



UNITED STATES ARMY
CHILD & YOUTH SERVICES

West Point Patron Handbook 2017



IMCOM
SOLDIERS · FAMILIES · CIVILIANS



CONTACT INFORMATION

Parent & Outreach Services (P&OS)

Lee Area CYS Facility, 140 Buckner Loop

Monday-Friday 0730-1600

DSN: 688-4458/0939 • CIV: 845-938-4458/0939

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

Child Development Center (CDC) (Ages 6 weeks – 5 years)

1207 Patrick Trail

Monday-Friday 0600-1730

DSN: 688-4798/4523 • CIV: 845-938-4798/4523

CDC Strong Beginnings (Pre-Kindergarten)

Lee Area CYS Facility, 140 Buckner Loop

Monday-Friday 0600-1730

DSN: 688-8530/0941 • CIV: 845-938-8530/0941

School Age Center (SAC) (Grades K-5)

Lee Area CYS Facility, 140 Buckner Loop

Monday-Friday 0600-1730

DSN: 688-8530/0941 • CIV: 845-938-8530/0941

Middle School & Teen (MST) Program (Grades 6-12)

Youth Center, 500 Washington Road

Academic Year: Monday through Thursday..... 1400-2000, Summer Months: 1300-2000

Academic Year: Friday 1400-2100, Summer Months: 1300-2100

Academic Year: Saturday..... 1200-2100, Summer Months: 1200-2100

DSN: 688-3727 • CIV: 845-938-3727

Child and Youth Sports and Fitness Program (CYSFP) (Ages 4-18)

Youth Center, 500 Washington Road

Monday-Friday 1000-1600

DSN: 688-8525/8896 • CIV: 845-938-8525/8896

Schools of Knowledge, Inspiration, Exploration and Skills (SKIES) (Ages 1-18)

695 Buckner Loop

DSN: 688-8893 • CIV: 845-938-8893

Family Child Care (FCC)

Stony CDC, 1207 Patrick Trail

Monday-Friday 0900-1800

DSN: 688-6170 • CIV: 845-938-6170

School Liaison Officer (SLO)

695 Buckner Loop

DSN: 688-2092 • CIV: 845-938-2092

CYS Nurse & Nutritionist

Nurse: DSN: 688-3921 • CIV: 845-938-3921 | Nutritionist: DSN: 688-2894 • CIV: 845-938-2894

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Welcome Letter

Dear Parents,

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, Department of Defense and contract 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 21st century Military Families.

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

Our governing regulation is AR 608-10 (Child Development Services), our business operations regulation is AR 215-1 (Morale, Welfare, and Recreation), and our NAF Human Resources regulation is AR 215-3. The CYS Operations Manual and Army Higher Headquarters Inspection criteria have 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 fan page (WestPointCYSS) and the FMWR website (<https://westpoint.armymwr.com/us/westpoint>).

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.

Again, thank you for considering West Point CYS!

Sincerely,



Lisa Watson

CYS Coordinator

CUSTOMER SERVICE

CAREGIVERS' CREED

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



CUSTOMER COVENANT

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

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

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

Mission: 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 Family Child Care (FCC) homes and Child Development Centers (CDCs).
- 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. By public law, there is a minimum of a 50/50 match between parent fees and Army provided funding.
- **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, Child Development Center and School Age Center 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.

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 members 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.

Deployment Support Services (formerly Army Family Covenant): Deployment Support Services institutionalizes a commitment by Army leaders to provide Soldiers and Families of all components with programs and services that maintain a quality of life commensurate with the quality of their service and sacrifice to the Nation.

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 - #####

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

- CDC: x4798
 - SAC/SB: x8530
 - MST: x727
- 2) Assistant Directors:
- CDC: Allison Cabrera x6170, Brittany Bouton x4040
 - SAC: Esther Kwon x0089
 - CYSFP: Patrick Rossi x8525
- 3) Directors:
- P&OS: Erin Faherty x3969
 - CDC: Annette Bell x4798
 - FCC: Allison Cabrera x6170
 - SAC: Jacquie Marino x8530
 - MST: Aaron Behrman x3727
 - CYSFP: Oneisha Staples x8896
 - SKIES: Kirsten Rautter x8893
- 4) Program Operations Specialist: Birgit Kraeft x2894
- 5) CYS Coordinator: Lisa Watson x5838/2023
- 6) FMWR Director: Maura DuMoulin x2103
- 7) Deputy to the Garrison Commander: Mr. Thomas Cowan x4414
- 8) Garrison Commander: COL Andrew Hanson x2022

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 related to the following circumstances:

- **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:** 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.
- **Acute Illness:** CYS management will notify parents to come and pick up their child/youth 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, and major developmental milestones the child (or youth as applicable) may be accomplishing soon.
- **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 to implementing change.
- **Programming and Curriculum Changes:** CYS will notify parents as to other changes in their child's/youth's program and/or curriculum.

Parent Feedback: Parents who wish to share questions, comments or concerns regarding FMWR or CYS programs may do so by attending Parent Advisory Board (PAB) meetings and/or contacting their facility management team. Parents may also complete an Interactive Customer Evaluation (ICE) survey through our Garrison's website: www.WestPoint.army.mil.

CHAPTER 1 - SAFETY & RISK MANAGEMENT

Child Abuse and Neglect: DoD defines reportable child abuse and neglect as follows: Child abuse and neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or combinations of these, by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened. The term encompasses both acts and omissions on the part of a responsible person. A "child" is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility or any staff person providing out of home care is legally responsible. Please refer to the latest CYS Operations Manual, the West Point CYS Standard Operating Procedures (SOPs, located in each facility) and the West Point "Home Alone" Policy (available from Army Community Service) for additional information on child abuse prevention, guidance, discipline, touch policy, accountability and supervision for children/youth, which requires the person with the first-hand knowledge of child abuse/neglect must take the steps as outlined below.

