) may only be supplanted from care by an eligible Priority 1A or 1B patron.
7. Space Available (Priority 3) patrons may be supplanted by an eligible Priority 1 or a Priority 2 patron.

Army Fee Assistance Program: Army Families who cannot be placed within 45 days of their request for care in a Military Installation child care program are referred to Child Care Aware of America (CCAoA) to determine their eligibility for Fee Assistance with an off-post Provider. Please call or email P&OS for more information.

Items Required for Child/Youth Registration: Children/youth must be fully registered before they can use any CYS programs. Contact West Point P&OS to set up an appointment to complete your registration at 845-938-4458/0939/1362. Limited “walk-in” services are available.

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

- **Identification Card** (sponsor or spouse)
- **Proof of Child Eligibility.** (i.e. legal guardianship papers, child Military ID card, TRICARE card or DEERS printout from Soldier’s AKO).
- **Copy of Child’s Birth Certificate.** Required of DoD Civilians or contractors.
- Immunization Record or transcription
- **Proof of Income.** (i.e. Leave and Earning Statements/pay vouchers or proof of full-time school enrollment).
- **Health Assessment/Sports Physical Statement or Well Baby Check Up.** Due within 30 days of registration (Note: If a Family is registering and they want to sign up for a sport simultaneously, the physical must be provided by the first day of participation)
- **Local Emergency and Child Release Designees.** Minimum of two.
- **Immunization Records.**
- **Family Care Plan.** Dual/single Military only.
- **MST Self Registration Form.**

Permanent Change of Station Relocation/Transition Assistance: CYS provides Army-wide transition assistance through Global Data Transfer (GDT) of staff and child records. CYMS GDT is designed to streamline the relocation process for military and civilian Families. Standard data elements (such as names, birthdates, child health records, etc) will follow Families to their new duty assignments and make the local CYS registration procedure shorter and simpler.

The export process allows select household and family member information for the “losing” installation to be safely transferred to a secure centralized database maintained by IMCOM. The “receiving” installation can then safely move individual household files from the IMCOM site to their local CYMS databases. Data import/export for relocating Families is part of the regular CYS in-and out-processing protocol. As soon as any CYS program learns a family is relocating, the file should be automatically exported.

Changes in immunization records, addresses, phone numbers, duty stations, emergency contacts, etc., must be kept current and updated within ten days of the change.

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

Well baby exams or school athletic physicals can be used in place of the health assessment if dated, signed and stamped by the health care provider and parent within one year. *Children/youth participating only in MST 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 Physicals: Children/youth will not be authorized to play, practice or participate in games until a valid physical has been furnished. The form must be signed by a licensed health professional, certify that the child/youth is physically fit to participate in their chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur or allergies. The physical must remain current throughout the season.

Special Needs Identification: The Army Child and Youth Services Health Screening Tool (7625-1) is required to be completed by parents to screen all children for special needs at their initial registration and annually thereafter. Upon identification of special needs, supporting documentation (i.e Medical Action Plans, special diet statements, and health assessments) must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review. Once all documentation is received the APHN has a 10 day review period. If the child/youth has a special need, the parent may be asked to participate in the Multidisciplinary Inclusion Action Team (MIAT).

Children and youth with the following conditions (not limited to) might be referred to MIAT:

Challenging Behaviors
Special Diets

Diabetes
Epilepsy/Seizure Disorders

Reasonable Accommodation: There 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 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.

Multi-Disciplinary Inclusion Action Team (MIAT): Formerly known as the Special Needs Accommodation Process (SNAP). The MIAT committee is a multi-disciplinary group that explores Installation care options for children/youth that have been diagnosed with various medical conditions, functional limitations or behavioral/psychological conditions. The committee determines child/youth care placement and considers feasibility of program accommodations and availability of services to support the child/youth's needs. Parent participation is crucial to the success of the MIAT committee. Every effort is made to accommodate children/youth with special needs and accommodations.

Medical Action Plan (MAP): Maintaining the health and safety of every child/youth in CYS programs is of utmost importance. If a child/youth has a medical condition/diagnosis such as allergies or asthma that may require them to take medication while participating in an activity, their parent will be asked to see their child/youth's health care provider to complete a MAP. MAPs are 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. MAPs are only good one (1) year from the date signed by the child/youth's health care provider.

Food Allergies/Special Diet: Children/youth with life threatening food allergies or special dietary needs must provide a statement from their health care provider specifying which foods the child cannot consume, the resulting allergic reaction if ingested (or if a contact allergy) and (if applicable) any allowable food substitutions. Please note that parents cannot sign their child's special diet statement as a health care professional. This statement must be verified/signed by an independent health care professional. Children/youth may not be eligible for services without

appropriate documentation. Special diets due to religious reasons must be approved in advance. For more information, please contact facility management or P&OS.

CHAPTER 3 - DAILY OPERATIONS

Visiting CYS Facilities: To maintain a safe and secure environment, anyone who enters or leaves the Stony CDC (building 1207) or the Lee Area CYS Facility (building 140) will need to press the buzzer located at the main doors.

Patrons and visitors will enter and exit CYS facilities through the front entrance/reception area, except during emergency evacuations and fire drills. During evacuations/fire drills, patrons and visitors will follow designated facility evacuation procedures.

Please note that 100% identification checks are enforced at every CYS facility. All patrons and visitors must show identification to front desk staff upon entering the facility. Visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge/lanyard. Visitors must be accompanied by a CYS staff member at all times when in the facility. CYS staff will question visitors who are not wearing visitor badges/lanyards and/or are not accompanied by a CYS staff member. (Note: Visiting CYS staff members not normally assigned to that facility must also show identification, sign in and out at the facility's front desk and wear a visitor lanyard if they do not have their name badge. They are not required to be accompanied by CYS staff.)

Parents simply dropping off or picking up their child/youth do not have to sign in as a visitor or wear a visitor's badge/lanyard. Parents visiting the facility or a classroom for longer than 15 minutes must sign in at the front desk and/or at the classroom depending on the program and facility.

No child will be left alone in a vehicle. This applies to all children to include children who are both members and nonmembers of CYS programs. CYS discourages idling vehicles (buses, Family's automobiles) in our parking areas. It is not permissible to park in the fire lane or handicapped lane.

Child Arrival (Admission) and Departure (Release) Procedures: Parents are responsible for their child's safe arrival to and departure from CYS facilities.

CDC: To drop off a child at the CDC, the parent/designated representative will first show their identification to the front desk staff. The parent/representative will then swipe their child into the Child Youth Management System (CYMS) at the front desk using their key fob (pass card) before proceeding to their child's classroom. Under no circumstances 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 CDC classroom, the parent/designated representative will sign the child in, annotating his/her name, date, time and signature. Parents must assist the child with washing hands upon entry into the classroom. Parents must wash their hands prior to placing their child's bottles into the refrigerator.

Due to the busy nature of drop off, the CDC requests that children wearing diapers are dropped off in a diaper that is clean/has been changed within an hour of arrival time. Infants should arrive to the CDC having been fed and changed. If your child's diaper is soiled upon arrival, you are required to change his/her diaper prior to departing. Please also ensure that you wash your child's hands (or assist them with washing their own hands) before departing.

To pick up a child at the CDC, the parent/designated representative first shows their

identification at the front desk (front desk staff verify that the patron is allowed to pick up the child). Then, the patron enters the classroom and signs out the child, making sure to also swipe the child out at the front desk before departing the building. Patrons should also be prepared to show their identification in the child's classroom if staff do not recognize them.

SAC: To drop off a child at SAC, the patron will show their identification at the front desk. SAC children may be swiped in by their parent/designated representative using their key fob (pass card) at the front desk. Under no circumstances will the parent/designated representative move beyond the front desk without first swiping in. The child(ren) then "check" themselves into the activity room by getting their individual button from the button board and handing it to the staff member in that activity room to ensure 100% accountability. SAC children should always be accompanied by a staff in each room during choice programming.

