

**UNITED STATES ARMY GARRISON  
PRESIDIO OF MONTEREY  
FAMILY AND MORALE & WELFARE AND RECREATION**



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**

**PARENT HANDBOOK**



Welcome to Presidio of Monterey Child and Youth Services (CYS)! We are happy to have the pleasure and opportunity to care for your child, and we pledge to do our best to make it a positive experience for all.

Our goal is to help each child/youth develop to his or her full potential. We feel we have a responsibility to foster positive self-concept, emotional well-being, productive social interaction, as well as intellectual and physical growth. We are committed to providing a safe environment with enriching experiences and loving care for your children and youth during their stay with us.

This CYS Parent Handbook outlines the general policies of our program and provides the important information you need to know about us and how we deliver services. Please take the time to familiarize yourself with the policies and procedures enclosed. You may want to keep this on hand for future reference. Child and Youth Services (CYS) is under the Directorate of Family, Morale, Welfare and Recreation (DFMWR). All CYS programs are regulated under the Military Child Care Act of 1989 through the Department of the Army, Army Regulations AR 608-10 and AR 215-1. We hope it answers most of your questions, but feel free to call on us at any time if you need more information

CYS is committed to support the Presidio of Monterey (POM) mission to “provide professional base support services which facilitate mission readiness and promote well-being for all supported elements.” Our staff is dedicated to providing excellence in early childhood, school-age and youth programs.

Child care within CYS is designed to meet the needs of Active Duty Services members, Department of Defense (DoD) civilians, Monterey Institute of International Studies (MIIS), Marshall and Seaside Middle and High schools students and faculty. The programs strive to offer quality developmental curriculum for children to the age of eighteen.

Parents are active and equal partners in our business of providing quality child care and recreation. With your support and communication, we are able to implement quality programs. We encourage you to be involved with the Parents as Partners Association (PPA) and the Parent and Youth Advisory Council (PYAC). Your comments or suggestions to improve the quality of service for children or parents are welcome. Contact the director of your child’s program. Our directors appreciate this opportunity to assist you.

You may also complete a short on-line survey at <http://ice.disa.mil/>. Simply type Presidio of Monterey in the SEARCH Bar à Select the FAMILY link listed to the left à Select the Program you would like to give us your feedback for. We truly value your input!

We look forward to working with you and your child to create a positive and rewarding experience. We have an open door policy and you are invited to visit us at any time.

Thank you for your interest in CYS. We look forward to getting to know you and your child!

LELA M. CLARK  
Coordinator, Child and Youth  
Services



### **Child and Youth Services (CYS) Quick Reference Phone Numbers**

Child and Youth Services Coordinator.....	242-5454
Program Operations Specialist.....	242-6635
CYS Administration.....	242-5530
Parent Central Services / OS.....	242-7765/7184
School Liaison.....	242-6904
SKIES Unlimited.....	242-4207
Family Child Care (FCC).....	242-5820
Child Development Center.....	583-1050/1051
Child and Adult Care Food Program (CACFP).....	242-1063
School Age Services.....	242-7823/7826
Middle School/Teen.....	242-7821
Youth Sports and Fitness.....	242-7809
Functional Technology Specialist.....	242-xxxx

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**GENERAL INFORMATION**

**WHAT IS CYS?**

The Child and Youth Services (CYS) department is an essential family program that aims to reduce the conflict between parental responsibilities and mission requirements at the Presidio of Monterey DLI, FLC.

CYS promotes a seamless delivery system to provide programming for youth from 4 weeks through 18 years. CYS programs are designed to allow children to move smoothly between programs that are developmentally appropriate and based on the needs of the individual child. CYS seeks to support children, parents, the community, and the Command.

The CYS department at the Presidio is comprised of the following program components:

- **Child Development Center (CDC)** offers year round age-appropriate full-day care, a 5-day, 3-day, or 2-day per week preschool developmental program, full day wrap around and 5-day part day Pre-K Strong Beginnings and hourly care for ages 6 weeks to 5 years. Hours of operation are 0630-1800 for full day care and 0830-1130 for part day programs.
- **School Aged Center (SAC)** offers before and/or after school and hourly care for grades K-6<sup>th</sup>. Hours of operation are a.m. care 0630–0800H and p.m. care 1420–1800H (Mon, Tues, Thurs, and Fri) 1245-1800H (Wed). SAC also provides full-day care during days when school is out and camp services during extended school breaks. SAC full-day hours of operation during school breaks are 0630–1800H.
- **Youth Services; Middle School/Teen (MS/T)** offers development programs and activities to our middle school/teen youth. Hours of operation are a.m. care 0630–0800H and p.m. care 1500-2000 (Mon, Tues, and Thurs) 1300-2000 (Wed) 1500-2200 (Fri) and 1200-1800 (Sat). MS/T also provides full-day care during days when school is out and camp services during extended school breaks. MS/T full-day hours of operation during school breaks are 0630–1800H.
- **Family Child Care (FCC)** offers a “home away from home experience” for ages 4 weeks to 12 years. Each provisionally and fully certified FCC home is authorized a maximum number of children full–day, part–day or hourly care, for a smaller group setting which can better meet the needs of your child. This total may be restricted locally, based on the size of the housing unit.
- **Youth Sports and Fitness (YSF)** offers age-appropriate sports and fitness programs year round to elementary age children in grades K-6<sup>th</sup> and to younger children ages 3-5 with the Start Smart program.

- **Outreach Services (OS)** offers the Parent Advisory Committee, parent education, Multi-Disciplinary Inclusion Team, parent involvement opportunities, Parent Central Services, In/Out Processing, ICYET process, CYMS, baby sitter training and referral services.



## **PHILOSOPHY**

We believe that quality programs are important to support the growth and development of children. We exercise this belief by creating an environment that promotes acceptance and encourages children to be all they can be. The practices of Army Child and Youth Services programs are based upon current knowledge of child development and early childhood education. We are responsible for supporting the development of the whole child, meaning all areas of development are considered inter-related and equally important. Our program acknowledges that children learn through active, hands-on involvement with their environment, peers, and caring adults. We respect each child's unique interests, experiences, abilities and needs. Children are valued as individuals, as well as part of a group. Likewise, our program respects and supports the ideals, cultures, and values of families in their task of nurturing children. We are advocates for children, families, and the early childhood professionals within our program.

## **MISSION**

Army Child and Youth Services (CYS) provides quality programs and services for children and youth in order to reduce the conflict between parental responsibilities and mission requirements, and to provide consistent, safe, nurturing learning environments for children and youth within the Presidio of Monterey.

## **GOALS**

To foster positive identity and sense of emotional well-being

To enhance social skills

To encourage children to think, reason, question, and experiment

To promote language and literacy development

To build physical development and skills



To support sound health, safety, and nutritional practices

To advance creative expression, representation, and appreciation for the arts

To appreciate and respect cultural diversity

To develop initiative and decision-making skills

To let children be children and have fun



## **REGISTRATION INFORMATION AND POLICIES**

### **PARENT CENTRAL SERVICES**

Children and youth must be registered at the CYS Parent Central Services Office prior to enrolling in any CYS program.

The Parent Central Services Office handles registration coordination, enrollment processing, fee collection, and maintains program waitlists for all programs within the CYS department. Any changes to registration forms or services will also be completed by the Parent Central Services Office. The office is located in building 4260, General Stilwell Community Center, Seaside.

The following people are eligible to use any program in Child & Youth Services for their dependents;

- Active Duty Military
- Military Reserve/National Guard on Continuous or Active Duty
- U.S. Coast Guard
- DoD Civilian Employees (APF/NAF)
- Other Federal Employees
- AAFES Employees
- Foreign Military Students or Faculty at the Defense Language Institute (DLI)
- Students attending designated MPUSD Schools
- Military Retirees

- Medal of Honor Recipients

You will need to bring the following items with you to your appointment:

- **Immunization Records;** these must be up-to-date and current.
- **Emergency Contacts;** the names and phone numbers of two local release designees, excluding the sponsor or spouse. Permission must be obtained from these emergency release designees. Make sure they know they may have to pick up your child. All single and dual military members must identify one short and long term provider (STP/LTP) for emergency situations.
- **Leave and Earnings Statement (LES)/Pay Stub;** this must be a current representation of your total household income. Basic Allowance for Quarters and Basic Subsistence Allowance or “in kind” equivalents must be included for all military sponsors. *\*Patrons will be placed in the highest fee category if proof of income is not provided.*
- **\$50 Non-Refundable Deposit;** this deposit will only be collected if you are offered a space, but you do not need services immediately. You can reserve a slot for up to two weeks ahead. The deposit will be applied to your first month’s childcare.

At your appointment, you will be required to complete the following documents:

- **Application for DoD Child Care Fees (DD Form 2652):** Used to verify income.
- **Health Screening Tool (DA Form 7625-1):** This form is used to identify any health/behavior concerns that the programs should be made aware of.
- **Health Assessment:** This is required to be turned in within 30 days. It must be signed and stamped by child’s physician. All health assessments must be recertified annually.
- **Sports Physicals:** All sports and extra activity programs require a sports physical before the child may enter the program. Make sure your physician signs, stamps and dates the form. Physical are valid for one year.
- **USDA Eligibility Form.** Used to partially reimburse the program for food costs so we can keep your fees low.

Registration paperwork must be updated annually. Parents are responsible for ensuring that registration forms are updated prior to the annual expiration date. We will help parents remember to update the registration before it expires.

All registration files and information collected are kept confidential. The personal information that you provide when registering with CYS is secure.

## **PARENT ORIENTATION**

Prior to the child’s first day of care, parents are required to attend an Orientation with the Center Director, his/her appointee, or the FCC Provider. Orientation includes a discussion of center/FCC program, policies,

procedures, philosophy, parental expectations, a tour of the center/home and a meeting with the child's lead program assistant in center-based care.

The intent of this orientation is to aid the parent and the child in getting acquainted with the center/home, the staff and our policies. This should help the child's first day run more smoothly.

## **WAITING LIST**

The Department of the Army mandates Parent Central Services to maintain the waiting list in accordance to specified standards. Parent Central Services staff are in daily contact with the center-based program Director and FCC providers to assure all possible slots are filled. Since there are many different child care options for parents on the Monterey Peninsula, the waiting list is maintained by date order. Parents are required to contact the Parent Central Services staff every 30 days if they wish to stay on the waiting list. While the Parent Central Services staff will do everything in their power to meet the needs of our patrons, we do request that parents keep them informed regarding their child care needs.

Priority is given to full-time working parents. Priority Levels are as follows:

- Priority Level 1 – Single/Dual Military or DoD Civilian Personnel
  - This priority is assigned equally to Military and DoD Civilian Personnel who are single parents or who have a full-time working spouse that is also Military or DoD Civilian.
  - Military Personnel includes Active Duty Military and National Guard and Reservists on active duty or during inactive duty personnel training.
  - DoD Civilian Personnel includes Appropriated Fund (APF), Non-Appropriated Fund (NAF), AAFES, and DODDS.
  
- Priority Level 2 - Military/DoD Civilian Personnel with Non-Military/Non-DoD Civilian Working Spouse and Eligible DoD Contractors.
  - This priority is assigned equally to Military and DoD Civilian Personnel whose spouse is working full time in a non-military or non-DoD Civilian position
  - Attending school full time
  - Searching for full-time work (If child is placed, proof of second income must be provided to parent central services within 30 days)
  - DoD Contractors who are single parents or who have a full-time working spouse.
  
- Priority Level 3 – This priority is assigned to other eligible users not mentioned in priority levels 1 and 2
  - Eligibility for Priority 3 patrons may be determined and limited based on criteria such as local mission requirements and population.

- Priority Level 4 – This priority is assigned equally to Military, DoD Civilian Personnel, and DoD Contractors whose spouse is not working or whose spouse is working on a part time basis only.

## **WEB TRAC**

The CYS WebTrac website is <https://webtrac.mwr.army.mil> Once on the page, simply find your location, by state and then by installation. WebTrac on-line allows you download and print all required registration forms. You may also schedule your appointment on-line.

Once your in-person registration is complete, you may request your password. This is a temporary password that you may change upon the initial login.

