

# ROCK ISLAND ARSENAL



# PARENT HANDBOOK

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## **CHAPTER 1 – INTRODUCTION**

### **WELCOME**

Welcome to the U.S. Army Garrison-Rock Island Arsenal Child Youth Services (CYS) Programs! We consider it a privilege to share in the growth and development of your child and we hope that it will be a positive experience for your family.

Our programs offer quality child care and out of school care options provided by highly trained staff. Our developmental programming is designed to stimulate a child's emotional, physical, social and intellectual skills. We strive to provide safe, healthy environments, enriching experiences and warm, loving care for your child.

This handbook will provide basic information about our programs and our operating policies and procedures. We encourage you to read the information in the handbook and discuss any questions you may have with us.

Strong parent and staff relationships are essential to the success of our program and your questions, comments and suggestions are always welcome. We encourage you to participate in the many opportunities that are offered for parent involvement that include the Family Advisory Board, parent education sessions, special events and daily conversations with CYS staff.

We look forward to getting to know you better and hope this will be an exciting and rewarding experience for you and your child. We extend a warm welcome to each of you and are excited that you are a part of the CYS Family!

### **MISSION STATEMENT**

The Mission of Child & Youth Services is to:

- Support readiness by reducing lost duty time due to conflict between parental responsibilities and unit mission requirements.
- Contribute to the quality of life and well-being of families in the command with young children.
- Support parental child-rearing responsibilities by providing developmentally appropriate care options for children.
- Contribute to the growth and development of children while they are under Army care.

### **THE VISION OF RIA SERVICES PROGRAM IS:**

- Seamless delivery system for children and youth ages 4 weeks to 18 years
- Predictable services offered at all Child & Youth Services facilities

- Safe, healthy, Family friendly environments
- Well-managed programs
- Accountability for Army, Program, Staff/Child/Youth and Family Outcomes
- Satisfied customers – Children/Youth/Parents/Army/Congress
- Remain the “Benchmark for America’s Child Care Programs”
- Become the “Benchmark for America’s Youth Programs”

## **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. Establish fees that consider Army Family budgets and meet Army financial goals so that the CYS Services Program is affordable to both the Army and the Army Family.
- **Quality:** To support the growth and developmental needs of every child/youth, regardless of age or program enrollment, in a safe and healthy environment, with trained and caring adult 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.

## **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 will only be shared with those who need to know.

## **DIVERSITY/NON-DISCRIMINATION**

In accordance with Federal Law, Title VII, 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 Family and MWR 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 at any time.

## **ARMY FAMILY COVENANT (AFC)**

The Army Family Covenant institutionalizes a commitment by Army leaders to provide Soldiers and Families of all components with programs and services that maintain a quality of life commensurate with the quality of their service and sacrifice to the Nation.

## **COMMUNICATION/FEEDBACK**

Parents/guardians who wish to post questions, comments or concerns regarding Morale Welfare and Recreation (MWR), CYS programs may do so by completing an Interactive Customer Evaluation (ICE) survey on the garrison website. If you do not have access to a computer, please write your questions, comments or concerns and place them in the Parent Suggestion Box located in each CYS program lobby area. You have the option of remaining anonymous or, should you desire feedback, you may include your name and address.

The CYS website, <https://rockisland.armymwr.com/us/rockisland/categories/cys-services>, contains information on a variety of topics.

Parents are notified about curriculum/programming and policy changes through the use of a variety of media, i.e. the CYS website, Face book, Island announcements, bulletin boards, newsletters and parent handbook.

## **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 in the order below:

Primary Program Assistant (Classroom Lead Teacher)  
Assistant Facility Director  
Facility Director  
Chief, Child & Youth Services Division  
Director, Family and Morale Welfare & Recreation (FMWR)  
Deputy Garrison Commander  
Garrison Commander

## **HOURS OF OPERATION**

Child Development Centers (CDC):  
Bldgs. 11, 15 & 16: 0600-1715 Monday – Friday

Child Development (CD) Home:  
Bldg 85: 0600-1800 Monday – Friday  
Evenings and weekends based on reservations

School Age Center/Youth Center (SAC/YC):  
Bldg 150: 0600-0745 and 1500-1800 School Year  
0600-1800 School Year full day out  
0545-1730 Summer Day Camp

Parent Central Services/Family Child Care (FCC)  
Bldg 110: 0700-1600 Monday-Friday

CYS programs will be closed all federal holidays, CYS Staff In-Service Day and any other additional days/installation closures approved by the Garrison Commander. Fees will not be reduced, refunded, or prorated for these days.

CDC and SAC/YC: A late pick up charge of \$1.00/minute will be charged per family per site after 1715 for up to 15 minutes due to parents' late arrival. When the family is later than 15 minutes they will be charged \$5.00 per child per site for the remainder of the hour and each hour thereafter. Payments for late pick up fees are due the next business day.

CD Home: For families with children enrolled full time/part time, a late charge of \$1.00/minute will be charged per family after 1800 for up to 15 minutes due to parents' late arrival. When the family is later than 15 minutes they will be charged \$5.00 per child per site for the remainder of the hour and each hour thereafter. Late fees for hourly care beyond the reserved time will be charged. Payments for late pick up fees are due the next business day.

## **CONTACT INFORMATION**

CYS Coordinator  
Building 110  
DSN: 794-2828 • CIV: 309-782-2828

Parent Central Services (Registration for all programs)  
Building 110  
Director: DSN: 794-2165 • CIV: 309-782-2165  
Front Desk: DSN: 794-0791 • CIV: 309-782-0791  
Web: <https://rockisland.armymwr.com/us/rockisland/categories/cys-services>

Child Development Center Main

Building15  
Director: DSN: 794-2822 • CIV: 309-782-2822  
Assistant Director: DSN: 794-0483 • CIV: 309-782-0483  
Front Desk: DSN: 794-0148 • CIV: 309-782-0148

Child Development Center Annex  
Building 11  
Front Desk: DSN: 794-0153 • CIV: 309-782-0153

Child Development Center Annex  
Building16  
Assistant Director: DSN: 794-2934 • CIV: 309-782-2934  
Front Desk: DSN: 794-2816 • CIV: 309-782-2816

CYS Nurse  
DSN: 794-3043 • CIV: 309-782-3043

Family Child Care (FCC)  
Building 110  
Director: DSN: 794-0813 • CIV: 309-782-0813  
Front Desk: DSN: 794-3394 • CIV: 309-782-3394

CD Home  
Building 85  
For Reservations: DSN: 794-4074 • CIV: 309-782-4074

School-Age Center / Youth Center  
Building 150  
Director: DSN: 794-7544 • CIV: 309-782-7544  
Assistant Director: DSN: 794-1651 • CIV: 309-782-1651  
Front Desk: DSN: 794-5019 • CIV: 309-782-5019

School Liaison Officer  
Building 110  
DSN: 794-6515 • CIV: 309-782-6515

Family Advocacy Program Manager: 782-3049

DOD Child Abuse/Safety Hotline: 1-877-790-1197

CYS Website: <https://rockisland.armymwr.com/us/rockisland/categories/cys-services>  
CYS Tax ID Number: IMWRF 36-3523797  
Webtrac Site (for online payments)  
<https://webtrac.mwr.army.mil/webtrac/rockislandcyms.html>

## **CHAPTER 2 – SAFETY & RISK MANAGEMENT**

### **CYS STANDARDS OF CONDUCT AND ACCOUNTABILITY (SOP)**

The purpose of the SOP is to establish procedures outlining the Standards of Conduct and appropriate guidance, discipline, touching and accountability of children and youth enrolled in CYS programs. This SOP applies to all persons, paid and non-paid (staff, FCC/HOP Providers, contract employees, and volunteers), in regular contact with children/youth (4 weeks to 18 years) enrolled in CYS programs. The full document can be found on the CYS website.

### **CHILD ABUSE PREVENTION**

The protection of children from abuse is a shared responsibility between CYS staff and parents. Child abuse prevention training is offered periodically for parents. Parents are given information during orientation on child abuse policies and reporting procedures. In addition, there is a DoD Hotline Poster in each facility listing reporting procedures for parents if they see or suspect child abuse. Parents are encouraged to stop in for unannounced visits and act as monitoring agents for the care and protection of their children. All CYS personnel receive child abuse prevention, identification and reporting education training during their orientation period and annually thereafter. All CYS staff are mandatory child abuse reporters. If staff notice any incidents of child maltreatment, suspicious bruises, cuts or burns they must report this to the Family Advocacy Program Manager, the Program Director and the respective state. Management procedures are routinely practiced to ensure proactive abuse prevention; for example, completion of the Child Abuse Risk Assessment Tool and oversight of all child abuse policies and procedures.

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

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).

CYS programs have the following procedures in place to minimize the potential for child abuse:

1. Minimum of two personnel on duty in CDC and SAC/YC facilities regardless of number of children present.
2. Support personnel, i.e., food service or clerical staff, are not counted in ratios while performing these tasks.
3. Total room darkening not permitted.
4. Adults not allowed to sleep/rest on children's cots, mats or on the floor.
5. Field trip safeguards:
  - a. Minimum of two adults supervising children at all times.
  - b. Signed parental permission slips for each trip.
  - c. Notification to management and front desk upon activity room departure from buildings/playground area.
6. Sign in/out procedures/release of children:
  - a. Daily child sign in/out sheets include time in/out and child's full name.
  - b. Daily staff sign in/out sheets include time in/out.
  - c. Staff ratio sheets in each room to record ratios on an hourly basis.
  - d. All staff familiar with procedures to ensure children released only to authorized personnel designated on children's registration forms. Identification will be checked for those persons who are unfamiliar to CYS staff.
7. Parent access policy:
  - a. "Open door" policy to include unannounced visits at any time during child attendance.
  - b. Parents are encouraged to participate in program activities.
8. Staff identification: CYS personnel are visually identifiable to patrons through use of Government id badges and name tags.
9. Management staff on duty during all hours of operation.
10. Restricted access to children:
  - a. Visitors identified with name tags.
  - b. Visitors sign in/out at front desk.
  - c. Visitors are not allowed to wander unaccompanied through CYS facilities.
11. Training and Curriculum Specialist spends majority of duty hours in child activity areas and supports child abuse prevention initiatives through extensive classroom oversight and observation of caregiving staff.
12. Child abuse SOP given to all staff and reviewed with parents that includes child abuse reporting procedures and touch policy.
13. Employees all sign a statement of understanding.
14. Caregivers share diapering/toileting responsibilities.

The physical environment of facilities has been designed or modified to ensure that all children are visible at all times. These physical modifications include:

- Open bathrooms at CDC
- View panels
- Diaper changing areas located to allow visual oversight
- Child activity areas are large enough to accommodate a minimum of two caregiving employees
- Room arrangement monitored to ensure that all children can be seen at all times

- Phone installed in classroom areas so that staff can use phones without leaving area
- Video monitoring system

## **STAFF QUALIFICATIONS AND BACKGROUND CHECKS**

Eligibility requirements for CYS staff vary with the level of each position. The minimum qualifications for an entry level position are: 18 years of age; high school diploma or equivalent; able to speak, read, and write English; and able to lift 40 pounds.

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. Employment selection is contingent on a favorable background check.

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

Staff under LOSS will be identified by red dots on nametags with first and last names and/or red uniform/apparel. Staff who have completed background checks will be identified by green dots on nametags with first and last names and/or uniform/apparel. Classroom leads will be identified by nametags with first and last names and blue uniform/apparel. Management staff will wear nametags with first and last names and appropriate business attire.

## **SIGN IN / OUT OF FACILITIES**

To maintain a safe and secure environment, all visitors and volunteers are required to sign in/out at the facility’s front desk and obtain a visitor’s/volunteer identification badge. Parents/guardians simply dropping off or picking up their child/youth do not have to sign in. Parents/guardians visiting the facility or a classroom greater than 15 minutes must sign in at the classroom or at the front desk.

## **SECURITY**

CYS staff are aware and trained in general safety and security procedures relating to the children’s safety and well-being. They have been trained in evacuation procedures in the event of security issues or natural disasters. Emergency kits are assembled and ready to move in the event of the need to evacuate. Fire evacuation drills are practiced monthly. Tornado drills and security evacuations are practiced on an annual basis.

If we are ever notified that we need to evacuate the installation due to an emergency, buses/vans will be used to transport children from all CYS programs to pre-determined

locations in the community. Security will assist in stopping traffic so we can exit the installation quickly. Parents should pick children up at the alternate location directly following their exit off the island. Parents will be notified by phone, text or email as to what location we have mobilized to.

When children remain beyond normal operating hours and parents and emergency release designees cannot be reached by phone, children will remain at the facility with CYS personnel. The Family Advocacy Program Manager (FAPM) will be notified if staff are unable to reach a parent or release designee after 1 hour. It is the responsibility of the FAPM to notify the Department of Children and Family Services. The child will remain at the facility until a parent or designated emergency release arrives or a representative from Department of Children and Family Services (DCFS) takes custody of the child. Staff will continue to try to reach the parents or release designees. The CYS Coordinator will be contacted and the situation will be documented in writing.