To pick up a child at SAC, the patron will show their identification at the front desk. The child will "check" themselves out by placing their individual button on the button board. Then, the patron will swipe their key fob and sign the child out.

MST: MST youth are allowed to enter and depart the facility without a parent/designated representative. Upon arrival, MST youth will swipe their youth card and sign in before they may participate in the CYS program. When leaving, MST youth will swipe their key fob and sign out.

Child Release Procedures (All Programs): Under no circumstances will a child/youth be released to any person who is not authorized to pick up the child/youth. Children/youth will be released in accordance with written instructions in the child's file and according to the Installation Home Alone Policy. Release designees must be 13 years of age or older (verification of age is required). The Program Director will approve/disapprove requests on a case-by-case basis. Both the front desk staff and the caregivers present in the classroom (CDC, SAC) or in the building (MST) have the responsibility to ensure the proper release of children/youth.

Unless prior written arrangements have been made with CYS personnel, only parents or parent designees listed in CYMS may take a child from a CYS program. Parents must complete a Child Release Form and should also notify management/front desk staff if a designee other than the parents will pick up the child (to include those listed in CYMS). This form is initialed by the manager and taken to the child's room by the designee. The child is released to the designee when the staff receives the signed form.

In an emergency situation where the parent/guardian cannot provide advance written verification, the front desk staff/provider will verify that the individual requesting to pick up the child is authorized by the parent to do so, either telephonically or through a verifiable email. The release designee is required to show photo identification matching the information provided by the parent/guardian.

Parents will be denied access to their child (including the right to pick them up from CYS facilities) if a copy of the legal custody agreement that relinquishes such rights is on file or an Order of Protection or other court document is on file. If not listed as a spouse in CMYS, a parent must be listed in CYMS as a documented release designee (see previous paragraph) in order to pick up their child.

In the event a patron is impaired by alcohol/drugs when picking up a child, management will request that a spouse be contacted to pick up the child. Should a spouse be unavailable, staff

will suggest that an emergency designee be contacted to come for the child. If the patron is resistant or belligerent, the manager will contact the Military Police (MP) for assistance.

Emergency Contact Numbers/Emergency Contacts: Patrons are required to leave telephone numbers where they can be reached in case of a medical or facility emergency (i.e., accident or center evacuation). If patrons are going to be off-post or otherwise unavailable, an emergency contact must be designated who can arrive at the facility within 30 minutes.

Additionally, all patrons must provide two emergency contacts at the time of registration who can arrive at the facility within 30 minutes. Patrons are responsible for ensuring that the designated emergency contact is aware of his/her responsibility and is prepared to pick up a sick or hurt child, or a child that must leave for other reasons (according to management determinations). Patrons should also ensure that emergency contacts/release designees have access to the appropriate child safety seat for transportation in their vehicle.

West Point Access Control Policy: Patrons should keep their designated emergency contacts (who may be traveling into West Point without a Military ID) informed as to the latest Installation Access Control policies, which may delay their ability to pick up a child. Please check the West Point Garrison website for the latest policies and procedures.

Child Absentee Policy: CDC and SAC parents are required to notify their facility when their child will not be in care at their scheduled/usual time. This notification may be via e-mail (westpoint_cys_attendance_notification@army.mil), phone or in person to their facility's front desk staff (parents who notify their child's classroom staff are requested to notify front desk staff). If the parent does not notify staff, CYS staff are required to contact the parent to determine the child's location and expected return to care day/time. Additionally, for CDC and SAC children who arrive from school via bus, the parents and school must be notified if the child does not arrive. CYS will contact the MPs in the event the child is not found. Please see your facility's front desk for additional details on this policy.

Denial of Child Care Services/Exclusion for Illness: 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. If a child is ill or has not been away for 24 hours from the start of medication/fever, that child may be denied service in accordance with CDC health policy (*Child Illness Screening and Readmission Criteria; Readmission Guidelines, pages 4 - 5*). Parents must pick up their child/youth that becomes ill while in care within 30 minutes after being notified. If parents do not pick up within 30 minutes, emergency pick up designees will be contacted.

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. Exclusion criteria for children/youth and adults who become ill during the influenza season (1 October-31 May) include: having a fever (100° F auxiliary or oral) and at least one (1) respiratory symptom such as runny nose, cough, congestion, sore throat or accompanied by one of the following: intestinal upset, diarrhea, non-participation in daily activities or complaints of body/joint aches. Note: individuals may be infected with the flu and have respiratory symptoms

without a fever. Please refer to IMCOM REG 608-10-1/ 608-10 for other exclusionary criteria.

- 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 a red base that become cloudy and crusted in 2 to 4 days.
- Head lice/nits. Whitish-grey clot attached to hair shafts.
- Strep Throat. 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.
- Pinworm infestation.
- Hand, foot and mouth disease (Coxsackie virus). Tiny raised blisters in and around the mouth, hands, feet and buttocks area. Fever may accompany or be present prior to the rash.
- Respiratory Syncytial Virus (RSV): Upper respiratory infection resulting in fever, cough and possible difficulty breathing. Can lead to serious illness such as pneumonia and bronchiolitis in young children.
- Diarrhea/vomiting. Children will be excluded from care for two bouts of diarrhea that is not contained in the diaper or clothing. If a combination of diarrhea and vomiting occurs, the child will also be excluded.
- Vomiting. Children will be excluded for two bouts of vomiting. For children over the age of 3 months, projectile vomiting that produces large amounts of vomit and stomach fluids will result in the child being excluded from care.
- Symptoms of other contagious diseases such as measles, mumps or hepatitis.

Any injury resulting in a child/youth's inability to fully participate in daily activities or that creates restrictions on activities (i.e. cast, splint, sling, stitches, etc.) requires a physician's note clearing the child for care with precautions or limitations clearly outlined. A physician's note will not supersede IMCOM 608-10-1 or SOPs.

Re-Admission after Illness: CYS staff will provide parents with an illness/injury readmission form detailing criteria for readmission. The child/youth's health care provider should use the Child Illness/Injury Readmission Record to indicate when it is 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/IMCOM 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 agent or the parent provides a note from the child's healthcare provider clearing them to return to CYS care. Note: The use of Tylenol or Motrin prior to drop-off for reasons other than teething discomfort, second to topical pain reducers, will result in exclusion from care for a 24-hour period at both CDC and SAC.
- The appropriate number of doses of an antibiotic has been given over a 24-hour period for known strep or other bacterial infection.
- Nausea, vomiting or diarrhea has stopped for 24 hours.
- Chicken pox lesions have all crusted, usually 5-6 days after onset.
- Conjunctivitis (pink eye) has diminished to the point that eyes are no longer discharging.
- Hand, foot and mouth disease: All blisters must be sealed and crusted over. The child must be fever-free.

- Lice are under treatment with a physician's note.
- Lesions from impetigo are no longer weeping.
- Respiratory Syncytial Virus (RSV): The child must be fever-free. Coughing must not be disruptive to daily activities with no breathing difficulties present.
- Scabies is under treatment with a physician's note.
- Pinworm treatment has occurred 24 hours before readmission with a physician's note.
- Ringworm under treatment with a physician's note. The lesions must be covered. If lesions cannot be covered, child/youth will not be admitted until lesions have shrunk.
- The child/youth has completed the contagious stage of the illness with a physician's note.
- The child/youth is able to participate in normal daily activities.

Communicable Disease Outbreak Notification: In the event of a communicable disease outbreak in a classroom, a sign is posted on the classroom door for all patrons. Parents of susceptible children, as defined by Multidisciplinary Inclusion Action Team (MIAT) requirements, are notified as soon as possible by phone. In the event of an immunization preventable disease outbreak in a classroom, patrons within the classroom will be notified individually by phone; in addition, a posting will be made at the entrance of the center for all patrons.

