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

UNITED STATES ARMY
CHILD & YOUTH SERVICES

PARENT HANDBOOK



CONTACT INFORMATION

Parent Central Services (Registration for all programs) / Outreach Services
2218 Gigling Road, Building 4260, Seaside, CA 93955
CIV: 831-242-7765 • DSN: 768-7765
Webtrac – https://webtrac.mwr.army.mill
Military Child Care – www.MilitaryChildCare.com
Monday-Friday ..... 8:00 am - 5:00 pm

School Liaison Officer (SLO)
2218 Gigling Road, Building 4260, Seaside, CA 93955
CIV: 831-242-6904 • DSN: 768-6904
Monday-Friday ..... 8:00 am - 5:00 pm

Family Child Care (FCC)
2218 Gigling Road, Building 4260, Seaside, CA 93955
CIV: 831-242-5820 • DSN: 768-5820
Monday-Friday ..... 8:00 am - 5:00 pm

Youth Sports and Fitness (YSF)
2218 Gigling Road, Building 4260, Seaside, CA 93955
CIV: 831-242-7809 • DSN: 768-7809
Monday-Friday ..... 10:00 am - 7:00 pm

Monterey Road Child Development Center (MRCDC)
7693 Monterey Road, Seaside, CA 93955
CIV: 831-583-1050
Monday-Friday ..... 6:30 am - 6:00 pm

PORTER Youth Center (PYC)
4286 Normandy Road, Seaside, CA 93955

School-Age Center (at PYC)
CIV: 831-242-7823 • DSN: 768-7823
Monday-Friday ..... 6:30 am - 6:00 pm

Middle School/Teen (at PYC)
CIV: 831-242-7821 DSN: 768-7821
Monday-Thursday ..... 6:30 am - 6:00 pm
Friday ..... 6:30 am - 7:00 pm
Saturday .....Occasionally, depending on scheduled events

Child & Youth Services (CYS) Quick Reference Phone Numbers

Child & Youth Services, Division Chief .....(831) 242-5454

Program Operations Specialist.....(831) 242-5530

CYS Administration .....(831) 242-6635

Parent Central Services / Outreach Services .....(831) 242-7765/7184

School Liaison Officer .....(831) 242-6904

Family Child Care Director .....(831) 242-5820

Monterey Road Child Development Center Director .....(831) 583-1054

PORTER Youth Center Director.....(831) 242-7606

Youth Sports and Fitness Director .....(831) 242-7809

Functional Technology Specialist.....(831) 242-2985

Welcome to US Army Garrison Presidio of Monterey, Child & 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 and youth within our care 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 and loving experiences for all CYS children and youth.

CYS is a division of the Directorate of Family and Morale, Welfare & 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. This CYS Parent Handbook outlines the general policies of our programs 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 handy for future reference. We hope it answers your questions, however, feel free to contact us if you need more information.

CYS is committed to supporting Presidio of Monterey's (POM) mission; to "provide professional base support services which facilitate mission readiness and promote well-being for all supported elements." CYS staff is dedicated to providing excellence in early childhood, school-age, and youth programs. We strive to offer quality developmental curriculum for children four weeks to 18 years old. CYS childcare is designed to meet the needs of Active Duty Military Service members, Department of Defense (DoD) civilians, Military retirees, DoD Contractors, and other eligible Federal employees.

Parents are active and equal participants in how we provide quality child care and recreation. With your support and communication, we are able to offer quality programs. We encourage you to be involved with the Parents as Partners Association (PPA) and the Parent Partnership Program (PPP). Comments or suggestions on how to improve the quality of service for children or parents are welcome. Our facility directors appreciate this opportunity to assist you.

Another way to provide feedback is to complete a short on-line survey at https://ice.disa.mil/. Once there, simply type in "Presidio of Monterey" in the search bar and click on "Family" from the list of services on the left. Once in the family section, choose the location of the service for which you would like to leave a comment. We truly value your input!

We have an open door policy and invite you 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

Lela M. Clark
Division Chief, Child & Youth Services

CHILD & YOUTH SERVICES

CYS provides quality childcare, outstanding school-age care, exciting youth programming, fun and challenging sports opportunities, engaging parent education, and exceptional instructional programming for our families.

MISSION: To reduce the conflict between mission readiness and parental responsibility by offering quality childcare programs and accountability for children and youth.

We strive to serve the needs, interests, and responsibilities of each individual within the Army's Presidio of Monterey community by offering support and leisure services designed to enhance the quality of their lives. CYS becomes critical to the military during deployment, mobilization, and contingency situations. When a Service Member loses duty time due to a lack of childcare, it negatively impacts the military mission. Our job is to provide programs and service options that meet those parental needs.

VISION: CYS programs are dedicated to providing:

- Seamless delivery system for children and youth, ages four weeks to 18 years
- Predictable services offered at all installations
- Safe, healthy, family-friendly environments
- Well-managed programs
- Accountability for children, youth, families, and staff
- Satisfied customers (Children, Youth and Parents)
- Continued service as the status of being a "Benchmark for America's Child Care" and becoming the "Benchmark for America's Youth Programs"

PHILOSOPHY: CYS understands that families come to us with a variety of needs in regards to childcare. Here at CYS, we are prepared to assist in locating services that will best meet their needs. As children grow, their developmental needs change. As such, we want the transitions between programs to be smooth and beneficial to all who use our services. All staff members are cross-trained and provided age-specific training throughout their employment. Staff diversity provides quality care to children and youth of multiple age groups.

GOALS:

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

Affordability: Operate efficiently within Army resource guidance. Follow the Army Fee Policy that establishes fees, and meets Army financial goals by making CYS Programs affordable for both the Army and the Army family.

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

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

CAREGIVERS CREED

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

CUSTOMER COVENANT

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

To that end, we promise our customers they will:

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

Families: Families are the first and primary teachers in their child's life. We support families in this role through a variety of services that address the specific needs of each family, to include formal and informal education opportunities.

Communication between the family and the child's caregiver, as well as management and support staff, is critical and includes an open, honest exchange of ideas, concerns, shared decision making, and respect for cultural diversity. We encourage families to share their culture, heritage, and home language.

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

Environment: The environment is a key element in fostering the development of children. An environment is defined as the use of space, materials, experiences, daily routines, and interaction to enhance development. The objective is to create a nurturing and safe atmosphere where various learning styles and quality interactions are encouraged.

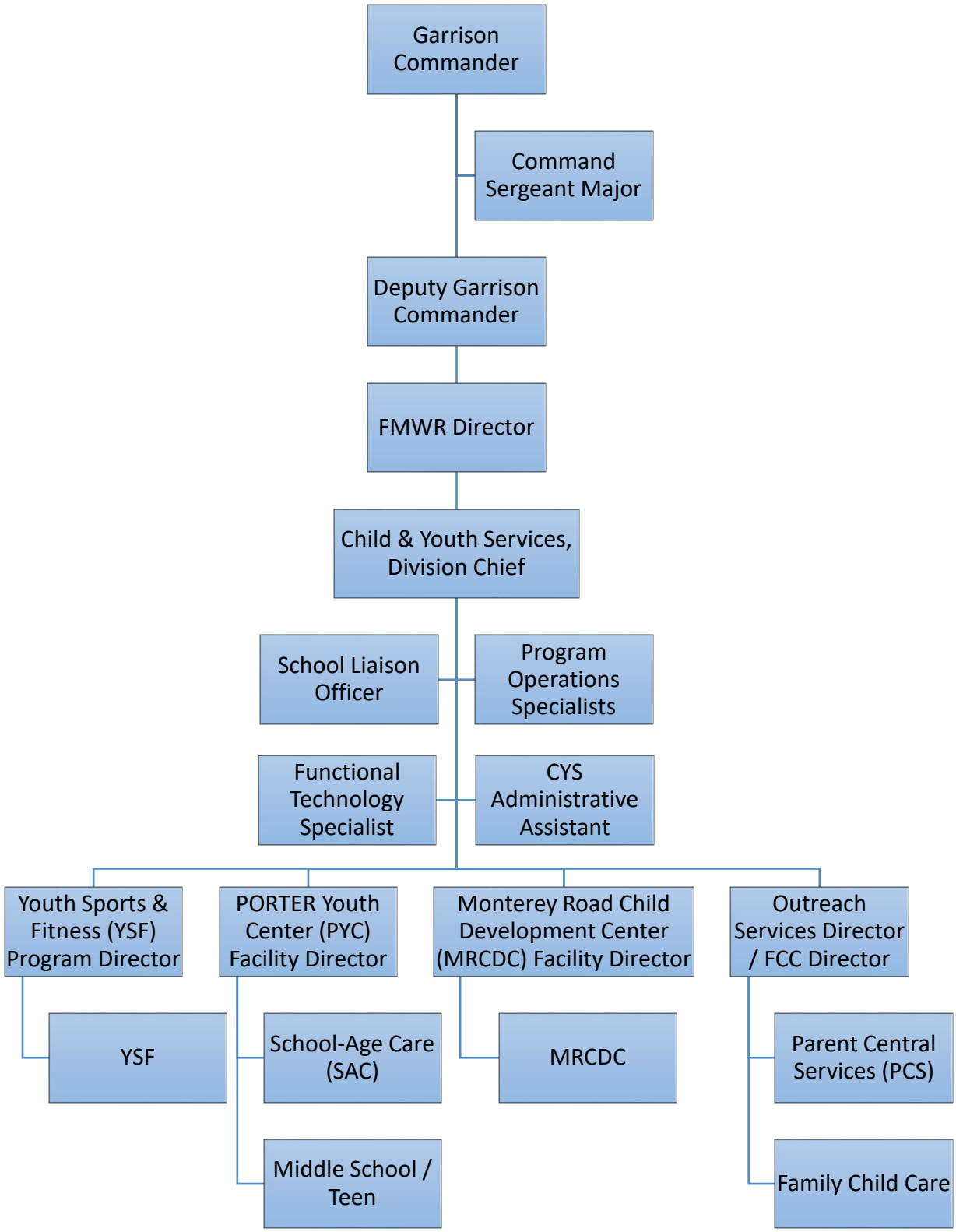
Diversity/Non-Discrimination: Federal Law, Title VII, and the Department of Army, Child & Youth Services prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity or associational preference in employment and in their program operations serving Soldiers, families, and the community. The Department of Army affirms its covenant to support and serve FMWR customers and employees.