## **ACCESS CONTROL SYSTEM**

An access control system has been installed at the front entrance of each facility. All families at the Child Development Centers will be issued a number code at enrollment. This code will allow them access to the facility. Families are asked to keep this code confidential. Families at the CD home and School Age will not be issued a number code. Visitors to the facilities will need to ring the bell to request access. Front desk staff will “buzz” these visitors into the facility if it is determined that they have a valid reason for being here. Visitors who are allowed access to the facility must sign in at the front desk upon entry. All visitors without visible identification and/or a name tag will be provided a visitor pass to wear while they are in the facility.

## **USE OF CHILDREN’S PHOTOS**

Children’s photos are used within CYS programs in a variety of ways. They are used for photo display boards, documentation for accreditation portfolios and 4-H activities, in children’s portfolios, and in marketing materials which may include videos and brochures. In addition, children’s photos are also distributed to families when group pictures are taken and may be given to departing staff members in scrapbooks or videos. Photos are also posted in classrooms for children with special diet statements with sponsor permission. We also take photos of children when we have special visitors or events which may be shared with the visitor or their organization. If photos are requested to be used by a local media outlet written sponsor permission will be requested.

## **CHILD GUIDANCE**

Helping a child/youth understand and make appropriate choices is the basis for child guidance. When a child/youth misbehaves, CYS staff works along with the Parent/Guardians using Positive Guidance (POSITIVE DISCIPLINE, POSITIVE

PARENTING, 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. *Corporal punishment is not allowed in the CYS programs under any circumstances, even with parent approval.*

The CDC and FCC programs use the Pyramid Model for Supporting Social Emotional Competence in Infants and Young Children that was developed by The Center on the Social and Emotional Foundations for Early Learning (CSEFEL). CSEFEL is focused on promoting the social emotional development and school readiness of young children birth to age 5.

## **DISCIPLINE**

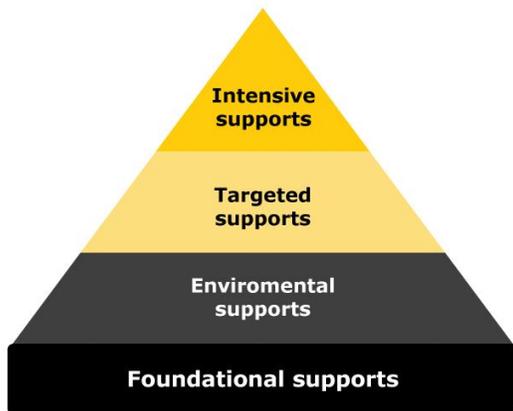
Discipline should be used in a consistent way, based on an understanding of individual needs, age, and child development levels. Simple, understandable rules have been established so that expectations and limitations are clearly defined. Discipline will be constructive in nature, including teaching of replacement skills, diversion, separating the child from the situation, use of problem solving, praise of appropriate behavior, or gentle physical restraint such as holding. A child may not be punished by: spanking, pinching, shaking, or other corporal punishments; confinement in closets, boxes, or other similar places; binding to restrain movement of mouth or limb; humiliation or verbal abuse; or deprivation of meals, snacks, outdoor play opportunities or other program components. Short term restrictions on the use of specific play materials or equipment, or participation in a specific activity are permissible.

## **SUPPORT PYRAMID MODEL FOR ALL PERSONNEL**

Army CYS uses a support pyramid model to understand and respond to behavior. There are three key things to understand about the model:

1. **Behavior is communication.** Children and youth use behavior to tell us what is going on and what they are feeling.
2. **Behavior is tied to relationships and the environment.** Unsafe behavior often occurs because a child/youth is feeling disconnected from other people, is overwhelmed by something that is happening in the environment, or does not have the skills needed to be successful in the activity or interaction.
3. **Behavior is an opportunity.** Behavior is a glimpse into a child or youth's experience and is an opportunity for CYS personnel to teach skills and help youth connect in positive ways.

Levels of support: Using a pyramid helps us think about how to build a strong foundation and basis for positive behavior. All children and youth need positive relationships and a supportive environment in order to be successful in a group setting. Mid-level supports are built upon the foundation to teach skills children need to communicate and connect with others. The top level of the pyramid is where programs develop individualized behavior support strategies.



Level	What it means
<b>Intensive supports</b>	Individualized supports for child/youth
<b>Targeted supports</b>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Coping skills</li> <li>• Self-help</li> <li>• Social skills</li> </ul>
<b>Environmental supports</b>	<ul style="list-style-type: none"> <li>• Physical space</li> <li>• Material</li> <li>• Routine &amp; schedule</li> <li>• Expectations</li> </ul>
<b>Foundational supports</b>	Positive relationships

## TOUCH POLICY

CYS is fully committed to providing a warm and caring environment for each child enrolled. Boundaries for appropriate and inappropriate touching are established to ensure 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. Accordingly, the following Touch Policy has been established to ensure that each child will feel safe, secure, and esteemed:

1. Staff recognize the importance of the physical contact needed to nurture and guide a child.
2. Staff must respect personal privacy and personal space of children.
3. Appropriate touching involves:
  - a. Responses affecting the safety and well being of the child, e.g. holding hand of child when crossing the street; holding the child gently but firmly during a temper tantrum.
  - b. Direct services personnel modeling appropriate touching.
  - c. At the Child Development Centers and Family Child Care (FCC) Homes, appropriate touching for children birth-5 years may include hugging, lap sitting, reassuring touches on the shoulder, and naptime back rubs.
  - d. Diapering and assisting a child in proper toileting procedures may require that staff touch the genital areas of a child.
  - e. If a child's genital area needs to be checked for reasons other than diapering or toileting, such as because of an injury or child's complaint, another staff member will be present as a witness. The incident will be documented and discussed with the parents.
  - f. For children/youth, Kindergarten through 18 years at School Age and Youth Center, and FCC homes, appropriate touching may include hugging and reassuring touches on the shoulder, high fives, handshakes, pats on the back,

assistance with applying sunscreen to backs and faces, and female staff assisting with tying girl's swimsuits.

- g. Touches expressively appropriate to instruction, such as instances where hands-on guidance is needed. Examples: swimming instruction, where one might require a steadying hand on the back, gymnastics instruction, where one might require steadying hands on the trunk of the body, or voice instruction, where one might require a hand placed on the diaphragm.
  - h. Temporary holding to limit movement is used only when it is absolutely necessary to prevent injury to the adult or child. Examples of this would be holding a toddler back to prevent him from biting another toddler, or holding a youth's wrist to prevent him from hitting another youth with a pool stick.
4. Inappropriate touching involves the following:
    - a. Coercion or other forms of exploitation.
    - b. Satisfaction of adult needs at the expense of the child. Examples of this include but are not limited to forced goodbye kisses, corporal punishment, slapping, striking, tickling, pinching, fondling, or molestation.
    - c. Violation of laws against sexual conduct.
    - d. Physical contact that is in violation of the law and cultural norms.
    - e. An attempt to change child behavior with adult physical force.
    - f. The reinforcement of "striking out" to deal with a problem. An example of this would be biting a child to show how biting feels.
  5. Additional guidance
    - a. Age-appropriate boundaries for appropriate and inappropriate touch will be defined and discussed with every CYS employee, FCC provider and volunteer prior to employment or entering a classroom.
    - b. No employee, volunteer, or FCC provider will be alone in a closed bathroom or closet area with children.
  6. The boundaries of appropriate and inappropriate touch are often unconscious and undefined. Consequently, any concerns that adversely affect the child's well-being should be addressed. Please feel free to contact the specific program director if there is an issue that needs to be discussed.

## **BULLYING**

U.S. Army Garrisons are committed to making our facilities, homes and community safe, caring, and welcoming places for all who enter our doors, particularly our children/youth. For this reason, CYS has a zero tolerance for acts of bullying or disrespect towards children/youth or CYS staff. We treat each other with respect. Our community and centers define respect as follows: Treat 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 and one-sided activity intended to harm where those doing the bullying get pleasure from the intended target's pain and/or misery. Bullying can be verbal, physical, and/or relational to the target's race, ethnicity, religion, gender (including sexual orientation), physical, or mental attribute. It includes

all forms of hazing and cyber bullying and can be and often is continuous and repeated over time. However, once is enough to constitute bullying.

Bullying (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 Coordinator or Facility Director will immediately address such actions for the well-being and safety of all children/youth and the community.

## **VIDEO MONITORING SYSTEM**

A comprehensive Video Surveillance System (VSS) is in place at the CDC facilities and SAC/YC. VSS is designed to deter and reduce the risk of child abuse in CYS Services facilities; 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. If you would like to view a portion of your child's/youth's time on the VSS, you should schedule a time with the facility director or assistant director. Due to confidentiality reasons, copies of these recordings are not authorized to be given to parent/guardians without a Freedom of Information Act (FOIA) authorization from the Garrison FOIA office. Recordings are released to authorized personnel such as the MPI and CID for official business.

Parents are also able to view their child on a monitor at the entrance of each facility especially during times of transition as they begin attending the program. It also allows CYS staff to review images on video in an attempt to proactively address safety issues or busy transition times within classrooms. It is important that parents are aware that this system is in use and that children's activities are recorded on a daily basis.

## **TRAINING**

All caregivers must complete a standardized orientation training prior to working with the children. They are required to become familiar with CYS policies and procedures through one on one training with the Training and Curriculum Specialist, reading standing operating procedures (SOPs), watching training videos, and completing supervised work experience with the children and lead teachers in each room prior to their first official duty assignment. New employees are required to complete 13 Army Child Care Training Modules within 18 months of initial employment in addition to various other training requirements. 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 position orientation. Training is ongoing and competency based. Assessments are completed to ensure staff comprehend and demonstrate the knowledge and skills learned from training.

Staff who have completed the training modules are required to complete 24 hours of training annually. Some of these annual requirements include: First Aid, CPR, Child Abuse Identification and Prevention, and completion of a research based special project.

CYS support staff, to include clerks, training and management personnel, have a prescribed training plan tailored to meet the requirements of their positions.

## **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. ***Moreover, 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 Services programs and activities, contact your Family Advisory Board representative or facility director

## **FAMILY ADVISORY BOARD (FAB)**

Family Advisory Board meetings are open to all parents and are advertised through email, the CYS website, and in the facilities. These meetings are held quarterly. Through this board parents have the opportunity to provide input on programming and policy changes as well as participate in internal inspections of CYS programs. Minutes of the meetings are posted on the CYS website and sent to parents.

## **PARENT PARTICIPATION PROGRAM**

The parent participation program is an ongoing system for providing a variety of opportunities for parent involvement in CYS programs through informational meetings/classes as well as time spent within the program. Parents are encouraged to share their culture, heritage, home languages, talents and gifts for the enrichment of children's experiences. Opportunities for discounts will be available for specific activities/time spent within the program itself. Opportunities for volunteer activities to interested parents will either be posted in CYS facilities or sent out via email. Parents may earn a fee reduction by volunteering and earning Parent Participation Points in a CYS full day or part day program. When parents have earned 10 points, they will receive a 10% reduction on 1 month's fees for one child who attends a full or part day program. Parents must volunteer in the CYS program where their child attends. Parents will be awarded points for each parent (not family) for volunteering in CYS programs. Volunteer activities and Parent Participation point values are:

Family Advisory Board meetings: 2 points

Parent education sessions: 2 points

Field trips: Points vary based on type of trip and length

Inspection teams: 5 points

Special projects: Book fairs, planting flowers/plants, assisting with putting together new toys, bleaching toys/equipment etc. points vary based on project.

Points are non-transferrable and unused points will not be issued as a credit if a family leaves the CYS program. Points will not be redeemed for cash. If a child is leaving the Child Development Center to attend Kindergarten, or the family is leaving the program and they have a remaining balance of Parent Participation Points, the family may transfer the points to the School Age Center if their child will be enrolled in the Before and After School Programs.

## **SMOKING**

Caregivers will not smoke in the presence or sight of children. Parents will also not be allowed to smoke in CYS facilities. Smoking is prohibited within 50 feet of any CYS facilities.

## **OUTDOOR PLAY**

Children in all rooms play outdoors daily, weather permitting. Our guidelines for weather conditions are: No outdoor play when it is 15° or lower with the wind chill in winter and when the heat index is 90° or higher in the summer. Our playgrounds feature a variety of types of activities for outdoor play and separate play spaces are available for each group. Outdoor play spaces also include a variety of surfaces and textures, including grass, sand, dirt, and asphalt, for different play activities. While playing outdoors children can try new skills, develop an appreciation for the natural environment, develop and refine large muscle skills, notice seasonal changes, and play cooperatively with other children

## **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 as well as many of our FCC Homes 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.
- National Association for Family Child Care (NAFCC) - Awarded to family child care providers who meet the eligibility requirements and the Quality Standards for NAFCC Accreditation. Accreditation reflects a high level of quality through a process that examines all aspects of the family child care program, i.e. relationships, the environment, developmental learning activities, safety and health, and professional and business practices. Once family child care providers become accredited, they agree to abide by the

standards set forth and to be measured against those standards with periodic integrity and compliance reviews.