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, FCC Providers, FMWR partners, interns and support/administrative staff are to adhere to the following procedures for all suspected cases of abuse/neglect, which require:

- a) Immediately report incident to the Installation Reporting Point of Contact (RPOC), the Military Police Desk, at (845) 938 - 3333.
- b) 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.)
- c) Directly report the incident to the New York State (NYS) Child Abuse Hotline for Mandated Reporters at (800) 635-1522. This is a mandatory reporting requirement per NYS law and does not substitute for notification of the RPOC.

DoD Child Abuse/Neglect and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes 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: (571) 372-5348 (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.

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

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

Staff/volunteers under LOSS will be identified by burgundy scrub tops/red bib aprons/red polo shirts/red armbands/red dots on nametag. Staff/volunteers who have completed background checks and no longer require LOSS will be identified by green scrub tops/green bib aprons/green polo shirts/green armbands/green dots on nametag. Classroom leads who have been cleared from LOSS will be identified by blue scrub tops/blue bib aprons/blue polo shirts. Management and administrative staff will wear appropriate business attire.

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 (red for those under LOSS, green for those who no longer require LOSS).

Child and Youth Behavior Management: CYS follows the behavior guidelines set forth in Army Regulation 608-10, the CYS Operations Manual, the Army Operational Guidance for Behavioral Support, the Child and Youth Behavior Management 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.

In general, the CYS response to concerning and unsafe child/youth behavior depends on the nature, frequency and severity of the incident. A team approach is used to address the behavior, which may include the child/youth if appropriate, CYS staff and parents (who are kept informed). CYS staff will never use negative discipline methods that hurt, humiliate or frighten children, to include corporal/physical punishment; binding to restrain movement; isolation or confinement; humiliation or verbal abuse; behavior modification through use of fear, intimidation or threats; or deprivation of meals, snacks, outdoor play opportunities or other program components, such as a long-term restriction of the use of specific play materials and equipment, or participation in a specific activity. (Short-term restrictions are permissible to ensure the safety of others or as part of a strategy to help a child learn self-control.) Corporal punishment is not allowed in the CYS programs under any circumstances, even with parental approval.

Physical restraint will only be used if it is absolutely necessary to prevent injury to an adult or child (when a child is acting out or engaged in a tantrum to the degree that the safety of the child or another person is a concern).

- **Human Biting:** CYS staff will first focus on modifying the child’s behavior within the existing environment rather than removing the child from care. When this is not possible, the Parent & Outreach Services (P&OS) Director will assist parents in obtaining care in another CYS setting (if available). Please refer to the latest Human Biting SOP.

- **Bullying:** U.S. Army Garrisons and DoD Schools are committed to making our facilities, homes and community safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff. We treat each other with respect. Our community and centers define respect as treat others, regardless of age or position, with the same level of respect and dignity with which you wish to be treated. CYS defines bullying as a mean and one-sided activity intended to harm where those doing the bullying get pleasure from the intended target's pain and/or misery. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, gender (including sexual orientation), physical, or mental attribute. It includes all forms of hazing and cyber bullying and can be, and often is, continuous and repeated over time. However, once is enough to constitute bullying. Bullying, including all forms of cyber bullying, can impact the targeted individual's feeling of safety and create an intimidating, hostile or offensive environment. The CYS Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.
- **Criminal Behaviors:** Certain behavior patterns cannot be condoned in a group care environment where other children can be physically or emotionally harmed. Unacceptable (criminal) behavior patterns for children enrolled in CYS programs include: destruction or stealing of CYS, government, or other's personal property; possession of weapons; possession, consumption, or being under the influence of alcohol and/or drugs. Criminal behaviors are cause for immediate dismissal from CYS programs. Please refer to Annex A: Exceptions to the Behavior Support Process for more information.

Please review the latest Child and Youth Behavior Management SOP for detailed information on the CYS approach to behavior management. 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 clear understanding of what is acceptable and what is not acceptable.

Upon an allegation of inappropriate touch, the CYS Services Program Director will immediately remove the alleged perpetrator from direct contact in a program with parents/children/youth and/or close the FCC home immediately upon allegation, but not upon the decision to investigate, and not return the alleged perpetrator or re-open FCC home until a determination in the case has been made.

For more information on appropriate and inappropriate touch within the CYS setting, please review the latest Touch Policy SOP.

Alcohol, Tobacco and Drug Policy:

Adults: Because children and youth are impressionable and because we value their health and yours, smoking and the use of tobacco in any form 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.

CYS Staff: CYS personnel will not use tobacco in any form while in view of children/youth. CYS personnel are not permitted to report to or remain at work or at CYS functions if under the influence of drugs or alcohol.

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 are prohibited in CYS facilities or on CYS property.

Video Surveillance System: All CYS program facilities utilize a comprehensive Video Surveillance System (VSS). The VSS 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 activity areas in the interior and exterior of the buildings. Patrons can watch the live feed of a classroom on the parental viewing monitor in the lobby of each facility. Parents may request to view a portion of their child’s live feed only with the facility manager, who can switch the rotating view to a single classroom so they can better observe their child on the live feed. However, due to confidentiality reasons, recordings are not authorized to be released to patrons. Recordings are released only to authorized personnel such as the Directorate of Emergency Services/Military Police and CID for official business.

Adult/Child Ratios: Staff-to-child/youth ratios must be maintained at all times of the day except under rare conditions caused by compensatory enrollment as outlined in guidance (see AR 608-10 for more information). The intent is to always be at ratio and not over or under ratio. Ratios will not be decreased to accommodate children/youth with special needs. Volunteers or other non-CYS staff not paid with CYS funding may be used to supplement 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 are:

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

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

Training & Professional Development: All CYS personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable regulation and Installation policy; child health and safety; child abuse identification, reporting and prevention; age-appropriate guidance and discipline; parent and Family relations; health, safety and sanitation procedures and position orientation. Additional training for direct care staff in bloodborne pathogens, occupational health hazards, recognizing symptoms of illness, special needs training, first aid, infant/child CPR, emergency health and safety procedures and choking prevention is completed within the first 3 months of providing care.