Open Door Policy: CYS program level staff members are approachable and accessible to parent/guardians during the center's operating hours. Parents/guardians can voice their concerns, complaints, and/or compliments regarding their customer service experience. CYS offers a family-friendly environment that encourages parents/guardians to drop in to visit or observe their child/youth.

Communication/Feedback: Patrons who wish to post questions, comments, or concerns for CYS programs may do so through the Interactive Customer Evaluation (ICE) website https://ice.disa.mil/. Simply type in "Presidio of Monterey" in the search bar, click on "Family" from the list of services on the left, and choose the location of the service for which you would like to leave a comment. You have the option of remaining anonymous or, should you desire feedback, you may include your name, address, and contact information.

Chain of Command: The most effective way to resolve issues is to channel them through the CYS Chain of Command. Should all attempts at resolution fail, parents/guardians can elevate their issues or concerns up through the Chain of Command.

CYS CHAIN OF COMMAND



PROGRAMS AND SERVICES

PARENT CENTRAL SERVICES

Parent Central Services (PCS) is your gateway to CYS! Whether you are looking for full-day care or want to know when the next teen lock-in is scheduled, PCS will have all the information. PCS has information on all Presidio of Monterey CYS programming: Child Development Centers, Family Child Care, School Age Care, Middle School/Teen, School Liaison Office, Youth Sports & Fitness, Parent Education and volunteer opportunities. Programs are available for children ages four weeks through 18 years.

If you are interested in enrolling for any of the programs or activities listed in this booklet, the parent or guardian of the child or youth must prove eligibility for services and complete the CYS registration process prior to enrollment. To begin the enrollment process for Full-Time or Part-Time care, School Breaks, Summer Camps, or Strong Beginnings, please create an account with MilitaryChildCare.com and add your child to our waitlist.

Hours: Monday - Friday, 8 a.m. to 5 p.m. (by appointment only 8:30 a.m. – 3:00 p.m.)

To make an appointment, call 831-242-7765

Typical registration appointment can take up to 30 minutes per child

Packets contain forms detailing registration requirements and may be picked up at PCS during hours of operation or found on the Presidio of Monterey, Child & Youth Services website. Completed forms and necessary documents must be presented at the time of registration. There are no fees for registering your child or youth.

ELIGIBILITY FOR CYS

Active duty military personnel, Retirees, Service Connect Disabled Veterans, Reserve/National Guard (on active orders), APF & NAF DoD civilian personnel, DoD Contractors, and Combat Related Surviving Spouses.

When a waiting list for enrollment exists, priorities for care needed to meet mission requirements will be in accordance with the current Department of the Army's Fee Policy and DoDI 6060.02. Patrons who have children in full-day or school-age care must be employed full-time or enrolled in an accredited post-secondary institution. Patrons who are searching for employment will have 90 days from the time of child enrollment to find employment.

If a waitlist exists at the end of the 90-day period, CYS will provide a notice to patrons who don't meet the eligibility requirements for full-time that their children will be placed in a space available slot. Patrons who have obtained employment will be required to

complete a new Application for DoD Child Care Fees at PCS. Student spouses are required to submit a current student schedule every 90 days to maintain eligibility for care.

It is the responsibility of each sponsor/parent to ensure that information on the form is kept current. Any changes to phone numbers, address, emergency contacts or income status should be provided to PCS as soon as possible to update CYMS information. Also, the most up-to-date copy of the child's immunizations is required and must be maintained within the child's file.

Information required to complete registration:

- Sponsor name, local address, telephone number, duty station, rank/grade, Spouse name, duty station/ telephone number, and local or AKO e-mail address

- Two local emergency release designees' names and telephone numbers. These individuals will be contacted in the event of an emergency if the sponsor or spouse cannot be reached

- Up-to-date immunization records for all children not enrolled in a public school

- If enrolling a child in a CYS fee based childcare program (full-day, Before & After school care, camps, etc.) or subsidized Family Child Care home, the patron must provide current LES statements and complete a DoD Application for Fees to determine Total Family Income and fee category. For the military sponsor, this includes Base Pay, BAS and a portion of BAH (determined by the Army)

- CYS Health Screening Tool 1 (Note: If a child has been diagnosed with any dietary restrictions, allergies, asthma, is taking ongoing medication or has any other special needs, a Medical Action Plan (MAP) will be required and a Multi-Disciplinary Inclusion Action Team (MIAT) evaluation meeting may be scheduled. Prior to receiving CYS care, a MIAT meeting will review the case and recommended care placement

- **Sports physicals:** At the time of enrollment in any sport, child/youth must present a health assessment/sports physical that is valid throughout the entire sports season (one year from the date of the health provider's signature). A health assessment/sports physical must certify that the individual is physically able to participate in sport/ activity and address any pertinent medical conditions or constraints, e.g., asthma, heart murmur, allergies

- The current physical/health assessment must be signed and stamped by a medical representative. (Note: Due within 30 days after initial registration)

MIDDLE SCHOOL/TEEN REGISTRATION

Middle school/teens may self-register as a guest for CYS programs by completing the one page registration form. Forms are available at youth services facilities. Youth may attend the regular Youth Programs (not field trips or special events until registration is finalized) as a guest member immediately upon receipt of completed form. CYS staff will validate the registration form. If registration is not validated within 5 working days from receipt of form, youth's guest membership will be cancelled. Once registration is validated (and, if required, DA 7625-1 is completed and returned), an annual pass will be issued to youth.

Some special events and field trips may cost a nominal fee, but participation in these events is optional. In the case of field trips, written parental permission must be granted before a youth is allowed to participate. To enroll in a team sports program, a sports physical is required in addition to this registration. Sports fees may also apply.

WAIT LIST

Because of the high demand for childcare, it is not unusual for families to be placed on a waiting list. Placement on this list is determined by sponsor priority and the date of application. To access the waitlist and request care, please visit https://militarychildcare.com/ to create your account and add your child to specific care options.

Note: When a space is offered on a viable care option (CDC, FCC, etc.) parent/guardians are given 48 hours to accept or decline the space. If the viable care option is declined or not accepted, then the child's/youth's name will be removed from the waitlist.

VIABLE CHILD CARE OPTION

Childcare which meets the patron's schedule, reflecting the necessary program type (full day, hourly, part day, etc.) and the appropriate age group (infant, toddler, preschool and school-age) for the child. Care may be in any CYS facility (CDC, FCC, SAC, and PCS) at any location convenient to either the home or work. Viable off-post care options are those that are comparable in price and quality to CDS sponsored child care options.

VOLUNTEER OPPORTUNITIES:

Center Based Volunteers

Parents are considered an integral part of CYS and are encouraged to participate in many aspects of the programs. Although your child is involved in our CYS program, you are still the most important teacher in your child's life. Volunteers in Centers can earn parent points to be utilized for discounts on child care fees.

Here are some volunteer ways you can help your child and share your expertise with other children in the programs:

- Read stories
- Help with art/craft projects
- Help children start collections and share collections that you have started
- Promote good health and safety habits
- Share special talents with children
- Help in our Family Child Care or SPORTS program

Sports Volunteers
Coaches are trained and certified through the National Association of Youth Sports (NAYS). The NAYS organization is a volunteer coach training program that is designed to sensitize volunteer coaches to their responsibilities and hold them accountable to a strict code of ethics and conduct. Training includes psychological and emotional needs of youth, safety and first aid, conditioning and nutrition, teaching proper sports techniques, and drug awareness. Volunteer coaches are always welcome for all sports programs. Volunteer Coaches also get free registration for sports.

There are special criteria that need to be met before we can put a volunteer in any CYS program. All volunteers are required to have background clearance checks and are screened through the Army Central Registry, MPs, CID and Alcohol and Drug Prevention programs for any reported misconduct.

Volunteers in any CYS program are mandated by law to immediately report any suspected cases of child abuse or neglect. Contact the PCS Director if you would like to volunteer in one of the programs. The PCS Director is the one responsible for coordinating volunteers for CYS programs.

CHILDREN WITH SPECIAL NEEDS

Admission criteria for children/youth with special needs**:** Child/youth services will be provided for children/youth with special needs when the need of the particular child/youth can be reasonably accommodated. However, child/youth placement will not occur if the necessary resources enabling the child/youth to function successfully within CYS programs are not available. Special needs care is determined on a case-by-case basis.

Special Needs Identification**:** The Army Child & Youth Services Screening Tool is required to be completed by parents to screen all children for special needs at initial registration and annually thereafter. Upon identification of special needs, supporting documentation must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review. If your child/youth has a disability or other special needs, and the APHN feels the need for more information, the parent/guardian will be asked to participate in a Multidisciplinary Inclusion Action Team (MIAT) meeting.

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

Children and youth with the following conditions might be referred for a MIAT meeting:

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

Special Diet**:** Children/youth with life threatening food allergies or special dietary needs must provide a statement from their health care provider specifying: (1) which foods the child cannot consume, (2) the resulting allergic reaction if ingested, and (3) if applicable, any allowable food substitutions. Children/youth may not be eligible for services without appropriate documentation. Children/youth who have special diets due to religious reasons must sign a statement specifying which foods should be eliminated as well as allowable substitutions. For more information, please contact Parent Central Services.

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

CHILD DEVELOPMENT CENTER

The CDC offers full-day, part-day and hourly care programs for children six weeks through five years of age. CYS programs ensure the same quality of care for children in all programs. A developmentally appropriate curriculum for young children is planned by the teachers with attention to the different needs, interests, and developmental levels of those individual children. Our CDC offers trained caregivers, balanced meals, and age-appropriate, developmental educational activities.