Services available on the WebTrac website include:

- View all activities offered by POM CYS.
- Self enroll your child into selected activities.
- Make your child care payments on-line. At this time, only current payments are accepted. If you should like to make advance payments on accounts, it must be done in person at the front desk areas or administrative offices.
- View and print your child care payment statement used when filing your income tax.
- Print a personal calendar of the CYS activities in which you have enrolled your child.

For help, our Functional Technology Specialist is available at 242-6635 for assistance.

## **GLOBAL DATA TRANSFERS**

Your registration records and information can be forwarded to your next installation using our Global Date Transfer service. This can be done by contacting the Parent Central Services office with your receiving installation name.

## **FEES AND BILLING**

### **FEES**

Fees are set according to Department of Defense (DoD) policy and are based on total family income (TFI) on a sliding scale.

Each sponsor will ensure that his/her CYS fee application reflects the most current information regarding the family's income. If there is a change in any household member's status (i.e. spouse becomes employed or unemployed), the sponsor must report the change to Parent Central Services within one week so the assigned fee category can be reassessed. Following a reassessment, any changes in fee category will be implemented

immediately. As stated on the fee application, deliberate misrepresentation of this information or failure to report income, results in a higher fee category and can result in prosecution under applicable state and federal laws.

Fees are based on Department of Defense (DoD) and Department of the Army (DA) directives and approved by the Garrison Commander. CYS conducts annual reassessment of fees. Any changes in fee category discovered during this review will be implemented immediately and may be retroactive. Parents will receive a 30-day notice of any changes in the fee ranges.

### **BI-MONTHLY BILLING**

We offer families the option of paying child care fees in two monthly installments. Bi-monthly bills will be run on the 1<sup>st</sup> and the 15<sup>th</sup> of each month. The late payment fee policy is applied at each installment, therefore families choosing the bi-monthly payment plan could potentially accrue two late fees in one month.

### **LATE PAYMENT FEES**

Services are billed twice a month (1st and 15th). A one-time \$10.00 per child late payment fee will be assessed on the 6th business day of each missed payment cycle. If two payment cycles are missed, families will receive a late payment notice outlining the procedures for payment and possible termination if fees are not paid.

### **LATE PICKUP FEES**

Patrons will be charged the \$1.00/minute for the 1<sup>st</sup> 15 minutes per site. Anything beyond 15 minutes equals an additional \$5.00 PER FAMILY for the rest of the first hour (total charge for 16-60 minutes = \$20). Late pickup fees are not charged for approved mission-related circumstances or when specific arrangements to extend child care are made prior to pick up. Services will be denied for patrons who continually pick children up late.

### **ADVANCED PAYMENTS**

Advanced payments will be accepted if you will not be present during a billing cycle. Families will be responsible for notifying their program that they will not be present during a billing cycle, and must keep up with bills in order to maintain a child's slot in the program. An advanced payment will be applied to the household's account and deducted on the dates bills are processed. Any fees paid in advance will be applied to your child's activity (full day or part day CDC or SAC child care and/or sports). Advanced payments can also be made towards hourly care reservations.

### **REFUNDS**

Refunds will not be approved except under extraordinary circumstances (such as family emergency for bereavement). These will be considered on a case-by-case basis by the Program Director and CYS Coordinator. If a refund is approved, the number of days eligible for refund will be limited to 10 business days. The child must be officially withdrawn to avoid accruing future fees, and the child care slot will be forfeited if payment of future fees is not made, according to the Late Payment Fee policy. Refunds for SKIES and Sports will be decided on a case by case basis.

### **ABSENTEEISM**

CYS must pay staff salaries even if children are absent. Credit or refunds are not issued for child absenteeism due to regular childhood illnesses or injuries, inclement weather, training holidays or facility closures of short duration. The CYS Chief can grant exceptions under special circumstances. Special circumstances are limited to unexpected absenteeism.

**Please notify the program director if your child contracts a communicable illness or will be out several days.**

### **UNDUE HARDSHIP (Hardship Provision Policy)**

Patrons facing long or short-term financial difficulties that affect their ability to meet established fees or payment schedules may request evaluation as a hardship case. In order to receive reduced fees or a payment schedule under the hardship provisions, you must submit a written hardship consideration request explaining your current situation and cause of difficulty.

A family budget evaluation and counseling session must be conducted with the Financial Management Program Manager (FMPM) at Army Community Services. The FMPM's recommendation and your request will be submitted to the Chief of Child Youth and School Services. Applications will be reviewed for approval within two working days of receipt of the complete application. After review by a board, the final application disposition will be determined by the Deputy to the Garrison Commander. You will be notified in writing of the decision of your application.

### **PERSONAL CHECKS**

Postdated checks are not accepted. Checks cannot be accepted from anyone whose name appears on the Bad Check List until authorization is received. Personal checks will be accepted for the amount due only. Returned checks will incur a returned check fee of an additional \$25.

### **LATE PICKUP FEES**

The Army-wide CYS late fee is \$1.00 per minute with a maximum of \$15.00 cap. If a patron has child in CDC and SAC, the late fee will be assessed and paid for each site. This fee pays the overtime for staff that must supervise these children and is meant to encourage parents to be timely. This fee is required at the time of pick up. Consistent and repeated late pick-up offenders may be excluded from the program or provided other child care options.

Late fees must be paid before the child returns to the program. Three unexcused late pick-ups can be grounds for denial of care. Nonpayment will result in services being denied and the patron will be held responsible for payment and late fees.

### **DISCOUNTS**

Various discounts are available for families with multiple children and parent participation, for ideas on how to qualify for parent participation points see the Family Involvement section.

### **MULTIPLE CHILD REDUCTION DISCOUNT**

A multiple child reduction (MCR) discount is given to families with multiple children attending CYS programs. When more than one child in a family is enrolled in care within the same community, the parent pays the full rate for one child and all other children in the same family receive a 15% discount. This applies to full day, part day, hourly or before/after school care to include FCC providers. The discount will apply to the lowest fee.

## **SPORTS MULTIPLE CHILD REDUCTION DISCOUNT**

A team sports multiple child reduction (MCR) discount will be given to a family with multiple children (after the first) participating in the same team sport. The first child pays the full fee, and additional children receive a 15% discount.

## **VOLUNTEERS COACH'S DISCOUNT**

Volunteer Head Coaches may enroll all of their own children at no cost in any Sport occurring during the same playing season the parent is coaching. Assistant Volunteer Coaches may enroll their first child at no cost in any Sport occurring during the same playing season the parent is coaching and subsequent children will receive a 15% reduction.

## **VACATION CREDIT**

All full day/part day CDC and SAC children will be permitted 2 weeks, e.g., 10 working days, of vacation leave per calendar year without charge. The vacation credit is calculated into the annual fee, so there is no reduction in fees associated with this credit. Leave may be used any time after enrollment and for any purpose. However, it must be used in increments of either five or ten consecutive days. The leave option is requested in writing two weeks in advance of the requested period. No refunds will be made for leave not taken. There is no leave credit available for Hourly Care or Summer Camp. Leave is non-cumulative from year to year. Children from the same family do not have to take leave at the same time. Children cannot be in attendance when using leave credit

*\*For Vacation Request Form see Appendix D*

## **WITHDRAWAL FROM PROGRAM**

Parents may choose to cancel their child's enrollment due to PCS moves, changes of employment or personal reasons. You must officially withdraw your child from a CYS program in writing to the Facility Director or FCC provider two weeks prior to the next billing cycle. This is necessary so that vacancies can be quickly filled to maintain affordable fees for all parents. Without written withdrawal notification fees will continue to accrue. The two weeks leave option may not be used in lieu of two weeks' notice of withdrawal.

*\*For Notice of Withdrawal see Appendix C*

**INCOME TAX STATEMENTS:** Some child care costs are tax deductible. Statements of paid child care costs are available upon request. They may also be printed out using WebTrac.

## **FAMILY INVOLVMENT**

The CYS program offers many opportunities for parents to become involved in the program. Chaperones are always needed for field trips and certain in-house projects or events. We love sharing authentic cultural

celebrations with the children. Please share your heritage with us! It is a learning experience for both the staff and children.

Volunteer to teach children a song in your home language, help us do an art project using a theme from your native home, or share a favorite recipe or story about your family traditions. Are you good at sports, sewing, art, cooking, dancing, music, or do you have a hobby to share? Come share with us! See the Facility Director for ideas on ways to become involved and enrich the CYS program.

Comment cards are another way for parents to voice opinions and offer suggestions. We also conduct needs assessment and/or satisfaction surveys periodically and strongly encourage parent response on these.

We are committed to fostering family involvement and input, which strengthens the programs' success overall.

### **PARENTS AS PARTNERS ASSOCIATION (PPA)/PARENT & YOUTH ADVISORY COUNCIL (PYAC)**

Parents are offered the opportunity to make a difference for their child by becoming involved in the PPA at the child development center, or the PYAC at the youth center. Benefits of participation include promoting ongoing improvement of Presidio's Child and Youth Services programs and the opportunity to advocate for their children and youth. Through this forum, parents are offered an opportunity to be involved and make a difference. Contact the facility director in your child's program if you would like to serve on either of these committees

### **PARENT COMMUNICATION PRACTICES**

Special activities are ways in which CYS communicates with parents on an on-going basis. This includes inviting parents to eat with the children during holidays, having special workshops of interest to the parents, and other activities such as holiday celebrations.

Communication between staff and parents requires a proactive approach. To enhance parent and staff communications, we have established the following practices:

At the Monterey Road Child Development Center announcements are made through a TV in reception area regarding special events. Newsletters are also an important part of the communication process with parents, current information regarding new staff members and the program are sent out monthly, and a calendar of events is sent out annually. Parent bulletin boards are used to post current information in each program. At Porter Youth Center parents are advised of upcoming events and Flyers posted throughout the Center.

Parent surveys are done on a regular basis. Sometimes parents are more willing to voice their concerns through writing or responding to specific questions.

Day-to-Day informal talks take place in programs where parents are dropping off or picking up their children.

Scheduled conferences with parents; these are more formal than talking with parents on a day-to-day basis. These include all of the staff working directly with your child and are an opportunity to discuss his/her progress in the program. Should you desire to have a conference regarding your child, one may be scheduled with the Facility Director or program lead. CDC parents will be asked to attend three formal conferences yearly for children attending the PreK Strong Beginnings program and two formal conferences yearly for other programs. During these conferences, staff and families meet to discuss a child's development, behavior, health, friendships and accomplishments, etc.

Occasionally, an Accident/Unusual Occurrence Report is completed to assist in keeping parents informed of the well-being of their children. These forms are used to document/communicate unusual behaviors, accidents,



or injuries that occur to the children. This form will be made available to you at the end of the day to read and sign if practical. If the injury involves bleeding or a head trauma, the parent will be immediately contacted telephonically. This form should be signed by the close of business the following working day.

### **SUGGESTIONS AND COMMENTS**

Please direct suggestions and comments to the facility director. We are always looking for parent input and we encourage you to write down any suggestion that might improve our services.

**REMEMBER: Participating in events earns *Parent Participation Points* that can be used towards a discount on fees!! Please feel free to pick and choose those that appeal to you.**



## **PROGRAM INFORMATION AND POLICIES**

### **STAFF QUALIFICATIONS/TRAINING**

We conduct extensive background checks on all CYS staff. The majority of these checks are conducted prior to employment. Staff members do not work alone with children unless all of their background checks are completed.

As with all jobs, training is an important factor. CYS strives to provide quality programming. This can only happen with well-trained staff. All staff working directly with children receives specialized training in Child/ Youth development and other related topics. Training Specialists who are professionally qualified educators hired by CYS conduct the training and monitor progress. The training starts before program assistants enter the classroom and are continued throughout their employment. Training topics include child abuse prevention and reporting, first aid, CPR, administering medication, nutrition, child growth and development, child activities, child guidance and safety, to name a few.

All members of our staff are required to participate in training.

