



U.S. Army Child, Youth  
& School Services

**PARENT HANDBOOK  
USAG RHEINLAND-PFALZ  
KAISERSLAUTERN**

March 2016

***Welcome to the United States Army Garrisons Rheinland-Pfalz Child, Youth & School (CYS) Services! Whether you are enrolling your child/youth in a Child Development or School Age Center, Youth Center, Sports & Fitness or SKIESUnlimited, we are happy to have your child/youth in our program and trust that it will be a positive experience for all.***

***We operate our programs in accordance with Installation Management Agency Europe policies and Army regulations. Our goal is to help each child/youth develop to his/her potential. We feel we have the responsibility to help develop the whole person: positive self- concept, strong emotional well-being, productive social interaction, intellectual and physical growth and hopefully installation of life-long skills and habits. We strive to provide a safe environment, enriching experiences and warm, loving care for children and youth.***

***This handbook has been developed to outline our philosophies, procedures, policies and programs, which affect the delivery of our services for your children. Additional or more specific information is available at each program.***

***Your questions, comments, and suggestions are always welcome. We encourage you to participate in the many opportunities offered for parent involvement, such as the Parent Advisory Council (PAC) training workshops, volunteer activities, special events, and daily interchange with our staff.***

***Thank you for permitting us to share with you in providing for the care, love and nurturing of your children and enriching out-of-school activities for your youth. We look forward to working with you.***

***Child, Youth and School Services Staff***

- ***Please note that regulatory guidance and policies cited in this handbook are subject to change.***

# ORGANIZATION, PROGRAMS AND SERVICES

## OVERVIEW

***OUR MISSION IS CARING – ARMY CHILD, YOUTH & SCHOOL SERVICES PROGRAMS EXIST TO SUPPORT MILITARY READINESS BY REDUCING THE CONFLICT BETWEEN A SOLDIER'S MISSION REQUIREMENTS AND HIS OR HER PARENTAL RESPONSIBILITIES.***

The IMCOM-E Child, Youth & School Programs are essential Family programs that directly support the military lifestyle and reduce the conflict between parental responsibilities and unit mission requirements. In short, we provide quality child care and youth recreation so that parents can go to work without worrying about their children. Our programs focus on four essential elements: children, parents, community and command. We meet the needs of all these groups through our Child Development and School Age Centers, Youth Center, Sports & Fitness, SKIES*Unlimited* and Parent & Outreach Services. These services are a supplement to, rather than a substitute for, the Family as the primary agent in the care and development of children and youth. All of our Child Development Centers are accredited by the National Association for the Education of Young Children, and our School Age Centers are accredited by the Council on Accreditation.

Throughout the Garrison, Child, Youth & School (CYS) Services offers a range of age appropriate opportunities and activities for children and youth ages 6 weeks to 18 years.

## ELIGIBILITY

Children of sponsors eligible to use Family Morale, Welfare and Recreation (FMWR) activities may use services provided by Child Youth & School Services delivery systems.

## OPEN DOOR POLICY

All of our facilities and programs have open door policies and parents are welcome to visit during any and all of our operating hours. If you have a young child, please keep in mind that the children at our Child Development Centers generally nap between noon and 2pm, and a visit during those hours could be disruptive to those who are sleeping. If you wish to speak to a staff member or director regarding your child or youth, we ask that you make an appointment so that you will be certain to have our undivided attention.

# CYS SERVICES TEAM

The various Garrison players responsible for the implementation and maintenance of the programs include:

**Child, Youth & School Services Coordinator** is responsible for all aspects relating to child development and youth programs in the Garrison. This person is accountable for ensuring proper implementation of all IMCOM-Europe and Army regulations, and thus must have extensive relevant experience to qualify for this position.



**Program Operations Specialist** manages the “business” of CYS Services, developing budgets, compiling and submitting reports, overseeing hiring practices and ensuring that we are good stewards of our government’s funds.

**Child, Youth & School Services Health Specialist/Nurse** ensures all health and sanitation regulations are implemented and followed. This person must have a nursing background to qualify for this position.

**Functional Technology Specialist** integrates technology into all aspects of CYS Services operations. Works closely with installation ISO and DOIM to develop and implement technology procedures and actions to support CYS Services programming for children and youth and CYS Services administrative operations. This person must have substantial college coursework or professional certificates from trade school(s) or demonstrated competence in computer science, information technology or related field.

**Training Specialists** have extensive knowledge of early childhood and/or youth education and are responsible for working directly with CYS Services personnel in implementing appropriate practices. Training Specialists must have degrees in Early Childhood Development, Elementary Education, or related fields to qualify for their positions.

**Child Development Center Director**

**School Age Services Director**

**Youth Center Director**

**Outreach Services Director**

**Sports & Fitness Director**

Directors are primarily responsible for the day-to-day operations of their programs and provide guidance to personnel on appropriate practices. It is critical that Directors and Training Specialists work as teams in support of their programs for your children and youth. To qualify for these positions, applicants must have coursework, experience and background in fields of study appropriate to their positions.

**Child Development Center Assistant Director**  
**School Age Services Assistant Director**  
**Youth Center Assistant Director**  
**Outreach Services Assistant Director**  
**Sports & Fitness Assistant Director**

This individual assists the Director in the administration and operation of the facility or program. The Assistant Director works with the Director to ensure that proper child/staff ratios are maintained, appropriate procedures are followed concerning the business operations of the program, and cost efficiency measures are considered. The Assistant Director also assumes the Director's responsibilities when the Director is not available.

**Supervisory Program Specialists**  
**Lead Child and Youth Program Assistants**  
**Child and Youth Program Assistants**

The direct care staff are individuals who work directly with children in facility programs. Child and Youth Program Assistants work directly with children and youth, and through experience and additional training may advance through the ranks. Program Leads are responsible for developing daily lesson plans. They receive direct guidance from the Training Specialists and direct supervision from the Assistant Director and/or Director. Supervisory Program Specialists serve as managers as needed, role models and mentors.

**School Liaison Officer (SLO)** The School Liaison Officer is an essential component of the CYS Services program, with responsibility for the operation, integration, coordination, and oversight of all installation CYS Services issues involving Department of Defense Dependent Schools and their relationship to the local military community. The SLO functions as an intermediary between and advocate for parents/youth and school administrators.

**Support Staff** The support staff in CYS Services includes food service personnel who are responsible for preparing nutritionally sound meals and snacks for all children present in the program and administrative staff that are responsible for collecting fees, checking children in, and carrying out a variety of other tasks which complete the program's functions.