The CDC is accredited by the National Academy of Early Childhood Programs, which is a division of the National Association for the Education of Young Children (NAEYC).

NAEYC is a civilian, membership-supported, organization committed to fostering the growth and development of children from birth through eight years of age. Early childhood programs accredited by NAEYC have voluntarily undergone a comprehensive process of internal self-study, and invited external professional review to verify compliance with the Criteria for High Quality Early Childhood Programs.

CDC's "Parent as Partners Associations" (PPA) monthly meeting is every 2nd Thursday at 5:15pm.



INFANT POLICY

Infants are always placed in separate cribs, except during fire evacuations. Infants should sleep on their backs, in accordance with preventive medicine recommendations, to lessen the risk of Sudden Infant Death Syndrome.

If an infant has a medical condition that prevents the "back to sleep" position, the parent will need to provide a physician's note with signed instructions for appropriate sleep positions. The Infant Sleep Position Agreement and any exceptions will be attached to the infant's registration paperwork and provided to the CDC or FCC provider. The CDC will maintain the signed agreement in the infant's room and in the center registration file. When the temperature of the room deems it necessary, infants will sleep in sleep sacks while at the center to avoid the use of blankets in cribs.

Diapers are changed as necessary according to the health standards that must be maintained. The parent will supply the CDC with an adequate number of diapers, a change of clothing, and pre-moistened disposable towelettes (if desired).

Parents should notify the director and caregiver of any special needs (prescribed medicines, etc.) pertaining to diapering.

STRONG BEGINNINGS

Strong Beginnings is a pre-kindergarten program that meets five days each week in the morning part-day at PYC or full-day at CDC. It is designed to ensure that all children who enter kindergarten the upcoming school year are prepared to succeed. Early care and education programs serving children younger than 5 years of age have begun to develop and implement standardized Early Learning Standards that define what preschool children should know and be able to do before entering kindergarten. These standards guide CYS teachers in planning meaningful early experiences that prepare children for classes in school and lay the foundation for lifelong learning.

HOURLY CARE

Services are available in the CDC, PYC, and in many FCC homes. Hourly Care is for occasional use by non-working parents desiring care for circumstances such as doctor's appointments, going shopping, or needing a few hours of rest and relaxation time. Hourly Care seeks to serve the entire community by having appointments available giving everyone the opportunity to get the hours they want for appointments and respite care. Working parents and students will not use Hourly Care spaces to support employment or class activities.

Reservations are required for all children using hourly care and may be made by calling PYC at 831-242-7823, CDC at 831-583-1050, or PCS at 831-242-7765 for FCC reservations. The reservation system is necessary to ensure that optimal space and sufficient staff for children in care will be available. All spaces are on a first-come, first-served basis and may be made as early as one month in advance. Drop-in or walk-in care will be accepted on a space- and staff-available basis. Reservations will not be held longer than 30 minutes beyond the scheduled time.

The Hourly Care program hours of operation are 7:30 a.m. to 5:00 p.m. Hours may be adjusted according to demand. Hourly payment is due the day services are received, upon pick-up. The standard Army-wide hourly care rate is $5 per hour per child regardless of Total Family Income. Multiple child reductions do not apply to hourly care. A $7 fee will be assessed if the reservation is not canceled at least two hours before the reserved time.

Hourly Care is reserved and charged in 30 minute or one hour increments. Parents can reserve no more than a maximum of 5 hours per week. Hours may not accumulate from week to week or be used in lieu of parent fees for children enrolled in regularly scheduled CYS programs. Payment can be made by check payable to IMWRF, cash or credit card.

FAMILY CHILD CARE



The Family Child Care (FCC) Program is a child care option for children/youth ages 4 weeks through 12 years. The FCC Program is provided by military members as independent contractors living in government quarters.

FCC homes are Army certified and offer a variety of child care options within a comfortable family setting and activities based on real-life experiences in the home and neighborhood. Most homes offer full-day, part-day and/or hourly care.

Parents can expect to receive the same quality of care in an FCC home as in a child development center or school-age program. FCC providers receive the same training and support as CYS facility-based staff. FCC home capacity at any one time is no more than six enrolled children per one provider.

FCC providers and their homes meet specific requirements related to health, fire prevention, safety, sanitation, and child development programming and are certified by the Installation. FCC providers and their family members older than 12 years of age pass stringent background checks, trainings, and inspections. FCC homes are regularly visited by FCC, CYS, and installation representatives. FCC providers work to attain a National Association for Family Child Care Accreditation, using the same level of standards as those of the centers.

All FCC providers are independent contractors who set their own hours of operation. All FCC fees and charges are determined by the DoD Fee Policy, based on the contracted hours of care provided. If you are interested in using an FCC provider, please come by PCS to obtain a list of Certified Providers.

KIDS ON SITE

CYS offers free childcare to POM families attending specialized classes through ACS, FAP, or housing events. Parents and their children, 6 weeks to 12 years old, may register and take part in a variety of fun activities while their guardians/parents attend classes, workshops, or events. A CYS early childhood professional will be onsite to conduct activities with your children. Contact the registration office for more information on specific classes and a calendar of events.

Child must be registered with CYS to use the childcare. Parents must provide diapers, wipes, etc., for their children. Additionally, parents must stay on site, attending classes, workshops, or events for the duration of the time care is provided for their child.

YOUTH SERVICES PROGRAMS at PORTER Youth Center

Our youth services programs serve transitional-kindergarten, school age, middle school and teen youth through 12th grade at PORTER Youth Center (PYC). PYC's mission is to provide a safe and healthy environment where youth can participate in fun, recreational, educational, and age-appropriate developmental activities supervised by trained staff. Youth Services has partnerships with Boys & Girls Clubs of America and 4-H.

PORTER Youth Center holds a "Parent Partnership Program" (PPP) meeting every month. Please check with PYC staff for the date and time of the meeting.

Youth services program goals:

- Instill values that foster self-discipline, decision-making, leadership and teamwork
- Promote positive attitudes and reinforce Army core values
- Provide a variety of opportunities for parental and command involvement
- Provide opportunities to participate in a variety of activities that reduce the likelihood of situations and behaviors that put youth at risk
- Empower youth to build life skills to help them become stronger individuals
- Build cooperation, respect, and teamwork skills
- Build positive friendships while having fun
- Activities are provided in 5 service areas – The Arts; Character & Leadership Development; Education & Career Exploration; Sports, Fitness & Recreation; Health, Wellness & Life skills

SCHOOL AGE SERVICES

Our school age facility is nationally accredited to ensure the highest quality programming for youth in transitional-kindergarten (TK) through 5th grade.

Program options:

- Before- and after-school care
- School-out Camps
- Hourly Care





School Age Camps: Offered to meet the familial needs during out-of-session school breaks, fees are established for these camp programs with expanded hours that reflect the parental duty day. The camp program allows families to register for individual weeks as needed. This means that families may select the weeks in which they plan to participate. Payments are made a week prior to services to reserve your space.

Note: Enrollment in a school age summer camp does not guarantee placement in the before- and after-school program in the fall.

TEEN YOUTH PROGRAM

The Teen Youth Program currently provides programming for youth in 6th through 12th grades. The Youth Program is an Open Recreation Program, this means that youth are allowed to enter/depart the facility without a parent/designee. Middle school age children must have parent permission to allow self-release (See *Child Supervision Guidelines,* Appendix E).

Programs include:

- School-out camps
- Open recreation programs after school
- Trips and tours
- Inter-service events

Transportation: From the following schools to PORTER
Seaside Middle School
Seaside High School

SCHOOL LIAISON SERVICES

The School Liaison Officer (SLO) acts as a liaison for military Families and their school-age children and youth. Some ways in which the SLO may provide assistance are:

- Registration/graduation requirements and issues with local public/private schools
- Assist with coordinating school transitions
- Provide resources for tutoring assistance
- Educate parents on local school districts
- Support home school families
- Provide information about schools for families making a PCS move
- Refers families to SLO at gaining installation
- Serve as the in/out processing Point of Contact for CYS
- Serve as an advocate and resource for issues involving extracurricular activities and special needs
- Assists Youth Center with Army Youth Sponsorship Training
- Facilitates Ready & Resilient (R2) Training

CYS SPORTS & FITNESS PROGRAM

The CYS Sports & Fitness Program hosts recreational leagues that are inclusive of all youth who want to learn the fundamentals of the game and to have fun. A wide variety of sports games and fitness opportunities are offered to children and youth throughout the year. Sports programs and services are provided to children and youth of all military branches, ages 4 years through 18 years of age, in the following four service areas:

team sports, individual sports, fitness and health, and outreach. The age groupings are aligned with the National Standards for Youth Sports as endorsed by the National Alliance of Youth Sports.

Prior to sports program placement, staffers consider the age and physical development of the child/youth to ensure they are able to understand the rules of the sport to enable them to participate safely. Sports registrations are accepted at Parent Central Services. Enrollment fees vary depending on each sports program.



The sports program focuses on the following:

- Leadership, sportsmanship and teamwork
- Programs based on the well-being of children/youth
- Skill-building and increased self-esteem and self-confidence
- Reduce the likelihood of situations and behaviors that put children/youth at risk to include providing a drug, tobacco and alcohol free environment at all child/youth sports activities.

Code of conduct basics: Athletic competition of student-athletes should be fun and also be a significant part of a sound educational program; embodying high standards of ethics and sportsmanship while developing good character and other important life skills. Essential elements of character building are intrinsic in the concept of sportsmanship and six core ethical values: trustworthiness, respect, responsibility, fairness, caring, and good citizenship. The highest potential of sports is achieved when learning from the T.E.A.M. concept (Teach, Enforce, Advocate and Model these values) and by committing to the ideal of pursuing victory with honor. Good-faith efforts to honor the words and spirit of this code will improve the quality of our programs and the well-being of all teammates.