There are two phases to training:

Orientation to the Training Program: 16 hours of Supervised Work Experience;

Entry Level and Intermediate Level Training: 13 modules have been developed according to age, e.g. infant, toddler, preschool, school age, and middle school teen. After completion of the modules, staff are tested, and observed by their trainer and/or director to ensure they show competence in each area. Foundation training is to be completed within 18 months from date of orientation.

After all foundation training is completed, staff must complete 24 hours of annual training. This training includes but is not limited to workshops, reading, and refreshers classes in CPR, First Aid, child abuse identification/prevention, communicable illnesses, food handling, and medication dispensation.

We are committed to professional growth and career development for our staff. Some of our direct care staff are taking college courses in their field. Others have received or are pursuing the Child Development Associate Credential. The Child Development Associate Credential is a nationally recognized credential that is awarded to individuals who have demonstrated competency in working with young children.

Each program has a qualified staff member responsible for planning and scheduling appropriate activities for your child. They are also responsible for maintaining communication with parents frequently. Please take the time to inform program staff members of any concerns you have regarding your child. Please ask questions, offer suggestions, and surface any concerns you may have.

Parents are always welcome to participate in staff training sessions when space is available. Many of the topics addressed are relevant to parenting as well as to child care issues.

### **DEVELOPMENTALLY APPROPRIATE PRACTICE**

Our caregivers/providers must integrate developmentally appropriate practices throughout all of our programs. Developmental appropriate practice has three dimensions:

- Age appropriateness: This is based on what we know about the development and learning of children within a given age range. Knowing about these age-related characteristics is vital to our curriculum development.
- Individual appropriateness: This is based on being attuned to each child as an individual, for example, likes and dislikes, personality, learning styles, knowledge and skills. Both the curriculum and adult's interactions with children should be responsive to individual differences.
- Social and Cultural appropriateness: This is based on the contexts in which children live. We learn 'rules' through what we are accustomed to and children learn and respond to this.

As you read through this Parent Handbook, you will be able to see how developmentally appropriate practices are integrated in the CYS philosophy, daily schedules, adult/child interactions, activities provided in the rooms, and every other aspect of the quality programming we provide for the children.

In fact, CYS feels so strongly about providing developmentally appropriate activities that the regulation stipulates that each child development center is to have a Training and Curriculum Specialist (TACS) and each Youth Center is to have a Training and Program Specialist (TAPS) in order to assist caregivers, recreation aides, providers and room leads in this area. Recreation aides, room leads, caregivers, providers, TAPS and TACS are available to answer any questions you may have regarding developmentally appropriate activities. If you have a question or concern regarding your child's development or behavior, the TACS and/or TAPS will be happy to meet with both you and the room leader to help assure your child's needs are being met.

## **DAILY SCHEDULE/PROGRAM**

A daily schedule for your child(ren) is preplanned and posted by the Room Leader or FCC Provider. The daily schedule outlines the day and presents the day's activities. It shows the order in which activities will occur. It balances active and quiet activities, and specifies how much time will be spent on each activity. While a schedule is very helpful for the staff in planning, it is essential for the children because children like and need to have a regular routine they can depend on. Knowing what comes next during the day helps to make them feel more secure. The daily schedule can help you as a parent share in your child(ren)'s experiences in the center.

Please feel free to review the schedule on a regular basis. In the daily schedule you should see:

- Sufficient time built in for daily routines, i.e., snacks, family style meals, toileting, etc.
- A balance of active and quiet times.
- A balance of individual, small group and large group play.
- A balance between child initiated vs. adult initiated activities.

All of our programs are geared to the learning experiences that take place through play and social interaction. What may seem like simple play to adults is often a valuable learning experience for children. Our goals are to foster curiosity, respect for self and others, and to support physical development and creative expression in our children.

## **CHILD ABUSE PREVENTION**

Upon employment, and annually thereafter, all CYS staff are trained in the prevention, identification, and reporting of spousal and child abuse. All CYS employees, contractors and Family Child Care providers are mandated reporters of child abuse and neglect. **By law, any suspected cases of spouse or child abuse and/or neglect must be reported.**

CYS takes many precautions to protect your child. Background checks are completed on all CYS personnel. Sign In/Out sheets are located in each classroom at the CDC for parents to sign their children in and out.

Any visitors (other than CYS parents) must report to the front desk with photo ID, sign-in, and receive a visitor's tag. Visibility is maintained in program areas.

Children are observed daily for evidence of potential abuse and neglect as mandated by AR 608-10, Child Development Services. In the event an allegation is made against personnel working with children, the employee is reassigned to a position which does not have child contact until a determination is made by a designated official. CYS personnel and volunteers will ensure that each child in their care is monitored closely for any physical or behavioral indicators of abuse and neglect.

Child Abuse Reporting Procedures;

**Local Reporting Point of Contact Presidio of Monterey Federal Police - 831-242-7851**

**"Parents" – If you suspect child abuse or child neglect in any CYS Program, please report it to the Department of Defense Child Abuse Hotline 1-800-336-4592**

## **RELEASE OF CHILDREN**

Only parents or a parent designee identified in CYMS or on DA Form 5224-A may take a child from the center unless prior written arrangements have been made with the registration desk or administrative personnel. If CYS staff is unfamiliar with a parent or their designee, they will be asked to provide a picture ID. Children will not be released to siblings or other children under the age of 13.

No parent can be denied access to a child including the right to pick up a child from the center unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the center. When the copy of the custody agreement or court restraining order is on file for a particular parent the child will not be relinquished to that parent.

Parents suspected to be under the influence of alcohol or drugs will not be allowed to pick up their child(ren), Law Enforcement and unit Commanders will be notified. CYS staff will contact an Emergency Release Designee to pick up the child.

## **CHILDREN LEFT AT FACILITIES AFTER CLOSING**

If a child has not been picked up within 15 minutes after the center closes, CYS staff will first attempt to contact parent's at all available phone numbers twice. If we are not able to reach either parent, an attempt to reach the emergency contacts will be made. If emergency contacts cannot be reached, we will call the military unit or civilian supervisor. Staff will continue to try to get in touch with the parents as well as the emergency contacts. If after one hour of closing, we have not reached the parents or an emergency contact, then CYS will contact the Family Advocacy Program Director for further guidance.

## **TOUCH POLICY**

Meeting the daily needs of the children in care requires many forms of touching the children such as diapering, assisting the children in walking by holding their hands, rocking, assisting the children in dressing and cleaning activities, teaching the children through modeling and holding the children when they are upset.

Staff will assess the appropriateness of their interactions with children by reviewing whether the interaction respects the dignity of the child and is designed to promote the child's growth toward independence and self-discipline.

Inappropriate touches would include forced kisses, prolonged tickling, fondling, or molestation. Appropriate touching varies with the age of the child but should always be done with the verbal or nonverbal permission of the child.

*\*For Copy of Touch Policy see Appendix A*

## **GUIDANCE AND DISCIPLINE**

Our goal is to provide quality care for children and youth that promotes physical, cognitive, emotional, and social growth. We believe most problems are prevented with a creative, active curriculum in a positive, caring environment. Most children come to us wanting to learn and get along with new friends.

We strive to give children attention and praise when they behave correctly and to correct in a way that preserves a child's dignity and self-esteem when there is misbehavior. Physical or verbal punishment does not contribute to these goals and is not used in our program. Army regulations strictly prohibit corporal punishment.

CYS personnel only use constructive positive discipline techniques. Constructive discipline recognizes that children want to do what is correct and that misbehavior is often a symptom of a problem or need for attention. Care giving of young children focuses on guiding and supporting children while using their problem-solving techniques. Helping children to decide what to do, rather than what not to do, is the basis for child guidance. Our role is to meet children's individual needs and thereby assist them in becoming confident, secure individuals with good problem-solving and thinking abilities.

Program staff will provide guidance in a consistent way, based on an understanding of individual needs and behaviors of the child at varying developmental levels. Simple, understandable rules will be established so that expectations and limitations are clearly defined. Verbal guidance will always be phrased in a positive way. Clear and consistent limits should be set with children and youth. When a situation occurs, the child's actions should be addressed and not the child. Children should be praised through verbal and non-verbal forms of communication.

Discipline will be constructive in nature including such methods as diversion, separation of child from situation, praise of appropriate behavior, positive guidance, or gentle, physical restraint such as holding. CYS personnel will not discipline children by:

- Spanking, pinching, shaking, or other corporal punishment.
- Isolation away from adult's sight/contact.
- Humiliation or verbal abuse.
- Deprivations of meals, snacks, outdoor play opportunities, or other program components. Short-term restrictions on the use of specific play materials and equipment or participation in a specific activity are permissible.

- Extended periods of “time-out” (e.g. in excess of one minute per year of age).
- A child may not be punished for lapses in toilet training or refusing food.

Biting policies will focus on modifying child behavior within the existing environment rather than “suspending” the child or terminating services.

Because we provide quality care in a group setting, a safe environment for all children is imperative. Therefore, CYS reserves the right to deny or suspend services to any child whose behavior is detrimental to the program or the safety of other children, him or herself, or staff. When we determine that the usual forms of discipline are ineffective, additional measures will be taken as noted below.

A child who is misbehaving in an unsafe or harmful manner that endangers the child, other children, or the staff will be told that this behavior is unsafe, unacceptable, and must stop.

If the behavior continues, staff will continue to supervise the child and call for any necessary assistance while management staff notifies the parent. Parents will be informed that the child is behaving in an unsafe manner, and they will need to pick up the child immediately (within one-half hour). A child’s behavior, when malicious or inflicted with the intent to harm another person, will not be tolerated. Serious instances of patterns of unsafe behavior demonstrated by any child may result in suspension or revocation of CYS service. If a child does not respond to appropriate discipline procedures, the following may occur:

- A one (1) day suspension from the program, beginning the next day. Parents will be responsible for payment for the suspended day.
- If the problem continues after the child returns to the program, the child will be suspended for three (3) days. The parent will be responsible for payment for those three days.
- If the child continues to display inappropriate behavior, a suspension of one (1) week from the program will occur. The parent may be held responsible for that week’s payment (five program days).
- If, after re-admission to the program, the child continues to display behavioral problems, permanent dismissal from the program can occur. Parent will be required to meet with a Multi-disciplinarian Inclusion Action Team (MIAT) team to determine appropriate placement. Decisions are also made regarding program adaptation and additional training for staff to ensure the program can meet the child’s needs. If suitable placement cannot be found, the parent or guardian will not be held responsible for any future payments and a refund may be warranted.

Parents may also be notified of inappropriate behavior on an Accident/Incident Report form. These reports are completed by the staff, signed by the program director, and signed by the parent. A copy will be offered to the parent. CYS also uses an internal Behavioral Incident form to document inappropriate behavior, which requires parental notification and signature for incidents that are extreme or severe.

The following behaviors of children and youth are considered inappropriate:

- Any unsafe act
- Willful departure of any child from an accountable care program such as SAC
- Lying and cheating
- Spitting
- Physical Violence such as hitting or fighting

- Use of profane language in or around any CYS program
- Misuse of CYS property

The following are considered zero tolerance rules. Violations of these rules are considered serious acts of inappropriate behavior, and will result in disciplinary action. The extent of the action taken will be determined by senior direct care staff member and will be based upon intent, possible outcome, and age/developmental level.

- Constant, deliberate destruction of CYS equipment or other's personal property
- Physical abuse whether it is directed toward another child/youth or staff member
- Alcohol, Drugs (of any kind), Tobacco and Weapons

1. **1st offense** of drinking alcoholic beverages (being under the influence): Parent(s) will be notified. Youth involved will be given a choice of suspension from YS activities for one month or youth will agree to an assessment by the Alcohol and Substance Abuse Counseling Services (ASACS) Counselor.

2. **2nd offense** of drinking alcoholic beverages (being under the influence): Parent(s) will be notified and there will be a conference with all involved parties.

The Child and Youth Services Coordinator, will notify the Garrison Commander of the incident. The youth involved will be suspended from YS activities for 6 months.

3. **3rd offense** of drinking alcoholic beverages (being under the influence): Parent(s) will be notified and there will be a conference with all involved parties. The Garrison Commander will be notified of the incident. The involved youth will be suspended from all YS activities for one year.