## **CHAPTER 3 – REGISTRATION AND PROCEDURES**

### **GLOBAL DATA TRANSFER (GDT)**

This database makes it possible for families relocating to Rock Island Arsenal to forward their child's/youth's registration records from their previous Army installation prior to arrival. Upon arrival the Parent Central Services at Rock Island Arsenal can import the patron's information (e.g. names, birth date, child's health records, etc) that is stored in the database. Families will need to provide updates upon arrival to Rock Island Arsenal. Contact Parent Central Services for details on how to take advantage of this convenient tool.

### **PROGRAM ELIGIBILITY**

CYS accepts children as young as four weeks in Family child care homes through eighteen years old in CYS programs. Eligibility is contingent on the sponsor status. Eligible patrons include active duty military personnel; DoD Civilian employees paid from either APF or NAF; reserve component military personnel on active duty or inactive duty training status; combat-related wounded warriors; surviving spouses of military members who died from a combat-related incident; those acting *in loco parentis* for the dependent child of an otherwise eligible patron; eligible employees of DoD contractors; and others authorized on a space-available basis. In the case of unmarried, legally separated parents with joint custody or divorced parents with joint custody, children are eligible for child care only when they reside with the military service member or eligible civilian sponsor at least 25 percent of the time in a month that a child receives child care through an Army program.

The purpose of the Child Development Program and School Age Center programs offered by the DoD Components is to assist DoD military and civilian personnel in balancing the competing demands of family life and the accomplishment of the DoD mission, and to improve the economic viability of the family unit. Child Care and SAC is not considered an entitlement. (Reference: DODI 6060.2 and 6060.3, #4 Policy.)

Foreign Military Service members assigned to the Installation/serving the Department of Defense will pay the child and youth fee based on their Total Family Income (TFI). The eligibility criteria and priority are the same as any other Active Duty Soldier or DoD Civilian.

Military personnel of foreign nations and their Families when on orders from the U.S. Armed Forces, or in overseas areas when the overseas commander grants privileges in

the best interest of the United States. (Reference: AR 215-1 when addressing children 0-12 refer back to AR 608-10).

Coast Guard when activated are eligible patrons. The eligibility criteria and priority is the same as any other Active Duty soldier. Fees are based on their TFI.

Retiree's eligibility is limited to the use of YS and Sports and Fitness programs. Fees are not based on TFI.

We offer full-time childcare to eligible patrons for care during duty and/or school hours. Duty hours may be defined as any period of time in which you are expected to be at work. This would include regular duty time, flex time, overtime, and temporary duty (TDY). We ask that you keep us informed of any changes in your work schedule for staffing purposes.

At the discretion of the Program Director and CYS Committee a child will be removed from the group if, after a reasonable trial, he/she demonstrates inability to participate in or benefit from the type of care offered by the program or whose presence is detrimental to the group.

*Definition of Parent:*

- A parent or legal guardian is defined as the biological mother or father of a child; a person who by order of competent jurisdiction has been declared the mother or father of a child by adoption or the legal guardian of a child.
- *In Loco Parentis*- In an *in loco parentis* relationship, a person takes on the role of a lawful parent by assuming the obligations and discharging the duties of a parent without formally becoming an adoptive parent or legal guardian. The child(ren) must reside with and be supported by the person. A special power of attorney to act *in loco parentis* is required to be on file.

## **PRIORITIES FOR SERVICE**

All available spaces will be filled in the following priority order:

**PRIORITY 1:** In order listed:

- (1) Children of combat-related wounded warriors
- (2) Child development program direct care staff
- (3) Single or Dual Active Duty Military
- (4) Active Duty Military with full-time working spouse
- (5) Single and Dual DoD civilian
- (6) DoD civilian with full-time working spouse.

- (7) Surviving spouses of military members who died from combat-related incident.

**PRIORITY 2:** Priority given equally for those whose spouse is actively seeking employment. Status must be verified every 90 days. Placement based on date of application.

- (1) Active Duty Military
- (2) DoD civilian
- (3) Surviving spouses of military members who died from combat-related incident.

**PRIORITY 3:** Priority given equally for spouse who is enrolled in an accredited post-secondary institution. Status must be verified every 90 days. Placement based on date of application.

- (1) Active duty military
- (2) DoD civilian
- (3) Surviving spouses of military members who died from combat-related incident.

**PRIORITY 4:** Other eligible patrons in order listed.

- (1) Active duty military with non-working spouse
- (2) DoD civilian with non-working spouse
- (3) DoD contractors
- (4) Federal employees from non-DoD agencies, and military retirees on a space-available basis.

## **NINETY-DAY GRACE PERIOD**

Rock Island Arsenal Child, Youth and School Services has established a special program to meet the needs of new Military families arriving where a spouse may be seeking full-time employment or enrolling as a full-time student. We realize that transitions for families are not easy and we want to be able to assist you and provide you with quality childcare that is affordable and available.

Families will be given a 90-day period to provide an opportunity for the spouse to seek full-time employment or enroll as a full-time student. If more time is required beyond initial 90 days, families may request, in writing, up to an additional 90 days.

If full-time childcare is not required or needed, hourly care options are offered in all Child, Youth and School Services programs.

When a spouse accepts employment or enrolls in school, they will be allowed to retain their childcare space in the program. When the grace period ends and the spouse has not found employment or enrolled in school, full-time childcare services will end and families will be allowed to go back on the childcare waiting list.

At the time a spouse accepts employment, a new Fee Application (DD Form 2652), will be completed to reflect the additional income and determine the childcare fees.

## **ORIENTATION**

Parents are invited to an orientation visit prior to their child's first day of enrollment. Orientation begins with a visit to the classroom. Parents will meet with the CDC Director or Assistant Director to review policies and procedures while their child visits their new room. They will also meet with their child's primary caregiver to complete a brief interview about their child's interests, habits and developmental skills.

Generally, we find that children need a few weeks to adjust to their new schedule and the center environment. Don't be alarmed if your child seems to adjust during the first few days and then becomes upset at your leaving. Children exhibit different reactions to separation. Our staff will be happy to work with you on your child's adjustment. Parents of regularly scheduled children at the CD Home are invited to an orientation visit prior to their child's first day of enrollment. Parents will meet with the FCC Director to review policies and procedures. They will also meet with their child's primary caregiver to complete a brief interview about their child's interests, habits and developmental skills.

Parents are encouraged to visit and tour SAC/YC before signing their child up in various programs. At this time the Director introduces the parent to the facility, the staff, and the overall program as it relates to their child. Daily routines, sign in/out procedures, and administrative procedures are also discussed. During this time parents are encouraged to ask any questions they may have and to make arrangements for the parent and child orientation.

Parents are invited to an orientation visit before their child's first day of participation at SAC/YC. Orientation begins with a tour of the facility, and an introduction to staff and participants. We encourage the child to participate in any activity that is going on at the time. Many times we will combine the tour and orientation so that parents do not have to make multiple trips back and forth.

## **PARENT CENTRAL SERVICES (PCS)**

Parent Central Services, commonly referred to as the “Gateway to CYS Services,” is the first place a Family visits at a new installation to obtain information and register for CYS programs. CYS Parent Central Services:

- ✓ Verifies a patron’s eligibility using the DoD ID Card (Military, Civilian DoD contractor assigned to the Garrison, Reservist/National Guard, Active Duty soldier on orders)
- ✓ Determines services patrons needs (Wait list, hourly, part day, full day, SAC, MS/T, Sports ,etc)
- ✓ Explains age appropriate programs associated with patron’s children;
- ✓ Conducts a search for care in CYS for immediate openings.
- ✓ Conducts initial and re-registration of patrons into all CYS programs
- ✓ Explains Wait List polices and the use of the Military Child Care website.
- ✓ Determines patron fee category IAW with the latest fee policy
- ✓ Schedules new patrons for program orientations
- ✓ Sends eNews publications and messages and contributes to websites of interest to parents.

## **REGISTRATION PROCEDURES**

Parents/guardians must register their children at the Parent Central Services Office. This office is located in building 110, first floor, NE wing, and is open 0700-1600 Monday through Friday. Appointments are required and can be made by calling 782-0791. Families must re-register for CYS programs every twelve months.

When you schedule your registration appointment, you will be informed what type of information to bring with you to complete the registration process. Our registration process is streamlined and efficient in an effort to make this process simple and timesaving.

Parents must provide two local emergency contact numbers when they register their child into any CYS program. Failure to leave an accurate number may result in loss of your privileges. Emergency notification will occur if your child becomes ill, injured, or a behavior problem persists. In case of a weather-related emergency, parents will be informed if closure is authorized. Parent will be expected to pick up their child as quickly as possible, but no later than 1 hour after parent is notified. Failure to do so may result in suspension of program privileges.

## ITEMS REQUIRED FOR REGISTRATION

Children/Youth must be fully registered before they can use any CYS programs. **To expedite or avoid delay of the registration process, please have the following available:**

- Your CAC or Military ID (proof of eligibility)
- Social Security Number of Sponsor
- Proof of Child Eligibility (i.e. Legal Guardianship papers, Child Military ID Card, or Tricare card or DEERS printout from Soldier's AKO)
- Copy of Child's Birth Certificate or Social Security Card.
- Immunization Record
- Proof of Income: (i.e. Leave and Earning Statements/Pay Vouchers or proof of fulltime school enrollment)
- Health Assessment/Sports Physical Statement or Well Baby Check Up (due within 30 days of registration)
- Local Emergency and Child Release Designee (minimum of two )
- Family Care Plan (Dual/Single Military Only)

### **ALL FORMS MUST BE SIGNED AND DATED TO COMPLETE REGISTRATION!**

DD FORM 2652	Application for DoD Child Care Fees
	CYMS Profile Print
	Family Care Plan (dual/single military only)
	Health Assessment /Sport Physical
	Health Screening Tool (MIAT) Form/MAPS

## HEALTH REQUIREMENTS / SPORTS PHYSICAL

Any child enrolled in a CYS program must be free of communicable diseases, such as measles, mumps, hepatitis, scarlet fever and strep throat, and have documentation on record of all age-appropriate immunizations. Sponsors are responsible for providing immunization updates to CYS staff. Failure to provide up-to-date immunization documentation will result in suspension of CYS pass and denial of services until such documentation is on file with our Parent Central Services office. We are required to comply with the Army policy regarding required immunizations. CYS programs will follow the immunization recommendations of the Advisory Committee on Immunization Practices and comply with generally accepted practices endorsed by the American Academy of Pediatrics and the U.S. Centers for Disease Control and Prevention, as well as the latest guidance from the Office of Family Policy/Children and Youth. A waiver request must be approved by the Chief of Army Public Health Nursing (APHN) before childcare can begin. Waivers will only be approved for medical or religious reason, not personal preference. Children/youth who are not immunized will be denied childcare during outbreaks.

Immunization waivers for medical or religious reasons must have documentation from the licensed independent practitioner or an endorsement from an authorized religious authority of the religion respectively. Children/youth who have been granted a waiver, will be excluded from childcare in the event of an outbreak of a vaccine preventable disease.

All children must have a health assessment completed by parents and medical staff dated within the last year and must be given to CYS within 30 days of enrollment. The physical examination will be completed by a physician once upon admission and every third year after that. The form will then be updated annually by parents at re-registration. Health Assessments are valid for 3 years, from date of Dr's signature, (initial year, and updated by parents for 2 years). If a parent indicates a significant change in their child's health status a current medical examination will be required by a physician. Well baby exams or school athletic physicals can be used in the place of the health assessment if dated, signed and stamped by the health care provider and parent within 1 year. All Medical Actions Plans must be updated once every 12 months by a health care provider. Failure to return completed Medical Action Plan form on or before the due date will result in suspension of child's pass and denial of child care services.

**Exception:** Youth ages 14-18 years of age are not required to provide a health assessment or physical unless a "special need" has been annotated on the Health Screening Tool (DA Form 7625-1). Youth ages 14-18 years are also not required to provide an immunization record.

**SPORTS PHYSICAL:** 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 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.

## **CHILDREN WITH SPECIAL NEEDS IDENTIFICATION & ACCOMODATION**

All CYS programs strive to incorporate Exceptional Family Member Program (EFMP) participants and all other children with special needs, into all activities offered. The Army Child and Youth Services Screening Tool (DA 7625-1 or Tool #1) is required to be completed by parents to screen all children for special needs at the initial registration and annually thereafter. Upon identification of a special needs, supporting documentation must be submitted with the screening tool and forwarded by CYS to the Army Public Health Nurse (APHN) for review.

When a special need/condition has been identified for a child/youth already in a CYS program the parent will need to complete a new CYS Screening Tool (DA 7625-1 or Tool #1). Parents will have a maximum of five business days to provide required Medical Action Plan/Special Diet Statement (MAP/SDS).