Code of conduct for student-athletes: Excerpts from the code say to treat all people, including the teacher-coach with respect at all times. Demonstrate an appropriate demeanor that reflects self-control and an unwavering commitment to fair play. Live and play with class. Be a good sport. Be gracious in victory and accept defeat with dignity. Help fallen opponents, compliment extraordinary performance, and show sincere

respect in pre- and post-game rituals. Do not fight or show excessive displays of anger or frustration. Have the strength to overcome the temptation to retaliate. Safeguard your health. Don't use any illegal or unhealthy substances including alcohol, tobacco, drugs and nutritional supplements or engage in any unhealthy techniques to gain, lose or maintain weight. Be informed about the health risks involved in the use of recreational and performance-enhancing drugs, tobacco and alcohol, as well as eating disorders. Have a thorough knowledge of and abide by all applicable game and competition rules. Demonstrate and demand integrity.

Code of conduct for teacher/coaches: Be faithful to the educational and character-development mission of Presidio of Monterey and assure that these objectives are not compromised to achieve sports performance goals. Always place the academic, emotional, physical and moral well-being of student-athletes above desires and pressures to win. Coaches should be viewed first and foremost, as teachers and referred to as "teacher/coaches." Use positive coaching methods to make the experience enjoyable, increase self- esteem and foster a love and appreciation for the sport. Refrain from physical or psychological intimidation, verbal abuse, and conduct demeaning to student-athletes and others. Goals related to the sport should be stated clearly in a manner that is consistent with the educational mission for the Presidio of Monterey Sports and Fitness Program. Encourage student-athletes to pursue victory with passion, to think and play as a team, to do their best and continually improve through personal effort and discipline. Strive to enhance the physical, mental, social and moral development of student-athletes. Treat game officials with respect and don't complain or argue about calls or decisions during or after an athletic event. Be a worthy role-model.

Code of conduct for parents/guardians: Demonstrate concern for student-athletes as individuals and encourage them to look out for one another and think and act as a team. Treat all people with respect at all times and require the same of your student-athletes. Treat game officials with respect and don't complain or argue about calls or decisions during or after an athletic event.

Code of conduct for spectators: Live and cheer with class. Be a good sport. Be gracious in victory and accept defeat with dignity, compliment extraordinary performances, and show sincere respect for all competitors. Do not engage in disrespectful conduct of any sort including profanity, obscene gestures, or offensive remarks of a sexual nature, trash-talking, taunting, boastful celebrations or other actions that demean individuals or the sport. Do not participate in any negative or demeaning cheers.

Code of conduct for officials: Teach and model the importance of integrity by doing the right thing and making the right call even when the cost is high. Admit mistakes openly and honestly. Enforce the rules as written, as faithfully as they can, in a manner consistent with guidelines and interpretation of the rules committee. Be generous with praise and treat all participants with impartiality.

Positive role models: Parents are encouraged to take an active role in the sports program and provide positive role modeling for children and youth by exhibiting sportsmanship behavior and demonstrating support of children involved in youth sports. Parents are asked to be knowledgeable of opportunities and responsibilities of having a child involved in youth sports.

Safe-playing situations: Coaches and staff ensure that sports facilities and areas are properly maintained and equipment is appropriately used. Coaches understand the consequences of improper skill techniques, poor conditioning, and improper weight-control practices. Rules are modified for safe playing situations and coaches have knowledge of prevention and first aid for athletic injuries. All youth are provided the opportunity to play, grow, and develop individual sports and fitness skills.

Call PCS at 831-242-7765 for an appointment to register for sports programs or to become a volunteer coach. Refer to the phone directory for a list of directors' phone numbers.

Child/youth must have a current physical when enrolling in a sports. Sports physicals are valid for one year from initial date and must be valid for the duration of the sports season. Forms are available at PCS.

PROGRAM CLOSURES

All CYS programs will close on Federal Holidays (or the Friday before) and on any unscheduled Presidential Executive Order Holidays. 30-day notification will be given to patrons before a decision is made to close CYS programs for training holidays other than those listed. Care will be provided on training days to Mission Essential personnel only with a Commander's letter.

FOOD & NUTRITION GUIDELINES

All CYS programs participate in the U.S. Department of Agriculture (USDA) Child and Adult Care Food Program. Participation ensures that meals and snacks provided meet national nutritional standards. CYS programs are also monitored by an IMCOM Nutritionist. CYS receives reimbursement through USDA for all meals and snacks that meet the standards. This reimbursement helps to keep the costs of CYS Services programs at an affordable level for parents. All menus are approved by a dietician prior to serving.

SAS and PYC menus will be tailored to meet Healthy Nutritional Standards, allowing for the appetites of older children/youth. Meal times and menus will be posted for parent information. USDA meals and snacks are served to all children in attendance at meal times. Costs for meals and snacks are included in all childcare program fees.

Please inform your child's teacher if your child has or develops any food allergies. Medically prescribed diets, as ordered by a physician, will be supported within program capabilities. This will be determined by a MIAT meeting before placement. Although it isn't possible to accommodate individual family food preferences, CYS programs will support food preferences based on religion with written documentation.

FOOD AND NUTRITION:

FCC homes and CDC programs provide all infant jar food, cereal, and teething biscuits. FCC homes and CDC programs offer on-site ready to feed iron-fortified formula for infants in full- and part-day programs. These specific USDA CACFP approved formulas are free of cost and parents/guardians have the option to decline. Parents/guardians are responsible for preparing bottles and providing an adequate number of bottles labeled with the date and child's first and last name.

Glass bottles are not allowed and all bottles must have caps. Medications or cereal may not be mixed with formula, unless otherwise indicated in the MIAT care plan due to medical reason. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months.

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

FAMILY STYLE DINING:

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

CYS programs serve all children and their parents without regard to race, creed, color, disability or national origin. If you believe you have been a victim of discrimination, contact the Garrison Commander or the Secretary of Agriculture, Washington, D.C. 20250.

HEALTH POLICY

CYS programs are designed to care for healthy children. Parents should arrange for alternate care in the event of illness; which PCS may be able to provide assistance with.

ILLNESS CRITERIA FOR DENIAL OF SERVICE

Children/youth who appear to be ill may be denied admission based upon the following:

- For children/youth and adults who become ill **during the influenza season**: having a fever (100 degrees Fahrenheit auxiliary or oral) and at least one additional symptom such as runny nose, cough, congestion, sore throat, intestinal upset or diarrhea. Note: Individuals may be infected with the flu (including 2009-2010 H1N1) and have respiratory symptoms without a fever

- **Persistent coughing** (lasting more than one week) or a cough that interferes with activity

- **Severe diarrhea**: loose, watery stools (not contained by diaper) or any loose stool that contains blood, pus or mucous or is accompanied by fever

- **Vomiting**: any episode accompanied by fever, not feeling well, diarrhea, the inability to participate in activities

- **Conjunctivitis** (pinkeye): red, watery or puffy appearance of eyes with yellow or green discharge

- **Ringworm**: flat, spreading ring-shaped lesions

- **Chicken pox**: crops of small blisters that become cloudy and crusted in two to four days

- **Impetigo**: red, oozing erosions, capped with a golden yellow crust

- **Scabies**: crusty, wavy ridges and tunnels in the webs of fingers, hands, wrists and trunk

- Culture-proven **strep infections** not treated for at least 24 hours

- **Contagious disease** symptoms (i.e measles, mumps, hepatitis or strep infections)

- **Head lice**: whitish-gray clots attached to hair shafts

- **Pinworm infestation**

- **Inability to participate** in routine program activities

Please notify the program director if your child or youth has been exposed to or diagnosed with a contagious disease. All parents enrolled in the module or room will be notified if their child has been exposed to a contagious illness.

If notified to pick-up his/her child, the parent or parent designee MUST pick up the child within one hour and arrange for appropriate follow-up. Failure to provide a current phone number for parents and emergency contacts and/or failure of parents to arrange for pick up within one hour of notification may result in exclusion from the program for a length of time to be determined by the Facility Director or CYS Chief.

Minor health problems: Minor injuries will be treated as needed, e.g., washing, Band-Aid or ice-pack. Parents will be notified in writing of the injury at the time of pick-up.

RE-ADMISSION AFTER ILLNESS

CYS staff will provide Parent/Guardian with an illness/injury readmission form (AE Form 608-10-1B) detailing criteria for readmission. The child/youth's health care provider should use the form to indicate when it's safe for the child/youth to return to the program. However, a note alone from the health care provider will not automatically re-admit the child/youth into the program or override Army regulation. The child/youth may only return to the CYS program when the following conditions exist:

- Fever has been absent for 24 hours
- Nausea, vomiting or diarrhea has stopped for 24 hours
- The appropriate number of doses of an antibiotic has been given over a 24 hour period for known strep or other bacterial infection
- Chicken pox lesions have all crusted, usually 5-6 days after onset
- Scabies is under treatment and a physician's note
- Lice are under treatment and a physician's note
- Pinworm treatment occurred 24 hours before readmission and a physician's note
- Lesions from impetigo are no longer weeping
- Ringworm under treatment and a physician's note. The lesions must be covered; otherwise, the child/youth will not be admitted until lesion has shrunk
- Conjunctivitis (Pink Eye) has diminished to the point that eyes are no longer discharging
- The child/youth has completed the contagious stage of the illness and a physician's note
- The child/youth is able to participate in the normal daily activities
- Hand and foot mouth disease - fever subsides usually 2 to 3 days; rash is not contagious

It is mandatory for parents to notify their child's center or program if their child contracts a communicable disease. This is for the protection of all the children and staff in that center or program.

PETS AND PLANTS

Pets and plants are considered key factors in a developmental program setting. Animals provide great science and language learning experiences, as well as the responsibility and opportunity to care for other living creatures. Only non-toxic plants will be allowed in the CYS programs and FCC homes.