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 on all Federal holidays and twice per year for our annual Staff Development Days. These dates are posted in advance and are pre-calculated in DoD fees. Please refer to Chapter 4: Payments and Refunds and the latest Army Child and Youth Fee Policy for additional information.

Parent Involvement/Parent Advisory Board: Parents are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Discipline Team Inspection (MDTI) and Army Higher Headquarters Inspection (AHHI) program surveys, NAEYC and COA Accreditation surveys and the Parent Advisory Board (PAB). 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. *Moreover, parents who participate in the program may earn points toward fee reduction on their child care.* For detailed information on the various ways parents can participate in CYS programs and activities, contact your PAB representative, Facility Director or the P&OS Director. Please refer to Chapter 3: Daily Operations, Parent Participation Program and the Parent Advisory Board SOP for more information and the latest PAB policies and

procedures.

Volunteering

CYS encourages parent volunteering in our programs. We appreciate volunteer assistance in various activities to include field trips, annual open house events, potlucks, holiday celebrations, Sports and Fitness and SKIES*Unlimited* programs. CYSFP volunteers should report to the Sports and Fitness Director. All other 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. All volunteers require background checks.

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 and are required to be in compliance with the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Laws (PL):

- Army Higher Headquarters Inspections and Criteria
- AR 608-10, Child Development Services
- AR 215-1, Military MWR Activities and Non-Appropriated Fund Instrumentalities
- AR 215-3, MWR Non-Appropriated Funds Instrumentalities Personnel Policy
- DoDI 1015.2, MWR Programs
- DoDI 6060.02, Child Development Programs
- DoDI 6060.03, School-Age Programs
- DoDI 6060.04, Youth Services Programs
- DoDI 1402.05, Background Checks on Individuals in DoD Child Care Services Programs
- DoDI 6025.18-R, Privacy of Health Information
- PL 101-647, Crime Control Act
- PL 106-104, Youth Sponsorship
- PL 104-106, Military Child Care Act
- PL 104-201, Sec. 1044: Cities Concern for Lack of Support for DoD Youth Programs
- PL 106-65, Sec. 584, Support for Expanded Child Care and Youth Program Services for Dependents
- PL 106-79, Conference Report – DoD Report on Family Child Care Subsidy/Access to Military Child Care
- PL 101-366, Americans with Disabilities Act
- Local West Point CYS Standard Operating Procedures

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, Facility and 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, SAC and FCC 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.
- **National Association for Family Child Care (NAFCC).** Awarded to FCC Providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the FCC program, i.e. relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once FCC Providers become accredited, they agree to abide by the standards set forth and to be measured against those standards with periodic integrity and compliance reviews.

CHAPTER 2: REGISTRATION PROCESSES & PROCEDURES

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.
- ✓ Conducts a search for care in CYS for immediate openings.
- ✓ 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, reservist/National Guard, active duty Soldier on 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 four weeks in FCC homes and 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), inactive 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 and 6060.03, #4 Policy.)

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 and SKIES 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. Placement on a program's waiting list is determined by sponsor priority and the date of application. 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: There are three prioritized categories of patrons, with the highest priority for full-time care (listed in order of precedence) given to qualifying children from birth through age 12 years of combat related wounded warriors, child development program direct care staff, single Military service members on active duty or dual active duty service member couples, active duty service members with a working spouse (including a DoD Civilian spouse), single DoD Civilian employees paid from APF or NAF or dual DoD Civilian employee couples, surviving spouses of Military members who died from a combat-related incident, and those acting in loco parentis on behalf of the aforementioned eligible patrons. After meeting the needs of patrons in prioritized categories, full-time care may be provided to other eligible patrons on a space available basis.

Note: It is the responsibility of the parent to confirm interest in remaining on the waitlist by updating their MCC.com profile every 30 days. (MCC.com will e-mail the Family to confirm that care is still needed.) Failure to do so will result in removal from the waitlist.

When a space is offered in a viable child care option (CDC, FCC, SAC, etc.) parents are given twenty-four (24) hours to accept or decline the space. If the viable care option is declined, then the child's/youth's name will be moved to the bottom of the waitlist you are on. If P&OS is unable to contact the parent, the space will be made available to the next eligible child/youth on the waitlist. A viable child care option is one that meets the patron's schedule and reflects the necessary program type (full day, hourly, part day, etc.) and the appropriate age group (infant, toddler, preschool and school age) for the child. Contact P&OS or visit MCC.com to discuss/learn about the available waitlist options.

Army Fee Assistance Program: Army Families who cannot be placed within 30 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.

Please review the West Point Filling Child Care Vacancies from Waiting Lists and Priority Status SOP for more information. Patrons can also 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 CYC programs. Contact West Point P&OS to set up an appointment to complete your registration at 845-938-4458/0939. 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)
- Social Security Number**
- 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.
- Local Emergency and Child Release Designees.** Minimum of two.
- Family Care Plan.** Dual/single Military only.

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

ALL FORMS MUST BE SIGNED AND DATED TO COMPLETE REGISTRATION!

DD FORM 2652	Application for DoD Child Care Fees
	Teen Self Registration Form
	CYS Liability Waiver
	Family Care Plan (dual/single Military only)
	Health Assessment /Sport Physical Statement
DA FORM 7625-1	Health Screening Tool (MIAT) Forms/MAPs

Please also refer to the latest West Point CYC Operations Manual and/or the Special Needs SOP for additional information.