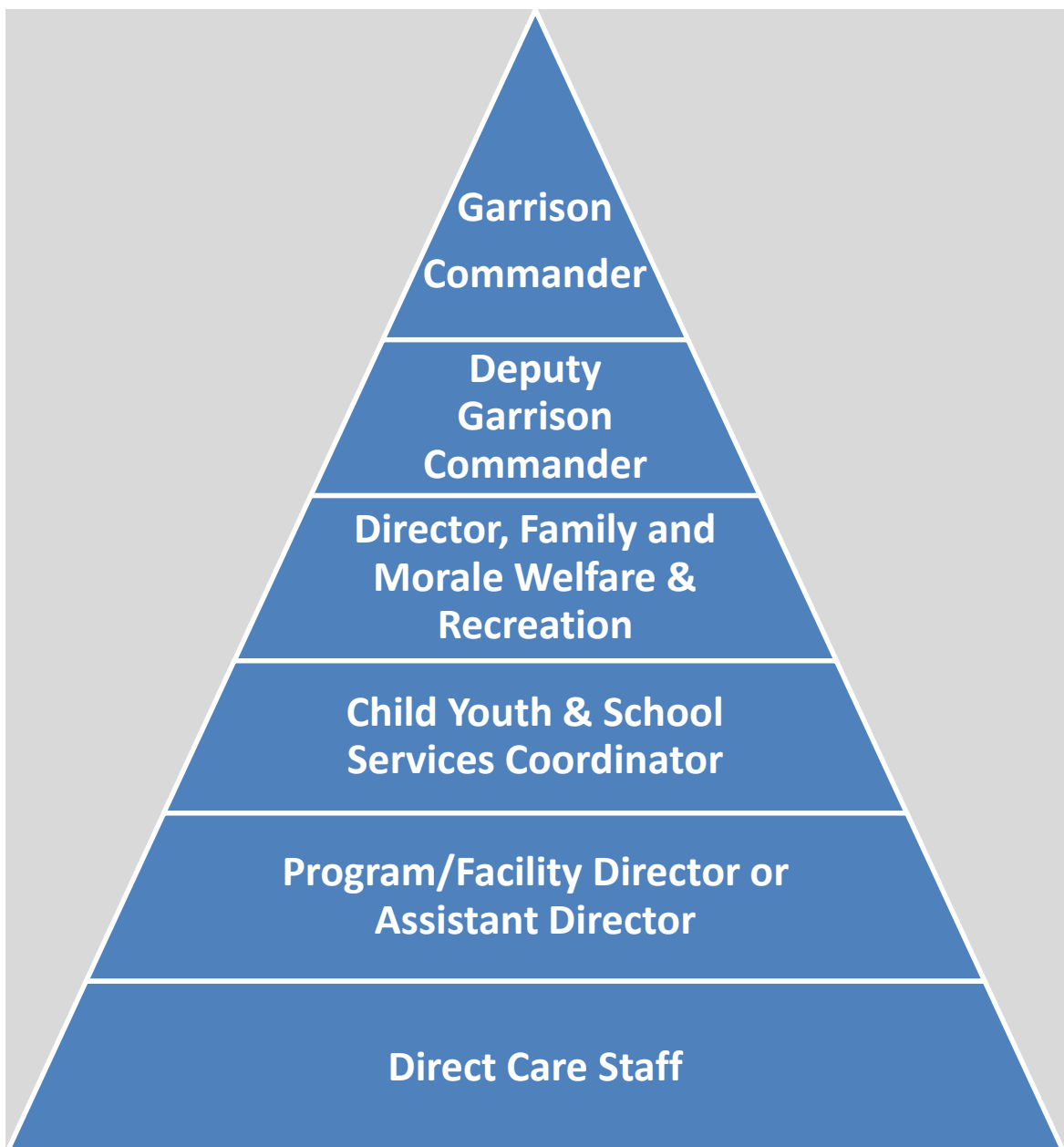
**Parents** are key members of the CYS Services team. Parents provide information which allows programs to be individually adjusted to meet the needs of their children/youth. Research has shown that the child's/youth's experience is enhanced when parents are actively involved in the program. CYS Services is open to your comments and suggestions in hopes that your participation will improve our programs.



## **CHAIN OF COMMAND**

If you have a comment, idea or concern regarding our services, please do not leave the program without talking to the chain of command, starting with your child's primary caregiver. Problems addressed on the spot are more readily resolved.

The most effective place to solve concerns is at the program level. However, sometimes situations arise that need to be referred to the chain of command. Please don't hesitate to use our chain of command to provide (both positive and negative) input about CYS Services programs. The Garrison chain of command is:



## UNITED STATES ARMY GARRISON RHEINLAND-PFALZ (KL) PROGRAMS

### PARENT CENTRAL SERVICES

#### Outreach Services

Building 2898, Pulaski Barracks

DSN 493-4516/4122; CIV 0631-3406-4516/4122

Open Monday – Friday, 0900-1700

#### FMWR One-Stop

Building 3810, Landstuhl Post Library

DSN 486-8943; CIV 06371-86-8943

Open Monday – Friday, 1000-1700, closed 1300-1400 for lunch

Central enrollment registration for CDC/SAC/YC  
Central enrollment registration for SKIES, EDGE and Youth Sports  
Teen Babysitter Referral  
Wait list for CDC and SAC  
Ramstein FCC Provider listing  
Kids on Site  
ImAlone  
Special Events

All children and youth must enroll with Parent Central Services before participating in any Army CYS Services activity.



### SCHOOL LIAISON SERVICES

Building 2925, Pulaski Barracks

Open Monday – Friday, 0800-1700

DSN 493-4123; CIV 0631-3406-4123

- Garrison Commander's representative for school matters
- Assist with transitioning to and from USAG Rheinland-Pfalz (KL)
- Assist with academic support
- Provide support to homeschoolers

### CHILD DEVELOPMENT CENTERS

#### Orientation

All parents must attend an orientation prior to attending a Child Development Center. Orientation dates and times vary at each location. Please call Parent Central Services for more information on scheduling an orientation.

#### Ratios

Classroom adult/child ratios vary according to children's ages and some classrooms are grouped with multi-age children to enhance growth and development. Our ratios are: Infants 1 adult/4 children; Pre-toddlers 1/5; Toddlers 1/7; Preschool 1/10; Kindergarten 1/12.



### **Full Day Programs**

Full day programs provide care for children, 6 weeks to Kindergarten, for working parents requiring childcare 5 to 12 hours per day on a regular basis. Patrons who use full day care must be dual working parents, single working parent or working parent with a full time student spouse.

### **Part Day Preschool Program**

The part day preschool program is designed for children ages 3 to 5 years. Children attend two, three or five days a week. Different options are available at different locations. Part day preschool operates from September through June, following the DoDD school calendar. The part day preschool program is not held when DoDDS is not in session.

### **Strong Beginnings**



Army Child, Youth & School Services

Strong Beginnings is a pre-kindergarten program, designed for 4- to 5-year-old children who will attend kindergarten at the beginning of the next school year. It prepares young students for school with lessons in everything from science and technology to how to hold a carton of milk or carry a food tray. Besides the basics of "kindergarten protocol," Strong Beginnings also teaches math, social studies, beginning reading and writing skills and good manners. The Army's Strong Beginnings program is available at every Army garrison and has standard guidance and procedures, making the program consistent and predictable. The program, which is three hours long, five days a week, is provided in child development centers' full-day and part-day programs for children entering kindergarten in the fall and operates September-June, following the DoDDS school calendar. There is no additional fee for children who attend the full-day program, as it is included as part of the monthly tuition.

### **Hourly Program**

The Hourly Program is designed as a short term child care option for parents with short term or irregular needs, such as volunteering, shopping, in-processing, respite care, doctor's appointments, etc. Parents may use the hourly program as soon as their children are registered with CYS Services. The centers will accept reservations up to one month in advance. Although some drop in-spaces are available daily, advance reservations are recommended. Spaces are given out on first come, first served basis. Parents who need to cancel their reservations for hourly care must do so by 0800 hours on the day of their reservation. Parents who fail to do this more than three times in a thirty (30) day period will lose the privilege of making advance reservations for three (3) months.



### **KLEBER CHILD DEVELOPMENT CENTER**

Building 3224, Kleber Kaserne

DSN 483-8307; CIV 0631-411-8307/7049

Open Monday – Friday, 0600-1800

Serves children ages 6 weeks – 5 years

- Full day program
- Hourly care
- Before/after school care for kindergarten students at Kaiserslautern Elementary School
- Smart Start Recreation programs



### **MIESAU CHILD DEVELOPMENT CENTER**



Building 1314, adjacent to the post Library, Miesau Army Depot

DSN 481-3774; CIV 06372-842-3774

Open Monday – Friday, 0600-1800

Serves children ages 6 weeks – 5 years

- Full day program
- Hourly care
- Before/after school care for kindergarten students at Ramstein Elementary School
- Smart Start Recreation programs

### **LANDSTUHL CHILD DEVELOPMENT CENTER**

Building 93802, across from the post library, Landstuhl

Regional Medical Center

DSN 486-7350; CIV 06371-86-7350

Open Monday – Friday, 0600-1800

Serves children ages 6 weeks – 5 years

- Full day program
- Hourly care
- Part day pre-school program
- Kindergarten summer camp
- Before/after school care for kindergarten students at Landstuhl Elementary School
- Strong Beginnings pre-kindergarten program
- Parent's Day/Night out (monthly)
- Smart Start Recreation programs



### **COMING SOON! -- SEMBACH CHILD DEVELOPMENT CENTER**

Building 83, Sembach Kaserne

## LANDSTUHL CHILD DEVELOPMENT CENTER II



Building 3812, next to the Auto Skills Center, Landstuhl Regional Medical Center  
DSN 486-6566; CIV 06371-86-6566  
Open Monday – Friday, 0600-1800  
Serves children ages 6 weeks – 5 years

- Full day program
- Hourly care
- Part Day Preschool
- Smart Start Recreation programs

## SCHOOL AGE CENTERS

### Orientation

All parents must attend an orientation prior to attending School-Age Services. Orientation dates and times vary at each location. Please call Parent Central Services for more information on scheduling an orientation.