SAFETY & RISK MANAGEMENT

CHILD ABUSE AND NEGLECT

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

Child Abuse Reporting: All Army Caregivers and CYS employees are mandated reporters. A ***mandated reporter*** is legally required to report any suspicion of child abuse or neglect to the relevant authorities. These laws are in place to prevent children from being abused and to end any possible abuse or neglect at the earliest possible stage. If you suspect that a child at any time is in any danger or subject to abuse or neglect, **REPORT IT**!

All sufficiently credible, internal or external, allegations of child abuse reported to any member of CYS are reported to the Family Advocacy Program Manager, Reporting Point of Contact- Military Police, Criminal Investigation Division, and Child Protective Services.

DoD Child Abuse and Safety Violation Hotline Posters are placed in visible and high traffic areas throughout all CYS facilities and FCC homes should a parent/guardian/staff need to report incidents of suspected abuse. DoD Child Abuse and Safety Violation Hotline number is: CONUS: 1-877-790-1197 or OCONUS: 703-604-2547 (call collect).

BACKGROUND CLEARANCES

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

Until all background checks are satisfactorily completed, individuals must volunteer/work within “Line of Sight Supervision” (LOSS) of a cleared staff member or in

conjunction with the Video Surveillance System, and are otherwise not permitted to be left alone with children/youth.

All staff will be identified by nametags with first and last names. Staff under LOSS will also wear red bib apron. Staff who have completed background checks will wear a green polo shirt or green bib apron. Classroom leads will wear blue polo shirts or blue bib apron. Management staff will wear appropriate business attire.

SIGN-IN/OUT OF FACILITIES

In order to maintain a safe and secure environment, all visitors are required to sign in/out at the facility's front desk and obtain a visitor's identification badge. Parents/guardians simply dropping off or picking up their child/youth do not have to sign-in.

EMERGENCY CLOSURES/EVACUATION/MOBILIZATION

In the event of emergency, mobilization, or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency Plan. Children/youth may be moved to the designated evacuation sites for safety and supervision if the emergency is not post-wide and only affects one facility. Parents/guardians and POM will be notified. Specific information can be obtained from your local CYS program.

Childcare will be provided only for mission essential personnel during post closures at the CDC, SAC, FCC programs, or pre-approved Kids on Site location. Hazardous road conditions dictate bringing in only sufficient staff to cover the communities' needs.

In the event of illness, emergency, or facility closure, CYS will make every attempt to contact the parent/guardian. If the parent/guardian cannot be located to pick up the child/youth, the following procedure will be put into action:

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

MINOR ACCIDENT/EMERGENCIES

In the event of a minor accident resulting in injury to a child/youth requiring medical treatment, the CYS staff will immediately contact emergency services followed by notification of the Parents/Guardian. CYS personnel or FCC Providers will accompany the child/youth immediately to the nearest emergency room by ambulance. The staff or provider will remain with the child/youth until the parent/Guardian arrives at the emergency room.

CYS policy requires written incident/accident reports for falls, scratches, bruises, bites, and scrapes that occur while your child/youth is in our care to include emergency situations.

Parents/guardians will be informed of the incident/accident and will be asked to sign the report. All reports are kept in the child's/youth's folder and child abuse allegations are reported to higher headquarters.

CHILD GUIDANCE AND TOUCH POLICY

Helping a child/youth understand and make appropriate choices is the basis for child guidance. When a child/youth misbehaves, CYS staff work along with the Parent/Guardians using Positive Guidance (POSITIVE DISCIPLINE, POSITIVE PARENTING, and GENTLE AND LOVING GUIDANCE) to identify the problem and find strategies that enable the child/youth to respond appropriately. Positive Guidance is a belief that children should be treated with respect, free from fear of violence and shame, and guided with loving encouragement. The individual needs, age, and developmental level must be considered in guiding behavior. Each child/youth activity sets simple, reasonable expectations, which are posted for parental review. Discipline will be constructive in nature. Such methods as redirection, positive reinforcement and gentle physical restraint will be used as appropriate. **Corporal punishment is not allowed in the CYS programs under any circumstances, even with parent approval.**

Parents will be notified when a child or youth's behavior is dangerous or causes severe disruption to the group's activity. In the event that teachers and parents working together cannot resolve the problem, it may be necessary to ask parents to remove children or youth from a program. Allowing children or youth to remain in programs in which they are not experiencing success is detrimental to their self-esteem. CYS personnel will make every effort to assist parents in finding alternative care if necessary. CYS is committed to protecting the health and well-being of all children.

Boundaries for appropriate and inappropriate touching are established to ensure a clear understanding of what is acceptable and what is not acceptable. Inappropriate touching will be investigated and may be grounds for immediate closure of the FCC home or removal of a CYS staff member, contract employee, or volunteer.

BITING

Policies focus on modifying the child's behavior within the existing environment rather than "suspending" the child. When this is not possible, the Outreach Services Director will assist parents in obtaining care in another CYS setting if available.

BULLYING

Presidio of Monterey's CYS, is committed to making our facilities, FCC homes, and community a safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff. We treat each other with respect. Our facilities define respect as treating others, regardless of age or position, with the same level of respect and dignity you wish to be treated with.

CYS defines bullying as follows: A mean, one-sided action, intended to harm another, resulting in the actor getting pleasure from the intended target's pain and/or misery. Bullying can be verbal, physical, and/or mental, and can be related to the target's race, ethnicity, religion, gender (including sexual orientation), and physical characteristics or mental attributes. It includes all forms of hazing and cyber bullying and can be and often is, continuous and repeated over time. However, one instance is enough to constitute bullying.

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

VIDEO SURVEILLANCE SYSTEM (VSS)

All CYS program facilities utilize a comprehensive video surveillance system. VSS is designed to deter and reduce the risk of child abuse in CYS facilities as well as protect staff from unwarranted allegations of child abuse, provide Soldiers and parents with "peace of mind" and support CYS management staff in the exercise of program oversight.

The cameras record most activity areas in the interior and exterior of the buildings. You may request to view a portion of your child's/youth's time with the facility manager. However, due to confidentiality reasons, videos displaying identifiable information of children, CYPAs, or other staff in clear view, will not be shown, nor copies given, to parent/guardians. Recordings are released only to authorized personnel such as POM Police Department and CID for official business.

ADULT TO CHILD RATIOS

Staff–to-child/youth ratios must be maintained at all times of the day except under rare conditions caused by compensatory enrollment as outlined in guidance (see AR 608-10 for more information). The intent is to always be at ratio, and not over or under ratio. Ratios will not be decreased to accommodate children/youth with special needs. Volunteers or other non-CYS staff not paid with CYS funding may be used to supplement the ratio. All rooms in a CDC/FCC home are multi-aged with a minimum age span of 18 months. Maximum group size is limited to two ratios of children/youth.

In the Sports and Fitness Program, appropriate youth/adult ratios are maintained 100% of the time during all sports and fitness program operating hours. The adult/youth ratio is 1:15 at all times indoors and outdoors. The National Governing Body rules determine adult staff/youth ratio for specific activities. Please consult youth director for additional information.

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

Family Child Care	
Adult to Child Ratio	**Age of Child/Youth**
Multi-age 1:6	6 weeks to 12 years
Infant/Toddler 1:3	4 weeks to 3 years
Newborns 1:3	4 weeks to 12 months
School-Age 1:8	5 years to 12 years

TRANSITIONS

Children are supervised closely at all times and the classroom environment facilitates the staff's ability to maintain visibility and access to the children. Extra vigilance is given during transition periods (i.e., arrival, departure, and employees shift changes).

Training & Professional Development: All CYS personnel working directly with children/youth receive standardized orientation training before they are allowed to work directly with children. The orientation includes such topics as applicable regulation and installation policy; child health and safety; child abuse identification, reporting and prevention; age appropriate guidance and discipline; parent and family relations; health and sanitation procedures, and employment position orientation. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training. Other CYS professionals (directors, cooks, etc.) complete an orientation and ongoing training as well.

Parent Involvement: Parent/Guardians are encouraged to participate in the planning and evaluation of programs through annual Garrison Multi-Disciplined Team Inspection (MDTI) program surveys, NAEYC Accreditation, and Family Advisory Boards. These processes help ensure the safety of children/youth while improving administrative policies and programming issues geared toward program quality. **Parent/guardians who participate in the program may earn points toward fee reduction on their child care.** For detailed information on the various ways parent/guardians can participate in CYS programs and activities, contact your Family Advisory Council representative or facility director.

REGULATIONS & INSPECTIONS

Regulations and services apply uniformly throughout the Army. However, commanders have the discretion to modify specified guidance to meet the appropriate requirements. In order to provide consistency, all Army CYS programs are inspected annually and required to be in compliance with the following Army Regulations (AR), Department of Defense Instruction (DoDI) and Public Law (PL):

- Installation Level Child Youth and School Services Inspection AR 608-10, Child Development Services
- AR 215-1, Military Morale, Welfare and Recreation Activities and Non-Appropriated Fund Instrumentalities
- DoDI 1015.2 MWR Programs
- DoDI 6060.2, Child Development Programs DoDI 6060.3, School-Age Programs
- DoDI 6060.4, Youth Services Programs
- DoDI 1402.5, Criminal History Background Checks on Individual in Childcare Settings DoD I 6025.18-R Privacy of Health Information
- PL 101-647 Crime Control Act PL 106-104 Youth Sponsorship
- PL 104-106 – Military Child Care Act
- PL 104-201, Sec 1044: Cities concern for lack of support for DoD Youth Programs PL 106-65, Sec 584, Expanded Child Care and Youth program services
- PL 106-79, Conference Report – DoD Report on Family Childcare Subsidy/Access to Military Child Care
- PL 101-366 American with Disabilities Act

ACCREDITATION

Accreditation is an activity, not a status. The benefits of accreditation are the external mark of quality, high standards, process improvements and support. CYS programs undergo a rigorous accreditation process. The Child Development Centers and School Age Centers are fully accredited programs through the following entities:

National Association for the Education of Young Children (NAEYC) - sets professional standards for early childhood education programs age (age 0-5 years) and helps families identify high-quality programs for their young children.