Middle School/Teen Self-Registration: Middle and high school youth may attend MST activities by self-registering through P&OS. The youth completes the CYSS Youth Program Registration and Sponsor Consent (available through MST or P&OS), has their parent sign and the youth or parent returns the form to MST or P&OS. P&OS will verify registration over the phone with the parent. While the youth can attend MST programs as a guest immediately upon receipt of completed forms, if registration is not validated within 5 working days from receipt of form, the guest membership will be canceled. Once registration is validated, an annual pass will be issued to the youth. Some special events and field trips may cost a nominal fee, but participation in these events is not mandatory. In the case of field trips, written parental

permission must be granted before youth is allowed to participate. To enroll in a fee-based program (such as SKIES or CYSFP), a full registration with P&OS is required. To enroll in CYSFP, a sports physical is required in addition to this registration. Sports fees may also apply.

Global Data Transfer: This database makes it possible for Families relocating to a new duty station to forward their child's/youth's registration records to their next duty assignment prior to arrival. Upon arrival, the Parent and Outreach Services (P&OS) at the new duty station need only import the patron's information (e.g. names, birth date, child's health records, etc.) stored in the database. Families will provide needed updates upon arrival at the new location. Contact P&OS for details on how to take advantage of this convenient tool.

Immunizations: Children/youth accepted for care in CYS programs must be free from communicable diseases such as measles, mumps, hepatitis, scarlet fever and strep throat and have written documentation of all age-appropriate immunizations.

Child/youth immunizations must be up to date in order to participate in CYS programs. Immunizations must be reported to P&OS as they are completed. Documentation of immunizations must be provided to P&OS within ten days of the due date or care will be suspended until this documentation is received. If an appointment is unavailable at the time immunizations are due, a date for an appointment to receive the immunizations must be provided to P&OS, and final documentation of the immunizations will be due ten days from the date of the appointment.

Immunization waiver requests due to religious reasons require a signed statement from the parent that will be added to the child's file. All other immunization waiver requests will be approved by the CYS Coordinator. Philosophical exemptions will not be granted.

Children/youth who are not immunized will be denied child care in the event of an outbreak of a vaccine preventable disease.

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 and SKIES programs are exempt from this requirement.* TRICARE or other health insurance organizations will only authorize and pay for one child/youth health/sports physical assessment per calendar year.

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 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, health assessments) must be

submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review. 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:

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

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. .

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.



CHAPTER 3 - DAILY OPERATIONS

Visiting CYS Facilities: To maintain a safe and secure environment, anyone who enters the Stony CDC (building 1207) or the Lee Area CYS Facility (building 140) will need to press the buzzer located at the main doors. This alerts the front desk personnel, who will buzz the doors open. Patrons and visitors will also need to press the buzzer in order to leave the CDC or Lee Area CYS facility.

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 sign in and out at the facility's front desk and wear a visitor lanyard. However, if the front desk staff know the staff member by name, an identification check is not required.)

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.

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, the parent/designated representative will sign the child in, annotating his/her name, date, time and signature. 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. 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 complete your child's Daily Care Sheet and 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: SAC children may be swiped in by their parent/designated representative using their key fob (pass card) at the front desk or the child/youth will key their personal identification number

(PIN) into CYMS and the parent/designated representative and/or SAC staff will then sign the child/youth in, as above. Under no circumstances will the parent/designated representative move beyond the front desk without first swiping in. The child(ren) then “sign” themselves into the activity room using the room’s accountability board. SAC children through fifth grade may not leave a program unaccompanied.

To pick up a child at SAC, the patron will show their identification at the front desk, swipe their key fob and sign the child out. Additionally, the child will sign themselves out on the room’s accountability board.

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

FCC: FCC children are to be signed in upon arrival and signed out upon departure each day at the FCC home by the patron or patron’s designee.

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. Although positive control of the child/youth begins at the classroom level, 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 shown on DA Form 4719–R and listed in CYMS (Profile Print) may take a child from a CYS program. Parents must complete a Child Release Form and should also notify classroom/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.

Parents will not be denied access to their child (including the right to pick them up from CYS facilities) unless a copy of the legal custody agreement that relinquishes such rights is on file. However, the 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 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.

Moving Children Between CDC Programs: Due to ratio requirements, CDC staff are not able to walk children between programs (i.e. part-day preschool to hourly care). The child’s parent (or a release designee) must be responsible for signing out the child from part-day preschool, feeding the child a meal and then bringing the child to hourly care (if an advance reservation was made). These guidelines also apply to children who move from hourly care to part-day preschool.

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.

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.

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 the latest CYS Operations Manual 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 will create 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 AR 608-10, the current CYS Operations Manual 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 form to indicate when it's safe for the child/youth to return to the program. However, a note alone from the health care provider will not automatically re-admit the child/youth into the program or override Army Regulations. *Please also refer to the latest CYS Operations Manual for detailed information.* 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.

Basic Care Items: Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent 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 FCC Provider or facility management for a list of approved basic care items.

Nut-Free Facilities: All CYS facilities are nut-free. Please do not bring (or send) food products containing nuts to our facilities. Basic care items containing almond or coconut oil will also not be used in our centers. 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 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.

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

Self-Medication (MST, SKIES, 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, SKIES 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 ages 1-5 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 allowed for 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 for sleeping infants, but sleep sacks may be used. Toys and other equipment are not allowed in cribs (including mobiles). Bibs, necklaces, and garments with ties or hoods are removed. Pacifiers are only allowed if they are not attached to a clip or necklace and are in the infant's mouth. Pacifiers will be removed once the infant falls asleep. Children will never be left unattended during rest/nap periods.

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). Long dresses are not permitted/recommended for safety reasons. 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, heels without straps or wedged heels are not permitted at CDC, SAC and MST. SAC 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 earrings, 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, it is not recommended that children 12 months or younger sleep with soft toys or 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.
- Please ensure all **personal items** (i.e., book bags, books, school supplies, clothing and blankets) are labeled with your child's full name.