Our School Age care programs foster social interaction, personal growth, recreational skills and educational opportunities for children requiring care in the 1st through the 5th grades. Children are supervised; they are safe, and they have fun! Some spaces may be available for occasional/intermittent users for open recreation. Please check with your local program. There are several School Age care options within the Garrison:

### Before and After School Care

This program provides services for school-age children in grades 1-5 (K-5 at Sembach) needing care before and/or after school, full day during school closures and Winter/Summer breaks. Full day Summer Camps are offered during summer break. Some spaces may be available for occasional or intermittent users for open recreation. Please check with your local program. Patrons who use this service must be dual working parents, single working parents, or working parent with full-time student spouses. The Landstuhl ratio is 1 adult for every 15 children; the Sembach ratio is 1 adult for every 12 children because Kindergarteners attend the program.

### Summer Camp

A Full-day care program for children grades 1-5 (K-5 at Sembach) offering day camp activities, field trips, and sport clinics while school is not in session.

### Open Recreation

The Open Recreation program is a short term child care option for parents with short term or irregular needs, e.g., volunteering, in-processing, respite care, and doctor's appointments. Parents can use the Hourly Program once they are registered and have attended an orientation with CYS Services. School-Age Services will accept reservations up to one month in advance. Although some drop-in spaces are available daily, advance reservations are highly recommended. Spaces are given out on first come, first serve basis. Parents who need to cancel their reservations for hourly care must do so by 0800

hours on the day of their reservation. Parents who fail to do this more than three times in a thirty (30) day period will lose the privilege of making advance reservations for three (3) months.



### **Computer Lab**

The computer labs have a wide range of software and Internet access. Our experienced instructors will show help children utilize software and engage in a variety of instructional activities.

### **Homework Lab**

Does your child need help with homework? From explaining how to do the assignments to assisting with a research project, the SAC staff and volunteers are available to help children with their homework.



### **LANDSTUHL SCHOOL-AGE CENTER**

Building 3851, adjacent to the Landstuhl Elementary School

DSN 486-7281: CIV 06371-86-7281

School Year: Monday – Friday, 0600-0830 and 1430-1800

School-out days, school breaks and summer, open Monday – Friday, 0600-1800

Serves children and youth in grades 1-5

- Before/after school care for students at Landstuhl Elementary School
- Hourly care
- Summer camp for students in grades 1-5

### **SEMBACH SCHOOL-AGE ANNEX**

Building 17, Sembach Elementary School

DSN 5445-1112: CIV 06111-43-5451112

School Year: Monday – Friday, 0600-0830 and 1430-1800

School-out days, school breaks and summer, open Monday – Friday, 0600-1800

Serves children and youth in grades K-5

- Before / after school care for students at Sembach Elementary School
- Hourly care
- Summer camp for students in grades K-5

## MIDDLE SCHOOL/TEEN

### LANDSTUHL YOUTH CENTER

Building 93812, next to Landstuhl CDC2

DSN 486-8658; CIV 06731-86-8658

School Year: Monday – Friday, 1430-1900

School-out days and during vacations, 0800-1800

Open for special events as posted

Summer: Monday – Friday, 0800-1800 (Summer Adventure Program), 1300-1800 (Open Recreation)



### SEMBACH YOUTH CENTER ANNEX

Building 3, Sembach Middle School

DSN 545-1316; CIV 06111-43-5451316

School Year: Monday – Friday 1430-1800

Summer: Monday – Friday, 0600-1800 (summer camp)

A variety of programs is available and takes place on a regularly scheduled basis, seasonally, on most 'no school' days, and for special holidays. There are also a variety of recreational programs for middle and high school youth, many at no cost.

#### Open Recreation

A wide variety of activities are available from pool to video games, board games to the snack bar. Or just come to relax, talk with your friends or meet new friends. There is always a tournament, video or other activities taking place.

#### Middle School Program

An afternoon program that offers a variety of activities for youth enrolled in the Middle School and is free of charge. All youth must be registered through Central Registration. During the summer, winter & spring break CYS Services offers a camp for middle school youth for a nominal fee.

#### Teen Center

The Youth Center is a positive place for High School students to "hang out" and socialize, with youth their own age. There are several teen centers located throughout the military communities. The program is free of charge and all youth must be registered through Central Registration. Please check with your local MS/T center to find out how your program is tailored to best serve the interest and needs of local youth.





### **Computer Lab**

The computer labs have a wide range of software and Internet access. Our experienced instructors show youth how to utilize software and assist in setting up an email account.

### **Homework Lab**

Does your youth need help with homework? From explaining how to do the assignments to planning a research project, the MS/T staff and volunteers are available to help youth with their homework.

### **Boys and Girl Clubs of America**

All centers are affiliated with the Boys and Girls Club of America and use 4H materials to incorporate diverse programs in the arts, health and life skills, character & leadership development, education and career development. Please check with your local Child, Youth & School Services to find out how your program is tailored to best serve the interest and needs of local youth.

Some of the Boys and Girls Club of America programs offered are:

- Smart Moves (Skill, Mastery and Resistance Training), a prevention/education program, addressing the related problems of drug and alcohol use and premature sexual activity.
- Torch Clubs -Chartered small group leadership and service clubs for middle school youth. Power Hour - Homework help and tutoring provided every day after school at the teen center.
- Photography and Art Club -Meets bi-weekly with activities that provide youth with exposure to the fine arts and a chance to develop their own unique talents.
- The Ultimate Journey -An environmental education program in which youth learn about various issues impacting the environment and conduct projects to protect, restore, or enhance their local environment.

### **National Youth of the Year Keystone Teen Council**

In addition to Boys and Girls Club of America programs, other developmental Youth Services programs are available. Check your local MS/T Center for details.



## YOUTH SPORTS AND FITNESS

We offer a variety of sports and fitness opportunities during the year. Open to all youth ages 5 through 18 years. Check with your local CYS Services for details. NOTE: Youth will not be assigned to a team until Parent Central Service receives a current physical that is valid throughout the season. The Kaiserslautern CYS Services offers:

- Team Sports – Soccer, Tackle Football, Flag Football, Baseball, Basketball and Cheerleading
- Individual sports – including Rock climbing, Wrestling, Golf and Tennis
- Sports instruction
- Sports camps
- Health and nutrition activities
- Community wellness and fitness activities
- Fitness and Health – Nutrition Counseling, Health Promotion Classes and Events, Start Smart
- Outreach – Bowling, Intramurals, Motor Skill Activities, and Skill Building Clinics



### LANDSTUHL YOUTH SPORTS & FITNESS

Building 3819, Landstuhl Post  
DSN 486-8375; CIV 06371-86-8375  
Hours vary according to sports schedules  
Serves children and youth ages 2-18

### SEMBACH YOUTH SPORTS & FITNESS

Sembach Fitness Center, Building 105  
DSN 496-7607; CIV 06202-67-7607  
Hours vary according to sports schedules

### SKIESUnlimited

Building 3819, Landstuhl Post  
DSN 486-5412; CIV 06371-86-5412  
Office hours vary according to class schedules.