Any controlled substance or weapon incident will result in notification of the Military Police and the Garrison Commander. The youth involved will be given an automatic suspension from all YS activities.

Stealing and Vandalism will be reported to the military police.

Violations committed by older aged youth participating in middle school and teen programs will result in the youth being immediately ejected from the center and all YS sponsored activities. Appropriate reporting will be done and the Center/Activity Director will make determination of the duration of the suspension. Legal issues will be handled accordingly and suspension will be automatic until the situation is completely resolved. All staff are authorized to have anyone removed from the center, or any CYS activity, in order to maintain a safe positive environment.

In the case of children participating in accountable care programs or those of an age that require adult supervision under the home alone policy, parents/guardians will be called immediately to pick them up.

In accordance with CYS zero tolerance rules, children and youth who are suspended from school are not eligible to utilize our programs (to include SAC, MS/T programs and Youth Sports) for the duration of the suspension. Please contact the facility director for further clarification.

Adults are role models for children and acceptable ways to express feelings should be part of that modeling. What children have to say and do should be valued, giving them a sense of self worth. Added to that, children

should be able to make choices, taught to resolve their own conflicts, and be involved in rule making. We encourage parents to examine our guidance techniques and gather information on the many benefits of positive guidance. Consistency between home and the CYS programs create autonomy and emotional maturity.

*\*For Copy of Discipline Policy see Appendix B*

## **TERMINATION OF ENROLLMENT**

Upon recommendation of the Director, services may be denied, suspended or terminated for the following reasons:

- Behavior of a child that is dangerous or threatening to him/herself or others.
- Extreme disruptive behavior when the case has already been reviewed by the MIAT and all alternative avenues have been explored. A child may be suspended prior to a MIAT meeting at the Director's discretion.
- When care required is of a special nature that is beyond the capabilities of a CYS setting.
- Noncompliance with center policies and/or procedures.
- Nonpayment of fees.
- Failure to provide required health/medical documents.
- Failure to notify staff of exposure to or confirmed cases of contagious or communicable disease.

## **DIAPERS & WIPES**

Parents must bring a sufficient daily supply of disposable diapers to last the full day of care. Parents will be called if diapers are needed.

Disposable diapers must be provided unless a doctor's note directs the use of cloth diapers. In such a case, parents must provide the cloth diapers (in sufficient quantity) with plastic bags in which to place the soiled diapers. Soiled diapers will be returned to the parent for laundering.

## **CLOTHING**

Children need to come dressed, prepared for the day's events. We encourage children to explore through their play—indoors and out. Sending clothes that must be kept clean can put an unnecessary stress on the child. Clothing that is provocative, revealing, etc., is not acceptable. Washable clothes which allow children to participate freely in all activities are best.

To protect health and safety, children must wear shoes. Rubber soled shoes are recommended. Open-toed sandals, bare feet and thongs are not permitted to prevent toe and foot injuries. Also, open-toed sandals present a problem to the younger children when they are still learning coordination skills.

Young children cannot be expected to have full control of their bodily functions at all times. Therefore, when an accident occurs the child will be changed to minimize embarrassment and to control the spread of germs. If an item is not available (i.e., shoes), a parent will be called and asked to bring missing items as quickly as possible.

All clothing should be marked with the child's name. We take the children outdoors on a daily basis, weather permitting. Please ensure your child has a jacket or sweater, mittens or hat in cold weather.

CDC children and younger SAC children should have **at least** one complete change of clothing available at the center. The following items are suggested to give some guidance (two pairs of pants, two shirts, two sets of underwear, two pairs of socks, one pair of shoes, and an extra sweater for inclement weather)



## **PERSONAL BELONGINGS**

Child and Youth Services cannot assume responsibility for loss or damage to any personal possessions children bring into the center or programs. It is distressing to children to misplace or lose personal belongings and sometimes difficult for the staff to identify the owner of unclaimed items. Therefore, children are encouraged to leave valuables, toys and money at home. CYS will not be held liable for broken, lost, or stolen items. Please help your child understand why it is not wise to bring toys or other objects that they may not wish to share with the group.

However, at the CDC it is acceptable for a child to bring a small blanket, special soft toy, or stuffed animal as a comfort item for rest time, and to ease transitions. Pillows are not allowed for children under the age of 3. Caregiving staff will encourage children to put the stuffed toys in the cubby with the child's blanket. Parents are also responsible for laundering the stuffed animals on a weekly basis.

If a child brings in a towel, slippers, jacket, sweater, or extra clothing, please ensure that all items are labeled with the child's name so they can be easily identified.

## **LOST AND FOUND**

A Lost and Found area is maintained in each center. Please check it occasionally for missing personal possessions that your child may have misplaced. If your child is missing anything, please inquire with the teacher or facility director as soon as possible. It is much easier to return a lost item if it is labeled with the child's name so we suggest that you label everything. Unclaimed items are given to charity after a reasonable period of time.

## **FIELD TRIPS**

Field trips are scheduled to enrich our program and your child's growth. Prior notification of field trips will be given. If you do not wish for your children to participate in a field trip excursion, you may be required to pick them up from the program before the bus leaves. Field trips require that all staff participate so no one is left behind to watch children. There are no refunds given for missed field trips. Parents are welcome to accompany the group on all trips. Emergency notification information and basic first aid supplies are taken on all trips. When transported, a CYS staff member will always accompany the children and be responsible for the behavior and welfare of the children.

CYS needs parents' help:

- To ensure their phone number and emergency designee phone numbers are correct prior to a field trip in case there is an emergency.
- To ensure children have proper clothing and fees, if fees are required.
- To remind their children of behavioral expectations on field trips.
- To consider assisting with field trips by volunteering.
- To pick up children, if called to do so.

CYS needs children's help:

- To listen, follow directions, and walk in an orderly fashion on sidewalks or designated paths, as instructed.
- To be courteous and respectful at all times.

- To enter and exit vehicles in a proper manner.
- To remain seated at all times and talk in quiet voices while in vehicles.

#### AR 608-10, 4-11 Transportation

- a) CYS employees and CYS volunteers will not use private vehicles to transport children for CYS sponsored activities on a routine or scheduled basis except in a case of emergency. Government NAF vehicles, will be used to ensure insurance coverage through the United States Army Non Appropriated Fund Risk Management Program (RIMP) or coverage under the Federal Torts Claims Act. Busing of children enrolled in CYS is authorized in accordance with AR 58-1, paragraph 5-5.
  
- b) FCC providers will not transport children in a private vehicle unless such transportation is specifically authorized in writing by the child's parent or guardian.
  - \* Such transportation is at the risk of FCC provider and parent/guardian concerned and is specifically not covered by RIMP insurance.
  - \* Parents and guardians will be responsible for determining on their own, the amount and extent of an FCC provider's automobile insurance policy coverage and whether or not that policy specifically covers a death or injury occurring to a child being transported by the FCC provider during the course of conducting a child care business.
  
- c) When transporting children, the same adult/child ratio will apply as is required in the FCC home or CYS for the ages and number of children being served. Drivers of automobiles may be counted in the adult/child ratios.
  
- d) The driver and vehicle must comply with all state and local laws and installation regulations pertaining to vehicles.
  
- e) Each child will board or leave the vehicle from the curb side of the street.

#### **FIRE DRILLS**

Unannounced Fire Drills are conducted monthly, weather permitting, for all age groups. During a fire drill your child will be taken outside. Evacuation Plans are posted in each classroom.

#### **EMERGENCY PROCEDURES**

In the unlikely event that the center is severely damaged or declared unsafe, all children will be evacuated to an emergency shelter where they will await your arrival. Should such an emergency occur, the Facility Director will attempt to notify you as soon as possible. A notice will be posted at the center with information on the alternate site.

## **PROGRAM CLOSURES**

CYS programs exist to support the mission. All CYS programs and facilities are closed on federal holidays. In the case of inclement weather, CYS programs will remain open unless government offices are closed. Should it be necessary to close for any reason, you will be called to come and pick up your child. You will not be given a discount or refund for federal holidays or special closings since staff must continue to be paid.

## **EXCEPTIONS TO POLICY**

Exceptions to policy must be prepared by the patron, routed through the facility director, and presented to the CYS Coordinator.

## **HIRING STAFF TO BABY-SIT**

Parents frequently ask center staff to baby sit. CYS does not authorize or take responsibility for any services that CYS employees may provide outside of CYS premises, programs and work hours.

## **VIDEO SURVEILLANCE SYSTEMS**

All CYS program facilities utilize a comprehensive video surveillance system. The cameras record most activity areas of the interior and exterior of the buildings. You may request to view a portion of your child's time with the Facility Director. Copies of these recording are not authorized to be given to parents at this time.

## MEALS

Parents of infants will be asked to work closely with the Infant Room Staff. The USDA Infant Feeding Guidelines are very stringent, and it is compulsory for parents and care

Age	Breakfast	Lunch and Supper	Snack
Birth through 3 months	4-6 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>	4-6 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>	4-6 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>
4 months through	4-8 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>	4-8 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>	4-6 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>
7 months	0-3 tablespoons infant cereal <sup>1,4</sup>	0-3 tablespoons infant cereal <sup>1,4</sup>	
		0-3 tablespoons fruit and/or vegetable <sup>4</sup>	
8 months up to first birthday	6-8 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>	6-8 fluid ounces formula <sup>1</sup> or breast milk <sup>2,3</sup>	2-4 fluid ounces formula <sup>1</sup> , breast milk <sup>2,3</sup> or fruit juice <sup>5</sup>
	2-4 tablespoons infant cereal <sup>1</sup>	2-4 tablespoons infant cereal <sup>1</sup> and/or 1-4 tablespoons meat, fish, poultry, egg yolk, or cooked dry beans or peas or 1/2 - 2 ounces cheese, or 1-4 ounces cottage cheese, cheese food or cheese spread.	0 - 1/2 slice bread <sup>4,6</sup> or 0-2 crackers <sup>4,6</sup>
	1-4 tablespoons fruit and/or vegetable	1-4 tablespoons fruit and/or vegetable	

<sup>1</sup> Infant formula and dry infant cereal shall be iron-fortified.

<sup>2</sup> It is recommended that breast milk be served in place of formula from birth through 11 months.

<sup>3</sup> For some breastfed infants who regularly consume less than the minimum amount of breast milk per feeding, a serving of less than the minimum amount of breast milk may be offered, with additional breast milk if the infant is still hungry.

<sup>4</sup> A serving of this component shall be optional.

<sup>5</sup> Fruit juice shall be full-strength.

<sup>6</sup> Bread and bread alternates shall be made from whole-grain or enriched meal or flour.

The CACFP Breakfast and Lunch Meal Chart for children 1 year and older is below:

<b>Breakfast Food Components</b>	<b>Ages 1-2</b>	<b>Ages 3-5</b>	<b>Ages 6-12<sup>1</sup></b>
<b>1 milk<sup>2</sup> fluid</b> milk	1/2 cup	3/4 cup	1 cup
<b>1 fruit/vegetable</b> juice, <sup>3</sup> fruit and/or vegetable	1/4 cup	1/2 cup	1/2 cup
<b>1 grains/bread<sup>4</sup></b> bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains	1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup	1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup	1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup
<b>Lunch Food Components</b>	<b>Ages 1-2</b>	<b>Ages 3-5</b>	<b>Ages 6-12<sup>1</sup></b>
<b>1 milk<sup>2</sup> fluid</b> milk	1/2 cup	3/4 cup	1 cup
<b>2 fruits/vegetables</b> juice, <sup>3</sup> fruit and/or vegetable	1/4 cup	1/2 cup	3/4 cup
<b>1 grains/bread<sup>4</sup></b> bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains	1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup	1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup	1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup
<b>1 meat/meat alternate</b> meat or poultry or fish <sup>5</sup> or alternate protein product or cheese or egg or cooked dry beans or peas or peanut or other nut or seed butters or nuts and/or seeds <sup>6</sup> or yogurt <sup>7</sup>	1 oz. 1 oz. 1. 1/2 1/4 cup 2. 1/2 oz. 4 oz.	1½oz. 1½ oz. oz. 1½ oz. 3/4 3/8 cup 3 Tbsp. 3/4 oz. 6 oz.	2 oz. 2 oz. 2 oz. 1 1/2 cup 4 Tbsp. 1 oz. 8 oz.