The Council on Accreditation (COA) – Afterschool Program Standards include After School Administration (ASP-AM), After School Human Resources (ASP-HR), and After School Programming and Services (ASP-PS). The Administration Standards cover practices related to continuous quality improvement, financial management, risk prevention and management, and ethical practice. The Human Resources Standards address recruitment and selection, training and professional development, support and supervision. The Programming and Services Standards set forth additional recommended practices for working with children and youth in out-of-school time.

IMMUNIZATIONS

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

Child/youth immunizations must be up to date in order to participate in CYS programs. If immunizations are not current, a medical or religious waiver request must be approved by the CYS Chief before childcare can begin.

Immunization waivers for medical reasons must have documentation from the licensed independent practitioner. Religious exemption request require a written statement that the child/youth is not immunized for religious reasons. Children/youth will be excluded from childcare in the event of an outbreak of a vaccine preventable disease.

HEALTH ASSESSMENT/SPORTS PHYSICAL STATEMENT

A current health assessment/sports physical statement (dated within one (1) year) is due at the time of sports registration (or must be completed within 30 days of enrollment), and is required for children sixth (6th) grade and under. Health Assessments can be recertified for up to three (3) years, as long as the child does not have any major health status changes. Sports physicals are due annually to participate in sports.

Well baby exams or school athletic physicals can be used in place of the health assessment if dated, signed and stamped by the health care provider and parent within the previous year. Children/youth participating only in the middle school/teen program are exempt from this requirement. TriCare or other health insurance organizations will only authorize and pay for one child/youth health/sports physical assessment per calendar year.

No child/youth will be authorized to play, practice or participate in games until a valid physical has been furnished. The form must be signed and stamped by a licensed health professional and certify the child/youth is physically fit to participate in chosen sport(s) and address any pertinent medical condition and/or constraint such as asthma, heart murmur, allergies. The sports physical must remain current throughout the season.

DAILY OPERATIONS

DAILY ADMISSION/RELEASE – ARRIVAL & DEPARTURE PROCEDURES

Under no circumstance will a child/youth be released to any person who is not authorized to pick up the child/youth. Positive control of child/youth will be maintained at the classroom level.

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

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

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

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

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

Unless prior written arrangements have been made with CYS personnel, only parents or parent designees as shown on DA Form 4719–R or on the CYMS profile, may take a child from a CYS program. Parent/guardian will sign the child out of the classroom and swipe out on the CYMS at the front desk after the child is signed out of the classroom and exiting the building.

Children may not be released to siblings or other children under age 13 unless approved by the program director on a case–by–case basis. (See *Child Supervision Guidelines*, Appendix E)

School–age children may not leave a program unaccompanied without written permission from the parent.

No parent may be denied access to a child, including the right to pick up a child from a CYS program or FCC home, unless a copy of the custody agreement or court restraining order that relinquishes such parental rights is on file at the care giving site.

MISSION RELATED EXTENDED HOURS

CDC operating hours for full-day care will reflect installation duty hours. Other childcare programs able to provide extended hours are FCC Extended Hour Homes. Extended hours, per operations, are according to the Installation's Child Youth Operations Plan (ICOP).

Families are not charged for approved Army mission related extended hours care. Families must provide written validation confirming the mission related extended hours care. The Soldier's Unit/Sponsor's Supervisor will provide documentation to qualify for approved mission related extended hours care to the center based program staff or FCC Provider. FCC Extended duty hour care is provided at no cost to families for short term, up to 3 hours per day, beyond regular hours and for long term 24/7 care, at no cost for up to 15 calendar days.

AFTER HOUR CARE

After-hours child departure: There have been occasions in the past when parents have lost track of time or were delayed in picking up their children remaining after the closing hour of the center. Children/youth must be picked up by posted closing time. When a Child/youth is left at the site past closing, a late-fee penalty will be charged at the closing hour of the program or facility.

Late Pick-up: A fee of $1.00 per minute up to 15 minutes per Family/per site, regardless of the number of children in care in the facility home will be charged. When a reasonable amount of time beyond the closing hour of the center has elapsed, our staff will call home, work, and any other telephone numbers left by the child's parents. If the parent cannot be contacted, our staff will call the emergency contacts (parent designee) listed in the CYMS data base in order to find an authorized person to pick up the child.

After 15 minutes, the charge is $5.00 per child/per site for the next 45 minutes. After which, CYS Services emergency procedures are followed when child(ren) is (are) left at the program one hour after closing. Late pick-up fees are not charged for verified mission-related circumstances or when prior agreements are made to extend child care prior to pick-up or in other extenuating circumstances. We recognize the severity of this action and regret that it will have to be taken if efforts to reach either parents or the emergency point of contact fail. Please ensure that we have valid emergency contacts and accurate telephone numbers to avoid this situation, which is stressful for the child, parent(s), and CYS staffers.

NAPS AND REST PERIODS

Appropriate rest periods will be provided according to the age and needs of the child. A minimum of one hour will be scheduled for all children younger than 5 years of age enrolled in full-day care in the CDCs and FCC homes. Full-day children take naps after lunch. We ask that all children rest for approximately 15 minutes after the lunch period and if they have not fallen asleep, quiet activities (books, puzzles) are provided while the other children sleep.

PERSONAL BELONGINGS/TOYS

Please leave your child's personal toys at home except in the case of comfort items, such as a blanket or favorite stuffed animal to help your child adjust or rest. Personal toys may become broken or lost and arguments between children can be avoided over a "special" toy. We have sufficient quantities of educational materials that encourage appropriate development. There may be certain days when the teachers will request certain items be brought to the program in order to supplement or illustrate a theme or concept that is being discussed. The teachers will notify you in advance of these days. Please ensure all clothing and other items are labeled with your child's first and last name.

Only personal items that are needed for the child may be brought to the center, (clearly label all items) such as diapers (one diaper for each hour that a child will be in care), child size blankets, coats, hats and gloves. Please check bags and pockets to ensure that medication and other personal items not appropriate for childcare are not left onsite at any time.

All children who are mobile, whether walking or crawling, must wear shoes for daytime care (open sandals and thongs/flip-flops aren't recommended) and parents should provide at least 1–2 changes of clothing.

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

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

Shoes: Children footwear should have rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, thongs, heels without straps or wedged heels are not recommended.

Jewelry: Accessories such as earrings, rings, bracelets, necklaces, and barrettes are not permitted for children under three or children who are in multiage rooms with children under three.

Sleep Aids: If your child is over 12 months of age and has a special soft toy or blanket that he/she naps with, it may be brought to the program. It is not recommended that children younger than 12 months sleep with soft toys. The naptime toy or blanket will be put in the child's cubby and be made available for use during naptime. These items will need to be taken home for weekly laundering. Please ensure all personal items (i.e., book bags, books, school supplies, clothing, and blankets) are labeled with your child's full name.

BASIC CARE ITEMS

Acceptable basic care items are limited to topical items used for the prevention of sunburn, diaper rash, teething irritation, lip balm, insect repellants and lotions. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). An authorization form must be obtained from the parent/guardian every 3 months in order for such items to be applied. Basic care items will be in their original container and stored out of reach of children. Each item should have the child's first and last name legibly written on it, as well as on the outside of the bag. Contact your FCC Provider or program director for a listing of approved basic care items.

ADMINISTRATION OF MEDICATION

Certain medications may be administered in the CYS setting when it is not possible for Parents/Guardians to be present. Only prescribed antibiotics, antihistamines, decongestants, and topical medications from health care providers and U.S. medical treatment facilities may be administered to child/youth who are enrolled in full-day, part-day or regularly scheduled school-age programs. Medications must be in their original container, wrapped in a prescription label stating dosage and time to be given and for length of time to be given. All medications will be turned into the front desk and will be on-site when the child is in care. CYS staff are trained in medication administration and will administer according to prescription instructions. Medications that are prescribed "as needed" will not be given in programs with the exception of rescue medications.

For children requiring rescue medications, parent/guardians will complete and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required rescue medication. All medications must be in the original container and have a current prescription label and should be accompanied by proper dosing syringe/cup/ spoon. A child/youth must be taking the medication for at least 24 hours prior to re-admission into a CYS program. Parent/Guardians will complete and sign a CYS Medical Dispensation Record, DA Form 5225-R, for each approved medication to be administered. A Parent/Guardian must complete and sign the form before medication can be

administered. This policy will be discussed during the Parent/Guardian orientation. Please contact the individual program for further information.

Self-Medication**:** School-age youth can self-medicate if the Child/youth's health care provider determines that it is developmentally appropriate, and the youth knows enough about the health condition and the treatment procedure. Self-medication in CYS programs requires written instruction from the youth's health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. Parent/Guardians and youth are responsible for notifying the program staff of any medication that will be brought to CYS programs. Youth must self-administer all medications in the presence of CYS staff who will then document the incident. If a youth (6th–12th grade) cannot self-medicate, then a MIAT meeting is required.

DIAPERING/TOILETING TRAINING

Diapers: For health and sanitation reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when the use of disposable diapers creates a health risk for the child and the parent/guardian submits a health care provider's statement to that effect. Children should arrive in a clean dry diaper each day. Diapers are checked and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child first and last name.

Toilet Learning: Toilet learning is a natural developmental process. Peak readiness is typically at 2 ½ years but will vary with each child. We will not force children to use the toilet nor will we punish a child for lapses in toilet training. Planning a consistent toilet routine for home and center will go a long way in helping your child accomplish this developmental milestone. You must provide sufficient changes of clothing and training pants as your child might require.