The Schools of Knowledge, Inspiration, Exploration and Skills (SKIES) offer a wide range of classes for children and youth, from babies to 18 years old. Classes are offered at Landstuhl, Sembach, Kleber, Rhine Ordnance Barracks, Pulaski Barracks and Miesau.

Enrollments/payments taken at any CYSS Facility, Parent Central Services or the FMWR One-Stop  
Ages of children and youth served vary depending on classes offered.

Current SKIES*Unlimited* classes include:

- Dance (Hip Hop, Tap, Ballet, Ballroom)
- Dance Camp
- Soccer
- Gymnastics
- Tutoring (Language Arts and Math)
- Singing/Voice Lessons
- Baby Beats/Music
- Music Theory
- Fine Arts
- Engineering
- German Lessons
- Spanish Lessons
- Baking
- Driver's Ed (variety of packages/options)
- Martial Arts (many different disciplines)



## SPECIAL NEEDS PROGRAM/SERVICES

"Our goal is to reasonably accommodate individuals with disabilities in order to integrate them into the program to the extent feasible, given each individual's abilities" (DA Memorandum 15 Jul, 94, subject: Rehabilitation Act of 1973 and the American's with Disabilities Act of 1990). Children with special needs are "mainstreamed" into regular CYS Services programs. Decisions to mainstream a child are handled on a case- by- case basis by a Multidisciplinary Inclusionary Action Team (MIAT). Parents are a vital part of this team. The team meets to determine appropriate placement for the child before and during enrollment in a CYS Services program. Decisions are also made regarding program adaptation and additional training for staff to ensure the child's needs can be met. If your child has special needs, please bring this information to the attention of the CYS Services staff during the registration process. Every effort will be made to place the child/youth in a program which meets the needs of all concerned. This can be re-evaluated as required.

## REGISTRATION

Parents must register their children and youth through the Parent Central Service Office on Pulaski Barracks or at the MWR One-Stop Shop at Landstuhl prior to receiving services. Pre-Registration and enrollment for most programs can be done online so you can do it from home or work.

To see upcoming CYS Services Programs being offered, visit

<https://webtrac.mwr.army.mil/webtrac/kaiserslauterncys.html>.

If you are transferring from another military base and used CYS Services there, please let us know. We can arrange for an electronic transfer of your records and save you some time.

Registrations are valid for one year and must be updated annually. Bring your children's immunization record (s), current health assessment if available, the sponsor's most current Leave and Earnings Statement (LES), spouse's most current LES, copy of PCS orders to Germany and two emergency contact phone numbers. If the health assessment is not completed prior to enrollment, the parent must provide an appointment slip or date for scheduled appointment. The health assessment and Family Care Plan (if applicable) must be submitted within 30 days of enrollment, or services will be denied.

Middle Schoolers and Teens enrolling in the Youth Center may complete self-registration forms (available at the Youth Center). CYS Services staff will contact parents to confirm the information on the forms.

Youth enrolled in Middle School/School Age/Teen programs may use medical information on file at their DoDDs School. Non-DoDDs students must show proof of immunization and have current health assessment. All children and youth are required to present a current health assessment before enrolling in any sports programs. The health assessment must be valid throughout the duration of the season.

If there have been significant changes in the child's health during the past year, the child must see a physician for a new health assessment. Annual updates are required each year according to date of initial registration, i.e. if the initial registration was in July, subsequent yearly updates will also be due in July. Parents are responsible for making sure all information on their child's/youth's paperwork is complete and accurate. If, during the course of the year, information changes (i.e., phone numbers, addresses, emergency contacts etc), patrons must update applicable forms. In an emergency situation, accurate information saves valuable time.

### **IMCOM-E CYS SERVICES PATRON PRIORITY**

IMCOM-Europe establishes standardized procedures and priorities throughout IMCOM-Europe to ensure all patrons are served in a predictable, consistent and equitable way when filling vacancies in CYS Services programs; and to provide a consistent method for documenting the true excess child care demand in the European theater. Please check Parent Central Services for further information on patron priorities.

## **WAITING LISTS**

If you need full or part day care you will be offered the first available space (viable option) in any of our facilities, however, this option may not be your first preference. For example, you may want full day care at one particular CDC, but since it is not available, we will offer you full day care at another location.

### **EXCESS DEMAND WAITING LIST**

When there are no childcare options available for a specific type of care, we begin an excess demand waiting list. Placement on this list is by priority and date of application. You may only



use priority status one time for each child per your assignment to the installation. Once a space is available, you are notified. You have twenty-four hours to accept or decline the offered space. If the offered space is a viable childcare option and you decline, your child will be removed from the excess demand waiting list, and you will lose your priority status. You must verify your need for care and update your information by calling Parent Central Services every 90 days.

### **PREFERENCE FOR CARE LIST**

If your first preference for childcare is not available at the time you register or when your name is reached on the Excess Demand Waiting List, you will be offered another option. Whether you accept or decline the childcare offered, you can request that your name be added to the waiting list for the type of care that you prefer at this time. This may include care in a specific location. The date you are offered the childcare option is used to place you on the Preference for Care List. Preference for care lists is based on the date your name is added to the list.

Once your preference for care is available and you are offered a space, you have twenty-four hours to accept and start enrollment procedures. If you decline the space, your name will be removed from the list.

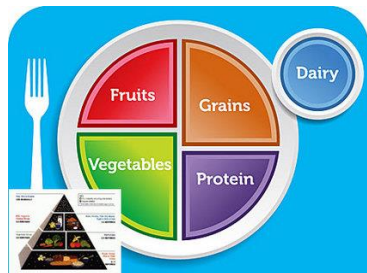
### **PROJECTED DEMAND LIST**

If you are looking for care prior to the actual date you need it, your child's name will be placed on this list. This helps CYSS Services staff project community childcare needs and report un-met needs to the Department of Defense. Placement on this list most often applies to expectant parents, individuals PCSing, and individuals seeking employment. Children are moved from this list to the excess demand list when the child is born, arrives at the installation, or the parent has found a job. Placement on the excess demand list is based on your priority for care and the date you originally requested care. You must verify your need for care and update your information by calling Parent Central Services every 90 days.

### **UPDATING APPLICATIONS**

You must contact Parent Central Services if you move or change units to update information on your waiting list application. CYSS Services staff will attempt to contact you through both your civilian and military addresses to offer available space. If you cannot be located, your child will be removed from the applicable waiting list.

## **CYS SERVICES FOOD PROGRAM**



Meeting the daily nutritional requirements of children enrolled in CYSS programs is a cooperative responsibility of parents and CYSS personnel.

CYSS Services personnel will ensure meal sessions are conducted in a way that is appropriate to the ages of the children and youth in the program and participate in the meal using proper table manners and eating child-sized portions of food. They will also help children develop healthy eating habits by controlling portion sizes. Staff maintains an awareness of

children in the room who have food allergies, ensuring that current information on the specific allergy is accessible in the activity room.

If a child has a food allergy or intolerance, parents must provide medical documentation showing a child's allergies or food intolerance instructions for emergency response should accidental exposure to an allergen occur, along with a list of appropriate substitutions. They should also provide feedback to program staff on the effectiveness of the food-service program.

## **MEAL PLANNING AND MENUS**

CYS Services programs serve nutritious foods that help meet children's total nutritional needs. Children participating in CDC programs 5 to 8 hours during the day receive one-third of their daily nutritional needs. Children cared for longer than 8 hours a day receive two-thirds of their daily nutritional needs. Meals and snacks meet USDA CACFP requirements.

Meal and snack sessions occur at scheduled 3-hour intervals. Timing of the intervals begins at the end of the meal (for example, lunch starts at 1130 and ends at 1200, and a snack should be served at 1500). A typical meal schedule is breakfast from 0800 to 0830, lunch from 1130 to 1200, and an afternoon snack from 1500 to 1530.



School-age children receive breakfast and an afternoon snack daily. Lunch will be offered on days that school is not in session.