Basic Care Items: Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10-1 and must be approved by the Food and Drug Administration (FDA). These will be reviewed/updated annually or when a basic care item is added or discontinued. An authorization form must be obtained from the parent every three months in order for such items to be applied. Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as on the outside of the package. Contact your facility management for a list of approved basic care items.

Nut-Free Facilities: All West Point CYS facilities are nut-free. Please do not bring (or send) food products containing nuts to our facilities. Additionally, due to numerous food allergies and to reduce the possibility of choking hazards, please have your child finish their food and/or drink before entering the facility (CDC and SAC only – MST youth can bring in nut-free food and drink).

Administration of Medication: Certain medications may be administered in the CYS setting when it is not possible for parents 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 children/youth enrolled in full-day, part-day or regularly scheduled programs. Medications not on the approved medication list that the program has never administered before must be approved via an Exception to Policy that is sent by the CYS Coordinator to IMCOM.

Medications that are prescribed as needed (PRN) will not be given in programs (with the exception of rescue medications). Parents will complete and have their health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication.

Parents will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A parent must complete and sign the form before medication can be administered.

All medications must be in the original container, have a current prescription label and 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. Children who receive a rescue medication while in care will be excluded for the remainder of the day.

This policy will be discussed during parent orientation. Please contact your child's program manager for further information.

Self-Medication (MST, CYSFP): 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. Upon receipt of MIAT documentation, notification will be placed in child's file indicating a need for medication that will be brought to CYS programs. All youth (6th–12th grade) requiring rescue medications who wish to attend MST or CYSFP will be required to self-medicate and bring their rescue medication with them each time they attend the program. If a youth cannot self-medicate, then a MIAT review is required to address this. Youth must self-administer all medications in the presence of CYS staff who will then document the event. The youth's parents may be required to stay on site depending on the medication and MIAT requirements.

Rest and Nap Periods: Children will never be left unattended during rest/nap periods. Children ages 1-5 (excluding kindergarten) are required to participate in quiet time. They are to lie on their mat for at least one hour each day. If after this time the child is unable to nap, they are provided with a quiet activity that does not disturb the other children. This time may be shorter depending upon the age and development of the child – older children, such as Strong Beginnings children, are not required to attempt to nap for the same duration as younger children. One comfort item (such as a small blanket, stuffed animal or pacifier) will be permitted at nap time. All other toys are not allowed.

Infants younger than 1 year are allowed to follow their own resting/napping patterns. CYS staff will always carefully follow SIDS prevention guidelines for infants. All sleeping infants will be placed on their backs to sleep in CPSC-approved cribs. Mattresses will be firm and properly sized for the crib. Blankets, loose bedding, bumper pads and other soft objects are not used in cribs, but sleep sacks may be used. Except for a pacifier, no other items (i.e. toys, sound machines, mobiles) will be in a crib occupied by an infant. Bibs, necklaces, and garments with ties or hoods are also removed. Pacifiers used in cribs will not be attached to a clip or a necklace. If the infant falls asleep and the pacifier falls out of the infant's mouth, it will be removed from the crib.

Dress Code for Children and Personal Items from Home:

Dress Code: Children should come to their center dressed in "play clothes" appropriate for the weather so that they feel free to participate in both indoor and outdoor activities (please see "Outdoor Play" below). Washable clothing is recommended, as children may be involved in messy developmental activities (e.g. art, cooking and water/sand play). Due to safety reasons, jackets or sweatshirts with drawstring hoods are not permitted. At least two changes of clothing for all CDC children are recommended. All clothing and accessories should be labeled with the child's full name. Parents and teens will be notified of any other clothing or footwear requirements by the program.

Shoes: Child/youth footwear should have rubber soles and be suitable for running, climbing and

jumping. For safety reasons, open-toed shoes, Crocs, flip-flop/thongs, sneakers with wheels, heels without straps, wedged heels and/or slippers are not permitted at CDC, SAC and MST. Families should bring any questions on footwear to facility management. During the summer months, CDC children should bring close-toed water shoes for outdoor water play.

Jewelry: Accessories such as rings, bracelets, necklaces and barrettes are not permitted for children under three years of age or children who are in multiage rooms with children under three. Using bandages to cover earrings is not a child-safe alternative and is 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. (Due to SIDS prevention recommendations, children 12 months or younger cannot sleep with blankets.) The nap time toy or blanket will be put in the child's cubby and be made available for use during nap time. These items will need to be taken home for weekly laundering. Pacifiers are permitted during nap time, but will be removed once the child falls asleep.

Personal Items:

CDC: Personal items from home are prohibited in the classroom, to include stuffed animals, toys, blankets and backpacks. Staff will ask parents to bring these items home. Children may bring one comfort item for nap time that will be stored in the child's cubby and only removed from the cubby at nap time.

Parents are required to provide ample extra clothing, outerwear and nap time sheets and blankets that are labeled with their child's first and last name.

SAC: Personal items from home are prohibited in the program, to include stuffed animals, electronics, smart watches and toys. Staff will ask parents to bring these items home. Please ensure all personal items (i.e., book bags, books, school supplies, outerwear, extra clothing if applicable) are labeled with your child's full name.

Outdoor Play:

All children are required by regulation to participate in **outdoor play**, weather permitting. This includes; water play and winter play clothing. Staff will check that children are dressed in clothes appropriate for these types of play. During colder months, children should also be prepared for outdoor play with appropriate cold weather clothing (coats without drawstrings, hats, mittens/gloves). However, if temperature or snow conditions are extreme, children will remain indoors. Parents will be required to provide appropriate clothing for outdoor play (i.e. bathing suit, hat, gloves etc.)

If a child is not appropriately dressed for outdoor play and staff cannot readily locate appropriate protective clothing within the center, the child may be sent home. Due to CYS staffing limitations, staff may not remain inside with the child.

Swimming/Water Play (CDC):

- During the summer months, CDC parents should provide their children (ages 1-5) with appropriate clothing for water play, which includes a bathing suit and close-toed water shoes. Open-toed shoes, sandals and flip flops are not allowed.
- Staff will provide alternate activities for those children that do not wish to participate in water play.

Swimming/Water Play (SAC):

- Children will wear bathing suits.
- Swimming will never occur in an area without a lifeguard on duty.
- Children who do not swim are never allowed in the water above their waist.
- Running in the swim area is not permitted due to safety.
- Children are called from the swim area approximately every 45 minutes for rest/bathroom breaks.
- Staff will provide alternate activities for those children that do not wish to participate in water play or swimming.

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 submits a health care provider's statement to that effect. Diapers will be checked at least hourly, visually inspected at least every two hours and whenever the child indicates discomfort or exhibits behavior that suggests a soiled or wet diaper. Diapers will be changed when they are found to be soiled or wet. Diapers and baby wipes (supplied by the patron) should be labeled with the child first and last name. There will be no rinsing or dumping of the contents of cloth diapers in the facility.
- **Toilet Training:** Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years, but will vary with each child. CYS 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 at the CDC will go a long way in helping your child accomplish this developmental milestone. Parents must provide sufficient changes of clothing and training pants.

Dental Care (CDC and Strong Beginnings): Pre-toddlers, toddlers and older children at the CDC and Strong Beginnings brush their teeth once per day with staff assistance. The CDC will provide the child's toothbrush and toothpaste (although toothpaste use is not mandatory).

Transitions within Programs: Children are supervised closely at all times and the center environment facilitates staff visibility and access to children. Extra vigilance is maintained during transition periods such as arrival, departure and employee shift changes.

Transitions between Age Groups (CDC and Strong Beginnings): CYS recognizes that changing from one age group/classroom/caregiver to another can cause stress to a child. Children will be moved between age groups based on their development, not solely on their chronological age. The process of transitioning to a new classroom will be gradual (one week for most children), and will begin with a visit to the new classroom with visits increasing in length until the child adjusts to the new environment and their new caregiver.