## **CHILD AND ADULT CARE FOOD PROGRAM (CACFP)**

The CACFP is an integral part of CYS. The food program services all branches of CYS to ensure that the children are fed in accordance with the USDA food program guidelines. All children enrolled in CYS programs are fed snacks that meet the United States Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) nutritional and amount guidelines for children. The CACFP office will be glad to provide dietary guidelines upon request. No child will go longer than three hours without a meal or snack being offered to them. Approved menus are posted for parents' information and comments.

Substitutions are made when circumstances dictate, and the changes will be posted. In School-Age Services (SAC) a nutritious breakfast and afternoon snack will be served on school days. On school out days, lunch will also be available. The Middle School/Teen program will have afternoon snack available on school days and lunch and afternoon snack available on school out days.

All snacks are served "family style" in the CDC/SAC programs and staff members eat with the children. Family style dining promotes good eating habits, with time allowed for socialization. Pleasant meal times help shape positive food attitudes. CYS allows children to choose from a selection of healthy foods and to decide how much they will eat. This child-led approach leads to greater acceptance and enjoyment of food. Good eating habits begin in childhood and can lead to healthy life-long behaviors. Children participate in all aspects of this activity from setting the table, to serving themselves, and helping to clean up.

**You are encouraged to enjoy a meal/snack with your child anytime.**

## **CELEBRATIONS AND SPECIAL EVENTS**

Health regulations do not allow food brought from home to include candy, gum, soft drinks, etc. However CYS enjoys sharing in your child's special celebrations and birthdays. Parents may bring **pre-approved store bought** items into a CYS program; coordination with the Facility Director is essential in order to maintain the intent of AR 608-10.

Each program offers a variety of child and family based special events. Parents are always welcome to participate in and attend these special celebrations. Please check with your program's front desk for more information. For safety reasons, balloons and lit candles will not be included in celebrations.

## **SPECIAL DIETS & FOOD ALLERGIES**

If your child has any special diet requirements (medical, religious, etc.) or is allergic to any foods, you will be asked to submit a food substitution form. If it is a diagnosed food allergy, you will also be required to submit an Allergy Care Plan listing any required medications signed and stamped by physician. If you have requested a special diet due to religious beliefs, you must have representative of your religious institute certify your request for special accommodations. A picture of your child with the special diet accommodation will be posted in the activity room and kitchen. **CYS is a peanut-free zone.**

## **HEALTH/SAFETY/SANITATION INFORMATION AND POLICIES**

### **SPECIAL NEEDS**

Our goal is to reasonably accommodate individuals with disabilities in order to integrate them into the program to the extent feasible, given each individual's limitations (DA Memorandum 15 Jul, 94, subject: Rehabilitation Act of 1973 and the American's with disability Act of 1990)

We consider each individual and the match between the program and the individual. During registration, and as needed, parents and the Outreach Services Director are required to identify children with a special need (medical, educational, behavioral). Decisions are handled on a case-by-case basis thru a Multi-Disciplinary Inclusion Action Team (MIAT). Parents are a vital part of this process. The process involves a team that meets to determine appropriate placement for the child or youth before and during enrollment in a CYS program. Decisions are also made regarding program adaptation and additional training for staff to ensure the child's or youth's special needs can be met. The team is chaired by the Exceptional Family Member Program Manager, with consultation by the parent(s), PCS Director, CYS Coordinator, CDC/PYC/FCC Facility Director, TAPS/TACS, Caregiver or Provider, the Army Public Health Nurse, and other proponents when necessary (ex. School teacher). If your child has special needs, please bring it to the attention of the CYS staff during the registration process. The goal is to assess how to best meet the needs of the child and family IAW AR 608-10. If your child has a medical condition or special need, they may not be able to start care until after the MIAT meeting.

### **IMMUNIZATIONS**

It is the responsibility of the parent/sponsor to ensure that their child's immunizations are kept current. Children will not be registered without an up-to-date immunization record. In accordance with AR 608-10, any child whose immunizations are not current cannot receive care.

Families who choose not to immunize their children must have a signed waiver from a physician and the Army Public Health Nurse in order to register with CYS. Parents will be counseled that children with immunization waivers will be excluded from the program in the event of a vaccine-preventable communicable disease outbreak.

The following is a list of immunizations each child needs before attending CYS program:

<b>Vaccine</b>	<b>Number of doses</b>
DTP, DTaP	5
Polio (OPV, IPV)	4
MMR	2
HEP-B	3 depending on age

HIB	4	depending on age
Varicella	1	depending on age (not required if history of chickenpox)

**Abbreviations:**

DTP	Diphtheria, Tetanus, Pertussis
DTaP	Diphtheria, Tetanus, acellular Pertussis
HBV	Hepatitis B Vaccine
HIB	Haemophilus influenzae type B vaccine
IPV	Inactivated Polio Vaccine
MMR	Measles, Mumps, Rubella
OPV	Oral Polio Vaccine
Varicella	Chicken Pox vaccine

**GENERAL HEALTH**

Children grow, learn and develop best when they are healthy. A child’s health is a priority for all CYS center-based and FCC programs. Specific guidelines are established to maintain healthy environments and prevent disease. Following these guidelines will help to protect all children and staff.

We ask parents to work in conjunction with care giving personnel to conduct a daily health check on children to ensure your child is able to participate in the program.

We will not accept a child in any CYS program who shows signs of inadequate personal hygiene, fever, diarrhea, severe cold, unusual rash, or communicable disease. If your child becomes ill during the day, you will be notified. To protect the health of others and afford the child maximum comfort, the ill child will be cared for in an isolation area or separate room until picked up. This is necessary to protect others from possible communicable illnesses. Parents or emergency designee are expected to pick up the child within one hour of notification.

We consult with the Occupational Health Nurse when there is any question about the health of a child and to make sure we are not denying care on a mistaken basis.

All parents and staff appreciate your cooperation on this matter.

*AR 608–10 • 15 July 1997, page 55, paragraph 4-28 a-c*

*4–28 Illness criteria for denial of service*

Children who appear to be ill or show visible signs of fever will be closely screened and may be denied admission based upon following symptoms:

- Temperature in excess of 100.5°F auxiliary for children under three months of age, and in excess of 101°F auxiliary for children over three months of age.
- Inability to participate in daily activities

Obvious illness such as



- Impetigo—Red oozing erosion capped with a golden yellow crust that appears stuck on.
- Scabies—Crusty wavy ridges and tunnels in the webs of fingers, hand, wrist and trunk
- Ringworm—Flat, spreading ring-shaped lesions.
- Chicken pox—Crops of small blisters on a red base that become cloudy and crusted in two to four days.
- Head lice—nits—Whitish-grey clot attached to hair shafts.
- Culture-proven strep infections that have not been under treatment for at least 24 hours
- Conjunctivitis (pink eye)—Red watery eyes with thick yellowish discharge
- Persistent cough, severe diarrhea or vomiting
- Pinworm infestation
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, and strep infections.

### **FLU Season Policy**

- October thru 30 April is considered Flu Season.
- Parents are required to **keep children at home** if they have a fever greater than 100 degrees Fahrenheit (38° C), combined with one or more of the following symptoms:
- Cough - Sore throat - Runny or stuffy nose - Body aches – Headache - Chills – Fatigue - Diarrhea and/ or vomiting - Any kind of respiratory infection
- Children will be required to stay at home for at least 24 hours after the fever is gone.
- Children who display influenza-like illness symptoms may be sent home.

If it is determined that your child has contracted or was exposed to a contagious or communicable disease, you must inform center staff. Failure to notify staff of exposure to or confirmed cases of contagious or communicable disease may result in termination of services.

After demonstrating symptoms of a contagious disease, children will be readmitted after treatment has begun, the contagious stage of illness has passed, and the child is physically able to function in the program setting. All cases of communicable disease (head lice, ring worm, etc.) must be reported to Occupational Health. Following an absence due to a serious illness, a re-admission slip from a physician is required. Children may return to programs only if they are well enough to participate in usual daily activities and the following conditions exist:

- Fever has been absent for 24 hours.
- Nausea, vomiting, or diarrhea has subsided for 24 hours.
- Lesions for impetigo are no longer weeping.
- Scabies is under treatment.
- Lice are under treatment and nits removed.
- Pinworm treatment has occurred 24 hours before re-admission.
- The child has completed the contagious stage of the illness.

- Conjunctivitis has diminished to the point that eyes are no longer discharging.
- The appropriate number of doses of antibiotics has been given over a 24-hour period for known Strep and other bacterial infections, the child's physician has approved re-admission, and the child does not require additional CYS staff to care for him/her.
- Chicken pox lesions are crusted, usually five to six days after onset.
- Children wearing casts, slings or having stitches must have a written statement from a physician.

## **ACCIDENTS/INJURIES**

While in a CYS program, your child is under constant supervision. However, minor injuries may be sustained during play. When this happens, CYS personnel will perform the necessary first aid and fill out an Accident/Unusual Occurrence Report. The appropriate program director or designee will contact the parent if a child is injured or becomes ill.

Should an accident or injury occur to your child, the following steps will be taken:

- The program staff or director will try to keep the child calm and quiet regardless of how serious the injury might be.
- Accepted first aid practices of the American Red Cross Program will be used.
- In the case of a major injury, emergency services will be called to treat and transport the child to the hospital and the parent or guardian will be notified immediately.
- In the case of a minor injury, the wound will be washed with water and then protected with sterile bandages or ice will be applied. An Accident/Unusual Occurrence Report will be filled out to notify parents of any injuries or accidents that may have occurred during the day. Form should be signed within one business day.
- In all injuries involving blood, latex free gloves will be worn by the person administering first aid. Fecal matter, urine and vomit will be cleaned up using soap and water followed by a bleach sanitizing solution.
- Parents will be notified by phone or in person when a child has any head trauma or significant injury involving blood.

## **IN CASE OF A MEDICAL EMERGENCY**

If your child/youth becomes ill or is injured while in a CYS program the parent/guardian will be notified immediately by a phone call to home or unit. If the parent is unable to be reached the emergency contacts will be called in order of listing. In an emergency situation, the child will be taken to the community hospital of the Monterey Peninsula (CHOMP) Emergency Room for immediate medical attention. If the injury is sufficiently severe and the hospital deems it necessary, treatment will be administered prior to parent's arrival.

## **MEDICATION ADMINISTRATION**

Medicine will be administered according to guidance given in AR 608-10 (para 4-32) and only within full-day or after school CYS programs enrolling regularly scheduled children. School age children, and youth can self-medicate with written instructions from their physician on a case by case basis.

Medicine will be administered only when prescribed by a physician. Exception in the case of Basic Care Items.

Written permission from a parent or guardian must be obtained before administering medication. DA Form 5225-R (Medication Dispensation Record) must be filled out prior to medicine being administered. All medication must be administered by parents for the first 24 hours. Each medication requires a separate form that may be used for a one-month period. Time of each dosage and initials of the person administering medication will be entered at the time the dosage is administered. Medication will be returned to parents at the end of each day.

CYS personnel are prohibited from using force to administer medicine. If a child refuses to take medication it will be documented on DA Form 5225-R (Medication Dispensation Record) and the parents will be notified.

As stated in the Child and Youth Services Administering Medication SOP all medication will be:

- In original container with child-proof cap. Please place this in a Ziploc bag with the appropriate syringe or measuring cup for administering the medicine (you may want to ask the pharmacy to put the medication in two bottles – one for home and one for care provider).
- Dated and labeled with physician's name, child's name, name of medication, dosage and time (i.e.; 3 x a day for 10 days). CYS personnel will not be able to administer "as needed" medication.

No "over-the-counter" medication will be administered unless ordered by prescription and all specifications above are met.

Ear, eye and nose drops will not be given if physical restraint is required to administer.

Designated center-based personnel are authorized to administer medication within the CYS programs according to physician's instructions. Individuals administering medicine must have received prior specialized training and annual re-certification training.