Middle-school and teen youth will be offered a snack after school and during weekend sessions. During camp sessions, meals and snacks will be served according to the hours of the program.

All food must be provided by the CYSS facility. With the exception of food for special diets and special occasions, no outside food may be brought into the CYSS facility. Except during field trips, all CYSS-supplied food must be consumed at the facility.

Military MTF dietitian-approved, standardized menus will be used in all center-based facilities. All menus will be posted or otherwise made available to parents. Changes must be approved by the facility manager and written on the posted menu. Changes to menus must be kept for 2 years. Nonavailability of food items or special events are the only allowable reasons for substitutions. The menu will not be altered to meet personal preferences or to simplify the meal-preparation process.

## **SPECIAL DIETS**

Requests for CYSS enrollment for any child with a life-threatening food allergy or special medical diet must be reviewed by the MIAT team to determine if the CYSS program can accommodate the child's needs.

Parents of children on special diets (non-life-threatening allergies) are required to provide a physician's statement that specifies what foods the child cannot consume as well as allowable substitutions.

Parents of children with special diets based on published tenets of religious faith are required to provide a written statement from a clergy member or a military chaplain that specifies what foods are to be avoided as well as allowable substitutions.

Special diets based on parental preferences (for example, vegetarian) cannot be based only on a parent's request. These requests will be reviewed on a case-by-case basis by the food-service manager, facility director, health specialist, and CYSS coordinator to determine if CYSS can reasonably accommodate the request.

## **FOOD ALLERGY MANAGEMENT**



Children with non-life-threatening food allergies do not require a MIAT team review. However, documentation signed by a physician is required. Children's first and last names, photographs, and a list of their food allergies, with appropriate food or drink substitutions, will be posted in the kitchen and children's activity area to facilitate identification. Middle school and teen programs do not require photographs. Children will not be removed from the allergy list without documentation

signed by a physician.

CYSS will provide substitutions with equivalent nutrients for meal components within reasonable program capabilities. This means that—

- (1) If the child is allergic to only one or two ingredients per cycle menu, CYSS may make the appropriate substitutions (for example, soy milk substituted for cow's milk or cheese for fish).
- (2) When a child is unable to eat a majority of the food served or when providing the specialized food would result in excessive preparation time or expense, parents may be asked to provide food. Guidelines for parents providing food to CYSS will be determined in consultation with preventive medicine personnel, the APHN or CHN, the CYSS nurse, and a registered dietitian, and must meet the requirements of USDA CACFP guidelines.

## **FOOD FOR SPECIAL OCCASIONS**

Foods for special occasions and celebrations may not always meet the USDA CACFP nutrition standards but are relevant to recognizing the traditions, ethnic backgrounds, and seasonal celebrations in children's lives. Programs are encouraged to develop menus for these occasions that are both nutritious and relevant for the children enrolled.



Prepared foods must be purchased from an approved source (Army and Air Force Exchange Service (AAFES) or Defense Commissary Agency (DECA)) for special celebrations. The food may not be stored in the CYSS kitchen; it must be taken directly to the children's room from the point of sale. Food for special occasions may not be prepared at home or in nonapproved facilities. Foods for special occasions should be limited to cakes, cupcakes, and cookies. Items such as candy, chewing gum, and goody bags are not allowed.

Parents who want to provide special foods for birthday celebrations should be encouraged to provide a cake mix in the original sealed package for children to prepare as part of a cooking activity, or to purchase a cake from AAFES or DECA. Items such as cakes, cupcakes, and cookies will be served with fruit and milk to ensure nutritional requirements are met. Please give us a two week notice if you would like to bring in food to be prepared at the facility.

## FEEDING INFANTS

Infants must be held during all bottle feedings. Bottles will not be propped for self-feeding.



CDC programs will provide free canned powder formula to all infants in full- and part-day programs. Each infant will receive approximately 50 ounces of iron-fortified infant formula each month for parents to prepare at home. Parents will have a choice of two brands of iron-fortified formula and have the option to decline the formula. Infant formulas made from soy will not be served without a physician's statement.

Infant formula may not be prepared in CYSS programs. Parents are responsible for providing an adequate number of bottles labeled with the child's first and last names and date to be used during the day. Prepared formula not consumed within 1 hour after heating must be discarded. Bottles must be rinsed and returned to the parent at the end of the day to prevent bacterial growth.

Baby bottles may be warmed, but never in a microwave. The preferred method for warming bottles is in a bowl of warm water. Crock pots and bottle warmers are not allowed as there is no way of regulating the temperature settings, and these vessels hold large amounts of scalding water.

The temperature of the liquid must always be tested before feeding to make sure it is not too hot or too cold. The bottle should be shaken well and the temperature tested by squirting a couple of drops of the liquid onto a wrist or back of the hand. The temperature is correct when the liquid feels neither warm nor cold.

Bottles for infants under 12 months may contain only formula or breast milk. Whole milk is allowed for children over 12 months. European children teas (for example, *Kindertea*), presweetened drinks, and sodas will not be served to children in CDC programs. The CDC will provide juices which are 100-



percent fruit and pasteurized. Juices will be given by cup to children beginning at age 8 months or when specified by a physician.

Breast milk may be brought in bottles labeled with the child's first and last names and the date. It is recommended that bottles contain no more than 2 to 3 ounces of breast milk. Breast milk that has been warmed but is not consumed must be discarded. Breast milk that has not been served will be returned to the parents at the end of each day. It is the parents' responsibility to ensure that breast milk sent to the CYSS program has been stored appropriately while at home (appropriate temperature and length of time).

Staff members will consult with parents regarding the frequency and interval of feeding. Breastfed babies typically feed more often than formula-fed babies as breast milk is digested more quickly and more completely. Parents will be told whenever the baby takes more formula than expected. The baby may be experiencing a growth spurt and additional milk is required. Every effort should be made by staff members not to waste expressed breast milk.

Breast milk should be stored, thawed, and warmed according to Centers for Disease Control and Prevention guidance. It will be refrigerated when not being used, and warmed gently in a bowl or cup of tepid water. It will not be heated in a microwave or by placing in bottle warmers or crockpots. Breast milk contains beneficial living cells that can be destroyed by excessive heat.

If breast milk has been removed from the refrigerator in anticipation of a feeding but not heated or used, the milk should not be discarded. Breast milk that was not warmed or served can be returned to the refrigerator and saved for the next feeding or for the parent to take home at the end of the day. Do not save milk from a used bottle (one from which a baby has sucked).

CDC programs will provide all jar food, cereal, and teething biscuits for infant meals. Jar foods must be all fruit, vegetable, or meat. Combination meals, desserts, and fruits and vegetables containing tapioca will not be served. Cereal must be iron-fortified and must not contain fruit.

Infants will be fed individually. Patterns established for infant feedings will be based on individual children's feeding plans and individual schedules will be developed by caregivers in coordination with parents. Spoon-feeding and self-feeding will be encouraged based on the child's interest and ability. Infants may be seated in highchairs or held on an adult's lap for spoon-feeding.

## **SERVING MEALS AND SNACKS**

Children are not forced to eat, and food is not used as a punishment or reward. We serve meals or snacks every three hours, so if children refuse to eat, they will wait only a short time before they have another opportunity.

Toddler-age children and older participate in cleaning tables, setting tables, and preparing for meals. Once tables are ready, all children and adults sit together to dine "Family style." Children serve themselves with adult assistance. CDC staff sit and eat with the children as part of meal and snack services.



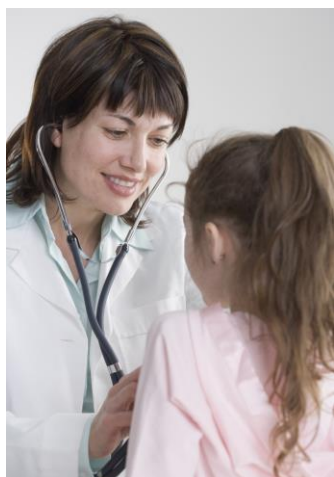


Adults use proper table manners and carry on pleasant conversations with the children as they eat. Both children and adults clean up after meals. Children help scrape and stack dishes, wipe spills, and clean tables.