Celebrations:

Birthdays and Holidays: CYS recognizes that religious, ethnic and seasonal celebrations are a part of valuable traditions. Parents 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. The CDC and SAC do not allow food brought in from home or prepared in unapproved facilities. Please ask facility management for building specific guidelines.

Special Events: Throughout the year, CYS sponsors special events and awareness campaigns such as Parent Participation events, Month of the Military Child, Boys & Girls Club Day for Kids and the Army Birthday. Senior Commanders from Active Army, Guard, and Reserve and other branches of service, congressional delegates, local district officials and other key community and FMWR stakeholders plan and engage in observance of these events.

Emergencies, Closures, Evacuations, Mobilization: For information on CYS emergency closings, patrons are encouraged to call the post emergency hotline at (845) 938-7000, follow the West Point Garrison Facebook page (West Point & Surrounding Communities), CYS Facebook page, call their facility's front desk or visit the West Point Garrison website for important post information and notifications.

In the event of emergency, mobilization or other contingency in which a CYS facility needs to be evacuated, staff will follow a written Command approved Emergency Action Plan (EAP). 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 and the Military Police will be notified.

Weather & Post Emergencies/Code Red: All CYS programs will be closed during post closures (i.e. Code Red):

- Should the Garrison transition to Code White after the start of CYS operating hours, CYS facilities will continue normal operations.
- Should the Garrison transition to Code Red after the start of CYS operating hours, patrons will be required to pick up their children from care. CYS facilities will then close for the duration of the Code Red.
- In the event the Garrison begins the day at Code Red and then transitions to Code White, CYS facilities will open at the start of Code White.
- In the event the Garrison begins the day at Code Red and then transitions to normal operations, CYS facilities will open at the start of normal operations.

Minor Accidents/Incidents: In the event of a minor accident/incident resulting in injury to a child/youth requiring medical treatment, CYS staff will immediately contact emergency services and then notify the parent. 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 arrives at the emergency room.

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

Serious Accidents/Incidents: Staff will report serious accidents/incidents to management immediately. Management will then ensure the CYS Coordinator is notified immediately and then receives all pertinent information and/or forms within a timely manner in order to report the accident/incident to IMCOM within the required time frames. Any serious incidents that may be

potential child abuse/neglect will also be reported via mandated reporter procedures (see “Child Abuse” section and Child Abuse SOP). CYS employees are considered mandated reporters. New York State Law has legal protections for mandated reporters in place. The law provides confidentiality for mandated reporters and they are immune from any liability that might result. CYS staff who report suspicions of child abuse/neglect are immune from discharge and retaliation.

The following are considered serious child accidents/incidents: child abuse or neglect allegations (to include loss of accountability), serious injury or death of a child sustained in a CYS program, outbreaks of communicable diseases, denial of care due to special needs or behavior issues, expression of self-harm, errors in medication administration, a child consuming the incorrect food when there is a special diet statement or infant feeding errors. Additional instances may also be considered serious accidents/incidents on a case by case basis.

Transportation Policy: Designated CYS staff are 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, so 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. CYS does not provide/utilize bus monitors when transporting children/youth to and from schools to CYS programs at CYS expense.

CYS children/youth will adhere to the following safe passenger rules:

- Seat belts must be worn at all times in mini-buses and when available in school/charter buses. Buses will not move until everyone is buckled up.
- Everyone must remain seated and facing forward on buses.
- Inside voice is to be used at all times in vehicles.
- Eating, chewing gum and drinking are prohibited in vehicles while the vehicle is moving.
- Objects will not be extended or thrown out a window.
- Objects may not be thrown inside the bus.
- Body limbs may not be extended out a window.
- Littering is prohibited. Trash should be placed in designated trash containers.

At the time of enrollment, and annually thereafter, CYS patrons are required to give written general permission regarding the transportation of children by staff. Written permission for each specific trip is also required.

School bus connections are the responsibility of the patron:

CDC: Children arriving from school at the CDC must be enrolled at the CDC in a full day space. Children will be met by a CDC employee upon arrival. CDC patrons must indicate, in writing, their child(ren)’s travel arrangements to and from school, to include arrival, departure and meal times.

SAC: Children arriving from school at SAC must be registered for the appropriate Before/and/or After School Program or have a confirmed Hourly Care reservation. Children will be met by a SAC employee upon arrival. SAC patrons must indicate, in writing, their child(ren)’s travel arrangements to and from the child’s elementary school.

Field Trips: As part of the curriculum, field trips and nature walks are scheduled to FMWR sites and other local sites to augment the developmental program. All field trips receive input from Families, children/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 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 trips considered to be high risk activities must follow the appropriate guidance (for ratios, etc.). Please consult the Program Director for additional information on high risk activities. Patrons who do not want their child(ren)/youth to participate in a field trip are responsible for making alternate child care arrangements for that period of time.

Written parent permission is required any time children leave the grounds of CYS facilities, except at MST where it is age appropriate for youth to sign themselves in and out of the facility. However, all participants of MST field trips are required to sign a permission slip/parental release form and a code of conduct prior to the event to ensure safety and proper understanding of CYS regulations. MST youth are also reminded to bring any rescue medications they are taking on field trips or overnight activities, as they administer their own medications.

Food and Nutrition: CYS follows DoD and NY state guidelines on food and nutrition. Please refer to the latest IMCOM REG 608-10-1 for the most current information and guidance. Staff will never use microwaves to heat children's food or beverages.

Infant Feeding: Infants are fed individually when they are hungry, which may be different from the schedule supplied by the parents. Infants will also not be subject to caregiver/Provider-imposed feeding schedules. Infants are held by caregiving staff during all bottle feedings to ensure safe, caring feeding that allows for individual attention to their needs. Bottles will not be propped for self-feeding and children will not be allowed to walk around with bottles or cups.

Parents are provided with daily communication regarding their infant's daily intake of food. A coordinated feeding plan will be developed to outline the introduction of new foods. Infants will be allowed to self-feed as soon as they display an interest, including holding spoons and cups.

Infant Formula and Breast Milk: In accordance with Child and Adult Care Food Program (CACFP) and American Academy of Pediatrics (AAP) recommendations, cow's milk will not be served to children under 12 months of age. Free of cost, the CDC offers specific CACFP approved powdered formula for infants in full-day care that parents take home and use to prepare bottles brought to the Center each day (parents supply the bottles). Parents may decline and provide breast milk bottles or bottles containing a different formula brand. All infants are provided with USDA-approved infant foods and cereals. Teething biscuits, cereal and/or zwieback are given as a snack and only when the infant is developmentally ready.

Bottles for infants (under 12 months) may only contain either formula OR breast milk; mixing of the two is unauthorized. Parents of infants are responsible for the daily preparation of an adequate number of infant bottles (with caps.) Glass bottles/cups are not permitted. Medications or cereal may not be mixed with formula, unless otherwise indicated due to a medical exception in a child's MIAT.

Parents of pre-toddlers within infant rooms who are still consuming breast milk or formula are responsible for the daily preparation of an adequate number of sippy cups or bottles (staff will transfer liquid to labeled, center standard sippy cup.) Formula and breast milk cannot be mixed.

All Infant bottles, pre-toddler cups, caps and basic care items must be labeled and color coded according to IMCOM guidelines. The IMCOM-approved color-coded label will need to be affixed

to each bottle, cap and basic care item. Colors and labels are provided by the facility. Current IMCOM-approved labeling guidance is provided at orientation.

Family Style Dining: With the exception of the buffet-style meals provided at MST programs, 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 Feedback and Participation: Parents who wish to share questions, comments or concerns regarding FMWR or CYS programs may do so by contacting their Facility Director. We welcome you to attend Parent Advisory Board (PAB) meetings to bring forward a topic of concern/interest beneficial to the program if it is of shared concern/interest to the majority of stakeholders (see Parent Participation Program below).