### **APPROVED MEDICATION LIST**

ANTIBIOTICS - Medications that destroy or stop the growth of bacteria (germs).

- Amoxicillin – (Amoxil)
- Amoxicillin/Clavulante – (Augumentin)
- Azithromycin
- Bactrim – (Septra)
- Biaxin – (Clarithromycin)
- Cefixime - (Suprax)
- Cleocin- (Clindamycin HCL)
- Dicloxicillin – (Pathocil, Docloxacil)
- Erythromycin – (Ery-Tab, Iliotycin, E-mycin)
- Gantrisin – (Sulfisoxazole Diolamine)
- Keflex – (Cephalexin)
- Macrochantin – (Nitrofurantoin)
- Omnicef - (cefdinir)
- Pediamycin – (Erythromycin, Ethylsuccinate)
- Penicillin – (PEN-G, PEN-V)
- Sulfactamide
- Vantin – (Cefpodoxime)

- a) Only ORAL antibiotics will be given. *Ear and Eye drops will need a medication Exception to Policy.*
- b) Observe child for signs of an anaphylactic reaction (allergic reaction), hives, difficulty breathing, fever, itching, or watery eyes. Emergency medical care is needed if the child has any of these signs.

ANTI-HISTAMINES/DECONGESTANTS – Medications used to relieve the symptoms of allergies and reduce congestion and swelling in the nose and sinuses:

- Atarax – (Hydroxyzine)
- Benadryl – (Diphenhydramine/Pseudoephedrine)
- Dimetapp – (Brompheniramine)

ANTI-INFECTIVES/ANTI-FUNGAL/TOPICAL CREAMS –

a. For Diaper Rash

Clotrimazole – (Lotriman, Mycelex)  
 Hydrocortisone  
 Monistat  
 Mycostatin  
 Nystatin

b. For Thrush

Mycostatin  
 Niltsat  
 Nystatin

## **BASIC CARE ITEMS**

Over the counter “basic care items” are limited to topical items used for the prevention of sunburn and/or diaper rash (ointments and lotions). CYS Staff will apply basic care items as necessary. Approved basic care items supplied by the parent will be in their original container and labeled with the child’s first and last name.

The following basic care items have been approved for use in CYS programs:

- Sunscreen Lotions (any brand name)
- Lip balm/ Chap Stick
- Diaper Rash Ointment/Skin Barriers, i.e. Desitin, A & D Ointment (for prevention of diaper rash)
- Ora-jel (for teething)
- Moisturizing Lotion (any brand)
- Bag Balm
- Petroleum Jelly/Vaseline

## **CLEANLINESS**

Our centers are maintained at a high standard of sanitation. Preventive pest control is conducted. They are cleaned daily by center custodial workers and/or staff. Toys and equipment are disinfected on a regular schedule and changing tables cleaned and disinfected after each diaper change.

We promote cleanliness and good hygiene with the children. Frequent hand washing is practiced by staff and children. Hand washing is always required before eating, water play, and after toileting.

Monthly inspections are conducted by Army Public Health and Preventive Medicine for the CDC and SAC, and quarterly inspections for the MS/T.

All CYS centers and programs are smoke free.



### **SUMMARY OF PARENT'S RESPONSIBILITIES**

- ✓ Make fee payments for services on the 1<sup>st</sup> and 15<sup>th</sup> to prevent a \$5.00 late fee
- ✓ Swipe their children in and out of the facility/FCC home and escort their child(ren) to the activity room(s).
- ✓ Keep Parent Central Services informed of any permanent changes in registration, such as address change, phone number, etc. and CYS staff/FCC provider informed of any temporary changes in location or phone number where they can be reached in the event of an emergency.
- ✓ Inform the CYS staff/FCC provider of any new/unusual marks or bruises when bringing the child in to insure they are not mistaken for abuse.
- ✓ Provide sufficient replacement diapers, clothing, and a plastic bag for soiled clothing for children birth to kindergarten. Items should be marked clearly with your child's full name.
- ✓ Bring the child dressed appropriately for both indoor and outdoor activities.
- ✓ Make sure the child does not bring personal items (toys, books, food) into CYS programs, except for programmed activities, i.e. sharing time, etc.
- ✓ The program provides toys, art supplies, and materials required for children. Parents are asked to check their child(ren)'s backpacks and/or pockets for any toys/equipment that may belong to the center and/or other patrons. All toys and equipment are purchased with Congressional Appropriated Funds. This means the Center's toys are considered government property. As taxpayers, it is everyone's

responsibility to prevent misuse of government equipment. An anonymous drop off box is in the front of the center for your convenience.

- ✓ Abide by CYS policies and procedures and know any changes in policy or procedure.
- ✓ Inform CYS staff/FCC provider if child has been exposed to a contagious illness.
- ✓ Notify CYS staff/FCC provider of planned vacations and other absences in advance.
- ✓ Notify and submit a withdrawal slip at least two weeks in advance to the CDC/SAC facilities per program agreement between FCC provider/parent.
- ✓ Pick-up child/youth on time.
- ✓ Provide appropriate transportation for their child(ren) to CYS center-based programs or FCC home, including the use of car seats for applicable ages.
- ✓ Children must arrive and depart to and from the CDC accompanied by an adult. Children will not be allowed to leave the CDC with anyone other than parents without prior written arrangements. For your child's safety, persons other than parents will be required to show identification before being allowed to remove the child from the premises. Children under 13 years of age may not pick up other children. Children cannot be released to unauthorized individuals by telephonic request from parents or release designees. A parent will not be denied access to their child unless a court order is in the child's file restraining such rights. Exceptions or special circumstances may be addressed with the Program Director if necessary.
- ✓ Parents must escort their child(ren) to the car. Cars must be parked in designated areas. *(Please drive slowly in the parking lots, a child can run out at any time.)* Be considerate and don't block the crosswalk.

**Please be advised that it is the installation's policy that young children cannot be left unattended in cars. This is a mandated reportable offence.**

- ✓ Rest periods will be provided appropriate to ages and needs of children from 12:00-2:00. Please note on the comment section of the sign in/out sheet if your child's nap schedule changes. It is helpful and less disruptive if you can plan to arrive or depart before or after quiet times.
- ✓ Parents are responsible for writing down any special instructions to the caregivers. Instructions should be given to the caregiver greeting your child.
- ✓ Share concerns with the CDC/SAC/MST staff members and FCC providers if the program is not meeting your child's/youth's needs.
- ✓ All CYS programs have an open door policy and welcome parents to visit their children at any time.



## **PROGRAM INFORMATION**

### **MONTEREY ROAD CHILD DEVELOPMENT CENTER (MRCDC)**

Building 7693, Monterey Road, Ord Military Community

Phone: 831-583-1050/1051

Hours: 0630 – 1800 Monday - Friday

The Monterey Road Child Development Center (MRCDC) is accredited by the National Association for the Education of Young Children (NAEYC) and certified by the Department of Defense (DoD). We take pride in the quality of care we provide to all of our children and the program options that we provide for our families.

The CDC follows the *Teaching Strategies* for Infant and Toddlers and Preschool program in their development and implementation of appropriate care practices.

- **Full Day Program:** The full day program provides care for children 6 weeks to 5 years that will require childcare 5 to 10 hours per day on a regular basis.

Infant (6 weeks - 12 months). The ratio is 1 adult to 4 infants.

Pretoddler (12 - 24 months). The ratio is 1 adult to every 5 pretoddlers.

Toddler (2 - 3 years). The ratio is 1 adult to every 7 toddlers.

Preschool (3-5 years). The ratio is 1 adult to every 10 preschoolers.

To help meet the community's needs, the MRCDC also offers:

- **Part Day Preschool:** The part day preschool program is designed for children ages 3 to 5 years. It provides an opportunity for children to play with other and learn social skills. We currently offer 2-day, 3-day and 5-day classes from 0830 to 1130. Ratio is 1 adult to every 10 preschoolers.
- **Pre-Kinder Full/Part Day Care: "Strong Beginnings"** This is an academic program designed to prepare 4- 5 year olds for Kindergarten the following school year. We currently offer a full day wrap-around program in the CDC and part-day program (0830-1130, Monday-Friday) in Porter Youth Center.
- **Hourly Drop in Care:** (6 weeks - 5 years) The Hourly Care room is open from 0730 to 1700 and is designed as a short term child care option for parents with temporary or irregular needs, such as volunteering, in-processing, respite care, doctor's appointments, etc, and is limited to 20 hours per week. Parents can use the Hourly Program as soon as their child is registered with CYS. The centers will accept reservations up to 30 days in advance. The ratio in a multi-age room varies depending on the ages of children in attendance. Spaces are reserved on a first come, first serve basis. Fees for hourly care are payable upon pick-up. Cancellations for hourly care reservations with 24 hours or more advanced notice will have no penalty or fee assessed. Cancellations of reservations with less than 24 hours notice will result in the full fee assessment for the reserved hourly care period; this fee must be paid prior to the next use. No-shows will be assessed the full fee for any hourly care reservation not cancelled with 24 hours notice. The cost for hourly care at the CDC is \$4.00 per hour with a 10% discount for each additional child.

## **SCHOOLAGE CENTER (SAC)**

Porter Youth Center (PYC)

Bldg. 4283, Gen. Jim Moore Blvd. Ord Military Community

Phone: 831-242-7823/7826



Hours of operation are a.m. care 0630–0800H and p.m. care 1420–1800H (Mon, Tues, Thurs, and Fri) 1245-1800H (Wed). SAC also provides full-day care during days when school is out and camp services during extended school breaks. SAC full-day hours of operation during school breaks are 0630–1800H.

Porter Youth Center is accredited by the National After School Association (NAA) and certified by the Department of Defense (DoD). We strive to provide a safe, healthy, fun place for children to relax, socialize and just be a kid. We enrich their childhood years through positive experiences during their out-of-school hours. We provide many opportunities for success by fostering self-acceptance, self-esteem and independence.

Daily activities include arts & crafts, open recreation, science, cooking, homework lab and outside play. Special activities include karaoke, field trips, dances, talent shows and special interest clubs. SAC is a member of the 4H Club and the Boys and Girls Club.

Porter Youth Center programming includes four service areas:

- **Recreation & Leisure:** Planned activities such as field trips, weekend lock-ins and a variety of games.
- **Sports & Fitness:** Daily sports and fitness activities and seasonal organized sports such as baseball, football, soccer, etc.
- **Mentoring & Support Services:** Includes “Power Hour” homework lab, tutoring class and parent & youth support groups.
- **Life Skills & Citizenship:** Computer lab, community services, youth sponsorship and home-alone skills.

SAC is for children in Kindergarten through 5th grade. SAC provides high-quality, low-cost before and after-school care throughout the school year. Care is also available for school holidays, breaks and summer vacation. Hourly care is also available at a of \$4.00 per hour with a 15% discount for each additional child.

Any school age child enrolled in CYS can receive 5 free hours a month of the open recreation program at the Porter Youth Center.

### **MIDDLE-SCHOOL/TEEN (MST)**

Porter Youth Center (PYC)

Bldg. 4283, Gen. Jim Moore Blvd. Ord Military Community

Phone: 831-242-7823/7821

Hours of operation are a.m. care 0630–0800H and p.m. care 1500-2000 (Mon, Tues, and Thurs) 1300-2000 (Wed) 1500-2200 (Fri) and 1200-1800 (Sat). MS/T also provides full-day care during days when school is out and camp services during extended school breaks. MS/T full-day hours of operation during school breaks are 0630–1800H.

**The Middle School/Teen** program offers services for children grade 6 through age 18. A variety of activities are available including homework lab, basketball, movies, video games, chess, photography and music. Also offered are teen clubs, service projects, field trips, afternoon snack and more. MST is a member of the 4H Club and the Boys and Girls Club.

The teen program drop-in schedule is weekday afternoons and Saturdays. Weekday morning care is also available for an additional fee. Afternoon care for younger middle school age children is available, (similar to

SAC) for those who want a more structured environment. Bus transportation to and from Seaside Middle/High School is offered for a nominal charge or is included with the morning care fee. MST is open for extended hours during school breaks and teacher in-service days.