Meals for school-age, middle-school, and teen programs are served buffet style. Adults sit with youth as they eat. Proper portion control should be followed to help control cost and to help prevent childhood obesity. The taking of second helpings is permissible, but should be monitored to help children make healthy choices in the amount of food consumed.

## **HEALTH PROGRAM**

### **PHYSICAL EXAMINATIONS/HEALTH ASSESSMENTS CHILD DEVELOPMENT AND SCHOOL AGE CENTERS**



Every child up to the age of 10 who is enrolled in a CDC or SAC program must meet applicable health-assessment and immunization requirements, and documented on Form 608-10-1A no more than 1 year before the registration date. Well-baby and well-child examinations, school and athletic physicals, or other health examination forms may be attached to the AE Form 608-10-1A to ensure all required information is provided. All health assessments must be in English. All children in CDC and SAC programs must have a new health assessment at least every 3 years.

A parent or guardian must review the documents each of the next 2 years to ensure the information and immunizations are current. If the information and immunizations are current, the parent or guardian will sign and date the bottom of the form. Significant changes in a child's health will require a new physical examination by a health care provider.

Children of any age enrolled in CYSS sports and fitness team-sports programs must complete an annual sports physical documented on AE Form 608-10-1A.

### **MIDDLE SCHOOL AND TEEN PARTICIPANTS.**

Middle school and teen CYSS participants do not require a health assessment unless they are participating in a sports program or enrolling in a residential camp program (including the Youth Leadership Forum) that requires a health assessment.

### **CYSS SPORTS AND FITNESS TEAM-SPORTS PARTICIPANTS.**

CYSS sports and fitness team-sports participants of every age may register and enroll in any sports and fitness program without a physical. They may be placed on a team roster; however, they must pass a sports physical before being able to participate in the first practice or game. The physical examination must be annotated on AE Form 608-10-1A and remain valid through the last day of the enrolled sport. Well-child examinations, school and athletic physicals, or other health

examination forms may be attached to the AE Form 608-10-1A to ensure all required information is provided. To qualify as a sports physical the form must state *Cleared to participate in sports*. If the sports physical expires at any time during the season, the child/youth will be prohibited from participating in any practice or game from the date the sports physical expires. Children may resume participating only after their sports physical is renewed.

## **SCHOOLS OF KNOWLEDGE, INSPIRATION, EXPLORATION, AND SKILLS (SKIES) PARTICIPANTS.**

Children enrolled only in instructional programs (SKIES) through age 12 are not required to have a physical unless deemed necessary by the instructor, the Outreach Services director, the CYSS coordinator, or the Army Public Health Nurse.

## **EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP) ENROLLEES.**

The Multidisciplinary Inclusion Action Team (MIAT) guidance from IMCOM must be followed when any child enrolled in the EFMP uses CYSS programs. Advance contact between gaining and losing garrisons is strongly encouraged to facilitate reentry into care when a Family moves.

## **IMMUNIZATIONS**

The current immunization schedule provided by the United States Army Europe Regional Medical Command (ERMC) must be followed. All children enrolled in CYSS programs must be free of communicable diseases. Immunizations are a proactive health measure to protect children who have an increased risk for communicable disease while in a group-care setting. The only allowable exceptions to receiving the required immunizations are for physician-documented medical reasons or for legitimate religious objections documented by the clergy (including military chaplains). Vaccination requirements will not be waived based on parental preference.

Non-U.S.-military patrons must be encouraged to follow the U.S. pediatric immunization requirements provided by the closest U.S. military treatment facility. Non-U.S.-military patrons may elect to follow their host-nation's child-immunization guidelines, but must provide a copy of those guidelines and prove that the child has been vaccinated accordingly.

Children will be excluded from care if there is an outbreak of a vaccine-preventable communicable disease against which the child is not vaccinated.

## **ILLNESS**



We take all reasonable precautions to offer a healthy environment for children. Staff screen children for any signs of illness or symptoms of communicable disease upon the child's arrival at the program. Your child may be denied admission if we notice signs of illness. You may feel that these procedures are merely an inconvenience but they are for the benefit of the children. Please see points outlined below.

## ILLNESS CRITERIA FOR DENIAL OF SERVICE

Body temperature above 100.5 degrees Fahrenheit (100.5 °F) for infants 3 months or younger, or a temperature above 101 °F for children older than 3 months. Care will be denied when the thermometer reads 101 °F (fractions of degrees will not be rounded up or down). Temperature should be taken from axilla (under the child's arm); temperatures will not be taken rectally. Criteria may change during the influenza season.

Any illness affecting the ability of your child to participate in daily activities, to include outdoor play is criteria for denial of service.

Obvious illness such as:

- Impetigo red, oozing erosion capped with a golden crust.
- Scabies crusted, wavy ridges and tunnels in the webs of the fingers, hands, wrists, and trunk.
- Ringworm flat, spreading, ring-shaped lesions.
- Chicken Pox crops of small blisters on a red base, which become cloudy and crusted in five to seven days. Usually accompanied by an itching sensation.
- Head lice nits attached to the hair shafts. Resembles dandruff but will not brush out.
- Conjunctivitis Also called "Pink Eye." Red, watery eyes with thick, yellowish discharge. This may also be accompanied by an itching sensation.
- Severe Diarrhea watery bowel movements, not to exceed three in one hour.
- Pinworm infestation itching in the anal area, especially at night.
- Severe vomiting more than two (2) episodes in one hour, or where fever or diarrhea coexists.
- Persistent cough that has been present for five or more days, and interferes with child's participation in activities.
- Culture proven strep throat that has not been under treatment for at least 24 hours.
- Also, symptoms of other contagious diseases such as, but not limited to, Measles, Mumps, Hepatitis, Scarlet fever, and Strep infections, are criteria for denial of service.



## PROCEDURES FOR PARENT NOTIFICATION OF CHILD ILLNESS

CYSS personnel will notify parents or guardians when a child becomes ill while in care. If the parents or guardians cannot be located, the designated emergency contact must be contacted. Ill children must remain in the isolation room under adult supervision and away from other children until picked up.

## READMISSION GUIDELINES

A child may return to the CDC or SAC when either the child no longer exhibits the symptoms of illness or the staff is presented with an AE Form 608-10-1B signed and stamped by a health care provider stating that the child is no longer contagious. The child must also be well enough to participate in scheduled program activities, including outdoor play.



## ALLERGIES

You should inform the caregivers and management staff if your child has any allergy or sensitivity to any food or drug. Food related allergies require a physician's statement indicating what your child is allergic to and listing acceptable substitutes to ensure your child's daily nutritional needs are being met. Special diets for religious reasons also require documentation. See the Food Service section for more information.

## ASTHMA

Children diagnosed with asthma must have on file a current Asthma Action Plan and current medications at the enrolled program.

## ADMINISTERING MEDICATIONS

***\*\*AN IMPORTANT NOTE REGARDING RESCUE MEDICATIONS (SUCH AS EPI-PENS AND INHALERS): MANY OF OUR FACILITIES ARE NOT NEAR HOSPITALS AND THESE MEDICATIONS ARE OUR ONLY RESOURCES IN THE CASE YOUR CHILD HAS AN EMERGENCY. PLEASE PROVIDE YOUR CHILD CARE FACILITY WITH THESE ITEMS, AND PLEASE ENSURE THAT YOUR YOUTH HAS THEM IN THEIR POSSESSION WHILE AT OUR YOUTH CENTERS\*\****

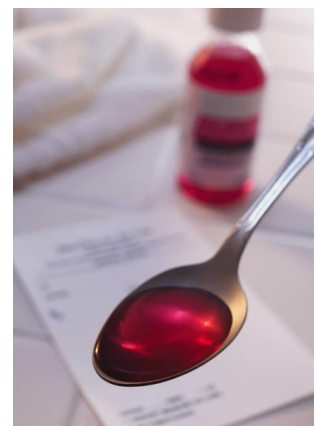
### CHILD DEVELOPMENT AND SCHOOL AGE CENTERS.