A Multi-Disciplinary Inclusion Action Team (MIAT), is a multidisciplinary group consisting of the child's parents, the EFMP Director, CYS Coordinator, CYS Program Manager,

CYS Nurse, Army Public Health Nurse from Fort Knox, and direct care staff. The MIAT meet prior to the child's participation in any program to explore installation child care and youth supervision options for children that have been diagnosed with life-threatening conditions, functional limitations or behavioral/psychological conditions. The team determines child care and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Parent participation is crucial to the success of the MIAT. Every effort is made to accommodate children/youth with special needs.

Children and youth with the following conditions might be referred to the MIAT:

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

## **SPECIAL DIET**

Children/youth with life threatening food allergies or special dietary needs must have their Health Care Provider complete and sign and stamp the Special Diet Form 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 have a representative from their religious institution sign the special diet form that specifies which foods should be eliminated as well as allowable substitutions. Parental food preferences are not an appropriate use of the Special Diet Form and cannot be accommodated in CYS programs. For more information, please contact Parent Central Services.

## **MEDICAL ACTION PLAN (MAP)**

Maintaining the health and safety of every participating child/youth in CYS programs is of utmost importance. If the child/youth has a medical condition/diagnosis, such as allergies or asthma, that may require him/her to take medication while participating in an activity, the parent/guardian will be asked to complete a Medical Action Plan (MAP). Medical Action Plans (MAPs, 7625-3 or Tool #2) are valid for twelve months from the Dr's signature or until notified of health status changes, based on the date signed by physician (MAPs) or APHN (7625-3, or Tool #2). This plan is completed by the child's/youth's health care provider to ensure CYS staff is aware of the proper medication and the necessary course of treatment for the child/youth.

## **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.

## **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. Children are placed on the respective wait list using the MilitaryChildCare.com website.

**Note:** It is the responsibility of the parent/guardian to confirm interest in remaining on the wait list by confirming information on the website every 30 days. Failure to do so will result in removal from the wait list. When a space is offered in a viable care option (CDC, FCC, etc) parent/guardians are given forty-eight (48) hours to accept or decline the space. If parent/guardian does not confirm the offered space on MilitaryChildCare.com within forty-eight (48) hours, the space will be made available to the next eligible child/youth on the wait list.

**Viable Child Care Option:** Care to meet the patron's schedule that reflects the necessary program type (full day, hourly, part day, etc) and the appropriate age group (infant, toddler, preschool and school-age) for the child. Care may be on or off-post in any CDS system (CDC, FCC, SAC) 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.

## **SERVICE DOGS**

Service dogs may be permitted in CYS facilities. Patrons will be informed by signage posted in facilities. If your child has pet allergies, please ensure this is indicated on the Health Screening Tool (DA 7625-1 or Tool #1) during your registration appointment.

## **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 not mandatory. 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.

## CHAPTER 4 – 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 their child into the Child Youth Management System (CYMS) at the front desk before proceeding to their 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 Services 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 or verbal arrangements have been made with CYS personnel, only parents or parent designees notated in CYMS or Childs file may take a child from a CYS program.

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.

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.

## **DENIAL OF CHILD CARE SERVICES**

CYS takes all reasonable precautions to offer a healthy environment. To ensure the safety of all enrolled children/youth the staff will observe children/youth for signs of illness or symptoms of contagious disease upon arrival, while they are in care and before they leave. If fever is suspected, take the child's temperature. If the child has a temperature and while awaiting pickup, arrange for the child to be separated from the other children. The child will be allowed to return when fever free, for 24 hours, without the use of a fever reducer agent. Children that have been diagnosed with an infection and who are on an antibiotic therapy and continue to run a low-grade temperature will be evaluated case by case. Parents/guardians must pick up their child/youth that becomes ill while in care within 1 hour after notification. Failure to do so may result in a suspension of program privileges. Children/youth who appear to be ill or show visible signs of fever will be screened closely and may be denied admission based upon the following symptoms:

Inability to participate comfortably in daily activities. This can include, but is not limited to: acute change in behavior – this could include lethargy/lack of responsiveness, irritability, persistent crying, difficult breathing, or having a quickly spreading rash.

Obvious illness such as:

- Temperature in excess of 100.5° Fahrenheit auxiliary for children under 3 months of age, and in excess of 101° Fahrenheit for children over 3 months of age. Exclusion criteria for children/youth who become ill during the influenza season (1 October – 31 May) include: having a fever (100 ° Fahrenheit auxiliary or oral) and at least one (1) respiratory symptom such as runny nose, cough, congestion, sore throat, intestinal upset, and diarrhea.
- Impetigo- Red, oozing erosion capped with a golden yellow crust that appears "stuck on"

- Scabies - Crusted waxy ridges and tunnels in the webs of fingers, hand, wrist and trunk.
- Ringworm - Flat, spreading ring- shaped lesions. Surface is scaly, margins may be raised and reddened.
- Chicken pox - Crops of small blisters on a red base that become cloudy, may ooze, and crust over in 2 to 4 days.
- Head lice- Nits (white dots) attached to the hair shafts.
- Culture proven strep throat that has not been under treatment for at least 24 hours.
- Infectious conjunctivitis- Red, watery eyes with thick yellowish discharge. (Allergic Conjunctivitis is ok)
- Persistent cough which has not been assessed by a physician or which is accompanied by fever.
- Symptoms of other contagious diseases such as rash, measles, mumps, hepatitis, and scarlet fever.
- Pinworm infestation
- Hand, foot and mouth disease causes sores in or on the mouth, hands, feet, and sometimes the buttocks/legs. The virus spreads easily through coughing and sneezing.
- Severe diarrhea or vomiting, from unknown, possibly infectious cause (not resulting from medication, teething or food sensitivity). Diarrhea is defined as watery stools or decreased form of stool that is not associated with changes of diet. Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing soiled pants or clothing. In addition, diapered children with diarrhea should be excluded if the stool frequency exceeds two (2) or more stool above normal for that child; or loose or watery stools associated with fever; or if the child's ability to participate in program activities is affected.

## 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 regulations. The child/youth may only return to the CYS program when the following conditions exist:

- Common cold or influenza – when fever has been absent for 24 hours without the use of a fever reducer agent.
- Nausea, vomiting or diarrhea has been absent for 24 hours. Children with Salmonellosis and shigellosis must have 2 negative stool cultures and provider certification.
- Chicken pox – when all blisters have crusted over, usually not longer than one week after onset of rash.

- Head lice – when one medicated shampoo or lotion treatment has been given and not nits are present.
- Pinworm - treatment has occurred 24 hours before readmission.
- Impetigo – 24 hours after treatment has begun and lesions are no longer weeping.
- Conjunctivitis (Pink Eye) – 24 hours after treatment has begun and there is no longer any discharge from the eyes.
- Ringworm has been treated for 24 hours and areas are covered.
- Measles (Rubella or Rubeola) – 4 to 5 days after appearance of the rash and provider certification.
- Mumps – after 9 days from the onset of swelling and provider certification.
- Streptococcal and other bacterial infections – the appropriate number of doses of antibiotics have been given over a 24 hour period for known strep and other bacterial infections, and the child’s physician has approved readmission.
- Whooping cough (Pertussis) – after 7 days from date on antibiotic treatment was begun and provider certification.
- Hepatitis A, Viral – after one week from onset of illness and provider certification.
- Diphtheria or Meningitis – with written certificate from treating physician.
- Tuberculosis – after antibiotic treatment begun and a physician’s note.
- Children wearing casts, slings, have concussions/head injuries, or having stitches must have a written statement from a physician or health care provider upon return. Stitches will need to be covered as a safety precaution when child is outdoors.
- Scabies is under treatment and has occurred 24 hours before readmission.
- The child/youth has completed the contagious stage of the illness.
- The child/youth is able to participate in the usual daily activities.

## **COMMUNICABLE DISEASES**

Parents must notify CYS program personnel if their child contracts a communicable illness. It is our responsibility to report outbreaks of communicable diseases to the health consultant to protect the health and well-being of all children in our care. All parents will be notified in writing of such outbreaks. If the illness is of an unusual nature outside the normal childhood illnesses notification will be given to all parents. In order to maintain the privacy of our patrons identifying information such as the name of the child and the exact location of the outbreak will not be released. Information about a variety of communicable illnesses is available on the CYS website.

## **MEDICATIONS/BASIC CARE ITEMS**

1. No medication will be administered without a doctor’s prescription and a parent’s written permission. Medications that are prescribed as needed (PRN) will not be given in programs, with the exception of rescue medications. Parent/guardians will complete

and have the health care provider sign the corresponding Medical Action Plan (MAP) for the required medication. All medication policies will be discussed during the Parent/Guardian Orientation.

2. Medication will be administered only to children regularly scheduled in a full day program.

3. Medications must be in the original container and must have a prescription label with the child's name, name of medication, dosage strength, and current date.

4. Medications must be administered by a parent for the first 24 hours prior to re-admission into a CYS program. .

5. Parents will sign a medication card, DA Form 5225-R for each approved medication to be administered. These will be maintained daily by the caregiver including dosages and times.

6. No over-the-counter medications will be given except for basic care items. These items include non-aerosol sunscreen, non-aerosol insect repellent, diaper rash ointment, lotion and teething irritation salve and lip balm. These items must be in their original container and labeled with the child's first and last name. Products such as these are limited to those identified in AR 608-10 and must be approved by the Food and Drug Administration (FDA). Parents will sign a basic care card as needed which will be maintained by the caregiver. Contact your FCC Provider or program director for a listing of approved basic care items.

7. All medications must be given to the caregiver to be placed out of reach of the children in a secure area.

8. Medications considered to be rescue medications must be on site at all times the child is in attendance in the program. Rescue medications must not have passed their prescription expiration date.

## **SELF MEDICATION**

School age and Middle School/Teen 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 instructions from the youth's health care provider clearly spelling out what and when self-medication is allowed and under what circumstances the youth must refer to the parents and health care provider for assistance. 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 review is required

## **INJURIES/HEALTH EMERGENCIES**

If a child should become injured while in attendance at the program an Incident Report Form (RIA 608-6) will be completed by CYS staff. These Incident Report Forms are required for falls, scratches, bruises, bites and scrapes that occur while your child is in our care. The form will note the circumstance, the type of injury, any first aid that may have been applied, and recommendations, if any, to prevent a similar incident from recurring in the future. In some instances, parents may also be notified by phone of certain types of injuries. If a child is injured because of the actions of another child, reports will be issued for both children. The identity of both children involved in such incidents will be kept confidential. All reports are kept in the child's folder and child abuse allegations are reported to higher headquarters. Children who develop conditions requiring immediate medical treatment will be taken to a local medical facility for evaluation via ambulance. CYS staff will contact parents to notify them of this. A CYS staff person or FCC provider will accompany the child in the ambulance in the absence of the parent. Parents will sign a release form at registration authorizing CYS staff to approve medical care in their absence.

## **TRANSITIONS**

Children are supervised closely at all times and environment facilitates staff visibility and access to children. Extra vigilance is given during transition periods, i.e., arrival, departure, employee shift changes.

## **CHARACTER COUNTS!**

The nationally recognized CHARACTER COUNTS! character education program has been adopted by the Army for all CYSS programs. CHARACTER COUNTS! is based on the Six Pillars of Character: Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship. Teachers plan specific CHARACTER COUNTS! activities on their weekly plans.

## **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.
- **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, and Reserve and other branches of service; congressional delegates, local district officials and other key stakeholders plan and engage in observance of these events. Openings

for child care may be 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.

## **EMERGENCY CLOSURES/EVACUATION/MOBILIZATION**

In the event of an emergency, mobilization or other contingency in which the facility needs to be evacuated, CYS staff will follow a written Mobilization and Contingency (MAC) 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 military police 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.

## **TRANSPORTATION POLICY**

CYS staff is trained to operate government vehicles to safely transport children/youth in small groups 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.

- Seat belts must be worn at all times in mini-buses. Buses will not move until everyone is buckled up.
- Everyone must remain seated and facing forward on buses. Buses will not move until everyone is properly seated.
- 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.

Large groups will be transported to and from activities by a contracted bus service. All riders will observe established rules.

Buses used to transport children must comply with Federal Motor Vehicle Safety Standards in accordance with section 30125 of title 49, U.S.C. and applicable State or host nation requirements.

## **MEAL SERVICE**

CYS programs offer breakfast, lunch and an afternoon snack on a daily basis for all children in attendance. Monthly menus are posted/available at each CYS program. Meals are served family style in the CDC and cafeteria style in SAC/YC programs, so children participate in all phases of the meal service from setting the table to cleaning up. Children are encouraged to try all of the foods offered and to participate in meal conversation. Good manners are modeled and encouraged by staff. Denial of food or drink will never be used as a form of discipline.