CELEBRATIONS

Birthday and Holidays: CYS recognizes that religious, ethnic, and seasonal celebrations are a part of valuable traditions. Parents/guardians are encouraged to coordinate plans with the program director and staff in advance of the event. Coordination is necessary as appropriate items for celebration vary based on age and developmental stages of children/youth. All food items must be store bought (e.g. cake or cake mix in its original sealed package) and approved in advance by the director and/or dietician prior to serving to children. Food items may not be prepared at home or in unapproved facilities.

Special Events: Throughout the year, CYS sponsors special events and awareness campaigns such as Month of the Military Child and Army Birthday. Senior Commanders from Active Army, Guard, Reserve and other branches of service as well as congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events. Openings for child care are available during other special events such as balls and meetings that occur after normal operating

hours. This type of care must be coordinated in advance through Parent Central Services.

PARENT COMMUNICATIONS

CYS encourages two-way communication between families and staff. Please speak with your child's teachers regarding any concerns or requests you may have. If your issues are not resolved, please speak with one of the program specialist who will assist you. Open communication is vital in the support of your child's development needs. We also encourage feedback through our online Interactive Customer Evaluation system at http://ice.disa.mil.

TRANSPORTATION POLICY

CYS staff is trained to operate government vehicles to safely transport children/youth on and off post. Our safe passenger rules must be adhered to at all times. Please review them with your child/youth. Failure to follow these safety rules may result in the suspension of a child's/youth's transportation privileges. The CYS program does not provide/utilize bus monitors to and from school at CYS expense.

- Seat belts must be worn at all times while riding in a government vehicle
- Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated, wearing a seat belt
- Inside voice is to be used at all times in vehicles
- Eating, chewing and drinking are prohibited in vehicles
- No objects (including body limbs) shall be extended out a window
- Littering is prohibited. Trash should be placed in designated trash containers

FIELD TRIPS

As part of the curriculum, field trips and nature walks are scheduled to FMWR sites and other local sites to augment the developmental program. All field trips receive input from families, child/youth, and staff to offer planned activities in conjunction with community service projects. Field trip sites are visited by staff prior to the scheduled trip. Parents/guardians will be informed in advance of the date and destination of each trip and will be required to sign a permission form for each child/youth participating in the trip. Ratios must be maintained by paid staff supplemented with adults such as parents or volunteers. Ratios for high risk activities must follow guidance. Please consult the program director for additional information on high risk activities (e.g., swimming, hiking, rock wall use, tight-ropes course, etc.).

PAYMENTS AND REFUNDS

TAX LIABILITY

All Civilian families using on-post child care are required to register with the designated DoD Third Party Administrator and complete an online parent enrollment form to determine the tax value of their child care subsidy. Each year DoD must determine the value of the child care subsidy. This net value is the amount that is considered potentially taxable income associated with the DoD child care subsidy. Only child care subsidies that exceed the $5,000 ($2,500 for married individuals filing separately) exclusion are taxable and reportable. Sponsors are responsible for considering any Dependent Care Flexible Spending Accounts (DCFSAs) to determine if the net value plus the DCFSA value exceeds the $5,000 or $2,500 amount.

CALCULATING PROGRAM FEES

TOTAL FAMILY INCOME (TFI)

TFI is all earned income including wages, salaries, tips, special duty pay (flight pay, active duty Demo pay, sea pay), and other additional income as outlined in the DoD fee policy. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel. For dual military living in government quarters include BAH RC/T of the senior members only; for Defense civilian OCONUS, the housing allowance or the value of the in-kind housing provided is included in TFI. Current BAH chart is located at http:www.defensetravel.dod.mil/suite/bah.cfm

DOCUMENTATION NEEDED TO DETERMINE TFI:

a) Military Sponsor's current Leave and Earnings Statement (LES)
b) Civilian Sponsor's current LES
c) Spouse/Partner's LES, W-2 forms, and/or other income documentation
d) Schedule C (IRS return) from previous year to demonstrate wages from self-employments
e) Letter from employer if Spouse/Partner has not worked one full month. The letter must include rate of pay and anticipated average number of employment hours in order to calculate an annual pay estimate. Pay stub must be submitted following the first month of employment
f) Families who fail to show proof of TFI are charged Category 9 parent fees. If the required documents are provided at a later date, the TFI Category is adjusted accordingly and new fees effective from that date

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

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

Annual TFI will not be adjusted unless:

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

Parent fees will be adjusted when:

- The Family moves to a new TFI Category
- Child/youth transition between programs with different fees, e.g., full day care to kindergarten, Full Day to Part Day, After School to Summer Camp, Child Development Center to Family Child Care, etc
- Army Fee policy directs a fee change
- A Financial Hardship Waiver is approved
- The family relocates to another installation with different fees
- Special circumstances (Furlough)

PROGRAM FEES

Program fees are generated semi-monthly on the 1st and the 15th of the month. Parents can pay monthly fees for regularly scheduled Full Day, Part Day and Part Time Care in monthly or semi-monthly installments. Incoming families make their initial 10% payment for care at the time they accept the child care space offered by the PCS Office and the remainder of the ½ months fee before their first day of care. **Services will be terminated if full payment plus late fee charges for the month are not received by the last working day of the month unless a command approved financial hardship waiver has been initiated.**

CYS WEBTRAC Payments: CYS patrons are able to make online payments. Please contact your local PCS for availability of WebTrac payment options.

HOURLY CARE FEES

The Standard Army-wide hourly care rate is $5 per hour/per child for ALL CYS programs regardless of Total Family Income (TFI) category. Multiple Child Reductions do not apply to hourly care. Hourly payment is due the day services are received, upon pick up. Failure to make the payment will result in termination of availability of child care services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your installation for further details.

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

LATE PICKUP FEE

CDC and SAC programs have a late pick-up fee of $1.00 per minute up to 15 minutes per family per site regardless of the number of children in care at that site. For example, a family who has two children in the CDC and one child in SAC will pay a $15 late pickup fee at each site if pick up is 15 minutes after closing. . After 15 minutes, the charge is $5.00 per child/per site for the next 45 minutes. CYS Services emergency procedures are followed when child(ren) is (are) left at the program one hour after closing. Late pick-up fees are not charged for verified mission-related circumstances or when prior agreements are made to extend child care prior to pick-up or in other extenuating circumstances. Be sure to contact PCS office regarding documents required for the approval of mission related circumstance.

LATE PAYMENTS

For regular scheduled full day/part day care, a late payment fee is charged after the 5th business day and is $10.00 per child/per payment cycle (semi-monthly) or $20.00 (monthly).

When late or non-payments occur, the following procedures will be followed:

Verbal Reminder. By Front Desk staff during swipe in/swipe out on the 4th and 5th days of each semi-monthly billing cycle. CYMS swipe stations should be toggled to 'Display Message if HH Balance Exists' so front desk personnel can give parents a courtesy reminder of approaching payment deadlines.

Personal Follow-Up. By Program Staff on 6th day of the first delinquent billing cycle. Families with an outstanding balance should be contacted via telephone, in writing or in person regarding the outstanding balance. This will include informing families of their option to request a Financial Hardship Waiver from IMCOM G9 and reminding of them of penalties if payment arrangements are not made by established deadlines.

Written Notice of Non-Payment/Potential Termination. By Program Manager on 6th day of the second delinquent billing cycle. This will be a template Army-standard notice. If possible, the Program Manager will do a final verbal follow-up in conjunction with this letter to discuss the pending consequences and to encourage them to seek assistance if warranted.

Termination. On the last day of the month, any delinquent accounts will be suspended by PCS and services terminated. Care will be denied on the next business day.

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

FINANCIAL HARDSHIP WAIVER

Families must demonstrate a need for a child care fee reduction due to financial hardship based on a review by an ACS financial counselor or a certified financial professional external to CYS. The counselor will provide a recommendation for a fee reduction to the Garrison Commander. Fee Adjustments for Financial Hardships must be re-evaluated at least every three months by the counselor or Garrison Commander. Families whose child care fees are 25% or more of their Total Family Income (TFI) may request a hardship review. Contact the Outreach Services Director at your childcare facility for assistance in filing a hardship.

LEAVE/VACATION OPTIONS

Family Child Care Fees are annualized during registration for a 2 week Leave/Vacation which reserves the child's space. The option chosen must be used during the registration year and cannot be carried over into the next year. Families who opt for 4 weeks of Leave/Vacation pay a higher monthly fee than families who chose the 2 weeks fee option. Family Leave/Vacation must be taken in a minimum of one week increments. Families must provide advance notice prior to taking leave/vacation. Leave vacation options are available to patrons enrolled in Full-Day center based programs (see Appendix B for Vacation Request Form).

WITHDRAWAL/OUT-PROCESSING

Parents are required to provide a minimum of 2 weeks' notice in writing prior to withdrawal. This notice should be given to the facility Director, Assistant Director or clerical staff. Failure to submit written notification will result in on-going assessment fees. The other available option is for parents to use the two week leave in lieu of the two week notice of withdrawal. Families who submit a 30 day withdrawal notice will receive 10% off their final full billing cycle (see Appendix A for Notice of Withdrawal Form).

ABSENTEEISM

No credits or refunds are issued for child/youth absenteeism due to: (a) regular childhood illnesses or injuries (two weeks or less); (b) CYS program closures due to inclement weather, staffing training, or special installation circumstances determined by the Garrison Commander (GC); (c) withdrawal except in situations approved by the CYS Division Chief where the child/youth has not started the class; and for (d) unused leave/vacation. Sponsors requesting refunds for circumstances outside the scope of this policy must submit their justification in writing through the Program Director to the Garrison Commander.

REFUNDS

Refunds are authorized for: (a) program closures for repair or renovation when an alternate care setting is not provided (b) unexpected prolonged child absence due to family emergency or extended illness (c) withdrawal from a regularly scheduled child care programs upon receipt of PCS orders and (d) withdrawal from a Youth Sport (occurring before midseason of the sport) upon receipt of PCS orders. Forms are available at PCS or at your program facility.