CYS Services staff may give some medications to children enrolled in full day programs and regularly scheduled before and after school programs, but only under strictly controlled circumstances. Medications required by special needs children attending hourly and part day preschool programs are administered on a case-by-case basis. Medication and special therapeutic procedures will be administered only when prescribed by a licensed practitioner and only when there is no other reasonable alternative for providing the medical treatment needed by the child.

All medications must be in their original containers with a childproof cap, and be labeled with the following:

- Date
- Physician's name and instructions for use.
- Child's name, name of medication, dosage (or strength), frequency of administration, how it is to be given (i.e. by mouth) and start and stop dates (this could also be in the form of the number of days prescribed)

In addition, the medication may not be more than thirty (30) days old. It must be accompanied by a dosing syringe/cup/spoon with measurements that match the prescription (i.e. mm, tsp, etc.).



We cannot give any oral medication until the parent has administered it for the first 24 hours at home.

Any medications not on the medication list or medications required on an 'as needed' basis require prior approval and training by CYS Services Health Specialist. German medications can be given if they are reviewed and on the approved medications list. For all prescription medication, a medication card must be completed by the parent, prior to the first dose being given by the facility staff.

Medications that are prescribed as "prescription required as needed" or "PRN" will not be given in CYSS programs with the exception of rescue medications such as an epinephrine auto-injector (EpiPen®) and asthma inhalers. These rescue medications require health-consultant approval, compliance with AR 608-75, and MIAT team review before their use will be authorized. The approval and compliance will be on a case-by-case basis.

### **MIDDLE SCHOOL AND TEEN YOUTH SERVICE PROGRAM PARTICIPANTS.**

Staff members are not responsible for administering medications to middle school and teen participants. During middle school and teen youth-service programs (for example, on- or off-post activities, field trips), participants may carry and self-administer medication with written parental permission. Youth participants may carry their own rescue medicines (inhalers and epi-pens) in the youth programs. The staff must be aware of the location of the emergency medication at all times. A signed consent form from their doctor, appropriate documentation, and SNAP paperwork must be on file.

## **BASIC CARE ITEMS**

CYS Services staff may administer over-the-counter (OTC) diaper creams, insect repellants, sunscreens, lip balm, petroleum jelly and moisturizing lotions. Only these items may be used without a prescription. Parents/guardians purchase and supply these items, label the container with the child's first and last names, and complete AE Form 608-10-1C. This form will be valid for 90 days after it is dated, kept in the child's classroom folder during the duration of use, annotated on the form when applied and placed in the child's permanent folder after a 90-day period

Only basic care items with Food and Drug Administration (FDA)-approved labels may be used. All OTC items purchased from U.S. military exchanges and dispensed by U.S. military facilities meet FDA approval. Non-FDA-approved items (e.g., bought in a German store) will not be applied by CYSS personnel unless an APHN or CHN provides an exception to policy.

### **DIAPER CREAMS**

CYSS personnel will follow the Centers for Disease Control and Prevention procedures for diaper changing. A health care provider must evaluate any diaper rash or redness that persists for more than 5 days or does not improve with the use of the diaper-rash medication. The parent or guardian must provide documentation from a health care provider showing that the child has been evaluated and treatment has been prescribed.

## SUNSCREENS AND INSECT REPELLANTS




Only sunscreens that are nonprescription, have a sun-protection factor (SPF) of at least 15, are identified by the FDA or the manufacturer as appropriate for use based on the age of the child, are nonflammable, and are approved by the FDA may be applied. CYSS personnel may apply sunscreen to children who have not yet begun first grade. CYSS personnel will apply sunscreen to the face (being careful to avoid the eyes) and to all skin exposed to the sun. Sunscreen may need to be reapplied if exposure to

the sun is prolonged or the children are involved in water-play activities. SAC children may carry and apply their own sunscreen and SPF protection with supervision by CYSS staff personnel. Middle Schoolers and teens will apply their own sunscreen.

Insect repellants will be applied according to the product instructions.

# CYS SERVICES POLICIES

## CHILD ABUSE & NEGLECT REPORTING



**Child abuse: doesn't report itself**

If you see or suspect child abuse, child neglect or a safety violation in your DoD CYSS Programs or Schools, report it to your installation:

DSN 489-6060 CIV 0631-536-6060	DSN 486-8366 CIV 06371-86-8366	DSN 493-4027 CIV 0631-3406-4027
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Child Abuse Reporting Point of Contact (RPOC)      Family Advocacy Program      Safety Office

or call the DoD Child Abuse and Safety Violation Hotline at:

**1-877-790-1197**  
(In the United States)

**OVERSEAS: Please Call Collect 703-604-2547**  
(local charges may apply)



Law obligates CYS Services staff to report any suspected incidences of child or spouse abuse or neglect. If staff sees a child with suspicious bruises, cuts, burns, welts or other indicators of abuse or neglect, they must report it to the Military Police. We recognize that not all cuts, bruises, etc. are the result of abuse and neglect, so if your child has a bad bruise, a severe rash, etc. please take the time to explain the situation to your child's caregiver when you leave your child in our care. Conversely, if you see an injury or mark on your child, when you pick him/her up, check for an accident/incident report explaining what occurred. If no report is available or if you have questions that are not answered by the report, talk to the caregivers and/or program director immediately.

All of the above procedures are for your child's protection.

If you see or suspect child abuse, child neglect or a safety violation in any of our programs, please report it to the

local military police at DSN 489-6060 or CIV 0631-536-6060. If you prefer, you can call the Department of Defense hotline (collect) at 703-604-2547.

## CHILD GUIDANCE/TOUCH POLICY

CYS Services personnel have training in child guidance techniques before they are assigned to a program. In accordance with AR 608-10, discipline is consistent, constructive in nature and based on the child's developmental level. Some of the strategies caregivers use include anticipation and redirection, distraction, gentle reminders, support of children's own problem solving skills, and gentle restraint.

Touching in an appropriate manner is an important part of communication between adults and children, and is essential for the emotional and social growth of a child. It can provide a sense of security and safety to a child. However a child should never be forced to give or receive touching actions, positive or negative, against his/her will.

Normally children do not 'decide' to misbehave. They want to do the right thing. They may misbehave due to physical or psychological reasons, because the program does not meet their needs, due to problems at home, or for a variety of other reasons or a combination of reasons. Working together, we are more likely to identify the problem and find strategies to which the child will respond.

If discipline problems continue without any progress towards resolution, we may refer the child for outside professional help, and removal from the program may be necessary. Child, Youth & School Services will assist parents in obtaining alternate childcare if the need arises, but the ultimate responsibility lies with the parent. Our goal is to help the child having behavior problems without sacrificing the safety of other children, staff or providers.

More specific information is available to parents upon request. All CYS Services personnel encourage children to become responsible, caring individuals, to express their own feelings, and to respect the feelings of others. Children who experience difficulty meeting these expectations are worked with on an individual basis. If serious behavior problems occur, parents are informed so they can become an integral part of the resolution process.

## FIELD TRIPS

Field trips are essential elements of all of our programs, including Child Development Centers, School-age Centers and Youth Centers. Infants and toddlers frequently go on buggy walks around their CDCs, preschoolers will often walk to other facilities such as libraries and fire stations, school-agers board busses for activities in the general area, and middle schoolers and teens take in sights and activities as far away as Italy, Great Britain and Spain.



We have very specific guidelines and procedures for all of our field trips. We coordinate with the Public Health Nurse, Safety Office, Force Protection Officer, Military Police and Preventive Medicine as we plan our trips. All of our trips are assessed and monitored before, during and after the trip, adult/child ratios are adjusted according to the type of trip we take, and you will always be notified in writing any time your

child or youth goes on a field trip off the garrison.