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

CYS programs participate in CACFP. This is a Federal program that provides monetary reimbursement to participating centers for serving nutritious meals. All families are asked to complete an enrollment form and Household Eligibility Application at registration. The program is administered by the Food and Nutrition Service, an agency of the U.S. Department of Agriculture. CACFP is available to all eligible children without regard to race, color, national origin, sex, age, or handicap. Any person who believes that he or she has been discriminated against in any United States Department of Agriculture (USDA) related activity should write immediately to the Secretary of Agriculture, Washington, D.C. 20250.

Children requiring menu substitutions for medical or religious reasons must have a completed Special Diet Statement listing foods to be omitted and acceptable substitutions for those foods. These forms must be signed by the child's physician if required for medical reasons or by a representative of the family's religious institution if requested for religious purposes. CYS programs do not provide special meals or substitutions for parental food choices.

## **MISSION RELATED EXTENDED HOURS**

Families are not charged for approved Army mission related extended hours care. Families must provide written validation confirming the mission related extended hours care. The Soldier's Unit/Sponsor's Supervisor will provide documentation to qualify for approved mission related extended hours care to the center based program staff or FCC Provider. Extended duty hours care is generally up to 3 hours/day.

## CHAPTER 5 – 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 and taxable and reportable. Sponsors are responsible for considering any Dependent Care Flexible Spending Accounts (DCFSA) to determine if the net value plus the DCFSA value exceeds the \$5,000 or \$2,500 amount.

### 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 active duty save pay, long-term disability benefits, voluntary salary deferrals, retirement or other pension income, including SSI paid to the spouse and VA benefits paid to the surviving spouse before deductions for taxes. TFI calculations must also include quarter's subsistence and other allowances appropriate for the rank and status of military or civilian personnel whether received in cash or in kind. For dual military living in government quarters include BAH RC/T of the senior members only; for Defense civilian OCONUS include either the housing allowance or the value of the in-kind housing provided. Current BAH chart is located at <http://www.defensetravel.dod.mil/suite/bah.cfm>

### DOCUMENTATION NEEDED TO DETERMINE TFI

- 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.

Families who fail to show proof of TFI will not be allowed to register. 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.

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**

- Hourly Care fees: The Standard Army-wide hourly care rate is \$4 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 care payment is due at the time of pick-up. Failure to make the payment will result in termination of availability of child care services. Same day or walk-ins may be accepted on a space available basis. Reservations for childcare can be made in advance, check with your installation for further details.
- CYS WEBTRAC Payments: Some CYS programs allow patrons to make online payments as well as auto debit payments. Please contact your local Parent Central Services for availability of WebTrac payment options.
- Late Pick-Up Fee: CDC and SAC programs have a late pick-up fee of \$1.00 per minute up to 15 minutes per Family per site regardless of the number of children in care at that site. For example, a Family who has two children in the CDC and one child in SAC will pay a \$15 late pickup fee at each site if pick up is 15 minutes after closing. When the Family is later than 15 minutes, the Family is charged \$5.00 per child, per site for the remainder of the hour and then \$5.00 per child, per site for each hour thereafter.
- Parents may opt to pay on a monthly or semi-monthly basis. Billing is run semi-monthly on the 1<sup>st</sup> and 15<sup>th</sup> of the month. Full payment is due within 5 business days of the billing date. Incoming Families will make an initial payment of 10 percent of the monthly payment at the time they accept the child care space offered by the CYS Parent Central Services Office.

It is the parent/guardian's responsibility to ensure that payments are made in a timely manner. Late payment fees are charged after the 5<sup>th</sup> business day.

Late payment fee is \$10.00 per child per payment cycle (semi-monthly) or \$20.00 (monthly).

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

Families with unpaid balances after the 2<sup>nd</sup> semi-monthly billing cycle will receive written notification that if the bill is not paid in full by the 3<sup>rd</sup> semi-monthly billing cycle, (the beginning of the next month), then services will be terminated and a collection action will be initiated. Families may request a Command approved Financial Hardship Waiver, however the written request must be signed and returned to your Program Director before the 3<sup>rd</sup> semi-monthly billing cycle. Families with outstanding balances will not be allowed to enroll for other CYC programs.

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

- Once a family has had services terminated for an overdue account, the patron must work with the Financial Management office, not CYC to clear the account.

If, after termination, your overdue account is settled and you wish to continue using Child & Youth Services child care programs, please contact Parent Central Services to be placed back on the official Waiting List with limited priority (IAW AR 608-10, paragraph 4-5g) until a new space becomes available.

- In order to provide for appropriate staffing ratios, and to maintain a child's slot in the program, tuition charges are paid whether or not the child is in attendance. A 2-week leave/vacation credit is available for each child enrolled at the CDC or in FCC in a full day or part day program per registration year. There is also a 4-week leave/vacation option available for families enrolled at the CDC per registration year. CDC families will choose either the 2-week or 4-week vacation option at registration. The option selected cannot be changed until the next annual registration. Leave/vacation fee credits must be requested in writing at least 2 weeks in advance and taken in a minimum of 1 week increments. We define a week to be any 5 consecutive days of absence not to include Saturday and Sunday. If extenuating circumstances require less notice a written request must be provided to the CYC Coordinator for consideration. Refunds are not allowed for unused leave/vacation credits and they cannot be carried forward to a new registration year or transferred to another child. **Leave vacation options are available to patrons enrolled in CDC/FCC program ONLY.**

- Payments for SAC daily programs are due at the time of sign-up. Payments for SAC Summer Day Camp program are due by Wednesday prior to the start of each camp week.
- Fees may be charged for special events/activities that are either one-time events or that significantly enhance a regular program to cover the cost of the event/activity. Fees will not be charged for field trips for children enrolled in a regularly scheduled program. Parent volunteers and children attending hourly may be required to pay entrance admission for field trips.
- CYS accepts payments in the form of cash, check or credit card. Online payments may be made at <https://webtrac.mwr.army.mil/webtrac/rockislandcyms.html>. All receipts should be retained as proof of child care expenses in computing possible credit for personal income taxes.
- Families experiencing financial hardships may request a fee adjustment. Families requesting this must meet with the Army Community Service Financial Counselor. All requests will be approved or disapproved by the Garrison Commander or his designee. Fee Adjustments for Financial Hardships must be re-evaluated at least every 6 months by the counselor or Garrison Commander. **Families whose childcare fees are 25% or more of their Total Family Income (TFI) have the option to immediately request a Financial Hardship fee adjustment.** Forms and additional information are available from your program director.
- A \$35.00 returned check charge will be due for all returned checks. Upon receipt of Non-Sufficient Fund check, patrons will no longer be able to pay by check.

## **WITHDRAWAL/OUT-PROCESSING**

**Parents are required to provide a minimum of 2 week notice in writing prior to withdrawal.** This notice should be given to the Center Director, Assistant Director or clerical staff. Failure to submit written notification will result in on-going assessment fees. Vacation credits may be applied for this 2 week notice as appropriate. See your program director for more information.

## **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 Coordinator 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 illnesses (c) withdrawal from a regularly scheduled child care programs upon receipt of PCS orders and (4) withdrawal from a Youth Sport (occurring before midseason of the sport) upon receipt of PCS orders. Forms are available at Parent Central Services or at your program facility.

## **FEE REDUCTIONS INCENTIVES**

There is a multiple child discount for families with more than one child enrolled in an ongoing CYS program. Multiple child reductions are not applied to hourly care and School-Age Part Time and Daily fees. A discount is also available for families of deployed personnel through the Army Family Covenant. More information about Army Family Covenant benefits is available at Parent Central Services or from your program director. Parents may also earn a 10% fee reduction for volunteering a minimum of 10 hours and earning parent participation points in a CYS full-day or part-time program.

# Child Development Center



## **CLASS PLACEMENT**

Determination as to class placement and movement from one class to another will be based upon:

1. The child's individual needs
2. The child's chronological age
3. Class space availability

When there is a space available and it is determined by the sponsor and the CDC staff that a child is ready to transition to a new room, the child will spend several mornings visiting the new classroom. Parents are also encouraged to visit the new room and share information with their child's new teacher.

## **DAILY ATTENDANCE PROCEDURES**

Parents are responsible for the safe arrival and departure of their child. Parents must escort their child to and from the classrooms and sign the daily attendance register. Children will only be released to parents or their designees. Adults picking up children who are unfamiliar to staff will be asked for identification and their name will be checked against the release designee list. Children will not be released to adults not listed as release designees if written, or verbal in some circumstances, confirmation has not been made with a parent. Children will also not be released to siblings or other children under the age of 13.

All children will also be issued a swipe card for computer sign in. Upon arrival into the building parents must swipe their child in and out daily using the computers located at the entrance of each facility.

Parents are asked to notify either the front desk or their child's teacher by 9:00 AM if their child will be absent from the program.



The Child Development Center is accredited by the National Association for the Education of Young Children (NAEYC). NAEYC administers the largest and most widely recognized accreditation system for all types of early childhood programs and child care centers. NAEYC is the nation's largest organization of early childhood educators.

Early childhood programs accredited by the NAEYC Academy for Early Childhood Program Accreditation have voluntarily undergone a comprehensive process of internal self-study and improvement. Each NAEYC-accredited program must meet all 10 of the NAEYC Early Childhood Program Standards.

All NAEYC-accredited programs must:

1. promote positive relationships for all children and adults.
2. implement a curriculum that fosters all areas of child development – cognitive, emotional, language, physical, and social.
3. use developmentally, culturally, and linguistically appropriate and effective teaching practices.
4. provide ongoing assessments of child’s progress.
5. promote the nutrition and health of children and staff.
6. employ and support qualified teaching staff.
7. establish and maintain collaborative relationships with families.
8. establish and maintain relationships with and use resources of the community.
9. provide a safe and healthy physical environment.
10. implement strong program management policies that result in high-quality service.

NAEYC Accreditation is valid for 5 years. During that period, programs make annual reports documenting that they maintain compliance with the program standards. All NAEYC-accredited programs are also subject to unannounced visits by NAEYC assessors. For more information about NAEYC Accreditation, visit [www.rightchoiceforkids.org](http://www.rightchoiceforkids.org).

## **CREATIVE CURRICULUM**

The Department of Army has adopted the Creative Curriculum by Teaching Strategies. This curriculum is based on accepted theories of child development and supports our philosophy that young children learn best by active exploration, self expression and collaboration.

Our environment is designed to facilitate maximum learning and includes a wide variety of activities and experiences which promote fine motor, gross motor, social, and emotional development. Children are able to select activities and materials that interest them and allow them to be actively involved.

Our staff work with the individual child to promote development in all areas. Knowledge of child development, interactions, and observations allows teachers to gather information about each child’s temperament, interest, culture, emerging capabilities, and preferred learning style to meet the needs of every child and plan appropriate environments and activities. Weekly plans are posted on the parent boards in each room. They are also available through Teaching Strategies Gold once a parent has been added to the system.

During orientation teachers will discuss with parents in detail how Creative Curriculum is implemented in their particular classroom.

## MULTI-AGE GROUPING

Children enrolled at the CDC are grouped in multi-age rooms. The number of children enrolled in each room is determined by the ratios for each of the age groups present.

### Ratios

Category	Age Group	Adult/Child Ratio
Infants	6 weeks - 12 months	1:4
Pre-toddlers	12 months - 24 months	1:5
Toddlers	2 years to 3 years	1:7
Preschoolers	3 years to 5 years	1:10

Some of the benefits of multi-age grouping are:

- Children are able to spend more time with the same teacher. This allows the teacher to develop a deeper understanding of a child's strengths and needs to better support the child's learning.
- Families are able to develop a deeper bond with their child's teacher and teachers develop a deeper understanding of the family's culture and needs.
- Children are viewed as unique individuals. The teacher focuses on teaching each child according to his or her own strengths, unlike in same age classrooms that often expect all children to be at the same place at the same time with regard to ability.
- Older children have the opportunity to serve as mentors and to take leadership roles.
- Older children model more sophisticated approaches to problem solving, and younger children are able to accomplish tasks they could not do without the assistance of older children. This dynamic increases the older child's level of independence and competence.
- Younger children who are encouraged, comforted, and nurtured by older children will be able to emulate these behaviors when they become the older ones in a group.
- Older children may develop greater self-discipline. As they remind younger children of classroom rules and limits, they are also reminding themselves.
- Younger children are more likely to participate in group play and activities.

## STRONG BEGINNINGS PRE-KINDERGARTEN PROGRAM

Strong Beginnings is a kindergarten preparation program for children the year before they enter kindergarten. Activities are planned to teach children kindergarten etiquette

and the skills they need to become academically successful. Skills will be taught in all areas of development as well as a variety of content areas.

### **START SMART**

Start Smart teaches preschool children the basic motor skills necessary to play organized sports. The program focuses on teaching children basic sport mechanics without the threat of competition or the fear of getting hurt. Start Smart sessions are led by the Sports and Fitness Program Director and preschool teaching staff.