Outdoor Play:

- All children are required by regulation to participate in **outdoor play**, weather permitting. Staff will check that children are dressed in clothes appropriate for outdoor play (open-toed shoes/Crocs are unacceptable). During colder months, children should also be prepared for outdoor play with appropriate cold weather clothing (coats, hats, mittens/gloves). However, if temperature or snow conditions are extreme, children will remain indoors.
- If a child is not appropriately dressed for outdoor play, staff will first check around the center to see if extra clothing appropriate for the weather is available. If not, staff should then check with management to see if other staff can remain indoors with that child while the rest of their class goes outdoors. If these two options are not possible, staff will attempt to contact the child's parents to bring appropriate items. If the child's parents cannot be contacted/are unable to bring in appropriate clothing, the child will stay inside with another class and/or be provided an alternate activity.

Swimming/Water Play:

- 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 or swimming.
- Children will wear bathing suits and good walking shoes (to walk to the pool).
- 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 pool area is not permitted due to safety.
- Children are called from the pool approximately every 45 minutes for rest/bathroom breaks.

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 should be labeled with the child first and last name.
- **Toilet Training:** Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years, but will vary with each child. 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. Parents provide the child's toothbrush, and the CDC provides 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 does 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 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. Openings for child care are available during other special events such as Military Balls and meetings that occur after normal operating hours. This type of care must be coordinated in advance through P&OS.



Emergencies/Closures/Evacuation/Mobilization: Please refer to the latest Natural Disasters or Snow Policy SOPs for the most up to date West Point CYS information on emergency closings. All patrons are encouraged to call the post emergency hotline at (845) 938-7000, follow the West Point Garrison Facebook fan page (West Point & Surrounding Communities), CYS Facebook fan page, call their facility's front desk, or visit www.WestPoint.army.mil for important post information and notifications.

In the event of emergency, mobilization or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency (MAC) Plan and the Contingency of Operations Plan (COOP). 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. Specific information can be obtained from your local CYS program.

Child care will be provided only for mission essential personnel during post closures (i.e. Code Red) at the CDC and SAC programs. Patrons will be asked to verify their mission essential status each year in order to determine whether their child(ren) can receive mission-related care on Code Red days. Families determined to be (and verified as) mission essential can receive care on Code Red days. Please review the latest Snow Policy and Emergency Openings SOP

for more information on Code Red days and mission essential child care.

MST is closed when a Code Red is called. FCC program Code Red openings are dictated by individual Providers (patrons will refer to their contract for Code Red openings). CYSFP and SKIES are closed when a Code Red is called for the entire day, but may be open during a part-day Code Red. Patrons should call the Sports/SKIES Weather Hotline or check the CYS Facebook fan page for up-to-date information on Sports/SKIES cancellations. Part-day preschool and hourly care also may be open during a part day Code Red (please see the latest Snow Policy and Emergency Openings SOP for more information).

In the event of illness, emergency or facility closure (including Families who are not designated Mission Essential on Code Red days), CYS will make every attempt to contact the parent. If the parent cannot be located to pick up the child/youth, the following procedure will be put into action:

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

Minor 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 or the FCC Provider 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: The following incidents occurring in a CYS program or facility will be reported through the chain of command to IMCOM: 1) death/injury to a child/youth resulting in admission to a hospital or which prevents/precludes the child/youth from participating in school/CYS programs for more than three days; 2) child neglect, or physical or sexual abuse allegations of any person working or volunteering in any CYS program, even if the allegation did not involve a child enrolled in a CYS program and any substantiated child neglect or abuse charge. Severe/serious incidents including potential child abuse/neglect, supervision issues, any accidents/incidents requiring medical attention and any incident of a child receiving the wrong medication or food they are allergic to are reported through the chain of command to higher headquarters within 24 hours.

Transportation Policy: 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.
- 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 (building 140) must be registered 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.

Please refer to the Field Trip SOP for additional information.

Food and Nutrition: CYS follows DoD and NY state guidelines on food and nutrition. Please refer to the latest CYS Operations Manual and the Food and Nutrition SOP for the most current information and guidance.

Infant Feeding:

Infants are fed individually when they are hungry, which may be different than the schedule supplied by the parents. Infants will also not be held to caregiver/Provider-imposed feeding schedules. Infants are held 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 for safety reasons.

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.

The CDC offers powdered formula for infants in full-day care that parents can take home and use to prepare bottles brought to the Center each day (parents supply the bottles). Children enrolled in hourly care are provided with ready-to-feed formula. All infants are provided with USDA-approved infant jar food and cereal. Teething biscuits, toasted oat cereal and/or zwieback are given as a snack and only when the infant is developmentally ready. Specific USDA Child and Adult Care Food Program (CACFP) approved formulas are free of cost, but parents have the option to decline.

Should a parent choose to provide their own formula or breast milk, parents are responsible for preparing an adequate number of labeled bottles (with caps). Glass bottles are not allowed. Medications or cereal may not be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reasons. Bottles for infants (under 12 months) may only contain formula or breast milk. Breast milk and formula should not be mixed. Cow's milk will not be served to children under 12 months due to CACFP and American Academy of Pediatrics (AAP) recommendations.

Hourly care patrons must bring in empty, labeled bottles to utilize ready-to-feed formula provided by the CDC.

Bottles should be labeled according to the guidelines on the next page.

Breastfeeding Information Page

Did You Know?

Breastfed babies typically feed more often than formula-fed babies as breast milk is digested quicker and more completely. Mothers must be kept informed whenever the baby takes more breast milk or formula than expected. The baby may be experiencing a growth spurt and additional milk is required.



Breast milk that has been warmed but is not consumed (baby has not sucked from the bottle) may be held for **four (4) hours at room temperature**. Breast milk from a partially consumed bottle can be held one **(1) hour at room temperature** before discarding. Every effort will be made by staff members not to waste breast milk.

- All bottles must be dated and labeled as described below.
- Breast milk bottles must only contain 2 or 3 ounces of milk.
- **Due to differences in preparation & storage requirements, formula & breast milk must not be mixed.**

Breast milk should be stored, thawed, and warmed according to the following guidance of the Centers for Disease Control and Prevention:

- 1) Breast milk **will be refrigerated when not in use.**
- 2) Breast milk will be warmed gently in a bowl or cup of room temperature water. The milk must **never be heated in a microwave or placed in bottle warmer, or crockpots.** Breast milk contains beneficial living cells that can be destroyed by excessive heat. Breast milk will be gently mixed to ensure even temperature, never shaken.