Field trips and special activities are available for an additional fee during certain extended hours programs.

## **YOUTH SPORTS PROGRAM**

Location; Varies by Sport

Phone: 831-242-7809

Hours: Vary by sport

A variety of sports opportunities are offered for children ages 4 through grade 12, including (but not limited to):

- **Basketball** - Offered December to March, ages 6 to 13 years
- **Baseball** - Offered March to June, ages 3 – 12 years
- **Track** - Offered March to June for ages 5 -14 years
- **Soccer** - Offered July to November for ages 4 – 11 years

A Current Sports Physical is required BEFORE eligible children may participate.

The Start Smart sports program teaches children (ages 3-5) the basic motor skills necessary to play organized sports while they work one-on-one and spend quality time with their parents.

Our program stresses sportsmanship, development of social skills, motor skills and team work. In addition, the children will learn healthy habits, be physically active, and most of all have **FUN!**

Volunteer coaches are an important part in the overall success of our programs. Most of our Coaches are parent volunteers. If you are interested in coaching, please contact Parent Central Services at 242-7184 to receive a volunteer packet.

## **FAMILY CHILD CARE (FCC)**

Bldg. 4260, Gigling Road, Seaside, CA

Phone: 831-242-5820

Email: [fcc@pom-CYS.com](mailto:fcc@pom-CYS.com)

Hours of Operation; Monday – Thursday 0800 - 1700

The FCC program offers care to children ages 4 weeks to 12 years of age. FCC providers are authorized military family members in family housing on post or state certified providers off post. Off post homes are required to meet all FCC standards. Before children can be cared for in a FCC home, the provider and the home must be certified through the FCC program. Parents can easily identify a certified FCC home by the Army Family Child Care flag displayed in the front yard.

Advantages of home child care:

- Home care offers a family atmosphere.
- Siblings can be with each other throughout the day.
- FCC providers can provide flexibility to accommodate a unique schedule. Each provider has their own business hours. Evening care may be available by a provider that has the special endorsement.
- FCC offers a smaller group setting which can better meet the needs of your child.
- The Hourly/Drop is based on availability and depends upon each providers posted hours of care. Spaces are available when a provider has an opening in their program. Times and days will vary and are flexible. This care is intended for people in need of last minute, hourly drop-in, child care needs. For example, a last minute doctor's appointment or an emergency.
- Children must be registered to use this service.

If you choose Family Child Care for your child(ren), be prepared to interview providers and visit their programs. Each certified provider has met the standards of AR 608-10. However, selecting a provider is a very personal issue.

During the interview...

- Spend time with the provider.
- Ask questions that are important to you and your family.
- Is this person someone you will be able to work with on a day-to-day basis?
- Will the provider's posted business hours meet your needs?
- Spend some time observing the provider's interactions with the children.

**CYS STAFF ARE NOT ALLOWED TO MAKE A RECOMMENDATION OF ONE PROVIDER OVER ANOTHER.**

ArmyFCCOnline.com is a directory of all FCC providers throughout the Army and offers families the opportunity to view homes throughout all Army installations. Information includes program overview, provider information including a biography, home description with pictures and availability. ArmyFCCOnline.com can be accessed through the Parent Central Services office.

**PARENT CENTRAL SERVICES (PCS)**

Bldg. 4260, Gigling Road, Seaside.

Phone: 831-242-7197

Hours of Operation; 0900 - 1700

CYS Parent Central S Services (PCS) is a key part of Child and Youth Services. The PCS staff is dedicated to assisting parents in finding the best care for their children as soon as possible. The PCS services include, but are not limited to.

## **BABYSITTER REFERRAL/TRAINING**

The PCS staff refers only sitters on the Army Babysitter Training and Referral List. These sitters have received a minimum of 10 credit hours of CYS approved training. The PCS staff maintains an on-going list by offering training to interested teenagers.

## **PARENT INTEREST & EDUCATION PROGRAMS**

Since CYS believes that quality care lies in partnerships with parents, we are also here to meet the needs of the parents by providing seminars of special interests to parents and parent education opportunities. Parents are invited to all CYS staff training sessions. Please check with your program director for a current training schedule. If you have a particular topic that you would like to hear more about, please be sure to inform the PCS director.

## **KIDS ON SITE (KOS)**

Units or organizations may arrange on-site care for a special function, day or evening.

## **VOLUNTEERS**

The PCS Director coordinates the volunteers program. There are special criteria, background checks and trainings that need to be met before we can put a volunteer in any program.

Once the criteria is met, we welcome anyone interested in supporting our services and activities.

Other services may include: play groups, neighborhood co-ops, and partnerships with other entities to provide specialized care.

## **SCHOOL LIAISON OFFICE**

Bldg. 4260, Gigling Road, Seaside.

Phone: 831-242-6904

Hours of Operation: 0830 - 1700 (please call for an appointment)

The goals of the School Liaison Officer are to assist military families with identifying barriers to academic success and develop solutions; promote parental involvement in their children's education; develop and coordinate military partnerships in education; provide military families with the tools they need to overcome obstacles to education that stem from the military lifestyle; and to promote and educate local communities and schools regarding the needs of military children.

The School Liaison Officer also can:

- Answer questions about education enrollment options

- Provide information about local schools and boundaries
- Provide information and resources for school choice including private schools, home school resources, charter schools and independent study
- Assist with inbound/outbound school transfers
- Provide resources for college readiness
- Assist with agency referrals and much more!

## APPENDIX A

### PRESIDIO OF MONTEREY CHILD AND YOUTH SERVICES TOUCH POLICY

1. **PURPOSE.** To establish touch policies for Child and Youth Services (CYS) programs and facilities.
2. **APPLICABILITY.** This SOP applies to all personnel, substitutes, and volunteers in Child and Youth Services center-based programs (CYS) and CYS regulated activities, including but not limited to Child Development Center (CDC), Youth Service (YS) and School-Age Service (SAC) staff and providers, management and administration, Family Child Care (FCC) program staff, providers, their family members and substitutes, Parent Central Services (PCS) staff and Child and Adult Care Food Program (CACFP) staff and volunteers.
3. **REFERENCE:**
  - a. AR 608-10, Child Development Services, 15 July 97.
  - b. AR 608-10, Child Development Center, Interim Change 1, 15 Aug 97.
4. **RESPONSIBILITIES.**
  - a. CYS Program Directors, Training and Curriculum Specialists (TACS) and Training and Program Specialists (TAPS) will incorporate this policy in orientations for new employees, FCC providers and volunteers prior to the provision of care. This policy will be used as an instructional tool during annual Child Abuse and Neglect training. The policy will be discussed to ensure correct understanding.
  - b. CYS personnel should discuss any questions or concerns regarding appropriate/inappropriate touching with the appropriate program director. The Army Family Advocacy Program Manager will be used as a resource to determine the appropriateness of a specific touch or action.
5. **POLICIES AND PROCEDURES:**

a. Positive touch is necessary for the healthy growth and development of children. Appropriate touch involves:

(1) Recognition of the importance of physical contact to child nurturance and guidance.

(2) Adult respect for personal privacy and personal space of children.

(3) Responses affecting the safety and well-being of the child (e.g., holding hand of child when crossing the street, holding child gently but firmly during a temper tantrum, physically removing a child from dangerous areas or situations).

b. CYS personnel will model appropriate touching.

(1) Examples of appropriate touching of children under the age of 6 include hugs, lap sitting, reassuring touches to the shoulder and nap time backrubs.

(2) Examples of appropriate touching for children ages 6-10 includes hugs and reassuring touches to the shoulder and handshakes.

(3) Examples of appropriate touching for children ages 11-18 includes side hugs, pats on the back and "handshakes/high fives" with the youth's permission.

c. Inappropriate touching involves:

(1) Coercion or other forms of exploitation of the child's lack of knowledge.

(2) Satisfaction of adult needs at the expense of the child.

(3) Violation of laws against sexual contact between adults and children.

(4) Attempts to change child's behavior with adult physical force, often applied in anger (i.e., grabbing, pulling).

(5) Behavior which inappropriately models "striking out" to respond to a problem. This reinforces the concept with a child that "striking out" is an appropriate way to respond to a problem.

(6) Forced good-bye kisses and/or hugs, corporal punishment, slapping, striking, pinching, prolonged tickling, fondling or molestation.

(7) Lifting or grabbing a child by extremities, arms, hands, legs or feet. Children will be lifted with both hands on the trunk of the body. Caregivers/providers must properly support head and neck of infants. Employees found to have lifted a child inappropriately may also be suspended up to 3-5 days.

d. Inappropriate touching can be grounds for suspension or immediate dismissal of the employee/volunteer, revocation of FCC certification and/or criminal action.

e. A copy of this policy will be available to all CYS personnel, FCC providers and Volunteers.

## **APPENDIX B**

### **PRESIDO OF MONTEREY CHILD AND YOUTH SERVICES (CYS) DISCIPLINE POLICY**

1. **PURPOSE.** To establish discipline policies for Child and Youth Services (CYS) programs and facilities.
2. **APPLICABILITY.** This policy applies to all CYS employees, Family Child Care (FCC) providers, their family members, substitutes, and volunteers working within CYS operated and/or regulated activities.
3. **REFERENCES.**
  - a. Army Regulation 608-10, Child Development Services, 15 Jul 97.
4. **RESPONSIBILITIES.**
  - a. The CYS Chief is responsible for developing, coordinating, and publishing the installation CYS discipline policy.
  - b. Program directors will:
    - (1) Incorporate this policy in orientations of new employees, volunteers and FCC providers prior to the provision of care.
    - (2) Ensure distribution to SOP books for each classroom and/or FCC provider.
    - (3) Will discuss this policy with parents upon enrollment of a child in their program.
  - c. Training and Curriculum Specialists (TACS) and Family Advocacy Program Manager (FAPM) will ensure that this policy is discussed during orientation classes (i.e., Child Abuse and Neglect and/or guidance training).
  - d. FCC providers will:

(1) Prepare a written Discipline and Touch Policy based on the criteria in AR 608-10, paragraph 2-28 and 4-10, prior to provision of care. FCC providers can choose to adopt the Presidio of Monterey (POM) CYS Touch and Discipline Policies. If the FCC provider chooses to write his/her own Discipline and Touch policy, it must be pre-approved by CYS management and JAG.

(2) Provide parents a copy of this policy upon enrollment of a child in their program and have parents sign provider's copy.

## 5. POLICY AND PROCEDURES.

a. CYS personnel and/or FCC providers will discipline in a consistent way based on an understanding of individual needs and behaviors of children at varying developmental levels. Simple, understandable rules will be established so that expectations and limitations are clearly defined.

b. Good discipline is not just enforcing rules, it is:

(1) Role modeling appropriate behavior and conflict resolution skills.

(2) Using positive rather than negative language.

(3) Helping children learn to develop self-control, express their feelings in acceptable ways, and when age-appropriate, learn to resolve their own conflicts and be involved in rule making.

c. Discipline will be constructive in nature, including such methods as:

(1) Diversion.

(2) Separation of the child from situations.

(3) Praise for appropriate behavior.

(4) Gentle physical restraint such as holding.

(5) Guiding behavior of children to help them develop their potential.

(6) Defining limits when necessary and making sure that they are clearly understood.

(7) Using positive words (i.e., telling the child what he/she can do, rather than what he/she can't).



d. Use of time out is discouraged. It should only be used as a last resort with the following conditions:

(1) Time out will be limited to one specific unacceptable behavior for a particular child.

(2) The plan of using time out will be discussed first with the Training and Curriculum Specialist (TACS) and/or Director and then with the parent and all caregivers within the child's module PRIOR to implementation.

(3) There will not be a designated time out chair/place.

(4) Time out will not exceed one minute per year of child's age.

(5) Time out is not appropriate for children under the age of two.

e. Punishment which is humiliating, frightening or physically harmful to a child is prohibited. This includes:

(1) Spanking, pinching, shaking or other corporal punishment which is not permitted even with parental consent or request.

(2) Isolation away from adult sight or contact.

(3) Confinement in closets, boxes, or similar places.

(4) Placing a child in a corner.