### **FIELD TRIPS**

Field trips are generally scheduled for preschool children once per month. Field trips are to locations in the local community that offer developmentally appropriate activities and learning opportunities for the children attending. Parents will sign a permission slip for each field trip authorizing their child to attend. Permission slips will note the location of the trip, the departure time, approximate time of return, and staff attending. The CDC has a bus and licensed bus driver to transport children and staff for trips. Parents are welcome to volunteer on all field trips. Parents may be required to provide their own transportation and pay admission fees. Parents who actively assist in supervision of children will earn participation points. CYS staff will follow designated safety and security measures while on field trips.

All classes also take advantage of our scenic location by going on walking trips.

### **SPECIAL ACTIVITIES**

Special activities such as sprinkler days, sled days and walks to Memorial Field will be announced in the classroom as they are scheduled. Children may be required to bring in items, such as swimsuits, towels, or sleds, for these activities.

### **DEVELOPMENTAL ASSESSMENTS/SCREENINGS**

Teachers use The Creative Curriculum Gold Dimensions of Development and Learning for all age groups. This allows teachers to collect evidence through observation, portfolios, partnering with parents, and interactions to identify where a child is at in their development and where they are going. Teachers are able to individualize learning for the children in their care and use this information to plan an environment and activities to help in the development of the whole child.

In addition, developmental screenings are conducted by outside agencies such as: Child Development Associates, Black Hawk Area Special Education District, Mississippi Bend Area Education Agency, etc. Parental permission is requested prior to all screenings. Scheduled dates and times for screenings will be distributed to parents in

children's cubbies or parent mailboxes. Results from screenings will be distributed to parents. Classroom teaching staff and the administrative staff will also have access to the results. If you would like more specific information about these screenings please contact the Training and Curriculum Specialist.

Vision, hearing, and dental screenings may also be offered for preschool-age children.

## **PARENT-TEACHER CONFERENCES**

Parent-teacher conferences are scheduled twice each year. Sign-up sheets for specific times will be posted in each classroom so that parents can choose the time that is most convenient for them. All parents are encouraged to take advantage of this opportunity to discuss their child's development with their primary teacher. Teachers and parents will also work on developing shared individual goals for children during this conference time. Additional conferences will be scheduled on an as needed basis at the request of CDC staff or a child's parents.

## **COMMUNICATION METHODS**

The Child Development Center uses a variety of methods for communicating with parents. Parents and teachers are encouraged to share information on a daily basis at arrival and departure times. Each classroom also has a phone if a parent needs to talk to teachers during the day and all teachers have email that they are able to check at least weekly if not more frequently.

Teachers will maintain a daily journal for each infant enrolled in the program which includes information about food intake and diaper changes.

Each child also has a portfolio documenting their development through observations, work samples, and photographs. These portfolios are maintained using an online system. Parents are issued invitations by staff to view information maintained in this system. They will be discussed in detail during conferences.

Each classroom writes a weekly newsletter with information about the activities in their particular classroom. There is also a monthly CDC newsletter containing information that is pertinent to parents in all classrooms.

Information that is relevant to all CYS programs or that is put out by the CYS Coordinator will be distributed by the CYS office.

Parents are encouraged to communicate any concerns or questions that they might have to their child's teacher or the CDC Director or Assistant Director. If a concern cannot be resolved with the CDC Director parents should contact the CYS Coordinator.

## **NAPTIME**

Infants will follow their own schedules for napping. Sheets and sleep sacks for infants will be provided and laundered by the CDC. All children age 1 and over will be given the opportunity to nap or rest on a cot each day. All children need a crib-size sheet and a small blanket for their cots. These should be labeled with your child's name. Children ages 3 and older may also bring a pillow (must be either in a pillowcase or washable) for nap. Children over the age of 1 year may also bring any special items they need to feel comfortable at nap time. Bedding items will be sent home each Friday for laundering and should be returned the following Monday.

## **SUDDEN INFANT DEATH SYNDROME**

The American Academy of Pediatrics says that one of the most important things to help reduce the risk of SIDS is to put healthy babies on their backs to sleep. This is done when a baby is being put down to nap, rest or sleep for the night.

Between the ages of 6 months to 12 months infants may begin to turn over on their own. Once this occurs the recommendation is to let the infants assume their own sleep positions after first being placed on their backs to sleep.

All parents of infants are required to complete an Infant Sleep Position Agreement. Children with medical conditions requiring them to be placed on their stomach for sleeping must have written instructions signed by their physician attached to this agreement. These forms will be posted in the child's classroom.

Infant sleeping areas are to be well-lighted and co-located with activity areas so that line of sight adult supervision is maintained. As an additional precaution, blankets will not be placed in cribs with sleeping infants. We provide sleep sacks for infants. These are placed over the child's clothing prior to being put down for naps.

For more information on reducing the SIDS risk, contact the "Back to Sleep" campaign at the American Academy of Pediatrics at [www.aap.org](http://www.aap.org).

## **FOODS BROUGHT FROM HOME**

Per DoD policy outside food may not be brought in to the CDC to be shared among the children. Only food prepared at or for the center is served for meals, snacks and special events.

## **INFANT FEEDING**

The Child Development Center will provide all the meal components appropriate for the age of each infant enrolled in the program. The food provided will follow the CACFP Infant Meal Chart. All parents will complete a form indicating if their child will be eating

the formula and food provided by the CDC or if they will be providing an alternative. These forms are available from the program director. Parents are responsible for providing empty plastic bottles with nipple covers if using the CDC formula. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months. If parents provide formula or breast milk, prepared bottles should be provided daily. All bottles should be clearly labeled with the child's first and last name, date and time the formula was made or breast milk was expressed. Unused portions of bottles will be discarded at the end of feedings. Infants will be held during feeding times; bottles will not be propped for them to drink. Cereal and/or medication will not be placed in baby bottles, unless otherwise indicated in the MIAT care plan due to medical reason. If parents choose to provide infant food it must be commercially prepared and in unopened jars or containers. All items should be clearly labeled with the child's first and last name and date.

Parents, physicians and caregivers will work together to develop a feeding plan which outlines the introduction of new foods. Feeding plans will be updated every 6 months and will be signed by the physician, parent and caregiver. These forms are available from the program director.

### **CLOTHING**

Children should wear clothing that is comfortable, washable, and suitable for all activities, including sitting on the floor and outdoor play. Shoes should have rubber soles and be suitable for running, climbing and jumping. We ask that children not wear flip flops or backless sandals because we cannot adequately supervise them on play equipment if they are wearing these. Please remember that children are taken outdoors daily (weather permitting) and should be dressed accordingly: jackets and hats for fall and spring; coats, boots, snow pants, gloves/mittens and hats for winter. All items should be labeled with your child's name. An extra set of clothes should be kept at the CDC at all times (possibly more if your child is working on toilet training). If wet or dirty clothes are sent home, please return a clean set of extra clothes the next day. All clothes should be labeled with your child's name.

### **TOYS FROM HOME**

Preschool children may bring toys, books or other items from home on show-and-tell days. Children should not bring toy guns, swords or any toy that promotes fantasy violence to the CDC. The CDC is not responsible for any toys that may become broken or lost. Children may also bring books, CDs or nature items to share with their class. Please remember to label all items with your child's name.

### **INFANT SUPPLIES**

(Children under 12 months of age)

- Diapers - parents will be asked to replenish these on an as needed basis.
- Two boxes diaper wipes - parents will be asked to replenish these on a monthly basis.
- Fresh bottles on a daily basis – these should be labeled with your child’s first and last name and the date
- Two changes of clothes - these should be labeled with your child’s name, appropriate for the current weather, and changed seasonally
- One Box of tissues - parents will be asked to replenish these on an as needed basis.
- Family pictures to post in the classroom
- Basic care items such as diaper cream, sunscreen, teething gel/tablets
- Appropriate outer clothing for outdoor play
- Requests for additional materials for special classroom projects may also be posted in individual rooms as needed.

**TODDLER SUPPLIES**  
(Children from 1-3 years of age)

- Diapers – parents will be asked to replenish these on an as needed basis.
- Two boxes diaper wipes - parents will be asked to replenish these on a monthly basis.
- Two full changes of clothes – these should be labeled with your child’s name, appropriate for the current weather, and changed seasonally
- One child-size toothbrush - parents will be asked to replace these on a monthly basis. They are disposed of at the end of each month.
- One tube of children’s toothpaste - parents will be asked to replenish this on an as needed basis.
- One box of tissues - parents will be asked to replenish these on an as needed basis.
- Family pictures to post in the classroom
- Small blanket and crib size sheet for nap labeled with your child’s name - these will be sent home for laundering every Friday and should be returned each Monday.
- Basic care items such as diaper cream, sunscreen or insect repellent
- Appropriate outer clothing for outdoor play
- Requests for additional materials for special classroom projects may also be posted in individual rooms as needed.

**PRESCHOOL SUPPLIES**  
(Children 3-5 years of age)

- Diapers and diaper wipes if needed - parents will be asked to replenish these on an as needed basis.

- Two full changes of clothes - these should be labeled with your child's name, appropriate for the current weather, and changed seasonally
- One child-size toothbrush - parents will be asked to replace these on a monthly basis. They are disposed of at the end of each month.
- One tube of children's toothpaste - parents will be asked to replenish this on an as needed basis.
- One box of tissues - parents will be asked to replenish these on an as needed basis.
- Family pictures to post in the classroom
- Small blanket and crib size sheet for nap (preschool children may also have a small pillow if desired) labeled with your child's name - these will be sent home for laundering every Friday and should be returned each Monday.
- Basic care items such as sunscreen or insect repellent
- Appropriate outer clothing for outdoor play
- Requests for additional materials for special classroom projects may also be posted in individual rooms as needed
- Additional items needed for children enrolled in Strong Beginnings will be shared at the beginning of the school year.

# Child Development Home



## **GOALS OF CHILD DEVELOPMENT (CD) HOME CHILD CARE**

The CD Home (Covenant Cottage) offers features of both a Family Child Care home and a Child Development Center. The home can offer hourly and extended hours care and can be open 23 hours per day, 7 days per week. The home provides small group sizes in a comfortable home like environment. Flexibility in scheduling allows us to better serve the needs of our families who require care outside the normal operating hours of other programs. It also allows a child to receive childcare until a permanent space becomes available in an appropriate program. Plans are made for the daily activities to develop the social, emotional, physical, and intellectual needs of each child. It is our continuing effort to provide an environment that is warm and happy and supportive of the child. Based on the theory that play is a child's work; activities are planned that emphasize the process rather than the product. Just as in our other programs, learning takes place through child observation and participation in normal home routines as well as in child initiated activities and provider-child interactions.

## **HOURLY FEES**

When making a reservation for hourly care, you will be given the total amount that you will owe for your care and this must be paid in advance.

## **PRIORITIES FOR CARE**

The CD home is part of an outreach initiative to meet the additional needs that CYS has identified for the families they serve. CYS will have their own priorities and policies for deciding exactly who receives CD home services. Because the home is designed to provide care for families with atypical work hours and families needing emergency, respite and other hard to find child care, families needing these kinds of care definitely have first priority with Military Families receiving the highest priority.

## **SUPPLIES**

It is the responsibility of the parent to provide the following for their child: diapers, a change of clothing (two for infants), wipes, and prepared bottles, if supplying your own formula. All bottles must be labeled with the child's first and last name and date. Basic care items such as sunscreen and diaper ointment are also to be supplied by the parent. Children's personal belongings (coats, diaper bags, etc.) should be labeled with the child's name. Children need to arrive in clothing appropriate for the weather, because outdoor play is a regular part of the program. Staff will let the parents know when supplies of personal items are growing low. If a child does not have the supplies necessary for staff to provide care, the parent may be called to pick up their child. We ask that children do not bring toys from home because of the problems that can arise.

Of course a special snuggly toy or stuffed animal to sleep with is permitted. Parents of full time children who nap on cots are asked to bring a crib sized sheet and blanket labeled with their child's name. These will be sent home at the end of the week.

### **CREATIVE CURRICULUM**

The Department of Army has adopted the Creative Curriculum by Teaching Strategies. This curriculum is based on accepted theories of child development and supports our philosophy that young children learn best by active exploration, self-expression and collaboration.

Our environment is designed to facilitate maximum learning and includes a wide variety of activities and experiences which promote fine motor, gross motor, social, and emotional development. Children are able to select activities and materials that interest them and allow them to be actively involved.

Our staff work with the individual child to promote development in all areas. Knowledge of child development, interactions, and observations allows teachers to gather information about each child's temperament, interest, culture, emerging capabilities, and preferred learning style to meet the needs of every child and plan appropriate environments and activities. Weekly plans are posted in the CD Home.

### **FIELD TRIPS**

Children will regularly take walks and may be taken to the playgrounds at the Child Development Center or Memorial Field. Although these walks are not considered field trips, notice will be left at the home providing the destination and time of departure and expected return.