Parents are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Discipline Team Inspections (MDTIs) and the Army Higher Headquarters Inspection (AHHI) program surveys, local patron satisfaction surveys, NAEYC and COA Accreditation surveys. Parents may also voice their comments and concerns by completing an Interactive Customer Evaluation survey through our Garrison's website: www.WestPoint.armymwr.com.

Parent conferences: Offered twice annually in CDC programs, Parent conferences are an excellent opportunity for parents to stay informed and involved. Conferences provide parents a formal means of communicating with those who provide direct care to their children on a regular basis. Conferences offer a great opportunity for parents keep up to date on program news and information while discussing their child's developmental progress. Parents will be given an opportunity to sign up twice a year with their child's caregiver, but may also request a conference in addition to the bi-annual times.

Parent Participation Program: The Military Child Care Act requires the establishment of a parent participation program at each DoD Installation. The program allows parents to earn points by participating in pre-approved activities on post, off post or in the comfort of the parent's home. Parents may earn a fee reduction for participating a minimum of 10 hours in CYS programs. A 10 percent reduction on one month's fee for one child may be awarded for each 10 hours of parent participation. Parent Participation points may only be used for regularly scheduled programs. Parent Participation points may not be used to reduce hourly care fees and are not transferable from one household to the next. For more information on the Parent Participation Program, please contact the P&OS Director, at (845) 938-3969.

Here are a few ways parents can earn points towards fee reductions in child care:

- **Parent Education:** Classes are offered at least quarterly. Regularly scheduled classes may include some of the following: Child Growth and Development, Special Needs Awareness, Character Counts, Baby Sign Language and Child Guidance Techniques.
- **Parent Advisory Board (PAB):** The PAB is a parent forum that meets at least quarterly

to discuss current issues and offer recommendations for CYS program and service improvements. Parent concerns are channeled through the CYS Coordinator to the Installation Commander for review and disposition. The PAB is also an opportunity for patrons to share their culture, heritage and home language and how it can be incorporated within our programs. For more information/policies/procedures, please speak to the Facility Director where your child attends.

- **Volunteering:** CYS encourages parent volunteering in our programs. We appreciate volunteer assistance in various activities to include field trips, annual open house events, potlucks and holiday celebrations. Parent volunteers should report to P&OS, which oversees the volunteer program and is responsible for recruiting, screening, interviewing, placing, orienting, training, evaluating and recognizing volunteers. Regular volunteers would require background checks.

Note: Volunteering for CYSFP does not count towards the Parent Participation Program. Regular volunteers and coaches for CYSFP report to the Sports and Fitness Director and require background checks. However, there are additional benefits to becoming a volunteer coach for CYSFP. Please contact the CYSFP Director for details.

After Hours Care: Children/youth must be picked up by posted facility closing times. When a child/youth is left at the site past closing, staff will attempt to contact the parent using all telephone numbers provided, including emergency release designees. If there are no positive responses to these calls, CYS will contact the Military Police.

Lost and Found: Lost and found procedures are slightly different in each facility/program:

CDC: Lost and found items are displayed at the front desk.

SAC/SB/P&OS: Lost and found items are stored for approximately one month and then displayed for a week. If these items are not claimed after this week, they are either discarded or donated. Please consult the front desk for the location of the lost and found box.

MST/CYSFP: When lost and found items begin to build up too much, MST/CYSFP will alert children/youth at least a month in advance and then donate any unclaimed clothes to a clothing donation center.

All programs: More important items (keys, wallets, glasses, IDs, cell phones) will be locked in each building's safe whenever possible and kept indefinitely with frequent attempts to contact the owner (if the owner is known with current contact information).

CHAPTER 4: PAYMENTS AND REFUNDS

Tax Liability: All Civilian Families using on-post child care are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their child care subsidy. Each year DoD must determine the value of the child care subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy.

Total Family Income (TFI) is all earned income including wages, salaries, tips, Special Duty pay (flight pay, Active Duty demo pay, sea pay, proficiency/foreign language pay), 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 quarters subsistence and other allowances appropriate for the rank and status of Military or Civilian personnel whether received in cash or in kind. For dual Military living in government quarters include BAH RC/T of the senior members only; for Defense Civilian OCONUS include either the housing allowance or the value of the in-kind housing provided. Current BAH chart is located at:
<http://www.defensetravel.dod.mil/suite/bah.cfm>.

DOCUMENTATION NEEDED TO DETERMINE TFI:

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

Families who fail to show proof of TFI will be removed from care. Patrons failing to provide income documentation within 3 business days of registration/enrollment/re-registration will be denied or terminated from care. 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.

TFI Category is Adjusted When:

- An unemployed spouse/partner finds paid employment.
- There is a documented reduction in TFI (e.g. change from full time to part time, furlough, loss of employment of spouse, etc.).
- A Financial Hardship Waiver is granted to change the TFI.
- A TFI calculation error places Families in a higher TFI Category. Retroactive credit (from the date of the error) will be applied to the Family household. When TFI calculation errors result in underpayment, Families are notified that fees will be adjusted during the next re-registration, unless the mistake is determined to be fraudulent. Patrons will be

notified their TFI was incorrectly calculated and provided an explanation regarding the miscalculation error. PCS will then adjust the fees in CYMS accordingly.

- Internal Review and Audit Compliance documents inaccurate documentation of TFI or Fee changes.

Parent fees are adjusted when:

- The Family moves to a new TFI Category (e.g. during re-registration or when an unemployed spouse looking for work finds employment).
- Children transition between programs with different fees, (e.g., full-day care to Kindergarten, full-day to part-day, after school to summer camp to child development center).
- Army Fee Policy directs a fee change.
- A Financial Hardship Waiver is approved.
- Internal Review and Audit Compliance documents inaccurate documentation of TFI or fee changes.

Program Fees: West Point CYS follows the IMCOM CYS Fee Policy (generally updated annually). Fees are set or adjusted only on an annual basis based on the DoD fee policy. Fees are generated semi-monthly on the 1st and the 15th of the month. Parents can pay monthly fees for regularly scheduled full day, part day and part time care in monthly or semi-monthly installments. Incoming Families make their initial payment for care at the time they accept the child care space offered by CYS P&OS. 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.

CYS WebTrac Payments and Pre-Payments: Most CYS programs allow patrons to make online payments. Patrons can also pre-pay for most CYS programs (including SAC Hourly Care) through WebTrac – this easy option allows for payments at the patron's convenience instead of having to pay at the front desk at pick-up or drop-off. WebTrac login information is supplied by P&OS at time of registration. Should a patron need to retrieve their login information during non-operating hours, WebTrac has a Login/Password retrieval option on the homepage: <https://webtrac.mwr.army.mil/>

CYS Auto Debit Payments: This option authorizes CYS to automatically deduct funds from a credit/debit account bi-monthly on the 1st and 15th of each month. This authorization does not exempt a patron from paying any additional service charges, late fees or previous balances not covered under Auto Debit Agreement. Forms are available at all CYS facilities. Signup must be completed at your child(ren)'s front desk and the card must be present. Any changes (change in authorized card, updated expiration date etc.) to authorized card must be completed in person at the front desk of your child(ren)'s facility with card present. Termination of this agreement must be in writing to the activity manager a minimum of two weeks in advance of your desired withdrawal date. If written notice has not been received, your card will continue to be charged in accordance with this agreement.

Other Payment Options: Cash, credit/debit card, and personal checks (equal to or less than the amount due) are accepted in person at the CDC and SAC front desks as well as at P&OS. Credit/debit card payments can be made over the phone as well.

SAC Hourly Care Fees: The standard Army-wide hourly care rate is \$7 per hour per child for

CYS programs regardless of TFI category. Multiple child reductions, fee adjustments for financial hardships and Parent Participation points do not apply to hourly care. Hourly care payment, to include all late pickup fees, is due at the time of pick-up. Hourly care patrons with outstanding late pick up and/or no-show fees will not be allowed care or to reserve a space for care until the fee is paid in full. Same day or walk-ins may be accepted on a space available basis. Reservations for hourly care can be made in advance; check with the School Age front desk staff for further details.