Formula Bottle	Expressed Milk	Thawed Breastmilk
<p>Nicole Rogers Nicole Rogers 24 Feb. Date of Use</p>	<p>Nicole Rogers Nicole Rogers Expressed: 24 Feb. Use By: 26 Feb. 48 Hours</p>	<p>Nicole Rogers Nicole Rogers Expressed: 1 Jan Thawed: 2 Feb Use By: 3 Feb 24 Hours</p>

Per USDA guidelines a breast feed infant must have **a minimum of 1.75oz for every hour** that they are in care. As most of our children are in care for at least 8 hours a day, we must have at all times **a minimum of 14oz** in the center.



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

Parent Participation Program: The Military Child Care Act requires the establishment of a parent participation program at each DoD Installation. The program allows parents 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. 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 Program Director to the Installation Commander for review and disposition. For more information and the latest PAB policies and procedures, please refer to the PAB SOP or email WPParentAdvisoryBoard@gmail.com.
- **Parent 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 community news and program information while discussing their child's/youth's developmental progress.

Mission Related Extended Hours: CYS child care programs support patrons that have mission requirements, mobilization, deployment, contingency or TDY responsibilities after normal duty hours. The CDC and SAC programs support unit requirements for child care during training exercises and alerts to the extent possible. CDC operating hours for full day care will reflect Installation variable duty hours. Other child care programs provided for extended hours are FCC extended hours and long term care homes, trained CYS baby-sitters and Army Community Services Foster homes as well as available off-post options. Extended hours of operation are provided according to the CYS Operations Manual and applicable Regulations and criteria. Families are not charged for approved Army mission related extended hours care. Families must provide written validation confirming the mission related extended hours care. The Soldier's unit/sponsor's supervisor will provide documentation to qualify for approved mission related extended hours care to the center based program staff or FCC Provider. Extended duty hours care is generally up to 3 hours/day.

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 refer to the procedures in the latest Care for Children Left at the CDC and SAC after Closing SOP, which may include calling 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.
- 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.
- SKIES: Lost and found items will be stored in the SKIES box at the Lee Area CYS Facility front desk.
- All programs: More important items (keys, wallets, glasses, IDs) 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), and active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of Military or Civilian personnel whether received in cash or in kind. For dual Military living in government quarters include BAH RC/T of the senior members only; for Defense Civilian OCONUS include either the housing allowance or the value of the in-kind housing provided. Current BAH chart is located at <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 are charged Category 9 parent fees. If the required documents are provided at a later date, the TFI Category is adjusted accordingly and new fees are effective from that date forward.

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 or new employment of unemployed 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.
- 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, child development center to family child care, etc.).
- 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: 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.

- **Hourly Care Fees:** The standard Army-wide hourly care rate is \$4 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. Failure to make the payment will result in termination of availability of child care services. Same day or walk-ins may be accepted on a space available basis. Reservations for hourly care can be made in advance; check with your facility's front desk for further details.
- **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 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.

Please contact P&OS for availability of WebTrac payment and pre-payment options.

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

- **Late Pick-Up Fee:** CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per Family per site regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the Family is later than 15 minutes, the Family is charged \$5.00 per child, per site for the remainder of the hour and then \$5.00 per child, per site for each hour thereafter. Late pick-up fees are not charged for approved mission related circumstances or when specific arrangements to extend child care are made prior to pick-up. Be sure to contact P&OS regarding documents required for the approval of mission related circumstances.
- **Late Payments:** Payment for regular scheduled care for full day/part day and before/after school care are generated semi-monthly. 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 Warning. 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 should be toggled to “Display Message if HH Balance Exists” so front desk personnel can personally give parents a courtesy reminder of approaching payment 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. Families with an outstanding balance are contacted individually via telephone, in writing 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 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 placed on the MilitaryChildCare.com waiting list for care.

When fees are still not paid in full prior to the 1st of the following month, FMWR Financial Management will attempt to collect fees within 10 days. If Financial Management 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.

Fees for FCC will follow DoD fee guidance specific for the FCC program. FCC payments will be made directly to the FCC Provider in accordance with their patron-Provider contract.

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 and SKIES*Unlimited* programs can be found on the West Point CYS website and are also available at P&OS. Refunds for CYSFP and SKIES*Unlimited* programs will be issued in cases of PCS or severe illness with medical documentation.

- **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, Youth Sports or SKIESUnlimited Instructional Classes.

- **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, if 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 work days, and Families must provide a 2 week advance notice prior to taking leave/vacation to allow billing adjustments. A vacation credit request form is available at the front desk.

FCC leave/vacation: FCC fees are annualized during registration for a 2 week leave/vacation which reserves the child's space. FCC does not offer a 4 week vacation option.

SAC leave/vacation: Leave/vacation options are available to patrons enrolled in CDC and FCC 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 2 weeks' notice in writing prior to withdrawal. 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 two week notice of withdrawal. However, patrons must still provide a two week advance notice prior to taking this vacation leave to allow for billing adjustments.

- **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), staff training (no more than 2 days per year provided patrons are given advanced notification and alternate options for child care when needed) or special Installation circumstances determined by the Garrison Commander, c) withdrawal from a SKIES instructional class or d) unused leave/vacation.

Refunds are authorized for a) program closures for repair or renovation when an alternate care setting is not provided, b) unexpected prolonged child absence due to Family emergency or extended illnesses, c) 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 percent deployment reduction for regularly scheduled child care and reduction for other deployment support services. Community Based Fee Assistance Support Services are available through Army Child Care in Your Neighborhood (ACCYN) and Army School-Age Programs in Your Neighborhood (ASPYN) Providers.