Occasionally, the children may participate in scheduled field trips to area destinations that provide developmentally appropriate activities and learning experiences for children. Parents will sign a permission slip for such field trips. These permission slips will outline the location of the trip, departure and return times, staff participating, and any other special information. Parents are welcome and encouraged to accompany the group on these field trips.

### **INFANT FEEDING**

The CD Home will provide all the meal components appropriate for the age of each infant enrolled in the program. The food provided will follow the CACFP Infant Meal Chart. Parents are responsible for providing empty plastic bottles with nipple covers if using the CD Home formula. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months. If parents provide formula or breast milk, prepared bottles should be provided daily. All bottles should be clearly labeled with the child's first and last name, date and time the formula was made or breast milk was expressed. Unused portions of bottles will be discarded at the end of the day. Infants will be held during feeding times; bottles will not be

propped for them to drink. Cereal and/or medication will not be placed in baby bottles, unless otherwise indicated in the MIAT care plan due to medical reason. If parents choose to provide infant food it must be commercially prepared and in unopened jars or containers. All items should be clearly labeled with the child's first and last name and date.

Parents, physicians and caregivers will work together to develop a feeding plan for full/part time participants, which outlines the introduction of new foods. Feeding plans will be updated every 3 months and will be signed by the physician, parent and caregiver.

### **BUILDING A RELATIONSHIP WITH YOUR CHILD'S CAREGIVER**

1. It's the little things that count. If you are going to be late, take the time to call the staff and let them know. They can then reassure your child that you are on your way.
2. Keep your provider informed of changes going on at home (death of a pet or family member, divorce, etc.) If there are issues going on at home, chances are that your child may be displaying some new behaviors or needs. Alerting your caregiver will help them better meet those needs.
3. Work with your caregiver either during daily conversations or formal conferences to plan goals for your child's developmental progress. Check with them often to stay on top of progress. Keep open communication going regarding your child.
4. Be discreet. Be careful what you discuss with your provider in front of your child. They may not completely understand the intent of your conversation and worry unnecessarily.
5. Visit as often as possible. Plan to come for lunch or participate on special days.

Taking the time to practice some of these suggestions can make all the difference in the world in how your child feels about daycare. The payoff for you is this: A caregiver with whom you have a close relationship is a wonderful addition to your extended family.

### **SUDDEN INFANT DEATH SYNDROME**

The American Academy of Pediatrics says that one of the most important things to help reduce the risk of SIDS is to put healthy babies on their backs to sleep. This is done when a baby is being put down to nap, rest or sleep for the night.

Between the ages of 6 months to 12 months infants may begin to turn over on their own. Once this occurs the recommendation is to let the infants assume their own sleep positions after first being placed on their backs to sleep.

All parents of infants are required to complete an Infant Sleep Position Agreement. Children with medical conditions requiring them to be placed on their stomach for sleeping must have written instructions signed by their physician attached to this agreement. These forms will be posted in the CD Home.

Infant sleeping areas are to be well-lighted. As an additional precaution, blankets will not be placed in cribs with sleeping infants. We provide sleep sacks for infants. These are placed over the child's clothing prior to being put down for naps.

For more information on reducing the SIDS risk, contact the "Back to Sleep" campaign at the American Academy of Pediatrics at [www.aap.org](http://www.aap.org).

# Family Child Care



**Your child's "home away from home"**

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

An FCC home environment is chosen by many parents because they recognize that such settings have important benefits. FCC homes consist of small groups of children that allow for individual attention and a calm home like atmosphere. Parents using FCC can depend on reliable and consistent care from a single provider. Plans are made for the daily activities to develop the social, emotional, physical, and intellectual needs of each child. It is our continuing effort to provide an environment that is warm and happy and supportive of the child as they move through the growth stages. Based on the theory that play is a child's work, activities are planned that emphasize the process rather than the product. In an FCC home such learning takes place through child observation and participation in normal home routines such as sorting laundry, and cooking, as well as in child initiated activities and provider-child interactions.

## **CREATIVE CURRICULUM**

The Department of Army has adopted the Creative Curriculum by Teaching Strategies. This curriculum is based on accepted theories of child development and supports our philosophy that young children learn best by active exploration, self-expression and collaboration.

The homes are designed to facilitate maximum learning and include a wide variety of activities and experiences which promote fine motor, gross motor, social, and emotional development. Children are able to select activities and materials that interest them and allow them to be actively involved.

Our providers work with the individual child to promote development in all areas. Knowledge of child development, interactions, and observations allows providers to gather information about each child's temperament, interest, culture, emerging capabilities, and preferred learning style to meet the needs of every child and plan appropriate environments and activities. Weekly plans are posted in each FCC home.

## **CLOSURE DATES**

FCC homes will be closed to children in our programs on all Federal holidays, CYS Annual In-service Day and at any other time the decision is made by the Garrison Commander to close the Rock Island Arsenal. There will be no care provided on these days and fees will not be reduced. There may be circumstances that require parents to work on one of these days. In such cases, parents will need to work with their provider to try to arrange care.

## **RESOURCES**

Our program has Department of Army, state certified child care homes which offer a family type atmosphere with a limited number of children, flexible hours, and the ability of providing care for children with special needs. FCC providers have access to the Lending Closet and an on-staff Training and Curriculum Specialist who provides both individual and group training. The FCC staff prepare monthly curriculum packets that include a variety of individualized activities that the provider can incorporate into her weekly developmental activity plan which is posted for parental review.

## **HOW PROVIDERS ARE CHOSEN**

Our FCC providers must meet very rigid and specific requirements. The process of selection requires that each applicant and their families undergo a security check at local, state, and federal levels. Personal references are required and interviews are conducted by program personnel.

Each provider applicant is trained in the following areas: first aid and safety; CPR and emergency procedures, child development and child guidance, nutrition, safety, child abuse, and developmentally appropriate activities. To complete the application process and become a certified care provider, each on-post home is inspected by RIA fire, safety and health departments. If the home is located off post, the provider must be registered or licensed by the state, and their home must meet the standards required for a childcare home in that state.

## **POLICIES**

Providers will furnish each family with a set of their individual policies, which include information regarding their operating hours, closures, schedules, curriculum, training, outdoor play, field trips, clothing and toys brought from home, etc.

## **LIABILITY**

All FCC providers are required to carry liability insurance that covers in home day care. On post providers are covered by the U.S. Army Non-Appropriated Fund Risk Management Program. Off post providers must carry a childcare policy on their homeowner's insurance. Providers who transport children in their private vehicle must carry automobile liability insurance to cover those children in their care. All children transported will use a child restraint appropriate to their age.

## **SMOKING**

Providers and their family members will not smoke in the presence of children. If there is a smoker in the home, a designated smoking area away from the defined child activity space will be established for smokers. Parents can request a non-smoking home when receiving referrals.

## **SUDDEN INFANT DEATH SYNDROME**

The American Academy of Pediatrics says that one of the most important things to help reduce the risk of SIDS is to put healthy babies on their backs to sleep. This is done when a baby is being put down to nap, rest or sleep for the night.

Between the ages of 6 months to 12 months infants may begin to turn over on their own. Once this occurs the recommendation is to let the infants assume their own sleep positions after first being placed on their backs to sleep.

All parents of infants are required to complete an Infant Sleep Position Agreement. Children with medical conditions requiring them to be placed on their stomach for sleeping must have written instructions signed by their physician attached to this agreement. These forms will be posted in the FCC Home.

Infant sleeping areas are to be well-lighted. As an additional precaution, blankets will not be placed in cribs with sleeping infants. We provide sleep sacks for infants. These are placed over the child's clothing prior to being put down for naps.

For more information on reducing the SIDS risk, contact the "Back to Sleep" campaign at the American Academy of Pediatrics at [www.aap.org](http://www.aap.org).

## **CLOTHING**

Children should arrive for care in the morning fully dressed in clothes appropriate to the day's activities. Please keep in mind that children may need several changes of clothes throughout the day due to leaky diapers, spills, etc. Please provide spare clothes that can be left in the provider's home. All children's belongings should be labeled with the child's name. Please make sure you provide coats, mittens, hats, etc. for cold weather. Children play outside daily unless temperatures are extreme.

## **INFANT FEEDING**

The FCC provider will provide all the meal components appropriate for the age of each infant enrolled in the program. The food provided will follow the CACFP infant Meal guidelines. Providers are only required to offer one brand of infant formula. Parents may choose to use that formula or to provide their own formula or breast milk. Upon enrollment, the parent will complete an infant feeding form indicating their choice. These forms are available from the program director. Parents are responsible for

providing empty plastic bottles with nipple covers if using the provider's formula. Bottles for infants (under 12 months) may only contain formula or breast milk. Whole milk is allowed for children over 12 months. If parents provide formula or breast milk, prepared bottles should be provided daily. All bottles should be labeled with the child's first and last name, date and time the formula was made or breast milk was expressed. Unused portions of partially consumed bottles will be discarded. Infants will be held during feeding. Bottles will not be propped for them to drink, nor are infants put down to nap with a bottle. Cereal and/or medications will not be placed in baby bottles, unless otherwise indicated in the MIAT care plan due to medical reason. Parents, physicians and providers will work together to develop a feeding plan which outlines the infant's food needs and the introduction of new foods. These plans will be updated every 3 months and will be signed by the FCC provider, parent and physician. These forms are available from the program director. A copy of each infant's feeding plan will be kept in the child's file at the provider's home.

### **EMERGENCY EVACUATION**

For those children in FCC located off post, the provider would follow her applicable individual emergency action plan.

# School Age Center



## **AUTHORIZATION**

School Age and Youth Center programs are authorized by AR 608-10.

## **PHILOSOPHY/PURPOSE**

Our philosophy is based on the theory that play is a child's work. For these reasons, we believe in developing the "whole" child. The goal of any School Age or Middle School and Teen program is to promote development of children in accordance with the needs, abilities, and genuine interests of each child. Specifically, children must feel good about themselves in order to reach their full potential. The programs are fun-filled, hands-on, positive, flexible, and educational.

The purpose of CYS is to provide a network of child care delivery systems through which the Army provides quality child development options that reduce the conflict between parental responsibilities and unit mission requirements. School-Age Center (SAC), Youth Center (YC) and Middle School and Teen (MST) programs provide experiences which promote children's physical, social, and intellectual growth and general well-being. Each child's positive self-esteem will be promoted by:

- a. Enhancing social, cognitive and communication skills.
- b. Providing creative, artistic experiences.
- c. Developing skills for both large and small muscles.

It is our continuing goal to treat children of all races, religions, family backgrounds, and cultures with equal respect and consideration; and to provide developmentally appropriate activities and materials that respect cultural diversity.

We recognize that children grow in predictable stages and affirm that the rate of growth is different for each child, and that these stages cannot be rushed. It is our continuing effort to provide an environment that is warm, happy, and supportive of the child as they move through the growth stages.

We use the ABCD problem solving method with participants to help teach them conflict resolution.

A= Ask, each person gets a chance to tell what happened

B= Brainstorm, come up with solutions to the problem

C= Choose, choose one of the solutions to work out the problem

D= Do, now you have to do what you said you were going to do

## **SIGNING CHILDREN IN/OUT**

Parents must escort their child to and from the program and sign the daily attendance register for the Before School Program, School Out Program, Summer Day Camp Program, Transition Camp Program and Open Recreation Programs. Children participating in the After School Program will sign themselves in. If a child does not arrive after school and no prior notification has been given, a SAC staff will follow procedures outlined in SOP number 32 to locate the missing child. Parents are still required to sign their child out of the After School Program. If a child is in 6<sup>th</sup> grade and has completed the Home Alone Class, then parents may give written permission for that child to sign themselves out and walk home, otherwise participants must be 13 years and older to sign themselves out.

Children will only be released to parents, unless written arrangements have been made. Adults, picking up children who are unfamiliar to staff will be asked for identification and their names checked against the emergency pickup list. The parent will be contacted for confirmation if prior arrangements have not been made. If a parent is unavailable to confirm that someone else will be picking up their child we will not release the child to the unfamiliar person. Children will not be released to siblings or other children under the age of 14. Parents are responsible for their child's safe departure. If a parent arrives at a CYS facility program to pick up their child and smells of alcohol, has slurred speech, or appears to be inebriated, RIA Police will be notified.

Parents are asked to notify the program by 9:00 AM if their child will be absent for the day.



The School Age Services Program is accredited by the Council on Accreditation (COA).

COA After School Standards reflect our philosophy that COA recognition is not an end – it is a means to an end. The real end point is a program's enhanced growth and stability, an unwavering commitment to the health, safety, and rights of children and youth, and measurable and observable results.

COA standards are based on generally-accepted elements of best practice, outcomes-oriented, effective in advancing quality, and responsive to the unique needs and diversity of after school programs.

COA's After School Standards include three different sections of standards: After School Program 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 and out of school time. Programs will complete all three sections of standards. Taken together, these standards represent a set of practices that support quality programming and promote positive outcomes for children and youth.