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. After 15 minutes, the Family is charged \$5.00 per child, per site for the next 45 minutes. CYS emergency procedures will be followed when the child is left at the program one hour after closing the program. Late pickup fees are not charged for approved mission-related circumstances or when specific arrangements to extend childcare are made prior to pick up.

Late Payments: Payment for regular scheduled care for full day/part day and before/after school care are generated semi-monthly, on the 1st and 15th. A 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). Exceptions need to be requested, in writing, from each center Director no less than two weeks prior to the payment due date.

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

- **Verbal Reminder.** By front desk staff during swipe in/swipe out on the 4th and 5th business days of each semi-monthly billing cycle. CYMS swipe stations will be toggled to "Display Message if HH Balance Exists" so front desk personnel can give parents a courtesy reminder of approaching payment/termination deadlines.
- **Personal Follow-Up.** By Program Manager when fees are not paid on the 6th business day after the first billing date of the month. Patrons with an outstanding balance are contacted individually via telephone, in writing and/or in person regarding the outstanding balance. This will include informing Families of the amount they owe, their option to request a Financial Hardship Waiver and reminding them of potential penalties if payment arrangements are not made by established deadlines.
- **Written Notice of Non-Payment/Termination of Services.** By Program Manager when fees are not paid in full on the 6th business day after the second billing date of the month. This is a template Army-standard notice. The Program Manager should also complete 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.

Denial of Services/Collections. Patrons are required to continue paying for their child care space unless they would like to be withdrawn from the program and go back on the waitlist. If payment is still not received by COB on the last business day of the month, the child will be denied services beginning the 1st of the following month unless a command-approved financial hardship waiver has been initiated. The child will be withdrawn from care and families would need to reinitiate a care request through MilitaryChildCare.com waiting list for care.

When fees are not paid in full prior to the 1st of the following month, FMWR Financial Management (FM) will attempt to collect fees within 10 days. If FM is not successful, garnishments through the Military pay office or collections through the IRS are initiated.

Returned checks will be charged a service fee of \$35.00 in addition to the amount of the return check which must be paid in cash. If checks are returned more than once, future payments must be made in cash for 90 days.

Payment requirements for MST activities/field trips can be found on the specific flyer for that activity/field trip or on the annual summer brochure/flyer.

Fees for specific activities in CYSFP can be found on the West Point CYS website and are also available at P&OS.

Financial Hardship Waiver: Child care fee adjustments through a Financial Hardship Waiver may be approved when a Family can demonstrate a severe hardship. The Garrison Commander may temporarily adjust fees for individual Families based on financial hardship or other special circumstances on a case-by- case basis.

Families must demonstrate a need for a fee reduction due to financial hardship based on a review by an Army Community Service financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every six months by the counselor or Garrison Commander. Families whose child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review. Fee adjustments for financial hardships do not apply to hourly care or CYSFP.

Leave/Vacation Options (CDC): During the enrollment/re-registration process, Families must select either a 2 or 4-week leave/vacation fee option for each child. The option chosen cannot be changed until the following registration year and when used, must be used during the registration year and cannot be carried over into the next year. Refunds are not authorized for unused Family leave/vacation.

Families who opt for 4 weeks of leave/vacation pay a higher monthly fee than Families who chose the 2-week fee option. Vacation must be taken in a minimum increment of five consecutive workdays (may overlap the weekends), and Families must provide a 2-week advance notice prior to taking leave/vacation to allow billing adjustments. A vacation request form is available at the front desk.

SAC leave/vacation: Leave/vacation options are available to patrons enrolled in CDC programs ONLY. There are no leave/vacation options for SAC.

A written notice on vacation options is available at the CDC front desk or at P&OS.

Withdrawal/Out-Processing: Patrons are required to provide a minimum of 30 days' notice in writing prior to withdrawal from CDC and SAC Before/After care. This notice (available at the facility's front desk) should be given to the Center Director, Assistant Director or front desk staff. Patrons who fail to submit written notification will continue to be charged their normal child care fees until written notification is received. Patrons may also use the two week vacation leave option in lieu of the 30 days' notice of withdrawal. However, patrons must still provide 30 days

advance notice prior to taking this vacation leave to allow for billing adjustments.

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

Please refer to the current SAC Summer Camp Contract for summer camp withdrawal specifications and penalties.

Refunds: Refunds/credits are not authorized for: a) child absences two weeks or less b) CYS short term program closures due to inclement weather (3 days or less) c) staff training (no more than 2 days per year provided patrons are given advanced notification and alternate options for child care when needed) d) unused vacation days or e) special Installation circumstances determined by the Garrison Commander.

Refunds are authorized for a) program closures for repair or renovation when an alternate care setting is not provided, b) unexpected prolonged child absence (over 2 weeks with Garrison

Commander Approval) due to Family emergency or extended illnesses, c) other extenuating circumstances (Garrison Commander's decision) or d) withdrawal from CYSFP (occurring before midseason of the sport).

Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification *in writing* through the Program Director, CYS Coordinator and Garrison Commander (who gives final approval). Please see P&OS or program management for more information.

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services Fee Reduction: Parents receive a 20% deployment reduction for regularly scheduled child care and reduction for other deployment support services. Discounts related to Deployment Support Services will not be given retroactively. The discount begins once P&OS receives a copy of the deployment orders. Please contact P&OS for additional information regarding Deployment Support Services and associated discounts.

Parent Participation Fee Reduction: Parents may earn a fee reduction for participating 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 points may only be used for regularly scheduled programs (e.g., full-day care, part-time care, part-day toddler/preschool, before/after school age care, and school break camps). Parent participation points will not be used to reduce SAC hourly care fees.

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 Fee Reductions (MCR): A 15% MCR is applied when more than one child is enrolled in regularly scheduled child care programs or seasonal youth sports offered by CYS. MCRs for child care and CYSFP are determined separately and may not be combined. MCRs are *not* applied to the SAC hourly care program or SAC 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 (MCR) is applied to the second child and all subsequent children enrolled in a youth sport occurring in the same season.

Regularly scheduled child care programs (full day, part day, 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 the full fee. The standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in regular ongoing child care program. The MCR will be applied in CYMS to a CDC or SAC child when multiple children are enrolled in CDC or SAC.