(5) Binding to restrain movement of mouth or limb.

(6) Humiliation or verbal abuse.

(7) Deprivation of meals, snacks, outdoor play opportunities, or other program components. Short-term restrictions on the use of specific play materials and equipment, or participation in a specific activity is permissible when it relates directly to the child's misuse of the materials or inappropriate actions during the activity.

(8) Use of highchairs or cribs for discipline purposes.

f. A child may not be punished for lapses in toilet training or refusing food.

g. FCC providers may not use corporal punishment with their own child when FCC children are present in the home.

h. Parents may not use corporal punishment with their own children in the presence of CYS children or in a CYS operated/regulated facility.

i. Biting policies will focus on modifying child's behavior within the existing environment rather than suspending the child. (Refer to current Biting Policy.)

j. Use of corporal punishment or inappropriate discipline, will be grounds for disciplinary procedures, immediate dismissal of the employee/volunteer or revocation of FCC certification.

k. A copy of this policy will be available to all CYS personnel, FCC providers and volunteers. The CYS Parent Handbook outlines the Touch Policy as stated in AR 608-10.

**APPENDIX C**

RECEIVED BY: NAME: \_\_\_\_\_ PARENT CENTRAL SERVICES

Notified \_\_\_\_\_ DATE: \_\_\_\_\_

**PRESIDIO OF MONTEREY CHILD AND YOUTH SERVICES**

**NOTICE OF WITHDRAWAL**

Minimum TWO WEEK notice of withdrawal is required or you will be charged one week of your rate, if in Full Day or School Age programs and one month if in Part Day Preschool.

NOTICE IS HEREBY GIVEN THAT WE/I AM WITHDRAWING OUR/MY CHILD/CHILDREN

CHILD(REN) NAME'S:	PROGRAM (INFANT, TODDLER, ETC.)
_____	_____
_____	_____
_____	_____

Last Day of Attendance will be: \_\_\_\_\_  
(Month) (Day) (Year)

The reason(s) for this withdrawal :

PARENT CENTRAL SERVICES

\_\_\_\_\_ETS\_\_\_\_\_Other\_\_\_\_\_

PARENT SIGNATURE:\_\_\_\_\_ DATE:\_\_\_\_\_

**NOTE:** A REFUND, IF DUE, WILL BE CALCULATED ACCORDING TO THE GUIDELINES STATED IN THE PARENT' HANDBOOK.

**OFFICE USE ONLY:**

APPROVED BY:\_\_\_\_\_

FEES OWED:\_\_\_\_\_

FILL SLOT WITH: Waitlist\_\_\_\_\_ Transition\_\_\_\_\_

**APPENDIX D**

**PRESIDIO OF MONTEREY**

**CHILD AND YOUTH SERVICES**

**CENTER BASE PROGRAMS**

**FULL DAY AND SCHOOL AGE PROGRAMS**

**VACATION REQUEST**

All full day CYS Services and SAC children may have two (2) weeks fees subtracted from the monthly fee per calendar year. Vacation may not be carried over to the next year. Vacations **MUST BE TAKEN IN NOT LESS THAN ONE-WEEK (5 CONSECUTIVE DAYS) INCREMENTS.**

One week prior notice must be given or you will be charged current rates for the program you are enrolled in (except in emergency situations).

Notice is hereby given that my child(ren) will be on vacation from CYS programs

from\_\_\_\_\_ to \_\_\_\_\_

CHILD(REN) NAME'S:

PROGRAM (Infant, Toddler, Etc.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PARENT SIGNATURE: \_\_\_\_\_ DATE \_\_\_\_\_

**OFFICE USE ONLY:**

1 Week \_\_\_\_\_ Vacation Credit of \$ \_\_\_\_\_

2 Weeks \_\_\_\_\_ Vacation Credit of \$ \_\_\_\_\_

Total Vacation Credit Applied \$ \_\_\_\_\_

Total Fees Due \$ \_\_\_\_\_

Processed By: \_\_\_\_\_

**APPENDIX E**

**Presidio of Monterey, Child Youth and School Services Code of Conduct**

The Presidio of Monterey, Child and Youth Services Code of Conduct was developed to promote a learning environment based on respect for the rights of children, teachers and parents. Children learn best when they are free of interference by others and know what is expected of them. Caregivers and Teachers are most effective when they use a consistent approach to a child's behavior and know that the administration and parents support their handling of each situation.

Parents and children both need to be aware of these rules and their relationship to the rights of other persons in the center. By signing below you are acknowledging receipt of the Parent Handbook, and agree to abide by the policies and procedures mentioned therein;

- I understand that while within any CYS facility I am in a No Smoking, No Spanking, No Yelling, and No Swearing Area. I will abide by those restrictions necessary of a child-orientated environment.
- As my child's most important educator, I understand that I teach my child best by my own example of responsibility and respect.
- While in a CYS facility I will build a bridge of acceptance and understanding, and expect my child to do the same, among the different cultures represented within CYS. I will not tolerate any illegal

discrimination or harassment based on race, color, religion, sex, national origin or any other protected class.

- I will not tolerate vulgar, sarcastic, or catty language from my child nor will I tolerate bullying, violent, or aggressive speech or behavior. I will set a good example in my own speech and behavior.
- I will speak respectfully and with kindness and courtesy in front of children, especially when there is any disagreement.
- I will show respect for the teacher and any other adult in authority in front of my child at all times, regardless what I may think of their actions or say to them in private.
- I will speak to the teacher or adult in charge before I accept my child's version of an incident. I know the good of all children comes before my child's needs or wants.
- I understand that all behavioral concerns should be directed to CYS staff and I will refrain from disciplining my child or other children within the program.
- I will never lie to protect my child from the consequences of his/her behavior.
- I will stop rumors. I will go through the proper channels when I have a problem\*.
- I will have my child in school on time every day with the appropriate dress.
- I will follow the school's rules, calendars, deadlines, and expect my child to do the same.

\*Parents are encouraged to talk to supervisors, managers, or other appropriate personnel about observed behavior that they believe may be illegal or a violation of policies mentioned in the Parent Handbook. It is the policy of CYS not to allow retaliation for reports made in good faith of misconduct by others.

## APPENDIX F

### **Presidio of Monterey Youth Sports Parent Code of Conduct**

The essential elements of character building and ethics in sports are embodied in the concept of sportsmanship and six core principles: trustworthiness, respect, responsibility, fairness, caring, and good citizenship. The highest potential of sports is achieved when competition reflects these "six pillars of character."

*I therefore agree:*

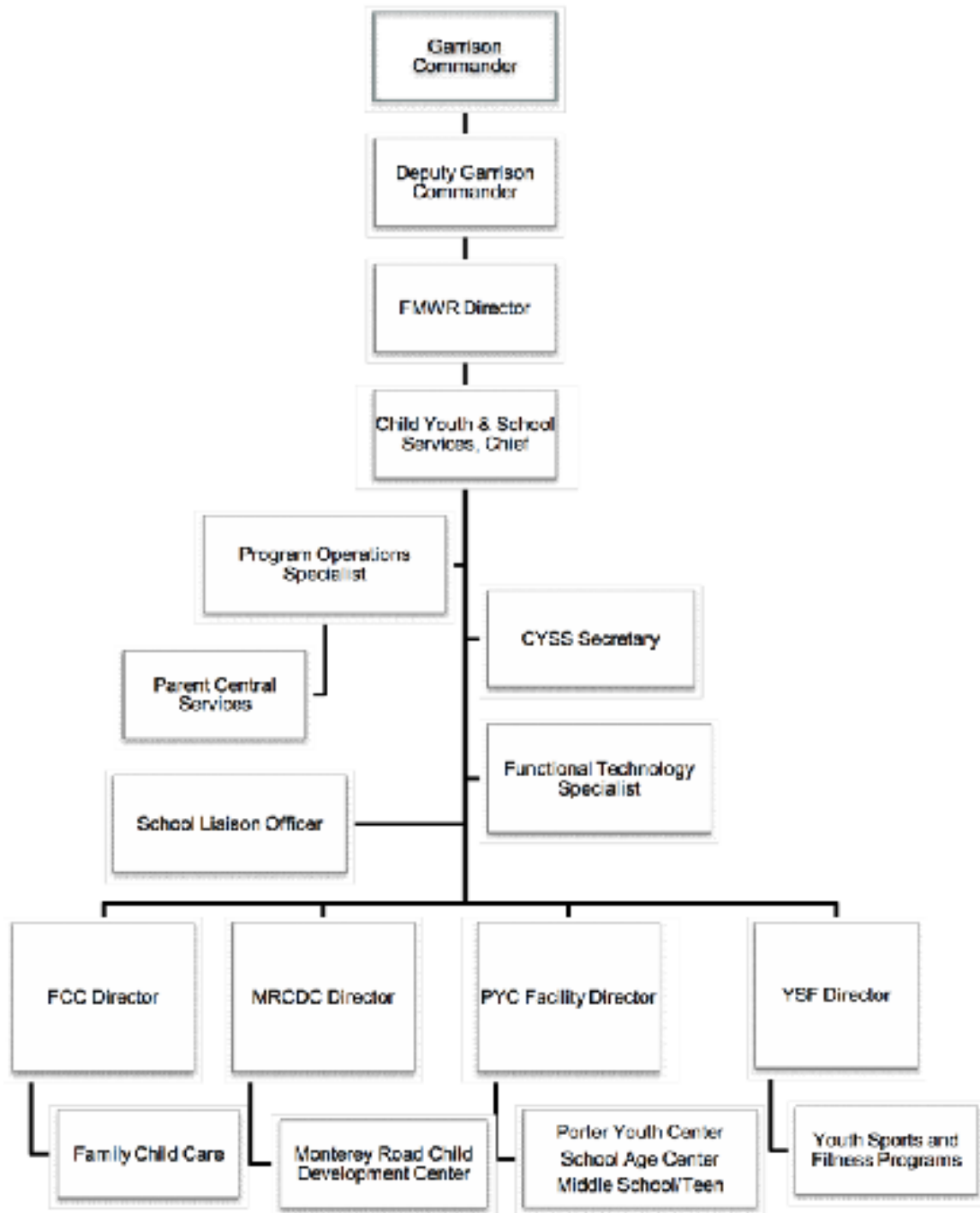
- I will not force my child to participate in sports and that children participate to have fun and that the game is for youth, not adults.
- I will inform the coach of any physical disability or ailment that may affect the safety of my child or the safety of others.
- I will learn the rules of the game and the policies of the league.
- I (and my guests) will be a positive role model for my child and encourage sportsmanship by showing respect and courtesy, and by demonstrating positive support for all players, coaches, officials and spectators at every game, practice or sporting event.

- I (and my guests) will not engage in any kind of unsportsmanlike conduct with any official, coach, player, or parent such as booing and taunting, refusing to shake hands, or using profane language or gestures.
- I will not encourage any behaviors or practices that would endanger the health and well-being of the athletes.
- I will teach my child to play by the rules and to resolve conflicts without resorting to hostility or violence.
- I will demand that my child treat other players, coaches, officials and spectators with respect regardless of race, creed, color, sex or ability.
- I will never ridicule or yell at my child or other participants for making a mistake or losing a competition.
- I will teach my child that doing one's best is more important than winning, so that my child will never feel defeated by the outcome of a game or his/her performance.
- I will praise my child for competing fairly and trying hard, and make my child feel like a winner every time
- I will emphasize skill development and practices and how they benefit my child over winning. I will also de-emphasize games and competition in the lower age groups.
- I will promote the emotional and physical well-being of the athletes ahead of any personal desire I may have for my child to win.
- I will respect the officials and their authority during games and will never question, discuss, or confront coaches at the game field, and will take time to speak with coaches at an agreed upon time and place.
- I will demand a sports environment for my child that is free from drugs, tobacco, and alcohol, and I will refrain from their use at all sports events.
- I will refrain from coaching my child or other players during games and practices, unless I am one of the official coaches of the team.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Chain of Command





**WE**  
**WELCOME**  
**YOU TO**  
**PRESIDIO OF MONTEREY**



UNITED STATES ARMY  
**CHILD & YOUTH SERVICES**