PARENT FEE REDUCTIONS/INCENTIVES:

Deployment Support Services: Parents receive a 20 percent deployment reduction for regularly scheduled child care and reduction for other deployment support services. Community Based Fee Assistance Support Services are available through Army Child Care in Your Neighborhood (ACCYN) and Army School-age Programs in Your Neighborhood (ASPYN) providers.

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

Please contact PCS for additional information regarding Deployment Support Services.

PARENT PARTICIPATION PROGRAM

The Military Child Care Act requires the establishment of a parent participation program at each DoD installation. The program allows parents/guardians to earn points by participating in pre-approved activities on-post, off-post or in the comfort of the parent's home. **Parents may earn a fee reduction for participating for a minimum of 10 hours in CYS programs. A 10% reduction on one month's fee for one child/youth may be awarded for each 10 hours of parent participation. Limited to 10% per child/youth per month**

Here are a few ways Parent/Guardians can earn points towards fee reductions in childcare:

Parent Education: Take offered classes at least quarterly during the CYS Orientation Training and through Army Community Service. Regularly scheduled classes include some of the following (1) child growth and development (2) special needs awareness, (3) character counts, (4) baby sign language and (5) child guidance techniques.

Family Advisory Board (FAB): The FAB is a parent/guardian forum that meets at least quarterly to discuss current issues and offer recommendations for CYS program and service improvements. Parent/Guardians concerns are channeled through the program director to the installation commander for review and disposition.

Parent Conferences: Provide parents/guardians a formal means of communicating with those who provide direct care to their children on a regular basis. It offers a great opportunity for Parent/Guardians to learn up to date community news and program information while discussing their child's/youth's developmental progress.

Parent participation hours may accumulate month to month and may not be shared with other families. The CYS Division Chief may approve Military Units or formal organizations such as Family Readiness Groups (FRG) to "adopt" families who are unable to accumulate participation hours due to deployment or other extenuating circumstances. Families **must be identified and approved prior** to the accumulation of points. Members of units or organizations are not required to have children or youth enrolled in CYS. Adopted families **may not** use hours accumulated on their behalf when the deployment or extenuating circumstance ends.

Multiple Child Reductions (MCR): A 15% MCR is applied when more than one child is enrolled in regularly scheduled child care programs or seasonal youth sports offered by CYS. MCRs for child care and youth sports are determined separately and may not be combined. MCRs are not applied to Hourly Care, or School Age occasional user fees.

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

Regularly scheduled child care programs (Full-day, Part day, FCC home, Before and After School Age, etc.): MCR applies to families with more than one child enrolled in ongoing child care programs. The child enrolled in the highest cost care option is considered the first child and pays full fee. The Standard Army-wide Multiple Child Fee Reduction is applied to the second child and all subsequent children enrolled in regular ongoing child care program.

Family Child Care Fee Incentive: FCC Parent Fee Assistance represents a savings to families over Army CDC and SAC fees for designated TFI Categories. This savings is an efficiency incentive to encourage more families to use FCC Homes as their primary source of child care. Contact PCS for additional information on FCC Parent Fee Assistance.

Extended Duty Child Care Fee Assistance: Provided at no additional cost for short term child care (generally up to 3 hours/day) beyond FCC regularly scheduled care hours (based on Sponsor's typical duty day/care requirements). A written validation statement is required from the Soldier's unit/Sponsor's Supervisor to the FCC Provider to qualify.

Mission Related Extended Duty 24/7 Fee Assistance: Provided at no additional cost for care beyond FCC regularly scheduled care hours. Individual families are authorized

up to 15 days for Extended Duty Child Care per year for mission related duties requiring extended care.

DEVELOPMENT SUPPORT SERVICES

Youth Technology Labs (YTLs): (6-18 years) Provide a safe, secure, and age appropriate place where children/youth can engage in technology-based activities and programs to link youth with their deployed parents and serve as a vital component of CYS Services.

Military Family Life Counselors: Provide on-site counselors in child and youth programs to offer non-medical, short term, situational, problem-solving counseling services to staff, parents, and children within CYS facilities, garrison schools and summer camps.

Respite Child Care: Offers respite child care for parents to give them temporary relief from child rearing duties and allows them time to take care of personal business. Families are offered 16 hours per child, per month at no cost care beginning 30 days before the Soldier is deployed and ending 90 days after Soldier the returns.

APPENDIX A

US Army Garrison Presidio of Monterey
Child and Youth Services

Notice of Withdrawal from Child Care Services

I, _____, hereby notify the Monterey Road Child Development Center/PORTER Youth Center of my termination of child care services.

My child(ren) last day of child care/service will be _____ for the following child(ren). I understand that I am responsible for paying all fees through the last date of care listed above, and that a minimum TWO WEEK notice of withdrawal is required or I will be charged one week of my rate (if in Full Day/School Age programs) or one month of my rate (if in Part Day Preschool).

By providing CYS with **30 days advance written notice of termination, CYS will apply a 10% discount to your last billing cycle. A refund, if due, will be calculated according to the guidelines stated in the Parent Handbook. CYS thanks you for your patronage.*

Child(ren)	**Program**
_____	_____
_____	_____
_____	_____

Reason for Termination: Please check one or more of the following:

- ☐ PCS/ETS _____
- ☐ Change in Employment (please specify) _____
- ☐ Services no longer needed/wanted (please specify) _____
- ☐ Alternate child care found (please specify)_____

Please be advised of the installation **Unauthorized Child Care policy. Family members living in government quarters providing childcare on a regular basis for more than 10 childcare hours per week is not unauthorized in government and government leased housing.*

Signature: _____ Date: _____

For Office Use Only

Administrative/Management only

Received By (Employee Name): _____ Date Received: _____

Date processed in CYMS: _____ Employee Initials: _____

Prorated Fees Owed: _____ Parent Initials: _____

Approved by: _____ Fill Slot With: Waitlist _____Transition_____

APPENDIX B

US Army Garrison Presidio of Monterey
Child and Youth Services

Full-Day Center Base Programs Vacation Request

All children/youth enrolled in a full-day center based program 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 (Date): _____

To (Date):_____

Child(ren)	**Program**
_____	_____
_____	_____
_____	_____

Signature: _____ Date: _____

For Office Use Only

Administrative/Management only

1 Week		**Vacation Credit of**	**$**
2 Week		**Vacation Credit of**	**$**
Total Vacation Credit Applied			**$**
Total Fees Due			**$**
Processed By:			**Date:**

APPENDIX C

Presidio of Monterey, Child & Youth Services (CYS) Code of Conduct

The Presidio of Monterey, CYS 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 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 teachers 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 follow the program's rules, calendars, deadlines, and expect my child to do the same.

Parent/Guardian Signature:_____Date: _____

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

APPENDIX D

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, fairness, responsibility, caring, and good citizenship. The highest potential of sports is achieved when competition reflects these "six pillars of character."

I (and my guests) 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 will be a positive role model for my child; encouraging 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 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 behavior or practice which endangers the athletes' health and well-being.
- 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 his/her game or performance.
- I will praise my child for competing fairly, trying hard, and always make my child feel like a winner. I will also de-emphasize games and competition in lower age groups.
- I will emphasize the importance of skill development and practice; and how they benefit my child over winning. 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 officials and their authority. I will never question, confront, or discuss with 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: _____

APPENDIX E

Child Supervision Guidelines

Age of Child	May I leave my child **Home alone?** (See note 2)	May I leave my child **Home alone overnight?**	May I leave my child **Outside** (to play) **unattended?** (See notes 1-4)	May I leave my child in **An unattended car?** (See notes 2 & 4)	May my child **Baby sit siblings?** (See notes 2 & 5)	May my child **Baby sit other children?**
Newborn–3 yrs	No	No	No	No	No	No
4-6 years	No	No	Yes, if in a safe (fenced) area with immediate access (sight and hearing distance) to an adult.	No	No	No
7-9 years	No	No	Yes, during daylight hours, if in a playground or yard with ready access (in person) to an adult	No	No	No
10-11 years	Yes, for up to 5 daylight hours.	No	Yes, with ready access to adult supervision. During daylight hours, children in 4th grade and above may walk to school/sports activities unaccompanied.	Yes, for up to 10 minutes if the keys have been removed and the emergency brake applied and vehicle is in a safe location.	No	No
12-14 years	Yes, for up to 6 daylight or early evening. An adult must check on them (in person or over the phone) every 3 hours.	No	Yes	Yes, for up to 20 minutes if the keys have been removed and the emergency brake applied and vehicle is in a safe location.	Yes, Children 13 and older may care for siblings for up to 6 hours, but not overnight.	Yes, Children 13 and older may care for other children for up to 6 hours, but not overnight. Must have completed Red Cross Baby-Sitters Course.
15-16 years	Yes, for up to 8 hours, but not overnight.	No	Yes	Yes	Yes	Yes, but not overnight. Must have completed Red Cross Baby-Sitters Course.
17+ years	Yes	Yes	Yes	Yes	Yes	Yes

Notes:
1. Adult supervision is defined as someone who has or assumes responsibility for the child (for example, a parent, guardian, care provider, adult friend).
2. Parents are responsible for assessing the individual capabilities of their children.
3. Ready access is defined as at minimum, telephone access with the telephone number of the person designated as adult supervision.
4. Children may have difficulty assessing dangerous weather conditions (for example, extreme heat or cold) and taking action to protect themselves.
5. The Red Cross Baby sitting Course is strongly encouraged.

Answers to Child Supervision Quiz:
1. False 2. False 3. False 4. False
5. False 6. False 7. True 8. False

ARMY COMMUNITY SERVICE ACS Real-Life Solutions for Successful Army Living

UNITED STATES ARMY CHILD & YOUTH SERVICES

U.S. ARMY MWR SOLDIERS · FAMILIES · RETIREES · CIVILIANS