Army in Europe Regulation (AER) 608-10-1 is our SOP which outlines extensive requirements for planning and conducting field trips, to include approving locations, supervision, transportation,



ratios, safety, meals and snacks, and assessing the risk level of any activities in which children and youth participate. If you would like more information on how we plan our trips, please ask a Program Director for a copy of AER 608-10-1.

## **CLOTHING**

### **CHILD DEVELOPMENT AND SCHOOL AGE CENTERS.**



Children are involved in developmental activities every day. Many activities such as art, cooking, water and sand play are messy. Please dress your child appropriately for a busy day. Clothing that can take “wear and tear” is best. We cannot guarantee that your child will be spotless at the end of the day.

We take all children outside on a daily basis, weather permitting. This includes cold weather days. Please provide outerwear appropriate for the weather. You may wish to send a cap or hat for outside play, even in the summer. It will protect your child’s face from the sun and his/her hair from the sand. Please minimize the use of clothing with strings or adjustment straps that could cause injury if entangled in outdoor play equipment (hooded jackets, stringed mittens, etc.) All

children need two full changes of clothing including underwear.

If your child needs to change clothing for some reason, the soiled clothes will be placed in a plastic bag and given to you when you pick up your child. We do have some spare clothing for younger children for use in an emergency. If your child uses our clothing, please wash and return it as soon as possible.

### **DIAPERS**

For health related reasons, only disposable diapers are permitted in our programs. Cloth diapers are only allowed when use of disposable diapers creates a health risk for the child. The child’s physician prescribes the use of cloth diapers, and the parent submits a physician statement to that effect to the program. If your child uses diapers, you must bring a sufficient supply of diapers and baby wipes. A sufficient supply of diapers is defined as one diaper per hour that the child is in care plus two for emergencies. Diapers are checked regularly and changed promptly if they are wet or soiled. Diapers and baby wipes should be labeled with the child’s name.

### **TOILET TRAINING**

Toilet training is a natural developmental process. Peak readiness is typically at 2 ½ years, but will vary with each child. We will not force children to use the toilet, nor will we punish a child for lapses in toilet training. Please consult with the caregivers in your child’s program before beginning toilet training to come to agreement on procedures (remember, “cold turkey” may not be the best choice in a group care situation – not only does it present a sanitation concern with wet/soiled clothing, frequent changing diverts staff attention from supervising the entire group). Children who are potty training may need several changes of clothes each day. You are welcome to

store the clothes in your child's cubby or bring them to and from the program daily. Please label all your child's clothing with his/her first and last name. Items sometimes are misplaced, and many of our children wear the same or similar clothing.

## **NAP TIME/QUIET TIME**

Children enrolled in full day programs or hourly care have rest periods following lunch. Children who need naps can go to sleep; others may use this time to look at books or engage in some other quiet activity. NOTE: Naps for infants follow the infants' own schedule.

## **TOYS/PERSONAL ITEMS/ELECTRONIC DEVICES**



CYS Services cannot assume responsibility for any personal items which are lost or broken. Do not allow your child to bring toys or other personal items, such as jewelry, purse/wallet, money, etc., to the program. Youth should be extremely careful about personal electronic items, particularly on field trips. If your young child has a special soft toy or blanket that he/she naps with, it may be brought to

the program; it will be put in the child's cubby, available for naptime. Please remember to take it home to be laundered at least once a week.

## **ARRIVAL & DEPARTURE**

Parents are responsible for the children's safe arrival and departure from the facility/program or busing area.

**CHILD RELEASE.** You may authorize someone else to pick up or drop off your child. However, we require advance notification in writing. Child release designees must be listed on the child's registration paperwork, which you sign. Please remember to keep these names updated as friends and coworkers leave the area. We require child release designees to present proof of identification. A child release designee must be 13 years of age or older.

**PAYMENTS.** We remind hourly care patrons that if they have not prepaid, they must pay for hourly care each day before departing.

### **CHILD DEVELOPMENT CENTERS.**

Please bring your child directly into your child's activity room after signing/swiping in at the front desk. We ask you to sign in to each individual room as well. In case room staff is busy with other children, please make sure that they are aware that your child has arrived. Upon departure, please sign out at the front desk after you have picked up from the activity room. Parent may not drop off or pick up from the front door or parking lot.

### **SCHOOL AGE CENTERS.**

Staff members will meet children and accompany them to the School Age Centers after school. Parents must sign their children out when the pickup and are departing the building. School age children in grades 1-5 may leave a program unaccompanied for independent participation in events such as organized sports, classes and youth organizations, if parents give prior written permission. NOTE: Our responsibility for the child ends once he signs himself out of the program.

### **YOUTH CENTERS.**

Middle School youth are required to swipe or sign in upon arrival and to swipe or sign out upon leaving. Middle School children may leave a program unaccompanied for independent participation in events such as organized sports, classes, youth organizations, and to walk home, if you give prior written permission. NOTE: Our responsibility for the youth ends once s/he swipes or signs out of the program. The only exception is for those Middle Schoolers enrolled in "Accountable Care". Accountable care procedures are the same as those at School Age Centers. Teens are required to swipe or sign in upon arrival and to swipe or sign out upon leaving the Teen Center. Teens may leave the center unaccompanied at any time. NOTE: Our responsibility for the teen ends once s/he swipes or signs out of the program.

## **STAFF QUALIFICATIONS**

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



All staff working directly with children receive specialized training in Child and Youth development and other related topics. Training Specialists, professionally qualified trainers hired by Child, Youth & School Services, conduct the training. The training starts before staff enter the facility and continues throughout their employment. Training topics include First Aid, CPR, administering medications, nutrition, child growth and development, child/youth activities, and child guidance and safety, to name a few.

We are extremely fortunate that many of our staff are truly interested in professional development. Many come to us with degrees in Education, Child/Youth development, or related fields. Some of our direct care staff are taking college courses in their fields. Others have received or are pursuing the Child Development Associate Credential, Army School Age Credential or Youth Practicum. They are nationally recognized and are only given to individuals who have demonstrated competency with children/youth.



## PARENT / PROGRAM PARTNERSHIPS

Did you know that you can earn points toward a fee reduction based on the number of hours you volunteer and points that you earn? You earn a 10% reduction on your monthly fees by earning 10 parent participation points. For more information on this opportunity, please contact Parent Central Services at DSN 493-4515 or CIV 0631-3406-4515.

We hope that you will find many opportunities to become involved in your children's or youth's programs. In addition to biannual parent conferences (a formal means of communicating your child's growth and development), and Parent Advisory Council (PAC) meetings, we offer a comprehensive Parent Participation Program which provides you with opportunities to contribute to program quality while earning points towards fee reductions.

We view Families as an integral part of our operation and strive to find meaningful ways for parents to enhance our overall program quality through a variety of program specific participation opportunities. The Parent Participation Program is an important component of parent involvement but is not intended to cover all ways that parents are involved within their child's program. Please take a look at the list below and see if anything interests you. This list is by no means all-inclusive, so if you have other ideas, please let us know.

### CYS SERVICES PARENT PARTICIPATION PROGRAM OPPORTUNITIES

**Program Evaluation:** help with inspections, developing our Mobilization and Contingency plan, completing surveys.

**Parent Education:** attending parent workshops or Parent Advisory Group meetings.

**Community or Special Events:** assisting with Month of the Military Child Fest, seasonal parties.

**Classroom Activities:** participating on field trips, assisting with lunchtime, sharing a talent or assisting with homework.

**Program Wide Projects:** repairing toys/equipment, preparing newsletter, laminating classroom or program materials, assist with maintaining parent or staff libraries, 4-H curriculum, creating bulletin boards.

**Individual Projects:** making games, recording books on CD, creating prop boxes, sewing or making classroom materials.



## CUSTOMER COVENANT

We are 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, efficient and 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

**NOTES:**