CHAPTER 5: PROGRAMS, PHILOSOPHIES AND CURRICULUMS

DEVELOPMENTAL CHARACTERISTICS OF CHILDREN

The Developmental Stages of Preschoolers

	<i>What they do . . .</i>	<i>What it means for us . . .</i>
Infants	Emotional	
	<ul style="list-style-type: none"> • Begins the "bonding" process essential for human emotional development. • Begins to develop trust as the child learns that her needs will be met. 	<ul style="list-style-type: none"> • One or two loving caring familiar caregivers should provide primary care to one child (Relevant Character Counts!® Pillar: Caring). • Tune in to child's needs so you can make accurate assessments about what the child needs and respond appropriately (Caring & Responsibility).
Toddlers (1 & 2 Year-Olds)	Social & Emotional	
	One-Year Olds <ul style="list-style-type: none"> • Want to do things independently. • Temper tantrums are common. • Enjoy playing by themselves or beside (not with) other children. • Have difficulty sharing toys. • Cannot remember rules. • View themselves as the center of the world. • Become increasingly self-aware. Express new emotions like jealousy, affection, pride, and shame. • Show increasing fears. • Continuously ask for their parents. • Have rapid, intense, short-lived mood shifts. • Routines are very important. 	<ul style="list-style-type: none"> • Use character language in daily interaction (All pillars). • Use the character colors and refer to them during play (All pillars). • Offer choices whenever possible to allow them to make decisions without defying you (Respect & Decision Making). • Remind children of the rules and relate them to being a good citizen and being responsible for following the rules (Respect & Responsibility). • Encourage positive behavior (Respect). • Encourage them to be kind to others and to share, even when it is hard (Respect & Caring). • Create character games that encourage their new physical achievement.
	Two-Year Olds <ul style="list-style-type: none"> • Generally self-centered; sharing is difficult. • Enjoy playing near other children. • Try to assert themselves by saying "no." • Sometimes do the opposite of what is asked. • Imitate the behavior of adults and others. Want to help with household tasks. • Become frustrated easily. • Refuse help. 	<ul style="list-style-type: none"> • Encourage them to be kind to others (Respect & Caring). • Encourage them to talk in order to express their feelings, rather than hit or grab (Respect). • Role-model desired behaviors (All pillars).
	Intellectual	
	One-Year Olds <ul style="list-style-type: none"> • Use "no" frequently. • Begin to include a second person in pretend play. • Have a short attention span. • Because of their developing imagination, have trouble knowing what is real and what is pretend. 	<ul style="list-style-type: none"> • Encourage them to use simple words of courtesy, e.g., "please" and "thank you" (Respect). • Sing simple songs.
	Two-Year-Olds <ul style="list-style-type: none"> • Follow simple directions. • Express their feelings and wishes. • Can memorize short rhymes. • Join in simple songs. • Begin to think about doing something before doing it. • Have trouble making choices, but they want to make choices. 	<ul style="list-style-type: none"> • Encourage children to express their feelings in appropriate ways using appropriate language (Respect & Caring). • Help children think about ways to make good choices (Decision Making). • Role-model desirable decision making.

SKIESUnlimited Developmental Stages of Preschoolers, 15.10.1

Physical	
Four-Year-Olds <ul style="list-style-type: none"> • Have more small-muscle control. • Dress themselves. • Can cut on a line with scissors. 	<ul style="list-style-type: none"> • Praise encourages children to perfect skills and try new tasks (All pillars).
Social & Emotional	
Three-Year-Olds <ul style="list-style-type: none"> • Enjoy dramatic play with other children. • Begin to learn to share. • Need clear and consistent rules and consequences. • Emotions are usually extreme and short-lived. • Needs encouragement to express feelings. 	<ul style="list-style-type: none"> • Give children simple tasks and praise what he/she is able to do (Respect). • Praise and attention encourages good behavior (All pillars). • Always reassure children you care for them (Respect & Caring).
Four-Year-Olds <ul style="list-style-type: none"> • Can be aggressive but want friends and enjoy being with other children. • Tend to brag and be bossy. • Are learning to take turns and to share. • Enjoy pretending to be important adults (mother, father, doctor, nurse, police officer, mail-carrier, etc). • Need to feel important and worthwhile. • Need opportunities to feel more freedom and Independence. • Appreciate praise for their achievements. 	<ul style="list-style-type: none"> • Give children simple tasks and praise what he/she is able to do (Respect). • Games help teach about taking turns. • Praise and attention encourages good behavior (All pillars). • Always reassure children you care for them (Respect & Caring).
Intellectual	
Three-Year-Olds <ul style="list-style-type: none"> • Can communicate their needs, ideas, and Questions. • Attention span is longer, so they can participate in group activities. 	<ul style="list-style-type: none"> • Ask toddlers to tell you a story (Responsibility).
Four-Year-Olds <ul style="list-style-type: none"> • Are very talkative. • Enjoy serious discussions. • Ask questions, including "how" and "why." • Use silly words and profanity. • Developing classification skills and reasoning. • Understand some basic concepts (i.e., number, size, weight, color, texture, distance, time, and position). 	<ul style="list-style-type: none"> • Talk about the correct use of the telephone (Respect).

The Development Stages of School-Agers (6-10 Years of Age)

<i>What they do . . .</i>	<i>What that means for us . . .</i>
Physical	
<ul style="list-style-type: none"> • Are spirited with boundless energy. • Girls will be maturing faster than boys. Some may be entering puberty. • Large and small muscle development, strength, balance and coordination are increasing. 	<ul style="list-style-type: none"> • Provide active learning experiences. • Avoid competition between girls and boys (Relevant Character Counts!® Pillars: Respect & Fairness). • Plan activities that allow youth to move about and use their bodies.
Social	
<ul style="list-style-type: none"> • Enjoy group activities and cooperation. Feel loyal to a group or club. • Prefer to be with members of the same sex. • Admire and imitate older boys and girls. • Need guidance from adults to stay on task and to perform at their best. 	<ul style="list-style-type: none"> • Emphasize group learning experiences and form groups to plan activities together (Responsibility & Respect). • Plan learning experiences to be done with members of the same sex (Trustworthiness, Respect & Citizenship). • Encourage experiences with and mentoring by older youth (Trustworthiness, Respect & Responsibility). • Work closely with this age group and enlist older youth to help you with this task (Trustworthiness, Respect & Responsibility).
Intellectual	
<ul style="list-style-type: none"> • Rapidly shift interests and do best when work is presented in small pieces. • Vary greatly in academic abilities, interests and reasoning skills. • Are easily motivated and eager to try new things. 	<ul style="list-style-type: none"> • Allow for many brief learning experiences and give simple, short directions (Respect). • Offer activities appropriate for a wide range of abilities so that all children have a chance to succeed (Respect, Fairness & Caring) • Provide a variety of different activities.
Emotional	
<ul style="list-style-type: none"> • Prefer recognition and praise for doing good work. 	<ul style="list-style-type: none"> • Comparisons with other youth are difficult and erode self-confidence. Instead of comparing youth with each other, help them identify their own successes by comparing present and past performances for the individual (Trustworthiness & Respect).

The Developmental Stages of Middle Schoolers (11-15 Years of Age)

<i>What they do . . .</i>	<i>What it means for us . . .</i>
Physical	
Experience rapid changes in physical appearance. Growth spurts happen earlier for girls than boys.	<ul style="list-style-type: none"> • Talk about physical changes, because new teens are often uncomfortable with and embarrassed by their changing bodies (Relevant Character Counts! Pillars: Respect & Caring). • Encourage active and fun learning experiences.
Show interest in sports and active games.	
Social	
<ul style="list-style-type: none"> • Show concern about social graces, grooming and being liked by peers. 	<ul style="list-style-type: none"> • Encourage learning experiences related to self-discovery, self-understanding, and getting along with others. Be patient with grooming behaviors that may seem excessive (Trustworthiness, Respect & Fairness)
Exhibit less dependency on parents and more dependency on the opinions of peers.	<ul style="list-style-type: none"> • Help parents understand that this is a sign of growing maturity, not rejection of Family (Responsibility & Respect)
Become interested in activities that involve boys and girls.	<ul style="list-style-type: none"> • Provide opportunities for boys and girls to mix without feeling uncomfortable. This often works best if youth plan activities themselves (Trustworthiness, Respect, Responsibility & Caring).
Intellectual	
Tend to reject solutions from adults in favor of their own.	<ul style="list-style-type: none"> • Involve young teens in setting rules and planning activities for your group or program (Trustworthiness , Respect, Responsibility & Fairness).
Begin to think more abstractly and hypothetically. Can analyze own thought process and are becoming skilled in the use of logic and cause-and-effect	<ul style="list-style-type: none"> • Ask questions that encourage predicting and problem solving Help youth to find their own solutions by providing supervision without interference (Ethical Decision-Making)
<ul style="list-style-type: none"> • Take more responsibility for planning and evaluation of work. 	<ul style="list-style-type: none"> • Allow young teens to plan activities and expect follow-through. Help them to evaluate the outcome. (Trustworthiness, Responsibility & Citizenship)
Emotional	
Can be painfully self-conscious and critical. Vulnerable to bouts of low self-esteem.	<ul style="list-style-type: none"> • Plan many varied opportunities to achieve and have their competence recognized by others. Concentrate on developing individual skills (Trustworthiness & Responsibility).
Changes in hormones and thinking contribute to mood swings.	<ul style="list-style-type: none"> • Remember that early adolescents are known for their drama and feelings that seem extreme to adults. Accept their feelings and be careful not to embarrass or criticize (Caring).
<ul style="list-style-type: none"> • Desire independence, yet need their parents' help. 	<ul style="list-style-type: none"> • Encourage youth to work with adults and older teens (Responsibility, Fairness & Citizenship).