Army Wounded Warriors/Warriors in Transition and Survivors of Fallen Soldiers in TFI Categories 2-9 are assigned to TFI Category 1 regardless of income. Families whose TFI already places them in Category 1 receive a reduction of 20 percent below their category 1 parent fee.

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.

- **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 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 hourly care program, SKIES fees 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, FCC home, before and after School Age, etc): MCR applies to Families with more than one child enrolled in ongoing child care programs. The child enrolled in the highest cost care option is considered the first child and pays 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 both FCC and CDC or SAC.

- **Family Child Care Fee Incentive:** FCC Parent Fee Assistance represents a savings to Families over Army CDC and SAC fees for designated TFI categories. This savings is an efficiency incentive to encourage more Families to use FCC homes as their primary source of child care. Contact P&OS for additional information on FCC Parent Fee Assistance.
- **Extended Duty Child Care Fee Assistance:** Provided at no additional cost for short term child care (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor's typical duty day/care requirements). A written validation statement is required from the Soldier's unit/sponsor's supervisor to the FCC Provider to qualify.
- **Mission Related Extended Duty 24/7 Fee Assistance:** Provided at no additional cost for care beyond FCC regularly scheduled care hours. Individual Families are authorized up to 15 days for extended duty child care per year.

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>
	Emotional	
Infants	<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).
	Social & Emotional	
Toddlers (1 & 2 Year-Olds)	<p>One-Year Olds</p> <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. <p>Two-Year Olds</p> <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"> • 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. <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	
Toddlers (1 & 2 Year-Olds)	<p>One-Year Olds</p> <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. <p>Two-Year-Olds</p> <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 them to use simple words of courtesy, e.g., “please” and “thank you” (Respect). • Sing simple songs. <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

Preschoolers	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	
<ul style="list-style-type: none"> • Experience rapid changes in physical appearance. Growth spurts happen earlier for girls than boys. • Show interest in sports and active games. 	<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.
Social	
<ul style="list-style-type: none"> • Show concern about social graces, grooming and being liked by peers. • Exhibit less dependency on parents and more dependency on the opinions of peers. • Become interested in activities that involve boys and girls. 	<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) • Help parents understand that this is a sign of growing maturity, not rejection of Family (Responsibility & Respect) • 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	
<ul style="list-style-type: none"> • Tend to reject solutions from adults in favor of their own. • 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. • Take more responsibility for planning and evaluation of work. 	<ul style="list-style-type: none"> • Involve young teens in setting rules and planning activities for your group or program (Trustworthiness, Respect, Responsibility & Fairness). • Ask questions that encourage predicting and problem solving. Help youth to find their own solutions by providing supervision without interference (Ethical Decision-Making). • Allow young teens to plan activities and expect follow-through. Help them to evaluate the outcome. (Trustworthiness, Responsibility & Citizenship)
Emotional	
<ul style="list-style-type: none"> • Can be painfully self-conscious and critical. Vulnerable to bouts of low self-esteem. • Changes in hormones and thinking contribute to mood swings. • Desire independence, yet need their parents' help. 	<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). • 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). • 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.

Child Development Center (CDC) and Family Child Care (FCC) Homes:

Child Development Center (CDC): (Ages 6 weeks-5 years) Offers on-post full day, part day, hourly child care, extended duty day care and the **Strong Beginnings** pre-kindergarten program. Care is provided by trained staff and operations are subject to DoD Certification.

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.

Family Child Care (FCC) Homes: (Ages 4 weeks-12 years) Offers full-day, part-day, and hourly child care to include extended duty day, weekend care and 24-hour care as needed in a home environment. Care for up to eight children (depending on mix of ages) is provided by trained, certified and monitored FCC Providers in their own homes (privately owned and government owned or leased housing) and is subject to DoD Certification.

FCC Philosophy: The FCC program provides in-home care by Army certified Military spouses for children ages 4 weeks – 12 years. FCC provides specialized care as an alternative to centralized CYS facilities. FCC services are responsive to the individual needs of Families and children because of the flexible hours, home-like environments and lower adult-child ratios. Through the curriculum Teaching Strategies Gold, FCC children are involved in a variety of activities based on the individual needs of each child. Staff with strict adherence to health and safety 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 children as they move through the growth stages.

CDC and FCC Curriculum: The Creative Curriculum is the authorized curriculum used in CDC/FCC for children ages 0–5. The Teaching Strategies (TS) Gold developmental assessment, *Checkpoints*, will be used to document the progress of children. All activities will be developmental in nature and recognize children's individual differences by providing an environment that



encourages self-confidence, development of self-help and life skills, curiosity, creativity and self-discipline as outlined in the Creative Curriculum. Concrete experiential learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional and Cultural.

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

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 four service areas of sports, fitness and health options; life skills, citizenship, leadership opportunities, the arts, recreation & leisure activities, and academic support, mentoring and intervention. 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 four services 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: (Ages 11-18 years) Offers comprehensive, supervised program options and affordable, quality, predictable services that are easily accessible for eligible youth in grades 7 through 12 (may include 6th grade depending on local school configuration) who are generally 11 – 18 years of age. This is achieved through a comprehensive Youth Program Framework consisting of the 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 in five service areas of the arts; educational support and career development; character and leadership development; sports, fitness and recreation; health, wellness and life skills. The MST program utilizes a comprehensive youth development curriculum framework to ensure the physical, cognitive, social and emotional needs of youth are addressed. Youth work together with staff to ensure they have input into activity choices. Activities meet the needs and interests of the youth. 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.

The **Youth Sponsorship Program** makes youth sponsors available for incoming students to James I. O'Neill High School (9th-12th grades). Please contact Mrs. Milano, School Counselor and Student 2 Student Advisor, at heather.milano@hffmcsd.org or (845) 446-4914 x2600.