Each section of standards is organized according to a three level structure that supports thorough self-assessment and standards implementation. At the highest level, a purpose standard provides the overall aim of the section of standards. At a middle level, each section is comprised of several sub-sections that are headed by core concept standards. Core concept standards describe program components that support the purpose standard. Lastly, at a third level, standards that contain detailed practices contribute to the core concept, and to meeting the purpose. These are practice standards.

COA standards are grounded in a long-standing, widely held belief that children, youth, and families benefit when a program enhances its capacity to achieve its mission and validate its impact. COA also embraces the idea that the positive effects of implementing national standards multiply when programs become part of a community that shares and supports this perspective.

## **PROGRAM OVERVIEW**

### School Age Center

School Age Center (SAC) offers a variety of programs for participants in kindergarten through 7<sup>th</sup> grade during parental duty hours.

- *Before School Program* operates from 6:00-7:45 AM, except on Federal Holidays. This is a time for participants to receive homework and computer assistance, participate in group activities or pursue their own interests. This program is available to all registered participants.
- *After School Program* operates from 3:00 - 5:00 PM, M, T, TH, F and 2:00 – 6:00 PM, W, except on Federal Holidays. This is a time for participants to receive homework and computer assistance, participate in planned group activities or pursue their own interests. This program is available to all registered participants.

- *Boys & Girls Club and 4-H*, all SAC participants have the opportunity to explore their curriculum. These activities include but are not limited to; Photography, Fine Arts, Cooking, Sports Fitness and Technology.
- *School Out Program* is offered during planned school closures for the following public school districts: Moline, East Moline, Rock Island, Sherrard, Geneseo, Davenport, Bettendorf, North Scott and Pleasant Valley. These programs operate from 6:00 AM- 6:00 PM. Sign-up dates for these activities are listed in brochures that are sent out monthly.
- *Summer Day Camp* is an 11-week, program that operates in the summer months. Activities include, but are not limited to, swimming, bowling, skating, field trips, and crafts. Hours are 5:45 AM-5:30 PM.
- *Transition Camp* is offered during the timeframe between the end of camp and the beginning of the school year. Hours are 6:00 AM- 5:15 PM.
- *Junior Volunteer (JV) Program* is for participants in 8<sup>th</sup> grade, and who are 14 years or older. These participants assist the paid staff with program implementation. Opportunities for JV are year round.

## Youth Center

Youth Center (YC) offers a variety of programs and activities for the whole family and individual age groups. There is no extra fee for those programs unless the participants are going on a field trip. If extra money will be needed for a trip, the staff will inform the parents at least 1 week in advance. Youth meet weekly to plan activities, go on local field trips, learn new skills and have fun. Be sure to read our monthly calendar for program specific information.

- *Kids Club* offers fun activities for participants' kindergarten through 5<sup>th</sup> grade. The participants plan activities for this program, ranging from indoor activities to outdoor field trips. Shuttle service to Quarters is available after this program with parental permission.
- *Middle School Program, Torch Club*, is for participants in 6<sup>th</sup> through 8<sup>th</sup> grade. The participants plan activities for this program, ranging from indoor activities to outdoor field trips. A Middle School council will be elected to help with club business. Along with the elected officials, participants will help with the organization of the club. This club allows the Middle School participants to be with their peers and discuss problems that occur for this age group. Check YC monthly calendar for specific dates and times. Shuttle service to Quarters is available after this program with parental permission.

The Middle School Summer Camp operates in the summer months, and is open to participants in 6<sup>th</sup> and 7<sup>th</sup> grade.

- *Teen Program, Keystone Club*, is open to participants 9<sup>th</sup> through 12<sup>th</sup> grade. Specific Fridays of each calendar month are set-aside for the teens. On at least one Saturday of the month we offer a special teen event. Please check the YC monthly calendar for specific dates and times. Monthly events are planned by the teens, and range from educational classes to lock-ins. They have an active teen council. Shuttle service to Quarters is available after this program with parental permission.
- *Open Recreation* is for all registered participants. Open Recreation is offered for 4 hours a month during the school year.

## **COMMUNICATION**

We use the Incident Report Form (RIA 608-6), to help maintain the line of communication with parents. Please stress to your child that all staff are there for their safety and will follow the established guidelines and rules.

If there is a form for you to sign, your child's name will be highlighted on the sign-in sheet. The staff will make every effort to speak to you in person about the incident, but due to staggered staffing not all staff members will be available when you pick your child up. If you would like to talk personally to the staff member who filled out the form, please let us know, and we will schedule a meeting for you. As you know there is not a "cookie cutter" solution to every problem or difficulty. It is essential that the adults communicate to ensure the well-being of the children.

Participants are encouraged to give suggestions on what programs or activities they would like to do. On a quarterly basis, the Youth Action Council (YAC) meets with participants to discuss what programs they would like to have, changes they would like in programs, and any other issues they have. We also encourage the participants to use the suggestion box, located in the lobby, and to complete surveys received. Participants do not need to wait until a survey is sent, or for the YAC to give input into the program. At any time, they can speak with a staff member about their ideas, problems or suggestions.

If you have any questions or comments, please let the staff know about them. The Program Director may be reached at 309-782-7544, or you may use the Parent Suggestion Box located in the lobby of the School Age Center, or through the ICE web link. Suggestions and complaints will be handled promptly. If you have any compliments please pass them along also.

Information that is relevant to all CYS programs will be distributed by the CYS office via email.

Parents are encouraged to communicate any concerns or questions that they might have with the SAC staff, Director or Assistant Director. If a concern cannot be resolved with the Director parents should contact the CYS Coordinator.

## **DISCIPLINE**

Discipline is a way of teaching a child to control his/her own behavior. Children will be disciplined in a consistent way based on the individual needs and the developmental levels of the children. Constructive disciplinary measures will be used. For example, praise for appropriate behavior, the separation of the child from situations, gentle physical restraint such as holding, or removal of privileges are all possible actions.

The following forms of discipline will not be used:

- a. Corporal Punishment
- b. Confinement in small spaces such as a closet
- c. Restraints
- d. Verbal Abuse
- e. Deprivation of meals
- f. Deprivation of snacks

Inappropriate behavior is defined as hitting, biting, kicking, spitting, disregard of established rules and procedures (i.e. leaving the program unaccompanied, fighting, stealing, etc.) or other similar behavior, which affects the well-being or safety of other children or the staff.

Restrictions of the use of specific play materials and equipment or participation in a specific activity are permissible consequences of inappropriate behavior. Staff will discuss problems with parents and work together on plan of action. The plan of action may include measures to be followed at home and in the program.

If a child does not respond to appropriate discipline procedures, the following may occur:

- a. A 1-day suspension from the program, beginning the next day. Parents will be responsible for payment for the suspended day.
- b. If the problem continues after the child returns to the program, the child will be suspended for 3 days. The parent will be responsible for payment for those 3 days.
- c. If the child continues to display inappropriate behavior, a suspension of 1 week from the program will occur. The parent will be held responsible for that week's payment. After 1 week (5 working days) the child will be re-admitted to the program.
- d. Display of the next behavioral problem may warrant permanent dismissal from that particular program. At this point, the parents will not be held responsible for any future payments.

It should be noted that if any offense is so severe that a child or staff member is placed in a dangerous situation, which jeopardizes the health, safety, or general well-being of those individuals, that child will be removed from the program immediately and the parent will be notified.

Documentation on Incident Report Form (RIA 608-6), will be written for incidents of inappropriate behavior. Parents will be asked to sign the form. One copy will be placed in the child's file; the other copy will be given to the parent.

## **BULLYING**

The SAC/YC does not tolerate any form of bullying among our participants. Bullying is an intentional aggressive behavior. It can take the form of physical or verbal harassment and can be an individual or group act. Bullying behavior can include teasing, insulting someone, shoving, hitting, excluding someone, or gossiping about someone. The SAC participate in annual educational bully prevention programs and activities. The participants learn about the different types of bullying, the effect that bullying can have on all individuals involved and what to do if you are being bullied. SAC participants are also trained on a quarterly basis on Conflict Resolution. All issues of bullying are addressed immediately with all participants concerned and staff complete an Unusual Occurrence form to inform parents of the issue.

## **EMERGENCIES**

Parents must provide two local emergency contact numbers when they register their child into any SAC/YC program. Failure to leave an accurate number may result in loss of your SAC/YC privileges. Emergency notification will occur if your child becomes ill, injured, or a behavior problem persists. In case of a weather-related emergency, parents will be informed if closure is authorized. Parent will be expected to pick up their child as quickly as possible, but no later than 1 hour after parent is notified. Failure to do so may result in suspension of program privileges.

## **EMERGENCY PROCEDURES**

During inclement weather, all SAC/YC Programs will be moved to Bldg. 150, if not already located there. Fire drills will be conducted monthly and tornado drills will be practiced monthly from February through May. Children will be exited to the outside for a fire drill and to the children's bathroom off the atrium during a tornado or severe weather drill.

In case of injury, first aid will be applied, and an Incident Report Form will be completed for the parent and for the child's record. In case of serious injury, 911 will be called before the parent is notified.

## **TRANSPORTATION**

Participants will be transported to and from activities in CYS vehicles or contracted bus service. All riders will observe established rules.

## **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 will be notified at least 1 week in advance of any field trip. Field trips are to locations in the local community that offer developmentally appropriate activities and learning opportunities for the children attending. Written parental permission must be given before a child will be allowed to participate. Parents will sign a permission slip for each field trip authorizing their child to attend. Permission slips will note the location of the trip, the departure time, approximate time of return, and staff attending. Ratios must be maintained by paid staff supplemented with adults such as parents or volunteers. Ratios for high risk activities must follow guidance. Emergency notification information, rescue medication, cellular telephone, and basic first aid supplies are taken on all field trips.

## **CLOTHING**

Children should wear comfortable clothing suitable 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). All clothing and accessories should be labeled with your child's full name.

Children's footwear should be closed-toe with rubber soles and be suitable for running, climbing and jumping. For safety reasons, flip-flops, backless sandals, cowboy boots, dress shoes, heels without straps or wedged heels are not recommended

## **TOYS AND MONEY FROM HOME**

We encourage youth to leave toys and money at home. If items are brought from home they are the sole responsibility of the child.

## **LOST AND FOUND**

Please check the Lost and Found periodically for any of your child's possessions. The contents of the Lost and Found will be donated to the Thrift Shop.

### **CENTER CLEANLINESS**

General clean up will be the responsibility of all participants and staff. Janitorial service is provided once a day and will include cleaning the restrooms, vacuuming, emptying trash, and other necessary tasks. Staff will conduct daily facility checks. Any deficiency will be noted and corrective action will be taken immediately.

### **TV / MOVIES AND VIDEO GAMES**

While at the Youth Center, the participants will have access to a variety of games, computer software programs, and movies. Only G and PG rated movies will be shown unless specific parental permission is granted. Although we do have a television, we do not watch it on a daily basis. Television viewing is limited and programs watched are G or PG in nature. Video games will be limited to games with the rating of "E" for the School-Age and Middle School Participants, and "T" for the Teen Participants.

### **LENDING MATERIALS**

The SAC has a variety of parenting materials available for check out in the lobby.

## CONTACT INFORMATION

### **CYS Coordinator**

Building 110  
Monday-Friday.....0600-1730  
DSN: 794-2828 • CIV: 309-782-2828

### **Parent Central Services (Registration for all programs)**

Building 110  
By Appointment only: Monday – Friday .....0700-1600  
DSN: 794-0791 • CIV: 309-782-0791  
Web: <https://rockisland.armymwr.com/us/rockisland/categories/cys-services>

### **Child Development Center Main**

Building 15  
Monday-Friday ..... 0600-1715  
DSN: 794-0148 • CIV: 309-782-0148

### **CYS Nurse**

Building 110  
DSN: 794-3043 • CIV: 309-782-3043

### **Family Child Care (FCC)**

Building 110  
Monday-Friday ..... 0700-1630  
DSN: 794-0813 • CIV: 309-782-0813

### **CD Home**

Building 85  
DSN: 794-6793 • CIV: 309-782-6793

### **School-Age Center / Youth Center**

Building 150  
Monday-Friday ..... 0600-0800 and 1500-1715  
School Out Days..... 0600-1715  
Summer Day Camp..... 0545-1715  
DSN: 794-5019 • CIV: 309-782-5019

### **School Liaison Officer**

Building 110  
DSN: 794-6515 • CIV: 309-782-6515

### **Family Advocacy Program Manager**

Building 110

DSN: 794-3049 • CIV: 309-782-3049  
DOD Child Abuse/Safety Hotline: 1-877-790-1197

CYS Website: <https://rockisland.armymwr.com/us/rockisland/categories/cys-services>

CYS Tax ID Number: Rock Island Arsenal Installation Morale, Welfare, and Recreation  
Fund #36-3523797

Webtrac Site (for online payments)  
<https://webtrac.mwr.army.mil/webtrac/rockislandcyms.html>

Facebook Website: <https://www.facebook.com/RIACYSS?ref=mf>

Waitlist Sign up: <https://MilitaryChildCare.com>