CORE PROGRAMS, PHILOSOPHIES AND CURRICULUM:

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

CYS encourages Eco-Healthy practices by purchasing non-toxic toys and art supplies, monitoring daily outdoor air quality, recycling and using fragrance free, least toxic cleaning products among other practices.

Child Development Center (CDC):

Child Development Center (CDC): (Ages 6 weeks-5 years) Offers on-post full day, part day, and the Strong Beginnings pre-kindergarten program. Care is provided by trained staff and operations are subject to DoD Certification and accreditation requirements. Part Day Preschool is provided at the Lee CYS Facility.

CDC Philosophy: The CDC and Strong Beginnings programs are designed to positively promote the four areas of development; social/emotional, physical, cognitive and language through exploration, experience and fun. Classrooms are arranged in interest areas of literacy, math & science, art, blocks, dramatic play, manipulative toys and games. Children are involved in a variety of activities based on the individual needs of each child. Professionally trained staff with strict adherence to health, safety and facility standards and the philosophy for creating a safe, nurturing environment adds up to offering the finest child care available. It is our continuing effort to provide an environment that is warm, happy and supportive of the child as they move through the growth stages.

In addition to the above, the Strong Beginnings pre-kindergarten program is designed to prepare children to enter school. The curriculum focuses on social, emotional & physical development of children and equips them with basic academics and kindergarten classroom etiquette skills to enhance school readiness.

CDC Curriculum: The Creative Curriculum is the authorized curriculum used in CDC 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 schedules along with weekly lesson plans are posted.

School Age Center (SAC): (Grades K-5) Offers before and after school programs, full day summer care and camps during school vacations. Care is provided by trained staff and operations are subject to DoD Certification and accreditation requirements. The SAC Program is housed at the Lee Area CYS Facility.

SAC Philosophy: The foundation of the SAC program provides a comprehensive curriculum with a variety of experiences to promote children's physical, social and intellectual growth and general well-being. SAC promotes the development of children in accordance with their needs and abilities, and genuine interests of each child. Planned and developmentally appropriate

activities promote learning and exploration in five service areas of academic career development; the arts; character and leadership development; sports, fitness and recreation and health, wellness and life skills. It is our continuing effort to provide an environment that is warm, happy and supportive that promote every child's positive self-esteem. Professionally trained staff with strict adherence to health, safety and facility standards and the philosophy for creating a safe, nurturing environment adds up to offering the finest child care available.

SAC Curriculum: Curriculum and programming centers around the five service areas. 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 are 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.

Homework Center (Power Hour) is an educational enhancement program that helps children and youth with homework, finishing assignments and tutoring to gain proficiency in specific areas such as math or language arts. Power Hour is designed to raise the academic proficiency of club members ages 6 to 12.

Middle School & Teen (MST) Program: Offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 6 through 12 (a 7th grade starting requirement applies at some installations) who are generally 11 – 18 years of age. Completion of 5th grade does not afford eligibility. Youth are not able to attend the MST Program until after the completion of their first day of 6th grade. 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 curriculums, 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.

MST Philosophy: The MST program focuses on character and leadership development in five service areas, with a focus on building resiliency and enabling readiness. The MST program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. It is our continuing effort to provide an environment that is warm, inclusive, and supportive which provides a foundation for teens to make an impact within the MST program, their community and in their future.

MST Curriculum: The MST program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. The framework is comprised of five service areas to meet the core requirements: The Arts; Educational Support and Career Development; Character and Leadership Development; Sports,

Fitness and Recreation; Health, Wellness and Life Skills. Youth work together with staff to ensure they have input into activity choices. Activities meet the needs and interests of the youth. The intent is to have a combination of youth and adult choices in the lesson plan and for youth to help determine frequency. Activities reflect the program's written philosophy and goals for youth in a prominent area.

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

- **Youth Councils** provide opportunities for youth to actively participate in planning and conducting youth programs.
- **Volunteer Community Service** provides 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.
- The **Youth Technology Lab** provides opportunities for youth to explore interests, enhance technology skills and research information.

West Point has a robust **Youth Sponsorship Program**, largely due to strong partnerships between the MST Program, School Support Services and our local schools. Trained youth sponsors connect with youth before or upon arrival, providing them with information about their new community and answering questions from a youth perspective, all under the guidance of adult advisors in CYS youth programs and the schools.

If you are preparing for a PCS move with a 6th-12th grader, contact the MST Director at 845-938- 3727 or the School Liaison Officer at 845-938-2092 to request a youth sponsor. Once you arrive, a youth sponsor can meet your child, answer questions and provide information regarding community and school tours.

The local schools also offer youth sponsorship. West Point Middle School proudly offers an Ambassador Club (call 845-938-2923 for additional information) and James I. O'Neill High School has the long-standing Student 2 Student (S2S) Ambassador Program (call 845-446-4914 x2600 for additional information).

Child and Youth Sports & Fitness Program (CYSFP): (Ages 3–18 years) Offers 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. The program is provided by trained CYS employees and volunteer coaches in a variety of settings including Youth Centers, FMWR facilities, schools and community fields and facilities.

CYSFP Philosophy: The CYSFP philosophy promotes, supports and encourages the development of character, athleticism, sportsmanship & healthy lifestyle skills. We believe all children should have the opportunity to learn, grow, develop and build lasting relationships in a fun, safe and positive environment.

CYSFP Curriculum: CYSFP 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 teams sports offered at any time of the year based on community needs and interests (such as volleyball, dodge ball, lacrosse and flag football)

Individual Sports are offered in at least three locally selected sports. A minimum of one Fitness and Health option is offered anytime during the year such as healthy lifestyles, healthy eating, personal hygiene, etc.

Fitness and Health programs focus on nutrition education/counseling and health promotion.

These programs are implemented throughout the CYS system.

- Nutrition, counseling or health activities/events.
- At least three locally determined options (i.e. sports conditioning, yoga, weight lifting, running club, functional fitness, challenge courses, walking, jogging, hiking, etc.)

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)
- FMWR Partnerships (SAC/MST) i.e. Gymnasium, Outdoor Recreation

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

- **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 SAC, MST and CYSFP. All children and youth enrolled in SAC, MST and CYSFPs 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, 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 (P&OS): (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 the Provides program information, sends eNews publications and messages and contributes to websites of interest to parents. Program offerings are based on community demand and staffing availability.

CYSitters/Trained Babysitters: (Ages 6 weeks-12 years) Offer formal training for teens and adults who provide short term hourly child care in Families' own homes. Training covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities and the "business" of babysitting. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS' babysitter referral list.

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 Homework Centers and Mobile Tech Labs that support geographically dispersed children and youth through Operation Military Kids.

Deployment Respite 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.

School Support Services: The Army has designated the School Liaison Officer (SLO) to facilitate the delivery of quality school transition and education support services and to help ease the impact of the mobile Military lifestyle on the academic success of Military children. The School Liaison Officer advises Garrison command staff on matters related to schools; assists Families with school issues; communicates information and resources to Families and schools, to include home school groups; supports Families during school transitions; collaborates with school districts to address issues that impact students and enrich educational opportunities through common education interest and mutual educational support. The School Liaison Officer is available to assist Soldiers and their Families with school questions and concerns. For more information on college and career readiness resources, Partners in Education, scholarships, academic resources and additional School Support Services, please visit the FMWR website or e-mail usarmy.westpoint.imcom-fmwrc.mbx.slo@mail.mil.