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 five and above in the following sports:
 - Baseball/T-Ball
 - Soccer
 - Basketball
 - A minimum of two additional teams sports offered at any time of the year based on community needs and interests (such as volleyball, dodge ball, cheerleading and tackle 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/event
 - At least one other locally determined option (i.e. aerobics, swimming laps, weight lifting, biking, fitness trails, challenge courses, walking, jogging, hiking, etc.)
-
- Outreach programs** are offered in CDC, SAC, MST and FCC in four areas throughout the year.
- Intramurals (SAC/MST)
 - Motor Skill Activities (CDC/SAC) i.e. Start Smart
 - Skill Building Clinics (all)
 - 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 **Parents On Site** volunteer program. Provides program information, sends eNews publications and messages and contributes to websites of interest to parents.

- **Kids On-Site/Short Term Alternative Child Care:** (Ages 6 weeks-12 years) Offers short term hourly child care for Families using/attending command sponsored events, e.g., Strong Bonds, Family Readiness Groups, memorial services, Yellow Ribbon Events etc. Provided by CYS employees in a variety of on and off post settings that may include FMWR facilities, chapels, Armed Forces Recreation Centers, hotels, schools, armories, etc. Parents remain on site or are immediately available in an adjacent facility.
- **Kids At Home:** (Ages 6 weeks-18 years) Offers non-traditional outreach services to support Families with children/youth whose primary care/educational setting is in their own home. Includes **imAlone** classes for enrolled children (11-15 years) whose parents have determined that they can be home alone during out of school hours, and **Home School Services**, e.g., use of CYS tech labs, multipurpose rooms, homework centers, instructional programs for educational purposes during school hours (when facilities are not in use) by children/youth who are home schooled and accompanied by their parents.
- **Parent Co-Ops/Volunteer Child Care in Unit Settings (VCCUS):** (Ages 6 weeks-12 years) Offer support services for the operation and management of parent Co-Ops that exchange babysitting services, infant/toddler playgroups, short term care in unit settings by Family members in one unit or organization for similar services at a future agreed upon time with Family members in another unit or organization. Care is provided by parents with CYS staff assistance and operations are subject to DoD Certification. Children must be registered with P&OS. Parent volunteers are subject to a background check.
- **CYSitters/Trained Babysitters:** (Ages 6 weeks-12 years) Offer formal training for teens and adults who provide short term hourly child care in Families' own homes. Training

covers skills needed to safely and appropriately care for children and includes First Aid and CPR, program activities and the “business” of babysitting. Trained CYSitters receive a certificate of completion and a wallet card and may be placed on the CYS’ babysitter referral list at <http://www.sittercity.com>.

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.

SKIESUnlimited Instructional Programs: (Ages 1-18 years) Offers a range of out of school classes (e.g., music, dance, martial arts, gymnastics, technology, life skills, and SAT prep) designed to complement, expand, and support the academic, life skills and athletic experiences children and youth have within Army CYS programs and schools. Provided by CYS employees and contract instructors in a variety of settings which may include the CDC, SAC, FMWR and community facilities and schools.

School Liaison 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 readiness, Partners in Education, scholarships and additional School Liaison Services, please visit the FMWR website.

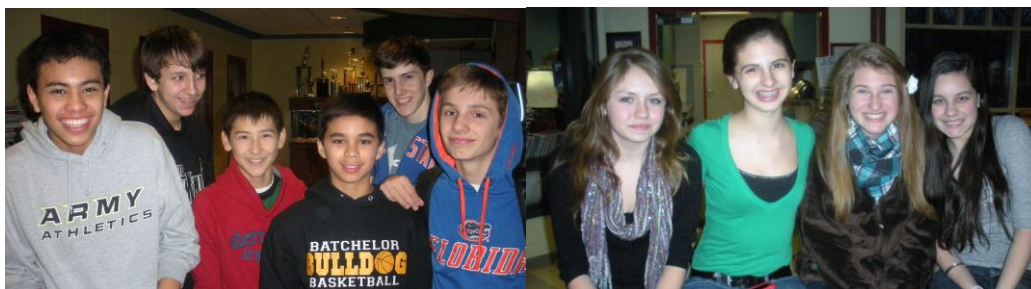


Photo Credits: MWR Brand Central and West Point CYS staff members.

Annex A: Exceptions to the Behavior Support Process (from the CYS Operational Guidance for Behavioral Support)

Army CYS Services Behavior
Support Process for All Personnel

SUPPORT PROCESS

PERSISTENT UNSAFE BEHAVIOR PROCESS

1. Organize documentation gathered through the Army CYS Services behavior support process.
2. Call the KIT Inclusion Support Center for assistance interpreting whether the child or youth presents an actual safety threat that cannot be minimized by accommodations.
3. Gather information and resources for the family on other care and program options available.
4. Schedule a support plan meeting with the family to share information and discuss other placement options.
5. If the team decides the child or youth cannot be safely supported in CYS Services, support the family in accessing other programs or supports. The Program Manager must refer the family to Parent Central Services and the Multidisciplinary Inclusion Action Team (MIAT) if applicable for support.
6. Notify chain of command of the decision-making process and provide documentation of the behavior support process (see *Documentation on page 2-8*).

EXCEPTIONS TO THE PROCESS

There are limited exceptions to the process that mostly apply to school age children and youth. The following exceptions are criminal activities that are cause for immediate dismissal from the program.

1. Drugs and/or alcoholic beverages in or around any CYS Services program or facility. Offences include intoxication, use, possession and/or distribution. Individuals suspected of being under the influence of alcohol or drugs, or in possession of, or distributing any illegal, controlled substances will be reported to the proper authorities.
2. Theft and vandalism will be reported to the proper authorities.
3. Weapons of any kind to include knives, BB/pellet guns, brass knuckles, manacles or any other objects considered dangerous are not allowed in or around CYS Services facilities or CYS Services sponsored activities. Individuals who bring weapons in or around CYS Services facilities will be reported to the proper authorities.

**Exceptions may be permitted when the weapon is utilized under trained adult supervision during a CYS Services sponsored activity (i.e. 4H shooting sports programs) and approved by the CYS Services Coordinator, DFMWR and/or Garrison Commander.*